



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

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Agenda Number: 21.

EXECUTIVE MANAGEMENT COMMITTEE JANUARY 18, 2024

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

ACTION: ORAL REPORT

RECOMMENDATION

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

EQUITY PLATFORM

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

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

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

A handwritten signature in black ink, appearing to read 'Stephanie N. Wiggins', written over a horizontal line.

Stephanie N. Wiggins
Chief Executive Officer

Metro Homeless Outreach Management & Engagement (HOME)

Quarterly Update
January 2024



HOME Outreach Teams

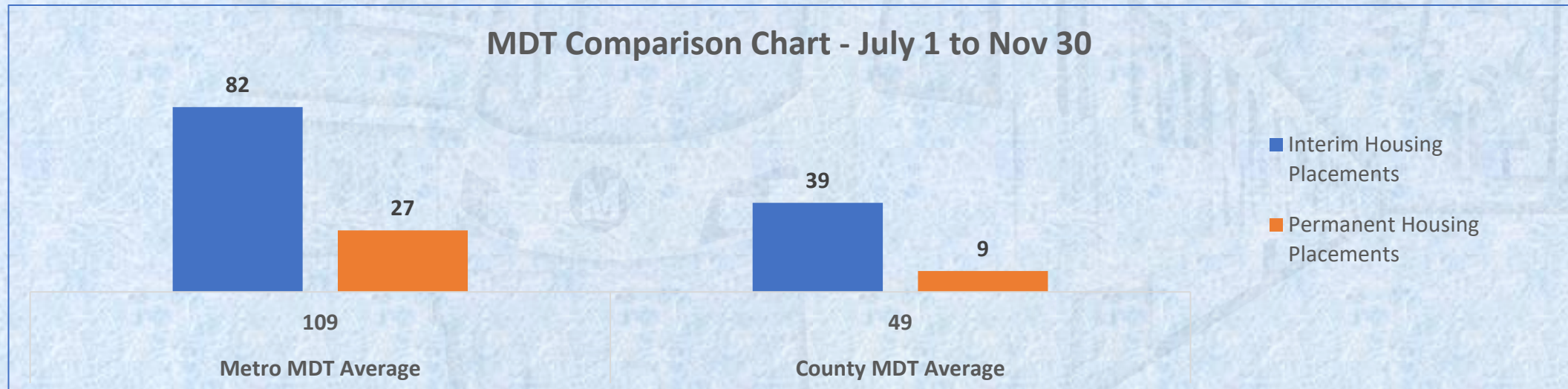
- All 24 multidisciplinary teams (MDT) onboarded – 19 are *ACTIVE*
- Six community-based organizations:
 - PATH
 - Christ Centered Ministries (CCM)
 - HOPICS
 - LA Family Housing
 - Union Station Homeless Services
 - Helpline Youth Counseling
- Regionally deployed along all rail and busway lines
- Teams pair with SSLE & Ambassadors as members of the multilayered deployment
- Operating M-F 7am – 6pm & Weekends 7am-3:30
 - *24hr coverage M-F on B, D & E lines*



Key Performance Indicators

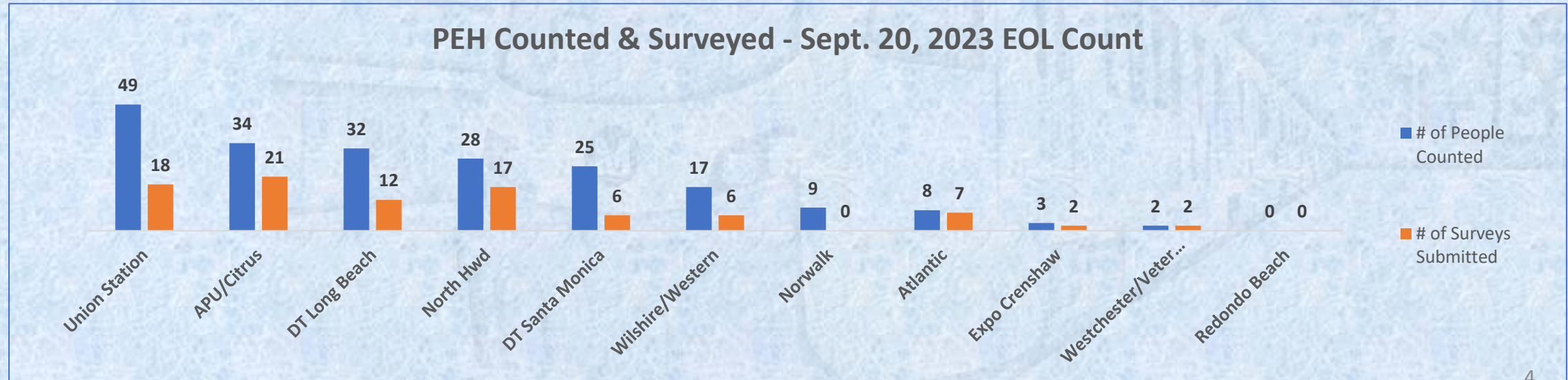
Between July 1, 2023, and November 30, 2023, Metro MDTs have:

