

**Board Report**

---

**File #:** 2021-0444, **File Type:** Informational Report**Agenda Number:** 23.

---

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 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 using 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. PATH teams collaborate on a daily basis with law enforcement in Operation "Shelter the Unsheltered," as well as engage in system-wide outreach and encampment clean-ups identified as a safety concern within Metro's system.

In June 2021, Metro and the Department of Health Services issued a third amendment in its Letter of Agreement for Multidisciplinary Street-Based Engagement Services. The term of this agreement began July 1, 2018 and remains in place through June 30, 2023. The parties, by mutual consent, extended the terms outlined in amendment number two to continue funding additional multidisciplinary outreach teams to provide field-based engagement/outreach services Monday

---

through Sunday eight hours per day, throughout Metro's system and properties. Amendment number three also extends the eighty (80) shelter bed pilot to August 31, 2021. The current shelter bed site is *Home At Last*, located in south Los Angeles. Full social services are available to people experiencing homelessness 24/7 with the goal of placing persons in interim and permanent housing through the Coordinated Entry System.

### **METRO TRANSIT HOMELESS ACTION PLAN 2.0 UPDATE**

There are four (4) core components of the Action Plan to enhance the customer experience. The planned action is scheduled in these areas:

- **Research component:** Staff will re-convene internal and external stakeholder meetings beginning in August 2021.
- **Education component:** Staff is in discussion with the Communications department to create a fact sheet to educate Metro staff and passengers about homelessness on Metro's system and properties. The fact sheet will contain background information on Metro's Transit Homeless Action Plan 2.0; results from the homeless rail and bus counts; references to board reports, and contact numbers to report homelessness on and off of the system.
- **Coordination component:** Staff has scheduled a meeting on June 29, 2021, with the Department of Mental Health (DMH), and our law enforcement partners to discuss increasing the number of clinicians on our specialized law enforcement teams (HOPE, MET, QOL) through a Memorandum of Understanding to facilitate "Reimagining Policing" policies on Metro's system and properties.
- **Outreach component:** Staff in conjunction with the Office of Customer Experience plans to implement pilot programs to support increased outreach and supportive services on the Metro's system. The board approved Motion 26.2, which allocates \$2 million for short term shelter for homeless riders; \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services; \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness; and \$3 million for pilot homelessness strategies to be recommended by the PSAC.

### **METRO BUS/RAIL ONE DAY HOMELESS COUNT**

Homeless counts were planned to be conducted quarterly on our system, however, due to COVID restrictions, a count was not conducted in the second quarters of this year. Staff plans to execute the third quarter rail and bus homeless counts in August 2021. We are collaborating with the Customer Experience office to refine the survey instrument and the methodology. We are also collaborating with Information Technology Administration to explore setting up and maintaining a data publishing program.

### **OPERATION "SHELTER THE UNSHELTERED"**

The Operation continues Monday through Friday at six Metro stations. Daily reports are submitted by law enforcement, Metro Transit Security, and our outreach partners: PATH, LA Door, and the Dream Center. The total number of individuals housed from April 2020 through June 11, 2021, is 836. June

and July data will be provided in the September monthly board report.

<b>OPERATION "SHELTER THE UNSHELTERED"</b>		
<b>LAW ENFORCEMENT (LAPD, LASD, and LBPB)</b>		
<b>ACTIONS TAKEN</b>	<b>APRIL 2021</b>	<b>MAY 2021</b>
*NUMBER OF LEVEL 1 (CONTACTS)	406	457
*NUMBER OF LEVEL 2 (REFERRALS)	59	13
*NUMBER OF LEVEL 3 (HOUSING PLACEMENTS)	21	39
<b>TOTAL NUMBER OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>785</b>	<b>824</b>
<b>PATH</b>		
<b>ACTIONS TAKEN</b>	<b>APRIL 2021</b>	<b>MAY 2021</b>
NUMBER OF INDIVIDUALS HOUSED (INTERIM AND PERMANENT HOUSING)	15	29
<b>TOTAL NUMBER OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>696</b>	<b>725</b>

\*Level 1 (Contacts - Information is provided on resources/services; a name of the individual(s) is obtained.)

