



Board Report

File #: 2021-0154, File Type: Informational Report

Agenda Number: 28.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
APRIL 15, 2021**

**SUBJECT: UPDATE ON METRO’S HOMELESS OUTREACH EFFORTS**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE Update on Metro’s Homeless Outreach Efforts.

**ISSUE**

In spring 2016, Metro created the Metro Homeless Task Force to address displaced persons that have turned to Metro’s system and property for alternative shelter. Since then, Metro has made significant progress in addressing the homelessness issue by expanding its resources and partnering with community-based organizations.

**BACKGROUND**

The homelessness crisis has significantly grown in the last couple of years. The Los Angeles Homeless Services Authority (LAHSA) released the results of the 2020 Greater Los Angeles Homeless Count, which showed 66,436 people in Los Angeles County experiencing homelessness. This represents a 12.7% rise from last year’s Point-in-Time count of 58,936 homeless persons. The city of Los Angeles saw a 16.1% rise to 41,290 from last year’s point-in-time count of 36,300 homeless persons.

**DISCUSSION**

**P.A.T.H.**

PATH outreach teams remain agile in their ability to use a crises deployment model to continue providing outreach and support to homeless persons. The outreach teams work hand in hand with law enforcement and work closely with the Departments of Health Services, Public Health and Mental Health to provide services and housing.

On February 25, 2021, Amendment Number Two to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services was approved. Beginning March 1, 2021 through June 30, 2021, five (5) additional generalist outreach workers and one (1) additional supervisor were added to PATH’s outreach teams, bringing the total to thirty-five (35) outreach team members and, up to eighty (80) interim housing beds at sites that will be accessible throughout Los Angeles County.

**Metro Transit Homeless Action Plan 2.0 Update:**

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Four (4) core components of the Plan are being updated and will enhance the Customer Experience.

- **Research component:** three demographic surveys of people experiencing homelessness have been undertaken. Homeless Counts on rail and bus will be conducted on a quarterly basis. The next Homeless count is scheduled in August 2021.
  - Daily summaries of offloading and shelter data are reported by our law enforcement partners, Metro Transit Security (MTS) and three (3) outreach partners in Operation “Shelter the Unsheltered.”
- **Education component:** the Transit Watch App has been upgraded to include two-way texting and the ability to broadcast important information via text/push to app users.
- **Coordination component:** SSLE is in collaboration with Customer Experience to address homelessness on Metro’s system. SSLE in collaboration with the Department of Health Services secured eighty (80) shelter beds at “Home at Last” in South Los Angeles and five additional generalists have been added to PATH’s outreach teams. Collaboration with 2<sup>nd</sup> Call, a social service agency will provide ambassadors to serve on Metro’s system. The unarmed Ambassadors will be the first point of contact rather than MTS or law enforcement.
- **Outreach component:** SSLE’s Operation “Shelter the Unsheltered” aired on KABC and KNBC television in February and March, respectively. The Chief of SSLE, law enforcement and outreach partners were interviewed. The KABC interview was presented in *Metro’s Friday Facts*, a weekly snippet that informs employees on agency happenings.

### **Metro Bus/Rail One Day Homeless Count**

On January 27, Metro SSLE in collaboration with our Law Enforcement partners and Operations conducted a one (1) - day Homeless Count on all directly operated bus and rail lines. A detailed report of the findings will be reported in the May Transit Safety and Security Board Report.

SSLE plans to execute subsequent rail and bus homeless counts to be performed on a quarterly basis. The third rail and bus homeless counts are tentatively scheduled for late August 2021. Additional counts will continue to aid us as we adjust our outreach efforts to focus on locations that are in need. We are working with the Executive Officer for Customer Experience to develop a method to obtain more detailed information on behaviors that are observed on the system to enable Metro to better determine the specific support that should be provided to assist the unhoused.

### **Metro Transit Ambassador Program**

SSLE is collaborating with Metro’s WIN-LA Program and 2<sup>nd</sup> Call, a community-based organization, to pilot a Transit Ambassador Program designed to assist law enforcement with Operation “Shelter the Unsheltered” that connects people experiencing homelessness to outreach services. Through 2<sup>nd</sup> Call, select ex-offenders will be recruited to work with law enforcement in this pilot program.

