



# Metro's Ongoing Homeless Outreach Efforts

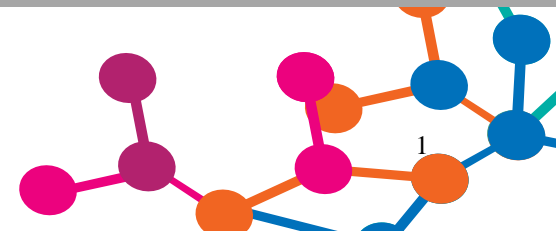
System Security and Operations Committee

Quarterly Report- March 2018

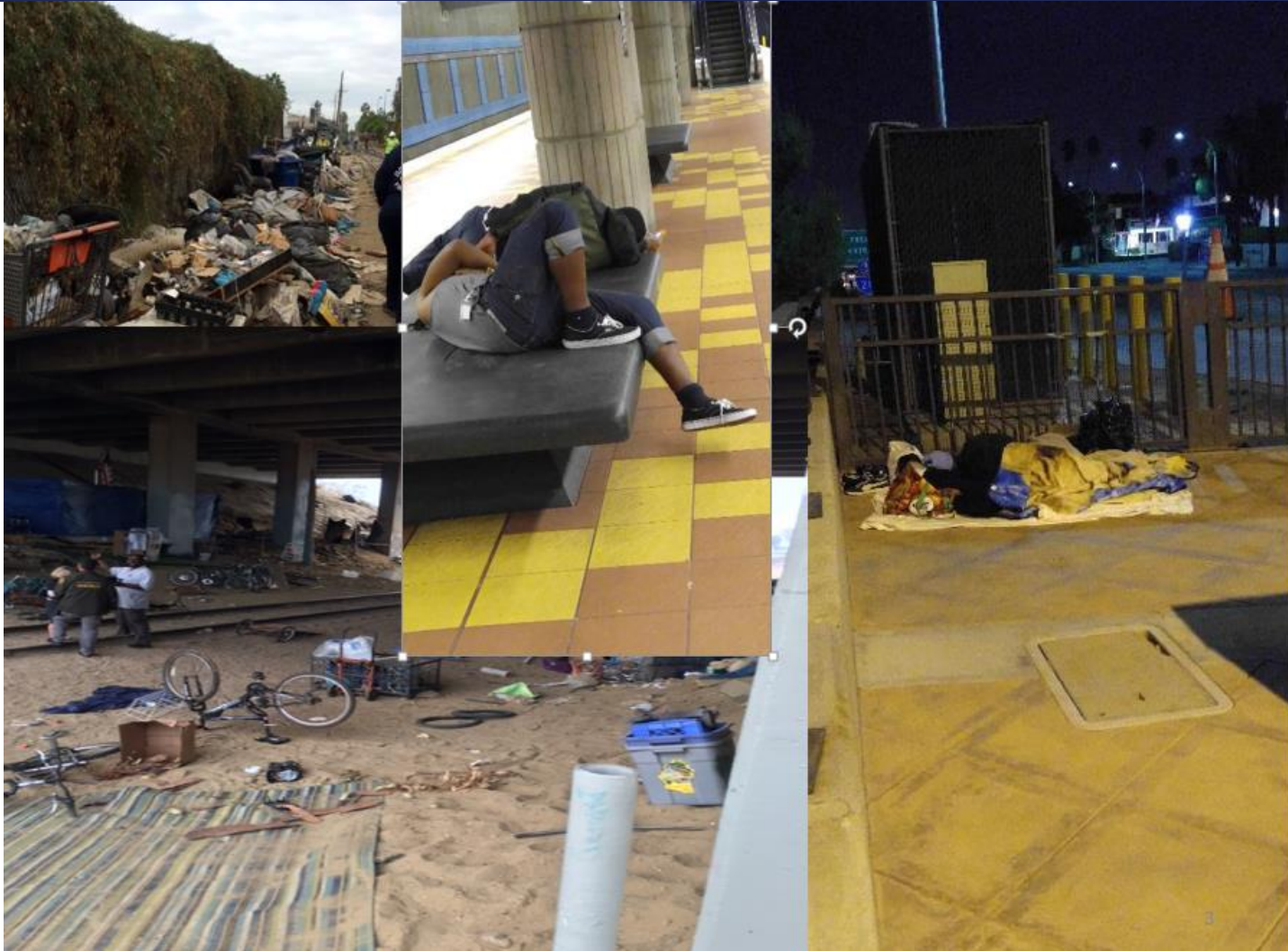
# LA County Homeless Snapshot



Data from 2017 LAHSA Homeless Count



# Metro Homeless Snapshot



Metro



# Metro Homeless Snapshot –By System Outreach

## C3 Teams

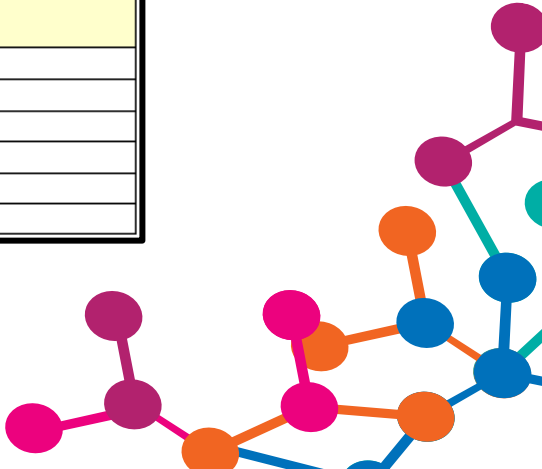
Performance Measure	Monthly Number Served	Fiscal Year to Date Number Served
Contacts with unduplicated individuals	134	2,284
Unduplicated individuals engaged	67	1,539
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	67	821
