



**Board Report**

**File #:** 2020-0485, **File Type:** Informational Report

**Agenda Number:** 16.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
AUGUST 20, 2020**

**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**

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. Metro has taken a proactive role in developing innovative solutions to provide resources, especially for those who interact with Metro’s system and infrastructures.

**DISCUSSION**

**System Security & Law Enforcement (SSLE) - COVID-19 Deployment**

In tandem with P.A.T.H.’s outreach efforts during the pandemic, System Security & Law Enforcement implemented two Outreach Operations: Operation “LA Metro Homeless Outreach” and Operation “Shelter the Unsheltered.” The objective of the Operations is twofold: to ensure that the trains are sanitary and to provide incentive to unsheltered persons to accept services. To meet this objective, law enforcement ensures that all riders disembark trains at the end-of-the-line. At this juncture, Fare Enforcement Officers ensure that riders exit through the turnstiles. Outreach teams are positioned to engage with homeless persons (paying and non-paying) when they exit through the turnstiles. SSLE is committed to heightened security and sanitation throughout the transit system. Performance measures reveal an increase in the number of homeless persons accepting services and an uptick in increased ridership.

**Four-Prong Deployment Strategy**

- Union Station closure 12 a.m. - 4 a.m.
- Off-loading of riders at the end-of-the-line
- Fare Enforcement
- Outreach Teams

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

P.A.T.H. outreach teams remain agile in their ability to use a crises deployment model to continue providing outreach and support to homeless persons. The outreach teams coordinate outreach with law enforcement and work closely with the Departments of Health Services, Public Health and Mental Health.

P.A.T.H.'s current level of staffing is 32 outreach workers. The ideal outreach number is 40. PATH has modified their daily outreach efforts to early- and mid-morning deployment on rail. Lack of outreach staff limits outreach on Metro's system. Metro's rail system does not have a presence of outreach teams between the hours of 3:30 p.m. and 3:00 a.m. P.A.T.H. is actively interviewing staff to fill the outreach void. PATH recruits through their website, [epath.org](http://epath.org).

The challenge in hiring outreach clinicians is attributed to:

- clinical skills required to be on the outreach team
- population served
- hours of outreach

## **Quarterly Summary of Motel Placements**

### **March Motel Report:**

Secured 30 motel rooms. The demographics and justification for each of these placements are attached.

Brief Demographic Overview:

- A total of 50 homeless persons were housed in 30 motel rooms.
- 35 of the clients were a combination of single mothers with children and couples with children.
- 15 were singularly housed.
- 70% of clients were a combination of families.

**Total Motel Cost: \$50,491.14**

### **April Motel Report:**

Secured 82 motel rooms. The demographics and justification for each of these placements are attached.

Brief Demographic Overview:

- A total of 127 homeless persons were housed in 82 motel rooms.
- 74 of the clients were a combination of couples, couples with children.
- 53 clients were singularly housed.

- 59% of the clients were a combination of families.

**Total Motel Cost: \$153,955.06**

### **May Motel Report:**

Secured 26 motel rooms. The demographics and justification for each of these placements are attached.

#### Brief Demographic Overview:

- A total of 36 homeless persons were housed in 26 motel rooms.
- 15 of the clients were a combination of single mothers with children and couples with children.
- 21 clients were singularly housed.
- 58% of the clients were singularly housed.

**Total Motel Cost: \$62,464.45**

### **June Motel Report:**

Secured 31 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

#### Brief Demographic Overview:

- A total of 45 homeless persons were housed in 31 motel rooms.
- 29 of the clients were a combination of single mothers with children and couples with children.
- 16 clients were singularly housed.
- 64% of the clients were a combination of families.

**Total Motel Cost: \$61,462.06**

### **City and County Homeless Outreach Partnerships**

- P.A.T.H. (People Assisting the Homeless) -
- LAHSA (The Los Angeles Homeless Services Authority)
- The Department of Health Services -
- The Department of Mental Health
- The Unified Homelessness Response Center
- Mayor's Office of City Homelessness
- Neighborhood Prosecutor

### **New Homeless Outreach Partnerships**

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

- The program is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR is a comprehensive, health-focused, preventative approach that engages individuals at elevated risk of returning to the Los Angeles City Attorney's Office. Rather than waiting to charge new arrests, LA DOOR delivers peer-led multidisciplinary social services to homeless persons at "hotspot" locations. Union Station and MacArthur Park are

two of the “hotspots.” All services are free of charge.

**The Dream Center - A community-based organization within Angeles Temple**

- Los Angeles faith-based organization will provide 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 has expertise and resources to provide immediate aid to homeless individuals in need of services on a 24-hour basis. All services are free of charge.

**Seeking Collaborations with:**

- LAHSA: Executive CEO
- Mayor’s Office of City Homelessness Initiatives (MOCHI)
  - Housing Chief
  - Housing Innovation Director
  - Housing Innovation, Sr. Project Manager
  - Housing Finance
  - Affordable Housing Production Manager
  - Program Director, Sustainable Development Goals Housing Accelerator

**Encampment Discussions in Progress include:**

- Office of the Los Angeles City Attorney, Safe Neighborhoods and Gangs Division, Neighborhood Prosecutor - Central Division

**Metro Liaison with City Unified Homelessness Response Center (UHRC):**

- Metro dedicating a full-time Transit Security Community Liaison to the UHRC
- The Liaison will advocate for Metro through connecting UHRC resources with Metro departments

**Metro System-wide Homeless Count:**

- Planning is underway to conduct a 4-day count of homeless persons on rail and bus through collaboration with ITS and other departments.

**NEXT STEPS**

Staff will continue to collaborate with community partners to identify future partnerships and opportunities to provide services to unsheltered individuals on Metro’s system.

**ATTACHMENTS**

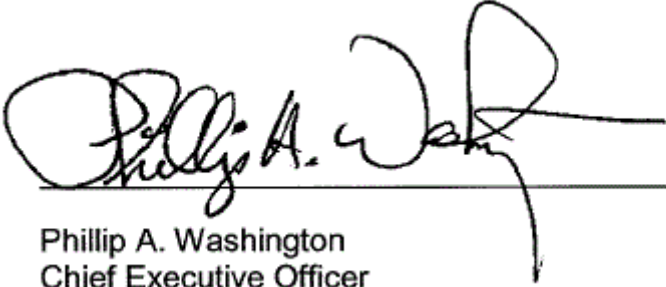
Attachment A - Homeless Snapshot Outreach March 2020 - June 2020 REV

Attachment B - Homeless Outreach Success Stories March 2020 - June 2020 REV

Attachment C - March - June 2020 Motel Report

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Phillip A. Washington  
Chief Executive Officer

# Homeless Outreach Efforts

## C3 Teams

Performance Measure	Number Served March 2020	Number Served April 2020	Number Served May 2020	Number Served June 2020	Project Year to date Number Served
Number of unduplicated individuals*-initiated contact (pre-engagement phase)	178	395	145	176	8,605
Number of Unduplicated individuals engaged (engagement phase)	68	127	56	69	4,066
Number of unduplicated individuals who are provided services or who successfully attained referrals*	unavailable	unavailable	unavailable	unavailable	unavailable
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	309	63	21	2,156
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	5	1	2	415
Number of unduplicated individuals engaged who are permanently housed	13	15	13	13	330

