



## Board Report

File #: 2021-0647, File Type: Informational Report

Agenda Number: 27.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 21, 2021

**SUBJECT: QUARTERLY UPDATE ON HOMELESS OUTREACH SERVICES**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Homeless Outreach Services Report.

#### **ISSUE**

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

#### **BACKGROUND**

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

#### **DISCUSSION**

##### **HOMELESS OUTREACH SERVICES**

###### *Internal Collaborations*

SSLE is planning to convene a Metro Tiger Task Force Team to address homelessness throughout Metro's system and properties on a quarterly basis. The Tiger Task Force is Metro-centric, bringing together diverse departments such as Operations, Customer Experience, and Communications, to be a vital voice to internally address the agency-wide approach to the continuing homelessness crisis facing our agency., and support coordinated and robust homelessness initiatives. An introduction to the Tiger Team Initiative will be presented to the Senior Leadership Team in October 2021.

This month, the CEO announced the realignment of the Homeless Outreach and Engagement from SSLE to the Customer Care Department under the newly formed Customer Experience Department.

###### *External Partnerships*

In collaboration with Council District 9, Metro is planning to draft a Lease Agreement by October 2021 to construct a Tiny Homes Village. The Tiny Home Village will be located on a non-revenue parcel along the Expo right-of-way, just south of Adams Bl. between Compton Av. and Nevin Av. in south Los Angeles. The Tiny Home Village will contain 148 beds, one-third of the beds will be dedicated to Metro’s outreach partners.

SSLE senior leadership and homeless outreach team met with Los Angeles Mission’s senior leadership team on August 23, 2021, to discuss a partnership. The Los Angeles Mission submitted a concept paper for SSLE review which is under review by the Department of Health Services to determine their eligibility under the DHS Master Agreement of service providers.

SSLE is revisiting partnering with the West Angeles Church of God in Christ Community Development Corporation (CDC). Past involvement with the CDC was a three-day coordinated homeless outreach effort at encampments along the Slauson corridor between Metro law enforcement (LAPD’s HOPE), PATH outreach teams, and the West Angeles’ CDC. The coordinated multi-layered outreach approach was successful. Forty-one (41) persons experiencing homelessness were encountered, fifteen (15) of those accepted case management services provided by West Angeles’ homeless outreach team. West Angeles did a preliminary needs assessment of persons along the Slauson Corridor encampment prior to outreach efforts. As a result, West Angeles provided hot meals (baked chicken, vegetables, rice, etc.) for three days to persons in the encampment. West Angeles outreach teams informed persons in the encampment that law enforcement (LAPD’s HOPE Team) was present to provide security only, that the HOPE team was not present to arrest anyone at the encampment. Consequently, persons in the encampment were accepting of the HOPE team’s presence. SSLE has had two meetings since the previous report with West Angeles Church of God in Christ Community Development Corporation to explore outreach and shelter bed options through a Letter of Agreement. Meetings are held bi-weekly.

Lastly, Metro’s third one-day Homeless Count on Rail and Bus was executed on Wednesday, August 25, 2021. Data analysis is currently underway and scheduled to be finalized and presented to the SSLE leadership in early October.

**OPERATION “SHELTER THE UNSHELTERED” JULY 01, 2021, THROUGH AUGUST 31, 2021**

<b>OPERATION "SHELTER THE UNSHELTERED"</b>		
<b>PATH</b>		
<b>ACTIONS TAKEN</b>	<b>JULY</b>	<b>AUGUST</b>
# TO SHELTERS TO INCLUDE AS WELL	33	41
<b>TOTAL # OF INDIVIDUALS</b>	<b>781</b>	<b>822</b>
<b>DREAM CENTER (DC)</b>		
<b>ACTIONS TAKEN</b>	<b>JULY</b>	<b>AUGUST</b>
# OF CONTACTS	71	35
<b>TOTAL # OF INDIVIDUALS 2020, TO DATE</b>	<b>1,612</b>	<b>1,647</b>
<b>LA DOOR</b>		

ACTIONS TAKEN	JULY	AUGUST
# OF CONTACTS	187	106
<b>TOTAL # OF INDIVIDUALS 2020, TO DATE</b>	<b>4,023</b>	<b>4,129</b>

**EQUITY PLATFORM**

The notable increase in people sheltered between July and August is assumed to be a result of an increase in active PATH staff serving people experiencing homelessness on the Metro system.