\*Level 2 (Referrals - Individual(s) is receptive to services; appointments are made for services.)

\*Level 3 (Housing Placements - Any mode of housing provided to the individual. (I.e., motel, VA housing))

**OUTREACH PARTNERSHIPS**

LA DOOR - Los Angeles City Attorney's Office

The program is a recidivism reduction and drug diversion unit within the Los Angeles City Attorney's office. LA DOOR outreach teams participate in Operation "Shelter the Unsheltered." The outreach teams discontinued deploying to Union Station and 7 Street/Metro on June 1, 2021, due to the reallocation of their grant funding; however, the teams continue to outreach at MacArthur Park once per week. The total number of contacts by LA DOOR beginning July 8, 2020, through June 11, 2021, is 3,763.

LA DOOR		
ACTIONS TAKEN	APRIL 2021	MAY 2021
NUMBER OF CONTACTS	417	353
<b>TOTAL NUMBER OF INDIVIDUALS CONTACTED JULY 08, 2020 TO DATE</b>	<b>3,337</b>	<b>3,690</b>

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

The Los Angeles faith-based organization continues to provide outreach services at Union Station Friday nights by providing end-of-the-line service and offering assistance to persons experiencing homelessness. The total number of contacts by the Dream Center beginning July 10, 2020, through June 11, 2021, is 1,511.

DREAM CENTER (DC)		
ACTIONS TAKEN	APRIL 2021	MAY 2021
NUMBER OF CONTACTS	115	180
<b>TOTAL NUMBER OF INDIVIDUALS CONTACTED JULY 10, 2020 TO DATE</b>	<b>1,313</b>	<b>1,036</b>

**EQUITY PLATFORM**

Metro’s Homeless Outreach efforts align with the Equity Platform by supporting more equitable outcomes for some of LA County’s most vulnerable and marginalized residents; people using Metro’s system for shelter. The Equity Platform provides a basis for Metro to advance equity in areas where we lead and partner. As described above, homeless continues to increase across the County and on the Metro system, disproportionately impacting Black people, older adults, those with disabilities, women with children, and transition-age youth. Metro’s efforts aim to balance the need to address the negative conditions and behaviors sometimes associated with homelessness with the need to help and treat people without shelter humanely.

Metro’s partnerships with social service providers and continued implementation of Operation “Shelter the Unsheltered” provide engagement efforts designed to build trust and make it more likely for people to accept services and shelter, and less likely to return to Metro’s system for shelter. Many of our success stories reveal that it took time for the homeless person to make the decision to accept services; our partners had to build a rapport through several contacts. Additionally, Metro’s homeless counts will help the agency and our partners allocate resources more efficiently, forecast future needs, and determine the need for additional programs or strategies to address homeless on the

---

system. The Metro Transit Homeless Action Plan 2.0 will build upon and supplement these efforts.

**NEXT STEPS**

SSLE will continue to build upon its list of partners and services to provide resources to people experiencing homelessness on Metro's system.

**ATTACHMENTS**

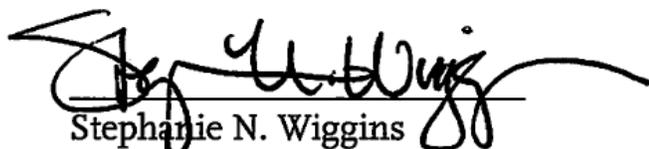
Attachment A - PATH Homeless Outreach Update April 2021 - May 2021

Attachment B - PATH Motel Report April 2021 - May 2021

Attachment C - Law Enforcement Homeless Outreach Updates April 2021 - May 2021

Prepared by Joyce Burrell Garcia, Project Manager, System Security and Law Enforcement, (213) 922-5551

Reviewed by: Judy Gerhardt, Chief System Security and Law Enforcement Officer, (213) 922-4811



Stephanie N. Wiggins  
Chief Executive Officer

## Metro's Homeless Efforts

**C3 Homeless Outreach April 1, 2021 through May 31, 2021. (June and July data will be provided in the September monthly board report.)**