### **Operation “Shelter the Unsheltered”**

Metro has taken a proactive role in developing innovative solutions to provide resources to homeless persons seeking shelter on Metro’s system and infrastructures. Operation “Shelter the Unsheltered” is one of the solutions implemented to provide services to unhoused persons on Metro’s system through coordinated efforts with County and City of Los Angeles. The Operation is a collaborative outreach effort between Metro’s law enforcement partners and partnerships with PATH, The Dream Center and LA DOOR. The Operation began April 1, 2020 and is ongoing. Since the Operation’s

inception, the total number of individuals housed April 2020 through March 15, 2021 is 743. On March 19, 2021, KNBC aired a report on SSLE's Operation "Shelter the Unsheltered." The KNBC story is now available on the KNBC website:

<https://www.nbclosangeles.com/on-air/la-metro-helps-the-homeless/2554183/>  
<[### \*\*Outreach Partnerships\*\*](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nbclosangeles.com%2Fon-air%2Fla-metro-helps-the-homeless%2F2554183%2F&data=04%7C01%7CBurrellGarciaJ%40metro.net%7C8c8750ecf1f44bb1f35908d8eb0b7d1e%7C57129bdbfd4caca77fc74c40364af%7C0%7C0%7C637517781858249184%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=yatCJvDTQY8L2L%2Fys42s1%2BX3Vdj6d1xWhXMhKx%2BtqJQ%3D&reserved=0>.</a></p></div><div data-bbox=)

#### LA DOOR - Los Angeles City Attorney's Office

The program is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR outreach teams participate in Operation "Shelter the Unsheltered". The outreach teams deploy to Union Station, MacArthur Park and 7<sup>th</sup> Street/Metro locations. The total number of contacts by LA DOOR beginning July 8, 2020 through March 15, 2021 is 2,633.

#### The Dream Center - A Community-Based Organization within Angeles Temple

Los Angeles faith-based organization provides outreach services at Union Station Friday nights, at the close of the station, providing end-of-the-line service to offer assistance to homeless persons. The Dream Center outreach teams participate in Operation "Shelter the Unsheltered." The total number of contacts by the Dream Center beginning July 10, 2020 through March 15, 2021 is 1,036.

### **NEXT STEPS**

SSLE is working with the Los Angeles Police Department on piloting a Flexible Dispatch Program. Once the details of the program are ready to implement, SSLE will report back to the Board with an update. We are aiming for May 1, 2021 to implement the program. Note: March 2021 PATH performance metrics, Motel Reports, Law Enforcement Homeless Outreach Metrics, and Success Stories will be included in the May monthly board report.

### **ATTACHMENTS**

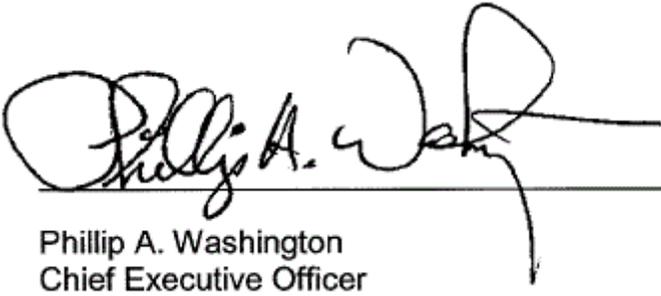
Attachment A - PATH Homeless Outreach Update January - February 2021

Attachment B - PATH Motel Report January - February 2021

Attachment C - Law Enforcement Homeless Outreach Updates January - February 2021

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Phillip A. Washington  
Chief Executive Officer

**PATH Homeless Outreach Efforts****C3 Homeless Outreach January 1, 2021 through February 28, 2021**

<b>Performance Measure</b>	<b>January Number Served</b>	<b>February Number Served</b>	<b>Project Year 2017 To date Number Served</b>
Number of unduplicated individuals' initiated contact (pre-engagement phase)	145	150	8,454
Number of Unduplicated individuals engaged (engagement phase)	55	73	4,308
Number of unduplicated individuals who are provided services or who successfully attained referrals*	*Unavailable	*Unavailable	*Unavailable
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	32	29	1,963
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	0	0	414
Number of unduplicated individuals engaged who are permanently housed	22	14	373

