



**Metro**

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Metropolitan Transportation Authority

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**APRIL 6, 2020**

**TO: BOARD OF DIRECTORS**

**THROUGH: PHILLIP A. WASHINGTON** PAW  
**CHIEF EXECUTIVE OFFICER**

**FROM: BOB GREEN** BG  
**CHIEF SYSTEM SECURITY & LAW**  
**ENFORCEMENT OFFICER**

**SUBJECT: METRO'S HOMELESS OUTREACH EFFORTS**

### ISSUE

In spring 2016, Metro created the Metro Homeless Task Force to address displaced persons that have turned to Metro's system and property for alternative shelter. Since then, Metro has made significant progress in addressing the homelessness issue by expanding its resources and partnering with community-based organizations.

### BACKGROUND

The homelessness crisis has significantly grown in the last couple of years. Metro has taken a proactive role in developing innovative solutions to provide resources, especially for those who interact with Metro's system and infrastructures.

### DISCUSSION

#### **System Security & Law Enforcement (SSLE) – COVID-19 Deployment**

In tandem with P.A.T.H.'s outreach efforts during the pandemic, System Security & Law Enforcement coordinated end-of-the-line services. Law enforcement ensured that all riders disembark trains at the end-of-the-line. SSLE is committed to reducing the number of homeless persons on Metro's system by providing responsive and coordinated services to homeless persons willing to accept services; hence, SSLE is committed to continuous non-preferential contacts and outreach at terminus points.

Understanding patterns of localities where homeless persons sleep, when not sleeping on trains, will assist in developing future outreach deployment strategies.

**Deployment Strategy:**

- Work closely with the Unified Homelessness Response Center to provide real-time shelter information to inform Metro outreach teams and law enforcement
- Deploy Metro buses to terminus points when trains stop running to pick-up homeless persons in need of shelter and services
- Strategically place restrooms at designated train stations
- Deploy law enforcement at entrances to inform all individuals on public travel restrictions – essential vs non-essential travel and reinforce Safer at Home guidelines
- Educate riding public on essential vs non-essential travel through posted signs, public announcements at stations and on trains

**Homeless Interaction Definitions:**

To provide consistency within performance metrics reported by law enforcement, beginning April 1st, System Security & Law Enforcement will use three- level definitions to categorize interactions with the homeless. These levels are:

- Level 1 (contacts): information is provided on resources/services and a name of the individual is obtained
- Level 2 (referrals): individual is receptive to services; appointments are made for services
- Level 3 (housing placements): any-mode of housing provided to the individual (i.e., motel, VA housing)

**P.A.T.H.**

**Modified Daily Operations:**

The photo below is a snapshot of what the daily 7 a.m. P.A.T.H. “huddle” looked like pre-pandemic on the Plaza Level of Metro Headquarters. The “huddle” was and remains the central control center for outreach review, collaboration and strategizing with Metro staff, Metro Security, law enforcement partners as well as service and community partners.

# Metro Homeless Snapshot – By System Outreach

## C3 Teams

## Attachment A

Performance Measure	Number Served December 2019	Number Served January 2020	Number Served February 2020	Project Year to date Number Served
Number of unduplicated individuals'-initiated contact (pre-engagement phase)	180	169	150	6,815
Number of Unduplicated individuals engaged (engagement phase)	112	97	90	3,555
Number of unduplicated individuals who are provided services or who successfully attained referrals*	97	86	83	2,961
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	38	46	67	1,302
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	7	5	4	395
Number of unduplicated individuals engaged who are permanently housed	19	16	15	221

## Law Enforcement Homeless Outreach (December 2019 – February 2020)

ACTION	LAPD HOPE	LASD MET	LBPD Q.O.L	Total
Contacts	3,211	1,794	189	5,194
Referrals	131	968	51	1,150
5150 Hold	38	34	2	74
Mental Illness	99	551	61	711
Substance Abuse	229	472	101	802
Veterans	18	5	6	29
Shelter	21	28	2	51
Motel With Housing Plan	1	0	1	2
VA Housing	0	0	0	0
Return To Family	2	2	1	5
Transitional Long Tern Housing	10	0	0	10
Detox	7	0	0	7
Rehab	6	0	0	6



**Metro**

### ***PATH Impact Story Resulting in Stable Housing***

**December 2019:** Locations where services were provided: Union Station, First to Serve, Russ Motel, White Memorial.

Client is a 57 year old fragile female with severe health and mental health barriers that made it difficult for her to process information, make rational decisions and have personal relationships. Client was evicted from numerous placements; however, PATH Outreach Teams were able to re-establish her relationship with family. Client was successfully reunited and released into her family's care. Client is currently doing well and receiving mental health and physical health care in Nevada. Participant has maintained correspondence with her case manager. Client expressed sincere gratitude for "never giving up on me."

