



**Beverly Hills City Council Liaison / Unhoused Services Ad Hoc Committee will conduct a Special Meeting, at the following time and place, and will address the agenda listed below:**

**CITY OF BEVERLY HILLS  
455 N. Rexford Drive  
280A  
Beverly Hills, CA 90210**

**IN-PERSON / TELEPHONIC / VIDEO CONFERENCE MEETING**

**MEETING HIGHLIGHTS**

**Friday, January 26, 2024  
2:00 PM**

**MEETING CALLED TO ORDER**

Date / Time: January 26, 2024 / 2:00 PM

**IN ATTENDANCE:** Mayor Julian Gold; Councilmember Lili Bosse; Nancy Hunt-Coffey, City Manager; Stephanie Harris, Community Services Director; Joana Torres, Community Services Manager; Christopher Paulson, Human Services Administrator; Enisha Clark, Human Services Outreach Manager; Susana De La Torre, Human Services Specialist; Gregory Barton, Sergeant Jeffrey Newman, BHPD; Kevin Conner, Assistant Program Manager, Step Up on Second; Jenny Swan, Consultant; Linda Kyriazi, Management Assistant

Via Zoom: Lieutenant Andrew Myers, BHPD; Abby Arnold, Consultant

- 1) Public Comment
  - a. Members of the public will be given the opportunity to directly address the Committee on any item listed on the agenda.  
None.
  
- 2) Update on Enhanced Services to the Unhoused & Scattered Site Housing Program with Step Up on Second.  
Christopher Paulson, Human Services Administrator, introduced the Human Services staff, Enisha Clark, Human Services Outreach Manager, along with Susana De La Torre, Human Services Specialist. An update was provided since June 2023:
  - The Centralized 24-hour Hotline 310-285-2468 went live on November 15, 2022.
  - November 15, 2022 - January 15, 2024: a total of 860 calls and 21 emails were received.
  - Beverly Hills Public Works Customer Service has answered 429 of those calls during business hours Monday through Friday, and Nastec has handled 431 calls overnight during the week and 24 hours on weekends.

- Apricot 360 Software System: Outreach teams (Ambassadors, BHOT, Park Rangers, PD MHET, Nastec, and Human Services) are all using the software, for a total of 56 active users.
- Expanded Beverly Hills Outreach Team to 5 Members, 7 days a week. Also added: Nastec International, Consultants Abby Arnold & Jenny Swan, along with the Beverly Hills Police Department Mental Health Evaluation Team (MHET).
- Permanent Supportive Housing – Step Up on Second.

3) Homelessness Plan

Abby Arnold, Consultant, provided the Homelessness Plan: Implementation Requests along with Recommendations:

- Provided an extensive Community Outreach January through August 2023.
- Community Survey: Citywide mailer & social media posts with a link.
- Support for Solutions
- Recommendations: Educate Community, improve & expand regional homeless services, maximize the effectiveness of Police & Fire response along with strengthen coordination among all the City Departments & City-funded entities.

4) Homelessness Plan Implementation Requests & Recommendations

- Continue BHOT Outreach Expansion
- Continue Apricot 360 Software System
- Continue Nastec Hotline Management & Authorize Transport
- Fiscal Impact

Staff's Recommendations include:

- Expand the Human Services Division to add a licensed program manager and a program specialist or program associate specifically assigned to unhoused services, creating two teams within the Division with a licensed social worker on each team.
- The Fiscal Impact was reviewed which includes the short-term funding through this fiscal year.

It was agreed to schedule an additional brief Liaison Meeting for Staff to prepare the full recommendations, to include staffing, along with a timeline and all costs, for an approval of the Homeless Plan to proceed to City Council in March 2024.

5) Adjournment

Date / Time: January 26, 2024 / 3:31 PM