



Board Report

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Agenda Number: 24.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 20, 2022

SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS

ACTION: RECEIVE AND FILE

RECOMMENDATION

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

ISSUE

Metro continues to fund and deploy C3 (community, city, and county) street-based teams to conduct homeless outreach services throughout Metro's transit system to connect riders with supportive resources and housing. Multi-disciplinary outreach teams, in partnership with the County's Department of Health Services, Los Angeles City Attorney's Office (LA DOOR), and the Dream Center conduct outreach on the system daily.

Staff provides quarterly updates to this Committee on its continued outreach efforts to assess the impacts of Metro's outreach initiative on homelessness within Los Angeles County, on Metro's system,, and assess the impacts on Metro's overall customer experience. This quarterly report outlines the outreach efforts throughout the months of September, October, and November 2021.

BACKGROUND

Historically, Homeless Outreach & Strategic Planning was managed by System Security & Law Enforcement. As of November 2021, at the direction of Metro's Chief Executive Officer, Homeless Outreach & Strategic Planning efforts have been realigned to the Office of the Chief of Staff within the Office of the CEO.

Since 2016, Metro has made significant progress in addressing homelessness on the Metro system by expanding its resources and partnering with community-based organizations and outreach through the Department of Health Services. Metro has connected individuals with supportive resources and housing throughout the COVID-19 pandemic at an increased rate. Metro's street-based outreach teams, People Assisting the Homeless (PATH), are deployed daily on the Metro system to meet individuals and connect them to services and housing. Since 2017, PATH connected with 10,264 individuals experiencing homelessness on the Metro system. PATH has successfully connected 2,571 individuals with interim housing, including crisis and bridge housing.

To address the countywide housing shortage - Metro expanded its outreach services to include funding for interim housing and supportive services for individuals on our system at the Home At Last shelter in South Los Angeles.

In October 2021, the Board approved Amendment Number 4 to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services with the Department of Health Services. The Letter of Agreement extended the term of the Agreement for People Assisting the Homeless (PATH) through June 2023. The Letter of Agreement also extended the Home At Last interim-housing program through January 2022.

DISCUSSION

People Assisting the Homeless (PATH) Outreach on the Metro System

Metro's homeless street-based outreach services are provided by PATH under the Department of Health Services' administration. Metro funds eight street-based outreach teams deployed seven days a week on Metro's system. These forty PATH staff make up multi-disciplinary teams of outreach workers, case managers, addiction specialists, clinicians, and medical personnel. Every day, PATH collects data regarding homeless outreach on Metro's system - including the number of contacts, engagement/enrollment, placement, and challenges.

By tracking the number of daily contacts throughout the system, Metro can assess the number of unhoused individuals PATH serves on the Metro system daily. PATH has shared that initial contact is important, and often individuals take more than one contact or meeting before they are willing to initiate the process of receiving services and housing. . When an individual agrees to receive services, they are enrolled in the countywide Homeless Management Information System (HMIS) managed by the Los Angeles Homeless Services Authority (LAHSA). The HMIS is an online database that stores the relevant information for individuals and allows organizations to track the services they provide to individuals and assess their needs as they move towards better care and housing placement.

During this period, Metro's PATH homeless outreach teams contacted 605 individuals on the Metro system, a 15% increase over the previous quarter. This number does not show the total picture of homelessness on Metro's system, but it indicates that PATH teams are successfully engaging with homeless individuals and building trust, which is the first step to connect unhoused individuals to the services and housing that they need.

PATH engaged or enrolled 440 individuals, a 10 percent increase over the previous quarter. This increase in enrollment indicates a willingness by individuals to receive services and shows that PATH is successfully building connections with unhoused Metro riders.

Connection to housing and supportive services is Metro's core goal in its ongoing outreach efforts. PATH refers individuals to interim shelters and housing and tracks that data through interim housing placement, linkages to permanent housing, and permanent housing placement. As a homeless service provider and outreach partner, PATH can access a network of existing housing and supportive services for each client, including short-term/emergency housing and interim and permanent housing. During this period, PATH was able to refer 151 individuals to interim housing and permanently placed 71 individuals in housing. This shows that the C3 system is working. Figure 1 below shows the data collected from September - November 2021.

Compared to the previous quarter, interim housing placement was down significantly - this is due in large part to COVID quarantine restrictions placed on interim shelter locations. When interim shelters find positive COVID cases among residents, they are required to immediately lock down the facility and not accept any new referrals for the quarantine period. This has shown to be a challenge during the months of October and November, where Metro's Home At Last facility was on quarantine for extended periods during those months. PATH accesses other housing resources, like Project RoomKey motel vouchers, and other facilities to match clients with interim housing while they provide supportive services to ensure successful long-term housing

placements.

Contacts and Engagements are the first steps to connecting unhoused Metro riders with the housing and services they need. The Interim Housing, Linkage to Permanent Housing and Permanent Housing Placement graph shows the number of individuals that Metro has been able to connect with housing. This is a key indicator that Metro's funding for these efforts shows that we are a partner in the fight to end homelessness in LA County.

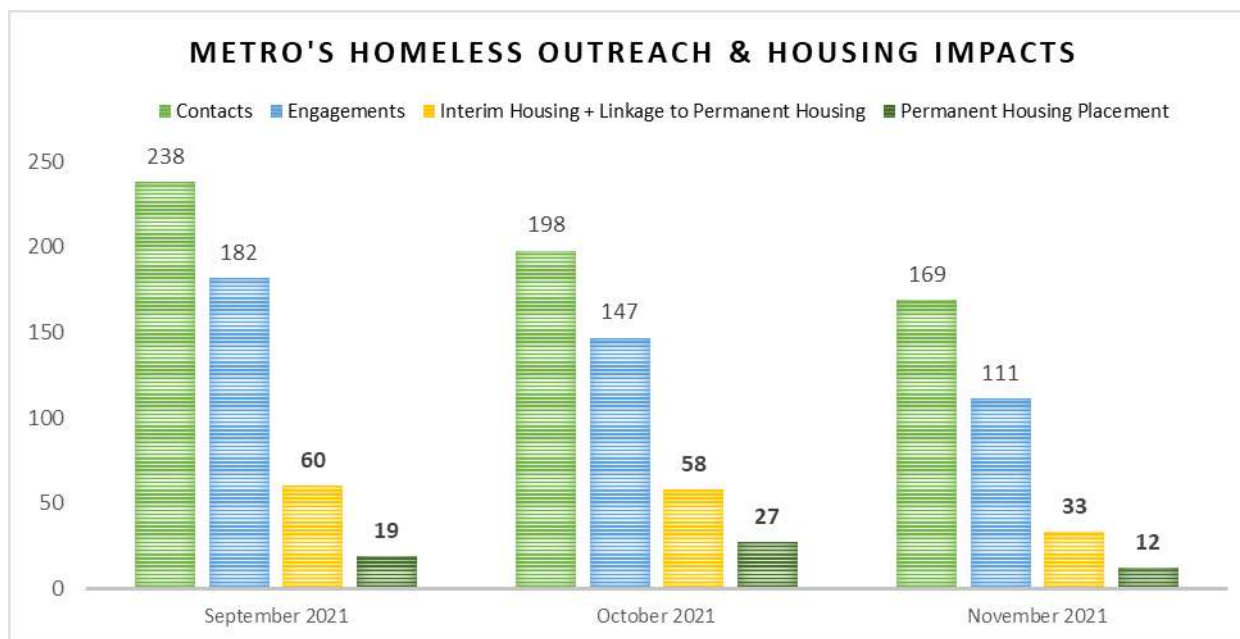


Figure 1. Metro's Homeless Outreach and Housing Impacts September - November 2021.

