



SHELTER IMPROVEMENT INITIATIVE

CHALLENGE

L.A. County only has shelter capacity to support 25% of our unhoused neighbors, yet nearly 1 in 5 shelter beds sit unused each night. The quickest way to increase L.A.'s shelter capacity is to improve the utilization of beds we already have. Our unsheltered neighbors are more likely to accept interim resources when they have safe, welcoming options.

Led by United Way of Greater Los Angeles with support from the Conrad N. Hilton Foundation, Wells Fargo, and the Smidt Foundation, the Shelter Improvement Initiative is a two-year effort to invest up to \$5 million in targeted shelters for facility and service delivery upgrades to create safer, low-barrier, trauma-informed spaces. The initiative is strongly focused on ensuring that shelters are culturally-competent, dignified spaces where people feel safe and supported, especially people of color, who are disproportionately impacted by homelessness.

OPPORTUNITY

Through this investment, we are testing replicable strategies that will dramatically improve the effectiveness of one out of every ten shelter beds in the city, increasing the overall performance of our region's shelter system. This opportunity will make shelters safer, more welcoming spaces that provide person-centered and individualized care and connection to long-term, permanent housing.

OBJECTIVES

Increase bed utilization rates to 95% at partnered shelters

Increase exits to permanent housing through improved service delivery models

Reduce lengths of stay and increased bed turnover so more people can come inside

Improve shelter guest and staff experience through improved facilities and trauma-informed, emotional and cognitive support

PROJECT DESIGN

Data-Driven, Strategic Selection of Provider Cohort

After reviewing shelter performance data and engaging key public agency leaders, we selected nine shelter providers that are primed for investments into capital and service delivery needs. Providers will receive on-going technical assistance and cohort-style learning opportunities.

Continuous Data Collection and Evaluation

We will regularly collect data from providers via project-specific surveys developed in partnership with former Director of the US Interagency Council on Homelessness Barbara Poppe. The surveys evaluate client and staff experience, physical sites, and service delivery models and will be utilized to develop individualized shelter improvement recommendations. The evaluation tools and data collection model can be replicated for system-wide evaluation.

Selected Providers

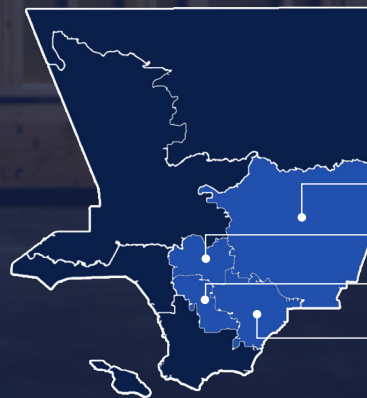
Catholic Charities of LA, City of Pomona, First to Serve, LA Global Care, The Midnight Mission, Proyecto Pastoral, Testimonial Community Love Center, The Salvation Army, Volunteers of America of LA

Authentic Partnership with People with Lived Expertise

People with lived expertise are deeply engaged in the initiative's development and have coordinated with shelter providers to evaluate needs and opportunities to strengthen shelter services.

Direct, One-Time Investment in Physical Space and Service Delivery

Through investments in both the shelters' facilities and upgrades to their service delivery models, this initiative will shift the existing shelter model from addressing an individual's immediate needs to focusing on long-term housing stability.



Regions Served:

San Gabriel Valley
Metro L.A.
South L.A.
East L.A.

INVESTMENT OPPORTUNITIES

Opportunities include strategic partnership grants to shelter sites for one-time investments in physical spaces and service programs, as well as opportunities related to evaluation, data collection, and technical assistance for providers.

For investment inquiries, please email homeforgood@unitedwayla.org.

United Way of Greater Los Angeles's Home For Good initiative unifies the community around a bold vision of ending homelessness in L.A. County, pioneers promising approaches, and coordinates across diverse, multi-sector coalitions to scale the most transformative, equitable solutions.

HomeForGoodLA.org