**NEXT STEPS**

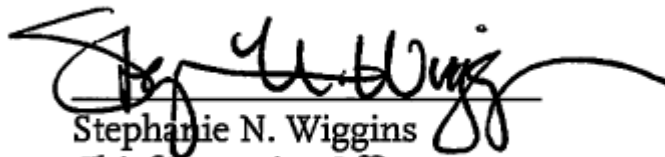
Staff will continue to initiate and develop internal departmental collaborations and expand external partnerships to increase shelter options for people experiencing homelessness on Metro’s system and properties.

**ATTACHMENTS**

- Attachment A- PATH Homeless Outreach Update
- Attachment B- PATH Motel Report Update
- Attachment C- Law Enforcement Homeless Outreach Updates

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Stephanie N. Wiggins  
Chief Executive Officer

## Metro's Homeless Efforts

### C3 Homeless Outreach July 1, 2021, through August 31, 2021

Performance Measure	July Number(s) Served	August Number(s) Served	Project Year 2017 To date Number Served
Number of unduplicated individuals'-initiated contact (pre-engagement phase)	150	177	9,659
Number of Unduplicated individuals engaged (engagement phase)	114	127	5,307
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	55	2,421
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	21	441
Number of unduplicated individuals engaged who are permanently housed	24	18	498

*The data include cumulative totals from inception and combines the work of the Swing and Day shifts.*

### **July Motel Report**

Secured 16 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 44 homeless persons were housed in 16 motel rooms
  - 11 families – 7 women with children, 2 couples with children, and 2 couples without children
  - 5 clients – singularly housed: 1 older adult female and 4 older adult males

**Total Motel Expense: \$29,867.58**

**COVID-19 Expense: \$0**

**August Motel Report**

Secured 19 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 39 homeless persons were housed in 19 motel rooms
  - 8 families – 7 women with children, 1 male with a child, 1 couple without children, 1 older adult couple without children.
  - 9 clients – singularly housed: 2 older males, 3 females, 4 males

**Total Motel Expense: \$35,120.70**

**COVID-19 Expense: \$X**

**PATH Success Story (July)**

One of the clients has an Emotional Support Animal (ESA) that was exhibiting signs of illness (not eating). PATH teams are normally able to access resources such as Bark Avenue or Woof Wednesday, but these services have ceased or significantly decreased access during COVID.

When a dog doesn't eat, it becomes a medical emergency, so staff assisted with accessing Pedialyte and different food to encourage eating. The PATH team member located an emergency vet to assess the dog, unfortunately, the vet turned them away due to overcrowding and the client opted out of trying another vet. The team was able to get the dog to eat some of the new food. The team is going to monitor her to watch for decline.

A PATH outreach team member is meeting with the client the week of August 08, 2021, to assess emotional stability and connect the client to additional services.



**PATH Success Story (August)**

PATH Mental Health Specialist initially engaged the client at Union Station. He reported utilizing the entire red line as a safe place to sleep. The client is a 29-year-old male that was originally from Reno, NV. He struggled with a severe substance-use disorder and would eventually leave Reno for a fresh start. He ventured to CA and would eventually find himself homeless due to his mental health and co-occurring substance-use disorder. Initially, his substance of choice was heroin, and he would later switch to methamphetamine.

The client described a severe history of mental health and substance abuse issues but appeared stable at first meeting. He requested assistance with shelter resources. The PATH Mental Health Specialist would successfully refer and place client at A Bridge Home El Puente. This is where the Mental Health Specialist would discover the client's irritability/anger issues. He was removed after two-weeks due to making threats toward his shelter case manager. The Mental Health Specialist and client addressed this and sought a new placement. He then went to A Bridge Home Civic Center next. He remained in this placement for one month, and then was exited due to threatening another participant. PATH staff viewed this as an important improvement as his stay was twice as long. Once again, the staff addressed the issue with the client and assisted him with improving anger management skills. Next, the staff referred the client to A Bridge Home Schrader as he felt comfortable in Hollywood. He would successfully remain at A Bridge Home Schrader until permanently housed. He was matched to a unit at Skid Row Housing Trust, where he receives on-site case management. He then requested assistance with obtaining documentation for an emotional support animal. The PATH staff felt this would be a beneficial intervention and provided the client with the documentation.

The client is now permanently housed. He now has his own space; it has provided him with great motivation. When he first heard of the match to the unit, his entire demeanor changed. It was clear that being able to have a real-world view of his goal was extremely motivating. He remained in ABH (A Bridge Home) Schrader for nearly 2-months until being permanently housed. His stay was not issue free, but he was able to manage his issues in an adaptive manner and display impulse control. He credits this to what can be viewed as a harm reduction intervention. He was able to quit methamphetamine use and replace it with marijuana and alcohol. The change worked for him; it was clear he could manage his irritability/anger more effectively. The bond and coping support provided by his emotional support animal was also clearly beneficial in his recovery. "This is just a first step. I will not get complacent. I will continue to strive for more."



