

Skid Row Action Plan Report Back

December 8, 2023

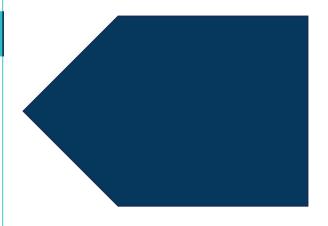


SKID ROW ACTION PLAN Report Back

December 8, 2023, 9am-Noon

AGENDA

9:00-9:10am	Welcome from Change Well Project & the Skid Row Action Plan Resident Advisory Committee
9:10-9:15am	DR. CHRISTINA GHALY, M.D. Director, L.A. County, Department of Health Services
9:15-9:25am	SUPERVISOR HILDA SOLIS L.A. County Board of Supervisors
9:25-9:30am	MOLLY RYSMAN DHS Housing for Health
9:35-10:00am	DR. ALISA OSUNFUNKE ORDUNA Change Well Project Our Community Design Journey
10:05-11:05am	COMMUNITY DESIGN WORKGROUP PRESENTATIONS
	Permanent Housing Ciarra DeVozza and Todd Cunningham
	Interim Housing Richard Myers and Steven Mitchell
	23/7 Low Barrier Healthcare Center Don Garza and Emily Thomas
	Harm Reduction Health Hub lan Flagg and Brandye Combs
	Safe Services Space
	Tom Grode, Michele Felix
	Additional Community Recommendations Adrian Excel and Linda Leigh
11:05-11:20am	ELENA FIALLO & REBECCA WATSON Change Well Project
11:20-11:35am	FINAL REMARKS
	SIEGLINDE VON DEFFNER DHS Housing for Health



OUR AGENDA

Review of Committed Revenue Sources

DHS ARPA Plan Z- \$11,000,000

DHS Care First Community Investment Round 2- \$22,700,000

DHS CA Encampment Resolution Funding Round 2 - \$60,000,000

DHS Measure H (SRAP & EWH) and HHAP-\$32,360,000

LAHSA Every Woman Housed - CA Encampment Resolution Funding Round 1-\$14,960,000

LAHSA Every Woman Housed - Measure H-\$1,630,000 DMH – Crocker Phase 2 CA Behavioral Health Bridge Housing - \$67,760,000

DHS – Crocker Phase 2 Whole Person Care Trust Fund - \$15,597,000

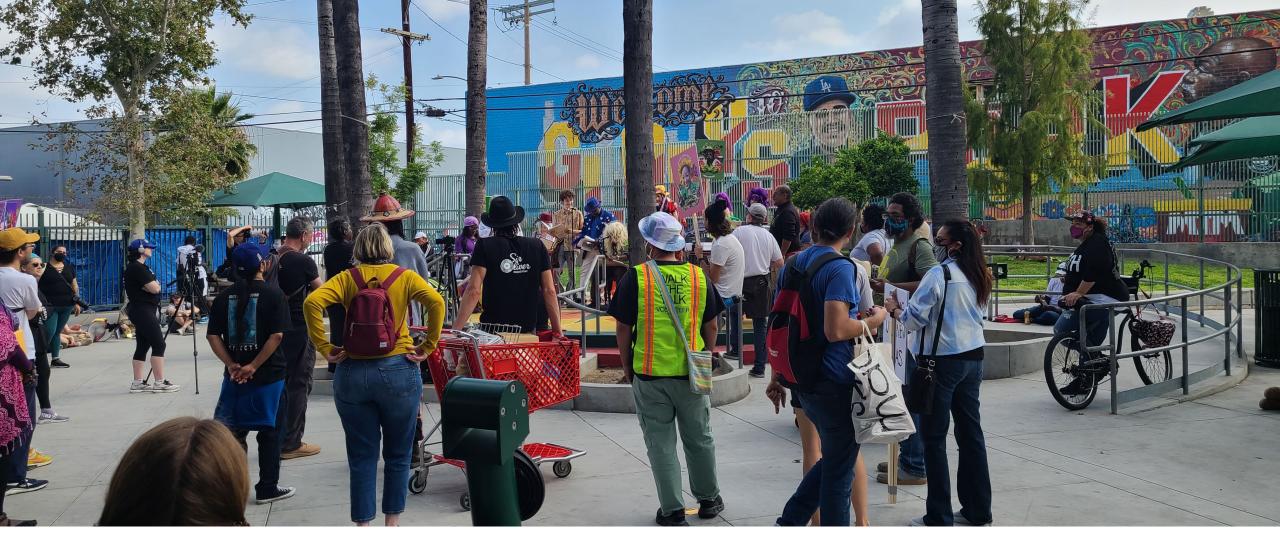
DHS – Crocker Phase 1A AB 109 OEND - \$1,250,000

DHS – Crocker Phase 1A CA State Budget Earmark - \$500,000

DHS – Crocker Phase 1B CFCI (see above)

DMH – Crocker Phase 1B Community Care Expansion - TBD Over **\$227.4 million** committed to Skid Row in new resources since 2021!

Supporting permanent housing, interim housing, outreach, services, healthcare and more!



Once Upon a Time in Skid Row . . . The SRAP Journey

Land Acknowledgement

The County of Los Angeles recognizes that we occupy land originally and still inhabited and cared for by the Tongva, Tataviam, Serrano, Kizh, and Chumash Peoples.

We honor and pay respect to their elders and descendants -- past, present, and emerging -- as they continue their stewardship of these lands and waters. We acknowledge that settler colonization resulted in land seizure, disease, subjugation, slavery, relocation, broken promises, genocide, and multigenerational trauma.

This acknowledgment demonstrates our **responsibility** and **commitment** to **truth**, **healing**, and **reconciliation** and to elevating the **stories**, **culture**, and **community** of the original inhabitants of Los Angeles County.

We are grateful to have the opportunity to live and work on these ancestral lands. We are dedicated to growing and sustaining relationships with Native peoples and local tribal governments.



Labor Acknowledgement



We recognize and acknowledge the labor upon which our country, state, and institution are built. We remember that our country was built on the labor of enslaved people who were kidnapped and brought to the US from the African continent and recognize the continued contribution of their survivors.

We also acknowledge all immigrant and indigenous labor, including voluntary, involuntary, trafficked, forced, and undocumented peoples who contributed to the building of the country and continue to serve within our labor force.

We recognize that our country is continuously defined, supported, and built upon by oppressed communities and peoples. We acknowledge labor inequities and the shared responsibility for combatting oppressive systems in our daily work.