**January Motel Report**

Secured 21 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 40 homeless persons were housed in 21 motel rooms
  - 10 families – couples and women with children, 1 couple without children
  - 11 clients – singularly housed

**Total Motel Expense:       \$51,994.82**

**COVID-19 Expense:         \$21,667.20**

**February Motel Report**

Secured 24 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 40 homeless persons were housed in 24 motel rooms
  - 10 families – 9 women with children, 1 couple with children
  - 7 clients – singularly housed

**Total Motel Expense:       \$40,254.34**

**COVID-19 Expense:         \$16,727.40**

### **PATH Success Story (January)**

Client is a 35-year-old male who reports experiencing homelessness for the greater part of 10 years. He was living in his car and would move between South Los Angeles, DTLA and Victorville. Upon initial meeting, client expressed concern about his mental and physical health status'. He also shared his history and expressed that he was ready to move forward to create a positive future.

MH Specialist initially engaged client and assisted him with connecting with mental health services through South Bay Mental Health. The majority of meetings between MHS Reece and client were mental health related and consisted of support and guidance being provided to client.

MH Specialist also assisted client with connecting to medical services to address a condition that had been left untreated. He was able to establish care with a PCP and obtain needed referrals to specialists. Once client began receiving services through a DMH provider, MH Specialist reached out to DMH regarding possible housing opportunities. Client was quickly matched to Rosslyn Lofts, which were under remodeling/construction at the time.

MH Specialist assisted participant with navigating the housing process. Eventually, as late Fall/Winter months brought colder weather, PATH placed client in a motel room until he was able to sign his lease and move into his unit (December 29, 2020 – January 11, 2021).

Client is currently in permanent supportive housing (PBV) at Rosslyn Lofts in DTLA. He signed his lease and moved in on January 11, 2021.

### **PATH Success Story (February)**

57y/o female with cancer and limited mobility and a 26y/o female with history of mental health disability Clients are a mother/daughter. Clients became homeless after mother was diagnosed with cancer and was unable to continue working. Shortly after becoming homeless, COVID pandemic occurred and further complicated the situation. Clients were sleeping on the red line when initially engaged.

Utilized project RoomKey to provide clients with stable temporary housing location. Connected clients to appropriate healthcare services. Connected clients to appropriate housing resources.

Once clients had stable temporary housing locations, mother was able to focus on health. Client underwent successful treatment of cancer. Client is now healthy, and mobility has drastically improved. Daughter continues to assist with mother's healthcare. After being connected to the county recovery rehousing program, clients were able to obtain an apartment for permanent housing. Both clients receive SSI and will be able to independently pay for rent in the near future.

**PATH Motel Report January 01,2021 – February 28, 2021****January Motel Report**

1. **Family** – Mother (21) and son (3) encountered at Union Station. We placed this family at the Rosa Bell Motel in October and successfully connected them to San Fernando Valley Rescue Mission for shelter placement. Unfortunately, this placement has still not been obtained due to COVID-related quarantines. We have submitted a referral to housing navigation services through PATH and are waiting for approval. We have also submitted additional shelter referrals and are waiting for an appropriate match. In January we spent \$3180.60 to motel them. They are still motel'd.
2. **Family** - Mother (24), husband (36), and three young children were encountered at Union Station. They were placed at the Stuart Hotel in November and then Motel 6 in S. El Monte this month. We submitted a family shelter referral to Department of Health Services Housing for Health program and the family was matched to Salvation Army Lily's Place family shelter. Unfortunately, the family declined this placement, and shortly after checked themselves out of the motel. We continue to explore shelter options with them. In January we spent \$3921.22 to motel this family.
3. **Family** - Mother (35), husband (36), and two young children were referred to us by LAPD and encountered at Encinita/Rexford in December. We placed them at the Stuart Hotel at that time and submitted referrals to several family shelters and the Family Solutions Center. FSC is at capacity and unable to assist the family at this time. The family was matched to Salvation Army Lily's Place family shelter; however, they declined this placement. We continue to motel them and explore other shelter options. In January we spent \$3565.00 to motel this family. They are still motel'd.
4. **Single Male** (85) referred to us by the Sherriff's department and encountered on the Expo Line in December. He has numerous health issues, that include a terminal cancer diagnosis, also at-risk for COIVD. We placed him at the Stuart Hotel in December and referred him to Housing for Health for an interim shelter placement. We are still waiting to secure an appropriate placement for him. In January we spent \$3565.00 to motel him. He is still motel'd.
5. **Single Female** (62) encountered at Union Station in December with numerous health issues and at-risk for COVID. She was previously placed at a shelter but was discharged due to an altercation. We placed her at the Crenshaw Inn and resubmitted her for shelter. This month, she was successfully matched to shelter; however, she declined placement and returned to the street. We continue to work on a housing plan with her. In January we spent \$1100.00 to motel her.
6. **Single Male** (35) encountered at Union Station with numerous health issues that made him at-risk for COVID. He was living in his car as we helped him apply for permanent supportive

