

## Homeless Outreach Success Stories

### **PATH Success Story (July)**

Client is a 62-year-old African American male with multiple medical conditions and mobility concerns. Client was first engaged at Union Station on January 28, 2019. Client had been released from custody on January 16, after approximately 13 years. Client was bussed to a shelter in Los Angeles and upon stepping off the bus, he suffered a heart attack and was hospitalized. First encountered client at Union Station, he had just been released from the hospital and was trying to get a ride to Bell Shelter. Client uses a walker/wheelchair for mobility and has multiple progressive medical conditions.

Client has been in most shelters in the city. Due to background issues as well as medical needs, client had to move frequently. Over the past year and a half, the client's health began to decline significantly. Client has spent one or two nights in the hospital most every month. In recent months, he was connected to home health and hospice.

In June 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing. Due to the client's condition, he was temporarily housed in a motel paid for by PATH Metro (The People Concern assumed payment for the motel in June 2020) due to his inability to access another shelter as well as his now severe medical needs. He was referred to Project RoomKey. The client was granted an automatic extension on his voucher due to COVID closures. It was at that time that Metro outreach team received a call from Casa Lucerne. They had an opening and accepted Section 8 vouchers. The Casa Lucerne worker immediately conducted a phone interview with the client and shortly thereafter met with the client. The client was approved for a housing unit. The client signed the apartment lease and moved in July 21 and 22, 2020. In June of 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing.

### **PATH Success Story (August)**

P.A.T.H. Team members responded to a request from Metro Security to assist a young lady who had been at Union Station for the last 24 hours or more sleeping off and on by the giant fish-tank. The team approached the 23 years old lady and assessed her situation. Initial assessments were completed; there were no overt signs of severe psychiatric issues or substance abuse. The client reported that she came to Los Angeles to meet a gentleman with whom she had an online relationship. She stated that once she met up with the individual, he was not the person that he had presented himself to be and she began to fear for her safety. The client reported that originally, the man had promised to help her with her modeling career, however, she stated that she quickly realized that the modeling was really prostitution. Fearing for her safety and unsure how to get home, the client began riding the Metro system for security. The client reported that she had no way of returning home or money to secure shelter for herself. She went on to disclose that her

family in Louisiana was more than likely mad at her for leaving home without their knowledge. The client was provided with food, water and hygiene products. A Program Manager at First To Serve graciously provided an emergency placement even though the shelter was at capacity. The client was transported to the shelter by Uber and completed intake. It took several conversations with the client's aunt in New Orleans, over the course of a few days, to convince her to send a bus ticket to get her niece home safely to Louisiana.

On August 15<sup>th</sup> the client was transported by the Metro Transit Outreach team to the Los Angeles Greyhound Station. The team purchased enough food to last the two and one-half day trip and waited for the client to board the bus. On August 18<sup>th</sup>, 2020. The client's arrival was confirmed by her aunt via telephone.

**PATH Success Story (September)**

Client, Mr. Ricky Nelson, was originally outreached on the Metro Red Line platform at Union Station. Mr. Nelson is a 58 years old male who experienced homelessness for roughly 25 years before being engaged by a PATH outreach team. Mr. Nelson struggled with mental health and substance abuse issues in addition to strained family relationships due to his drug addiction. Instead of giving up, Mr. Nelson began to grab a hold of the services available and seemed to develop a sense of purpose. First To Serve - Vernon assisted PATH with Crisis Placement. COVID 19 Project Room Key program placed client in a hotel facility, the Mayfair Hotel, where he was able to feel comfortable enough to begin the process of addressing long standing mental health and substance abuse issues. First To Serve - Vernon and Skid Row Housing Trust demonstrated endless patience assisting Mr. Nelson with navigating life at his interim facility. A Substance Abuse Specialist from PATH was able to be a voice of reason when situations occurred where the he felt that he could not overcome his substance abuse addictions.

Through collective agency efforts the client is permanently housed at The Crescent Apartments and has acclimated to his new environment well. Mr. Nelson has started to strengthened family relationship with his sister and participates regularly and independently in Mental Health and other supportive services; Mr. Nelson's apartment at the Crescent is the first place of his own after 25 years of residing in abandoned buildings in Downtown Los Angeles, the Metro train lines, or outdoors.