**January 2020:** Outreach services were provided in Spa 4, Metro Service Planning Area.

Client is a 22 year old female. She has a diagnosis of Schizoaffective disorder. Client was in a violent relationship with her boyfriend; her young child was taken from her. The team engaged the Client at the 7<sup>th</sup> and Metro station. She was referred to interim housing at Good Shepherd and attained a bed. The team maintained regular contact with Client once she was placed and began addressing her substance abuse and mental health needs. The team worked on improving life skills, seeking safety and money management. Outreach team connected client to employment services and referred her to permanent housing. Client is currently in her own apartment. Client has stated her next goal is to get enrolled in a community college. Client is taking psychiatric medication and working toward regaining custody of her child. The client has reported hope for her future and is now smiling and laughing when the team meets with her.

**February 2020:** Team Outreach Worker initially engaged with client at the 7<sup>th</sup>/Metro Station between May 3, 2019 and February 27, 2020. Client is a 33 year old Latina, who had been homeless for 11+ years. Team learned that client was seven months pregnant and has two other children that were not in her care. Client was in need of the full constellation of social services, health care and legal services. Client struggles with PTSD, Depression and Anxiety and substance abuse. Outreach worker assisted client with getting into an emergency shelter for pregnant women. The client struggled at the shelter and was referred to Housing for Health. Client quickly received an interim bed at Los Angeles Family Housing Tyrone site, but client was afraid to into a shelter in a new neighborhood. The team worked with client on legal advocacy, transportation, mental health, housing and assisted with the completion of the necessary requirements of the department of Child Family Services to get her oldest son back and regain visits with her daughter. Client gave birth to her child soon after her move to the Los Angeles Family Housing Tyrone site. The baby suffered a stroke in the womb and had to spend his first two months in the hospital. During the interim, the mom slept in the Ronald McDonald House to be close to her baby. Once the baby was cleared and discharged, client returned to the Los Angeles Family Housing Tyrone site. Around this time, it was Thanksgiving; PATH Development team helped her get a Thanksgiving basket which included a turkey. For the first time in her life, client was able to cook a holiday meal.

Soon after returning to the site, client was matched to a unit based voucher for permanent supportive housing. There was a problem – the client had outstanding Warrants for possession. The Warrants deemed her ineligible for the match. The team helped the mother clear the warrants so that she could pass the background check. Outreach worker also helped client get started with the Dept of Mental Health to work on her mental health. As a result of the Outreach Team’s intervention, Client moved into her permanent supportive housing placement on February 27, 2020. The client has remained free from substances and is in the process of getting her oldest son back home with her and she has resumed regular visits with the 11 year old daughter. Client want to rejoin the work force once her youngest son is old enough for daycare.

### ***LAPD Outreach Impact Story Resulting in Stable Housing***

**December 2019:** In October of 2019, Transit Services Group HOPE Officers encountered Adrian living in a tent on MTA property near the Chandler Blvd and Vineland Avenue MTA bike path. Adrian had been living at this location for several months after being evicted from his apartment in North Hollywood due to unforeseen financial hardships. Understanding the vulnerable position Adrian was in, HOPE Officers transported and housed Adrian at the Sylmar House (interim shelter facility) in Sylmar, CA. Adrian was not eligible for free housing and could not remain at the Sylmar House. Adrian returned to living on the MTA property as before and HOPE Officers encountered him. HOPE Officers immediately developed a creative plan to assist Adrian in achieving financial stability that would translate into stable housing. Officers reached out to Los Angeles Family Housing (LAFH) to find a community housing provider that could link Adrian to a room at a cost that was affordable. Through the diligent efforts at LAFH, Adrian was connected to a shared room program at a fraction of the cost of the Sylmar House. Concurrently, a HOPE Officer reached out to Ross Stores Manager on behalf of Adrian. The Ross store manager was able to process Adrian’s employment application in under a week. Adrian became employed by Ross Stores as a warehouse manager, enabling Adrian to financially support himself. To ensure that Adrian was able to make it to work on his first day, a HOPE Officer purchased a 7-Day Metro Bus/Train pass for Adrian as a gesture of moral support. Additionally, HOPE Officers provided Adrian with donated housing supplies as well as a week’s supply of food.