Community Agreements

- rake space, make space.
- Speak your truth.
- Active listening.
- Be present in the moment; no phone or reading emails.
- ·Healthy goals.
- ·Solutions oriented.
- ·Empathy.
- ·Positivity.
- Open to change.
- Listen louder than you talk.
- ·Active listening.
- Show up!
- Speaking power to truth.
- Know your biases.
- ·Leave a man with his dignity.
- Talk from your own experience; use "I" statements.
- Agree to disagree.
- ·Two things can be true at the same time.
- ·Talk just enough.
- ·Talk to community; talk here.
- ·Skid Row is like any other community there are a lot of different points of view.
- ·Allow each participant to speak.
- ·Listen intently.
- This is a NEIGHBORHOOD! People know each other here.
- ·Lead by example.
- Being open with yourself; make goals for you and your investments.
- ·Time for feedback; honor everyone's feedback.
- Being able to view the vision.
- ·Listen intently while others speak.
- -Humility
- ·Being open minded and learning from each other to help build community.
- -Collaborative.
- ·Leave your agenda at the door (be open).
- A space that has actionable items.
- ·A space focused on "solutions talk."
- Healthy conflict.
- ·Positive thinking!
- Someone may talk loud out of passion and not anger, and someone may be angry and it is okay as long as they do not express their anger with violence.
- ·Watching out for one another.
- ·Do no harm.

06.29.23

- I am because you are when I look at you, I see me. Kapwa and Ubuntu.
- Take the position of the other person.
- Compassion the right to be respected.
- · Respect.
- Lean into curiosity and not fixed views.
- Take space, make space.
- Speak your truth.
- · Active listening.
- Be present in the moment; no phone or reading emails.
- Healthy goals.
- Solutions oriented.
- Empathy.
- Positivity.
- Open to change.
- Listen louder than you talk.
- · Active listening.
- Show up!
- Speaking power to truth.
- Know your biases.
- Leave a man with his dignity.
- Talk from your own experience; use "I" statements

Community Agreements

· rake space, make space. ·Speak your truth. Active listening. ·Be present in the moment; no phone or reading emails. ·Healthy goals. ·Solutions oriented. ·Empathy. ·Positivity. Open to change. ·Listen louder than you talk. Active listening. Show up! -Speaking power to truth. Know your biases. ·Leave a man with his dignity. ·Talk from your own experience; use "I" statements. Agree to disagree. ·Two things can be true at the same time. ·Talk just enough. ·Talk to community; talk here. ·Skid Row is like any other community - there are a lot of different points of view. Allow each participant to speak. ·Listen intently. ·This is a NEIGHBORHOOD! People know each other here. ·Lead by example. Being open with yourself; make goals for you and your investments. ·Time for feedback; honor everyone's feedback. Being able to view the vision. ·Listen intently while others speak. ·Humility. Being open minded and learning from each other to help build community. ·Collaborative. ·Leave your agenda at the door (be open). A space that has actionable items. ·A space focused on "solutions talk." ·Healthy conflict. ·Positive thinking! ·Someone may talk loud out of passion and not anger, and someone may be angry and

it is okay as long as they do not express their anger with violence.

·Watching out for one another.

·Do no harm.

- Agree to disagree
- Two things can be true at the same time.
- Talk just enough.
- · Talk to community; talk here.
- Skid Row is like any other community there are a lot of different points of view.
- Allow each participant to speak.
- Listen intently.
- This is a NEIGHBORHOOD! People know each other here.
- Lead by example.
- Being open with yourself; make goals for you and your investments.
- Time for feedback; honor everyone's feedback.
- Being able to view the vision.
- Listen intently while others speak.
- Humility.
- Being open minded and learning from each other to help build community.
- Respect.

06.29.23

Collaborative.







