

Metro's Homeless Efforts

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

Performance Measure	August Number Served	Project Year 2017 To date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	218	8,099
Number of Unduplicated individuals engaged (engagement phase)	199	4,040
Number of unduplicated individuals who are provided services or who successfully attained referrals*	*Unavailable	Unavailable
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	35	1,803
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	11	417
Number of unduplicated individuals engaged who are permanently housed	12	298

These data include cumulative totals from inception and combines the work of the Swing and Day shifts.

August Motel Report

Secured 39 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 58 homeless persons were housed in 39 motel rooms.
 - 7 of the clients were single mothers with children
 - 1 deaf female
 - 2 couples with 3 children each
 - 1 couple without children
 - 28 clients were singularly housed.

Total Motel Expense: \$70,084.31

COVID-19 Motel Expense: \$36,023.48

PATH Success Story (replaced the individual's name with "client")

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 year 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 Lines 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 15th 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 18th, 2020, The client's arrival was confirmed by her aunt via telephone.

LAPD Success Story

On August 11, 2020 at approximately 0830 hours, TRSG HOPE Officers were conducting homeless outreach along the MTA Slauson railroad tracks near Saint Andrews Place and 60th Street when they encountered an elderly woman who was living inside her vehicle directly next to the MTA right-of-way. The woman and her husband have been residing in their vehicle for approximately one (1) year. The woman suffers from diabetes and is unable to walk under her own power. During daytime hours, the woman baby sits her 9-year-old grandson inside her vehicle as her husband works at a nearby business.

TRSG HOPE Officers were concerned that the woman was unable to properly care for herself (due to her on-going medical conditions) while her husband was at work. Additionally, TRSG HOPE Officers wanted to ensure that her grandson had access to additional resources as the location is not an ideal setting for a young boy to spend his day.

TRSG HOPE Offices contacted People Assisting the Homeless (PATH) to assist with the outreach efforts to locate emergency housing for the woman and her husband. PATH staff responded to the location to assist with the outreach efforts. Despite numerous contacts with Los Angeles Homeless Services Authority (LAHSA) outreach workers, the woman and her husband were never connected to any supportive housing providers.

Discouraged by this inaction by LAHSA, the woman was initially hesitant to work with both HOPE Officers as well as PATH. The PATH staff understood the woman's initial distrust of social workers but did not allow this potential hardship from derailing their attempt at building rapport and strong connection with the woman. Over time, the woman gained confidence in PATH and began sharing her struggles and story with PATH. Ultimately, through building meaningful relationships as well as working diligently to locate and identify viable housing options, PATH staff were able to locate an emergency room at a local motel in Los Angeles for the woman and her husband.

Through this coordinated effort with TRSG HOPE Officers, PATH was able to locate and develop an immediate housing plan for the couple. PATH was able to immediately get them off the street and provide a stable location to stay until a permanent supportive housing unit becomes available. PATH will continue to house the couple at the motel until a transitional home can be located.

TRSG HOPE Officers noticed that the grandson was wearing the same clothing over multiple days and that the clothing appeared to be worn. HOPE Officers took the grandson to the local Ross Store to purchase him new shoes, shirts, shorts and a jacket. Additionally, HOPE Officers brought him some "Hot Wheels" car toys because it appeared that he had no toys to play with during the day. Now that his grandmother has a stable location to stay in, the grandson will be able to visit and stay with his grandmother in a safe environment.

TRSG HOPE Officers commend PATH staff for all their efforts related to assisting this family. Living in her vehicle for over one (1) year was a very discouraging and lonely experience. Due to the immediate actions taken by PATH, the woman and her family were given an opportunity to live in dignity.

