

**Metro Street-Based Outreach  
Client Success Stories  
January – March 2022**

**Length of Journey from Homelessness to Permanent Housing: 10 months**

1. <b>Service dates</b>	3/16/21 – 1/12/22
2. <b>Program Name</b>	Metro MDT Outreach
3. <b>Location(s) where the service was provided</b>	7 <sup>th</sup> St/ Metro center, Home at Last, Dragon's Gate PRK
4. <b>Client information</b> (may include gender, age, description of his/her circumstances, and needs, etc.)	Client is a 64 y/o male that was found at 7 <sup>th</sup> street metro center while conducting outreach with NBC news. Client reported a history of substance abuse throughout his life leading to a history of homelessness. He reported substance abuse was no longer an issue, but that he required assistance to get his life back on track.
5. <b>Description of the activities/services provided</b> (including titles of the staff and partnering agencies that were involved)	Upon initial contact, CES assessment was completed. Client was immediately connected to and placed at Home at Last (HAL) for crisis housing. Project Room Key referral was submitted on behalf of the client due to age and health concerns. Dorm setting was not ideal for client due to COVID concerns. The client did not have any documents or access to SSI funds. With assistance from HAL and PATH, the client was able to obtain a new ID, social security card and new direct express to access SSI funds. Client initially had trouble adjusting to shelter. Client was having issues with incontinence. PATH and HAL collaborated to create an action plan for client success to avoid the need for a higher level of care. Client was provided with adult diapers. Intervention led to successful adjustment at shelter for client. Client would be connected to medical services and eventually the issue would dissipate, eliminating the need for adult diapers.
6. <b>Status/Result/ Impact of activity</b>	Client received access to large sum of money once direct express card was received since he had not had access to it for so long. PATH and HAL had various money management interventions with client to prepare for an eventual move into permanent housing. Client was matched to PRK Dragon's Gate for temporary placement and was successfully transferred and placed. First to Serve enrolled client in recovery rehousing program and assisted client in permanent housing search. On 1/12/22, the client successfully moved into an apartment with recovery rehousing assistance.

Length of Journey from Homelessness to Permanent Housing: 6 months

1. <b>Service dates</b>	8/14/21-2/22/22
2. <b>Program Name</b>	Metro MDT Outreach
3. <b>Location(s) where the service was provided</b>	Participant was originally engaged at North Hollywood station on 8/14/21.
4. <b>Client information</b> (may include gender, age, description of his/her circumstances, and needs, etc.)	Client was homeless for over 10 years on and off, sleeping anywhere he was able to rest. He reported being homeless due to having a vision disability and struggling with substance dependence for over 15 years. Client also reported other chronic medical issues he had neglected to take care of.
5. <b>Description of the activities/services provided</b> (including titles of the staff and partnering agencies that were involved)	Substance Abuse Specialist (SAS) received approval from supervisor to place client into a motel and submitted a Housing for Health referral. While waiting for the client to be approved for Interim Housing, SA specialist was able to build rapport, provide individualized substance abuse counseling, and linked to DMH. Roughly 30 days later, the client was connected to interim housing and placed at PATH RHC.
6. <b>Status/Result/Impact of activity</b>	With assistance from PATH RHC staff, client was matched to permanent housing in February, 2022. He moved into a 1 bedroom 1 bathroom apartment in Westlake Area of Los Angeles.

## Length of Journey from Homelessness to Permanent Housing: 7 months

1. <b>Service dates</b>	August 19 <sup>th</sup> 2021 to march 25 <sup>th</sup> 2022
2. <b>Program Name</b>	Metro MDT Outreach
3. <b>Location(s) where the service was provided</b>	Blue Line, Washington Station
4. <b>Client information</b> (may include gender, age, description of his/her circumstances, and needs, etc.)	<p>It was August 19<sup>th</sup> of last year, I first met a man that was in need of assistance. He had been homeless for 6 years, with cognitive, substance use and mental health issues. He was walking off the Washington station platform and approached me where I was standing across the street. He introduced himself and then said, "I heard a lot of good things about PATH, I can use some of that help in my life."</p> <p>I explained that our goal at PATH is to improve the quality of life for the homeless in our community. We then discussed and prioritized the issues that need to be addressed. We made a treatment plan where client was empowered to set some goals for himself.</p>
5. <b>Description of the activities/services provided</b> (including titles of the staff and partnering agencies that were involved)	<p>The first step was to give client a DMV voucher to attain his California ID, which client went the next day to do. Then we called his mental health provider and made an appointment to reconnect him back to services. He was also given the option for inpatient substance use treatment and self-help groups. We also made it to Wesley Clinic to get back on track with maintaining his medical treatment and therapy.</p> <p>I received his California ID in the mail at PATH 2 weeks later, we then sent it out to the Social Security Administration to get his Social Security card. The next day we went to the DPSS office to attain benefits. With my guidance and encouragement this motivated client towards wanting positive change in his life. He now attends self-help groups (NA/AA) to address his substance disorder, keeps all mental health and medical appointments.</p>
6. <b>Status/Result/ Impact of activity</b>	<p>On February 19<sup>th</sup> this year Client was matched to an apartment called SP7, which is permanent housing. Client made this process easy for us, by having all necessary documents ready. Client presented his California ID, Social Security card, Proof of Benefits, and documents from his mental</p>
	<p>health provider to Housing Authority. He was approved for his new apartment, and on March 25, 2022 he signed the lease.</p> <p>Through PATH, I was able to guide and encourage client to want positive change in his life. He now attends self-help groups (NA/AA) to address his substance disorder, keeps all mental health and medical appointments and is permanently housed.</p>
7. <b>Client quote(s), if available</b>	
8. <b>Are client photo(s) attached</b> (eg. pre/post photos)?	n/a