Coordination with System Security & Law Enforcement on Outreach

The outreach efforts through the pandemic focused on the rail system stations and rail cars - due to Metro's Operation "Shelter the Unsheltered" program to complement Facilities Maintenance's heightened cleaning protocols on the rail system. PATH teams are deployed throughout the system, providing daily outreach to individuals from 3 a.m. - 3 p.m. Additionally, PATH teams are deployed to active encampments reported to be on or adjacent to Metro-owned facilities, property, and right-of-way.

Due to the heightened cleaning protocols required by MetroPATH teams are also assigned to end of rail line station platforms to conduct outreach to individuals at five key rail stations, North Hollywood, 7th/Metro, Union Station, Long Beach and Santa Monica. The data from this targeted effort is represented in PATH's systemwide outreach data. This effort continues to be a collaboration between Metro's Homeless Outreach, System Security & Law Enforcement, and Operations departments since it involves coordination with law enforcement and Metro security to offload individuals from train cars at the end of the line.

For the Operation "Shelter the Unsheltered" program, PATH outreach teams are at key rail stations as a resource for individuals who want to receive help and be connected with housing. This program was especially impactful during the height of the COVID pandemic in the spring of 2021, and it helped Metro connect hundreds of individuals with interim housing options quickly and effectively. We are now finding that the effort will need to be re-evaluated for its effectiveness during the summer and the fall. Metro also maintains no-cost partnerships with LA DOOR and the Dream Center to conduct outreach at Metro rail stations.

System Security & Law Enforcement continues to oversee the partnership with law enforcement for the homeless outreach teams to be deployed on the Metro system and at encampments on, and adjacent to, Metro-owned property. City of Los Angeles Police Department deploys the HOPE team, LA County Sheriff's Department deploys MET team, and Long Beach Police Department deploys the QOL team to engage and provide outreach to unhoused individuals during the hours that PATH is not on the system, and also at encampment sites. These law enforcement teams are multi-disciplinary, like PATH, but also include specially trained law enforcement officers, who are trained on trauma-informed response, as a part of the teams.

During the period of September - November 2021 law enforcement partners outreach included:

- LAPD HOPE: 540 Contacts, 81 Referrals, 38 Housed*
- LASD MET: 2,348 contacts, 12 Referrals, 13 Housed*
- LBDP QOL: 257 Contacts, 65 Referrals, 4 Housed*

*Combined housing placement data shows individuals placed in shelter, motel, Veterans Administration housing, family reunification, transitional/long-term housing, detox and rehab)

Outreach at Encampment Sites Countywide

There are hundreds of encampments on or near Metro-owned property, facilities, and right-of-way reported and tracked annually. Outreach at encampment sites requires daily response and close coordination between Metro's PATH teams, System Security & Law Enforcement, Operations/Facilities Maintenance departments. Metro has instituted an encampment response protocol that requires homeless outreach teams to be the first point of contact to connect individuals to services at the reported site. Staff has found that outreach efforts are generally successful in connecting unhoused individuals with services and housing. However, some individuals are not receptive to services and require follow up from law enforcement.

Currently, Metro has an active encampment list of 12 locations countywide that Metro is tracking. . Encampment outreach efforts require PATH teams to be re-deployed to various sites around the county that are not necessarily near bus or rail stations, taking PATH resources off of the bus and rail system frequently. If individuals accept services or housing placement, their personal property is transported to the housing site or facility. The encampment then requires a special post-engagement clean-up team to ensure that the site is cleared of debris, trash, or potential biohazards. Encampment site response requires Metro funding for the homeless outreach and engagement, system security and law enforcement response, facilities and maintenance clean-up, and infrastructure improvements to secure areas and ensure that employees, the public, and Metro assets remain safe.

Better coordination with LA City Council, County of LA homeless service providers, and dedicated outreach teams would allow for more engagement. It could help limit individuals from returning to the encampment sites after being cleared. Encampments are often reported to Metro that are in the public right of way, posing severe safety and risk to Metro assets at bus and rail divisions, specifically. Metro is currently working on a long-term strategy to address the issues near Division 1 (1130 E 6th St, Los Angeles, CA 90021) and Division 2 (720 E 15th St, Los Angeles, CA 90021).

Home At Last (HAL) Interim Shelter Program

PATH teams who meet clients on the system who ultimately accept a referral to an emergency or interim housing location often have to call multiple shelters to find a space for the new client. During the COVID crisis - shelters had limited space due to strict restrictions. The Home At Last (HAL) shelter, located in South Los Angeles, was a Department of Health Services (DHS) COVID emergency shelter through February 2021. The shelter was set to close and is now funded by Metro. This shelter remains open to serve 80 individuals. It is

an added resource to connect individuals to emergency housing and the supportive services needed to move individuals from unhoused to “housing-ready.”

Although COVID restrictions have begun to lift, and permanent supportive housing around LA county may become available, there is still a need for additional shelter beds. Staff is recommending an extension and additional funding to extend this program until June 30, 2022, in a separate item for the board's consideration in January 2022.

Interim Housing for Families and At-Risk Individuals

PATH places individuals at interim housing facilities countywide, including some motel locations through the county's motel voucher, Family Solutions Center, and Project Roomkey programs. Typically - when Metro's PATH teams engage with families with children and at-risk individuals, such as individuals with severe mental and/or physical health needs, a motel is an alternative to typical communal interim housing facilities for single males and females. The county has limited interim housing options for families and high-need individuals. Due to limited funding and strict restrictions on Project Roomkey, Metro funds interim housing and motel stays for specific individuals. Attachment B provides details on client cases and details on expenditures.

Extended motel stays are expensive in comparison to some other interim-shelter placements. However, sometimes this is the only option to rapidly house individuals met on the system. PATH teams work diligently to ensure that individuals and families placed in motels are connected to supportive services such as medical and social services and continue to work to find permanent housing. PATH also has partnerships with motels to negotiate discounted room-rates for referred clients. PATH staff has confirmed that the Family Solutions Center which provides housing services for families with children and pregnant women, has a backlog of pending placements. They have also confirmed that flexible funding is currently frozen for motel vouchers administered by the People's Concern, the lead homeless service provider for the Service Planning Area 4 - Central Los Angeles Metro area. The flexible funding should become available again in spring 2022 for PATH to serve clients through Metro's outreach.

