

**Board Report**

File #: 2019-0242, **File Type:** Contract**Agenda Number:** 26.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
MAY 16, 2019****SUBJECT: CONTRACT MODIFICATION - LA COUNTY DEPARTMENT OF HEALTH SERVICES
C3 HOMELESS OUTREACH TEAMS****ACTION: APPROVE RECOMMENDATIONS****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 1 to Contract No. H-705713 with Los Angeles County Department of Health Services to extend the contract for Metro's C3 (city, county, community) homeless outreach teams for an additional two years at the cost of \$4,940,000 annually for a total cost of \$9,880,000, inclusive of administrative fees.

ISSUE

In light of the broader LA County and nationwide homeless crisis Metro deploys eight C3 homeless outreach teams system wide, seven days a week on rail, bus and at Union Station. Addressing homeless on the Metro system remains an ever present need and therefore, the requests is to extend the C3 outreach for two years through May 2021.

DISCUSSION**LA County Homeless Crisis**

Metro has been impacted by LA County's homeless crisis. According to the 2018 Greater Los Angeles Homeless Count, 53,000 people in LA County are homeless and seventy-five percent of those homeless individuals are without shelter. Due to the lack of available shelter space and 24-hour operating shelters County-wide, homeless individuals have taken to Metro's system and properties for alternative shelter.

History

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring

of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro’s Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

Metro’s C3 Teams

Metro’s C3 Homeless Outreach teams’ twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, night owl bus and Union Station.

Since the launch of Metro’s C3 Homeless Outreach teams in May 22, 2017, Metro’s C3 teams have provided substantial homeless outreach through March 31, 2019-- with 4,798 total unduplicated homeless contacts, 1,137 of whom have been linked to permanent housing solutions with a total of 88 homeless persons permanently housed.

C3 Homeless Outreach March 1, 2019 through March 31, 2019:

Performance Measure	March Number Served	May 2017 to March 2019 Number Served
Contacts with unduplicated individuals	220	4,798
Unduplicated individuals engaged	57	2,658
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	111	1,942
Unduplicated individuals engaged who are successfully linked to an interim housing resource	47	742
Unduplicated individuals engaged who are linked to a permanent housing resource	4	307
Unduplicated individuals engaged who are	5	88

With Metro System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD, and Metro’s Transit Security Officers, in an effort to engage the homeless and provide placement into services. This coordination maintains Health Insurance Portability and Accountability Act (HIPAA) compliance while providing coordinated and responsive homeless outreach.

FINANCIAL IMPACT

Funding is included in the FY20 Proposed budget in Cost Center 2610, Account 50316, Project 306001. Funding for this project will come from federal, state, and local sources including sales taxes and fares that are eligible for bus and rail capital and operating projects. The Project Manager is responsible for including the cost in future budget years.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The program described supports Goal #2 and #4 of Metro’s Strategic Goals. Goal #2, Deliver outstanding trip experiences for all users of the transportation system; and Goal #4, Transform Los Angeles County through regional collaboration and national leadership

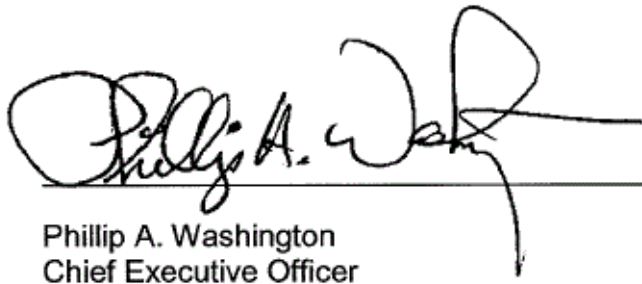
ALTERNATIVES CONSIDERED

The alternative would be to cancel the C3 outreach on our system and allow all outreach to homeless be through law enforcement, however, that path forward is not recommended as there are individuals who are homeless who prefer to not work with law enforcement and would otherwise reject receiving housing if the social service component was not integrated into Metro’s homeless engagement.

NEXT STEPS

Upon Board approval of the requested Metro will enter into a two year contract with the LA County Department of Health Services.