**January 2020:** January 22, 2020, TRSG HOPE Officers made contact with Kendall (a 23-year-old woman) living unsheltered on the MTA bike path near the MTA Expo Line Westwood/Rancho Park Platform. Officers were concerned for Kendall’s safety because she appeared too young to be homeless and was utilizing the MTA greenway as a place to sleep. Additionally, Kendall appeared to be in emotional as well as mental distress because she had limited access to both food and shelter.

At first, Kendall was service resistant and was unwilling to be placed into a winter shelter. Officers were able to convince Kendall to meet with PATH who had access to additional homeless services.

The following day, Officers responded with PATH to link Kendall to homeless services. Additionally, the HOPE Team DMH clinician responded to assess Kendall for indicators of mental illness to connect her with the appropriate mental health services. Officers then contacted Kendall's mother (who resides in Phoenix, Arizona) to ascertain additional information relating to her daughter's status as well as condition. Kendall's mother informed Officers that her daughter suffers from both anxiety and depression. Kendall's mother was aware that her daughter was homeless but had no idea that she was living on the street. She advised Officers that she did not have the financial means to pay for her daughters return to Arizona., but would be grateful if Officers could reunite her with her daughter

TRSG HOPE Officers were able to convince Kendall to return home to her mother where she could receive the proper mental health services that she so desperately needed. Kendall had been living in Los Angeles in this condition for approximately four (4) months with no plan on how to lift herself out of homelessness. To ensure that Kendall could be reconnected with her mother, Officers purchased Kendall a bus ticket to Phoenix, Arizona and transported her to the bus terminal. Officers stood by at the bus terminal to ensure that she safely got onto the bus.

Once Kendall arrived home, she texted Officers expressing her gratitude for all their efforts. She strongly believed that without their intervention, she would still be homeless on the street. Additionally, Kendall's grandmother contacted Officers to thank them for finally reuniting her family. She believed that her granddaughter would have ended up as a statistic on the streets of Los Angeles had it not been for the TSRG HOPE Team.

**February 2020:** One of the HOPE Team's successes during February is still in progress, but they have accomplished the following so far:

One of Union Station's regulars (Tracy) has been contacted and escorted off the property by security on several occasions, is suspected of being involved in several minor crimes and has been arrested several times only to be immediately released resulting in her return to Union Station. As in many cases, Tracy has been through the many broken systems and there has not been any progress toward getting her the help that she needs.

LAPD Transit HOPE Officers and our DMH Clinician were made aware of two arrests involving Tracy and attempted to follow up but she was released prior to any contact. During a third arrest we contacted the City Attorney and jail and arranged for an evaluation while she was in custody. Our clinician determined that Tracy has both a substance abuse issue and severe mental illness. Officers followed up with the investigating detective and were able to ensure that the case was filed and Tracy would be held in custody. Our DMH Clinician made arrangements for housing and mental health services upon Tracy's release. Officers and DMH followed up with the District Attorney's Office to ensure they would be notified of Tracy's future court dates with the intention of filing a petition for a comprehensive mental evaluation. Our Clinician also submitted a referral to our Case Assessment Management Team to evaluate Tracy's situation for possible conservatorship. We are hoping that the additional effort and

advocating for Tracy will result in the desperately needed mental health and substance abuse care she needs to improve her life and move one step closer to permanent housing. Tracy's next court date is in May, subsequent results will be reported.

### ***LASD Outreach***

#### **December 2019:** Transit MET Units:

- Transported 13 clients to other homeless outreach connection services.
- 3 teams attended Coffee with a Deputy TSB event at Starbucks in Norwalk, CA – 2/5/2019.
- 2 teams attended Force Option Simulator training course hosted by San Jose Police Department, San Jose, CA – 12/9/2019.
- 2 teams assisted Azusa Police Department in a Homeless Outreach Operation – 12/11/2019.
- A sergeant attended a Homeless Initiative Strategic Plan Workshop at Hall of Justice - 12/18/2019.
- 1 LASD County MET Deputy worked at TSB with a TMET Deputy as part of LASD/MET cross training – 12/19/2019.