## **Motel Report July 1,2021, through August 31, 2021**

### **July Motel Report**

1. **ADULT MALE (56), NEW & EXITED** – Participant was matched to Civic Center A Bridge Home. However, upon arrival for intake, case manager was informed that the match was an error and there were no beds available. Participant was placed at the motel for the length of time it took to arrange for placement and intake at Vignes ABH. In July, we spent \$300.00 to motel this client. He is no longer in the motel.
2. **ADULT MALE (53), NEW & EXITED** – Male client placed in The Stuart Hotel following referral by LAPD. Client is in the process of being reunified to his home country, also by LAPD. He stayed in the motel for 2 nights and was transferred to shelter when a bed became available. In July, we spent \$200 to motel this client. He is no longer in the motel.
3. **FAMILY, NEW & EXITED** – 42-year-old female and 6 of her children were engaged at the North Hollywood Station by Outreach Staff on July 14, 2021. They were immediately referred to a Domestic Violence/Family Shelter but had to await approval and intake. While waiting, they were placed at The Adventurer Inn. They were approved for placement at the shelter and left the motel on July 19, 2021. In July, we spent \$769.50 to motel this family. They are no longer in the motel.
4. **FAMILY, NEW & EXITED** – 24-year-old mother and 5-year-old daughter encountered at the Blue Line Slauson Station. Due to their family status and vulnerabilities, they were immediately placed at the Rosa Bell Motel. Due to unforeseen safety concerns, the family was moved to Motel 6 Gardena until shelter placement was secured. The family was then matched to Aviva Family & Children's Services for shelter placement. After staying there for a few days, the family decided to accept shelter placement at First to Serve Family shelter instead. In July, we spent \$2602.08 to motel this family. They are no longer in the motel.
5. **OLDER ADULT FEMALE (64), NEW & STILL IN THE MOTEL** – 64-year-old female encountered at Union Station, wheelchair bound and at-risk for COVID based on her multiple and severe health conditions. She was set up for placement at America's Best Value Inn shelter; however, due to her mobility issues, she was turned away. We placed her at the Crenshaw Inn Motel until placement is secured at Project Room Chinatown in the coming days. In July, we spent \$345.00 to motel her. She is still in the motel.
6. **OLDER ADULT MALE (66) & FEMALE (76), NEW & STILL IN THE 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 have been connected to GEMLink in Pasadena and have



been assigned a Housing Navigator. In July, we spent \$1846.80 to motel this couple. They remain in the motel currently.

7. **OLDER ADULT MALE (63), NEW & STILL IN THE MOTEL** – Male (63) was engaged at Union Station. ABH 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 a motel (Vinelodge connected to The Stuart). He will be COVID tested by staff Nurse, Alondra. If positive, participant will be referred to a quarantine site. If negative, participant will quarantine for 10 days at the motel and either return to ABH St. Andrew's or be referred to a different shelter. In July, PATH spent \$200 on this client. He remains in the motel currently.
8. **ADULT MALE (35) & FEMALE (26), NEW & STILL IN THE MOTEL** – Male (35) and partner (26) were placed at The Rosa Bell Motel while they await referral and intake to Family Solution Center. Female is currently pregnant and reports possible complications. In July, PATH spent \$205.30 on this couple. They remain in the motel currently.
9. **OLDER ADULT MALE (52), CONTINUING & EXITED** – Male (52) was initially engaged at Downtown Santa Monica Station and provided with a motel stay due to disabilities (leg amputee, TBI, Mental Health) and vulnerabilities. The CM made referrals to locate shelter placement and to locate permanent housing, in addition to assisting with applications for ACCESS, for transportation, a payee for SSI, and applying for IHSS services. With these services in place, the CM helped locate an affordable unit and he is housed. In July, PATH spent \$1641.60 to motel him. He is no longer in the motel.
10. **FAMILY, CONTINUING & EXITED** — A mother (26), father (33), and their daughter (9 months), was initially engaged at the Del Amo Station. The case manager referred the Family-to-Family Solutions Center and completed referral to Housing for Health. Through FSC, the family was connected to Problem Solving and would receive rental assistance when an affordable unit could be located. The family found an apartment and are now housed. In July, PATH spent \$1333.80 to motel the family. They are no longer in the motel.
11. **FAMILY, CONTINUING & STILL IN THE MOTEL**— A mother (29) and her two daughters (10) and (6) were initially engaged at the Del Amo Station. The case manager submitted referrals to Family Solutions Center and Housing for Health to assist with shelter, and housing resources, and an Emergency Housing Voucher was also completed to connect the family to permanent housing. FSC referred the family to Problem Solving, a program that will provide temporary rental assistance when housing is located. An apartment has been identified and now the family is waiting to hear if the landlord will accept third party checks from Problem Solving. In July, PATH spent \$4250.10 to motel the family. The family is still in the motel.

