

## HEART Project

Hack for LA's **Heart** project created a prototype through a design sprint custom designed for the Los Angeles City Attorney's office.

The implementation of the knowledge gained through the Hack for LA process, resulted in an improved workflow management system that achieved a significant reduction of service wait times and improved outcomes for the community served (individuals experiencing homelessness).

```
00 <❤>
01 #helping
02 the
03 homeless
04 with code
```

## Partner



### LA City Attorney's Homeless Engagement and Response Team (HEART).

The HEART program helps individuals experiencing homelessness resolve eligible traffic and pedestrian infractions and related warrants and fines by engaging with relevant services.

## History

In October 2018, the LA City Attorney's office HEART lead Attorney teamed up with Hack for LA to explore how technology could support HEART's mission and increase the impact of their team.

- A Hack for LA Design Sprint revealed that the difficulty of working with different non-connected systems was the main point of friction for the Los Angeles City Attorney's HEART team.
- HfLA team recommended an integrated case management system that would allow everyone to work within the same project and track participants through it.
- Hack for LA built and iterated a prototype with the Heart Team.

## Impact

- HEART was able to use HfLA's working prototype to model and demonstrate their needs and requirements to LA City's Information Technology Agency (ITA).
- ITA built a new integrated tool (including legacy systems) enabling an improved workflow.
- By using the new workflow, HEART reduced the 500 person wait-list in less than three months. In its 1st quarter, it filed motions to resolve 1301 cases compared to 1793 in the whole previous year - a 290% increase in a quarter.

## Next Steps

- A case study & article are being developed.