

Metro's Homeless Efforts

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

Metro's C3 Homeless Outreach Teams

Metro's C3 Homeless Outreach teams' twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro's C3 Homeless Outreach teams they have provided substantial homeless outreach-with 6,665 total unduplicated homeless contacts,1,832 of whom have been linked to permanent housing solutions with a total of 206 homeless persons permanently housed. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station.

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

Performance Measure	January Number Served	Project Year to date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	169	6,665
Number of Unduplicated individuals engaged (engagement phase)	97	3,465
Number of unduplicated individuals who are provided services or who successfully attained referrals*	86	2,878
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	46	1,235
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	5	391
Number of unduplicated individuals engaged who are permanently housed	16	206

During the month of January, the team had individuals refuse beds in Skid Row 166 times. On 13 occasions, the team had people willing to accept shelter, even in Skid Row, but there were no beds available.

LAPD made nine referrals to the team this month. Four individuals worked with the team, but then ceased contact and haven't been located. One person is continuing to work with the team. One family was placed in a motel where they are awaiting another placement. Two individuals were reunified with their families out-of-state. One family was placed in a motel room, and subsequently permanently housed.

January Motel Report

Secured 18 motel rooms for a total of \$32,220. The demographics and justification for each of these placements are attached.

Brief Demographic Overview:

- A total of 36 homeless persons were housed in 18 motel rooms.
- 26 of the clients were a combination of couples, couples with children and family members.
- 10 clients were singularly housed.

PATH Impact Story resulting in Stable Housing

Outreach services were provided in Spa 4, Metro Service Planning Area.

Client is a 22 year old female. She has a diagnosis of Schizoaffective disorder. Client was in a violent relationship with her boyfriend; her young child was taken from her. The team engaged the Client at the 7th and Metro station. She was referred to interim housing at Good Shepherd and attained a bed. The team maintained regular contact with Client once she was placed and began addressing her substance abuse and mental health needs. The team worked on improving life skills, seeking safety and money management. Outreach team connected client to employment services and referred her to permanent housing. Client is currently in her own apartment. Client has stated her next goal is to get enrolled in a community college. Client is taking psychiatric medication and working toward regaining custody of her child. The client has reported hope for her future and is now smiling and laughing when the team meets with her.

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro's C3 teams coordinate with LAPD's Homeless Outreach and Protective Engagement (HOPE) Teams, LASD's Mental Evaluation Teams (MET), Long Beach PD's Quality of Life Officers, and Metro's Transit Security Officers to engage the homeless and provide placement into services. These law enforcement entities provide gap service on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system.

LAPD Outreach Impact Story resulting in Stable Housing

January 22, 2020, TRSG HOPE Officers made contact with Kendall (a 23-year-old woman) living unsheltered on the MTA bike path near the MTA Expo Line Westwood/Rancho Park Platform. Officers were concerned for Kendall's safety because she appeared too young to be homeless and was utilizing the MTA greenway as a place to sleep. Additionally, Kendall appeared to be in emotional as well as mental distress because she had limited access to both food and shelter.

At first, Kendall was service resistant and was unwilling to be placed into a winter shelter. Officers were able to convince Kendall to meet with PATH who had access to additional homeless services.

The following day, Officers responded with PATH to link Kendall to homeless services. Additionally, the HOPE Team DMH clinician responded to assess Kendall for indicators of mental illness to connect her with the appropriate mental health services. Officers then contacted Kendall's mother (who resides in Phoenix, Arizona) to ascertain additional information relating to her daughter's status as well as condition. Kendall's mother informed Officers that her daughter suffers from both anxiety and depression. Kendall's mother was aware that her daughter was homeless but had no idea that she was living on the street. She advised Officers that she did not have the financial means to pay for her daughters return to Arizona., but would be grateful if Officers could reunite her with her daughter

TRSG HOPE Officers were able to convince Kendall to return home to her mother where she could receive the proper mental health services that she so desperately needed. Kendall had been living in Los Angeles in this condition for approximately four (4) months with no plan on how to lift herself out of homelessness. To ensure that Kendall could be reconnected with her mother, Officers purchased Kendall a bus ticket to Phoenix, Arizona and transported her to the bus terminal. Officers stood by at the bus terminal to ensure that she safely got onto the bus.

