



**Board Report**

---

**File #:** 2023-0554, **File Type:** Oral Report / Presentation

**Agenda Number:** 31.

---

**EXECUTIVE MANAGEMENT COMMITTEE  
SEPTEMBER 21, 2023**

**SUBJECT: QUARTERLY UPDATE: HOMELESS OUTREACH MANAGEMENT & ENGAGEMENT  
(HOME)**

**ACTION: RECEIVE ORAL REPORT**

**RECOMMENDATION**

RECEIVE oral report on Homeless Outreach Management & Engagement (HOME).

**EQUITY PLATFORM**

The multi-layered deployment demonstrates a collaborative, strategic effort by various Metro departments and teams to engage and serve the most disenfranchised members of our communities who come onto Metro property and facilities in search of shelter. This deployment provides the unsheltered population with opportunities to receive a range of services, including connections to interim and permanent housing.

Prepared by: Craig Joyce, Deputy Executive Officer, Administration (213) 418-3008

Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950

Stephanie N. Wiggins  
Chief Executive Officer

The signature is a stylized, cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a black, sans-serif font.



# Metro's Homeless Outreach Management & Engagement (HOME)

*Where We've Been & Where We're Going*



**Metro**

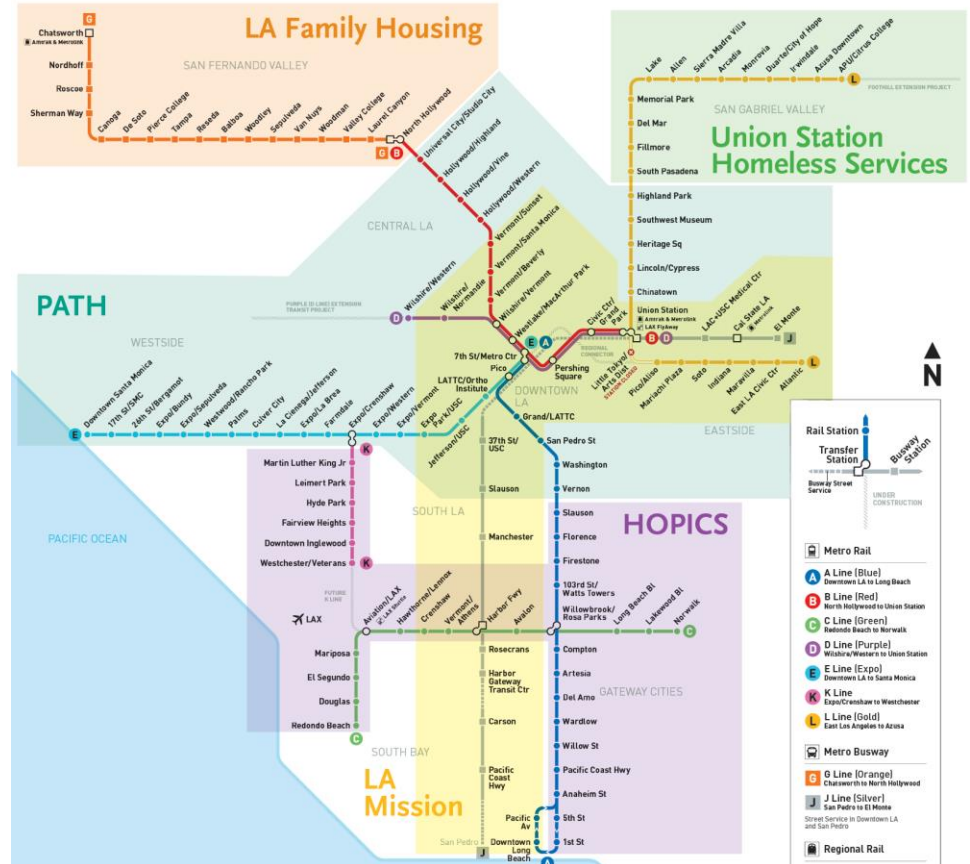
# STREET BASED OUTREACH & ENGAGEMENT

- 2017 Board directed us to establish partnership with LA County Department of Health Services Housing For Health
- Funded for 16 teams in the previous FY and 8 additional for the current FY for a total of 24
- Six community-based organizations
  - PATH
  - Christ Centered Ministries (CCM)
  - HOPICS
  - LA Family Housing
  - Union Station Homeless Services
  - Helpline Youth Center
- Case Mgrs, Outreach, Addiction & Mental Health Specialists, Medical