housing. In December, we placed him at the Rosa Bell Motel, and this month he successfully moved into his own apartment. In January we spent \$1026.00 to motel him.

7. **Couple** – Female (58) and male partner (66) encountered at Downtown Azusa Station. Both individuals have numerous and severe health issues, and at-risk for COVID. We placed them at Lincoln Motel this month and submitted referrals to Project Room Key. They were successfully matched and moved into Project Room Key Lincoln Plaza. In January we spent \$1764.20 to motel them.
8. **Family** – Mother (37) and daughter (14) encountered at Compton Station this month. They were placed at the Crenshaw Inn while family shelter referrals were submitted. We successfully connected them to a placement at Upward Bound family shelter. In January we spent \$310.00 to motel this family.
9. **Single Male** (59) encountered at Fillmore Station with numerous and severe health issues, and at-risk for COVID. He was previously placed at PATH Cares shelter but was discharged for behavioral issues. Due to his severe health issues and risk for COVID, we placed him at the Deluxe Motel until and soon after, secured him a placement at Project Home Key Harbor City shelter. In January we spent \$205.20 to motel him.
10. **Family** – Mother (29) and daughter (6) encountered at Union Station, young daughter at risk for COVID on the streets. This family had a homeless Section 8 voucher in hand, so we placed them at the Crenshaw Inn Motel until they could secure an apartment. Our team assisted this family with securing a unit and beginning the Housing Authority approval process. We hope to have them housed in February. In January we spent \$1265.00 to motel them. They are still motel'd.
11. **Single Male** A 62-year-old male encountered during targeted outreach was offered a motel stay given his vulnerabilities. He has been referred to Recovery Re-Housing, a program that will assist in locating permanent housing. In January, we spent \$3100 at the Stuart Hotel. He is still motel'd.
12. **Single Female** A 64-year-old female encountered during targeted outreach at 7<sup>th</sup> Street/Metro Center was offered a motel due to her many risks and vulnerabilities. She contracted COVID-19 in mid-December and is continuing to recover. On 2/1/21, she was placed in a shelter. In January, we spent \$3200 at the Stuart Hotel.
13. **Single Male** A 59-year-old male encountered at the North Hollywood Station was provided a motel room due to his high risks and vulnerabilities. He was referred to PRK but did not attain a bed. Most recently, he was referred to the Recovery Re-Housing program which will assist him in locating permanent housing. In January, we spent \$3180.60 at the Rosa Bell Motel. He is still motel'd.
14. **Single Female** A 55-year-old female encountered at the 7<sup>th</sup> Street/Metro Station was provided a motel room due to her many health issues and high risk for COVID. She has medications that require refrigeration and a breathing machine that requires electricity. She

has been matched to permanent housing and the CM is assisting with the process to secure housing. In January, \$3180.60 was spent at the Rosa Bell. She is still motel'd.