Once Kendall arrived home, she texted Officers expressing her gratitude for all their efforts. She strongly believed that without their intervention, she would still be homeless on the street. Additionally, Kendall's grandmother contacted Officers to thank them for finally reuniting her family. She believed that her granddaughter would have ended up as a statistic on the streets of Los Angeles had it not been for the TSRG HOPE Team.

Sheriff Mental Evaluation Team (MET) Contacts January 5, 2020 through February 1, 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 12 clients to other homeless outreach connection services.
- All teams attended TMET Staff meeting with Sgt. Finley and Lt. Jaime – 01/08/2020.
- 3 teams and Sgt. Finley assessed a homeless encampment at a non-revenue line on Garfield Ave/Petterson Ln, Paramount, CA – 01/09/2020.

- 3 teams assisted MTA regarding 602 P.C. posting at a homeless encampment on a non-revenue line at Rosecrans Ave/Aviation Blvd., El Segundo, CA – 01/22/2020.
- 3 teams attended a Pasadena Police Department Homeless Committee meeting – 01/28/2020.
- 3 teams assisted MTA regarding a homeless encampment clean-up on a non-revenue line at 61st/Blue Line – 01/29/2020.
- 9 teams attended a TMET staff meeting with Sgt. Finley at Downey Division 4 – 01/29/2020.

Long Beach Quality of Life Officers Update January 2020

In addition to the metrics reported below, Quality of Life Officers engaged on these dates:

- Wednesday, January 8th, Metro Quality of Life Officers assisted Cal Trans with encampment clean-up for persons experiencing homelessness. Location of the clean-up, north of the Wardlow Station, adjacent to, but not part of Metro property.
- Wednesday, January 13th, Quality of Life Officers encountered a subject who was a victim of a robbery which took place on the Metro Rail system. Upon investigation, it was discovered that the subject was also experiencing homelessness. A Long Beach Quality of Life Officer contacted and interviewed the subject and found out that the subject was originally from Oklahoma. The subject was taken to the Multi Service Center for shelter and services. Employees at the Multi Service Center and a Quality of Life Officer were able to convince the subject to return home for additional support. The brother of the subject was contacted and offered to purchase a bus ticket for the subject. The Quality of Life Officer drove the subject to the Greyhound Bus Station and placed him on a bus to Oklahoma. The subject's brother was notified of the arrival time to pick up the subject.
- Wednesday, January 15th, Quality of Life Officers assisted the Long Beach Environmental Services Bureau (Public Work Department) at 20th Street and Long Beach Blvd with persons experiencing homelessness encampment clean-up. The clean-up is not part of Metro property.
- Wednesday, January 22nd, Quality of Life Officers contacted a subject experiencing homelessness sleeping across three seats on the train at the Downtown Long Beach Metro Station (128 W. 1st Street). The subject had been experiencing homelessness on and off for 20 years. The subject willingly let Quality of Life Officers transport him to the Multi Service Center for an evaluation. During the evaluation, it was revealed that the subject should have been

receiving Social Security Income funds, but the funds were being sent to an incorrect person. The subject was given a meal, allowed to shower and placed in temporary shelter.