## Operation Shelter the Unsheltered: April – June 2020

APRIL 2020	
ACTIONS TAKEN	#
# TO SHELTERS	313
# OF OUTREACH SHEETS PROVIDED	413
TOTAL # OF OFFLOADINGS	16,405
<b>TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>313</b>
<b>PATH</b>	
ACTIONS TAKEN	#
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	294
<b>TOTAL # OF INDIVIDUALS HOUSED BY PATH YEAR TO DATE</b>	<b>294</b>
<b>MTS</b>	
OFFLOADINGS	#
UNION STATION	1,121
7TH & METRO	832
NOHO	562
CITRUS/APU	12
SANTA MONICA	406
LONG BEACH	432
<b>TOTAL</b>	<b>3,365</b>
<b>LASD</b>	
CITRUS GOLD LINE INFO	
# OF HOMELESS OFFLOADED	1,246
# OF REFERRAL PAMPHLETS DISTRIBUTED	192
ACCEPTED HELP - TRANSPORTED TO SHELTERS	7
TRANSPORTED TO LA CITY SHELTERS WITH THE ASSISTANCE OF PATH	11
4TH STREET, DOWNTOWN SANTA MONICA INFO	
# OF HOMELESS OFFLOADED	2,520
# OF REFERRAL PAMPHLETS DISTRIBUTED	62
ACCEPTED HELP - TRANSPORTED TO SHELTERS-ONE 5150 WIC, 72HR HOLD	6
7TH & METRO	
# OF HOMELESS OFFLOADED	369
# OF REFERRAL PAMPHLETS DISTRIBUTED	34
ATLANTIC GOLD LINE	
# OF HOMELESS OFFLOADED	608
# OF REFERRAL PAMPHLETS DISTRIBUTED	102
ACCEPTED HELP - TRANSPORTED TO SHELTERS	3
<b>OVERVIEW OF BOTH LASD AREAS</b>	
HOMELESS PATRONS CONTACTED	-
TOTAL # OF PATRONS OFFLOADED	4,743
# TRANSPORTED TO AREA SHELTERS	28
# OF REFERRAL PAMPHLETS DISTRIBUTED	390
PLACED ON A 5150 WIC, 72 HOUR HOLDS	-

## Operation Shelter the Unsheltered: April – June 2020

ASSAULT ON A POLICE OFFICER	-
<b>LAPD</b>	
UNION STATION	4,604
7TH & METRO	575
NORTH HOLLYWOOD	3,114
<b>TOTAL</b>	<b>8,293</b>
<b>LAPD</b>	
# OF OFFLOADS	4
# OF REFERRALS	23
REUNITED	1
TO SHELTER	1



# Operation Shelter the Unsheltered: April – June 2020

<b>MAY 2020</b>	
<b>ACTIONS TAKEN</b>	
	<b>#</b>
<b># TO SHELTERS</b>	<b>81</b>
<b># OF OUTREACH SHEETS PROVIDED</b>	<b>272</b>
<b>TOTAL # OF OFFLOADINGS</b>	<b>11,203</b>
<b>TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>394</b>
<b>PATH</b>	
<b>ACTIONS TAKEN</b>	
	<b>#</b>
<b># TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL</b>	<b>77</b>
<b>TOTAL # OF INDIVIDUALS HOUSED BY PATH YEAR TO DATE</b>	<b>371</b>
<b>MTS</b>	
<b>OFFLOADINGS</b>	
	<b>#</b>
UNION STATION	1,658
7TH & METRO	1,238
NOHO	752
CITRUS/APU	235
SANTA MONICA	561
LONG BEACH	834
<b>TOTAL</b>	<b>5,278</b>
<b>LASD</b>	
<b>CITRUS GOLD LINE INFO</b>	
<b># OF HOMELESS OFFLOADED</b>	<b>894</b>
<b># OF REFERRAL PAMPHLETS DISTRIBUTED</b>	<b>94</b>
<b>ACCEPTED HELP - TRANSPORTED TO SHELTERS</b>	<b>3</b>
<b>4TH STREET, DOWNTOWN SANTA MONICA INFO</b>	
<b># OF HOMELESS OFFLOADED</b>	<b>1,625</b>
<b># OF REFERRAL PAMPHLETS DISTRIBUTED</b>	<b>120</b>
<b>ACCEPTED HELP - TRANSPORTED TO SHELTERS</b>	<b>1</b>
<b>OVERVIEW OF BOTH LASD AREAS</b>	
<b>HOMELESS PATRONS CONTACTED</b>	<b>3,027</b>
<b>TOTAL # OF PATRONS REMOVED OFFLOADED</b>	<b>2,519</b>
<b># TRANSPORTED TO AREA SHELTERS</b>	<b>4</b>
<b>PLACED ON A 5150 WIC, 72 HOUR HOLDS</b>	<b>2</b>
<b>ASSAULT ON A POLICE OFFICER</b>	<b>1</b>
<b>LAPD</b>	
UNION STATION	1,997
7TH & METRO	545
NORTH HOLLYWOOD	317
<b>TOTAL</b>	<b>2,859</b>
<b>LAPD</b>	
<b># OF OFFLOADS</b>	<b>547</b>

# Operation Shelter the Unsheltered: April – June 2020

MAY 2020	
# OF REFERRALS	58
HOLD FOR 5150	1

\*\*Some data is unavailable for May 2020

## Operation Shelter the Unsheltered: April – June 2020

<b>JUNE 2020</b>	
ACTIONS TAKEN	#
# TO SHELTERS	34
# OF OUTREACH SHEETS PROVIDED	121
TOTAL # OF OFFLOADINGS	5,303
<b>TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>428</b>
<b>PATH</b>	
ACTIONS TAKEN	#
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	34
<b>TOTAL # OF INDIVIDUALS HOUSED BY PATH YEAR TO DATE</b>	<b>405</b>
<b>MTS</b>	
OFFLOADINGS	#
UNION STATION	876
7TH & METRO	768
NOHO	492
CITRUS/APU	0
SANTA MONICA	637
LONG BEACH	537
<b>TOTAL</b>	<b>3,310</b>
<b>LASD</b>	
CITRUS GOLD LINE INFO	
# OF HOMELESS OFFLOADED	573
<b>TOTAL # OF HOMELESS CONTACTED</b>	<b>573</b>
MET HOMELESS CONTACTS	176
# OF INFORMATION/ASSISTANCE SHEETS DISTRIBUTED	57
4TH STREET, DOWNTOWN SANTA MONICA INFO	
# OF HOMELESS OFFLOADED	943
<b>TOTAL # OF HOMELESS CONTACTED</b>	<b>943</b>
MET HOMELESS CONTACTS	203
# OF INFORMATION/ASSISTANCE SHEETS DISTRIBUTED	64
<b>OVERVIEW OF BOTH LASD AREAS</b>	
HOMELESS PATRONS CONTACTED	1,516
TOTAL # OF PATRONS OFFLOADED	1,516
TOTAL # OF INFORMATION/ASSISTANCE SHEETS DISTRIBUTED	121
<b>LAPD</b>	
# OF OFFLOADS	109
<b>TOTAL</b>	<b>109</b>
<b>LAPD</b>	
# OF OFFLOADS	368

\*\*Some data for June 2020 is unavailable

## Homeless Outreach Success Stories

### **PATH Highlight (March)**

Due to the COVID-19 pandemic, this Success Story is different than past Success Stories. The story that follows highlights the importance of engagement.

Participant is a 57-year-old African American male. He is a US Veteran who had become stranded in Los Angeles after coming from Sacramento for medical care. When the outreach team engaged participant, he had recently been in the hospital due to an accident/injury and was demonstrating symptomology of depression. Participant had lost his personal contact information and was not able to reach his family or Veterans Administration Supportive Housing (VA/VASH) social worker.

Participant was engaged by outreach case manager and a nurse at Union Station. Participant presented himself with a walker and bandaged leg, stating he had been released from the hospital following injury. Participant stated that he had been on the streets for several weeks and was trying to get back to Sacramento. Participant reported that he was working with a VASH Social Worker and came to Los Angeles for medical care but became stranded. Attempts were made to contact his VASH Social Worker as well as family in Sacramento in order to reunify the participant with family. However, the attempts were not immediately successful. Due to the participant's physical and emotional condition at the time, approval was received to place client in a motel while reunification attempts continued.

Participant was placed at The Stuart Motel from January 29 – February 7. Unfortunately, reunification attempts were unsuccessful on February 7, so participant was referred to First to Serve Vernon and was provided with direct transportation to the shelter for intake. The case manager remained with participant to introduce him to the intake staff and ensure his belongings were accounted for. An appointment was made for the following week to meet with participant to continue working on connecting him with his VASH social worker in Sacramento. However, the case manager was informed the following Monday that the participant did not stay for his intake. The case manager secured a bed for the following day and attempted to get in contact with the participant to let him know he could return to the shelter and complete intake. However, contact attempts were unsuccessful. On March 24, the case manager received an unexpected phone call from the participant. He was audibly in high spirits and was calling to let her know that he had finally reconnected with his VASH social worker and had found an apartment. Participant was waiting for the inspection to take place but was expecting to be able to move in soon. Participant stated he had also been able to contact his family and was staying with his son until his move in date. Participant expressed gratitude for working with him earlier in the year and stated that it had been a difficult time for him. PATH asked participant to stay in touch and to let them know when he successfully moves into his apartment. On March 26, he called to let PATH know that he had moved in. He provided his address and again thanked the case manager and PATH for helping him out earlier this year.