Unduplicated individuals engaged who are successfully linked to an interim housing resource	34	208
Unduplicated individuals engaged who are linked to a permanent housing resource	24	237
Unduplicated individuals engaged who are permanently housed	2	19

## LAPD

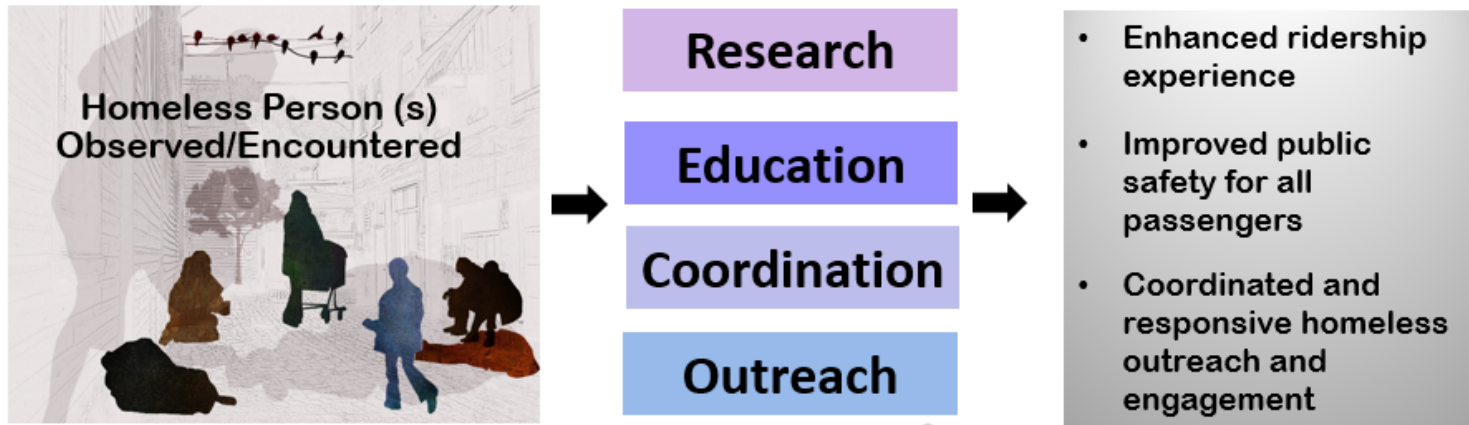
ACTION	HOPE	TSD	TOTAL
Contacts	129	92	221
Referrals	48	5	53
5150 Hold	0	6	6
Mental Illness	20	5	25
Substance Abuse	12	1	13
Veterans	4	2	6
Shelter	3	0	3
Motel With Housing Plan	1	0	1
VA Housing	1	0	1
Return To Family	0	0	0
Transitional Long Term Housing	0	0	0
Detox	1	0	1
Rehab	0	0	0