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Phillip A. Washington
Chief Executive Officer



Metro C3 Homeless Outreach Teams Contract Modification

Operations, Safety and Customer Experience Committee

May 2019



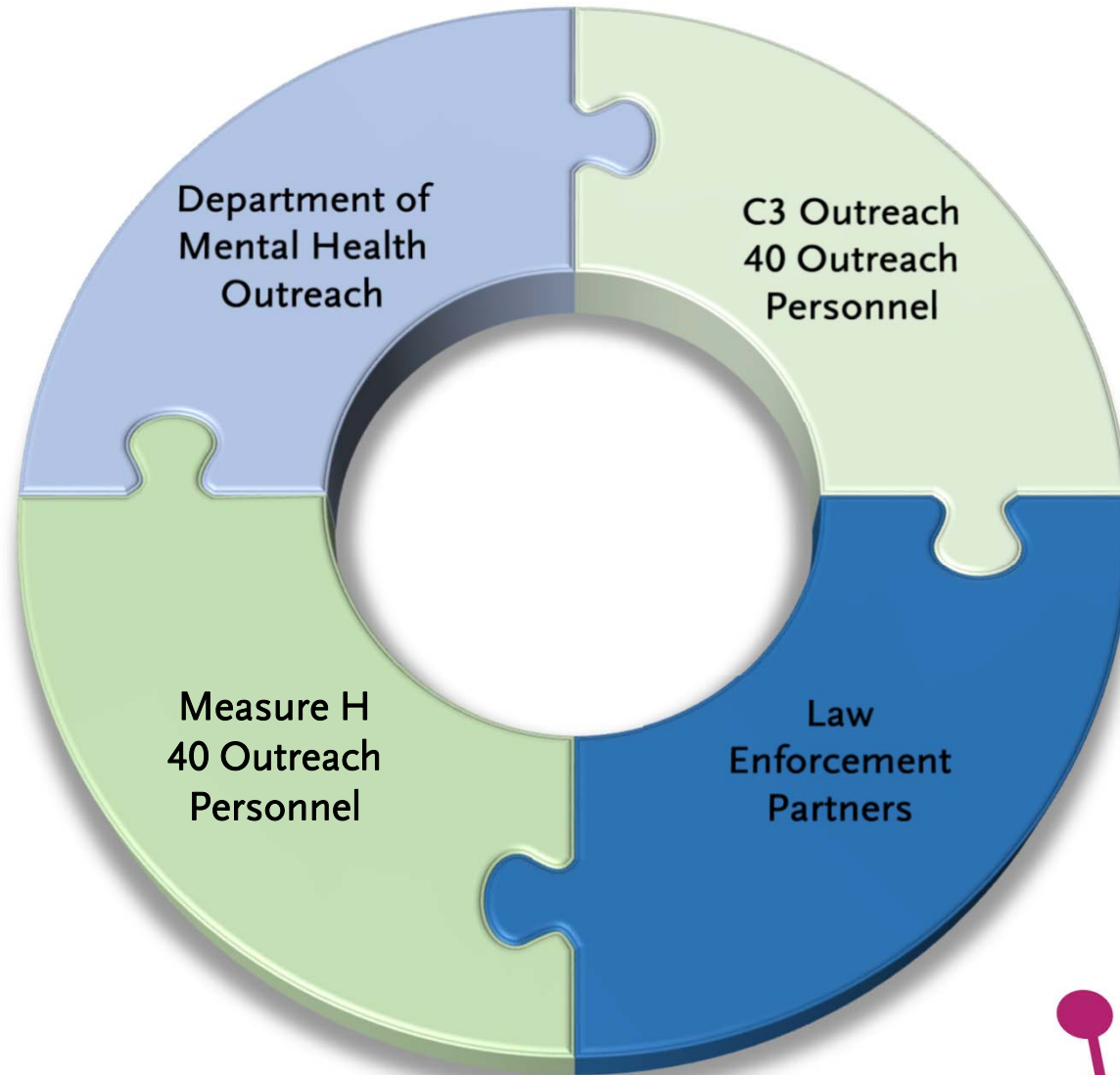
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Los Angeles County Homeless Crisis Impact on Metro's Transit System & Properties



Metro Homeless Outreach Components



Metro C3 Homeless Outreach Formation & Success

Transit Homeless Action Plan

- 2 C3 Team Pilot Program
- Red Line Only, M-F
- \$1.2 M Annually
- 19 People Permanently Housed

2016

Homeless Task Force

- CEO Initiated
- County and Agency Stakeholders
- Identify Agency Plan to Address Homelessness on Transit



Metro

2017

2018

C3 Team Expansion

- 1 year contract
- 8 Teams
- 24/7 Deployment
- Entire System: AM, PM Rail; PM Bus; Union Station
- \$5 M Annually
- 88 People Permanently Housed

2019

C3 Contract Modification

- 2 Year Contract Extension
- 8 Teams
- 24/7 Flexible Deployment
- Entire System: Rail, Bus, Union Station, Encampments
- \$5 M Annually, 2 Year Contract





Changing Lives Through Transit Homeless Engagement

Public Interest Story

Public Interest Story

- ✓ 37 year old male identified as “M”
- ✓ 2 years homeless
- ✓ History of becoming easily irritated
- ✓ Accepted help after multiple PATH outreach attempts
- ✓ Housed at La Kretz Villas