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

A 27 year old African American pregnant female and her male partner were encountered at Pershing Square. The client and her partner became homeless after relocating to Los Angeles from the Midwest and not being able to secure employment. Because of the clients' homeless status, their children were placed in foster care. The client and her partner were in desperate need of housing services in order to gain custody of their children. Metro Multi-Disciplinary Team (MDT) immediately placed the couple in the Crenshaw Inn Motel due to the client's pregnancy and other health issues. From the motel, MDT outreach specialists referred the clients to the Goodwill Career Development Program and Express Employment Agency to help increase their income. Based on the couple's assessment and level of independence, they were referred to the SPA 4 Family Solutions Center and SPA 4 Rapid Re- Housing Program (RRH). Metro MDT Outreach Specialist assisted the clients with housing navigation and successfully connected them to a landlord in Inglewood, CA. During the clients' time at the motel, Metro MDT provided groceries and transportation to medical, employment, and housing appointments. In early April, the client gave birth to a healthy baby, and as a result of their connection to SPA 4 RRH and Metro MDT Outreach, the client and her partner successfully signed a lease in Inglewood on 4/28/20. The clients are now focusing on regaining custody of their children. The female client said, "I made it home!"

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

A 36-year old Latina single mother of two daughters (15 years old and 17 years old) were homeless for over a year and often slept in her car or on Metro trains. Client was encountered on the Metro Blue Line 7<sup>th</sup> Street by a PATH Outreach Specialist. The family was placed in a motel and received case management services and advocacy for several months while waiting for the client's referral to a family program was accepted. The family was provided clothing and food assistance. The client received transportation assistance while she was able to work. Outreach team members met the client in the field to accommodate her busy schedule. The family's journey toward housing became more difficult when COV-19 pandemic emerged. Despite the concerns related to the pandemic, the client did not lose faith and actively searched for work after her primary work source closed and she lost her car. The client's Family Solution Center referral was accepted, and a unit was secured. The client signed her lease 04/28/2020. The family was provided with household items and small appliances while her furniture was delivered. Regular contact is maintained with the family to support them through their transition. The client reports that she and her two girls are happy in their new apartment.

### **PATH Success Story (June)**

Client is a 31- year- old employed African American female who has a 5 year old daughter. Both she and her daughter have been homeless for the past 5 years, living on the Blue Line at the Slauson Station. The client suffers from diabetes as well as mental health issues. The client is a single mother who shares custody with the father of the child. The client had been looking to find a nice unit for she and her daughter to be safe and comfortable. The client had necessary documentation for she and her daughter. Client was enrolled into the PATH program and was approved to be placed in a motel. While at the motel, the client was connected to PATH Family Solutions Center. There the client received the help she needed. The client was assigned to a housing navigator who found her a 2- bedroom apartment. The client was then accepted into the rapid rehousing program with PATH. On May 19, 2020, the client signed the lease to her new apartment. The client was extremely excited and thankful. On June 4, 2020, the client moved out of the motel into her new place. As a result of the client's patience and hard work she is now able to enjoy her new place along with her daughter. The client reports no longer having to wonder if she will be able to find warm shelter or a bed for she and her daughter. The client stated she is very thankful to God, PATH and all the people that helped her progress in her life.

## **MARCH 2020 MOTEL REPORT**

- 1. Single male**, HIV positive encountered at El Monte Bus Station. Our team was working on getting him connected to Housing Opportunities for Persons with AIDS; unfortunately he was asked to leave the motel. We are working on getting him connected to a winter shelter in El Monte. In March we spent \$669.96 to motel him at Motel 6 El Monte.
- 2. Elderly female**, LAPD referral encountered at Union Station, wheelchair bound with a history of strokes, kidney failure and arthritis. Our team is working on helping her apply to shared living units or market rate units. In March we spent \$608.18 to motel her at Motel 6 El Monte.
- 3. Transitional Aged Youth (Male)** lost his job due to COVID-19. Our team was working on securing him a shelter bed. Unfortunately, he left the motel without contact and has not been found ever since. In March we spent \$720 to motel him at the Stuart Motel.
- 4. Pregnant female** encountered at Orange Line Van Nuys station. Our team has referred her to Family Solutions Center for housing. In March we spent \$1318.68 to motel her at Motel 6 Canoga Park.
- 5. Single female** (LAPD referral) encountered at Washington and Grand bus stop. She has been accepted at A Bridge Home Hope St. shelter, but waitlisted. We have motel'd her until her intake is scheduled. In March we spent \$1860 to motel her at the Crenshaw Inn Motel.
- 6. Single mother and son** encountered at Slauson and Western bus stop. Our team successfully connected this family to Homeless Outreach Program Integrated Care System for housing. In March we spent \$110 to motel them at the Stuart Motel.
- 7. Single male** with severe mental health issues encountered at Long Beach Blue Line station. Our team put him on the waitlist for a bed at Placentia shelter and Salvation Army. In March we spent \$880.74 to motel him at Motel 6 Cypress.
- 8. Single male** with end stage heart failure encountered at Union Station. This individual has been turned away from various shelters due to his breathing machine. Our team has helped him apply Section 8 voucher and we are waiting for his voucher issuance date. Once his voucher is in hand, we will help him apply for housing. In March we spent \$2190 to motel him at the Crenshaw Inn Motel.

9. **Single female**, sheriff's referral encountered at El Monte bus station. She has severe mental health concerns. We have referred her to Service Planning Area 3 for shelter placement. In March we spent \$1626.04 to motel her at Motel 6 Azusa.
10. **Female and male couple** encountered at Union Station. They had maxed out their time at a shelter. Our team has referred them to several interim shelter beds. In March we spent \$720 to motel this family at the Stuart Motel.
11. **Female and male couple** encountered at Union Station. Female is pregnant and dealing with numerous health concerns, she has a surgery scheduled in a few weeks. Partner was successfully reunified back to family in Kansas. Our team will keep the female in a motel for the time being to closely monitor her and refer her to Family Solutions Center. In March we spent \$1103.06 to motel this family at the Crenshaw Inn Motel.
12. **Senior female** encountered at North Hollywood metro station. She uses a walker and has diabetes. Our team has referred her to the Jackie Robison Foundation for housing. In March we spent \$1318.68 to motel her at the Motel 6 Canoga Park.
13. **Single elderly female** with cancer encountered at Pershing Square station. She is currently receiving treatment for cancer. Our team is working to secure a skilled living facility placement. In March we spent \$3080 to motel her at the Stuart Motel.
14. **Single male** encountered at Pershing Square station. He suffers from severe mental health issues and diabetes. He is on a waitlist for a shelter bed at A Bridge Housing Venice. In March we spent \$1320 to motel him at the Stuart Motel.
15. **Single mother with 3 children** encountered at Union Station. Family was enrolled in Homeless Outreach Program Integrated Care System services but they have lost contact with their case manager. We decided to motel them again until connection is reestablished. In March we spent \$1540 to motel this family at the Stuart Motel.
16. **Transitional Aged Youth (Male)** encountered at North Hollywood station. Our team is working with an agency in Tarzana to look for appropriate housing. In March we spent \$1820 to motel him at the Lancaster Inn Motel.
17. **Pregnant female and her boyfriend** encountered at North Hollywood Station. Our team has helped this family get connected to Service Planning Area 4 Rapid Re Housing program. Unfortunately a unit they found did not pass inspection; however, we continue to work on locating housing with them. In March we spent \$2880 to motel them at the Crenshaw Inn Motel.