15. **Single Female** A 56-year-old female encountered during Long Beach offloading has continued her motel stay while the CM links her to other services. The participant has physical health and mental health issues and has been on the waiting list for placement through the HFH program. The CM has referred her to other shelters, but bed availability is extremely limited due to reduced capacity because of COVID-19 precautions. In January, we spent \$3180.60 at the Casa Bell. She is still motel'd.
16. **Single Male** A 52-year-old male with significant health issues was provided a temporary motel stay while the paperwork for his permanent housing is processed. All paperwork has been submitted and he is expected to move in soon. In January, we spent \$1969.40 at the Deluxe Motel. They are still motel'd.
17. **Family** A 22-year-old female with three children, ages 5, 2 and 1 month, was encountered at Union Station and provided an emergency motel stay. The CM located a family shelter at the Upward Bound Program and an intake is pending. In January, we spent \$675.50 at the Deluxe Motel. They are still motel'd.
18. **Family** A 26-year-old female and her 6-year-old daughter were encountered at the 7<sup>th</sup> Street/Metro Station and were provided an emergency motel stay. Placement at a family shelter, Holiday Helping Hands, was secured, however, the site has been under quarantine and no new clients were being accepted. The quarantine was recently lifted, and an intake is scheduled for 2/3/21. In January, we spent \$3180.60 at the Los Angeles Inn.
19. **Family** A 32-year-old female and her 7-year-old son encountered at the 7<sup>th</sup> Street/Metro Station were offered a temporary motel stay while the family is connected to programs and services. The family has been referred to FSC and an HFH has been completed. In January, \$4064.10 was spent at the Los Angeles Inn. The family is still motel'd.
20. **Male** A 48-year-old male at high risk for COVID was provided a motel stay while the CM provides linkage to other shelter and services. Transitional housing has been located; however, the participant's SSI payments have unexpectedly ceased, and the CM is working to resolve the problem with the participant's benefits. In January, we spent \$3180.60 at the Los Angeles Inn. The participant is still motel'd.
21. **Family** A 24-year-old female and her three children, ages 7, 5, and 1, were encountered during offloading at Downtown Long Beach. The CM has attempted to reconnect the family to the FSC at HOPICS, however, HOPICS does not have any shelter resources available. A referral was made to the Upward Bound program for assistance with shelter and is pending. The mother is employed, and the CM is actively searching affordable housing units. In January, \$3180.60 was spent at the Rosa Bell. The family is still motel'd.

Total: 21 rooms

13 are still in motels.

Day team: \$19,902.22

Swing team: \$32,092.60

Total: \$51,994.82

COVID-19 Expense: \$21,667.20

### **February Motel Report**

1. **Family** - Mother (21) and son (3) encountered at Union Station. We placed this family at the Rosa Bell Motel in October 2020 and submitted several family shelter referrals. They were waitlisted until this month, and successfully moved into Holliday's Helping Hands shelter. In February we spent \$718.20 to motel them. This family is no longer motel'd.
2. **Family** - Mother (35), father (36), and two young children were referred to us by LAPD and encountered at Encinita/Rexford in December 2020. We placed them at the Stuart Hotel and submitted referrals to several family shelters and the Family Solutions Center. They were waitlisted until this month and have successfully been matched to LA Family Housing Tyrone House for shelter. We are awaiting their move-in date. In February we spent \$3200.00 to motel them. This family is still motel'd.
3. **Family** - Mother (29) and daughter (6) encountered at Union Station, experiencing homelessness with a Section 8 Voucher in-hand. We placed her at Crenshaw Inn until we could help her secure a Section 8 apartment. We assisted her with housing navigation and they successfully moved into their own apartment this month. In February we spent \$2070.00 to motel them. This family is no longer motel'd.
4. **Family** - Mother (29) and daughter (5), encountered at Beverly/Vermont station this month. We placed them at Motel 6 Canoga Park and submitted family shelter referrals. They were successfully matched and placed at Upward Bound House family shelter. In February we spent \$238.94 to motel them. This family is no longer motel'd.
5. **Single Male** (85) referred to us by the Sherriff's department and encountered on the Expo Line in December 2020. He has numerous health issues, that include a terminal cancer diagnosis, also at-risk for COVID. We placed him at the Stuart Hotel at that time and referred him to Housing for Health for an interim shelter placement and Project Room Key. He was matched to Project Room Key Orlando and successfully moved in this month. In February we spent \$805.00 to motel him. He is no longer motel'd.
6. **Single Female** (62) encountered at Union Station in December 2020 with numerous health issues and at-risk for COVID. She was previously placed at a shelter but was discharged due to an altercation. We placed her at the Crenshaw Inn and resubmitted her for shelter. Last month, she was successfully matched to shelter; however, she declined placement and returned to the street. We re-engaged her and successfully connected her with family. We placed her at Rosa Bell Motel and then reunified her with family. In February we spent \$327.80 to motel her. She is no longer motel'd.

