

Metro Homeless Outreach Management & Engagement (HOME)

Quarterly Report
September 2025



HOME Outreach Teams

- 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)



Annual Performance

	Q1	Q2	Q3	Q4	Total	Last FY
Enrollments	1,660	1,494	1,861	1,656	6,671	5,442
Interim Housing Placements	594	615	617	513	2,239	1,737
Permanent Housing Placements	72	113	93	92	369	379
Total Housing Placements	666	728	710	605	2,708	2,116

**Achieved 150% of annual housing goal of 1,800*

Interim Housing Placement Types:

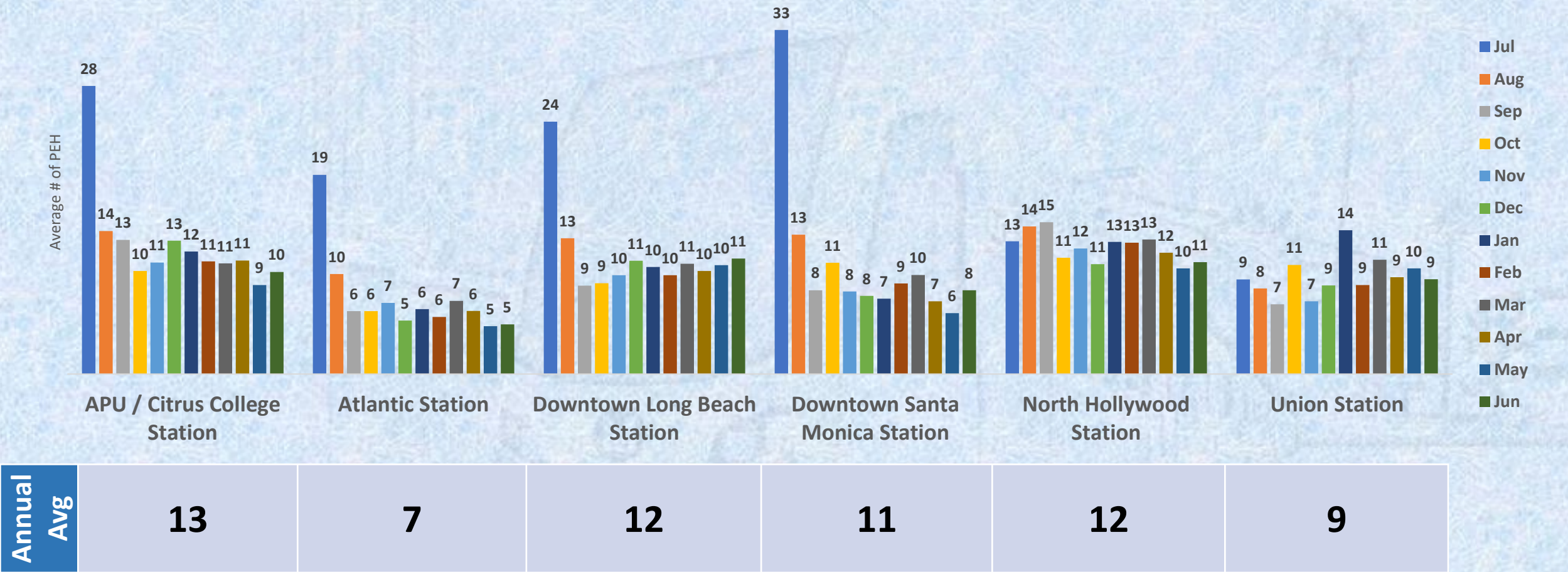
- Interim Housing (52%)
- Crisis Housing (23%)
- Recuperative Care (20%)
- Residential Substance Use Treatment (6%)
- Emergency Shelter incl. hotel/motel voucher (6%)

Permanent Housing Placement Types:

- Family Reunification (47%)
- Rental w/ subsidy (20%)
- Permanent placement, unspecified (20%)
- Rental without subsidy (6%)
- Living w/ Friends, perm tenure (7%)

FY25 Swing Shift End of Line Activity

FY25 - Average PEH Counted at EOL Stations by Month



2025 Annual Point-In-Time Count

Los Angeles County *(LAHSA PIT Count Results)*

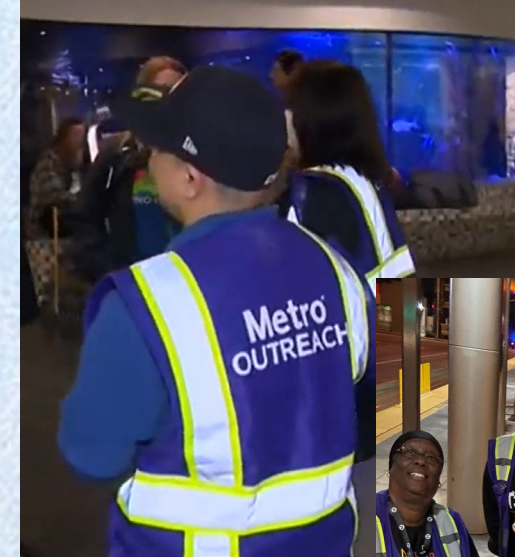
- 4% reduction in PEH counted over past two years
- 14% reduction in unsheltered homelessness

LA Metro

- 40% fewer PEH counted than 2024
 - Range of 631 – 684 vs. 1,041 – 1,092
 - Count excludes Metro vehicles

Customer Feedback

- From 2023 to 2025, customer satisfaction has increased from 37% to 40%



Thank You