12. **FAMILY, CONTINUING & STILL IN THE MOTEL** — A mother (29) and her six children, 12F, 10F, 8M, 6F, 2F, and 1F. The family was initially engaged at the Florence Station. The case manager completed Family Solutions Center, Housing for Health, and Emergency Housing Voucher referrals to help locate shelter and housing. A barrier to in finding shelter and housing is the large family size. Efforts are continuing and inquiries for shelter have been made to Upward Bound House, Shield for Families, and First To Serve without success. The case manager and the mother are continuing efforts to transition from the motel to shelter or housing. In July, PATH spent \$4770.90 to motel the family. The family is still in the motel.
13. **FAMILY, CONTINUING & STILL IN THE MOTEL** — A mother (28) and her children three sons, age 7, and twins aged 6. The family was initially engaged at the Artesia Station. The case manager completed Family Solutions Center, Housing for Health, and Emergency Housing Voucher referrals for shelter and housing. SPA 4 FSC redirected the family to FSC in SPA 6. The family was referred to Upward Bound House, but they do not have space to accommodate a family of 4. Referrals to other family resources have been made, but linkage has not occurred. The CM and mother are concurrently searching for shelter and affordable housing to transition the family from the motel. In July, PATH spent \$4064.10 to motel the family. The family is still in the motel.
14. **FAMILY, NEW & STILL IN THE MOTEL** — A mother (28), and her two male children (5 years old and 2 weeks old) were engaged at Downtown Long Beach Station. The CM completed referrals to Family Solutions Center, Housing for Health, and Emergency Housing Voucher for shelter and housing opportunities. Additionally, a referral to Upward Bound House was made and there is a potential vacancy. The family will be screened for this program in the next few days. The case manager will continue to reach out to programs and resources to help the family transition from the motel. In July, PATH spent \$2687.60 to motel the family. The family is still in the motel.
15. **FAMILY, NEW & EXITED** — A mother (20), father (23) and son (18 months) were engaged at the Artesia Station. The family reported exhausting DPSS emergency motel stay and reported services from Harbor Interfaith in SPA8 but were now unsheltered again. A motel stay was approved while the case manager attempted to reconnect the family to Harbor Interfaith. A week after placing the family in the motel, a family crisis occurred resulting in the son's death and the subsequent arrest of the child's father. In July, PATH spent \$1353.30 to motel the family. The family is no longer in the motel.
16. **FAMILY, NEW & STILL IN THE MOTEL** — A mother (60), her daughter (19) and son (17) were initially engaged at 7<sup>th</sup> Street/Metro Center Station and were approved for a motel stay given the mother's serious health issues (stage 4 kidney failure, weekly dialysis, high blood pressure). The case manager completed Family Solutions Center

and Housing for Health referrals for shelter and housing assistance. Since the motel stay began, the mother has experienced ongoing health problems and has been to the ER and in the hospital. The case manager is looking into in-home health services and In Home Health Services to provide care and support to the mother. In July, PATH spent \$3297.50 to motel the family. The family is still in the motel.

**New Occupancy: 11**

**Continuing Occupancy: 5**

**Total rooms: 16**

**Total exits: 7**

**Total remaining rooms: 9**

**Total amount paid all shifts: \$29,867.58**

### **August Motel Reports**

1. **ADULT MALE (35) & ADULT FEMALE (27), CONTINUING & EXITED** – Motel stay at The Rosa Bell for clients (Male 35/Female 27) was extended due to pregnancy complications. Couple, initially engaged at MacArthur Park, was referred to Family Solutions Center and awaiting appropriate shelter. Couple was placed in interim housing (shelter) on August 16 and was checked out of the motel. In August, we spent \$1539.00 to motel this couple. They are no longer in the motel.
2. **ADULT MALE (27), NEW & EXITED** – 27-year-old male was engaged at Union Station and placed at The Stuart Motel for one night while awaiting Greyhound trip to reunite with family in Virginia. Client exited the motel room after one night and was reunified with family. In August, we spent \$100.00 to motel this client. He is no longer in the motel.
3. **OLDER ADULT COUPLE (66) (76), 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 have been connected to GEMLink Senior Living Facility in Pasadena and have been assigned a Housing Navigator. In August, we spent \$3180.00 to motel this couple. They remain in the motel at this time.
4. **OLDER ADULT MALE (63), CONTINUING & STILL IN MOTEL** – 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 a motel (Vinelodge). Client requires a disability accessible bed, which has not been available. In August, we spent \$3100 to motel this client. He remains in the motel at this time.
5. **ADULT MALE (38), NEW & STILL IN MOTEL** – Male (38) was initially engaged at North Hollywood Station and placed at Vinelodge Motel. Vision impaired, requires

disability accessible bed. 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. In August, we spent \$2800 to motel this client. He remains in the motel.