Metro SSLE Bus & Rail Point-In-Time One Day Homeless Observation/Count

On August 25, 2021, Metro SSLE in collaboration with our Law Enforcement partners and Operations conducted a one-day Point-In-Time Homeless Count on all directly operated bus and rail lines. Law enforcement observed and counted persons who appeared to be homeless on trains and in stations at 7 a.m. and again at 7 p.m. Bus Operators observed and reported the number of individuals who appeared homeless on-board buses at various times throughout the day - 12 a.m., 2 a.m., 6 a.m. and 6 p.m.

The figure below shows that many homeless individuals observed on the Metro system are on the bus lines. The Metro Service Council area with the highest concentration of homeless individuals observed during the August 25, 2021, count is the Westside/Central Los Angeles area. On the bus system - 95.7% of the total population observed was present during the early morning hours - 2 a.m. - 6 a.m. Compared to the January 2021 Point-In-Time count, there was a 26.4 percent decrease in the number of individuals observed on board trains and at rail stations. This could indicate the increase in PATH outreach efforts on-board rail and at rail stations.

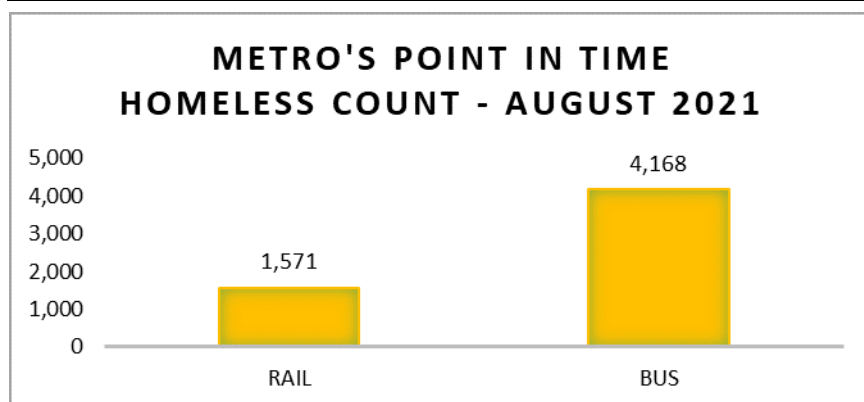


Figure 2. Metro's SSLE Homeless Point-In-Time One-Day Count - August 25, 2021.

With the Homeless Outreach effort transitioning to the Office of the CEO a new methodology for collecting data on the comprehensive assessment of homelessness on the Metro system will be developed and used moving forward. Staff is working with the Customer Experience department and with external partners to ensure that, moving forward, Metro's Point-In-Time count reflects the methodology, metrics and accuracy of the county and LAHSA's annual counts.

Outreach Impacts

It is important to have realistic measures of success in implementing a program like Metro's homeless outreach program. As the function transitions from System Security/Law Enforcement to the Office of the CEO, staff is redefining what success is and the program's goals. Staff will report back to the Board regularly with updates and to share the program progress and impact.

To-date - the outreach efforts have been successful in connecting riders experiencing homelessness with much-needed support services and housing options. Since 2017:

- **Over 5,300 individuals have been engaged by PATH teams and entered into the county's Homeless Management Information System for follow-up, assessment, and services.**
- **And nearly half - more than 2,500 have been connected with emergency and interim housing.**
- **Over 500 individuals have been permanently housed through Metro's work with DHS/PATH.**

This model has proven to work - and continues to be successful in helping the City of Los Angeles and the County in its fight to end homelessness.

Local, State and Federal Funding

Currently, Metro uses Operations funding to support the homeless outreach efforts annually. Homelessness in LA county continues to grow, and it is reflected in the continued work that Metro's PATH and partnerships do month over month. To sustain and improve Metro's overall impacts to reduce homelessness on Metro's system additional funding will be needed in the future. There is available funding for affordable housing and improved homeless response services locally, statewide, and nationally. Currently, Metro is not a dedicated recipient of any of these funds. Staff will be working with LA City Council Districts and LA county Supervisorial Districts and transit agencies statewide to identify short and long-term funding sources that can assist Metro in this comprehensive response effort.

Comprehensive Evaluation

Recovery from the pandemic offers an opportunity to reexamine our current program and partnerships to

better coordinate, avoid duplication of efforts, and effectively leverage and maximize resources. Staff will engage the services of a consultant to conduct a comprehensive evaluation of Metro's homeless programs and provide recommendations for how Metro should best structure its investment in homeless programs to yield the most benefits for the transit system and our customers while also providing solutions that connect the homeless to appropriate housing and supportive services. This will further create opportunities to align homeless strategies, resulting in better leveraging and coordination of services and funds.

EQUITY PLATFORM

Expanding Metro's efforts to address homelessness on the transit system will directly benefit people experiencing chronic homelessness, African-Americans, and Latinos who disproportionately experience homelessness in LA County, specifically. Data from the 2020 LAHSA point-in-time count shows that a majority (over 64%) of individuals experiencing homelessness are male, and over 35% are African American individuals and families experiencing chronic homelessness. In comparison to statewide available data - African Americans represent 5.6% of California's total population - but 31% of those receiving homelessness services are African American.

Increasing local, state and federal funding and efforts in specific LAHSA designated Service Planning Areas throughout LA County that have higher concentrations of homeless individuals will address the most need and directly impact Metro's efforts to invest in Equity Focus Communities. Metro has invested in outreach services that span the Metro system. With greater coordination and expansion into areas with the most need - Metro can form additional low or no-cost partnerships with service providers and other agencies in equity focus communities to ensure that our outreach efforts are equitable and effective. An assessment of which communities have the highest need is needed to provide more effective outreach.

Statewide, 47% of homeless individuals are awaiting permanent housing placements. Reducing homelessness outreach and interim/short-term housing options will adversely impact PATH's ability to connect individuals to the services they need while they wait for permanent housing and will have a disproportionate impact on chronically unhoused families and individuals in Los Angeles county.

NEXT STEPS

Staff will engage the services of a consultant to conduct a comprehensive evaluation of Metro's homeless programs and staff will return to the board in June 2022 with recommendations.

