

Metro's Homeless Efforts

C3 Homeless Outreach March 1, 2020 through March 31, 2020

Performance Measure	March Number Served	Project Year to date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	178	6,995
Number of Unduplicated individuals engaged (engagement phase)	68	3,593
Number of unduplicated individuals who are provided services or who successfully attained referrals*	*Unavailable	2,961
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	1,336
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	397
Number of unduplicated individuals engaged who are permanently housed	13	234

*Due to the outbreak, the team pulled all the reported information from Clarity, the computer tracking system, of the Department of Health Services. The system is limited, and the team could not pull the number of individuals who received a service for the first time.

Notes:

The team had to redeploy in unique ways that crossed the day/swing shift boundary in response to the COVID-19 virus outbreak. The teams were not able to track data based on the regular swing/day schedule.

The reports for March are limited to combine contract-to-date figures due to COVID-19 related schedule realignments and service adjustments (including, but not limited to social distancing requirements).

With the team's close collaboration with LAPD this month, the "referrals from LAPD" figure are also not included.

PATH Highlight

Due to the COVID-19 pandemic, this Success Story is different than past Success Stories. The story that follows highlights the importance of engagement.

Participant is a 57-year-old African American male. He is a US Veteran who had become stranded in Los Angeles after coming from Sacramento for medical care. When the outreach team engaged participant, he had recently been in the hospital due to an accident/injury and was demonstrating symptomology of depression. Participant had lost

his personal contact information and was not able to reach his family or Veterans Administration Supportive Housing (VA/VASH) social worker.

Participant was engaged by outreach case manager and a nurse at Union Station. Participant presented himself with a walker and bandaged leg, stating he had been released from the hospital following injury. Participant stated that he had been on the streets for several weeks and was trying to get back to Sacramento. Participant reported that he was working with a VASH Social Worker and came to Los Angeles for medical care but became stranded. Attempts were made to contact his VASH Social Worker as well as family in Sacramento in order to reunify the participant with family. However, the attempts were not immediately successful. Due to the participant's physical and emotional condition at the time, approval was received to place client in a motel while reunification attempts continued.

Participant was placed at The Stuart Motel from January 29 – February 7. Unfortunately, reunification attempts were unsuccessful on February 7, so participant was referred to First to Serve Vernon and was provided with direct transportation to the shelter for intake. The case manager remained with participant to introduce him to the intake staff and ensure his belongings were accounted for. An appointment was made for the following week to meet with participant to continue working on connecting him with his VASH social worker in Sacramento. However, the case manager was informed the following Monday that the participant did not stay for his intake. The case manager secured a bed for the following day and attempted to get in contact with the participant to let him know he could return to the shelter and complete intake. However, contact attempts were unsuccessful. On March 24, the case manager received an unexpected phone call from the participant. He was audibly in high spirits and was calling to let her know that he had finally reconnected with his VASH social worker and had found an apartment. Participant was waiting for the inspection to take place but was expecting to be able to move in soon. Participant stated he had also been able to contact his family and was staying with his son until his move in date. Participant expressed gratitude for working with him earlier in the year and stated that it had been a difficult time for him. PATH asked participant to stay in touch and to let them know when he successfully moves into his apartment. On March 26, he called to let PATH know that he had moved in. He provided his address and again thanked the case manager and PATH for helping him out earlier this year.

LAPD Outreach Impact Story resulting in Stable Housing

March 22, 2020, Officer Perez contacted the LAPD Transit HOPE Team regarding a homeless family living in a vehicle near a MTA bus stop in the Granada Hills area. Concerned for their well-being, Officer Perez referred the family to the Granada Hills Recreation Center shelter for temporary housing to ensure that the family had a safe place to sleep during the inclement weather. On March 23, 2020 at approximately 0830 hours, HOPE Officers along with Department of Mental Health (DMH) Clinician Garcia responded to the Granada Hills Recreation Center to meet with the family. Upon arrival, City staff advised that the family had been temporarily relocated to a Motel 6 on Roscoe and Haskell for the safety of the children.

HOPE Officers and DMH met with the family at the Motel 6. The family consisted of the mother, father and their (3) children, one of whom suffers from Autism. The mother was concerned because the motel voucher she had received the prior night was good for only (1) night and they had nowhere else to go. Understanding this urgency, DMH Clinician Garcia worked diligently to contact the respective Service Planning Area (SPA), which was Los Angeles Family Housing, to ensure that the family was entered in the Coordinated Entry System (CES) database for homeless individuals so that they could immediately get connected/referred to transitional housing. While Clinician Garcia was coordinating housing arrangements and scheduling mental health appointments for the family, Officers took the family to a nearby gas station to fill up the gas tank of their vehicle as the vehicle was running low on fuel and the family needed a reliable means of transportation to relocate to a new shelter. Additionally, Officers purchased the family breakfast since the family had not eaten since the night before. The mother was grateful and thankful of the Officers willingness to utilize their own money to provide for her family.

Through this coordinated effort, HOPE Officers, Clinician Garcia and Los Angeles Family Housing were able to locate and develop an immediate housing plan for the family. Consequently, Los Angeles Family Housing provided the family with a long-term motel voucher for a motel in Sylmar, which would allow the family to get off the street and provide stable housing until a permanent Los Angeles Family Housing sponsored apartment unit became available.