Law Enforcement Homeless Outreach Metrics, January 2019

ACTION	LAPD HOPE	LASD MET	LBPB
Contacts	1,089	536	65
Referrals	55	338	17
5150 Holds	9	11	1
Mental Illness	42	172	31
Substance Abuse	99	145	48
Veterans	8	2	1
Shelter	7	5	1
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	2	1	1
Transitional Long Term Housing	4	0	0
Detox	4	0	0
Rehab	3	0	0

Cleared Encampments Within Metro ROW:

Incident Date:	Location:	Work Required:	Comments:
01/07/2020	Taylor Yard, North San Fernando Rd	Abandoned	Clean-up completed Jan 7th
01/13/2020	Santa Ana IROW - Garfield Ave	Abandoned	Clean-up completed Jan 13th
01/24/2020	L Line (Gold) MPM 2.0 Track #1	LAPD removed camper	Clean-up completed Jan 24 th

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

No activity this reporting period

Measure H Generalist

Metro's Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers otherwise known as "generalists" to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists do not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists currently work with the C3 teams to provide outreach services.

Connect Days

Connect Days provide comprehensive homeless resources at location sites throughout LA County. These resource opportunity events are led by Council Districts (CD) and are utilized by Metro's C3 and Measure H teams when the Connect Days are adjacent to Metro properties. CD1 hosts a standing Connect Day at MacArthur Park that was not utilized in January by Metro's C3 teams to provide comprehensive resources to the homeless.

Mental Health Outreach Workers

The LA County Department of Mental Health has provided a mental health clinician and an intern to one of Metro's contracted HOPE teams. Mental Health professionals are paired with all MET Teams.

Faith Based Partnership

Since January 2019, Metro has hosted nine regional faith leader roundtable discussions to identify ways that Metro and the Faith based community in LA County may partner to serve the homeless. There is a major opportunity for faith based groups to provide additional resources to homeless contacts on Metro in several ways: hosting Connect Days; partnering with entities that provide necessities (food, shelter, clothing) and providing referral information. Metro invites faith based groups and local nonprofits interested in providing resources to transit located homeless to contact Metro's System Security and Law Enforcement Department.

Peace over Violence

In 2014, a Los Angeles County Metropolitan Transportation Authority survey of nearly 20,000 passengers asked whether they felt unsafe during the last month while riding Metro due to "unwanted touching, exposure, comments, or any other form of unwanted sexual behavior." About 21% of rail passengers and 18% of bus passengers said yes. About 17% of bus riders and 13% of train riders said they felt unsafe while waiting at bus stops or train stations.

In December 2016, Metro approached Peace Over Violence (POV) to help address the response of safety and sexual harassment. Together both entities decided to create the Sexual Harassment Off Limits Hotline, which is 1-844-OFF-LIMITS or 1-844-633-5464. The Off Limits Hotline is a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on the bus, bus stop, train or platform. The Off Limits Hotline is publicized by Metro on their buses, Metro lines, etc. for riders to make them aware of the support that is available to them. This hotline is customized to address the needs of Metro customers and Metro transportation. Peace Over Violence also distributes the Off Limits Hotline number throughout the community, whether that is through trainings, presentations, networking events, etc. POV maintains advertising of the hotline.

From August 2017 to January 31, 2020, POV has received a total of **1,225 calls** through the Off Limits Hotline. In addition to the 24-hour response via the hotline, Peace Over Violence also provides:

- 72 hour follow up
- Advocacy on behalf of the caller to report an incident or address any specific needs (with law enforcement, Metro representatives, other service providers)
- Counseling

Our comprehensive case management services for survivors of sexual violence plus our emergency response services to survivors at local police stations, Sexual Assault Centers and ER hospitals is also offered to callers. Customized services that our POV representatives also provide are:

- Assisting callers in reporting abuse/harassment
- Processing complaints against bus drivers/operators

The Off Limits Hotline has been able to provide Metro riders with additional resources to report and receive support after sexual violence or trauma. Advocates have been able to provide immediate crisis intervention, safety planning and continuation of services for Metro customers.

Peace Over Violence Performance Metrics, January 2020

Performance Measure	January 2020
	Number Served
Total Number of individuals that contacted POV Line	18
Number of individuals that contacted POV Line regarding sexual harassment	3

Number of individuals that requested counseling services	3
Number of police reports filed or intended to file regarding sexual harassment	3
Number of active cases	3