COMMUNITY DESIGN SESSIONS



Workshop II: August 2023

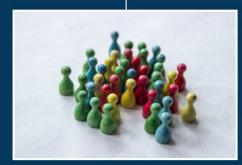
02



Workshop IV: December 2023



Workshop I: June 2023



Workshop III: October 2023

03



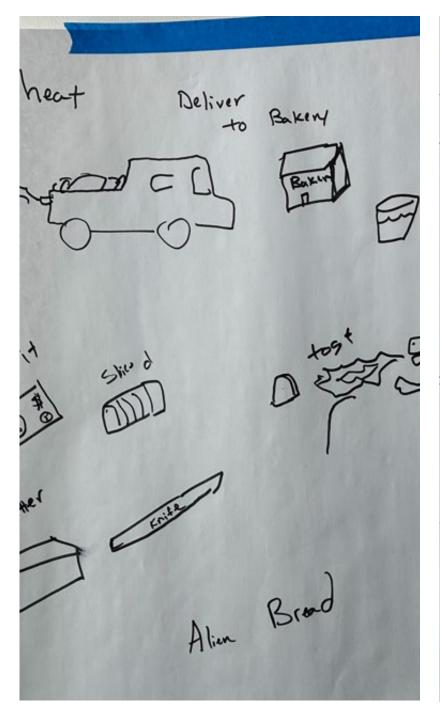




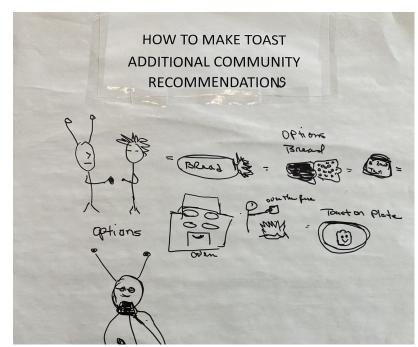


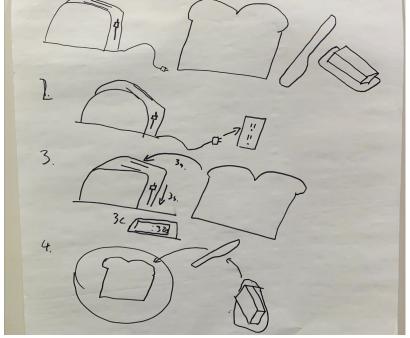




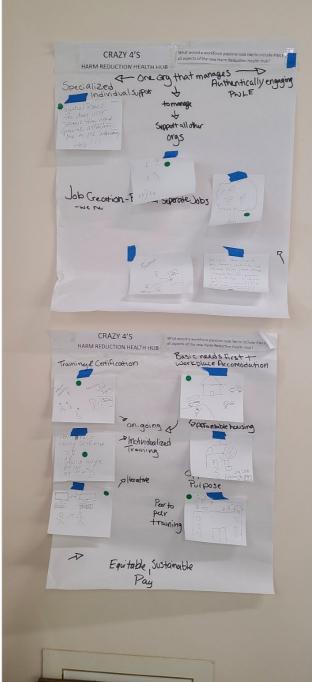


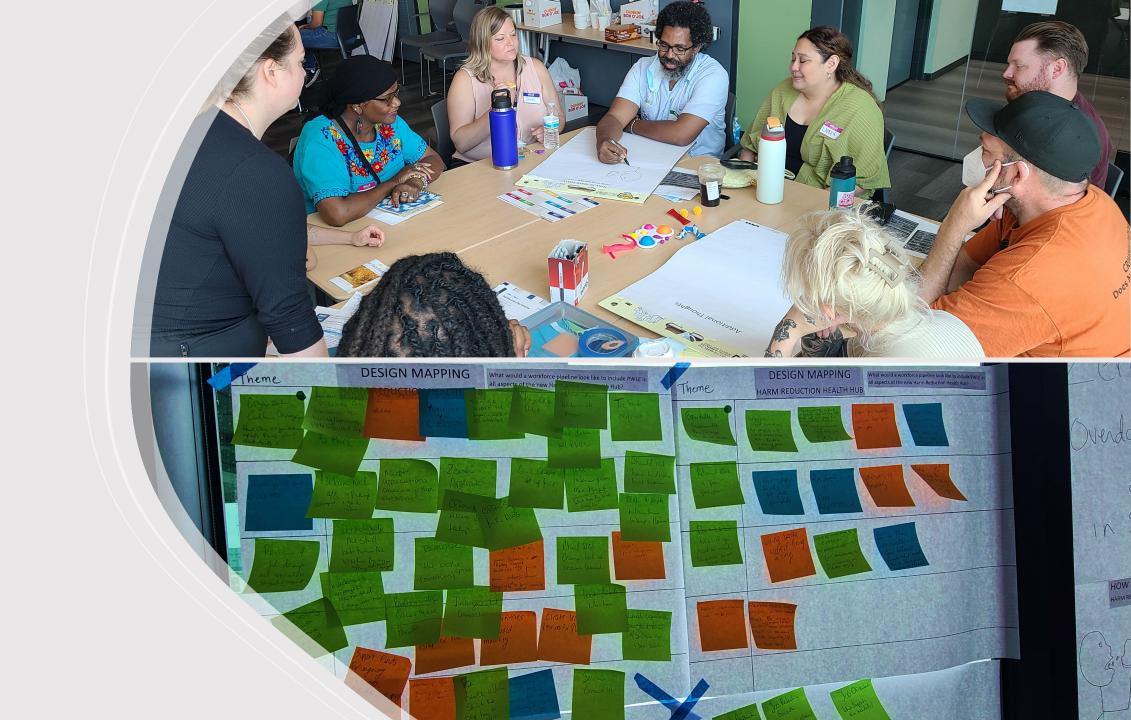




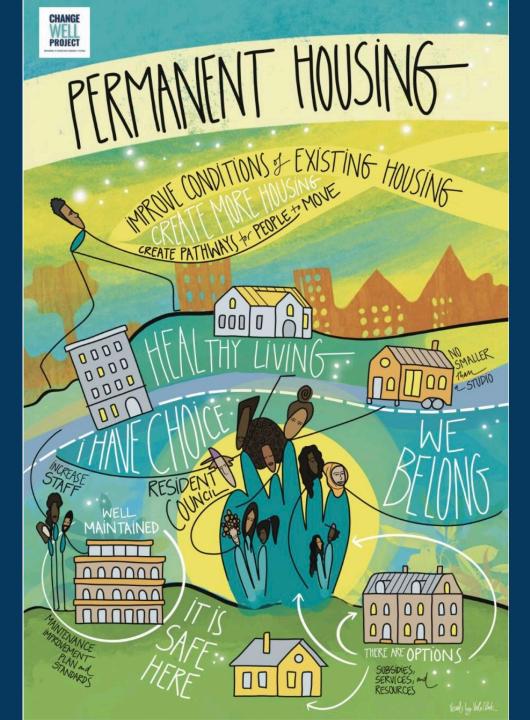








SRAP Community Design Workgroups



Permanent Housing Workgroup



Key Component:

Housing Council is the proposed platform to center community voice and ensure outcomes are achieved in permanent housing with community in the process.

Vision

· By 2027....Skid Row will be a Trauma-Informed Community with opportunities for safe, adequate and supportive housing for all residents.

Proposal

 Housing Council to improve the safety, maintenance, and physical conditions of current permanent housing stock in Skid Row and develop a written minimum standard of housing in Skid Row.

Outcomes

- 2000 New Permanent Housing Units
- · Minimum Standard for Permanent Housing in Skid Row including, buildings, property management and services.

GOALS BY 2027...

CHANGEW**ell** Project

HOUSING COUNCIL SUBCOMMITTEES

Tenant, Stakeholder, and Community Engagement

> Tenant Updates on all housing work in Skid Row

One Source for Tenant Rights and Responsibilities + Resources Built Environment Improvements

> Create minimum standards for PSH in Skid Row

Pooled Fund for Building and Community Improvements Iraining

Minimum standards for training across all housing positions in Skid Row

Annual training and retraining led by Skid Row Residents for all staff Eviction Prevention

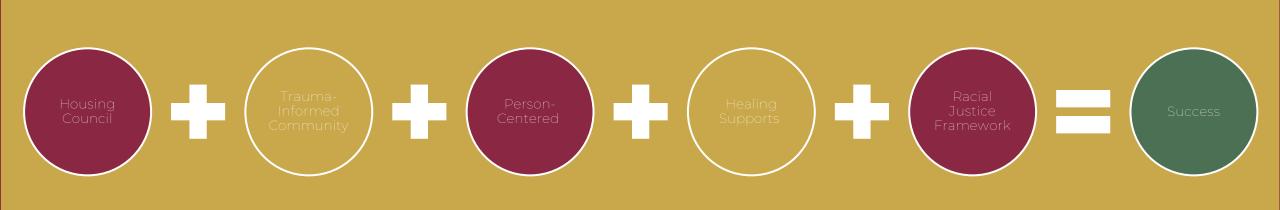
Review Eviction data and design interventions to prevent evictions