Officers discovered that the children were in need of new clothes and toys during this incident. Officers returned to the motel the next day with food and clothing for the family. Additionally, Officers followed up with toys for the kids. Officers also assisted the family by connecting them to the Dream Center for a small supply of food and a place to go for daily meals.

The mother was very appreciative for the actions of both the Officers and Clinician Garcia for going above and beyond to ensure that the mother was able to provide a long-term and safe place for her family to live. Being on the street for several months had caused her to lose faith in the system. According to the mother, without the intervention of the HOPE team and DMH, her and her family would have remained on the street (living in her vehicle) with no hope.

Sheriff Mental Evaluation Team (MET) Contacts March 1 – April 4, 2020

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the data reported below, Transit MET Units:

- Transported 35 clients to other homeless outreach connection services.
- 2 teams conducted MILO training for dayshift Deputy personnel at MTA El Monte, Division 19 – 03/04/2020.

- 1 team attended a Clergy Community Coalition meeting hosted by Altadena Sheriff Station – 03/04/2020.
- 2 teams conducted a MILO De-Escalation training for Deputy personnel at MTA El Monte Division 9 – 03/04/2020.
- 5 teams attended De-Escalation and Tactical Communication Training hosted by Upland PD – 03/11/2020.
- 2 teams assessed and cleared a homeless encampment on a non-revenue line located behind 11508 Wilmington Ave., Los Angeles, CA 90059.
- 2 teams assisted MTA and LAPD conduct a homeless outreach operation at Santa Monica Pax, Expo Line – 03/30/2020.
- 3 teams assisted MTA and LAPD conduct a homeless outreach operation at 7th/Metro Pax, Expo Line and the Blue Line – 04/01/2020.
- 2 teams assisted MTA conduct a homeless outreach operation at Citrus Pax, Gold Line – 04/01/2020.
- 2 teams assisted MTA conduct a homeless outreach operation at Santa Monica Pax, Expo Line – 04/01/2020.

Sunday, March 15th the MET came into contact with a client, Zeina, at 26th St PAX in Santa Monica during a call for service. Deputies responded to a call in which the client pressed the emergency button on the train and said she had a bomb. During the investigation, client explained she had a water bottle, which she described as a “water bomb”, that she was going to use to heal people. The description of the bottle as a bomb was a mistake due to a language barrier and the client’s difficulty translating from French. Because Zeina appeared to be suffering from a mental health crisis, deputies requested that Zeina be evaluated.

When deputies spoke to Zeina they discovered she was from Cote d’Ivoire, a country in West Africa. She was stranded in the US and became homeless. Zeina suffered from bipolar disorder and was in the US by herself. Zeina had been hospitalized by LAPD approximately a month prior and was eventually released from the hospital. She was extremely thin and said she had been surviving by drinking water and nickels (her water bottle with coins in it) and not eating. Due to her mental health crisis, Zeina was placed on a mental evaluation hold at Providence St John’s Health Center, Santa Monica, CA.

Deputies contacted the Ivory Coast Consulate in Los Angeles and was able to contact Zeina’s family in West Africa. Deputies coordinated with the consulate, the client’s family, and the hospital to get Zeina safely transported back to her family and mental health doctors in Cote d’Ivoire. The family purchased Zeina’s plane ticket and deputies

transported her from the hospital to LAX. Deputies coordinated her arrival to the airport with LAX police and LAX MET. In addition, deputies coordinated with the airline to ensure Zeina arrived safely to her destination.

Long Beach Quality of Life Officers Update, March 2020

Thursday, March 5th, at 0645 hours, a Long Beach Police Department (LBPD), Metro Quality of Life officer encountered 3 female subjects—two children and one adult, who was the mother of the children. The mother informed the officers that she had moved to California from out of state for work, about 4 weeks ago. She was injured on the job and was no longer able to afford housing. Her daughters were enrolled in the Compton Unified School District, and upon finding out about her recent hardships, the district supplied her with Metro Tap Cards and advised her to ride the trains due to her lack of housing. The subject and her 2 daughters had been riding the train for a total of 3 weeks—the mother stays awake at night so that her daughters can sleep. The LBPD Metro Quality of Life officer offered resources to the subject and her daughters in the form of transportation to the Multi Service Center (MSC). Once at the MSC, the subjects were put in touch with a case worker, who would situate them in temporary housing for the time being and would eventually place them with Catholic Charities for more long-term housing.

Law Enforcement Homeless Outreach Metrics, March 2020

ACTION	LAPD HOPE/TSD	LASD MET	LBPD
Contacts	120	637	112
Referrals	24	54	29
5150 Holds	9	25	0
Mental Illness	28	209	34
Substance Abuse	42	140	61
Veterans	3	1	2
Shelter	4	10	0
Motel Housing Plan	5	0	0
VA Housing	0	0	0
Return to Family	0	1	0
Transitional Long Term Housing	4	0	3

Detox	3	0	0
Rehab	1	0	0

Cleared Encampments Within Metro ROW:

Incident Date:	Location:	Work Required:	Comments:
03/11/2020	Harbor Subdivision Inactive ROW Main Street to Wall St.	Protocol Clean-up	Clean-up completed March 11 th
03/18/2020	Harbor Subdivision Inactive ROW So. Of Slauson Western Ave. to Wilton Pl.	Protocol Clean-up	Clean-up completed March 18 th

Cleared Encampments Outside, Adjacent to Metro Right-of-Way:

No activity this reporting period