

Metro Homeless
Outreach
Management &
Engagement
(HOME)

Quarterly Update
October 2024



HOME Outreach Teams

24 Multidisciplinary Teams (MDT)

- 23 teams are onboarded w/ remaining team in recruitment
- Deployed 7 days a week, w/ 24hr Coverage M-F
- Ongoing coordination w/ Ambassadors, Security and Law Enforcement to focus on End of Line and Focus stations

Homeless Outreach Costs & Projection:

- FY24 Cost (19 MDTs, 25 Interim beds & Metro staff): \$10.4M
- Projected maximum annual cost (24 MDTs, 45 Interim Beds & Metro staff): \$17.8M



Goals & Outcomes

Last Year

(July 2023 – June 2024)

Annual Housing Goal: 966
placements

Grand Total: 2,116 (219%)

Total Interim: 1,737

Total Permanent: 379

5,442 New HMIS Enrollments

This Year

(July 2024 – Sept. 2024)

Annual Housing Goal: 1,800
placements

Quarter 1:

Grand Total: 666 (37%)

Total Interim: 594

Total Permanent: 72

1,660 New HMIS Enrollments

End of Line Count & Survey – Sept 2023 to Sept 2024

Overall Survey Results

51% Survey Participation

67% of respondents indicated that this city/jurisdiction is where they most often experience homelessness


57% Deboard to Outdoor Locations

75% Reboard When Service Begins


21%  PEH Counted

Sept 2023: 207 Sept 2024: 163

Effects of Collaboration

73%  Union Station

- One-train-at-a-time boarding
- End of line cleaning & alighting
- Fare Checks

50%  N Hollywood

- B Line Tap-to-Exit Fare Enforcement
- G Line open door elevators
- Onsite LIFE program registration

32%  APU/Citrus

- Parking Lot User Safety (PLUS)
 - Brighter lighting
 - Open door elevators
 - Ambient sound device
- Throne Restroom

24/7 Shelter Beds Status

LA Family Housing

(SPA 2, SF Valley; July 2024-Sept 2024)

20 Singles Beds

100% Capacity

28 Total Placements



LAHSA

(SPA 6, South LA; June 2024 – Sept 2024)

25 Singles Beds

88% Capacity

57 Total Placements



LA Global Care

(SPA 6, South LA; Mar 2023-Sept 2024)

25 Family Beds

92% Capacity

73 Total Placements



Partnership – DHS Mobile Clinic



Locations & Outcomes

Recurring:

WLMP Station

- 2x per month
- Thurs 9 – 2pm

Test Sites:

North Hollywood Station
Norwalk Station

People Assisted Since Partnership Inception
(March 2023 – September 2024)

New Patients: **167**

Returning Patients: **146**

Thank You