Community resources and eviction prevention programming

CHANGEWELLPROJECT

Additional Recommendations

Trauma-Informed Community
Person-Centered and Promotes Healing
Racial Justice



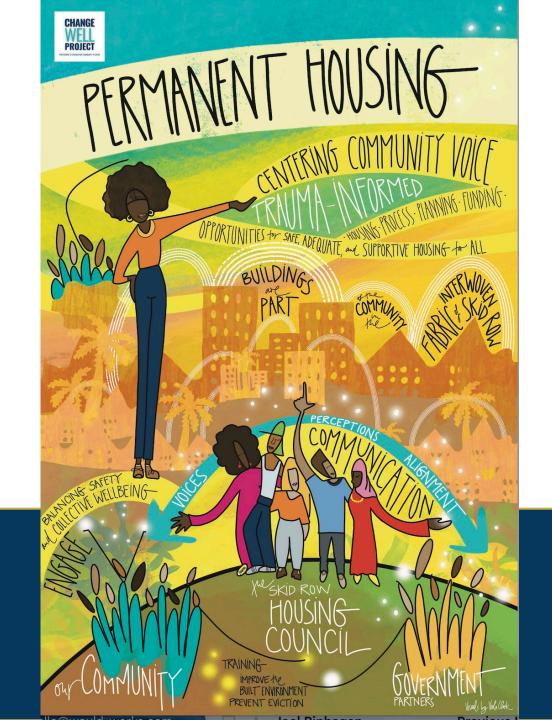
Biggest Take Aways

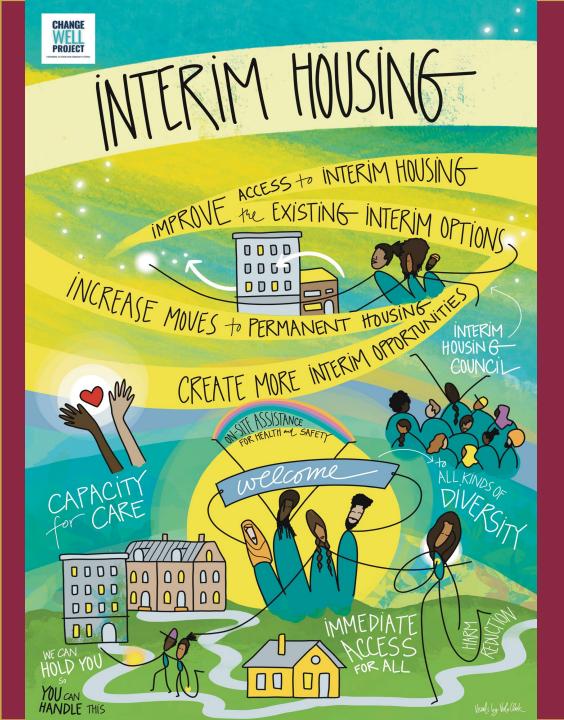
Center Community and Resident Voice in Housing Planning, Maintenance and Resources with a Housing Council

Safety and Support in Housing Buildings: Resident-Led Training for Property Managers, Case Management Staff and First-Responders

Eviction Prevention: Skid Row Residents support fellow residents to stay housed to prevent and reduce evictions in Skid Row.

IMPLEMENTATION RECOMMENDATION





INTERIM HOUSING WORKGROUP

VISION BY 2027...

1

· Targeted populations have access to appropriate placement and population specific services

2

· All interim housing stakeholders are supported to reduce returns to the street

3

 The Interim Housing Council communicates with system stakeholders and advocates for system adaptation



Key Component #1

Reduce the experiences of exiting interim housing to return to the street

COMMUNITY DESIGN HIGHLIGHTS

Reducing returns to the street

Outreach **Air Traffic** Control **Participants** Referrers Walk in options Referral transparent process · Publicly available referral process . Define and share information about the matching Matching · Positive matches reduce negative exits · Consider the service needs of the person raining . Measure the time between referral and intake. Intake Utilize safe services transportation if necessary · Increase access to safe, stable, and affordable housing. **Housing Navigation** • Have clear communication with participants about housing options · Training for security · Training on de-escalation **Crisis Support** · Evening and weekend crisis support for Progressive Engagement IH providers and security · Support to transfer should be available and accessible. **Transfer Process** Utilize referral pathways · provide direct participant support via hotlines/safe services campus · Use HMIS to flag for outreach - that a person has exited and needs support **Exit Process** · Provider reach out directly to outreach

Bed **Providers**

Bed **Funders**

Interim Housing **TA Team**

Interim Housing Council

· Same day placement whenever possible

• Ensure Bed providers have the support needed to provide appropriate service.

