



Metro's Homeless Outreach Management & Engagement (HOME)

Where We've Been & Where We're Going



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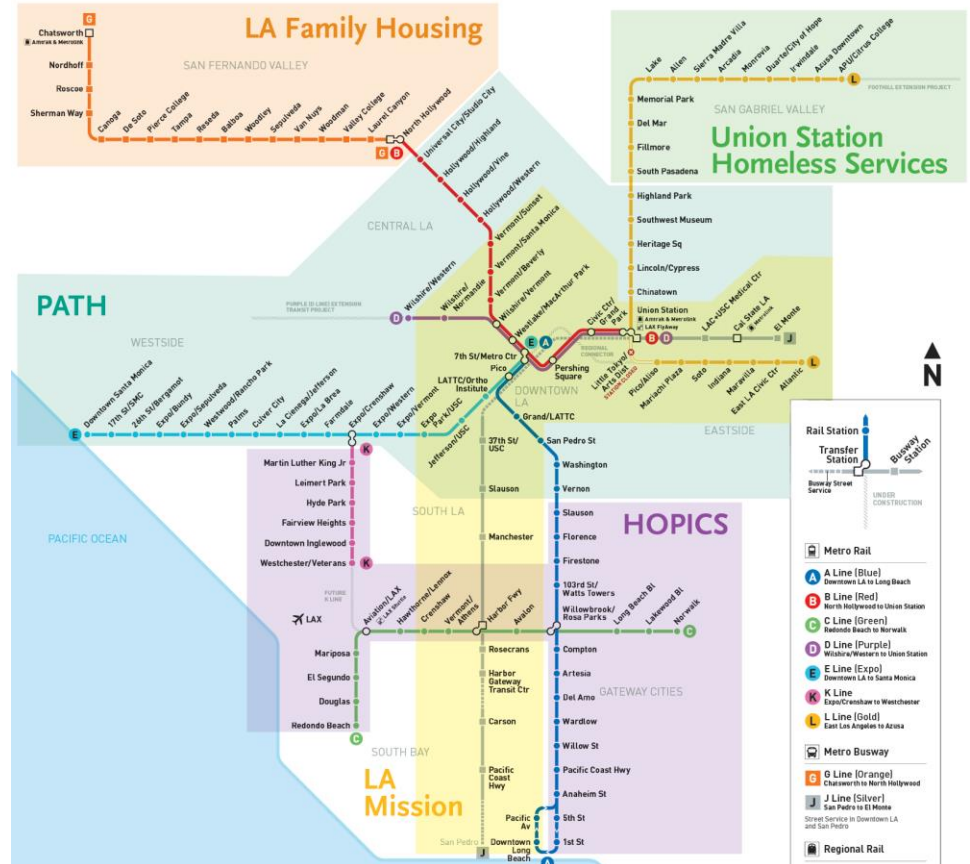
STREET BASED OUTREACH & ENGAGEMENT

- 2017 Board directed us to establish partnership with LA County Department of Health Services Housing For Health
- Funded for 16 teams in the previous FY and 8 additional for the current FY for a total of 24
- Six community-based organizations
 - PATH
 - Christ Centered Ministries (CCM)
 - HOPICS
 - LA Family Housing
 - Union Station Homeless Services
 - Helpline Youth Center
- Case Mgrs, Outreach, Addiction & Mental Health Specialists, Medical



CURRENT DEPLOYMENT PLAN

- Agencies are assigned to rails & busways in regions they are familiar with
- 24hr coverage by PATH & CCM on Lines B, D, and E
- Robust deployment from 7am – 5pm M-F plus weekends from 7am-3:30pm
- Hotspot Stations have overlapping coverage
- Focused on rapport-building and housing placements



CURRENT DEPLOYMENT SCHEDULE

WEEKLY MULTIDISCIPLINARY TEAM DEPLOYMENT SCHEDULE

Agency	# of Teams	Schedule	# of Stations	A Line	B Line	C Line	D Line	E Line	G Line (Busway)	J Line (Busway)	K Line
PATH	9	M - Su 7am - 3:30pm M - F 3am - 11:30am M - F 9:30am - 6pm	25	Highland Park to Union Station	N Hollywood to Union Station		Wilshire/Western to Union Station	DT Santa Monica to Union Station			
CCM	8	M - Su 7am - 3:30pm M - F 6pm - 3am	62		Vermont/Santa Monica to Union Station		Wilshire/Western to Union Station	Union Station to Atlantic		El Monte to San Pedro	
HOPICS	2	M - F 7am - 3:30pm	36	Slauson to DT Long Beach		Norwalk to Redondo Beach					Expo/Crenshaw to Westchester/Veterans
LAFH	2	M - F 8am - 4:30pm	17						Chatsworth to N Hollywood		
USHS	2	M - F 8am - 4pm	13	South Pasadena to APU/Citrus							
HYC	1	M - F 7am - 4pm	16	Slauson to DT Long Beach							