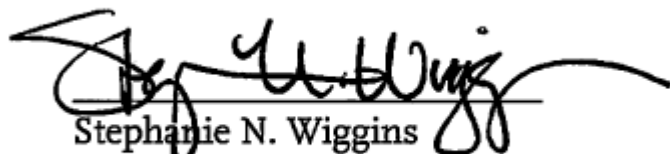
ATTACHMENTS

Attachment A - September - November 2021 - PATH Homeless Outreach Data & Motel Report

Attachment B - September - November 2021 - Operation "Shelter the Unsheltered" Data

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Stephanie N. Wiggins
Chief Executive Officer

Metro's Homeless Outreach Report

C3 Homeless Outreach Data September 01, 2021, through November 30, 2021

Performance Measure	Sept.	Oct.	Nov.	Total Number Served During Period	Project Year 2017 To date Number Served
Outreach & Engagement					
Number of unduplicated individuals'-initiated contact (pre-engagement phase)	238	198	169	605	10,264
Number of Unduplicated individuals engaged (engagement phase)	182	147	111	440	5,747
Interim & Permanent Housing					
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	60	58	32	150	2,571
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	0	0	1	1	442
Number of unduplicated individuals engaged who are permanently housed	19	27	12	58	556
Outreach & Housing Totals for Period (September – November 2021)	499	430	325	1,254	

PATH Success Stories September 2021 through November 2021

September

The client is a 33-year-old male born in Dallas, TX, raised in the South, who moved to Los Angeles 9 years ago to pursue his dreams. He reported being currently enrolled in flight school. He experienced homelessness for the past year and a half. He was subjected to homophobia, bullying and trauma from living on the streets.

Over the course of almost a year, he utilized an array of homeless services. The first day the PATH outreach team encountered him, he was experiencing elevated symptoms of mental illness. When the street nurse performed a physical check, the client told us he was covered with insect bites, and he couldn't stop itching. The PATH team then transported him to LAC-USC, and he was later transferred to Exodus. The following day, he was placed into a crisis shelter at Volunteers of America in South Central. His mental

health would be the source of many misunderstandings at shelter after shelter. He was frequently asked to leave and transferred to various shelters. Working with him was a constant struggle because he would have periods where he seemed completely calm and responsive, followed by episodes of intense mental health symptoms. Many services were placed on behalf of client.

PATH worked with the client to help secure employment, providing clothing, transportation, and advocacy on behalf of the client. He managed to maintain employment throughout the pandemic. There was also a period where the client caught COVID and needed to be quarantined. The client's final shelter stay was at First to Serve, where he worked with a very dedicated Case worker, new to homeless services. He was eventually connected to Permanent Supportive Housing, where he was placed at Rampart Mint Apartments. Through the hard work of many workers in the county, he was able to get housing connected to support for his mental health. Over the next 2-3 months, the Case Manager and the Intensive Case Management Services team will work closely together to ensure the client has a smooth transition and gets the appropriate support.

As of September 21st, the client has moved into a studio apartment at the Rampart Mint Apartments. He will be transitioning to a new Intensive Case Management Services team where he will get the appropriate support. He is now employed and will continue to attend school. He has made a big impact on many people that worked with him, and this opportunity is well deserved.

October

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 – October 11, 2021).

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

November

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.

PATH 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.**

Monthly Motel Reports September 2021 through November 2021

September

Secured 20 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 36 homeless persons were housed in 20 motel rooms
 - 8 families – 6 women with children, 1 male with a child, 1 older adult couple without children.
 - 12 clients – singularly housed: 3 older males, 2 older females, 5 males, 2 females

Total Motel Expense: \$40,903.68

October

Secured 17 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 28 homeless persons were housed in 17 motel rooms
 - 5 families – 3 women with children, 2 older adults without children
 - 11 clients – singularly housed: 4 older adult males, 3 older adult females, 2 males, 2 females

Total Motel Expense: \$23,955.15

November

Secured 10 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 22 homeless persons were housed in 10 motel rooms
 - 6 families – 3 women with children, 2 couples with children, 1 older adult couple without children.
 - 4 clients – singularly housed: 2 older males, 1 older female, 1 male

Total Motel Expense: \$18,067.31

Motel Report September 01, 2021, through November 30, 2021

September Motel Reports

1. **Adult Male: NEW/EXITED - Client (29)** was initially engaged at Union Station for off-loading on 9/21/21. Family reunification via greyhound was scheduled for 9/22/21. Client was provided with hotel stay to ensure client could be located for greyhound departure. Staff successfully confirmed greyhound departure on 9/22/21. In September, we will spend \$100 to motel this client. Client is no longer in the motel.
2. **Adult Female: NEW/EXITED - Client (30)** was initially engaged at Mariachi Plaza Station on 9/2/21 by PATH staff. On 9/13/21, LAPD and Department of Mental Health encountered client. LAPD and Department of Mental Health requested assistance for client due to severe mental health symptoms. As client was enrolled with PATH staff, we assisted with a motel stay from 9/13/21 to 9/18/21. Client left hotel due to cultural concerns (i.e., client was fearful of area and wanted to be near East Los Angeles). On 9/21/21, LAPD and DMH encountered client at Mariachi Plaza Station again. LAPD and Department of Mental Health requested assistance and explained prior cultural concerns from client. Hotel stay was approved to provide a temporary stay to help stabilize the client. Shelter referrals were submitted on behalf of client. On 9/28/21, client was checked out of hotel and placed at Good Shepherd. In September, we will spend \$1,493 to motel this client. Client is no longer in a motel.
3. **Adult Male: NEW/EXITED - Client (41)** was initially engaged at Union Station during off-loading. Client expressed interest in family reunification and staff obtained family confirmation. Approval for family reunification was obtained. Client was provided with hotel stay to ensure client could be located for eventual greyhound departure. Family changed their mind and declined reunification. Client was immediately relocated to shelter (Home at Last-Central LIV Roadmaps) on 9/30/21. In September, we will spend \$100 to motel this client. Client is no longer in the motel.
4. **Adult Male: NEW/STILL IN MOTEL – A male (32)** initially engaged at McArthur Park Station. Client recently exited from shelter placement and hospitalized. Client was placed at Vine Lodge Motel following hospitalization. Client's motel exit date is scheduled for October 8, 2021. In September, we will spend \$2000 to motel this client. Client is currently in the motel.
5. **Elderly Male & Elderly Female: CONTINUING/STILL IN MOTEL– Male (66) and his wife (76)** were engaged at Union Station on 7/14/2021 and placed at The Lincoln Motel due to wife's age and medical vulnerabilities. They have been connected to GEM Transitional Care in Pasadena and have been assigned a Housing Navigator. In September, we spent \$3078.00 to motel this couple. They remain in the motel at this time.
6. **Adult Male: CONTINUING/EXITED – Male (63)** was engaged at Union Station. A Bridge Home St. Andrew's Place informed staff that participant broke quarantine and would not be able to return until quarantine is lifted. Participant was placed in

Vine Lodge Motel Shelter has not been located due to unavailable beds. In September, we spent \$3000 to motel this client. He remained in the hotel through September. On 10/4/21, client was checked out of room due to declining all available shelter options. Client is no longer in the hotel.