7. **Single Male** (83) encountered at Union Station, with numerous health concerns and at-risk for COVID. We placed him at Lincoln Motel and submitted referrals to various senior living programs and shelters. We are still waiting for placement. In February we spent \$1148.60 to motel him. He is still motel'd.
8. **62-year-old male** encountered during targeted outreach was offered a motel stay due to multiple medical vulnerabilities and high risk for COVID. He has been referred to Recovery Re- Housing, a program that will assist in locating permanent housing. In January, we spent \$3100 at the Stuart Hotel. He is still motel'd.
9. **56-year-old female** encountered during Long Beach offloading has continued her motel stay while the CM links her to other services. The participant has physical health and mental health issues and is at high risk for COVID and has been on the waiting list for placement through the HFH program. On 2/24/21, she was placed at PRK Orlando. In February, \$2359.80 was spent at the Casa Bell Motel. She is no longer motel'd.
10. **59-year-old male** encountered at the North Hollywood Station was provided a motel room due to his high risks for COVID and vulnerabilities. He was referred to PRK but did not attain a bed. Most recently, he was referred to the Recovery Re-Housing program which will assist him in locating permanent housing. On 2/19/21, he was placed at PRK Orlando. In February, we spent \$1846.80 at the Rosa Bell Motel. He is no longer motel'd.
11. **55-year-old female** encountered at the 7<sup>th</sup> Street/Metro Station was provided a motel room due to her many health issues and high risk for COVID. She has medications that require refrigeration and a breathing machine that requires electricity. She has been matched to permanent housing and the CM is assisting with the process to secure housing. In February, \$2872.80 was spent at the Rosa Bell. She is still motel'd.
12. **52-year-old male** with significant health issues was provided a temporary motel stay while the paperwork for his permanent housing is processed. All paperwork has been submitted and he is still awaiting a move-in date. The CM has searched for shelter placements, but an available bed has yet to be located. In February, we spent \$2872.80 at the Deluxe Motel. He is still motel'd
13. **Family** with 22-year-old female with three children, ages 5, 2 and 1 month, was encountered at Union Station and provided an emergency motel stay. The CM located a family shelter at the Upward Bound Program and an intake is pending. On 2/14/21, she transitioned into shelter at Upward Bound. In February, we spent \$1704.30 at the Deluxe Motel. This family is no longer motel'd.
14. **Family** with a 26-year-old female and her 6-year-old daughter were encountered at the 7<sup>th</sup> Street/Metro Station and were provided an emergency motel stay. Placement at a family shelter, Holiday Helping Hands, was secured, however, the site has been under quarantine and no new clients were being accepted. The quarantine was recently lifted, however, the

client declined placement out of fear of being exposed to COVID given the many weeks the site was under quarantine. She is matched to Permanent Housing and has a move-in date of 3/11/21. In February, we spent \$2872.80 at the Los Angeles Inn. This family is still motel'd.

15. **Family** with a 32-year-old female and her 7-year-old son encountered at the 7<sup>th</sup> Street/Metro Station were offered a temporary motel stay while the family is connected to programs and services. The family has been referred to FSC, DHS, and the Upward Bound Program and placement was attained the Upward Bound Program. In February, \$1966.50 was spent at the Los Angeles Inn. This family is no longer motel'd.
16. **48-year-old male** at high risk for COVID was provided a motel stay while the CM provided linkage to other shelter and services. Transitional housing has been located, and the CM assisted in having the participants SSI payments resume. On 2/9/21, he transitioned out of the motel. In February, we spent \$820.80 at the Los Angeles Inn. He is no longer motel'd.
17. **Family** with a 24-year-old female and her three children, ages 7, 5, and 1, were encountered during offloading at Downtown Long Beach. The CM has attempted to reconnect the family to the FSC at HOPICS, however, HOPICS does not have any shelter resources available. A referral was made to the Upward Bound program and to DHS for assistance with shelter. On 3/1/21, the family was placed at Holiday Helping Hands. In February, \$2872.80 was spent at the Rosa Bell. Family is no longer motel'd.
18. **76-year-old male** with numerous health conditions and at high risk for COVID, was initially engaged at the Downtown Santa Monica Station. Given his vulnerabilities, an emergency motel stay was authorized, and the CM completed the HFH in an effort to locate a DHS shelter. On 2/19/21, the participant was placed at PRK Orlando. In February, \$1764.20 was spent at the Rosa Bell Motel. He is no longer motel'd.
19. **Family** with a 26-year-old single mother and her 5-year-old son were encountered at Downtown Long Beach Station. The mother appeared to have developmental challenges as did her 5-year-old son. An emergency motel stay was authorized while efforts were made to connect the family to shelter resources. The CM observed safety concerns for the child's wellbeing and a DCFS report was filed. DCFS did make contact with the mother, but the mother fled with the child and their whereabouts were unknown for several days. A detention warrant was approved by Dependency court to remove the child once he was located. The CM received a call from the mother and the CM convinced the mother to cooperate with DCFS. A motel stay was again authorized in order for DCFS to have a location to meet the mother and child for the purposes of removing the child from mother's custody. On 2/24/21, the child was detained. On 3/1/21, the mother was placed in interim housing. In February, \$840.80 was spent at the Rosa Bell and \$513 was spent at the Deluxe Motel. No longer motel'd.
20. **Family** with a 25-year-old single mother and her 3-year-old son were encountered at the Artesia Station. An emergency motel stay was authorized while efforts were made to