LAPD Intern Program

Through partnership with USC, the LAPD Transit HOPE Team created an intern program during the 2019/2020 school year to bring in a 1st year student (working on their Master's in Social Work) to conduct Advanced Applied Learning in Field Education. Working with professors from the USC Suzanne Dworak-Peck, Department of Adult Mental Health and Wellness, and with additional support from the Los Angeles County Department of Mental Health, LAPD Transit HOPE Team established a learning process using the HOPE Team's DMH Clinician as the primary field instructor, the lead Officer as well as HOPE officers as preceptors. This program has allowed for a one-of-a-kind opportunity for students to engage homeless persons in a field setting and learn how to conduct engagement and assessments of individuals with mental illness in pre-crisis situations. This has proven to be a great opportunity for LAPD HOPE to be part of the learning process for students and an opportunity to provide a first responder perspective, an opportunity for our DMH Clinician to provide real world problem solving to students entering into various types of social/mental health careers and an opportunity for students

to experience advanced exposure and networking that they could not experience anywhere else. MTA also receives the benefit of additional resources addressing the homeless on their system with an emphasis on those that are suffering from mental illness. At the conclusion of the 2019/2020 school year the feedback from USC, DMH, LAPD HOPE Officers and the intern was very positive.

There was significant interest in continuing this program. The lead HOPE TEAM Officer received several applications from 2nd year students that expressed an interest in being part of the program and was asked by USC if the Team would be open to taking on an additional 1st year student. After interviews and vetting by USC, interviews conducted by LAPD and ride-alongs, we selected (2) interns for the 2020/2021 school year. The start date for their field education was 08/31/2020.

LASD Success Story

August 2020 a male subject was found standing on a blue line bridge threatening to jump off and kill himself. Transit Services Mental Evaluation Team Deputy and Clinician who are trained in crisis negotiation responded.

After over an hour of negotiating and using a variety of tactics, MET staff was able to talk the subject away from the ledge where they could safely grab a hold of him and bring him to safety. The subject was safely transported to get the physiological medical attention he needed. Subject later said he was thankful he didn't follow through in the attempt to take his life. Subject was grateful to the MET Team for saving his life.

LASD –Transports to Services

- 16 males – hospitals/Centers/Churches
- 8 females – hospitals/Centers/Churches

LAPD Operation “Shelter the Unsheltered”

The AM shift works with PATH during morning hours. PATH handles all outreach services for morning contacts with homeless persons who are desirous of services.

LAPD Transports to Services

- 1 male – Long Beach Multi-Service Center

LAPD Success Story

On August 4th, an LAPD Quality of Life officer contacted a male subject who was found to be residing and sleeping in the Metro parking structure located at 200 E 27th Street, by the Willow St. Platform. The subject agreed to outreach services and was taken to the Long Beach Multi-Service Center. The subject was given a meal voucher, was able to shower and provided new clothing. Due to impacted homeless housing throughout the

County, the subject was not able to be housed. Multi-Service Center staff provided the male subject with the information necessary to obtain interim or long-term housing.

Law Enforcement Homeless Outreach Metrics, August 2020

ACTION	LAPD HOPE/TSD	LASD MET	LBDP QOL
Contacts	260	424	43
Referrals	46	25	14
5150 Holds	14	10	0
Mental Illness	16	75	16
Substance Abuse	19	80	30
Veterans	3	3	0
Shelter	4	3	0
Motel Housing Plan	2	1	0
VA Housing	1	0	0
Return to Family	1	1	0
Transitional Long Term Housing	0	0	0
Detox	0	0	0
Rehab	1	0	0

Cleared Encampments Within Metro Right-of-Way

Incident Date:	Location:	Work Required:	Comments:
7/6/2020	MTA Vacant Parcel 10840 Bluffside Dr. Studio City	Clean-up Trash	Individuals left on their own accord. Trash removed August 6, 2020
7/29/2020	L Line (Gold) Marmion Way Figueroa St.	Clean-up Trash	Individuals left on their own accord. Trash removed August 5, 2020

Incident Date:	Location:	Work Required:	Comments:
10/16/2019	A Line (Blue) Watts Urban park South of 103 rd St. Station	Clean-up Trash	Individuals left on their own accord. Trash removed August 20, 2020
3/25/2020	Harbor Subdivision Inactive ROW Slauson to 4 th Ave.	Protocol Clean-up 72-hour notice	Clean-up completed August 13, 2020
7/21/2020	L-Line (Gold) Indiana Station	Clean-up Trash	Individuals left on their own accord. Trash removed August 31, 2020

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

No activity this reporting period