6. **ADULT FEMALE (37), NEW & EXITED** – Female (37), engaged at Union Station and placed at Vinelodge Motel while awaiting COVID test results for placement at Urban Alchemy Tiny Homes. Client has severe mental health condition, which makes her exceptionally vulnerable on the street. Upon engagement, she had just left a skilled nursing facility. In August, we spent \$300 to motel this client. She is no longer in the motel.
7. **FAMILY, NEW & CONTINUING** – Female (31) and 7-year-old daughter were engaged at Union Station and placed at The Stuart Hotel for 1 night while awaiting their bus departure for family reunification. In August, we spent \$110.00 to motel this client and her daughter. They are no longer in the motel.
8. **FAMILY, NEW & CONTINUING** – Male (31) and 6-year-old son were engaged at North Hollywood Station and placed in a motel while awaiting intake with Family Solutions Center for appropriate shelter placement. In August, we spent \$800.00 to motel this client and his son. They remain in the motel.
9. **ADULT MALE (23), NEW & CONTINUING** – Male (23) engaged at Union Station was terminated from his shelter placement. Due to mental health barriers, client is considered exceptionally vulnerable. Client was placed at the Stuart Hotel to ensure safety and allow time to access mental health services and appropriate shelter. In August, we spent \$1400.00 to motel this client. He remains in the motel room.
10. **FAMILY, NEW & STILL IN MOTEL** – Female (20) and sister (16) engaged at Hollywood/Highland Station were placed first at the Rosa Bell Motel and then moved to the Crenshaw Inn Motel to remain close to family in the area. Family is currently receiving PATH services and are placed in family shelter. Client and sister were placed in motel to allow enough time to identify and secure appropriate shelter placement for them. In August, we spent \$1655.50 to motel this client and her sister. Clients remain in the motel.
11. **FAMILY, CONTINUING & EXITED** – Female (29) and two daughters (10) and (6). This family was initially engaged at the Del Amo Station and the CM has made referrals to FSC and HFH to assist with locating placement as well searching for other shelter resources for families. The family found an affordable apartment and was awaiting moving assistance, but further evaluation found that the family does not qualify for move-in assistance. The family was also matched to placement at Holiday Helping Hands, but the family declined placement. The CM explained that refusal to enter shelter would result in the motel stay ending and the mother stated her understanding and stood by her decision not to accept placement. The mother

decided to stay with a friend. Thus, the motel stays ended. In August, \$4250.10 was spent to motel the family. Family has exited from the Adventurer Hotel.

12. **FAMILY, CONTINUING & STILL IN MOTEL** – Female (29) with six children (1,2,6,8,10,12). This family was initially engaged at the Florence Station. The client manager has completed Family Solution Center, Housing for Health, and Emergency Housing Voucher referrals as well as exploring additional resources for shelter and housing. The large family size has made finding a shelter difficult. Recently, the Case Manager received notification that the family was matched to EHV, and he is currently completing the paperwork and is assisting the family in searching for an apartment. Additionally, DHS has reported a possible opening in a family shelter soon and will notify the CM when this placement option is available. In August, PATH spent \$4770.90 to motel the family. The family is still in the Adventurer Hotel.
13. **FAMILY, CONTINUING & EXITED** – Female (28) with three sons (7) (twins 6). This family was initially engaged at the Artesia Station. The CM has referred the family to FSC, Upward Bound House, and HFH. The mother indicated her intent to leave the motel at the end of August due to her dislike of the area the motel is in and the environment in the surrounding community. She indicated planning to stay with friends temporarily. The CM will continue to assist the family in a search for permanent housing. In August, PATH spent \$4064.10 to motel the family. The family has exited the Rosa Bell Motel.
14. **FAMILY, NEW & EXITED** – Female (28) with sons (5 and 2 weeks old). This family was initially engaged at Downtown Long Beach Station. The family was matched to Holiday Helping Hands and transitioned to that shelter. The CM is continuing to assist the family with locating affordable housing. In August, PATH spent \$1744.20 to motel the family. The family has exited the Deluxe Motel.
15. **FAMILY, CONTINUING & STILL IN MOTEL** – Female (60), daughter (19), and son (17). This family was initially engaged at 7<sup>th</sup> St/Metro Center Station and were approved for a motel stay given the mother's serious health issues (stage 4 kidney failure, weekly dialysis, high blood pressure). The Case manager completed Family Solutions Center and Housing for Health referrals to connect the family to shelter resources. The mother has had ongoing health issues and has been to the Emergency Room several times. The CM is carefully monitoring the mother's medical and health needs and is actively exploring shelter resources. In August, PATH spent \$3297.50 to motel the family. The family is still in the Adventurer Hotel.
16. **ADULT FEMALE (41), NEW & EXITED** – This participant was engaged at DTSM Station and provided a temporary emergency motel stay because she had been recently assaulted and had bruises and soreness about her body that made it difficult for her to be in a regular shelter bed (top bunk). A bottom bunk bed was not available, and given the recent violence she experienced, the participant was fearful for her