• Provide information on how someone can return if they choose to

Communication

On-Site Support

Population Specific Services

Well Designed Space

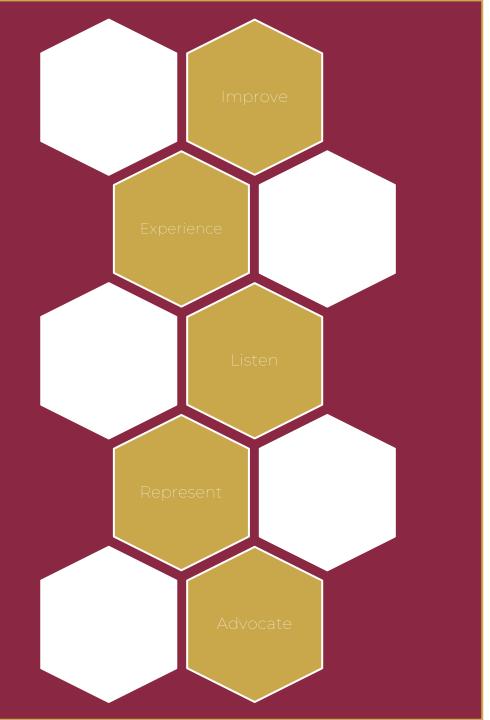
Support participants

Support Bed Capacity

Support to **Implement**

Support **Providers**

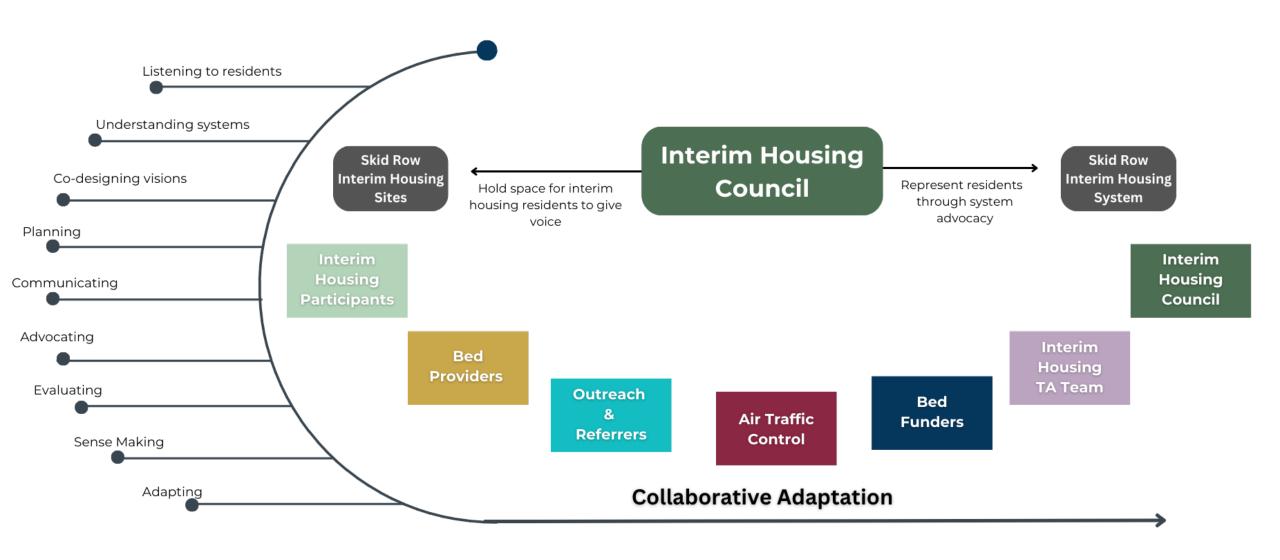
Support **Systems**



Key Component # 2

Create an Interim Housing Council

COMMUNITY DESIGN HIGHLIGHTS



Additional Recommendations

Interim Housing goals intersect with the other SRAP work that is happening



Biggest Take Aways

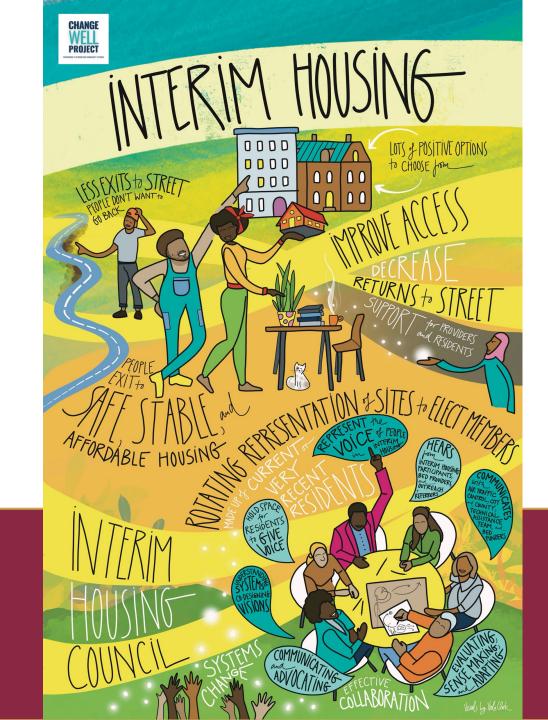
An exit from interim housing is the last step in the process. Success happens when people have options for interim housing that meets their specific needs.

Safe, affordable housing is critical to improving the interim housing experience.

Training is an essential tool to reduce exits. Training for providers, for outreach, for funders, and for residents.

Support for interim housing providers and outreach teams allows for those teams to support people who need and use interim housing.

IMPLEMENTATION RECOMMENDATION





23-7 LOW BARRIER HEALTHCARE CENTER WORKGROUP

CHANGEWELLPROJECT



Key Component:

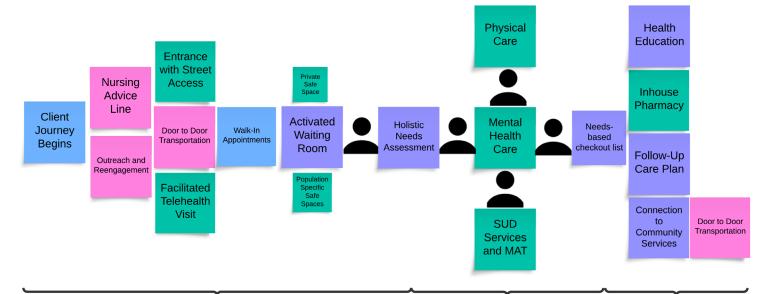
Establish a
Healthcare Center
for residents to
access health and
behavioral health
care 23/7.

Client Jouney

Each instance that the client interacts with designed experience elements.

Clinic Peer-Led Service Peer Service Liaison

23-7 Low Barrier Clinic



Client Engagement

Touchpoints that occur before the healthcare visit.

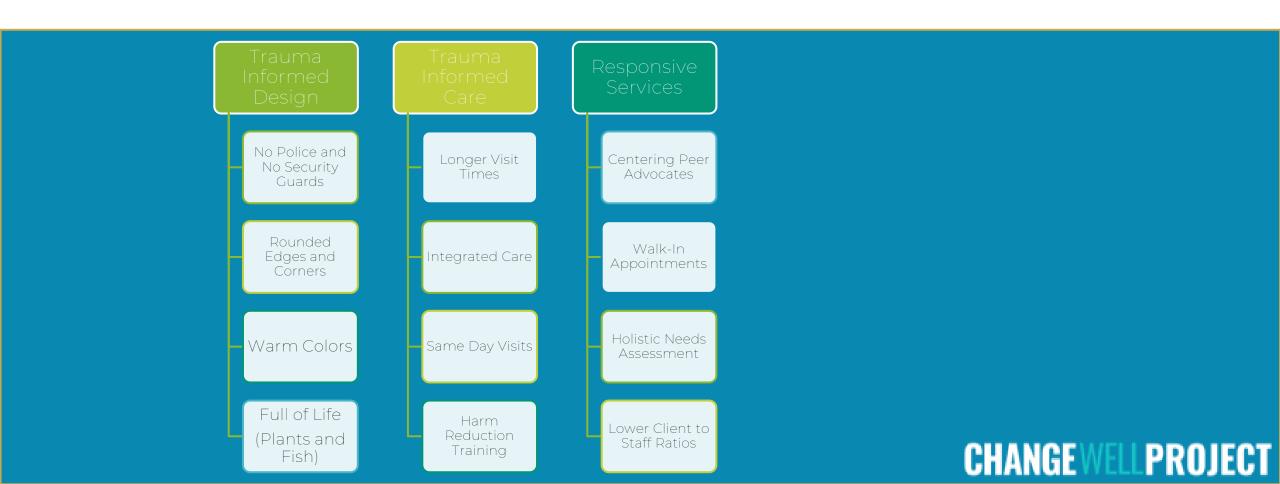
Healthcare Visits

Touchpoints that occur as part of the healthcare experience

Follow-Up Care

Touchpoints that occur to continue improving client health

COMMUNITY DESIGN HIGHLIGHTS



Additional Recommendations

- Nursing Advice Line
- Skid Row Methadone Clinic
- Door-to-Door Transportation
- Direct Connection to Housing

- Trauma/Emotional Support for Providers
- Community Advisory
 Council
- Direct Connection to SUD Beds





Key Component:

Promote coordination of health, mental health, and behavioral health to ensure a nowrong-door policy and (re)connection to ongoing healthcare.