7. **Adult Male: CONTINUING/EXITED – Male (38)** was initially engaged at North Hollywood Station. Client is vision impaired, requires ADA bed. He continues temporary placement at Vine Lodge Motel. Client has not attained a shelter bed due to lack of availability of accessible beds as well as several shelters on quarantine and not accepting intakes. However, he received DHS Interim match on 10/1. In September, we spent \$3000 to motel this client. He remained in the motel throughout September. On 10/3/21, he was checked out of the hotel and successfully placed at PATH Madison Interim Housing. Client is no longer in hotel.
8. **Adult Male: CONTINUING/EXITED - Male (31) and son (6)** were engaged at North Hollywood Station and placed at Vine Lodge Motel while awaiting intake with Family Solutions Center for appropriate shelter placement. Client lost custody of child. As a result, client was placed at A Bridge Home located on South Grand on 9/30/21. In September, we will pay \$2900 to motel this client. Client is no longer in the motel.
9. **Adult Female/Minor Female: CONTINUING/STILL IN THE MOTEL - Female (20) and sister (16)** engaged at Hollywood/Highland Station were placed in a motel upon engagement. Client and sister were placed in motel to allow enough time to identify and secure appropriate shelter placement for them, but placement has not been located due to age of the minor. In September, we will pay \$3000 to motel this client and her sister. Clients remain in the motel.
10. **Elderly Male: NEW/EXITED – Male (75)** engaged at North Hollywood Station. Client was put in a motel due to advanced age and health condition. He has been matched to Permanent Housing as well as Bridge Housing. In September, we will pay \$3000 to motel this client. Client remained in the motel throughout September. On 10/4/21, client was successfully placed at First to Serve – Vernon. Client is no longer in motel.
11. **Adult Male: NEW/EXITED – Male (28)** was engaged at Union Station and provided a one-night temporary motel stay to facilitate reunification with his family in Cleveland, Georgia. In September, PATH spent \$100 to motel him at the Stuart. He is no longer in the motel.
12. **Elderly Male: NEW/EXITED – Male (65)** was engaged at Union Station and was placed at A Bridge Home, Aetna. The shelter was placed on COVID-19 quarantine, and because he attended an appointment while the shelter was on quarantine, he was not allowed back into the shelter until the quarantine was lifted. Efforts were made to place him in another shelter but were unsuccessful. A temporary motel stay was approved given his age and vulnerabilities. In September, PATH spent \$1696.98 to motel him at the Stuart. He is no longer in the motel.

13. **Family: CONTINUING/STILL IN MOTEL – A mother (29), and her six children,** ages 1, 2, 6, 8, 10, and 12 were initially engaged at the Florence Station. A motel stay was approved to prevent the family from being unsheltered. The large family size has made it difficult locating a family shelter. Referrals have been made to Family Solutions Center, Housing for Health, Upward Bound Program, and Shields for Families. The family was matched with an emergency housing voucher and the case manager has completed the application and is assisting the family with locating an affordable unit. In September, PATH spent \$4617.00 at the Adventurer Hotel. The family is still in the motel.
14. **Family: CONTINUING/STILL IN MOTEL – A mother (60) and son (17)** were initially engaged at 7th Street/Metro Station and were approved for a motel stay given the mother's serious health issues. The mother's health has been unstable, and she has continued to have visits to the hospital ER for care and management. Referrals have been made to Family Solutions Center and Housing for Health, but the mother's health issues require a higher level of care, and an appropriate placement has not been found that will accept the family. In consultation with the family, the case manager will be working on finding placement for the mother as an individual and will help the 17-year-old son receive Transitional Aged Youth services as an individual. Seeking services as separate individuals, instead of a family unit, may open options for placement and resources. In September, PATH spent \$3933.00 at the Adventurer Hotel. The family is still in the motel.
15. **Adult Female: NEW/STILL IN MOTEL – A Female (56)** was initially engaged at 7th Street/Metro Center Station. She was previously provided a motel stay given her significant health issues, including medication that requires refrigeration. In April 2021 she transitioned into shelter. Around this same time, she was matched to permanent housing and was awaiting a move-in date. Unfortunately, the placement was disrupted in August, and she became unsheltered again. Given her complex health needs, an emergency motel stay was approved as the client became unsheltered again, and her move into permanent housing was delayed, through no fault of her own. The case manager is exploring shelter options and the supervisor from the permanent housing placement is personally handling the housing process to ensure the process moves forward. In September, PATH spent \$1744.20 at the Rosa Bell Motel. She is still in the motel.
16. **Family: NEW/EXITED – A mother (37) and her son (10).** They were initially engaged at Pershing Square and provided a temporary motel stay while the case manager linked the family to services and shelter. The case manager referred the family to Upward Bound Program and the family was transitioned into their family shelter. In September, PATH spent \$225.20 at the Rosa Bell Motel. The family is no longer in the motel.
17. **Elderly Female: NEW/STILL IN MOTEL – Female (77)** was initially engaged at Union Station and provided an emergency motel stay given her age and significant

health conditions. A Housing for Health referral was completed, and the Department of Health Services determined that a higher level of care is required. The case manager is working on transitioning her to a skilled nursing facility for placement and ongoing care. In September, PATH spent \$1740.20 at the Rosa Bell Motel. She is still in the motel.

18. **Family: NEW/EXITED –The mother (28), her son (5) and newborn son (6 weeks)** were initially engaged at DTLB Station. The family was previously provided a motel and transitioned into a family shelter at Holiday Helping Hands. The placement was disrupted because of a disagreement between the family, other residents, and staff. The case manager was successful in connecting the family to the Upward Bound Program and a temporary motel stay was provided until the intake could be completed. In September, PATH spent \$131.60 at the Adventurer Hotel. The family is no longer in the motel.
19. **Adult Female: CONTINUING/STILL IN MOTEL – Female (24)** was initially engaged at the DTLB Station and provided a temporary motel stay out of sensitivity given her history of being trafficked and the need for a female shelter setting. Given shelters being under quarantine and the reduction in available beds because of Covid-19, the case manager is continuing to search for an available bed at a women's shelter. The interim housing referral has been completed as has a referral to Housing for Health. The case manager has contacted First to Serve, PATH, and Volunteers of America Whittier for availability and the client is waitlisted at this time. In September, \$3078.00 was spent at the Adventurer Hotel. She is still in the motel.
20. **Family: NEW/EXITED – A mother (25) and her three children**, daughter (8) and sons (2 and 5) were initially engaged at Downtown Long Beach Station and were provided a temporary motel stay while flex funds were requested for the family to move into transitional housing. The mother needed assistance with the deposit and first month's rent. Flex funds were approved, and the family moved in on 10/01/21. In September, \$1966.50 was spent at the Rosa Bell Motel. The family is no longer in the motel.

