



2024 – 2025

Emergency Response Program



WINTER SEASON STRATEGY:

LAHSA is utilizing **four strategies** to address the needs of people experiencing homelessness during the winter months in **FY 24-25**:

- Outreach Engagement
- Warming Centers
- Seasonal Winter Shelters
- Emergency Response Program

OUTREACH:

Outreach teams continuously engage unsheltered individuals to build rapport, refer them to interim housing and permanent housing resources, and assist them in collecting essential documents.

Throughout the winter, they identify individuals who are highly vulnerable to winter weather and provide information on available warming centers, shelter services, and permanent housing resources.

THE EMERGENCY RESPONSE PROGRAM:

The City or County of Los Angeles may activate the Emergency Response Program in the event of severe cold, rain, or other emergency.

The Emergency Response Program uses the following strategies to increase bed capacity rapidly so more people can come safely inside:

- Expanded capacity at existing interim housing sites
- Utilization of hotel/motel vouchers
- Pop-up shelters at parks and recreation facilities, churches, and other facilities

For information about the Seasonal Winter Shelters that are open continuously from November 1 to March 31, please visit <https://www.lahsa.org/winter-shelter>

WHO IS ELIGIBLE FOR EMERGENCY SHELTER?

Emergency Response Shelter sites serve:

- Households consisting of 1-2 persons over the age of 18, and other populations as directed by funders
- Experiencing unsheltered homelessness

The public and outreach teams will be notified of an activation via:

- Constant Contact notification
- Coordination Calls
- Release of flyers
- Social Media
- Website Update: <https://www.lahsa.org/emergency-response>

WARMING CENTERS

Warming centers are facilities that are open to the public that individuals experiencing homelessness can utilize to come indoors from the rain/cold. They include:

1. Libraries
2. Community Centers
3. Recreation facilities
4. Malls and other public spaces

• Individuals who are experiencing unsheltered homelessness are encouraged to utilize these spaces to come indoors from the rain/cold during regular hours of operation.

• Outreach teams will share information on warming center locations with participants and will also be available online.

• For more information on these resources please visit:

- For LA County - Ready LA County: <https://ready.lacounty.gov/>
- For LA City - Climate Equity LA: <https://www.climate4la.org/>

HOW DO PEOPLE ACCESS A SHELTER?

1. Self-referral

On the 2nd page is a list of Emergency Response Shelter locations and their addresses. Shelters accept individuals on a first-come-first-serve basis if space is available.

2. How to Access?

- Dial 2-1-1 or 1-800-548-6047 from any phone to check availability at Seasonal Winter Shelter and Emergency Response Program Shelter (when activated), request referrals, and request transportation to and from traditional interim housing.
- Go directly to a shelter (first come, first served basis, as available).
- Request information on traditional interim housing sites and transportation.

3. 211 LA

Participants can dial 2-1-1 or 1-800-548-6047 from any phone to check availability at Seasonal Winter Shelters and Emergency Response Program sites (when activated), request referrals, or transportation. 211 can also check hotel/motel voucher availability.

4. Outreach Teams

Individuals can ask outreach teams to refer them and transport them to the shelter. If the Emergency Response Program is activated and hotel/motel vouchers are available, outreach workers can assist them in getting a hotel/ motel voucher.



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SPA	CD	SD	Period of Operation	Location	Service Provider	Address	# of Beds	Population Served