#### **January 2020:** Transit MET Units:

- Transported 12 clients to other homeless outreach connection services.
- All teams attended TMET Staff meeting with Sgt. Finley and Lt. Jaime – 01/08/2020.
- 3 teams and Sgt. Finley assessed a homeless encampment at a non-revenue line on Garfield Ave/Petterson Ln, Paramount, CA – 01/09/2020.
- 3 teams assisted MTA regarding 602 P.C. posting at a homeless encampment on a non-revenue line at Rosecrans Ave/Aviation Blvd., El Segundo, CA – 01/22/2020.
- 3 teams attended a Pasadena Police Department Homeless Committee meeting – 01/28/2020.
- 3 teams assisted MTA regarding a homeless encampment clean-up on a non-revenue line at 61<sup>st</sup>/Blue Line – 01/29/2020.

- 9 teams attended a TMET staff meeting with Sgt. Finley at Downey Division 4 – 01/29/2020.

**February 2020:** Transit MET Units:

- Transported 23 clients to other homeless outreach connection services.
- 3 teams assisted MTA regarding a homeless encampment clean-up on a non-revenue line at Rosecrans Ave/Blvd., El Segundo – 02/05/2020.
- 1 team assisted Metrolink clearing up several homeless encampments on the Metrolink tracks in the City of Van Nuys – 02/19/2020.
- 1 team assessed a homeless encampment located in a wash under the Gold Line tracks, near S. Mayflower Ave/Gold Line in the City of Monrovia – 02/20/2020.
- 1 team and Sgt. Finley attended a meeting with Pasadena Police Department HOPE team – 02/20/2020.
- Transported 5 clients to other homeless outreach connection services.
- 3 teams conducted MILO De-escalation training at Downey Div. 4 – 02/20/2020.
- 1 team attended a HOPE Homeless Outreach meeting at Pasadena Police Department – 02/26/2020.

***LBPD Outreach***

**December 2019:** Quality of Life Officers:

- Wednesday, December 11<sup>th</sup>, Metro Quality of Life Officers assisted the Public Works Department with persons experiencing homelessness encampment clean-ups. There was a total of 4 encampments.
- Wednesday, December 11<sup>th</sup>, a male subject was found near the Willow Street Platform. Metro Quality of Life Officers assisted the man, who was a veteran experiencing homelessness, to the Long Beach Health Department Multi Service Center for shelter and services.

**January 2020:** Quality of Life Officers:

- Wednesday, January 8<sup>th</sup>, Metro Quality of Life Officers assisted Cal Trans with encampment clean-up for persons experiencing homelessness. Location of the clean-up, north of the Wardlow Station, adjacent to, but not part of Metro property.



- Wednesday, January 13<sup>th</sup>, Quality of Life Officers encountered a subject who was a victim of a robbery which took place on the Metro Rail system. Upon investigation, it was discovered that the subject was also experiencing homelessness. A Long Beach Quality of Life Officer contacted and interviewed the subject and found out that the subject was originally from Oklahoma. The subject was taken to the Multi Service Center for shelter and services. Employees at the Multi Service Center and a Quality of Life Officer were able to convince the subject to return home for additional support. The brother of the subject was contacted and offered to purchase a bus ticket for the subject. The Quality of Life Officer drove the subject to the Greyhound Bus Station and placed him on a bus to Oklahoma. The subject's brother was notified of the arrival time to pick up the subject.
- Wednesday, January 15<sup>th</sup>, Quality of Life Officers assisted the long Beach Environmental Services Bureau (Public Work Department) at 20<sup>th</sup> Street and Long Beach Blvd with persons experiencing homelessness encampment clean-up. The clean-up is not part of Metro property.
- Wednesday, January 22<sup>nd</sup>, Quality of Life Officers contacted a subject experiencing homelessness sleeping across three seats on the train at the Downtown Long Beach Metro Station (128 W. 1<sup>st</sup> Street). The subject had been experiencing homelessness on and off for 20 years. The subject willingly let Quality of Life Officers transport him to the Multi Service Center for an evaluation. During the evaluation, it was revealed that the subject should have been receiving Social Security Income funds, but the funds were being sent to an incorrect person. The subject was given a meal, allowed to shower and placed in temporary shelter.