New Occupancy: 12

Continuing Occupancy: 8

Total rooms: 20

Total exits: 12

Total remaining rooms: 8

Total expenditures: \$40,903.68

October Motel Reports

1. **Adult Male: CONTINUING/EXITED – Male (38)** was initially engaged at North Hollywood Station. He is vision impaired and requires ADA accommodations. He continued temporary placement at Vinelodge Motel on 10/1 and 10/2 due to

appropriate accommodations being unavailable. On 10/3, client completed shelter intake and successfully attained accessible interim placement. In October, we spent \$200 to motel this client. He is no longer in the motel.

2. **Adult Male: NEW/EXITED - Male (53)** was engaged at Union Station on 10/6. Family Reunification via Greyhound was arranged for 10/7. Client was placed in a motel room for the night prior to departure. Client departed Los Angeles on 10/7 at 10:00am. In October, we spent \$100 to motel this client. He is no longer in the motel.
3. **Adult Female: NEW/EXITED - Female (53)** was initially engaged at Union Station in 2019. She was placed in a motel after reporting that she wanted to access detox and residential drug treatment. She was initially placed at Vinelodge from 10/9 - 10/10. On 10/10, she was transferred to The Stuart Hotel. Several attempts were made to connect client to detox, but client declined. Placement was arranged for Good Shepherd Women's Shelter. Client checked out of motel on 10/15 and assisted with transportation to her shelter intake. In October, PATH spent \$600 to motel this client. She is no longer in the motel.
4. **Adult Male: CONTINUING/EXITED - Male (35)** was initially engaged at McArthur Park. Client's motel stay was extended as no shelter beds were available. He was slated for interim housing placement on 10/8/2021. Client is still recovering from stabbing and therefore in a vulnerable state and prone to serious infection if on the street. Client successfully completed intake for interim housing at Isaiah's House Shelter on 10/8/2021. In October, PATH spent \$800 to motel this client. He is no longer in the motel.
5. **Adult Male: CONTINUING/EXITED – Male (63)** was initially engaged at Union Station. He had been staying at St. Andrew's Place A Bridge Home. St. Andrew's Place informed staff that participant broke quarantine and would not be able to return until quarantine is lifted. Participant was placed at Vinelodge Motel. The motel stay was extended on October 1 to allow additional time to secure an interim shelter bed. Interim placement was secured for client at HAL Western and intake was scheduled for 10/4/2021. However, client left the motel, reportedly the day of intake, and was not able to be contacted. Whereabouts are unknown. In October, we spent \$300 to motel this client. He is no longer in the motel.
6. **Adult Male: CONTINUING/EXITED - Male (75)** was initially engaged at North Hollywood Station and placed in a motel due to his advanced age and lack of available interim beds. His motel stay at Vinelodge Motel was extended on 10/1 with estimated check out on 10/4 for interim placement at FTS Vernon. Client checked out of the motel on 10/4 and successfully completed intake at FTS Vernon. In October, we spent \$300 to motel this client. He is no longer in the motel.
7. **Adult Female and sister: CONTINUING/EXITED - Female (20)** was initially engaged at North Hollywood station. She is a member of a family of 10. Client and sister were not able to join their family at FTS Family Shelter. They were motel'd

while staff attempted to relocate family to a shelter that could accommodate all members. They were relocated to a confidential family domestic violence shelter on 10/24/2021. In October, we spent \$2400 to motel this client. Client is no longer in the motel room.

8. **Elderly Male & Elderly Female: CONTINUING/STILL IN MOTEL– Male (66) and his wife (76)** were engaged at Union Station on 7/14/2021 and placed at The Lincoln Motel due to wife's age and medical vulnerabilities. Wife is diabetic and has mobility impairments. They are actively working with a Housing Navigator through GEM Link Pasadena and have been matched to housing. They're lease has been signed and they are awaiting a move-in date. In October, we spent \$3180.60 to motel this couple. They remain in the motel currently.
9. **Family: NEW/STILL IN MOTEL – Female (34) and son (14)** She was initially engaged at North Hollywood station and reports fleeing a dangerous living situation. She and her 14-year-old son were placed at The Lincoln Motel to ensure safety while Case Manager locates safe and appropriate interim housing for them. In October, we spent \$1454.75 to motel this family. They remain in the motel currently.
10. **Family: NEW/STILL IN MOTEL – Male (41) and Female (39)** were engaged at Union Station with their 15-year-old daughter. They were placed at The Stuart Hotel to ensure safety while Case Manager works on appropriate interim housing placement. In October, we spent \$360 to motel this family. They remain in the motel currently.
11. **Elderly male & elderly female NEW/EXITED -- Male (76) and female (76)** were engaged at McArthur Park Metro Station. Placed in motel due to advanced age, sleeping on the floor. Clients were placed at the Crenshaw Inn on 10/3/21. Clients were placed at Project Roomkey – LA Grand on 10/8/21. In October, we spent \$500 to motel this couple. Clients no longer remain in the motel currently.
12. **Family: CONTINUING/STILL IN MOTEL – Female (29), and her six children, ages 1, 2, 6, 8, 10, and 12** were initially engaged at the Florence Station. The large family size has made it difficult locating a family shelter. Referrals have been made to Family Solution Center (FSC), Department of Health Services (DHS), Upward Bound Program, and Shields for Families. The family was matched with an Emergency Housing Voucher (EHV) and the Case Manager has completed the application and is assisting the family with locating an affordable unit. FSC has a lead on a possible shelter vacancy that can accommodate the family and a determination is pending. In October, PATH spent \$4770.90 at the Adventurer Hotel. The family is still in the motel.
13. **Family: CONTINUING/EXITED – Female (60) and son (18)** were initially engaged at 7th Street/Metro Station and were approved for a motel stay given the mother's serious health issues (stage 4 kidney disease, weekly dialysis, heart condition). The mother's health has been unstable, and she has continued to have visits to the

hospital ER for care and management. In October, the son turned 18, and given the mother's declining health and need for a higher level of care, a decision was made to work with the family as individuals and the son was placed in a Transition Age Youth (TAY) shelter. In October, PATH spent \$4064.10 at the Adventurer Hotel. The family is no longer in the motel.

