



## Board Report

File #: 2020-0911, File Type: Contract

Agenda Number: 24.

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### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 18, 2021

**SUBJECT: CONTRACT MODIFICATION - LA COUNTY DEPARTMENT OF HEALTH SERVICES  
C3 HOMELESS OUTREACH TEAMS**

**ACTION: APPROVE RECOMMENDATIONS**

#### **RECOMMENDATION**

A. AUTHORIZING the Chief Executive Officer to execute Amendment No. 2 to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services (Contract No. MO13672900032385), for a four (4) month homeless shelter bed pilot program, in an amount not-to-exceed \$1,500,000, increasing the total cost from \$14,820,000 to \$16,320,000, inclusive of administrative fees; and

B. AUTHORIZING the Chief Executive Officer to execute Amendment No. 3 to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services (Contract No. MO13672900032385), for a two (2) year extension (July 1, 2021 to June 30, 2023), in an amount not-to-exceed \$9,880,000, increasing the total cost from \$16,320,000 to \$26,200,000, inclusive of administrative fees.

#### **ISSUE**

In response to the broader LA County homeless crisis, the C3 homeless outreach teams provide coordinated and responsive outreach to the displaced persons that turn to the Metro system and property for alternative shelter, and ultimately link them to interim and permanent housing solutions. In order to continue to provide homeless outreach system wide, Amendment No. 2 and No. 3 are required. Staff intends to aggressively provide homeless outreach systemwide, in efforts to enhance the customer experience and maintain a safe and secure system. PATH's outreach teams include medical personnel who provide immediate assistance to persons in need of wound treatment as well as refill prescriptions, make in-clinic appointments, and provide medical advice and education. The medical teams also provide COVID-19 testing. The inclusion of medical personnel on the PATH teams increases the numbers of persons receiving direct services and referrals. This contributes to enhancing the customer experience.

#### **BACKGROUND**

Metro has been impacted by COVID-19 and the homeless crisis. According to the January 2020 Greater Los Angeles Point-in-Time Count, the County of Los Angeles saw a rise to 66,436 people experiencing homelessness, a 12.7% increase from 2019. The City of Los Angeles saw a rise to 41,290, a 16.1% increase from 2019. At the onset of COVID-19, in April 2020, Metro implemented Operation “Shelter the Unsheltered” at six stations to address increased numbers of homeless persons using trains for shelter. The Operation is a collaborative outreach engagement effort among Metro partners: Metro Transit Security, Metro contracted Law Enforcement partners, the LA County Department of Health Services, The Dream Center and LA DOOR outreach teams. The Operation has proven to be successful, as a result the total number of individuals housed from April 1, 2020 through December 31, 2020 was 655. Prior to COVID-19 there was a lack of available shelter space and 24-hour operating shelters county-wide. The lack of available shelter space persists and is exacerbated due to required COVID-19 testing, quarantines and social distancing protocols implemented within shelters.

**DISCUSSION**

History

In Spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that had 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 1) to enhance the customer experience, 2) maintain a safe and secure system, 3) provide coordinated outreach and integrate action with County and City Measure H and Proposition 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 were to provide coordinated and responsive outreach to the homeless and to ultimately link them to interim and permanent housing solutions.

Metro’s C3 Teams

Metro’s C3 Homeless Outreach teams’ twelve-month pilot program began on May 22, 2017 with homeless outreach on the Red Line. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, night owl bus, and Union Station.

Since the launch of Metro’s C3 Homeless Outreach teams in May 22, 2017, Metro’s C3 teams have provided substantial homeless outreach through December 31, 2020 with 8,159 unduplicated homeless contacts, 2,653 of whom have been linked to permanent housing solutions with a total of 337 homeless persons permanently housed.

<b>Performance Measures - Monthly</b>	<b>Contract YTD Numbers Served</b>
Number of unduplicated individuals’-initiated contact (pre-engagement phase)	8,159
Number of Unduplicated individuals engaged (engagement phase)	4,180
Number of unduplicated individuals who are provided services or who successfully attained referrals*	2,547

Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	1,902
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	414
Number of unduplicated individuals engaged who are permanently housed	337

With System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and protective Engagement (HOPE) Team, LASD’s Mental Evaluation Team (MET), LBPd’s (Quality of Life) Officers and Metro’s Transit Security Officers, to engage the homeless and provide placement into services. This coordination maintains Health Insurance Portability and Accountability Act (HIPAA) compliance while providing coordinated and responsive homeless outreach.

**DETERMINATION OF SAFETY IMPACT**

The authorization of the amendments to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services, will provide funding to continue C3 homeless outreach teams providing coordinated and responsive outreach to the displaced persons that turn to the Metro system and property for alternative shelter and ultimately link them to interim and permanent housing solutions, and improve the experiences Metro customers have at every step of their journey.

**FINANCIAL IMPACT**

*Financial Impact for Recommendation A - Emergency Shelter Pilot Program*

The limited emergency and short-term funding increase for shelter is one of several SSLE initiatives responsive to the 2020 Customer Experience Action Plan. The increase of \$1,500,000 is included in the FY 2021 budget through the mid-year budget amendment. This is a temporary measure to respond to acute needs until more housing becomes available from local and regional partners.

The Proposed budget is aligned to the Customer Experience department/OCEO cost Center 2010, Account 50316, Project 306001.

*Financial Impact for Recommendation B - Extend C3 Outreach Services Contract*

If approved, funding for the contract amendment will be included in the FY22 budget. Funding for the amendment extension will come from federal, state, and local sources including sales taxes and fares that are eligible for bus and rail capital and operating projects. It will be the responsibility of the Cost center Manager to include in future budget request.

The proposed budget will be aligned to the SSLE’s Homeless Outreach & Strategic Planning cost center 2614, Account 50316, Project 306001.

**IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The program described supports goal 2.3 and 3.4 of Metro's Vision 2028 Strategic Plan. Goal 2.3 improve customer satisfaction at all customer touch points and goal 3.4 of playing a strong leadership role in efforts to address homelessness in LA County.

**ALTERNATIVES CONSIDERED**

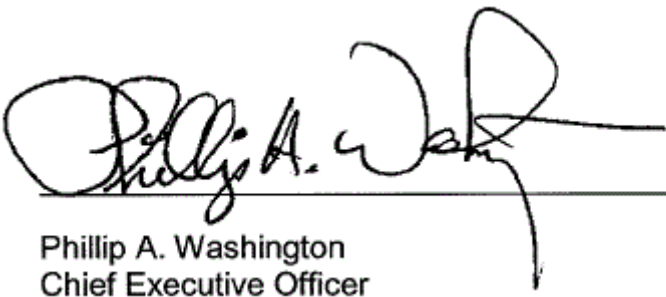
The Board may decline to approve the amendments. This alternative is not recommended as it will result in discontinuation of C3 outreach services on the Metro system in response to the broader LA County homeless crisis.

**NEXT STEPS**

Upon Board approval, staff anticipates executing the amendments to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services with the Los Angeles County, Department of Health Services, and continue providing homeless outreach system wide in tandem with the four-month homeless shelter bed pilot program.

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