safety. The CM was notified a few days after initial check in that the participant exited the motel and her whereabouts are unknown. In August, PATH spent \$430.40 at the Rosa Bell. She is no longer in the motel.

17. **ADULT FEMALE (24), NEW & STILL IN MOTEL** – This participant was engaged at DTLB Station and was found by the CM to be withdrawn and fearful. The participant reported being a victim of sex trafficking and wanted shelter. A bed was obtained at HAL, but the participant left after a few hours due to feeling unsafe and triggered by the shelter setting, especially with areas of the shelter setting that is co-ed, with males. A temporary motel stay was authorized to assist in connecting the participant to benefit assistance, emotional/mental health services, and to locate a shelter for females. The CM has reached out to agencies that support victims of sex trafficking for resources and assistance. In August, PATH spent \$1251.20 at the Adventurer Hotel. She is still in the motel.
18. **ADULT MALE (26), NEW & EXITED** – This participant was initially engaged at DTLB Station in June. He reported coming to California for a “new start” but did not have a plan to support himself. Over the course of working with him, the participant reported wanting to leave California to stay with family. The CM assisted the participant connecting with family and received verification that the participant could live permanently with family. A one-night motel stay was authorized to facilitate this family reunification and ensure he made it to the airport on time to catch his flight. In August, PATH spent \$122.60 at the Adventurer Hotel. He is no longer in the motel.
19. **OLDER ADULT MALE (56), NEW & STILL IN MOTEL** – This participant was engaged at DTLB offloading and stated he wanted shelter. A bed was secured at HAL. During the intake, it was discovered that the participant had a contagious health condition and needed to be treated and cleared of this condition to stay at HAL. A temporary motel stay was authorized to treat the health condition and then return him to shelter when the condition is no longer contagious. In August, PATH spent \$205.20. He is still in the motel.

**New Occupancy: 12**

**Continuing Occupancy: 7**

**Total rooms: 19**

**Total exits: 9**

**Total remaining rooms: 10**

**Total amount paid all shifts: \$35,120.70**

**Law Enforcement Homeless Outreach Metrics, July 01, 2021, through August 31, 2021**

<b>ACTION</b>	<b>LAPD H.O.P.E./T.S.D.</b>	<b>LASD M.E.T.</b>	<b>LBPD Q.O.L.</b>
Contacts	259	1,058	231
Referrals	48	14	46
5150 Holds	21	148	29
Mental Illness	32	230	90
Substance Abuse	27	134	71
Veterans	5	2	1
Shelter	9	5	3
Motel Housing Plan	4	0	1
VA Housing	0	0	0
Return to Family	0	0	0
Transitional Long-Term Housing	2	0	0
Detox	0	0	0
Rehab	0	1	0

**LASD M.E.T. Engagement(s) (July)**

**Referrals to Services**

- 4 females
- 1 male

**Transports to Services**

- 20 males – Hospitals/Centers/Churches
- 8 females – Hospitals/Centers/Churches

**LAPD H.O.P.E. Success Story (July)**

On 07/14/2021 LAPD Transit HOPE Officers were conducting homeless outreach on the Civic Center platform. The officers observed the client kneeling on the ground visibly upset and emotional as he was rummaging through his belongings. The officers offered

outreach assistance. The client advised the officers that his vehicle had recently been impounded and that his medication was located inside of the vehicle.