connect her to a family shelter. The mother indicated an interest in reconnecting with family out of state. The CM assisted the mother with this, and the extended family member agreed to help the mother and the child with shelter and welcomed the family to move in. In February, \$1866.80 was spent to motel the family at the Rosa Bell Motel. The family is no longer motel'd.

21. **28-year-old male** was encountered at Union Station. He appeared developmentally delayed and to have mental health issues. Given his vulnerabilities, an emergency motel stay was authorized so that he could get a COVID test in order to go into shelter. Shortly after arriving at the motel, he was removed from the hotel by the police for damaging property. In February, \$122.60 was spent for a room at the Casa Bell and \$1237.00 to replace appliances and repair damages to the room. He is no longer motel'd.
22. **66-year-old male** with numerous health issues, and at high risk for COVID, was encountered at the Downtown Long Beach station. Due to his declining health being unsheltered, an emergency motel room was authorized while the CM works on locating other shelter options. The participant is enrolled in Recovery Rehousing and an HFH has been completed. In February, \$1148.60 was spent at the Rosa Bell. He is still motel'd.
23. **52-year-old male** with numerous health issues, and cognitive delay related to a head injury, was provided an emergency motel stay while the CM attempted to secure shelter. The participant left the motel prior to being connected in shelter. In February, \$430.40 was spent at the Rosa Bell Motel. Is no longer motel'd.
24. **77-year-old male** with numerous health problems, physical disability, and at high risk for COVID, was encountered at Pershing Square and offered an emergency motel stay due to his high risks and vulnerabilities. An HFH is completed and other shelter options are actively being sought. In February, \$533 was spent at the Rosa Bell Motel. He is still motel'd.

Total Rooms: 24

8 are still in motels

Day team: \$8,508.54

Night team: \$31,745.80

Total: \$40,254.34

COVID-related: \$16,727.40

**Law Enforcement Homeless Outreach Metrics, January 01, 2021 – February 28, 2021**

<b>ACTION</b>	<b>LAPD HOPE/TSD</b>	<b>LASD MET</b>	<b>LBPD QOL</b>
Contacts	662	1,527	96
Referrals	48	23	24
5150 Holds	27	37	0
Mental Illness	42	314	19
Substance Abuse	24	200	36
Veterans	6	5	2
Shelter	9	4	0
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	1	0	0
Transitional Long-Term Housing	0	1	0
Detox	1	0	0
Rehab	0	0	0

**LAPD HOPE Success Story (January)**

On 01/27/2021, at approximately 0750 hours Transit HOPE Officers were conducting outreach and supporting clean-up operations along with DMH Clinician.

The officers were supporting a homeless cleanup at the bus stops located at Wilshire Blvd and Alvarado Street. The officers made contact with a 78-year-old female that was barefoot and lying on a piece of cardboard on the sidewalk. She was covered by only a few plastic tarps and was unable to walk or stand without assistance. It was an extremely cold day with a chance of showers. The female had been staying at this location for the past few months and was usually observed sweeping the sidewalk and nearby MTA bus bench area. The manager of the nearby Yoshinoya advised officers he had not seen her for approximately two weeks and was concerned.