<b>Performance Measure</b>	<b>April Number Served</b>	<b>May Number Served</b>	<b>Project Year 2017 To date Number Served</b>
Number of unduplicated individuals'-initiated contact (pre-engagement phase)	216	216	9,143
Number of Unduplicated individuals engaged (engagement phase)	192	148	4,912
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	65	2,223
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	2	417
Number of unduplicated individuals engaged who are permanently housed	18	13	427

### April Motel Report

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

Brief Demographic Overview:

- 28 homeless persons were housed in 21 motel rooms
  - 4 families – 1 woman with children, 1 couple with children, 2 couples without children
  - 17 clients – singularly housed

**Total Motel Expense:       \$23,621.08**

**COVID-19 Expense:         \$10,540.88**

### May Motel Report

Secured 13 motel rooms. Please see the attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 21 homeless persons were housed in 13 motel rooms
  - 3 families – 1 woman with children and 2 couples with children

- 10 clients – singularly housed: 5 older adults (3 female and 2 males)

**Total Motel Expense:       \$16,202.20**

**COVID-19 Expense:         \$6,861.20**

### **PATH Success Story (April)**

A 57-year-old female who experienced homelessness for five (5) months prior to being engaged at the Rosa Parks station had been staying under a nearby freeway overpass. The client acknowledged that her current homelessness and all other homelessness episodes were a result of substance use and broken family relationships.

July 13, 2020 - A rapport quickly began after the client accepted the food and water that was offered. Outreach spoke to the client about transitioning indoors and working towards permanent housing. The client agreed, stating, "please help me, I'm tired of being tired and will do whatever I have to do." The client was referred and accepted into crisis housing at Testimonial of Love Shelter. An Interim Housing referral was also submitted.

September 25, 2020 – The client was referred and accepted into interim housing at A Bridge Home Western. While at A Bridge Home site, the client's shelter case manager collaborated with PATH to keep the client engaged and to develop a housing plan. The client received supportive services from PATH such as: money management, transportation, documentation assistance, clothing, hygiene, food, homelessness verification. In addition, COVID screening and other medical health services were provided, including medication compliance. Follows up and site visits were conducted to maintain rapport and work towards goals.

The client was referred to The People Concern for permanent housing navigation services. The People Concern worked with the client to identify housing options, and connected the client to a permanent housing opportunity at the Florence Apartments.

The People Concern were also able to fund the client's move-in fees.

April 18, 2021 - The client successfully completed A Bridge Home Western Bed program and transitioned into permanent housing at the Florence Apartments, where the client will receive ongoing permanent housing supportive services.

The client remains permanently housed and connected to supportive services provided by SRO Housing Corporation.

### **PATH Success Story (May)**

A 32-year-old single female and her 7-year-old son reported being homeless since 2015, occasionally staying with friends or family and/or motels. She identified domestic violence and family conflict as factors related to her and her son's homelessness.

At the time of initial engagement, in October 2020, the family was staying in a motel. The Case Manager referred, accompanied, and provided transportation to the family to Family Support Center, Homeless Outreach Program Integrated Care System (HOPICS), and Shields for Families. The Case Manager also attempted to connect the family to a domestic violence shelter and accompanied the family to a Domestic Violence shelter,

but the shelter was declined due to its location, which is in the same neighborhood as the perpetrator.

In December 2020, the family exhausted all funds and resources to continue their motel stay. An emergency motel stay was authorized to prevent the family from becoming unsheltered. When public benefits were interrupted, the Case Manager provided meal cards and hygiene kits to assist the family.

In January 2021, the family was referred to the Upward Bound House. In February the family was placed into transitional housing at this site. The client also obtained employment to boost her income.

While at Upward Bound House, the family participated in money management/savings programs and other support services. In April 2021, the family was referred to Upward Bound's program and was matched to an apartment, and moved in on May 28, 2021.