*LAPD HOPE deploys to ancillary areas & encampments. LASD TMET addresses hotspots at SD Santa Monica & Azusa Pacific. LBPD Quality of Life on A Line



STRATEGIC PARTNERS

- DHS Housing For Health Mobile Medical Unit at Westlake/MacArthur Park station
 - Ongoing collaboration since March 2023
 - 107 patients seen through August
 - MDTs, Metro Ambassadors, and others help direct PEH to resources
- LA Global Care
 - 25 Metro-reserved interim beds w/ wrap-around services
- LAHSA
 - Working together to include Metro in the annual PIT count

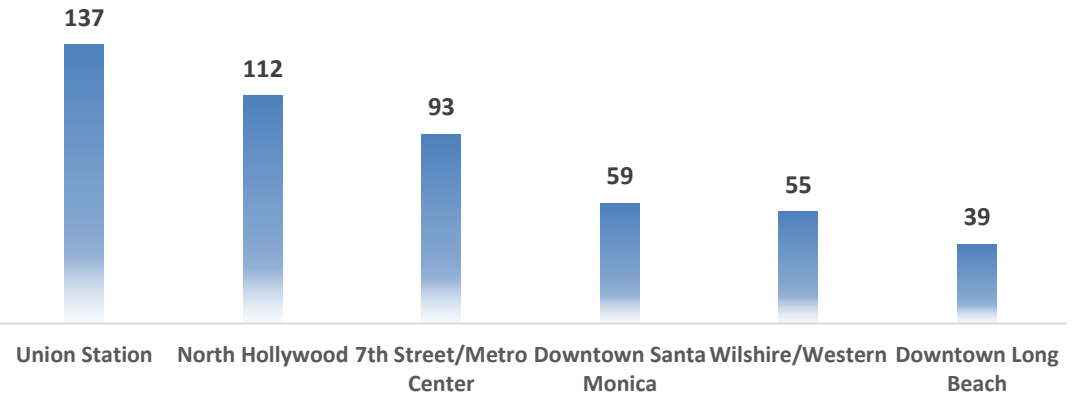


END OF LINE EVALUATION



- In response to Board Motion 20, Metro completed an end of line evaluation from December 2022 – March 2023
- Metro staff, MDTs and Law enforcement counted & surveyed 13 EOL stations during offboarding
- Conducting a follow-up count and survey this month

