

Metro Homeless Outreach Management & Engagement (HOME)

Quarterly Update
February 2025



HOME Outreach Teams

- Began dedicated Metro homeless outreach in 2017
 - 3 outreach teams to serve the Red Line
- Current staffing and deployment
 - 24 total multidisciplinary teams (MDTs)
 - 23 active, 1 in recruitment
 - Deployed across entire rail & busway system seven days/week + 24hr coverage Mon - Fri
- MDTs strategically deployed based on regional knowledge and station data
- 80 Interim beds (all have 24/7 access)



Quarterly Performance

	Q1	Q2	Total
Enrollments	1660	1494	3154
Interim Housing Placements	594	615	1209
Permanent Housing Placements	72	113	185
Total Housing Placements	666	728	1394

Interim Housing Placement Types:

- Interim Housing (56%)
- Crisis Housing (25%)
- Recuperative Care (12%)
- Residential Substance Use Treatment (6%)
- Emergency Shelter incl. hotel/motel voucher (5%)

Permanent Housing Placement Types:

- Family Reunification (42%)
- Living w/ Friends, perm tenure (23%)
- Permanent placement, unspecified (19%)
- Rental w/ subsidy (13%)
- Rental without subsidy (3%)

Goals & Outcomes

Last Year

(Q1 + Q2)

Housing Goal: 966 placements

Total Placements: 805 (83%)

- Total Interim: 611

- Total Permanent: 194

2,429 New HMIS Enrollments

This Year

(Q1 + Q2)

Housing Goal: 1,800 placements

Total Placements: 1,394 (77%)

- Total Interim: 1,209

- Total Permanent: 135

3,154 New HMIS Enrollments

System Activity & Point In Time (PIT) Count

MONTHLY AVG	CURRENT FY	LAST FY	% CHANGE
PEH Engaged (Contact or Service Provided)	649	542	20%
PEH Enrolled in HMIS	526	454	16%
Interim Housing Placements	202	145	39%
Permanent Housing Placements	31	32	3%

PIT Count (January 2024)

Between 1,041 – 1,092 PEH counted on Metro property (stations, platforms, parking lots) excluding vehicles

PIT Count (February 20, 2025)

Count was rescheduled by HUD due to LA fires. All lines/stations/property will be counted in one night

Service Resistance

- MDTs engaged unhoused riders and inquired about reasons for declining services or enrollment in programs
- “Service Resistance implies that people would rather remain in the streets than pursue shelter or permanent housing – but feedback challenges this assumption
- Among the six MDT agency partners, respondents reported the following eight reasons:

Participant Responses

1. People had only negative experiences w/ services or service providers
2. Proximity of available services were outside of the person’s community
3. Overly strict rules or requirements to access services
4. Opposed to shelters due to congregate settings, anti-pet policies, lack of privacy, or unable to cohabitate w/ partner/family
5. Traumatic experiences
6. Overwhelming paperwork and lengthy placement times for permanent housing

Outreach Staff Responses

7. Active drug use, preventing meaningful engagement
8. Actively experiencing mental illness, preventing meaningful engagement

Thank You