- 18. Husband and wife** from Las Vegas were encountered at union station. Our team worked on securing them several interim shelter beds. Both declined our housing options and decided to pay for the motel themselves moving forward. In March we spent \$720 to motel them at the Stuart Motel.
- 19. Elderly male** with numerous and severe health issues encountered at Pershing Square station. Our team has been working on getting him connected to Service Planning Area 4 housing opportunities. We have been also looking at market rate units. In March we spent \$2880 to motel him at the Stuart Motel.
- 20. Single male** encountered at the Slauson Silverline station. He has numerous health issues that include asthma and incontinence. Our team has referred him to the department of health services housing for health interim program and to Bell Shelter. In March we spent \$1354.50 to motel him at the Motel 6 Gardena.
- 21. Mother and daughter** encountered at Union Station. Mother is suffering from cancer, while the daughter is her caretaker. They have been connected to the Good Shepherd Rapid Re Housing Program. We are waiting for their intake date. In March we spent \$1515.70 to motel them at Motel 6 Monterey Park.
- 22. Single male** encountered at Vernon Blue Line station. He suffers from heart failure and alcoholism. Our team connected him to A Bridge Home Hope St. for a shelter bed; unfortunately, he left the motel without contact and has not been found since. In March we spent \$480 to motel him at the Stuart Motel.
- 23. Single mother and 2 teenage daughters** were engaged at the 7<sup>th</sup> Street/Metro Station. Mother is undocumented and became homeless after losing her job. The mother was working odd jobs, but with the Coronavirus stay at home order, she has not been working. Family is connected to FSC Rapid Rehousing program, as of 2/27/20 and the family is awaiting further assistance from FSC to locate housing/shelter. In March, \$3720 was spent to motel the family at the Stuart Motel.
- 24. A mother, father, and their 2 young children** were initially engaged at Union Station. The family had arrived from Fresno without a plan and no place to go. The family, previously lived in the Los Angeles area and have an open DPSS case in SPA 4. A review of Clarity showed the Family had an open case with FSC HOPICS, but efforts to reconnect them to services were unsuccessful. On 03/11/20, the family was opened in PATH FSC RRH program. In March, \$2530 was spent to motel the family at the Stuart and \$720 was spent to motel the family at the Crenshaw Inn.

**25. A married couple** was initially engaged at Mariachi Plaza on the Gold Line. The couple is matched to an apartment and are in the process of moving in upon completion of the inspection, but the process has experienced delays, including delay related to the Coronavirus. In March, \$1340 was spent to motel the couple at the Stuart.

**26. Single mother and her son** were engaged at Union Station. Family reported becoming homeless in San Bernardino County and came to Los Angeles, where they also have a history of being homeless. The family was connected to Triangle Transitional Living, a program through a church in Los Angeles. In March, \$770 was spent to motel the family at the Stuart.

**27. Single mother and her son** were engaged at Union Station. Family reported coming from out of state without a plan. The CM are making efforts to connect the family to other resources for services and shelter. In March, \$615.60 was spent to motel the family at the Rosa Bell Motel.

**28. Single mother and her child** were engaged at the Slauson Blue Line Station. The family is connected to PATH FSC RRH as of 2/18/20. The CM is also exploring other resources for shelter. In March, \$3600 was spent to motel the family at the Crenshaw Inn.

**29. A Single female and her nephew** were engaged at the 103<sup>rd</sup> station on the Blue Line. The family became homeless after the passing of the single female's mother. They were sleeping in the car. Efforts have been made for linkage to family programs for shelter without success, including efforts to connect to FSC. The single adult is employed and motivated to find affordable shelter and/or housing. In March, \$3600 was spent to motel the family at the Crenshaw Inn.

**30. A couple (a female and her male partner) and his 3 children** were engaged at the Vermont/Beverly station on the Red Line. The adult female was pregnant, but had a late term miscarriage recently. This unexpected loss has been traumatic for the family. The CM is actively working to make a connection to family programs for shelter and other services. In March, \$3600 was spent to motel the family at the Crenshaw Inn.

**TOTAL: \$50,491.14**

**(\$720.00 due to risk for COVID-19)**

## APRIL 2020 MOTEL REPORT

1. **Single mother and 2 teenage daughters** were engaged at the 7<sup>th</sup> Street/Metro Station. Mother is undocumented and became homeless after losing her job. The mother was working odd jobs, but with the Coronavirus stay at home order, she has not been working. Family is connected to FSC Rapid Rehousing program, as of 2/27/20. On 4/30/20, the mother signed a lease to her apartment and will be moving in soon. PATH will provide assistance during this transition. In April, \$3480 was spent to motel the family at the Stuart Motel.
2. **A mother, father, and their 2 young children** were initially engaged at Union Station. The family had arrived from Fresno without a plan and no place to go. The family previously lived in the Los Angeles area and have an open DPSS case in SPA 4. A review of Clarity showed the Family had an open case with FSC HOPICS, but efforts to reconnect them to services were unsuccessful. The family was opened in PATH FSC RRH program. On or about 4/16/20, a warrant was issued by Dependency Court to remove the children from the care and custody of their parents and they were placed into protective custody by DCFS. In addition, the mother and father have separated and are no longer together. Because the family unit disbanded, the FSC case will be closed. On 4/29/20, the mother reported her intention to relocate back up North where she has support. PATH discussed Family Reunification assistance with the mother, with a plan to leave on 5/1/20 when the motel stay was up and would not be renewed. The mother has not maintained contact and has not returned calls and messages. Currently, her whereabouts are unknown. the family was opened in PATH FSC RRH program. In April, \$3300 was spent to motel the family at the Stuart Hotel.
3. **A married couple** was initially engaged at Mariachi Plaza on the Gold Line. The couple is matched to an apartment and are in the process of moving in upon completion of the inspection, but the process has experienced delays, including delay related to the Coronavirus. In April, \$3120 was spent to motel the couple at the Stuart.
4. **Single mother and her son** were engaged at Union Station. Family reported coming from out of state without a plan. While the CM was making efforts to gather basic demographic information in order to assist the family with linkage to other services, the family left the motel without notice and their whereabouts are unknown. In April, \$615.60 was spent to motel the family at the Rosa Bell Motel.
5. **Single mother and her child** were engaged at the Slauson Blue Line Station. The family is connected to PATH FSC RRH as of 2/18/20. The CM is also exploring other resources for shelter. In April, \$2560 was spent to motel the family at the Crenshaw Inn.

6. **A Single female and her nephew** were engaged at the 103<sup>rd</sup> station on the Blue Line. The family became homeless after the passing of the single female's mother. Efforts have been made for linkage to family programs for shelter without success. The single adult is employed and motivated to find affordable shelter and/or housing. In April, \$3600 was spent to motel the family at the Crenshaw Inn. In March, \$2560 was spent to motel the family at the Crenshaw Inn.
7. **A couple (a female and her male partner) and his 3 children** were engaged at the Vermont/Beverly station on the Red Line. The adult female was pregnant and had had a late term miscarriage recently. This unexpected loss has been traumatic for the family. On 4/30/20, the CM took the couple to view an affordable apartment and the process is underway for the couple to secure the unit. In April, \$2560 was spent to motel the family at the Crenshaw Inn.
8. On 4/15/20, **a Single mother and her 5 year old son** were engaged at the Compton Station on the A line. The mother reported becoming homeless approximately 2 months earlier due to a breakdown in family relationships. The mother was referred to Project Room Key due to having a health condition that increases her vulnerability and risk to COVID-19-19. In April, \$1661.60 was spent to motel the family at the Rosa Bell Motel.
9. **A mother and her two children** were engaged at the Compton Station on the A line. She reported fleeing domestic violence. The CM attempted to help the family connect to a DV shelter, but shelter was not available. A motel stay at the Stuart was offered. The family unexpectedly left the motel the next day. In April, \$120 was spent to motel the family at the Stuart.
10. The participant was encountered on the Red Line platform at Union Station. He was offered a motel room due to having recently been released from the hospital following an accident where he sustained a broken leg and other injuries. The CM located a shelter, but the participant declined. Other shelter options were offered, but he continued to decline even after being informed that the motel stay would not be extended since other shelter had been located. In April, \$923.40 was spent at the Rosa Bell Motel.
11. **Single male** was encountered at Union Station and offered a motel room due to being at high risk for COVID-19-19. The CM referred him to Project Room Key and on 4/14/20 he transitioned from the motel into that program. In April, \$1231.20 was spent to motel the participant at the Rosa Bell.