# CURRENT DEPLOYMENT PLAN

- Agencies are assigned to rails & busways in regions they are familiar with
- 24hr coverage by PATH & CCM on Lines B, D, and E
- Robust deployment from 7am – 5pm M-F plus weekends from 7am-3:30pm
- Hotspot Stations have overlapping coverage
- Focused on rapport-building and housing placements





# CURRENT DEPLOYMENT SCHEDULE

**WEEKLY MULTIDISCIPLINARY TEAM DEPLOYMENT SCHEDULE**

Agency	# of Teams	Schedule	# of Stations	A Line	B Line	C Line	D Line	E Line	G Line (Busway)	J Line (Busway)	K Line
PATH	9	M - Su 7am - 3:30pm M - F 3am - 11:30am M - F 9:30am - 6pm	25	Highland Park to Union Station	N Hollywood to Union Station		Wilshire/Western to Union Station	DT Santa Monica to Union Station			
CCM	8	M - Su 7am - 3:30pm M - F 6pm - 3am	62		Vermont/Santa Monica to Union Station		Wilshire/Western to Union Station	Union Station to Atlantic		El Monte to San Pedro	
HOPICS	2	M - F 7am - 3:30pm	36	Slauson to DT Long Beach		Norwalk to Redondo Beach					Expo/Crenshaw to Westchester/Veterans
LAFH	2	M - F 8am - 4:30pm	17						Chatsworth to N Hollywood		
USHS	2	M - F 8am - 4pm	13	South Pasadena to APU/Citrus							
HYC	1	M - F 7am - 4pm	16	Slauson to DT Long Beach							

\*LAPD HOPE deploys to ancillary areas & encampments. LASD TMET addresses hotspots at SD Santa Monica & Azusa Pacific. LBPDP Quality of Life on A Line



# STRATEGIC PARTNERS

- DHS Housing For Health Mobile Medical Unit at Westlake/MacArthur Park station
  - Ongoing collaboration since March 2023
  - 107 patients seen through August
  - MDTs, Metro Ambassadors, and others help direct PEH to resources
- LA Global Care
  - 25 Metro-reserved interim beds w/ wrap-around services
- LAHSA
  - Working together to include Metro in the annual PIT count

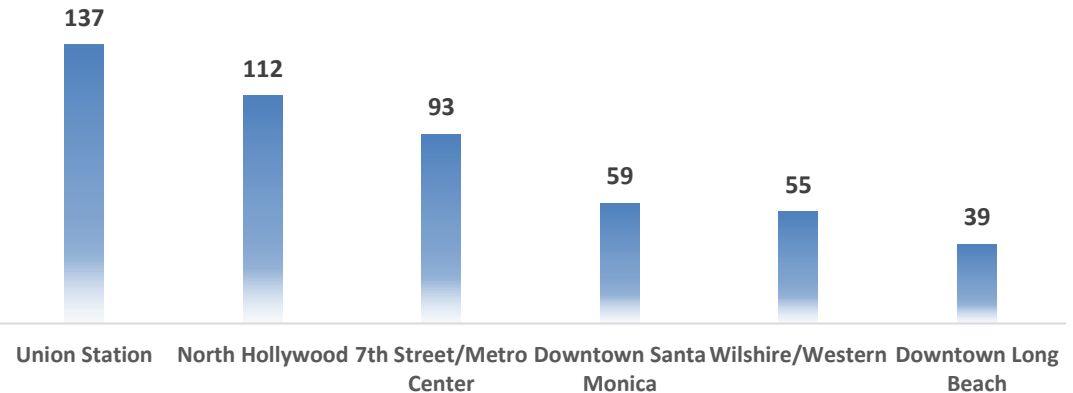


# END OF LINE EVALUATION



- In response to Board Motion 20, Metro completed an end of line evaluation from December 2022 – March 2023
- Metro staff, MDTs and Law enforcement counted & surveyed 13 EOL stations during offboarding
- Conducting a follow-up count and survey this month

