



Board Report

File #: 2024-0205, **File Type:** Oral Report / Presentation

Agenda Number: 25.

**EXECUTIVE MANAGEMENT COMMITTEE
APRIL 18, 2024**

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

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

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

EQUITY PLATFORM

Metro's efforts to address homelessness on the transit system through its homeless outreach program directly benefit unhoused individuals in LA County. Using a multi-layered deployment strategy that combines several departments, Metro strategically engages the most disenfranchised members of the community. Multidisciplinary Teams (MDTs) have a direct impact on Metro's efforts to invest in Equity Focus Communities by providing services within EFCs throughout the Metro system.

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

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

Stephanie N. Wiggins
Chief Executive Officer

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

Metro Homeless
Outreach
Management &
Engagement
(HOME)

Quarterly Update
April 2024



HOME Outreach Teams

- Contracted for 24 multidisciplinary teams (MDT)
 - 19 teams are onboarded w/ remaining 5 in recruitment
- Adding 20 new dedicated beds in the SF Valley through LA Family Housing coming on-line July 2024
 - Multiple services
 - 24/7 access
 - Housing navigation

Homeless Outreach Costs & Projection:

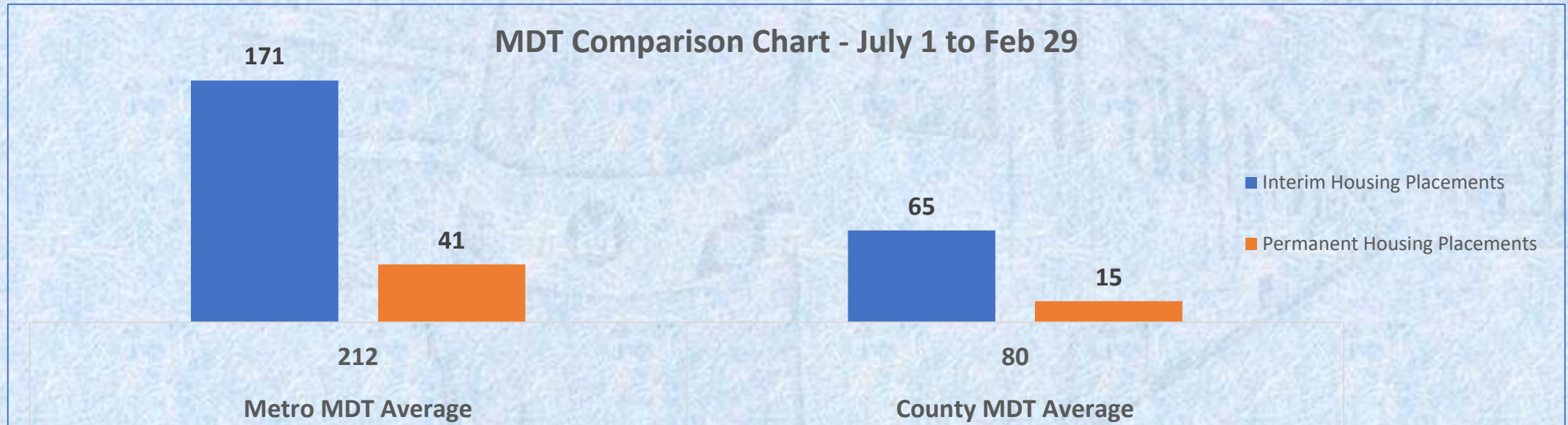
- FY23 Cost (16 MDT, 25 Interim Beds & Metro staff) \$6M
- Projected FY24 Cost (24 MDT, 25 Interim beds & Metro staff): \$11M
- Maximum annual cost (24 MDTs, 25 Interim Beds & Metro staff): \$17.8M



Key Performance Indicators

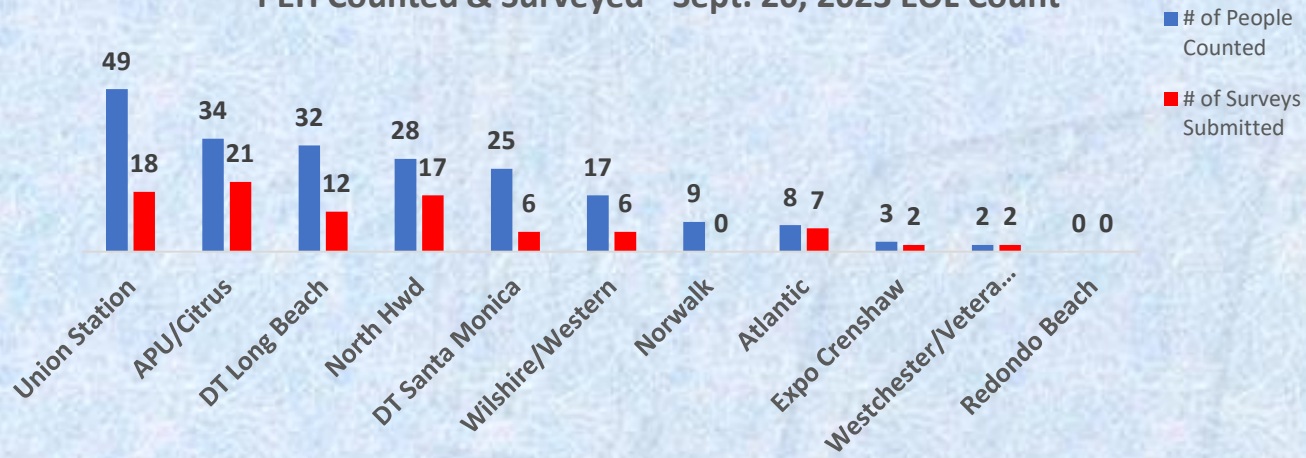
Between July 1, 2023, and February 29, 2024, Metro MDTs have:

- **3,502** New Enrollments into the Homeless Management Information System (HMIS) (+1,448)
- **1,024** Interim Housing Placements (+534)
- **244** Permanent Housing Placements (+81)
- **1,268** Total Housing Placements – **131%** of the annual goal of 966 (+615)

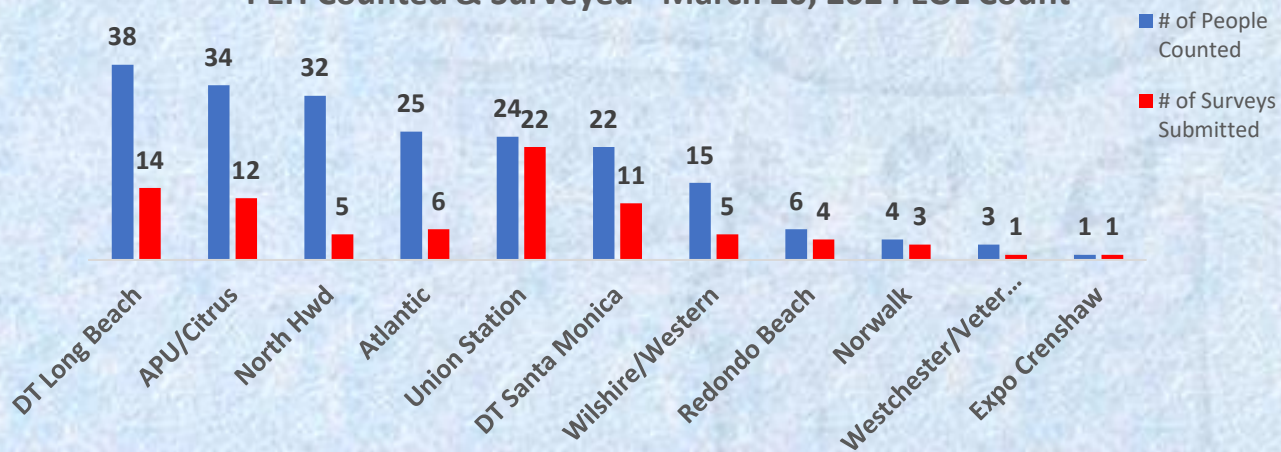


End Of Line Count/Survey

PEH Counted & Surveyed - Sept. 20, 2023 EOL Count



PEH Counted & Surveyed - March 20, 2024 EOL Count



Combined Survey Outcomes:

- **43%** Survey Participation
- **49%** Unhoused 1-4 years
- **25%** Unhoused less than 1 year
- Preferred Services At EOL: Hotel/Motel Voucher (**93%**) and Food/Clothing (**90%**)

Survey Item	Sept 2023	March 2024
Uses Metro As A Shelter	77%	80%
Rides to EOL Daily	67%	75%
After Deboarding Exits to Outdoors	62%	58%
Reboard When Service Resumes	78%	71%
Would Accept Services If Offered At EOL	100%	100%
EOL Station Is Primary Area Of Homelessness	N/A	73%

Partnerships – LAHSA & CEO-HI

Welcome Navigation Center (pending)

(Located in SPA 6)

- LAHSA-operated; offered space to Metro
 - 25 beds with 24/7 access
- Co-located resources (DMH, DHS, DMV, etc)
- County CEO-HI is committed to funding operations
 - Drop-in space (day use)
 - Hygiene services
 - 3 meals/day
 - Housing resources
 - Laundry Room
 - Bike storage



Partnership - Room To Work

Metro's Chief People Office creates employment opportunities at Metro for people experiencing homelessness.

- Partnerships with Supported Employment Programs throughout Los Angeles County
- Provide training and expedited onboarding leading to part time custodial positions

Outcomes:

- 88% overall employment retention
 - Cohort 1 (March 2023): 6 of 7
 - Cohort 2 (August 2023): 6 of 9
 - Cohort 3 (November 2023): 16 of 16
- Average Income: \$52,589
- Next scheduled cohort in May includes 29 participants

Partnerships – Department of Mental Health

- DMH 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
- Progress:
 - 20 Metro IDs have been issued to DMH teams for improved access/response
 - DMH developing training & decision tool for May deployment
 - Training homeless outreach staff anticipated to begin early summer

Thank You