The officers were able to quickly build rapport with the client and learned about his history and how he fell into homelessness. The client is originally from Ghana in West Africa and is one of twelve siblings. He obtained his B.A in Spanish and French from the University of Ghana-Legon. He moved to the United States in 1994 and continued his education eventually becoming a teacher with the Los Angeles Unified School District for 27 years.

The client suffered several hardships, and his life began to spiral out of control. After a lapse of employment and a brief history of drug use, he found himself living on Skid Row. The client is no longer using any controlled substances. Due to his age, he is not eligible for retirement benefits.

The client has no source of income and felt his only source of survival would be to work for a car that he could sleep in. The officers contacted the tow yard where the client's car had been impounded since 07/08/2021. The officers transported the client to the tow yard, so he could retrieve his medication and important belongings.

While at the tow yard, the officers contacted PATH for assistance with temporary housing/shelter until the officers could formulate an efficient long-term plan that would be beneficial to him. The officers were hopeful that they could get the client off the streets and into a location where he could be safe due to a previous assault, he experienced less than a year ago. PATH was able to temporarily place the client into a motel until 07/16/21 and later transitioned him into Shelter until he can be reunited with fam

On 07/15/21, the officers transported the client to meet with PATH at 7<sup>th</sup>/Metro. PATH was able to begin the process of renewing his California Driver's License, and US Passport.

The officers will continue to work with PATH and other partners to assist the client with shelter, documents, and travel to reunite him with family.

### **LBPD Q.O.L. Success Story (July)**

On the morning of July 28, 2021, Long Beach Police Department (LBPD) Metro Detail, Quality of Life officers were conducting homeless outreach during the "Shelter the Unsheltered" project at the Downtown Long Beach Metro Station along with Metro Security, and People Assisting the Homeless (PATH), when they contacted a person experiencing homelessness (PEH). The officers contacted the subject and offered to provide housing services for him. The client previously refused services during prior contacts, but he accepted services and stated that he has been living on the Metro Transportation system for a year and a half due to losing his job during the Covid-19 pandemic. The subject agreed to accept services and was left in the care of PATH social workers. Later that same day, the Metro Quality of Life officers also encountered a male youth who had been homeless for about a month. The officers were able to transport the



subject to "The Good Seed" (1230 Pine Ave. Long Beach), a youth program for at risk youth, for shelter and other social services.

### **LASD M.E.T. Success Story (August)**

On many occasions LASD officers have made several encounters with a client at the Santa Monice E-line Metro Station. The client is a 25-year-old native American male who came from Arizona seeking a better life in Los Angeles. For several months the client refused to engage in conversation with the LASD team. He would avoid eye contact and refuse services. As time passed, the LASD officers tried several different approaches without positive outcomes, or at least that's how it appeared. On 08/12/21 the LASD team was finally able to have a conversation with the client as he remembers the officers from other encounters. The team was able to create a rapport with the client and discovered that the client was from Arizona; he came to Los Angeles in 2016 however was unable to get back home. The client reported he had no family support in California; however, he reported that he had family in Glendale, Arizona. The client was guarded and left the premises. With time and persistence, the LASD team was able to find an address in Arizona linked to the client's name. With the assistance of Glendale, AZ PD, LASD team was able to get in contact with the client's family. The client's family reported wishes of wanting client to be re-united with them. The LASD team then worked hard to find the client again. For several days the team stayed in contact with the client's family and updated them on the client's whereabouts. After a week or so, the LASD team was able to find the client and shared his family's excitement to get him back. The client reported gratitude and agreed on being re-united with his family. The client was linked to PATH who assisted with the family re-unification program. The client was able to travel back to Arizona and be re-united with his family on 08/18/21.

### **LAPD H.O.P.E. Success Story (August)**

There are several ongoing outreach efforts from the month of August that are pending. The reunification for a client that wants to return to his family in Ghana is still ongoing awaiting his passport.

HOPE Officers also engaged a 75-year-old Veteran that was open to outreach and was placed into a motel by PATH as we look for long term assistance. LAPD interns started during the month of August. One of the interns is a Veteran and he has taken the initiative to check into options to request an increase in the client's benefits through the VA.

LAPD Officers are also working with PATH to assist another client that was a long-time chef and business owner that fell into homelessness after some personal challenges, loss of his business and challenges created by the Covid pandemic.

### **LBPD Q.O.L. Success Story (August)**

On 8/13/21 LBPD issued a new release of critical missing person Calvin Mark Lee who is an 85 year old male that suffered from a medical condition that rendered him unable to care for himself. <https://www.longbeach.gov/police/press-releases/at-risk-missing-person---calvin-mark-lee/>

On Saturday 8/14/21 at 0015 hours LBPD officers were in the process of conducting the end of the line operation at the Metro Transit Mall which helped ensure riders were guided to an alternative mode of transportation to reach their next destination.