14. **Adult Female: NEW/STILL IN MOTEL – Female (56)** was initially engaged at 7th Street/Metro Center Station. She was previously provided a motel stay given her significant health issues (diabetes, medication requiring refrigeration, vision impairment, using a walker) and transitioned into shelter in April 2021. Around this same time, she was matched to a Single Room Occupancy placement and was awaiting a move-in date. Unfortunately, the placement was disrupted in August, and she became unsheltered again. Given her complex health needs, an emergency motel stay was approved as the client became unsheltered again, and her move into permanent housing was delayed, through no fault of her own. The Case Manager is exploring shelter options and the supervisor from Skid Row Housing Trust (SRHT) is personally handling the permanency housing process to ensure the process moves forward without any more obstacles or barriers. In September, PATH spent \$1744.20 at the Rosa Bell Motel. She is still in the motel.
15. **Elderly Female: NEW/STILL IN MOTEL – Female (77)** was initially engaged at Union Station and provided an emergency motel stay given her age and significant health conditions (cancer, heart disease, asthma). A Housing For Health (HFH) referral was completed and DHS determined that a higher level of care is required and the Case Manager was successful in linking the client to a skilled nursing facility. In October, PATH spent \$1436.40 at the Rosa Bell Motel. She is no longer in the motel.
16. **Adult Female: CONTINUING/EXITED – Female (24)** was initially engaged at the DTLB Station and provided a temporary motel stay out of sensitivity given her history of being trafficked and the need for a female shelter setting only given her experiences. Given shelters being under quarantine and the reduction in available beds because of Covid-19, the CM was continuing to search for an available bed at a women's shelter. The LAHSA interim housing referral had been completed as has the Housing For Health application. The client decided to withdraw from the PATH program and exited the motel. In October, \$718.20 was spent at the Adventurer Hotel. She is no longer in the motel.
17. **Elderly Male: NEW/EXITED — Male (72)** originally engaged at Union station was provided a temporary motel stay after he was exited from 38th and Broadway shelter for staff reporting he is unable to care for his needs. The Case Manager discussed with shelter staff that the client is able to tend to all activities of daily living independently, however, the client was exited and a motel stay was approved given that no other shelter beds were available and the client's risks/vulnerabilities (i.e. elderly, memory impairment). A placement was located for the client, but he left the motel before placement could occur. In October, \$1026.00 was spent at the Rosa Bell Motel. He is no longer in the motel.

New Occupancy: 8
Continuing Occupancy: 9
Total rooms: 17
Total exits: 11
Total remaining rooms: 6
Total expenditures: \$23,955.15

November 2021 Motel Report

1. **Elderly Couple CONTINUING/EXITED – Male (66) and his wife (76)** were engaged at Union Station on 7/14/2021 and placed at The Lincoln Motel due to wife's age and medical vulnerabilities. They remained in the motel while awaiting permanent housing placement. They have now moved into permanent housing. In November, we spent \$205 to motel this couple. They are no longer in the motel.
2. **Adult Male NEW/EXITED – Male (66)** engaged at Union Station was placed in a motel room while awaiting placement at Tiny Homes Village. Client had been recently discharged from the hospital due to an orthopedic issue, which disrupts his mobility thus increasing his vulnerability outdoors. In November, we spent \$200 to motel this client. He is no longer in the motel.
3. **Adult Female and Minor Child CONTINUING/STILL IN MOTEL – Female (34)** Client was initially engaged at North Hollywood station and reports fleeing a dangerous living situation. She and her 14-year-old son were placed at The Lincoln Motel to ensure safety while Case Manager locates safe and appropriate interim housing for them. Several referrals have been submitted to appropriate shelters and client is awaiting an open bed. In November, we spent \$3539.70 to motel this client and her son. They are still in the motel.
4. **Adult Female, Adult Male, Minor Child NEW/STILL IN MOTEL – Family of 3** (mother, father and child) was engaged at Vermont & Beverly Station. They were placed in a motel to ensure safety while appropriate interim housing is located. Mother is experiencing a medically documented high-risk pregnancy and family has a 3-year-old child. Family is currently at The Rosa Bell Motel and is awaiting match to an appropriate interim housing site. In November, we spent \$3967.50 to motel this family. They are still in the motel.
5. **Adult Male NEW/EXITED – Male (40)** LAPD referral received requesting client assistance. Client was initially engaged at Civic Center Station. Client was wheelchair bound with leg amputated at the knee. Client requested assistance with reunification to Tennessee. Reunification was confirmed and approved for 11/17/21 @ 10pm. Client was put in a hotel (11/15/21-11/18/21) until reunification to ensure client could be located. Reunification was successfully completed. In November, we spent \$300 to motel this individual. He is no longer in the motel.

6. **Adult male, adult female, teenage female NEW/CONTINUING - Military Veteran family of 3** (father, mother, adolescent) were initially engaged at Union Station. Family assistance referrals in process for Supportive Services for Veteran Families, Family Solutions Center, and family shelter. Family was placed in a motel until the appropriate services are attained. Initial hotel stay was for two days. Client was having issues making it to work due to hotel location. Client was moved to a hotel near job location. In November, we spent \$3,761.51. They are still in the motel.
7. **Elderly Male NEW/CONTINUING – Male (72)** who was initially engaged at the North Hollywood Red Line Station. Client is high risk/vulnerable due to age and health conditions. He is matched to permanent housing and was waiting for his ID to arrive to proceed with move-in process. However, it was recently discovered that the client is the victim of identity theft and this needs to be sorted out. Additionally, the client was recently observed to have visible injuries (bruises and scrapes) about his head and face. He reported being assaulted but did not provide specifics or details as to where and when he was assaulted. The Case Manager reported the client has been previously assaulted and robbed of EBT and Direct Express cards. While the client is able to tend to activities of daily living (i.e., dressing himself, toileting, grooming) there are concerns about instances of memory loss that have been observed. The Case Manager is in the process of requesting an assessment to rule out the onset of dementia and/or other memory impairment. In November, \$1353.80 was spent at the Rosa Bell Motel. The client is still in the motel.
8. **Family NEW/CONTINUING – Female (40), and her three children**, ages 8, 15, and 16, were initially engaged at 7th Street/Metro Center Station. The client reported fleeing domestic violence and at the time of engagement the family was using their DPSS emergency motel voucher. The Case Manager assisted the family with referrals to domestic violence shelters, Union Rescue Mission, and Family Solution Center without success. The three children attend school in Lawndale and efforts are being made to maintain the children in their school of origin. PATH provided an emergency motel stay when the DPSS motel voucher expired and are continuing to work with the family to connect to resources for shelter and/or housing. In November, \$1148.80 was spent at the Adventurer Inn. The family is still in the motel.
9. **Family CONTINUING/EXITED – Female (30) and her six children** (ages 1,2, 6, 8, and 12) were initially engaged at the Florence Station. A motel stay was provided to prevent the family from being unsheltered until PATH could connect the family to a shelter resource that could accommodate the large family unit. In November, placement was secured at Holiday Helping Hands, but the mother opted not to accept the shelter citing having to share space with other households and the curfew interfering with a job prospect she had. The mother elected to move to take overpaying for a motel with the assistance of an adult family member. In November, \$2770.20 was spent at the Adventurer Inn. The family is no longer in the motel.

10. **Yvette Phillips (302D74D00) CONTINUING/EXITED – Female (56)** was initially engaged at 7th Street/Metro Center. She was provided a temporary motel stay while she awaited final inspection and move-in date for her permanent housing and/or until a shelter placement could be located for her. Her move-in is still pending, but a shelter bed was located in the interim, but she opted not to go into shelter. Instead, the Case Manager assisted the client with connecting to a family member willing to provide temporary shelter. In November, \$820.80 was spent at the Rosa Bell Motel. The client is no longer in the motel.

