

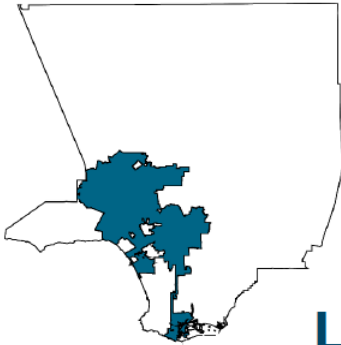
# **LA County Metro's Homeless Action Plan**

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# LA County Homeless

## PEOPLE EXPERIENCING HOMELESSNESS



**City of  
Los Angeles**

**31,516**

**5% Decrease**



**County of  
Los Angeles**

**53,195**

**3% Decrease**



2018 HOMELESS COUNT RESULTS

The LA CoC total number was 50,385, a 4% decrease from 2017. The LA CoC is Los Angeles County excluding Glendale, Pasadena, & Long Beach CoCs. 4







## Taking Shelter on Night Owl Bus Service



Metro



OUTFRONT / JCDecaux

WL21

Bus Shelters Converted into Living Spaces











**Encampments Adjacent to Bus Stops**





**Encampments Limiting Passenger Access**



# Homeless Action Plan



**Research**

**Education**

**Coordination**

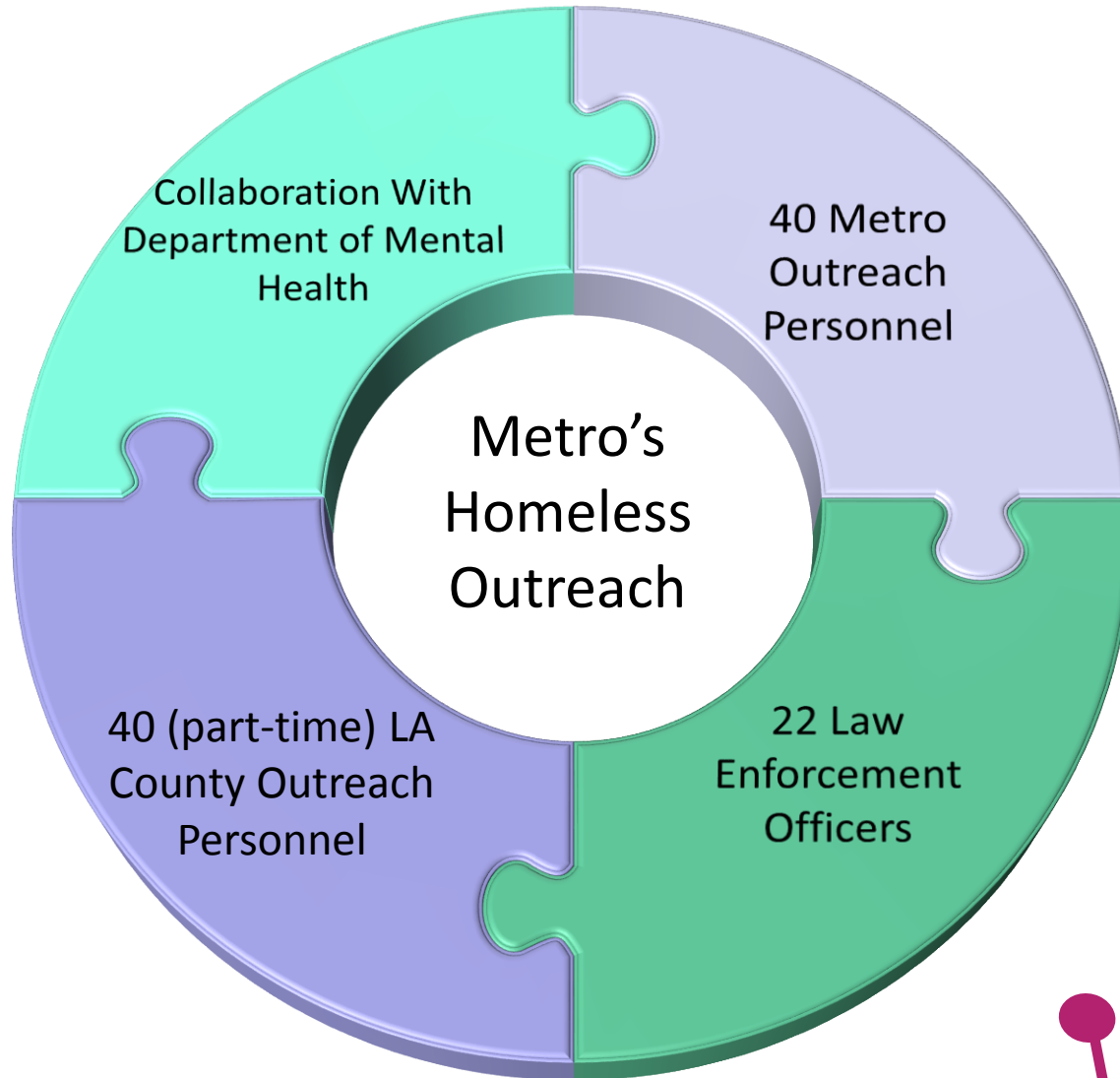
**Outreach**



- Enhanced ridership experience
- Improved public safety for all passengers
- Coordinated and responsive homeless outreach and engagement



# Homeless Outreach Components





# Systemwide Approach

- ✓ Metro funds 40 social workers and 22 law enforcement officers specifically to address homelessness
- ✓ We are forming strong partnerships with City and County agencies, local social service providers, and non-profits.
- ✓ We cannot police our way out of this.... Outreach effort launched in May 2017
- ✓ We must remain focused on our patrons and their ridership experience

**Bus**



**Rail**



# Ongoing Consultant Engagement

- ✓ Homeless Outreach Strategy
- ✓ Mental Health Outreach Strategy
- ✓ Coordinating with law enforcement
- ✓ Wrap Around Services & Case Management
- ✓ Public/Private Partnerships
- ✓ Communicating Metro's Plan to Address Homelessness
- ✓ Addressing Encampments
- ✓ Faith Based Partnerships



# Outreach Results

Performance Measure	March 2019 Number Served	Project Year to Date Number Served May 2017 through March 2019
Contacts with unduplicated individuals	220	4,798
Unduplicated individuals engaged	57	2,658
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	111	1,942
Unduplicated individuals engaged who are successfully linked to an interim housing resource	47	742
Unduplicated individuals engaged who are linked to permanent housing resource	4	307
Unduplicated individuals engaged who are permanently housed	5	88





We Have To Approach This With Sensitivity and Respect