## LASD

ACTION	FIGURE
Bus Contacts	106
Rail Contacts	240
Department of Mental Health Contacts	00
<b>Total Contacts</b>	<b>346</b>
Transports to Outreach Services	36
5150 Transports	07



## Metro Cares – Transit Homeless Action Plan



**I. RESEARCH**

- Conduct **demographic surveys** of homeless individuals and families
- Collect and analyze **data from outreach teams**
- Conduct a **cost-benefit analysis** of Metro’s current investment in clearing **homeless encampments** on Metro properties
- Review and analyze data specific to Metro from the Greater Los Angeles **Homeless Count and Metro Customer Surveys**

**II. EDUCATION**

- Develop materials and information for Metro staff and passengers on **reporting transit homelessness** and **how they should respond or assist**
- Develop curriculum and implement **formalized training** for Metro staff and law enforcement
- Formalize the **“Transit Homelessness”** concept and integrate it into implementation plans

**III. COORDINATION**

- Work with the LA County, LA City, and Long Beach City to **align and integrate with adopted homeless strategies**
- Participate in **committees and workgroups** related to the homeless system
- Partner and collaborate with partners on **encampment protocols**
- Partner with the County and City of Los Angeles on **critical initiatives** related to homelessness

**IV. OUTREACH**

- Implement and integrate the **C3 Outreach Teams**
- Develop **uniform outreach** standards
- Implement specialized outreach teams**
- Lead and **coordinate** homeless outreach and law enforcement teams
- Partner with agencies on **homeless connect days**
- Work with Veteran outreach teams
- Align Metro **workforce development** efforts

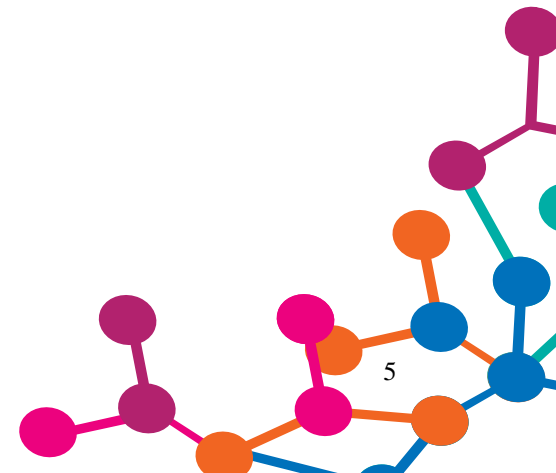




# Action Plan Highlights

## Metro's Homeless Presence

- **Finding:** System and properties previously ignored for homeless outreach and resources
  - ✓ Exception: Motion C3 Outreach Program
- **Next Steps:** Have and will continue to advocate for planning and resources
  - ✓ Regional Homeless Advisory Council (Ongoing)
  - ✓ Measure H and HHH Planning- 40 outreach workers (E-6) (March/ April 2018)
  - ✓ Inclusion in LAHSA Count (2019)



# Action Plan Highlights

## Homeless Outreach

- **Finding:** Extensive need throughout the system with varying homeless demographics. Greater than C3 pilot scope.
- **Next Step:** Work with varying resources for homeless outreach.
  - ✓ C3 Teams, LAHSA, LASD MET and LAPD HOPE Teams (Ongoing)
  - ✓ LA County Department of Mental Health and Long Beach (Ongoing)
  - ✓ Measure H- 40 Outreach Workers (March / April 2018)
  - ✓ Non-for-profit and faith-based community (Ongoing)

## Metro Homeless Encampments

- **Finding:** Metro must balance the rights of the homeless and desire to clean up homeless encampments
- **Next Step:** Establish a Metro homeless encampment protocol
  - ✓ Counsel draft legal opinion on Metro legal requirements (April 2018)
  - ✓ Design support network to be consistent with the law (Approx. September 2018)