During the entire time that the Case Manager first engaged this family to the present, the Case Manager provided active listening, empathy, emotional support, and helped the mother cope with difficult circumstances. The strong rapport the Case Manager established was of immense benefit in working with the family in helping them move forward.

The family moved into their own apartment. The mother is overjoyed to have a home for her and her son and feels confident and hopeful about the future.

## Motel Report April 1,2021 – May 31, 2021

### April Motel Report

1. **Single Adult Female (88 yrs.)** – Encountered at Union Station. The participant was placed at the Rosa Bell Motel due to her age and vulnerabilities. The participant was matched to A Bridge Home South Los Angeles and completed intake on 4/14. This person is no longer in the motel. In April, \$600 was spent at the Rosa Bell motel.
2. **Single Adult Male (56 yrs.)** – Encountered at 7<sup>th</sup>/Metro Station. The participant was placed at the Stuart Hotel due to his mental health vulnerabilities and physical disability. The participant transitioned to First to Serve shelter the following day. This person is no longer in the motel. In April, \$100 was spent at the Stuart Hotel.
3. **Family: Female (48 yrs.) & Male (10 yrs.)** - Encountered at Union Station and were placed at the Stuart Hotel. This family then went to stay with a family friend. This family is no longer in the motel. In April, \$200 was spent at the Stuart Hotel.
4. **Adult Elderly Male (70 yrs.) & Adult Female (46 yrs.)** - The participants were engaged at 7<sup>th</sup>/Metro Station where they report they have been sleeping. They were placed into a motel due to the male's age and physical disability. The male was then placed at First to Serve shelter, while the female refused shelter and returned to the street. They are no longer in the motel. In April, \$200 was spent at the Stuart Motel.
5. **Adult Elderly Female (75 yrs.)** - The participant was engaged at Union Station. Due to the participant's age and physical vulnerabilities, she was placed at The Stuart Hotel while the appropriate shelter is located. She was then placed at A Bridge Home Western Shelter. She is no longer in the motel. In April, \$400 was spent at the Stuart Motel.
6. **Single Adult Female (50 yrs.)** - The participant was engaged at Union Station. She had a bruised and bloodied face and reported that her boyfriend had just physically assaulted her. Law Enforcement Officers stationed at Union were alerted, and a police report was taken. The participant was placed in a motel room away from her encampment to ensure immediate safety while staff attempted to secure a domestic violence shelter bed. When staff returned to visit the participant, she had left the motel and did not return. In April, \$100 was spent for this motel room.
7. **Single Male (83 yrs.)** - Encountered at Union Station in February, with numerous health concerns. The team placed him at Lincoln Motel and submitted referrals at various senior living programs and shelters. We successfully connected him to Gem Transitional Senior Living, and he was offered housing there; unfortunately, he turned down this unit and checked out of the motel. No contact has been made since. He is no longer in the motel. In April, we spent \$615.60 to motel him.
8. **Single Male (37 yrs.)** - Encountered at NoHo Station, veteran with numerous health conditions and at-risk for COVID-19 because of those conditions. We successfully connected him to SRO Housing Corporation's Veterans Transitional

Housing Program and placed him at the Stuart Hotel until his intake date. He is no longer in the motel. In April, we spent \$100.00 to motel him.