As the train entered the Transit Mall Station, the officers visually scanned the train as it sped by. They observed a subject who matched the description of the critical missing person press release sitting alone in the first car. The officers walked directly over to him before he could exit the train and possibly go missing for further extended amount of time.

The subject matched the description of critical missing person Calvin Mark Lee. The officers showed Calvin Mark Lee a photo from the press release, and he confirmed that was him in the photo. He appeared disoriented and did not comprehend that he was a critical missing person. He appeared happy and healthy. The officers asked him if he needed medical attention and he declined.

The officers aired for the unit who was actively working the critical missing to respond to their location so Calvin Mark Lee could be promptly reunited with his family. The unit responded and Calvin Mark Lee was given a ride to his family's residence.

When the officers asked him if he had any plans to reunite with his family during the time, he had gone missing he only stated, "Where there's a will, there's a way."

It should be noted Calvin Mark Lee was not in possession of the dog he was last seen with, and he did not know where the dog was.



# Metro's Homeless Outreach Efforts

## Quarterly Update

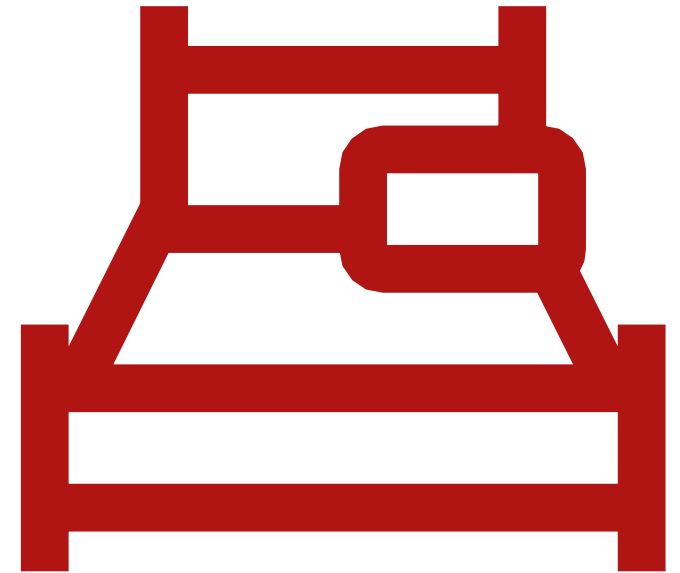
# PATH C3 Team Outreach Data

Performance Measures - Monthly	Number of Persons Served July 2021	Number of Persons Served August 2021	Total Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	150	177	327
Number of Unduplicated individuals engaged (engagement phase)	114	127	241
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	55	123
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	21	23
Number of unduplicated individuals engaged who are permanently housed	24	18	42

# Summary Motel Placements

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

- ▶ July: 44 homeless persons were housed in 16 motel rooms
- ▶ August: 39 homeless persons were housed in 19 motel rooms



# Operation “Shelter the Unsheltered”



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



Off-loading of all riders at the end of the line. Riders must exit through the turnstiles.



Outreach Teams are positioned on platforms to offer interim housing, medical services, mental health and addiction resources.



Outreach Teams utilize Home At Last shelter as a primary resource to provide interim housing to people experiencing homelessness.

# Operation “Shelter the Unsheltered”

July 1, 2021 – August 31, 2021

METRO TRANSIT SECURITY (MTS)	
ACTIONS TAKEN	TOTAL
# OF AM OFF-LOADINGS	4,914
OUTREACH	
ACTIONS TAKEN	
# OF INDIVIDUALS SHELTERED (PATH only)	74
# OF INDIVIDUALS CONTACTED (LA DOOR only)	256
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	101

# Outreach

- Metro and the Department of Health Services are in the process of entering into Amendment Number Four to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services. In order to provide the PATH C3 homeless outreach teams with additional shelter bed resources, Amendment No. 4 is required.
- SSLE is planning to convene a Metro Tiger Task Force Team to address homelessness throughout Metro's system and properties on a quarterly basis.
- SSLE senior leadership and homeless outreach team met with Los Angeles Mission's senior leadership team on August 23, 2021, to discuss a partnership.
- SSLE is revisiting partnering with the West Angeles Church of God in Christ Community Development Corporation (CDC).
- On August 9, 2021, SSLE Executive Officer and homeless outreach team participated in a National Consortium under the leadership of TriMet of Portland Oregon that regularly consults with transit agencies across the nation, representing agencies in California, Washington, Colorado, and AMTRAK.