- **2,054** New Enrollments into the Homeless Management Information System (HMIS)
- **490** Interim Housing Placements
- **163** Permanent Housing Placements
- **653 Total Housing Placements – 68% of the annual goal of 966**



End Of Line Count/Survey

- 30 Volunteers – Metro MDTs, Metro Staff and County CEO-HI Staff
- LAPD, LASD, LBPD and Metro Contract Security supported
- Counting took place between 11:50 – 12:57am
- Total PEH Counted Exiting The Last 2-3 Trains: 207
- Surveys Collected: 92 (44% participation)
- Next End of Line County/Survey scheduled for March 2024



Partnerships – Pathway Home

- Partnering with County CEO – Homeless Initiative
- Creating access to permanent housing for unhoused riders through interim placements & supportive services
- Lynwood Pathway Home
 - County acquired a motel w/ 24 beds
 - Metro MDTs placed 7 PEH into housing
- CEO-HI and Metro to partner on future Pathway Home efforts
- <https://vimeo.com/893581862>



Partnerships – Department of Mental Health

Mental Health Crisis Response

- DMH representatives completed an on-site assessment w/ MDTs on Nov. 19, 2023
 - Reps from DMH Homeless Outreach & Mobile Engagement team (HOME) and Field Intervention Team (FIT)
- DMH Preliminary Recommendations:
 - Provide Metro w/screening tool & resource guide to ensure Metro frontline staff understand available mental health resources
 - Establish a referral system to DMH's Homeless Outreach & Mobile Engagement (HOME)
 - Establish priority access to DMH's Field Intervention Teams (Psychiatric Mobile Response and Mobile Crisis Outreach Teams)
 - Further evaluate and analyze referral data from Metro to establish need vs. DMH capacity

Partnerships – LAHSA Point In Time Count

2024 Point in Time Count

LAHSA

- Incorporating Metro Rail & Busway into PIT count
 - Using consistent data collection methods to count all stations
 - Providing Metro volunteers w/ specialized training
- Metro-specific data report will be provided by LAHSA
 - They will complete a Metro demographic survey for the 2025 PIT Count and Report

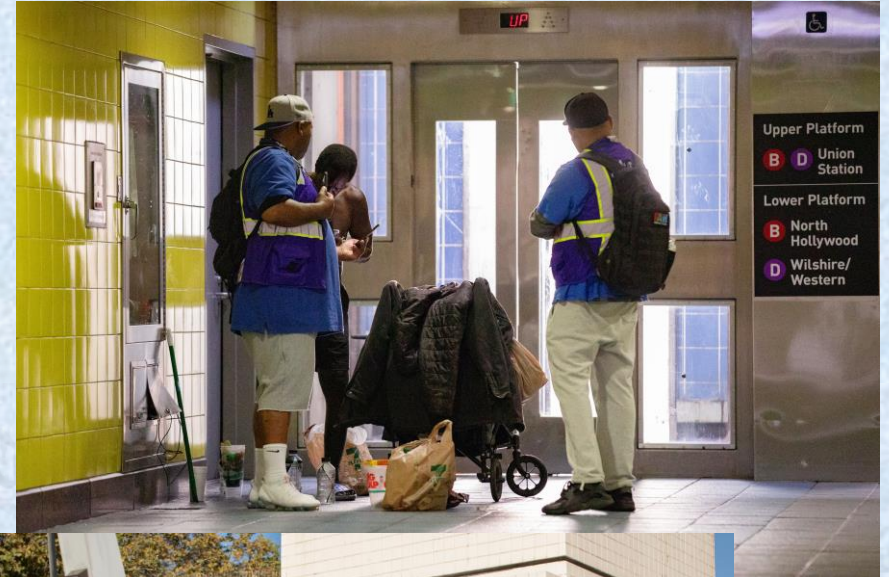


Partnerships/Projects

Navigation Center (HUB)

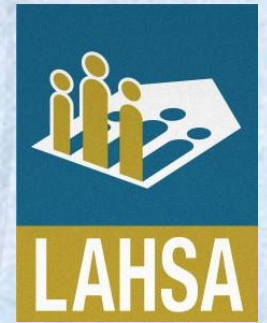
County CEO-HI & LAHSA

- Our social service partners assessed the proposal for the location at Union Station and concluded it was not suitable due to limited size and lack of available infrastructure.
 - Partners continue to explore other suitable locations.
- County CEO-HI is committed to funding operations/services
 - Drop-in space (day use)
 - Hygiene services
 - Meals
 - Housing resources



Partnerships – Metro Unhoused Work Group/Task Force

- Consolidating the ongoing meetings between Metro and:
 - County CEO – HI (*Pathway Home, Nav Hub*)
 - LAHSA (*PIT Count, Nav Hub, Task Force*)
 - Mayor of LA City's Housing Team (*Metro property use*)
- LAHSA convening key agencies/stakeholders for the first meeting in January
- Focus on addressing *transit homelessness* as sub population within Continuum of Care (CoC)
- Strategic integration of Metro into CoC
 - Exploring immediate and long-term opportunities for collaboration



The background of the slide features a faint, light blue illustration. On the left, a car is shown from a front-three-quarter view. To the right of the car is a two-story house with a chimney and a palm tree in the background. The text 'Thank You' is centered over the car.

Thank You