12. This **couple** was engaged at the Bundy Station on the Expo line and offered a motel room due to the male being at high risk for COVID-19. Because of the male's vulnerabilities and high risk, the CM referred the couple to Project Room Key and on 4/30/20 the couple transitioned into that program. In April, \$1661.60 was spent to motel the participant at the Rosa Bell.
13. **Single male** at high risk for COVID-19 was engaged at Union Station on the Red Line Platform. He was offered a motel room and placed at the Rosa Bell while the CM followed up on linkage to shelters and a permanent housing match. In April, \$2975.40 was spent at the Rosa Bell motel.
14. **Single male** at high risk for COVID-19 was engaged at the 7<sup>th</sup> Street/Metro Station. He was offered a motel room due at the Rosa Bell while the CM assists in linkage to services for health, social services, and shelter. In April, \$2174.60 was spent at the Rosa Bell motel.
15. **Single male** at high risk for COVID-19. The participant is disabled and was engaged at Union Station. He was offered a motel room and placed at the Rosa Bell while the CM assists with linkage to services and programs, including but not limited to, health services, benefit assistance, and shelter. He has been referred to Project Room Key. In April, \$1886.80 was spent between the Casa Bell and Rosa Bell Motels.
16. **Single male** at high risk for COVID-19 was engaged at Union Station. He was offered a motel room and placed at the Rosa Bell while the CM assists with linkage to services and programs. During his motel stay, he was hospitalized for health issues, discharged to the streets, where he was again encountered by the MDT Metro Outreach Team at Union Station and given a room at The Crenshaw Inn. In April, \$1539 was spent between the Rosa Bell Motel and Crenshaw Inn.
17. **Single male** at high risk for COVID-19 was engaged at Union Station and offered a motel room and placed at the Rosa Bell while the CM provides linkage to services and completed a referral to Project Room Key. In April, \$2975.40 was spent at the Rosa Bell Motel.
18. **Single male** at high risk for COVID-19 was engaged at Union Station. He was offered a motel room and placed at the Rosa Bell while the CM assists with linkage to services and programs, including but not limited to, health services, benefit assistance, and shelter. He has been referred to Project Room Key. In April, \$2585 was spent at the Rosa Bell Motel.

19. **Single female** at high risk for COVID-19 was engaged at Union Station. She was offered a motel room and placed at the Rosa Bell while the CM assists with linkage to services and programs, including but not limited to, health services, benefit assistance, and shelter. She was referred to Project Room Key and transitioned to that program. In April, \$225.20 was spent at the Rosa Bell Motel.
20. **Single male** at high risk for COVID-19 was engaged at Union Station and offered a motel room and placed at the Rosa Bell while the CM provides linkage to services and completed a referral to Project Room Key. In April, \$2975.40 was spent at the Rosa Bell Motel.
21. **Single male** at high risk for COVID-19 was engaged at Union Station and offered a motel room and placed at the Rosa Bell while the CM provides linkage to services. In April, \$430.40 was spent at the Rosa Bell Motel.
22. **Single male** at high risk for COVID-19 was engaged at the El Monte Bus Station and offered a motel room. The CM planned to assist the participant with linkage to services to assist with all his needs, but he unexpectedly left the motel. In April, \$1661.60 was spent at the Rosa Bell.
23. **Single female** at high risk for COVID-19 was encountered at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources, including a referral to Project Room Key. In April, \$2975.40 was spent at the Rosa Bell.
24. **Single male** at high risk for COVID-19 was engaged at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources. A referral to project room key was discussed with the client and he declined interest in this program or any other shelters electing to leave the motel expressing interest in moving out of California. In April, \$738.20 was spent at the Rosa Bell Motel.
25. **Single male** at high risk for COVID-19 was engaged at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and shelter/housing resources. In April, \$2174.60 was spent at the Rosa Bell Motel.
26. **Single male** at high risk for COVID-19 was engaged at the Santa Monica Station on the Expo Line. A motel stay was offered while the CM assists with linkage to social

service/health programs as well as shelter/housing resources. In April, \$1661.60 was spent at the Rosa Bell Motel.

27. **Single male** at high risk for COVID-19 was engaged at Union Station. He was offered a motel stay while the CM assists with linkage to social services, health programs, and shelter/housing resources. In April, \$1353.80 was spent at the Rosa Bell Motel.
28. **Single female** at high risk for COVID-19 was engaged at the North Hollywood Station Red Line Station. She was offered a motel stay while the CM assists with linkage to social services, health programs, and shelter/housing resources. In April, \$1296.25 was spent at the Motel 6 in Canoga Park.
29. **Single female** at high risk for COVID-19 was engaged at the North Hollywood Red Line Station. She was offered a motel stay while the CM assists with linkage to social services, health programs, and shelter/housing resources. She was referred to Project Room Key. In April, \$1353.80 was spent at the Rosa Bell Motel.
30. **Single male** at high risk for COVID-19 was engaged at the North Hollywood Red Line Station. He was offered a motel stay while the CM assists with linkage to social services, health programs, and shelter/housing resources. In April, \$327.80 was spent at the Case Bell Motel.
31. **Single male** at high risk for COVID-19 was engaged at Union Station. He was placed at the Downey Rec Center, but given that he is from the Valley, and his health care providers are in the Valley, efforts were made to relocate him to the Valley. Since a shelter bed was not available, a motel stay was approved. He has been referred to Project Room Key. In April, \$675.68 was spent at the Motel 6 in Canoga Park.
32. **Couple & 6 month old infant** encountered at Union; mother is a transitional aged youth. We are working on getting them connected to a family solution center. They were motel'd at the Crenshaw Inn, in April we spent \$1540 to motel them.
33. **Mother & Daughter** with severe health issues, encountered at Noho, placed at American Inn Motel until interim beds are secured in May. In April we spent \$1700 to motel them.
34. **Single Male** with mental health concerns was encountered at Noho. He was placed at Stuart hotel because he could not stay in shelter any longer. We are getting him connected to a pilot voucher and looking at affordable housing. In April we spent \$3240 to motel him.

35. **Single male** with diabetes, at risk for COVID-19 was encountered at Union. He was placed at Motel 6 Azusa and has been referred to Project Room Key for a bed, still waiting for placement. In April we spent \$1816.71 to motel him.
36. **Mother and children**, encountered at Expo/Crenshaw were, placed at Crenshaw Inn while connection to family solution center and rapid rehousing was secured. In April we connected them successfully, a unit was found, and the family moved into permanent housing at the end of April. In April we spent \$1210 to motel them.
37. **Single Male** with severe health issues, at risk for COVID-19, was encountered at Vermont/Beverly. We placed him at Motel 6 El Monte until his interim bed was secured. He moved in to interim at the end of April. In April we spent \$665.21 to motel him.
38. **Single Female** encountered at La Cienega/Jefferson, had been exposed to COVID-19 and later tested negative. We motel'd her at the Motel 6 Canoga Park location to keep her quarantined. Client was employed and successfully moved into permanent housing on her own. In April we spent \$1335 to motel her.
39. **Single Female** was encountered at Expo/Vermont, with severe health issues and mental health issues. She was placed at Motel 6 S. El Monte and Motel 6 Carson. We successfully connected her to full service partnership and Step Up on Second programs who will take over her housing plan. In April we spent \$1213.49 to motel her.
40. **Family** was encountered at Hawthorne/Lennox, was motel'd at Motel 6 Carson in April. They have been referred to Project Room Key. Family has decided to leave motel and stay in their car while Room Key is secured or apartment is secured, In April we spent \$632.24 to motel them.
41. **Couple** with severe health issues and high risk for COVID-19 was encountered at Avalon, placed at Motel 6 El Monte. We moved them to Project Room Key placement in April. In April we spent \$1200.19 to motel them.
42. **Mother & special needs son** with severe health issues were encountered at Compton station. Family was put at Motel 6 S. Gardena. We are working on getting them connected to a family solution center. In April we spent \$1354.50 to motel them.
43. **Single pregnant female** was encountered at Harbor station, was put at Motel 6 S. El Monte until Project Room Key bed is secured. We also have referred her to a family solution center. In April we spent \$2161.94 to motel her.



