



Los Angeles HOMELESS SERVICES AUTHORITY

"We drive the collaborative strategic vision to create solutions for the crisis of homelessness grounded in compassion, equity, and inclusion."



In response to forecasts of harsh weather this week, weather-activated shelters will be available **effective immediately in the below areas:**

- Lancaster (Antelope Valley) – **Monday, November 14, 2022, through Friday, November 18, 2022**
- Santa Clarita Valley – **Monday, November 14, 2022, through Tuesday, November 15, 2022**
- Mount Wilson (LA City Mountains) – **Monday, November 14, 2022, through Wednesday, November 16, 2022**

People Experiencing Homelessness can access all Winter Shelters and the Augmented Winter Shelter Program by calling 2-1-1.

Frequently Asked Questions (FAQ)

1. How do I access a Winter Shelter bed?

Answer: LAHSA Homeless Engagement Teams (HET) can reserve a bed at a Winter Shelter site for clients they encounter through outreach. **Clients can also call 2-1-1 directly to be connected to a Winter Shelter site.** If a WSP bed is unavailable, 211 LA will issue a motel voucher upon activation of the Augmented Winter Shelter Program. 211 LA contracts with motels across the SPAs. Call handling steps are as follows:

- Call 2-1-1 to be issued a motel voucher
- Provide the 211 LA Call Center Rep with your current location
- The 211 LA Call Center Rep will identify the motel closest to your location
- 211 LA will reserve the room and will provide you with the motel location
- Arrive at the motel to check in
- *Please ensure you have the proper identification necessary to check into a motel room.*

2. What is the Augmented Winter Shelter Program?

Answer: The Augmented Winter Shelter Program provides low-barrier, safe, and supportive emergency shelters for individuals experiencing homelessness during severe cold and wet weather conditions, also known as inclement weather, that occur between November 1st – March 31st. The program aims to protect individuals from contracting hypothermia, pneumonia, and any medical or health-related conditions induced by extreme cold and wet weather. The program is activated for short periods throughout the winter shelter season as triggered by the weather patterns and conditions that meet the activation criteria (see next question). Individuals can safely come indoors to access hotel/motel vouchers on a first-come, first-serve basis for the duration of the activation period.

3. What happens when the Augmented Winter Shelter is activated?

Answer: The Office of Emergency Management (OEM) will issue a weather alert. 211 LA will issue motel vouchers to callers after the Augmented Winter Shelter Program is activated. Weather conditions must meet one of the following conditions to activate the Augmented Winter Shelter Program:

- **Cold Weather Conditions:** A cold weather alert will be issued when the forecast calls for three (3) days of low daytime temperatures accompanied by night wind chill temperatures of 32 degrees
- **Rain Conditions:** The forecast calls for 1 inch of rain in 24 hours or calls for three (3) consecutive days or more of 1-4 inches of rain, accompanied by temperatures at or below 50 degrees.

4. Is transportation provided?

Answer: 211 LA will provide transportation accommodations for the clients to and from Winter Shelter sites and motel-based sites when the Augmented Winter Shelter Program is activated. ADA accommodations are available.

5. What is the best number to contact if I have a question about the winter shelter program?

Answer: The [LAHSA Winter Shelter Program Guide](#) provides a contact phone number for each winter shelter location. In addition, you can contact the winter shelter hotline number at 2-1-1 or 1-800-548-6047.

Additional Questions Regarding the Winter Shelter Program?

Contact LAHSA's Emergency Response Program Team, e-mail wintershelter@lahsa.org