9. **Single Female (55 yrs.)** - Encountered at the 7<sup>th</sup> Street/Metro Station. The participant was provided a motel room due to her many health issues and high risk for COVID-19. She has been matched to permanent housing and we are waiting for the Housing Authority to provide final approval for the participant to move in. She was placed in a transitional location through DHS while she awaits move-in to her permanent home. She is no longer in the motel. In April, \$1273.68 was spent at the Rosa Bell.
10. **Single Male (77 yrs.)** - with numerous health problems, physical disability, and at high risk for COVID-19. The participant was encountered at Pershing Square and offered an emergency motel stay due to his high risks and vulnerabilities. He was matched to Project Home Key Harbor City. He is no longer in the motel. In April, \$2052.00 was spent at the Rosa Bell Motel.
11. **Single Male (66 yrs.)** - with numerous health issues, and at high risk for COVID-19, 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 matched to permanent housing and move-in is expected to occur very soon. In the meantime, Recovery Rehousing is paying for a motel stay elsewhere. We are no longer paying for the motel. In April, \$1231.20 was spent at the Rosa Bell.
12. **Single Male (53 yrs.)** - with numerous health conditions placing him at higher risk for COVID-19 the participant was engaged at Downtown Santa Monica Station and provided a motel stay given his health vulnerabilities. The client has moved to a shelter, and is no longer in the motel. In April, \$820.80 was spent at the Rosa Bell Motel.
13. **Family** - consisting of a father, age 34, mother, age 26, and 3 children, ages 10, 8, and 6, were engaged at Artesia Station and were provided an emergency motel stay while the staff help the family to locate shelter and/or housing. The father is employed and has income and a search for permanent housing is underway. The family is connected to Family Solutions Center and enrolled in their Rapid Rehousing Program. The family is still in the motel. In April, \$3933 was spent at the Rosa Bell Motel.
14. **Adult Elderly Male (70 yrs.)** - with respiratory problems and mental health issues the participant was engaged at Downtown Long Beach station during offloading and provided an emergency motel stay given his vulnerabilities and high risk for COVID-19. He was matched to Project Home Key Harbor City. He is no longer in the motel. In April, \$1860 was spent at the Stuart Hotel.
15. **Single Male (52 yrs.)** - disabled with mental health issues and traumatic brain injury the participant was engaged at Downtown Santa Monica Station and provided an emergency motel stay given his vulnerabilities. He is being referred to a Skilled Nursing Facility for placement, which is pending. He is still in the motel. In April, \$3078.00 was spent at the Rosa Bell Motel.

16. **Couple-Female and Male** - physically disabled, and her elderly husband, were engaged at Union Station. The couple needed medical attention and were transported to the hospital. The hospital then stated the female was being released and discharged to the street, so an emergency motel stay was authorized. Soon after being discharged, staff received a call from LAPD stating the female was a missing person from the Valley. LAPD assisted with reuniting the female with her family. She is no longer in the motel. In April, \$225.20 was spent at the L.A. Inn.
17. **Single Male** - The participant was engaged at Santa Monica station during offloading. A shelter bed was secured, but a COVID-19 test was needed before placement. A one-night motel stay was approved. He is no longer in the motel. In April, \$102.60 was spent at the Los Angeles Inn.
18. **Single Male (24 yrs.)** - The participant was engaged at Santa Monica station during offloading. A shelter bed was secured, but a COVID-19 test was needed before placement. A one-night motel stay was approved. He is no longer in the motel. In April, \$102.60 was spent at the Los Angeles Inn.
19. **Single female (28 yrs.)** - The participant was approved for a motel stay when it was learned she was 9 months pregnant. The shelter, Home at Last, determined she was not appropriate for placement due to the imminent labor and delivery. Participant was recently matched to ABH Civic Center and is awaiting intake. She is still in the motel. In April, \$1559.00 was spent at the Los Angeles Inn.
20. **Elderly female (75 yrs.)** - with severe chronic health conditions, and at high risk for COVID-19, the participant was engaged at the Del Amo Station and provided an emergency motel stay. Staff is still searching for an appropriate placement. Participant is still in the motel. \$3098.00 was spent at the Rosa Bell.
21. **Elderly Female (70 yrs.)** - The participant was engaged at Union Station was provided an emergency motel stay due to her severe health conditions. The participant was matched to shared housing, however, the placement was not accessible to the participant because she uses a walker. The participant was recently matched to Project Room Key Orlando, and is awaiting intake. She is still in the motel. In April, we spent \$1,969.40 to motel this person.

Total rooms: 21

Total remaining in motels: 5

(COVID-19-related: \$10,540.88)

Total: \$23,621.08

### **May Motel Report**

1. **Single Adult Female (50 yrs.)** - The participant was engaged at Union Station. The participant presented physical evidence of assault. Law Enforcement Officers stationed at Union were alerted and a police report was taken. The participant was placed in a motel room away from her encampment to ensure immediate safety while case manager assisted with securing an appropriate domestic violence shelter bed. The participant is no longer in the motel room. PATH will pay \$300.