Quote: "I finally have a safe and clean place to lay my head to sleep at night after being homeless for so long, I feel like somebody now."



**PATH Success Story (October)**

PATH Metro transit encountered male 59 years old client at Union Station. The client had several challenges that led him into being homeless. Client was provided assistance in becoming document ready for housing. Initially, client was sheltered at 38th & Broadway until a bed was provided for him. Client received assistance with accessing pension from prior job. Client is now housed after spending over a year in shelter. Client experienced difficulties in shelter and wanted to give up but stuck with it. Client quote: “Good Morning Mike, I took the studio. Thanks for all your help, god bless. Nice neighborhood everything close.”

**PATH Success Story (November)**

Client was engaged at Union Station and services were provided in the San Fernando Valley, downtown Los Angeles, Centinela Hospital, South Los Angeles, and in Pasadena.

Participant is a male in his early 50’s who was experiencing chronic homelessness for at least 2 years, possibly longer before accepting outreach services through PATH outreach team members. Participant utilizes a wheelchair for mobility and has had problems with his leg since the outreach team met him. The client has a history of Substance Use Disorder, incarceration, and a serious health condition and experiences severe anxiety.

The client's history and medical/psychological conditions affected his ability to access congregate living situations, which led to him experiencing homeless in a place not meant for habitation for extended periods.

Participant has received assistance and support from PATH and Metro MDT outreach specialists. Participant has been supported with ongoing medical needs, particularly following his recent leg surgery. He was also supported with placement in a motel at the beginning of the COVID crisis due to his health condition. Shortly thereafter, he was successfully referred to and placed in the PRK program at Dragon's Gate Hotel in downtown Los Angeles.

In late summer, a PATH Mental Health Specialist received notification that participant was matched to a unit in the new Rampart Mint Apartment. A PATH mental health specialist facilitated the connection with both Rampart Mint staff and Heritage Clinic staff in order to complete the required documentation. Participant was able to move into his unit on November 12.

Participant is now in Permanent Supportive Housing at Rampart Mint Apartments in Los Angeles. PATH Metro mental health specialists continue to provide transitional support and soon will be completing the final warm-hand off with his HFSP team.

Participant has a very strong Christian faith and would often express praise to God during sessions and when he was permanently placed.

**PATH Success Story (December)**

Participant is a 64-year-old male who has experienced continuous homelessness for two years. He is a cancer survivor who struggles with chronic pain and mobility difficulties. He relies on a walker and wheelchair for mobility.

Participant was initially engaged at the Slauson Silver Line Station in March 2020. Shortly after initial engagement, participant was connected to Project Room Key, but his stay was not successful, and he returned to the small encampment at Slauson. In the subsequent months, a strong rapport was established with participant that enabled a PATH Mental Health Specialist to assist him with accessing medical care as well as navigate the housing process once he was matched to permanent shelter housing options. Participant was not able to be re-connected to Project Room Key and remained at the encampment for several months while completing the housing process. However, upon notification that he would soon be housed, a PATH Program Manager approved a motel voucher and participant was placed at The Rosa Bell Motel in September. Participant experienced a medical emergency during his time at the motel and was assisted by PATH Metro Multi-disciplinary team members with accessing medical care. Participant underwent orthopedic surgery and recovered at a Skilled Nursing Facility for several weeks before returning to the motel. PATH Mental Health Specialist continued to provide support and

## Attachment A

assistance by providing grocery gift cards as well as completing grocery shopping on several occasions. Participant was also supported with ongoing medical follow up and courtesy visits from the PATH Metro Multi-disciplinary team Nurse. Participant signed his lease and moved into Residences on Main Street on December 18, 2020. PATH Mental Health Specialist submitted an external flex funds request, which was approved, and purchased furniture, kitchenware and other household goods for participant to use in his new apartment .PATH Mental Health Specialist will continue to work with participant through the month of January to allow time for him to stabilize before completing the warm hand off with his Case Manager. Participant has been successfully housed at Residences on Main. Client quote: "You guys are angels."