AVERAGE # OF PEH AT EOL STATIONS

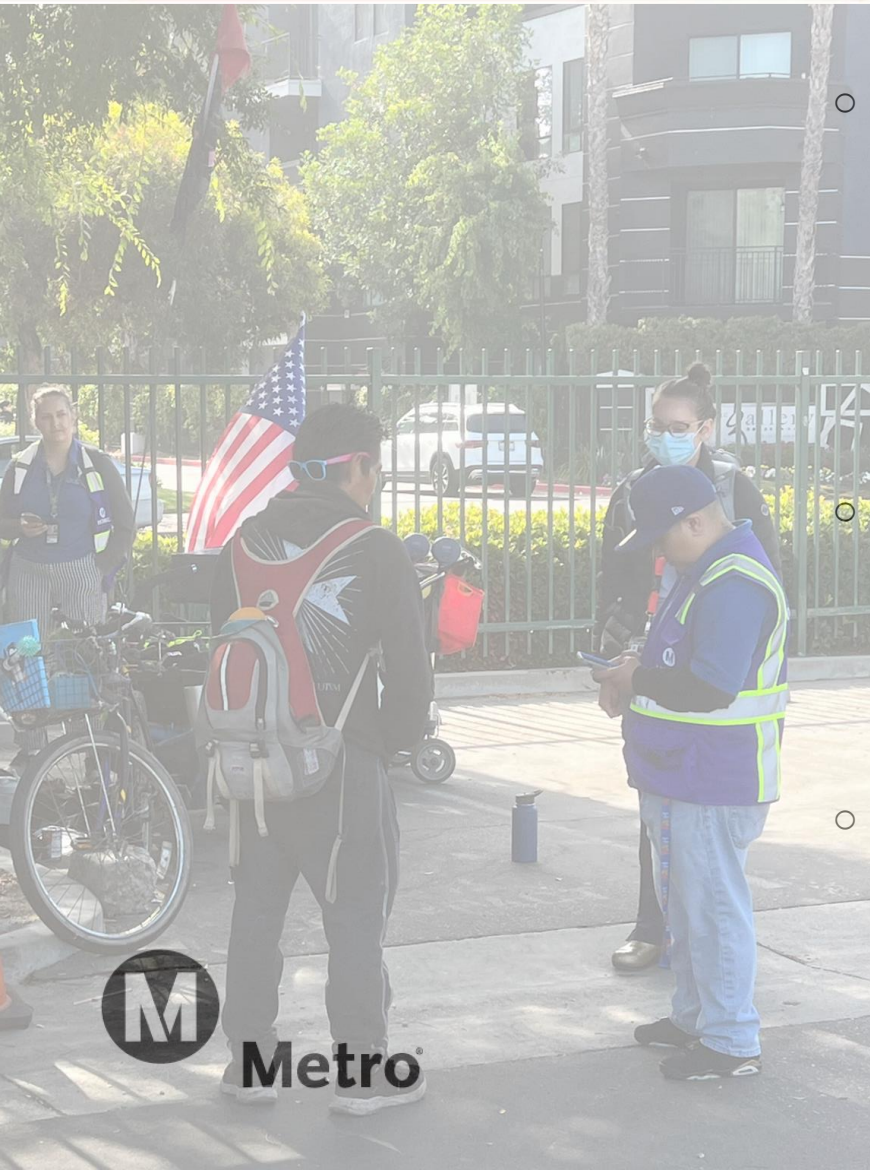


END OF LINE & FOCUS STATION DEPLOYMENT



- On July 10th, Metro began a multi-layered deployment of all resources from the public safety ecosystem.
- Strategically deploying to focus stations along rail lines
 - Includes TSOs, Law Enforcement, Ambassadors, and MDTs
 - These stations rotate
 - Goal is to reduce number of people at the end of the line
- Deployment from 6am to 10pm at end of line stations with law enforcement returning for last two trains of the evening.
- From 8/4 through 8/30, MDTs have:
 - Enrolled **128** into HMIS
 - Connected **34** to interim housing
 - Placed **2** into permanent housing

END OF LINE PROJECTS



- Union Station

- Assessing a Navigation Hub at corner of Vignes & Caesar Chavez
- Access to on-site resources and connection to services throughout LA
- Ongoing planning with LA County CEO HI, LAHSA, United Way, SD1

- Pathway Home project

- Designating Metro as an encampment (potential for EOL stations)
- Creates housing navigation and permanent housing solutions for PEH on Metro

- Metro Joint Development property analysis

- Developed an application for proposed land use
- Stipulates must provide services/support to PEH sheltering on Metro
- Currently accepting applications while evaluating feasibility + impact to EOL operations

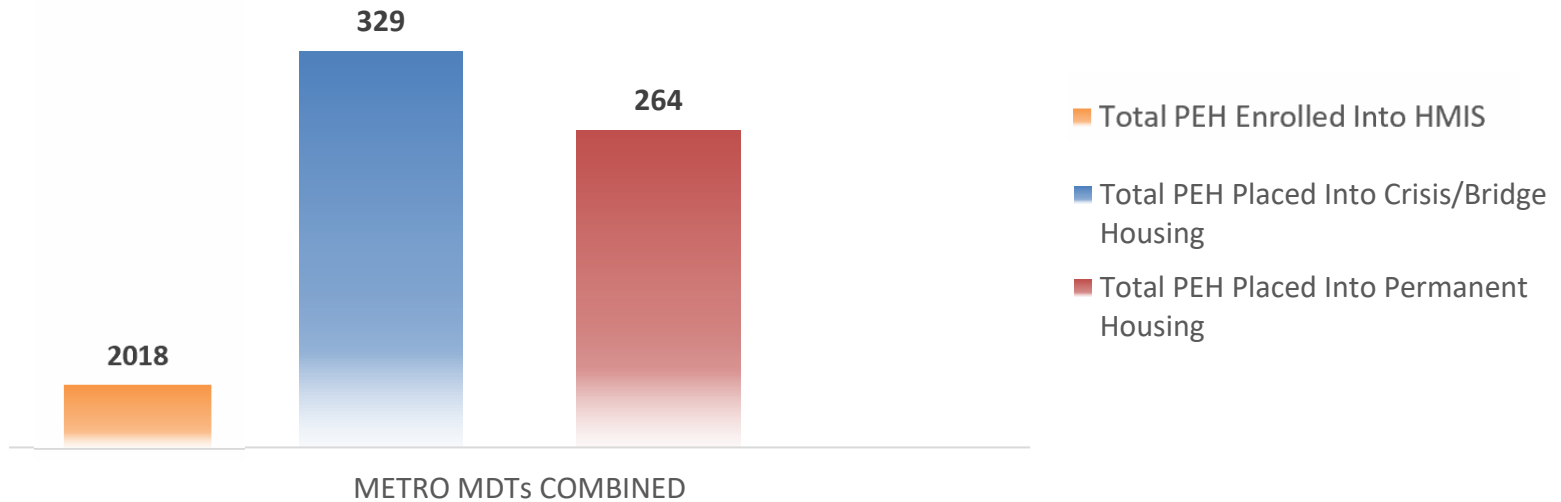
ENCAMPMENTS



- Metro initiates protocol when encampments are reported on Metro property
- Joint effort with Metro Homeless Outreach, Facilities & Maintenance and Security & Law Enforcement
- Notifications to LA HOP and LAHSA are made during the process
- 14-day & 72hr postings made to allow ample time for PEH to vacate/get connected to services
- 52 Encampments were cleared in FY 23