2. **Single Adult Male (39 yrs.)** - The participant was originally engaged at Union Station. The participant was involuntarily exited from shelter placement due to a change in the shelter's eligibility requirements. The participant was scheduled for intake at a different shelter but was required to present a current negative COVID test. The participant stayed 1 night and is no longer in the motel. PATH will pay \$100.
3. **Single Adult Male (29 yrs.)** - The participant was engaged at Union Station. During the shelter referral process, staff was made aware that the participant had recently broken quarantine at his previous shelter. Out of an abundance of caution, the participant was placed in a motel until he could obtain a negative COVID test that would allow him to safely enroll at a shelter. The participant is currently in the motel. PATH will pay \$400.
4. **Single Adult Male (60 yrs.)** - The participant was engaged at 7th and Metro. Case Manager and Program Manager attempted to locate a shelter bed for the participant but were not successful. The participant reported that he had been a victim of assault and suffered a head injury for which he was hospitalized and had staples put in. The participant was placed in a motel room to ensure safety while appropriate shelter is located. The participant is no longer in the motel. PATH will pay \$100.
5. **Single Adult Male (24 yrs.)** - The participant was engaged at Union Station. The participant has mental health vulnerabilities and has difficulty remembering appointments. An intake was scheduled for the following day. So that the participant would not miss the intake, he was provided a 1-night stay at The Stuart. The participant is no longer in the motel. PATH will pay \$100.
6. **Single Adult Male (28 yrs.)** - The participant was engaged at 7th and Metro. The participant reported that he was experiencing homelessness and wanted to return to family in Missouri. Case Manager received appropriate verification from family that the participant could return permanently and purchased a bus ticket for the following day. The participant was put in a motel for the night to ensure safety and timely arrival at bus station. The participant is no longer in the motel. PATH will pay \$100.
7. **Single Adult Male (52 yrs.)** - The participant was engaged at Downtown Santa Monica Station and provided an emergency motel stay due to his disabilities (leg amputee and traumatic brain injury) and vulnerabilities/risks for COVID. Since being in the motel, the participant appears to require a Higher Level of Care (HLOC) and the Case Manager is working with the HLOC Liaison with LAHSA for placement in a Board and Care of Skilled Nursing Facility. The participant is still in the motel. PATH will pay \$3180.60.
8. **A Family of five** - Male (34), and his family consisting of a female (26) and their three children ages 10, 8, and 6. This family was engaged at the Artesia

Station and provided an emergency motel stay. The family was referred to PATH Family Solutions Center and is enrolled in the Problem Solving Program, and is in the process of transitioning to the Cesar Chavez Family Shelter upon the parents having negative TB test results. The family is still in the motel. PATH will pay \$4064.10.

9. **Single Adult Female (75 yrs.)** – The participant was engaged at the Del Amo Station and provided a motel stay due to being elderly and having serious health conditions, including diabetes, heart disease and respiratory difficulties. The Case Manager worked diligently to locate an appropriate placement and she transitioned into shelter. She is no longer in the motel. PATH will pay \$718.20.
10. **Single Adult Female (29 yrs.)** – The participant was engaged at Downtown Santa Monica Station and was provided a motel stay when the shelter where she was staying discharged her after learning she was 9 months pregnant. The infant was removed from her care and custody by Department of Child and Family Services due to the participant's significant mental health challenges. The Case Manager worked diligently to locate an appropriate placement and she transitioned into shelter. She is no longer in the motel. PATH will pay \$718.20.
11. **Single Adult Female (70 yrs.)** – The participant was engaged at Union Station and provided a motel stay due to her elderly status, significant health issues (heart condition, high blood pressure, and dropped head syndrome), and high risk for COVID. She uses a walker and requires a disability accessible room/shelter. The Case Manager worked diligently to locate an appropriate placement and the participant transitioned into shelter. She is no longer in the motel. PATH will pay \$3180.60.
12. **A family of three** – Pregnant female (26), her significant other (33) and their 7-month infant were engaged at the Del Amo Station. The family was offered a motel stay while the case manager completed referrals to programs for families. The family is connected to Problem Solving and an affordable apartment has been located. Problem Solving will be assisting with the deposit and short-term rental assistance. While a move-in date has not been given, it is expected to be imminent. The family is still in the motel. PATH will pay \$2585.00.
13. **A family of five** – Female (45) and her four children ages 12, 11, 11, and 9 were initially engaged at 7<sup>th</sup> Street/Metro Center and provided a motel stay after the family was discharged from the family shelter they were staying at. The family was successfully reconnected to another family shelter and was recently matched to permanent housing and is expected to move in soon. The family is no longer in the motel. PATH will pay \$655.50.