**February 2020:** Quality of Life Officers:

- Wednesday, February 5, Metro Quality of Life Officers, with the rest of the Long Beach Police Department Metro detail, participated in a joint emergency preparedness training with Metro emergency operations personnel at Division 11.

- (1) Elderly, single female with numerous health issues, uses a cane to walk and cannot stay on a top bunk. She is on the wait list with SPA 4 IH matcher for a bottom bunk. (\$3610)
- (2) Single male adult with support dog. They were evicted from a shelter. He is matched to a PSH unit, pending inspection. (\$595)
- (3) LAPD referral, single male needing reunification to Ohio. We motel'd him until either reunification or IH placement was secured. On the final day, client had left the motel, phone is turned off. No contact has been since. (\$340)
- (4) Single elderly female with cancer, currently receiving treatment. Working on completing and submitting Recup Care application. (\$3610)
- (5) Single male with support dog. We motel'd him for 1 night in order to reunify him via train the next day. He was successfully reunified to Ohio. (\$120)
- (6) 3-month pregnant female and her boyfriend, living in their car, connected to SPA 4 FSC. We received confirmation that they do not have funding to motel the couple at this time, we decided to motel them. Working on obtaining a housing plan from FSC at this time. (\$1070)
- (7) Elderly male with numerous and severe health issues. He is on the SPA 4 PSH wait list, to be matched to a unit. (\$2185.01)
- (8) Single mother and baby. Client has been motel'd by us for several months, contingent upon her connection with FSC. This month she lost custody of her child and was no longer eligible for FSC housing services. We secured her a bed at FTS Vernon and gave her ample time to move her belongings to storage, client refused to vacate the room and decided to pay out of pocket moving forward. (\$1445)

- (9) Couple with 2 elementary school age children. Initially placed in emergency motel at the Stuart Motel on 10/29/19. Family remained in the motel while case manager had made multiple attempts to coordinate with FSC, explore shared housing, apartment searches, and connecting to appropriate shelters. (\$2040)
- (10) Mother with 4-year-old child. Family was found at the Slausen station on the Blue line with nowhere to go on 11/14/19. Mother works. An emergency motel room was secured, while outreach worker assesses and connects family to appropriate family resources. Motel stay has continued through December. Family currently remains in the motel. (\$2880)
- (11) Mother with her 2 daughters, ages 10 and 14, were outreached on 12/3/19 and placed into emergency motel, while family was assessed and attempts to connect with family solutions center were made. Mother works and was interested in finding month to month unit for her family. Case manager assisted her in locating a unit. Family has moved into month to month rental unit. (\$330)
- (12) Female is homeless with her 7-year-old nephew, for whom she has legal custody. Female works and became homeless when her mother passed away. An emergency motel room was secured on 12/5/19, while outreach worker makes attempts to connect her to family solutions center, rapid rehousing and/or family shelter. Family remains in motel while efforts continue. (\$3080)
- (13) Family consists of female, her 13-year-old daughter, and the daughter's grandmother. Family was placed in an emergency motel room on 12/18/19. Outreach worker has been working on referral to Spa 6 family solutions center and assisting family with obtaining the necessary documents to enroll. Family currently remains in motel. (\$1740)

(14) Female and her 2 teenage daughters (15 & 16) were placed in an emergency motel at Motel 6 in Whittier on 10/09/19. The family was moved to the Holloway the next day because the Motel 6 was too far from the children's school; however, they left the motel due to bed bugs. Outreach staff reconnected with the family after that weekend; the charges for the Holloway were reversed and the family was placed in the Stuart Motel on 10/15/19. The Motel stay has continued through the month of December. Outreach case manager has coordinated with multiple programs to place the family, including HFH/DHS, Family Solutions Center, Rapid rehousing and immigration services through the duration of the family's stay in the motel. However, the family's immigration status as well as the age of the children has made placement challenging and efforts continue. Family remains in emergency motel. (\$2880)