He was surprised to learn that she was inside of her encampment and was unable to move about. Various people would stop by and provide food and drinks to her on a regular basis.

DMH Clinician had attempted to provide homeless outreach services to her on numerous occasions but was always met with negative results. Other Officers had been at this location, on almost a weekly basis, working to clear the sidewalk areas of homeless encampments around the westbound and eastbound Wilshire Blvd MTA bus stops. The westbound Wilshire Blvd location had become full of trash and debris due to the female not being able to maintain it due to her declining health.

DMH Clinician spoke to the female and determined she required immediate medical attention and asked officers to request an RA. Paramedics transported her to Good Samaritan Hospital. The officers conducted a follow-up to the hospital to check on her condition and to provide DMH Clinician with additional information for Adult Protective Services. The emergency room nurses stated that the female was admitted to the hospital due to her overall poor medical condition and indicated she might have required both of her legs to be amputated, had she not been transported to the hospital.

DMH Clinician indicated Adult Protective Services would follow-up with her upon her release from the hospital to place her in a shelter.

### **LAPD Success Story (February)**

On February 2, 2021 at approximately 0845 hours, HOPE Officer Nkila, T., Officer Gettinger and Fox were assigned to the Union Red Line platform assisting security with end of the line offloading. The officers were flagged down by MTA security for an intoxicated/unresponsive man on the train.

Officers observed a male pinned between the seats lying unresponsive on the train floor. The subject was unresponsive to both auditory as well as physical stimuli. The subject had pale white/blue skin, shallow as well as sporadic breathing and had a depleted hypodermic needle (with a "black tar" residue) in his front right pants pocket. The subject had a weak pulse and was gasping for air. The subject also had puncture wounds on his arms (indicative of an intravenous drug user).

Based on the above observations as well as the officer's training/experience with narcotics users, they administered one (1) dose of Naloxone Hydrochloride (NARCAN) via subject's nostril. Approximately one (1) minute after administering NARCAN to subject, subject began breathing in a normal manner and stopped gasping for air. The subject began to regain normal skin coloring, became more responsive to physical stimuli and his pulse immediately strengthened.

LAFD RA 25 responded and assumed responsibility for medical treatment. RA 25 transported subject to White Memorial Hospital. Officers conducted a follow-up to the hospital to check on subject's status. subject was in stable condition and is expected to make a full recovery.

**LASD Success Story (February)**

On February 19<sup>th</sup>, 2021 MTA-CRU (Deputy Stewart/ Espinoza LPT II) made contact with a 21-year-old male who claimed to be from Virginia. During engagement the team discovered he had come to California in search for a new job and new opportunities. Unfortunately, he encountered multiple scenarios/issues that prevented him from getting a job and eventually ran out of money. They offered support and encouragement and offered to assist him as need it. At first, he was hesitant to provide any information however, after talking to him for a while he admitted he wished to be re-united with his father in Virginia. He admitted to being homeless, sleeping in the streets of L.A, the Metro system in, Santa Monica. He said he was hungry and had no money to eat. TMET gathered as much information as possible in order to assist. Our TMET/DMH team was able to find food for him and to contact the right agency in order to start family re-unification process. We were able to work with DMH/PATH who agreed on paying for fare ticket. The client transported to and boarded a bus to Virginia that Friday night. He arrived to his home Monday 02/22/21. The client reported gratitude via telephone and stated, "I don't know what I would of done if I didn't talk to you girls." He is now back at home with his father and plans on finding a job near him.

**LBPD Success Story (January)**

On January 29<sup>th</sup>, 2021, a LBPD Metro Detail Quality of Life officer had been patrolling the METRO Transit Mall Platform, when he encountered a subject who was not wearing shoes. Furthermore, the subject's socks were soaked from the rain. When approached by the Quality of Life officer, the subject was cooperative, but unwilling to give his name or any further information other than that he was from Los Angeles. The officer contacted the Multi Service Center (MSC) and they brought the subject a pair of shoes, socks, and a hooded sweatshirt. The subject stated that he did not want assistance from the MSC at this time boarded the train and headed back toward Los Angeles.