**AVERAGE # OF PEH AT EOL STATIONS**





# END OF LINE & FOCUS STATION DEPLOYMENT



- On July 10<sup>th</sup>, Metro began a multi-layered deployment of all resources from the public safety ecosystem.
- Strategically deploying to focus stations along rail lines
  - Includes TSOs, Law Enforcement, Ambassadors, and MDTs
  - These stations rotate
  - Goal is to reduce number of people at the end of the line
- Deployment from 6am to 10pm at end of line stations with law enforcement returning for last two trains of the evening.
- From 8/4 through 8/30, MDTs have:
  - Enrolled **128** into HMIS
  - Connected **34** to interim housing
  - Placed **2** into permanent housing



# END OF LINE PROJECTS



## ○ Union Station

- Assessing a Navigation Hub at corner of Vignes & Caesar Chavez
- Access to on-site resources and connection to services throughout LA
- Ongoing planning with LA County CEO HI, LAHSA, United Way, SD1

## ○ Pathway Home project

- Designating Metro as an encampment (potential for EOL stations)
- Creates housing navigation and permanent housing solutions for PEH on Metro

## ○ Metro Joint Development property analysis

- Developed an application for proposed land use
- Stipulates must provide services/support to PEH sheltering on Metro
- Currently accepting applications while evaluating feasibility + impact to EOL operations

# ENCAMPMENTS

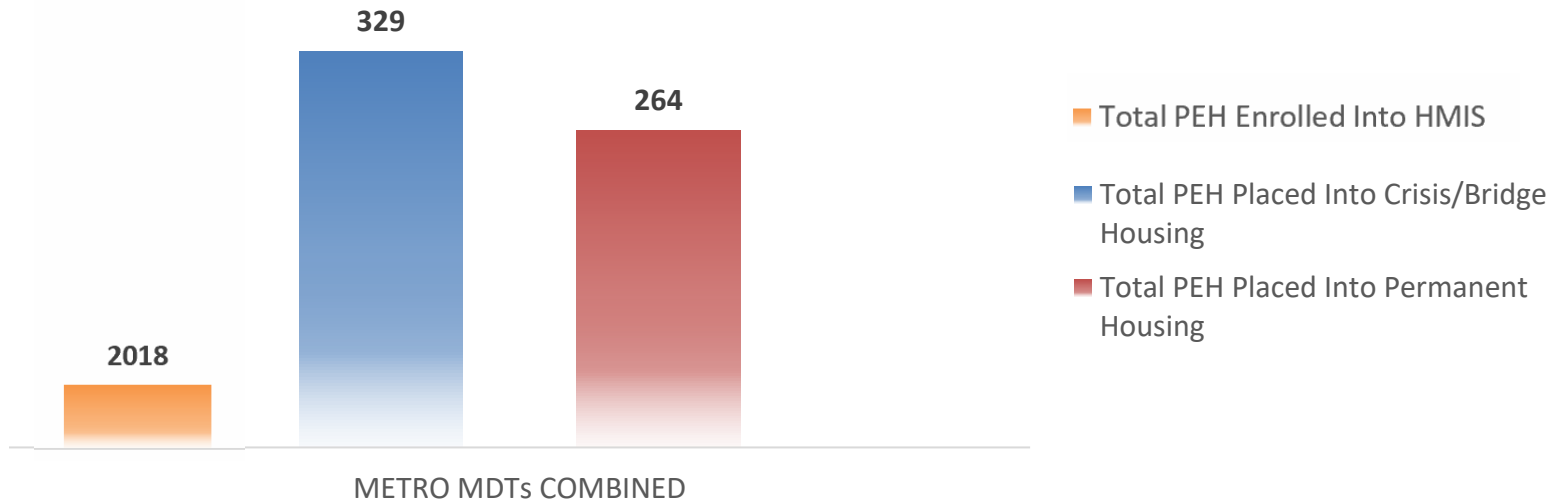


- Metro initiates protocol when encampments are reported on Metro property
- Joint effort with Metro Homeless Outreach, Facilities & Maintenance and Security & Law Enforcement
- Notifications to LA HOP and LAHSA are made during the process
- 14-day & 72hr postings made to allow ample time for PEH to vacate/get connected to services
- 52 Encampments were cleared in FY 23