TOTAL DECEMBER COST: \$25,925

## January Motel Report

1. Cancer patient, wheelchair bound, was motel'd until a bed was secured at Bassett VOA shelter. She was transported to the shelter for placement but evicted days later for behavior. We motel'd her again until a new bed was found. A bed was secured at FTS Vernon, client was placed there and evicted days later for behavior once more. Client was transported to Palm Desert hospital for cancer treatment. Social worker stated they would have housing for her.  
\$340
2. Elderly, single female with numerous health issues, uses a cane to walk and cannot stay on a top bunk. Our staff secured her a bed, but upon arrival the bed was not handicap accessible. She returned to the motel and is waiting for a bottom bunk bed. \$2880
3. Single male adult with support dog. He is matched to a Permanent Supportive Housing unit, pending inspection. \$595
4. Single male adult with substance abuse and seizure disorder. It was determined he would not succeed in Skid Row so we motel'd him until an interim housing bed or treatment bed was available. He was successfully placed at an inpatient substance abuse treatment facility. \$1345
5. Single elderly female with cancer, currently receiving treatment. Recuperative Care application is submitted, waiting for a match. \$2880
6. Single mother with 3 children, enrolled in HOPICS family services but had lost contact with case manager. We motel'd her until connection was successfully made. \$360
7. 3 month pregnant female and her boyfriend, living in their car, connected to Family Solutions Center. We received confirmation that they do not have funding to motel the couple at this time, and we agreed to motel them. We are working on obtaining a housing plan from Rapid Rehousing at this time. \$2160
8. Elderly male with numerous severe health issues. He is on the SPA 4 Permanent Supportive Housing wait list to be matched to a unit. \$2980

## January Motel Report

9. Elderly, mentally ill, physically disabled veteran. He was not able to accept a top bunk, and has been placed in a motel while the team attempts to reunify him to his family. \$920
10. Single female fleeing domestic violence. Team reunified her with family, and placed her in a motel for one night while waiting for her Greyhound trip. \$110
11. Mother with 4 year old child. Family was found at the Slauson station on the Blue line with nowhere to go on 11/14/19. Mother works. An emergency motel room was secured, while outreach worker assesses and connects family to appropriate family resources. On 1/29/20, Outreach Worker again accompanied mother to HOPICS FSC, but the family was denied services because of what appears to be a misunderstanding regarding child custody orders between mother and her child's father. On 1/31/20, mother provided a court order showing that she, and the child's father, equally share physical and legal custody. The plan is to return to HOPICS and advocate for the family to be enrolled in HOPICS Family Solutions Center program. In addition, the Outreach Worker is actively exploring other family programs to refer to. \$3300
12. Woman homeless with her 7 year old nephew, for whom she has legal custody. Individual works and became homeless when her mother passed away. An emergency motel room was secured on 12/5/19, while outreach worker makes attempts to connect her to family solutions center, rapid rehousing and/or family shelter. This family was referred to HOPICS Family Solutions Center and program eligibility has not been determined. Family remains in motel while efforts continue. \$3400
13. Mother, her 13 year old daughter, and the daughter's grandmother. Family was placed in an emergency motel room on 12/18/19. Family Solutions Center reported being out of motel vouchers and being at capacity for family crisis housing. Outreach Worker has been actively

## January Motel Report

exploring other family programs and found availability at Ruth's Place Program on 1/29/20, however, individual declined to accept placement at this family shelter. Other options and resources are actively being sought to connect the family to an appropriate program. \$3830

14. Mother and her 2 teenage daughters (15 & 16) were placed in an emergency motel on 10/09/19. The Motel stay has continued through the month of January, 2020. Outreach case manager has coordinated with multiple programs, however, the family's immigration status as well as the age of the children has continued to make placement challenging and efforts continue. \$3960

15. Couple with two young children, ages 4 and 2, who were referred by LAPD. The family was placed in an emergency motel room on 01/07/20 and the outreach team referred the family to HOPICS FSC relocated the family to an appropriate placement. \$1,670.

16. Individual female with mental health issues who had previously been placed in interim housing by our team. She was exhibiting behaviors and challenging interactions with the shelter staff and other guests. In consultation with her Full Service Partnership team, a brief motel stay was approved for stabilization. \$420.

17. Pregnant female. Outreach Worker secured a shelter bed for placement on 1/30/20 and a one night motel stay was approved. On 1/30/20, the Outreach Worker was informed the bed was not available and the motel stay was extended while the Outreach Worker locates available shelter options for her. \$550.