44. **Single female** with severe mental health issues encountered at Wardlow, at risk for COVID-19, was placed at Crenshaw Inn. We secured her an interim housing bed and she moved in at the end of April. In April we spent \$2360 to motel her.
45. **Pregnant female** at risk for COVID-19 encountered at Expo/LaBrea, we put her at the Motel 6 Carson, client later reported she was not pregnant. She moved out of motel and stayed with her sister. In April we spent \$553.61 to motel her.
46. **Single male** with severe health issues encountered at El Monte station, was placed at Motel 6 S. El Monte. We are helping him secure a single residency occupancy unit. In April we spent \$1406.45 to motel him.
47. **Single male** with severe health issues and high risk for COVID-19 was encountered at Sepulveda, was put at Motel 6 Canoga Park until Project Room Key bed is secured. In April we spent \$1134.98 to motel him.
48. **Single female** with severe mental health concerns and high risk for COVID-19 was encountered at Westlake. We put her at the Stuart Hotel. Project Room Key referral submitted. In April we spent \$2560 to motel her.
49. **Single mother and 2 children** encountered at Indiana station, was put at Motel 6 Norwalk, waiting for connection to a family solution center. In April we spent \$1190.50 to motel them.
50. **Single male** at risk for COVID-19 with severe health issues was encountered at Expo/Crenshaw, and placed at Crenshaw Inn. Has a Section 8 voucher and connected to intensive case management, we are working together to find him an apartment. In April we spent \$3560 to motel him.
51. **Single elderly female** at risk for COVID-19 encountered at Expo Vermont, placed at Rosa Bell Motel until interim bed is secured. In April we spent \$2790.20 to motel her.
52. **Single female** with severe mental health issues was encountered at Del Mar. Was placed at Motel 6 Azusa due to vulnerabilities. We are exploring permanent housing options, perhaps board and care. In April we spent \$3392.39 to motel her.
53. **Couple** at risk for COVID-19 was encountered at Union and placed at Stuart Hotel. Client abandoned the room on final day and no contact has been made since. In April we spent \$1420 to motel.

54. **Single female**, at risk for COVID-19, was encountered at Noho. We placed her at Motel 6 Canoga Park until her Project Room Key bed was secured. Last week of April she moved into Project Room Key. In April we spent \$1475.88 to motel her.
55. **Single female**, encountered at Noho, was put at Motel 6 Canoga Park due to COVID-19 symptoms. She has a bed secured at Good Shepherd in May. In April we spent \$1330.94 to motel her.
56. **Single male veteran** with health issues and high risk for COVID-19 was encountered at Sepulveda, placed at Motel 6 Canoga Park until Project Room Key bed is secured. In April we spent \$826.74 to motel him.
57. **Single male** with severe health issues and high risk for COVID-19 was encountered at Union, placed at Crenshaw Inn + American Inn until Project Room Key bed is secured in May. In April we spent \$3150 to motel him.
58. **Single male** at risk for COVID-19 encountered at Union was placed at Rosa Bell Motel. He currently has Section 8 voucher and intensive case manager assisting. Secured a Project Room Key bed at the end of April. In April we spent \$2359.80 to motel him.
59. **Elderly couple** at risk for COVID-19 encountered at Union, placed at Stuart Hotel until interim bed is secured in May. In April we spent \$2260 to motel them.
60. **Mother & 2 children** encountered at Soto station, referred to Upward Bound Program for transitional housing and waiting for placement. Family was put at Motel 6 Bellflower. In April we spent \$1867.31 to motel them.
61. **Couple** with severe health issues and high risk for COVID-19 was encountered at El Monte station placed at Motel 6 S. El Monte. Both clients secured a room at Project Room Key in April. In April we spent \$565.43 to motel them.
62. **Couple** with severe health issues, at risk for COVID-19 was encountered at Hollywood/Western. They were put at Stuart Hotel until Project Room Key placement is secured. In April we spent \$3300 to motel them.
63. **Single elderly male** at risk for COVID-19 was encountered at Union and placed at Rosa Bell Motel until Project Room Key bed is secured. We will also refer him to Helping Hands senior foundation for permanent housing. In April we spent \$738.20 to motel him.

64. **Single elderly male** with severe health issues and at risk for COVID-19 was encountered at Washington station. He was placed at Crenshaw Inn. We moved him into interim housing at the end of April. In April we spent \$2360 to motel him.
65. **Pregnant female** with health issues and at risk for COVID-19 was encountered at Florence station. We put her in Motel 6 Carson while Project Room Key placement is secured. In April we spent \$1308.63 to motel her.
66. **Single female** with severe health issues and high risk for COVID-19 was encountered at Noho and placed at Motel 6 Canoga Park. Client was connected to and moved into Project Room Key bed at the end of April. In April we spent, \$2804.82 to motel her.
67. **Single elderly female** at risk for COVID-19, encountered at Noho, was placed at Motel 6 Canoga Park. We connected her to Helping Hands Senior Foundation, awaiting assisted living placement by them. In the meantime, we are waiting for Project Room Key bed. In April we spent, \$1292.16 to motel her.
68. **Single elderly female** at risk for COVID-19 encountered at Pershing. She has been at the Stuart Hotel until affordable housing is secured. In April we spent \$3080 to motel her.
69. **Transgender female** with health issues and high risk for COVID-19 was encountered at Balboa and was placed at Motel 6 Canoga Park until Project Room Key bed was secured. Last week of April, she moved into new bed. In April we spent \$1967.87 to motel her.
70. **Single elderly male**, at risk for COVID-19, was encountered at Union and placed at Stuart Hotel. He was referred and placed in an interim bed at the end of April. In April we spent \$2060 to motel him.
71. **Single mother with 3 children** was encountered at Union. We placed them at the Stuart Hotel until connection with Homeless Outreach Program Integrated Care System is made. In April we spent \$3300 to motel them.
72. **Transitional aged male youth** was encountered at Noho, placed at Motel 6 Palmdale & Motel 6 S. El Monte until appropriate transitional aged youth housing is secured. In April we spent \$2345.76 to motel him.
73. **Pregnant couple** was encountered at Union and placed at the Crenshaw Inn while connection to family solution center and rapid rehousing was secured. In April they were connected, found a unit, and moved into their new apartment. In April we spent \$2800 to motel them.

74. **Single elderly female** at risk for COVID-19 encountered at Wilshire Vermont, was placed at American Inn until interim bed was secured. We are helping her search for affordable senior housing. In April we spent \$900 to motel her.
75. **Single male** with severe health issues, encountered at Union placed at Stuart Hotel. We connected him to rapid rehousing and now waiting for inspection on his potential unit. In April we spent \$2200 to motel him.
76. **Mother with children** encountered at Vernon, was placed at Motel 6 Gardena until connection with a family solution center is secured. In April we spent \$2977.60 to motel them.
77. **Couple with children** encountered at Union were placed at Stuart Hotel. We later found out the children were safe with family and the couple refused shelter. They took over motel payment at that time. In April we spent \$720 to motel them.
78. **Single elderly male** with severe health issues encountered at Union. Placed at Stuart Hotel for several months, still working on securing him affordable housing. In April we spent \$3080 to motel him.
79. **Single male** with severe MH concerns encountered at Westlake. We put him at the Stuart Hotel until Green Meadow Recreation Center bed was secured. He was later enrolled into a substance use treatment program. In April we spent \$1440 to motel him.
80. **Single male** with severe health issues encountered at San Pedro St. station, placed at Motel 6 Gardena until interim bed is secured. In April we spent \$1354.50 to motel him.
81. **Mother & daughter** were encountered at Lake station. Mother has cancer and liver failure and is at high risk for COVID-19 and adult daughter is her caretaker. They were placed at Motel 6 Azusa, and Project Room Key beds were secured at the end of April. In April we spent \$2880.40 to motel them.
82. **Single elderly male** with severe health issues and high risk for COVID-19 was encountered at El Monte station. Placed at Motel 6 S. El Monte until project room key bed is secured. In April we spent \$1952.88 to motel him.

