

# 211 LA Coordinating Shelter, Safety, and Stability:

## 211 LA'S ROLE IN HOMELESSNESS RESPONSE



211 LA provides 24/7, person-centered support to individuals and families experiencing homelessness across Los Angeles County. Last fiscal year alone (July 24 - June 25), we responded to **154,264 contacts** from callers identifying as unhoused—demonstrating the vital role we play in moments of crisis.

Through coordinated access to shelter, motel placements during severe weather, outreach requests, and family-centered programs like Coordinated Entry System for Families and Bringing Families Home, we help people find safety and take the next step toward long-term stability. A review of homeless services accessed by contacting 211 LA includes:



### HOMELESS OUTREACH INITIATIVE (LA-HOP)

211 LA assists in connecting people experiencing homelessness to outreach teams across Los Angeles County. In 2024, 211 LA facilitated **1,336 referrals** through LA-HOP, helping individuals and encampments access critical support and services.



### YEAR-ROUND SHELTER

We provide ongoing access to temporary shelter. Last fiscal year, 211 LA responded to **154,264 calls** from individuals identifying as homeless and issued **22,603 shelter referrals** in 2024.



### COORDINATED ENTRY SYSTEM FOR FAMILIES (CESF)

211 LA supports pregnant women and families with young children in accessing emergency shelter and long-term housing solutions. In fiscal year 2024-2025, 211 LA issued **3,415 crisis housing motel vouchers** and provided **402 transportation services**. During that year, **7,805 families** were referred and connected to Family Solution Centers for ongoing support.



### WINTER & AUGMENTED WINTER SHELTER

The Winter and Augmented Winter Shelter (AWS) program is a service through 211 LA that provides emergency shelter and motel placements during severe weather. During the 2024-2025 winter season, we issued **2,128 motel vouchers**, arranged **1,299 transportation services**, and secured **10,168 shelter nights**. With **65,023 calls** answered and **592 referrals** made, 211 LA served as a critical lifeline during extreme weather conditions.



### PROBLEM-SOLVING

211 LA's problem-solving team empowers families to avoid homelessness by identifying practical solutions and providing targeted financial support. In fiscal year 2024-2025, 211 LA facilitated **1,600 problem-solving conversations** with **1,337 unique households**. These efforts helped resolve **229 housing crisis situations** with a total of **2,063 related calls** handled.



### BRINGING FAMILIES HOME (BFH)

211 LA is a BFH network partner and digital platform provider for case management of DCFS-involved families facing housing insecurity. In 2024, BFH participation led to **198 successful reunifications** since the program's inception. Services include housing assessments, referrals, and care coordination to help families regain stability and stay together.

## LOOKING AHEAD: PARTNERING TOWARD A STRONGER HOMELESSNESS RESPONSE

211 LA continues to deepen its role in Los Angeles County's homelessness response by adding resources and expanding services. Building on our 24/7 infrastructure, trusted community presence, and high call volume from unhoused people, we envision becoming a central partner in a more coordinated system—one where people in crisis are connected to the right resources more quickly (like at their first call to 2-1-1), and where network service providers are supported through stronger intake, triage, and eligibility screening before a referral is made.

Our vision is to help create a more connected, efficient, and person-centered system—one that meets people where they are and moves them toward stability with greater speed, accuracy, and compassion.

## CONTACT US:

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