January Motel Report

18. Couple and their two children, ages 2 and 1. This was an LAPD referral our team received on 1/31/20. The family was provided an emergency motel stay as the Outreach Worker connects the family to FSC and/or other family shelter program. \$520.

**Total: \$32,220**



**FEBRUARY 2020 MOTEL REPORT FOR SWING SHIFT**

1. 1 Adult Female (Pregnant), 1 Adult Male, and 3 children – The family is connected to Harbor Interfaith FSC (Family Services Center) and on 2/26/20 met with a Housing Navigator to begin search for housing. As of this writing, available family shelter has not been found and the family continues to stay at the Crenshaw Motel. We spent \$4420 to motel the family for the month of February.
2. 1 Adult Female and her 1 child (age 4) – On 2/18/20, the family was enrolled in PATH FSC and is awaiting being assigned a Housing Navigator. The team continues to search for available family shelters, and until then, the family continues to stay at the Crenshaw Motel. We spent \$2780 to motel the family for the month of February.
3. 1 Adult Female (Undocumented) and her 2 teenage children – On 2/28/20, the family was enrolled in PATH FSC and is enrolled in their Rapid Rehousing Program. The team continues to search for available family shelters, and until then, the family continues their stay at the Stuart Motel. We spent \$3000 to motel the family for the month of February.
4. 1 Adult Female and 1 child (age 7) – Efforts to connect the family to an FSC have been unsuccessful as have efforts to locate a family shelter. The child is a nephew to the adult family and the team has been working to help the adult female locate proof that she has custody of the child so that they can be accepted into an FSC program. The family continues their stay at the Crenshaw Inn and we spent \$2680 to motel the family for the month of February.
5. 1 Adult Female, 1 Adult Male and their 2 children (ages 1 and 2) – This family of four was previously connected to HOPICS FSC and the team has made diligent efforts advocating for the family to be re-enrolled in the HOPICS FSC Program. In the meantime, the team has searched for a family shelter, without success. The family was at the Crenshaw Inn until they were recently asked to move and are now at the Stuart. We spent \$2589 to motel the family for the month of February.
6. 1 Adult Female and 1 child (age 11) – This family was referred by Metro Security on 2/25 and was placed at the Stuart Motel while efforts to connect to FSC and/or a family

shelter are made. On 3/5/20 a shelter option was identified and the family was going to view the space yesterday afternoon and a status update is pending. We spent \$300 to motel the family for the month of February.

7. 2 Adult Females – This married couple are matched to permanent housing and their move in date is expected soon. The People Concern had been paying for the couple to stay in a motel but were no longer able to continue paying for the motel stay PATH agreed to assist with payment to continue the motel stay. We spent \$440 for the month of February.
8. 1 female – LAPD referral, single female. She has been accepted at A Bridge Home - Hope St., shelter is not open until 2<sup>nd</sup> week of March. We motel'd her until her intake date. In February we spent \$830 to motel her.
9. 1 male – Single male, motel'd at Stuart motel for 1 night until reunification train leaves to Humboldt County. In February we spent \$110 to motel him.
10. 1 female – Single elderly female with cancer, currently receiving treatment. Higher Level of Care is no longer an option due to Department of Health Services funding and client's insurance. We is working with a landlord to secure a unit for her and a caretaker. In February we spent \$2060 to motel her.
11. 1 Female 3 children – Single mother with 3 children, enrolled in Homeless Outreach Program Integrated Care System family services but had lost contact with case manager. We motel'd her until connection was successfully made. First week of February, Homeless Outreach Program Integrated Care System took over and moved them to housing. In February we spent \$120 to motel this family.
12. 1 female + 1 male – 4 month pregnant female and her boyfriend, SPA 4 FSC exited them and they were referred to SPA 4 RRH. Intake complete, and apartment found. Waiting for inspection and move in date. In February we spent \$2880 to motel them.
13. 1 female + 1 male – Husband and wife from Las Vegas were found at union station. They reported that they had children staying with family nearby and needed a place to stay until they connected to DPSS for a 2 week voucher. They were motel'd until a

connection was made with Department of Public Social Services or shelter. In February we spent \$930 to motel them.

14. 1 male – elderly male with numerous and severe health issues. He is on the Service Planning Area 4 Permanent Supportive housing wait list, to be matched to a unit. We are also working on securing a studio with a landlord. In February we spent \$2060 to motel him.

**Total: \$25,199**