

# Homeless Outreach Initiative (LA-HOP)

Connecting unsheltered residents to outreach teams and services

## Program Overview

The Homeless Outreach Initiative, known as LA-HOP, provides a simple way for community members, first responders, and service providers to request outreach for people experiencing homelessness. Through 211 LA, requests are documented, verified, and routed to trained outreach teams who engage individuals and connect them to services. In a county as large as Los Angeles, LA-HOP helps ensure concerns do not go unanswered and outreach resources are deployed where they are needed most.

## Who This Program Serves

- People experiencing unsheltered homelessness
- Individuals living in encampments or unsafe conditions
- Community members seeking help for someone living on the street

**Service Area:** Los Angeles County, Countywide

## How People Connect to the Service

- Requests are submitted online or by calling 2-1-1
- 211 LA staff confirm location details and safety concerns
- Requests are routed to local outreach teams
- Outreach workers engage individuals and offer services and support

**211 LA** serves as the coordination hub between the public and outreach providers.

## Funders & Partners

The Homeless Outreach Initiative is funded by the Los Angeles Homeless Services Authority (LAHSA) through city and county sources.

**LA-HOP** ensures people experiencing homelessness are seen and connected to help, not overlooked.

Dial 2-1-1 | Visit [211LA.org](https://211LA.org)

## 2025 Program Impact & Outcomes



**6,536**

outreach referrals facilitated



**Coverage**

across all Service Planning Areas, countywide



**Coordination**

improvement between residents and outreach teams

**“I didn’t know how to help someone living on the street. LA-HOP gave me a way to connect them to outreach.”**