Care Coordination

Client Journey

Legend

Outside Services Clinic Services Pe

Peer-Led Services











Door-to-Door Transportation

Holistic Needs Assessment

Community Resources Connection

Peer Services Liaison

First Clinic Contact After Reception

Peer Advocacy Throughout Visits Follow-Up Care Plan

Ongoing Health Education

SUD Services & MAT Physical Care

In-House Pharmacy Needs-Based

Checkout List

Escort to Additional Services/Specialists

Mental Health Care

Care Coordination

Key Elements

Essential elements for reducing trauma and coordinating services

Service Gaps

- After Hours Crisis Services
- Well-Being Oasis/ Health Hub
- Bathing Facilities
- Transportation to Specialists
- Snacks
- Training for All Staff, Not Just Clinical Staff
- Emotional Support for Providers

Centering Peer Advocates



Peer Service Liaison Key Elements

- Harm Reduction
- Bottom-Up
 Service Model
- Trauma Informed Training & CE
- Community
 History Training
- Recognition That This is the Hardest Job
- Highest Paid Position

Data Needs

- Application
 Tailored for Care
 Coordination
- Integrated
 Treatment Hx
 from All Systems
- Integrated with HMIS, and Housing Information
- Mobile Access

Informed, Integrated Care

Train all Skid Row Providers on trauma-informed care, harm reduction, and Skid Row community history and resident experience.

· Use peer service liaisons to facilitate warm handoffs between systems and care providers that can coordinate transportation, accompany clients to visits, and assist clients with meeting basic needs.

· Create clinics with integrated care in Skid Row with robust and coordinated trauma-informed, harm reduction services that integrate peer service liaisons into the service delivery model.

VISION BY 2027...

Biggest Take Aways

Skid Row Providers Need Trauma and Emotional Support Built-In to Their Employment

Transportation and Access Between Systems of Care and Programs Needs to be Easy

All Treatment History Should be Available to Service Providers in their Native Applications

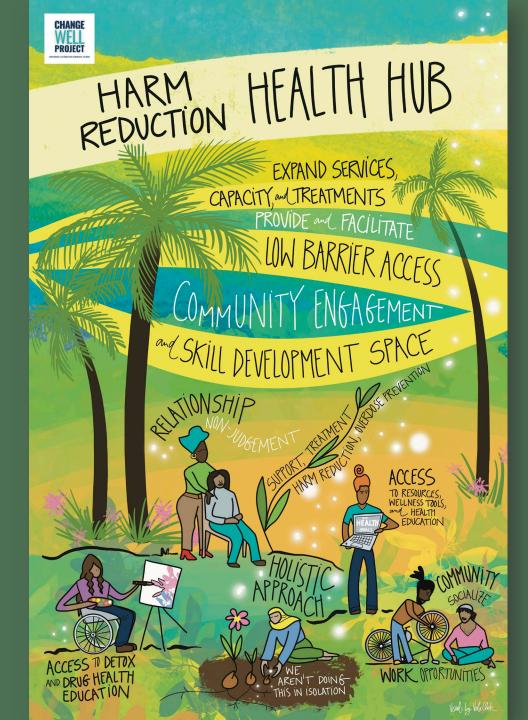
Peer Liaison is the Hardest Job in Health Care and Compensation Should Reflect That

Service Spaces Need to Feel Welcoming and Create a Feeling of Belonging



IMPLEMENTATION RECOMMENDATION





HARM REDUCTION HEALTH HUB WORKGROUP

Draw on the wisdom of persons with lived experience of substance use and sex work to create and deliver world renowned, culturally appropriate harm reduction practices in Skid Row to end overdose related deaths by 2027.



Community Vision

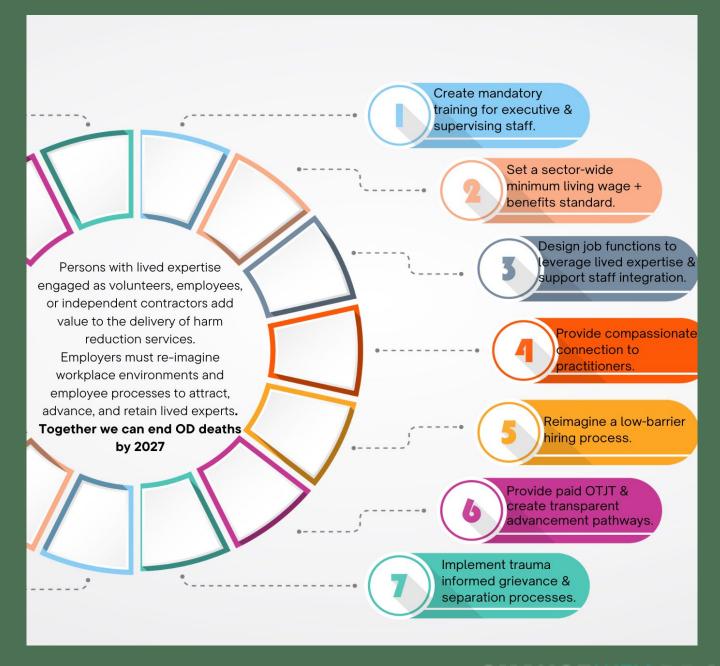


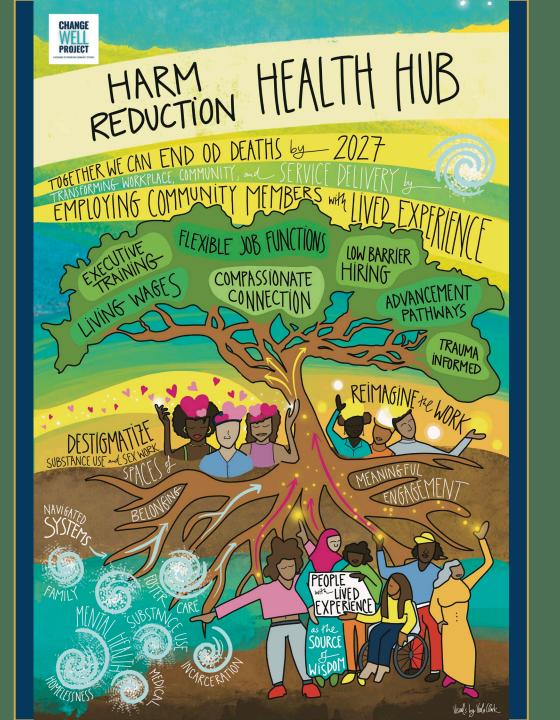
Key Component:

Employ community
members with
experience of drug use
and sex work

COMMUNITY DESIGN HIGHLIGHTS







CHANGEWELL PROJECT

Additional Recommendations

- Centralize the hiring and retention of staff and independent contractors with lived experience through a preferred workforce staffing organization.
- Set a minimum livable wage and benefit package for harm reduction practitioners.
- Develop and implement an organizational self-assessment tool that all
 contracted providers much complete before hiring staff with lived experience to
 ensure best practices in policies and procedures are in-place to mitigate harm.



CHANGEWELLPROJECT

Biggest Take Aways

We have an incredible, untapped talent pool of lived experts who can do this work.

Harm reduction services is emotionally labor intensive work that requires care and support for its workers.

Employers and service delivery organizations must shift culture to adapt harm reduction practices and principles.

Harm reduction services intersect with social justice calls for abolition, equity, and repair of past system harms.



THANK YOU!



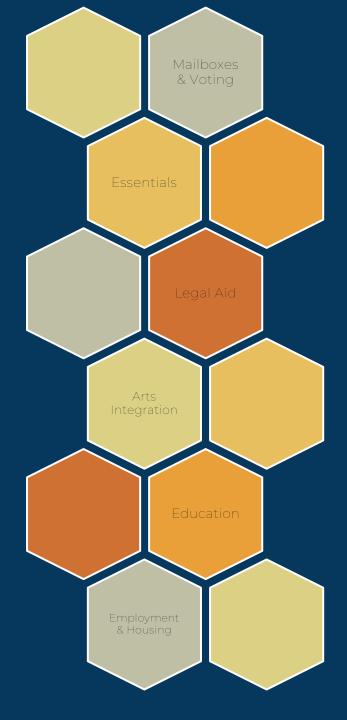
SAFE
SERVICES
SPACE
WORKGROUP



Key Component #1

Create a low-barrier space for services and connections.

- Purchase a centrally located site with sufficient space to host the variety of services outlined for the Space.
- Include in the space's infrastructure a stage for performances, seating and charging stations, personal care facilities (bathrooms, showers, laundry), and gardens.



Key Component #2 Provide component #2

- Provide comprehensive services
- Recruit service providers to provide the following services including:
- Health, mental health, behavioral health
- Legal aid & ticket expungement
- Public benefits and income via the Department of Public Social Services and the Social Security.
- Military and Veterans Affairs
- Aging and Disabilities Services
- Economic Opportunities
- ID receipt via the CA Department of Motor Vehicles(DMV).
- Budgeting, money management, credit repair
- Veterinary services
- Daily community activities including spiritual programming
 CHANGEWELLPROJECT

Comprehensive Services:

- Mailboxes & Votinc
- Veterinary Services
- Legal Aic
- Connection to Housing
- Connection to health services
- Connection to classes

CREATIVE SOLUTION

A place for creativity and healing, for celebration of diversity and culture within Skid Row for Skid Row. A place where I can lift up my voice and hear the voices of my fellows. A place where I can play and have fun.

UNIQUE SOLUTION

Skid Row residents are

unique and diverse

and so are their needs.

We can start our work

together at any stage

of your journey.

WELCOME!

You are welcome here!
From Mailbox to Medical,
tell us what you are
looking for and we will do
our best to help you find
it.

SAFE SERVICES SPACE

DIVERSE SOLUTION

Whatever you need, we can bring it in or take you to it. We have a diverse group of providers coming into this shared space on a regular schedule to help with everything you need to get housed, stay healthy and address any legal barriers you may have.

CONNECTIVE SOLUTION

Regardless of whether you make a connection here for a day or month or longer, there are always ways for you to stay connected to the Safe Services

Space.

SUPPORTIVE SOLUTION

Here, a client is also a teacher. We lift up learning from those who know best. Their stories teach us and train us about what works best for Skid Row.

Strategy Recommendations

Establish peer-driven support space that encourages involvement & feedback from SR residents in creating programming and service connections.

- Evolving
- · Responsive
- · Comprehensive

Establish arts & culture programming that uplifts Skid Row residents as a central element of the space.

- · Stage & Performance Space
- · Restorative & Dynamic
- · Connective

Service Providers & Staff complete ongoing training on best practices.

- · Vicarious Trauma Support
- · University Internship connections and Access
- · Competitive Compensation

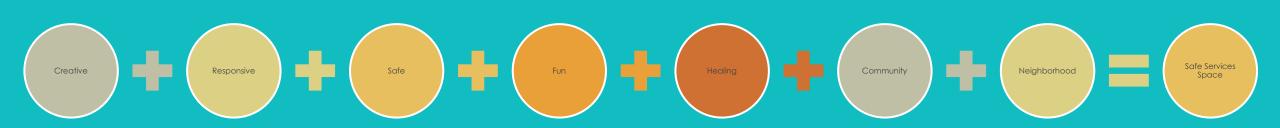
COMMUNITY DESIGN CORNERSTONES:



CHANGEWELLPROJECT

Additional Recommendations

- Community Ambassadors
- Green space + with shade
- Honor local heroes in the space
- Feedback loops for ever-evolving improvement and learning as the space establishes and matures.