# PERFORMANCE

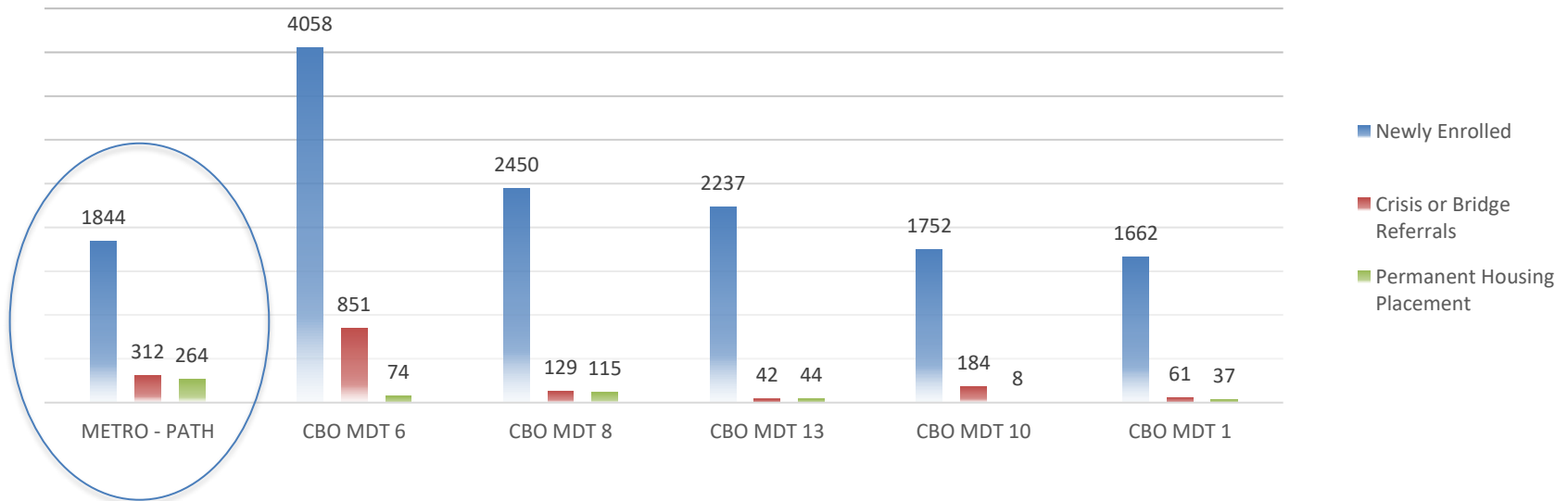
## FY 22-23 MDT HOUSING OUTCOMES



MDTs placed an average of **168** PEH into HMIS, **27** PEH into interim housing and an average of **22** PEH into permanent housing *per month*

# PERFORMANCE

## FY 22-23 COMPARISON OF PROVIDER PERFORMANCE



When compared to the five highest-performing Providers contracted through DHS, Metro's PATH MDT outcomes show the 4<sup>th</sup> largest enrollments, 2<sup>nd</sup> largest interim placements, and **the largest number of permanent housing placements**





# GOALS & OUTCOMES



## FY 2023:

- Over 800 PEH counted on Metro's system
- 10 active teams
- Housing goal: 250 interim and permanent placements, *combined (unique individuals)*
- Outcome: **more than 580** combined placements (unique individuals)

## FY 2024:

- 24 teams (more than double the outreach)
- Expanded geographical coverage of the system
- Housing goal: 900 interim & permanent placements combined (unique individuals), which exceeds the number counted on the system



**Metro**

# ON-GOING KEY PARTNERSHIPS

- County CEO Homeless Initiative and LAHSA partnership to establish services for end-of-line stations and service/navigation hubs
- Internal coordinated deployment with security, law enforcement, ambassadors, street teams and community intervention specialists
- LAHSA & DHS for additional interim beds for use by METRO MDTs
- Schools of Social Work – establishing opportunities for MSW students to work with MDTs
- Room To Work – Redesigned with a new cohort of 9 participants
- Department of Mental Health for crisis response teams





Thank you



Metro®