

Metro's Homeless Efforts

C3 Homeless Outreach April 1, 2021 through May 31, 2021. (June and July data will be provided in the September monthly board report.)

Performance Measure	April Number Served	May Number Served	Project Year 2017 To date Number Served
Number of unduplicated individuals'-initiated contact (pre-engagement phase)	216	216	9,143
Number of Unduplicated individuals engaged (engagement phase)	192	148	4,912
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	65	2,223
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	2	417
Number of unduplicated individuals engaged who are permanently housed	18	13	427

April Motel Report

Secured 21 motel rooms. Please see the attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 28 homeless persons were housed in 21 motel rooms
 - 4 families – 1 woman with children, 1 couple with children, 2 couples without children
 - 17 clients – singularly housed

Total Motel Expense: \$23,621.08

COVID-19 Expense: \$10,540.88

May Motel Report

Secured 13 motel rooms. Please see the attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 21 homeless persons were housed in 13 motel rooms
 - 3 families – 1 woman with children and 2 couples with children

- 10 clients – singularly housed: 5 older adults (3 female and 2 males)

Total Motel Expense: \$16,202.20

COVID-19 Expense: \$6,861.20

PATH Success Story (April)

A 57-year-old female who experienced homelessness for five (5) months prior to being engaged at the Rosa Parks station had been staying under a nearby freeway overpass. The client acknowledged that her current homelessness and all other homelessness episodes were a result of substance use and broken family relationships.

July 13, 2020 - A rapport quickly began after the client accepted the food and water that was offered. Outreach spoke to the client about transitioning indoors and working towards permanent housing. The client agreed, stating, "please help me, I'm tired of being tired and will do whatever I have to do." The client was referred and accepted into crisis housing at Testimonial of Love Shelter. An Interim Housing referral was also submitted.

September 25, 2020 – The client was referred and accepted into interim housing at A Bridge Home Western. While at A Bridge Home site, the client's shelter case manager collaborated with PATH to keep the client engaged and to develop a housing plan. The client received supportive services from PATH such as: money management, transportation, documentation assistance, clothing, hygiene, food, homelessness verification. In addition, COVID screening and other medical health services were provided, including medication compliance. Follows up and site visits were conducted to maintain rapport and work towards goals.

The client was referred to The People Concern for permanent housing navigation services. The People Concern worked with the client to identify housing options, and connected the client to a permanent housing opportunity at the Florence Apartments.

The People Concern were also able to fund the client's move-in fees.

April 18, 2021 - The client successfully completed A Bridge Home Western Bed program and transitioned into permanent housing at the Florence Apartments, where the client will receive ongoing permanent housing supportive services.

The client remains permanently housed and connected to supportive services provided by SRO Housing Corporation.

PATH Success Story (May)

A 32-year-old single female and her 7-year-old son reported being homeless since 2015, occasionally staying with friends or family and/or motels. She identified domestic violence and family conflict as factors related to her and her son's homelessness.

At the time of initial engagement, in October 2020, the family was staying in a motel. The Case Manager referred, accompanied, and provided transportation to the family to Family Support Center, Homeless Outreach Program Integrated Care System (HOPICS), and Shields for Families. The Case Manager also attempted to connect the family to a domestic violence shelter and accompanied the family to a Domestic Violence shelter,

but the shelter was declined due to its location, which is in the same neighborhood as the perpetrator.

In December 2020, the family exhausted all funds and resources to continue their motel stay. An emergency motel stay was authorized to prevent the family from becoming unsheltered. When public benefits were interrupted, the Case Manager provided meal cards and hygiene kits to assist the family.

In January 2021, the family was referred to the Upward Bound House. In February the family was placed into transitional housing at this site. The client also obtained employment to boost her income.

While at Upward Bound House, the family participated in money management/savings programs and other support services. In April 2021, the family was referred to Upward Bound's program and was matched to an apartment, and moved in on May 28, 2021.

During the entire time that the Case Manager first engaged this family to the present, the Case Manager provided active listening, empathy, emotional support, and helped the mother cope with difficult circumstances. The strong rapport the Case Manager established was of immense benefit in working with the family in helping them move forward.

The family moved into their own apartment. The mother is overjoyed to have a home for her and her son and feels confident and hopeful about the future.