Biggest Take Aways

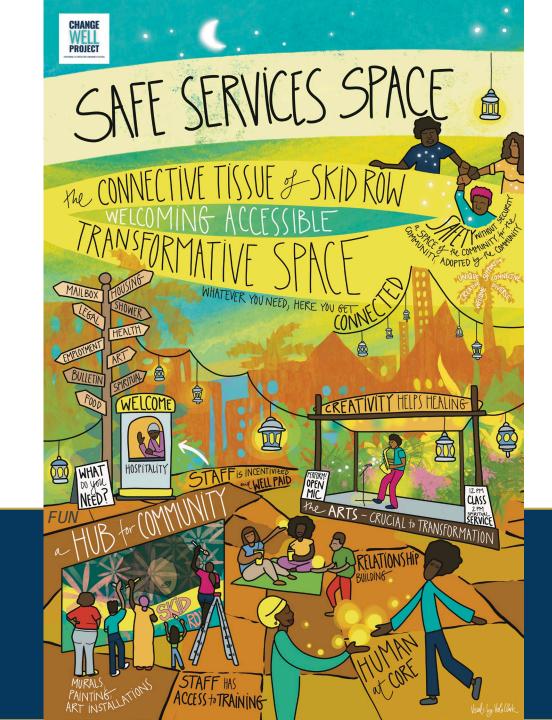
Focus on welcome, accessibility and hospitality

Staff need to be taken care of and supported, so they can take care of Skid Row.

Skid Row is a neighborhood.

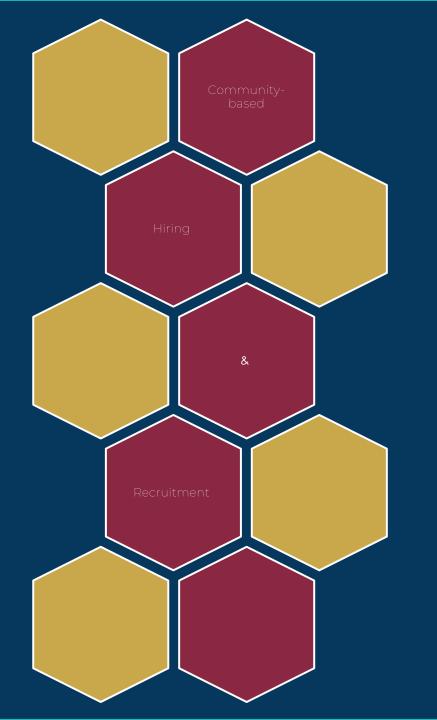
This is a space of connection to comprehensive resources and with community.

IMPLEMENTATION RECOMMENDATION

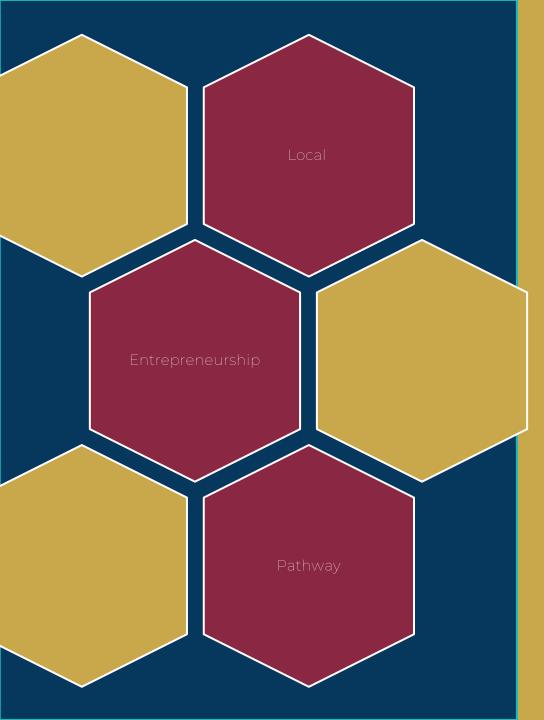




ADDITIONAL COMMUNITY RECOMMENDATIONS WORKGROUP



Key Component #1:



Key Component #2:

Support local entrepreneurship through expansion of social enterprise programs

Economic investment into the community through employment and entrepreneurship pathways will revitalize Skid Row into a thriving neighborhood in Downtown Los Angeles.

Community Vision

COMMUNITY DESIGN TRAUMAINFORMED EMPLOYMENT PATHWAY

On-the-job training and employment support for employees and trauma-informed training for employers.



Paper applications, interview questions in advance and trusted community members on the interview panel.



Assistance from employment specialist to complete job applications + prep for interviews.

Job training and apprenticeship programs and pre-employment services are coordinated with available SRAP jobs.



Jobs are posted on community bulletin boards with clear requirements.



COMMUNITY DESIGN - ENTREPRENEURSHIP PATHWAY

Connection to SRAP employment pathway for businesses as they grow & hire Create pool of professional services -(accounting, bookkeeping, HR. attorneys for contracts)

Changing peoples' perceptions of the Skid Row Community

You Don't Know What You're Talking About! Marketing &
Advertising
support to help draw
in customers to the
Skid Row
Community

Develop mentorship opportunities with established business owners Support developing a business action plan (training & support)

Entrepreneurship Pathway (Helping build businesses that revitalize the Skid Row Community)

> Small business management Training & Support

> > Identify fiscal sponsors

Encourage alternative business structures (worker owned Co-op)

Leverage
existing funding and
build new funding
resources - grants,
microloans

Provide
Education & tools
around grants,
loans, etc.

Create
business
incubation sites
within Crocker &
other locations w/in
Skid Row

Provide assistance to applying for available funding



Next Steps

- Change the workgroup name to Economic & Community Development
- Create a resident advisory council for Economic & Community Development Implementation Workgroup

Biggest Take Aways

There is considerable energy among residents to implement these economic & community development designs.

Residents want to revitalize Skid Row into a thriving neighborhood that is unique to the people who frequent the community.

Many resources already exist and need to be targeted at a neighborhood level.

Target these resources in Skid Row.

Elena Fiallo Change Well Project

Rebecca Watson
Change Well Project

Reflections about the Process

- We embarked on a process where we were working shoulder to shoulder to co-design a transformative vision for this neighborhood, this community.
- We designed with folks and not for folks



- We designed neighborhood-level or place-based solutions.
- We went above and beyond the service delivery system and really held the vision of revitalizing an entire community.

What Happens Next?



Final Report from CWP to DHS

Will outline:

- Our collaborative process
- The designs that came out of the process
- The measures of success



What else will help SRAP succeed?

 CWP will recommend continuing the collaborative process with a structure that centers the voices of residents.



Next Steps

- DHS will review & finalize the report to send to Sup. Solis.
- DHS will hold quarterly community meetings and produce written updates.
- Government workgroups will continue to meet.

Feedback?

Today's presentations will be posted here:
https://www.changewellproject.co
m/skidrowactionplan

Email us: SRAP@wechangewell.com