**Total: \$153, 955.06**

**(\$95, 344.16 due to risk for COVID-19)**

## MAY 2020 MOTEL REPORT

1. **Single elderly male** with severe health issues encountered at Union. Placed at Stuart Hotel for several months, still working on securing him affordable housing. In May we spent \$3200 at the Stuart Hotel.
2. **Single elderly female** at risk for COVID encountered at Pershing. She has been at the Stuart Hotel until affordable housing is secured. In May we spent \$3200 at the Stuart Hotel.
3. **Single mother and 7 year old son** were encountered at 7<sup>th</sup> Street/Metro Station. They were placed at the Stuart Hotel while efforts are made to connect to a Family Solution Center and/or other shelter resources/programs for families. In May we spent \$3100 at the Stuart Hotel.
4. **Single female and her nephew** were engaged at the 103<sup>rd</sup> station on the Blue Line. The family became homeless after the passing of the single female's mother. Efforts have been made for linkage to family programs for shelter including referrals to FSC and other programs. She is employed and motivated to find affordable shelter and/or housing. In May we spent \$3160 was spent to motel the family at the Crenshaw Inn.
5. **Single mother and her child** were engaged at the Slauson Blue Line Station. The family is connected to PATH FSC RRH as of 2/18/20, were matched to an apartment at the end of May and moved into her apartment in early June. In May we spent \$3160 to motel the family at the Crenshaw Inn.
6. **A couple (a female and her male partner) and his 3 children** were engaged at the Vermont/Beverly station on the Red Line. The couple unexpectedly suffered a late pregnancy loss. On 4/30/20, the CM took the couple to view an affordable apartment and the process is underway for the couple to secure the unit. The CM is awaiting assistance for the move-in fees and deposit. In May we spent \$3160 to motel the family at the Crenshaw Inn.
7. **A single adult male** was initially engaged at Pershing Square on the Red Line. He contacted his Case Manager out of concern for his health and wellbeing given his high risk for COVID-19 due to health conditions and vulnerabilities. The CM had already referred the client to Project Room Key and on 5/4/2020 approval was given to place the client at the Crenshaw Inn until he was matched to PRK. On 5/19/2020, the client transitioned into PRK. In May we spent \$1540 to motel the client at the Crenshaw Inn.
8. **Single male** at high risk for COVID-19. The participant is disabled and was engaged at Union Station. He was offered a motel room and placed at Motel 6 S. El Monte location while the CM assists with linkage to services and programs, including a referral to Project Room Key. In May we spent \$2411.97 to motel the client at the Crenshaw Inn and Motel 6 S. El Monte.
9. **A Single mother and her 5 year old son**, initially engaged at the Compton Station on the A line, were offered a motel stay because no other shelter options were available. The CM has referred the family to FSC and is actively searching for other shelter resources. In May we spent \$3180.60 to motel the family at the Rosa Bell Motel.
10. **Single male** at high risk for COVID-19 was engaged at Union Station on the Red Line Platform. He was offered a motel room and placed at the Rosa Bell while the CM followed up on linkage

to shelters, a permanent housing match, and referral to Project Room Key. He transitioned into a PRK site in early June. In May we spent \$3180.60 at the Rosa Bell Motel.

11. **Single Male** at high risk for COVID-19 was encountered at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources, including a referral to Project Room Key. In May we spent \$3180.60 at The Rosa Bell.
12. **Single Male** at high risk for COVID-19 was encountered at the Union Station Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources, including a referral to Project Room Key which he transitioned into. In May we spent \$1846.80 at the Rosa Bell Motel.
13. **Single Female** at high risk for COVID-19 encountered at North Hollywood Line Station and a motel stay was provided while the CM assists with linkage to other shelter resources including Project Room Key and PRK placement was attained. In May we spent \$2154.60 at the Rosa Bell Motel.
14. **Single Male** who is disabled and at high risk for COVID-19 was encountered at Union Station and provided with a motel stay due to risks and vulnerabilities. He was referred to other programs for shelter and health resources, including Project Room Key. In May we spent \$3180.60 at the Rosa Bell Motel.
15. **Single Male** at high risk for COVID-19 was encountered at the Downtown Santa Monica Station on the Expo Line and provided with a motel stay due to risks and vulnerabilities. He was referred to Project Room Key and a bed was attained. In May we spent \$1949.40 at the Rosa Bell Motel.
16. **Single Male** at high risk for COVID-19 was encountered at Union Station and provided with a motel stay due to risks and vulnerabilities. He was referred to Project Room Key and transitioned to that program in early June. In May we spent \$3180.60 at the Rosa Bell Motel.
17. **Single Male** at high risk for COVID-19 was encountered at Union Station and provided a motel stay. He was referred to Project Room Key and was awaiting placement, however, he left the motel and his whereabouts are unknown. In May we spent \$615.60 at the Rosa Bell Motel.
18. **Single Female** at high risk for COVID-19 was encountered at 7<sup>th</sup> Street/Metro Station and provided a motel stay. She was referred to Project Room Key and transitioned to that program. In May we spent \$1949.40 at the Rosa Bell Motel.
19. **Single Male** at high risk for COVID-19 was encountered at Union Station. A motel stay was provided while other shelter options could be found. He was referred to Project Room Key and a bed was attained in early June. In May we spent \$3180.60 at the Rosa Bell.
20. **Single Male** at high risk for COVID-19 was encountered at Union Station. A motel stay was provided while other shelter options could be found. He was referred to Project Room Key and is awaiting placement. A shelter bed was attained and he was placed in early June. In May we spent \$3180.60 at the Rosa Bell.

21. **Single Male** at high risk for COVID-19 was encountered at the North Hollywood Station on the Red Line. A motel stay was provided while other shelter options could be found. He was referred to Project Room Key and is awaiting placement. In May we spent \$3180.60 at the Casa Bell Motel.
22. **Single Male** at high risk for COVID-19 was encountered at Union Station. A motel stay was provided while linkage to shelter and other resources are sought. He was referred to Project Room Key and a bed was attained. In May we spent \$1148.60 at the Casa Bell Motel.
23. **Single Female** with two teenage children was encountered at 7<sup>th</sup> Street/Metro Station. The mother is undocumented and the family became homeless when she lost her job. The family was connected to FSC and permanent housing was attained in early May. In May we spent \$675.50 at the Rosa Bell Motel.
24. **Single Male** at high risk for COVID-19 was encountered at Union Station and a motel stay was provided while linkage to shelter and other resources could be made. He was referred to Project Room Key and a bed was attained. In May we spent \$685.86 at Motel 6 in Canoga Park.
25. **Single Female** at high risk for COVID-19 encountered at North Hollywood Red Line Station. A motel stay was provided while the CM provided linkage to other programs and resources. She was referred to Project Room Key and a bed was attained. In May we spent \$2563.84 at Motel 6 in Canoga Park.
26. **Single Male** at high risk for COVID-19 encountered at the North Hollywood Red Line Station. A motel stay was provided while the CM provided linkage to other programs and resources. He was referred to Project Room Key and a bed was attained. In May we spent \$498.08 at Motel 6 in Canoga Park.

**Total: \$62, 464.45**

**(\$42, 828.35 due to risk for COVID-19)**

## **JUNE 2020 MOTEL REPORT**

1. **Single elderly male** with numerous and severe health issues encountered at NOHO station. Client has been motel'd for 2 months while we connected him to Senior Foundation for housing. On July 5, Senior Foundation will be transferring him to permanent housing. In June we spent \$2747.67 to motel him.
2. **Single female** with numerous health conditions, encountered at San Pedro station. She was placed at American Inn Motel for 1 night until we successfully secured her a bed at First To Serve shelter. In June we spent \$110.00 to motel her.
3. **Single mother and 3 children** encountered at Union station, have been motel'd at the Stuart Motel for 3 months. We have successfully connected this family to Family Solutions Center; they are on a waitlist for housing. We are also exploring the possibility of reunifying them with other family. In June we spent \$3300 to motel this family.
4. **Single mother and child** encountered at Union station, has been motel'd at the Stuart Motel for 2 months. We have successfully connected this individual with employment services and she has obtained 2 jobs recently. We are working on connecting her to a Family Solutions Center Rapid ReHousing program for permanent housing. In June we spent \$3300 to motel this family.
5. **Single female** with numerous health issues and at high risk for COVID encountered at Union Station. She was motel'd at the Stuart Motel 3 months ago and is awaiting placement at Project Room Key. We are exploring other shelter options with her as well. In June we spent \$3300 to motel her.
6. **Single female** encountered at Santa Monica/Expo station. We motel'd her due to numerous health issues and high risk for Covid. We successfully referred and placed her at Project Room Key Venice Beach. In June, we spent \$980 to motel her.
7. **Single elderly female** at risk for Covid encountered at Union station. Client was motel'd at Motel 6 until she ultimately refused any more services from us and abandoned the room. In June we spent \$959.28 to motel her.
8. **Single male** encountered at Union station. Our team motel'd him for 1 night at the Stuart Motel while waiting for Greyhound ticket. We successfully reunified him with family in Washington. In June we spent \$110 to motel him.
9. **Single mother and 3 children** encountered at NOHO station, has been motel'd for 2 months at Motel 6. We have referred this family to the Family Solutions Center and waiting for a reply. We are exploring additional income options through Cal Works as well. In June we spent \$3428.43 to motel this family.