PERFORMANCE

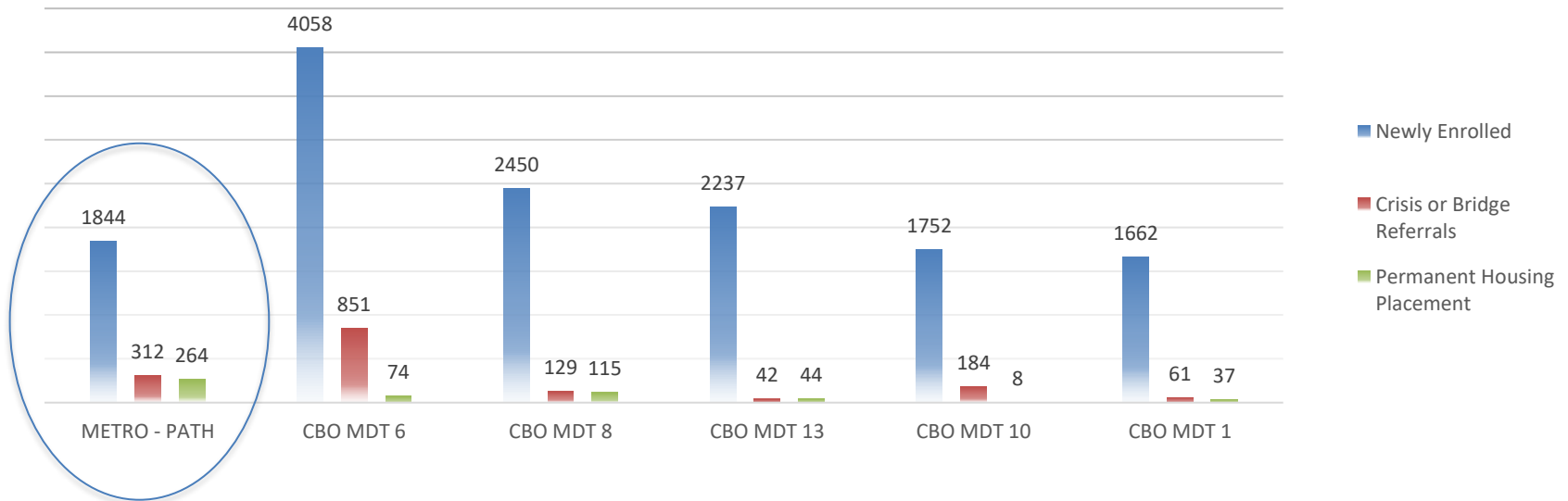
FY 22-23 MDT HOUSING OUTCOMES



MDTs placed an average of **168** PEH into HMIS, **27** PEH into interim housing and an average of **22** PEH into permanent housing *per month*

PERFORMANCE

FY 22-23 COMPARISON OF PROVIDER PERFORMANCE



When compared to the five highest-performing Providers contracted through DHS, Metro's PATH MDT outcomes show the 4th largest enrollments, 2nd largest interim placements, and **the largest number of permanent housing placements**

GOALS & OUTCOMES



FY 2023:

- Over 800 PEH counted on Metro's system
- 10 active teams
- Housing goal: 250 interim and permanent placements, *combined (unique individuals)*
- Outcome: **more than 580** combined placements (unique individuals)

FY 2024:

- 24 teams (more than double the outreach)
- Expanded geographical coverage of the system
- Housing goal: 900 interim & permanent placements combined (unique individuals), which exceeds the number counted on the system



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ON-GOING KEY PARTNERSHIPS

- County CEO Homeless Initiative and LAHSA partnership to establish services for end-of-line stations and service/navigation hubs
- Internal coordinated deployment with security, law enforcement, ambassadors, street teams and community intervention specialists
- LAHSA & DHS for additional interim beds for use by METRO MDTs
- Schools of Social Work – establishing opportunities for MSW students to work with MDTs
- Room To Work – Redesigned with a new cohort of 9 participants
- Department of Mental Health for crisis response teams





Thank you



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