Total rooms: 13

Total remaining in motels: 4

(COVID-19-related: \$6,861.20)  
Total: \$16,202.20

**Law Enforcement Homeless Outreach Metrics, April 1, 2021 – May 31, 2021**

<b>ACTION</b>	<b>LAPD HOPE/TSD</b>	<b>LASD MET</b>	<b>LAPD QOL</b>
Contacts	430	1,336	223
Referrals	49	4	100
5150 Holds	17	28	0
Mental Illness	33	295	100
Substance Abuse	16	349	144
Veterans	1	1	6
Shelter	11	14	2
Motel Housing Plan	0	0	1
VA Housing	1	0	0
Return to Family	0	1	0
Transitional Long-Term Housing	0	0	0
Detox	2	0	0
Rehab	0	2	0

**LAPD HOPE Success Story (April)**

HOPE recognized two (2) USC interns at the conclusion of their field placement. HOPE reported that the interns did an outstanding job developing their abilities to engage the homeless, conduct evaluations, network to develop outreach strategies, and coordinate efforts to assist the homeless. Both interns proved to be mature, intelligent, motivated, and caring. HOPE interviewed six (6) applicants that expressed interest in being part of the HOPE effort. There is ongoing interest from USC students to be part of HOPE.

**LASD MET Success Story (April)**

Mental Evaluation Team (MET) members contacted this client over a year ago. The client is a 61-year-old-male who was guarded and hesitant to talk to us. He frequents the Santa Monica area and is often found sitting asleep inside trains. At first, the client would wave his hand and nod his head, refusing to converse with us, then he started to smile occasionally, then he would say good morning and acknowledge us. Our progress was slow; however, we continued to try and always offered our services. After several

encounters (over a year), we were able to develop a rapport and convince him to share his story with us. We made contact weekly and continue to offer services. About two months ago, he opened up and shared his story, personal information, and accepted our help. Due to his age and medical needs, we worked hard to link him to the right agency to provide the necessary help. After assessments and referrals, we were able to link him to housing. The process was slow, but we continue to make weekly contact and encouraged him to be patient. Today, he contacted us and shared he got confirmation and “a picture” of his new place that he can now call home. He showed gratitude and reported he will forever be grateful for the team’s help. He made jokes and said, “you will no longer see me on the train,” he is hopeful and reported he will try to help others by sharing his story and pushing them to accept services.

### **LASD MET Success Story (May)**

On May 20, 2021, MET officers conducting homeless outreach at Citrus Pax, Gold Line in the City of Azusa, contacted a female who was disheveled and appeared disoriented. The woman was sitting on a bench with several bags full of personal property. After engaging her, she identified herself as Valina Woodyly and stated she was 64 years of age.

Mrs. Woodyly stated she grew up in the City of Pasadena and became homeless in July 2020 because her apartment rent increased, and she could not afford the rent increase. Mrs. Woodyly said she had no friends or relatives in the area she could contact to help her.

Mrs. Woodyly has been admitted to a couple of homeless shelters, but she did not remain at the shelters because of the challenging environment at the homeless locations. She also stated that being a 64-year-old female, every day becomes more difficult and unsafe for her to sleep on the streets by herself.