New Occupancy: 6

Continuing Occupancy: 4

Total rooms: 10

Total exits: 5

Total remaining rooms: 5

Total expenditures: \$18,067.31

Operation "Shelter the Unsheltered" September 01, 2021 – November 30, 2021

OPERATION "SHELTER THE UNSHELTERED"			
PATH			
ACTIONS TAKEN	SEPT.	OCT.	NOV.
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	17	39	19
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	839	878	897
DREAM CENTER (DC)			
ACTIONS TAKEN	SEPT.	OCT.	NOV.
# OF CONTACTS	135	105	45
TOTAL # OF INDIVIDUALS CONTACTED JULY 10, 2020, TO DATE	1,782	1,887	1,932
LA DOOR			
ACTIONS TAKEN	SEPT.	OCT.	NOV.
# OF CONTACTS	116	177	88
TOTAL # OF INDIVIDUALS CONTACTED JULY 08, 2020, TO DATE	4,245	4,422	4,510

Outreach PartnershipsLA 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 MacArthur Park location. The total number of contacts by LA DOOR beginning July 8, 2020, through November 30, 2021 is 4,510.

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 November 30, 2021 is 1,932.

Metro's Homeless Outreach Quarterly Update

January 2022
Operations, Safety and Customer Experience
Committee



Metro®

Metro's Street Based Outreach



People Assisting the Homeless (PATH)

Metro's Homeless Outreach Service Provider



8 Street Based Outreach Teams

40 PATH staff deployed 7 days per week on Metro's system and at encampment sites on or near Metro-owned property



Multi-Disciplinary Teams

Outreach workers, Case managers, Addiction Specialists, Clinicians, and Medical Personnel



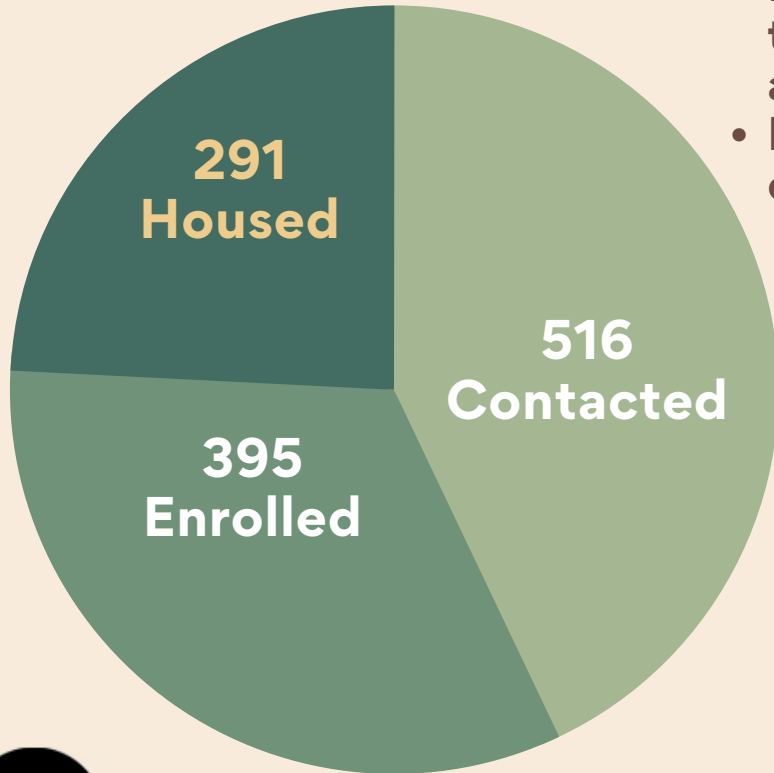
Tracking Impact

PATH collects data regarding each contact, enrollment/engagement, housing placement, records success stories and shares challenges

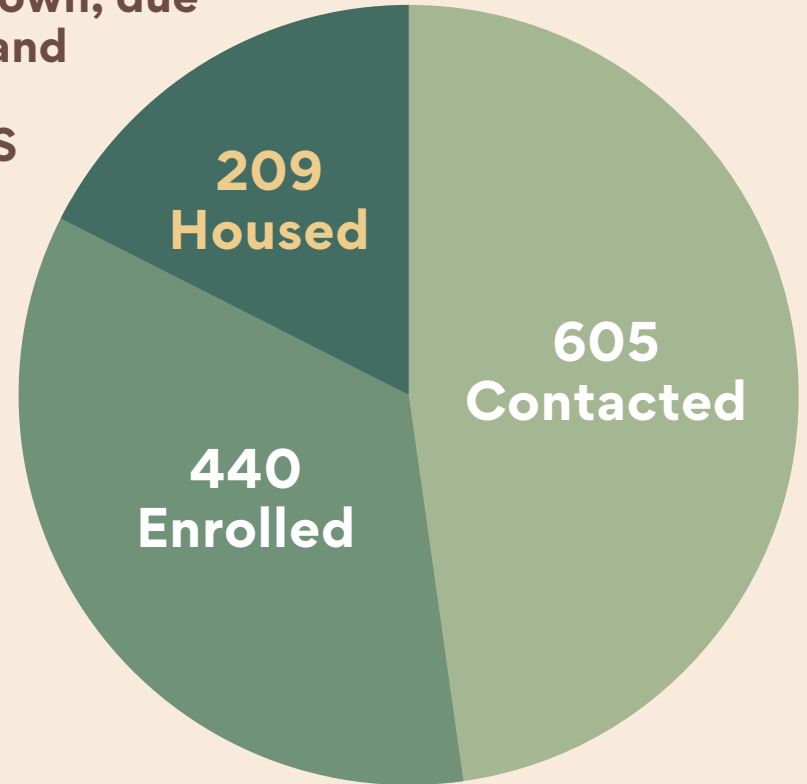


Outreach Impacts

- > 15% increase in contacts
- > 10% increase in enrollments
- Housing referrals are down, due to COVID restrictions and availability
- PATH is exceeding DHS countywide targets



Previous Quarter
June - August 2021



Current Quarter
September - November 2021



Public Safety and Security



End of Rail Line Outreach

Initial outreach contacts and supports Metro's transit Operations - Facilities & Maintenance Teams



Partnerships around LA County

SSLE coordinates outreach efforts with law enforcement partners who have dedicated and trauma informed trained staff after-hours and when PATH is not available



Next Steps



LAHSA POINT IN TIME COUNT

Working with LAHSA to conduct accurate annual point in time count on Metro's bus and rail system



EXPANDING OUTREACH

Engaging LA Mission and other SPA lead coordinators for support during major events



PROGRAM ASSESSMENT

Exploring additional funding opportunities, working with external local partners and conducting comprehensive assessment



Thank you.