10. **Single pregnant female** encountered at NOHO station, has been motel'd for 2 months at Motel 6. She is on the waitlist for housing at the Family Solutions Center. In June we spent \$3426.93 to motel her.
11. **Single elderly male** at risk for COVID due to numerous health issues, has been motel'd at Motel 6 for 2 months. Project Room Key referral has been submitted, we are awaiting placement now. In June we spent \$2516.52 to motel him.
12. **Single pregnant female** encountered at Union station referred by LAPD. Client is due soon and using drugs daily. Outreach team successfully placed referrals to Mini House substance use treatment program and her intake is on 7/1. Until then, the client was motel'd at the Stuart Motel; we spent \$200 to motel her in June.
13. **Single Male** with severe mental health issues, has been motel'd at the Stuart Motel since April while we secure him affordable housing or successfully connect him to appropriate shelter. In June we spent \$3300 to motel him.
14. **Single Transitional Aged Female**, encountered at El Monte Station, at high risk for Covid. Project Room Key referral was submitted, and Transitional Aged Youth shelter referrals were submitted; we are awaiting placement. In June we motel'd her at Motel 6 S. El Monte and spent \$2273.61.
15. **Single elderly male** with severe health issues encountered at Union. Placed at Stuart Hotel for several months, still working on securing him affordable housing. Barriers to shelter and housing include his health issues and problems obtaining identification. Legal assistance and assistance from his state of birth has been initiated. In June we spent \$3080 at the Stuart Hotel.
16. **Single elderly female** at high risk for COVID-19 encountered at Pershing. She has been at the Stuart Hotel until affordable housing is secured. A housing opportunity has been identified and is in the process of being secured. A PRK referral was submitted and placement is pending. In June we spent \$3080 at the Stuart Hotel.
17. **Single mother and 7 year old son** were encountered at 7<sup>th</sup> Street/Metro Station. They were placed at the Stuart Hotel while efforts are made to connect to a Family Solution Center and/or other shelter resources/programs for families. Family is enrolled at HOPICS FSC and the CM is advocating for assistance. In June we spent \$3080 at the Stuart Hotel.
18. **Single mother and her two children, ages 11 and 8**, were encountered at Union Station. The family was placed at the Stuart Hotel while efforts are made to connect the family to programs and resources for families including shelter and housing programs. In June we spent \$3080 at the Stuart Hotel.
19. **A Single female and her nephew** were engaged at the 103<sup>rd</sup> station on the Blue Line. The family became homeless after the passing of the single female's mother. Efforts have been

made for linkage to family programs for shelter including referrals to FSC and other programs. The single adult is employed and motivated to find affordable shelter and/or housing and has applied to units she can afford and is awaiting responses. In June we spent \$3080 to motel the family at the Crenshaw Inn.

20. **Single mother and her child** were engaged at the Slauson Blue Line Station. The family is connected to PATH FSC RRH and moved into permanent housing on 6/4/20. In June we spent \$300 to motel the family at the Crenshaw Inn.
21. **A couple (a female and her male partner)** were engaged at the Vermont/Beverly station on the Red Line. The couple unexpectedly suffered a late pregnancy loss. The CM took has taken the couple to view affordable apartments and applications have been submitted. Additionally, the CM is collaborating with other agencies to seek move-in and deposit assistance once a unit is located. In June we spent \$3080 to motel the family at the Crenshaw Inn.
22. **Single elderly male at high risk for COVID-19**, who is disabled, was engaged at Union Station. The client was referred to Project Room Key, and while awaiting placement, he was given a motel stay. In June we spent \$1492.02 to motel the client Motel 6 S. El Monte.
23. **A Single mother and her 5 year old son**, initially engaged at the Compton Station on the A line, were offered a motel stay because no other shelter options were available. The CM has referred the family to FSC and is actively searching for other shelter resources. In June we spent \$3078 to motel the family at the Rosa Bell Motel.
24. **Single male at high risk for COVID-19** was engaged at Union Station on the Red Line Platform and was placed at the Rosa Bell. On 06/05/20 he transitioned to Project Room Key. In June we spent \$513 at the Rosa Bell Motel.
25. **Single Male at high risk for COVID-19** was encountered at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources, including a referral to Project Room Key. In June we spent \$3078 at the Rosa Bell.
26. **Single Male at high risk for COVID-19** was encountered at Union Station and provided with a motel stay due to risks and vulnerabilities. On 06/05/20, he was transferred to Project Room Key. In June we spent \$513 at the Rosa Bell Motel.
27. **Single Male at high risk for COVID-19** was encountered at Union Station. A motel stay was provided while other shelter options could be found. He was referred to Project Room Key and a bed was attained on 06/05/20. In June we spent \$513 at the Rosa Bell.
28. **Single Male at high risk for COVID-19** was encountered at the North Hollywood Station on the Red Line. A motel stay was provided while other shelter options could be found. He was

referred to Project Room Key but he left the motel and his whereabouts are unknown. In June we spent \$205.20 at the Casa Bell Motel.

29. **Single Male at high risk for COVID-19** was encountered initially at the Compton Station on the A Line. A referral was made to Project Rook Key and he is awaiting placement. In June \$1559 was spent at the Rosa Bell.
  
30. **This family consisting of the mother, her male partner, and two sons, ages 12 and 8** were engaged at Union Station. The mother is 9 months pregnant and her due date was 6/18/20. The mother and her partner are at high risk for COVID-19. The family was offered a motel stay while efforts are made to connect the family to resources and programs for families. In June we spent \$1573.20 at the Rosa Bell
  
31. **A single mother and her 8 year old son** were engaged at Union Station. The family has been unsheltered and were offered a motel stay while efforts are made to connect the family to other resources for shelter and housing. In June we spent \$205.20 at the Rosa Bell Motel.

**Total: \$61,462.06**

**(\$22,555.83 due to risk for COVID-19)**



# Metro's Homeless Outreach Efforts Quarterly Update

2020-0234

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

# Operation “Shelter the Unsheltered”



Heightened presence of outreach teams and law enforcement partners at select stations for end of the line services



Closure of Union Station nightly 12:00 – 4:00 a.m. to clean and sanitize station and trains



Off-loading of all riders at the end of the line. Riders must exit through the turnstiles and retap to reenter train platform



Outreach Teams positioned at turnstiles offer resources, water and snacks to persons who appear homeless

# Operation “Shelter the Unsheltered”

Operation Summary	Qt.
# OF AM OFF-LOADINGS	44,072
# OF PM OFF-LOADINGS	1,392
<b>TOTAL</b>	<b>45,464</b>
# OF INDIVIDUALS SHELTERED (MTS, LAPD, LASD, LBPD, and PATH)	495
# OF INDIVIDUALS SHELTERED (PATH only)	472
# OF INDIVIDUALS CONTACTED (LA DOOR only)	259
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	428

# C3 Team Outreach Data

Performance Measures - Monthly	Number of Persons Served March 2020	Number of Persons Served April 2020	Number of Persons Served May 2020	Number of Persons Served June 2020	Quarterly Total Served	Contract to Date Number Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	178	395	145	176	894	8,605
Number of Unduplicated individuals engaged (engagement phase)	68	127	56	69	320	4,066
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	309	63	21	427	2,156
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	5	1	2	10	415
Number of unduplicated individuals engaged who are permanently housed	13	16	13	13	55	330

# Quarterly Summary Motel Placements

## P.A.T.H. Motel Placements

- ▶ March: 50 homeless persons were housed in 30 motel rooms
- ▶ April: 127 homeless persons were housed in 82 motel rooms
- ▶ May: 36 homeless persons were housed in 26 motel rooms
- ▶ June: 45 homeless persons were housed in 31 motel rooms





# New CBO Partnerships + Deployment Schedules

## Dream Center Outreach Team (Blue T-Shirts)

- Provides resources to individuals suffering from addiction, cognitive struggles and physical challenges
- Launch Date: Friday, July 10, 2020
- Union Station: Every Friday at station closure, 12 a.m.

## L.A. DOOR Outreach Team (Gray T-Shirts)

- Proactively engages individuals at elevated risk of returning to the LA City Attorney's Office and delivers peer-led multidisciplinary social services.
- Launch Date: Wednesday, July 8, 2020
- Union Station: Wednesdays, 7 a.m.
- Civic & Grand Station: Thursdays, 7 a.m.
- Westlake/MacArthur Park Station: Fridays, 7 a.m.