A MET officer contacted several community-based housing program locations to provide Mrs. Woodyly with the most appropriate services for her condition. Eventually, the MET officers transported Mrs. Woodyly to Volunteers of America Women’s shelter, and they connected her with a case manager who informed us he would initiate the process for Mrs. Woodyly’s permanent housing.

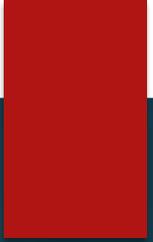
Mrs. Woodyly was very appreciative that she was no longer going to sleep on the trains or public streets.

### **LBPD QOL Success Story (April)**

On the morning of April 23rd, 2021, a Long Beach Police Department (LBPD) Metro Detail officer was conducting homeless outreach during the "Shelter the Unsheltered" project at the 1st Street Station when he encountered a female subject who was a person experiencing homelessness (PEH). The woman had created a transient encampment for herself on the platform. The officer knew that she was in need of assistance and discovered that she was willing to accept services. The Metro officer collaborated with People Assisting the Homeless (PATH) social workers to find a solution. PATH social workers were able to find shelter for the woman. They transported the subject via UBER to a PATH facility so that they could provide her with necessary resources and shelter. The LBPD officer then coordinated with LA Metro in an effort to clean up the platform. Please see the attached before and after photos of the 1st Street station platform.

**LBDP QOL Success Story (May)**

On the morning of May 25, 2021, a Long Beach Police Department (LBPD) Metro Detail, Quality of Life officer was conducting homeless outreach during the "Shelter the Unsheltered" project at the Downtown Long Beach Metro Station along with Metro Security, and People Assisting the Homeless (PATH), when he encountered a person experiencing homelessness (PEH) sleeping on the train. The officer contacted the subject and offered to provide housing services for him. The subject accepted the services and stated that he no longer wanted to sleep on the trains and desired to be off of the streets. The Metro Quality of Life officer then introduced the subject to a PATH social worker who was able to transport the subject to Los Angeles, where they provided the subject with necessary resources and shelter for him.



# Metro's Homeless Outreach Efforts

## Quarterly Update

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

JULY 15, 2021

# PATH C3 Team Outreach Data

Performance Measures - Monthly	Number of Persons Served April 2021	Number of Persons Served May 2021	Number of Persons Served June 2021	Quarterly Total Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	216	216	189	621
Number of unduplicated individuals engaged (engagement phase)	192	148	154	494
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	65	73	206
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	2	1	4
Number of unduplicated individuals engaged who are permanently housed	18	13	29	60

# Operation “Shelter the Unsheltered”

April 1, 2021 – June 30, 2021

Operation Summary	Total
# OF AM OFF-LOADINGS	19,000
# OF PM OFF-LOADINGS	3,480
<b>TOTAL</b>	<b>22,480</b>
# OF INDIVIDUALS SHELTERED (MTS, LAPD, LASD, LBPD, and PATH)	86
# OF INDIVIDUALS SHELTERED (PATH only)	66
# OF INDIVIDUALS CONTACTED (LA DOOR only)	916
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	343
Note: Recently resumed outreach, staff had been quarantined.	

# PATH Quarterly Motel Report



## April 2021

28 homeless persons were housed in 21 motel rooms

- 4 families
- 17 clients singularly housed



## May 2021

21 homeless persons were housed in 13 motel rooms

- 3 families
- 10 clients singularly housed



## June 2021

36 homeless persons were housed in 15 motel rooms

- 8 families
- 7 clients singularly housed

# PATH Success Story Highlight

## June 2021

- A female senior with disabilities was engaged sleeping inside the Metro train at North Hollywood.
- Participant has been experiencing homelessness for four (4) years.
- The participant was referred to Project Room Key. The client was connected to a series of agencies for additional support including: the Department of Mental Health, ACCESS, LA Family Housing and Mutual Aid Network, Northeast Valley Health Corporation, Metro Outreach Team nurse, Pen + Napkin, Medi-Cal, and Department of Social Services.
- As a result of being connected to LA Family Housing, the participant was connected to a Homeless Section 8 Voucher and moved into a studio unit.

