

HOMELESS OUTREACH AND INTERGOVERNMENTAL AGREEMENT WITH CHICAGO'S DEPARTMENT OF FAMILY AND SUPPORT SERVICES

NOVEMBER 2023
THOMAS MCKONE
CHIEF ADMINISTRATIVE OFFICER



INDIVIDUALS EXPERIENCING HOMELESS

- **Homelessness on transit is an industry-wide issue**

- TRB's Transit Cooperative Research Program (TCRP) Synthesis 121: Transit Agency Practices in Interacting with People Who Are Homeless (2016)
- Transit Cooperative Research Program (TCRP) Report 242 Homelessness: A Guide for Public Transportation (2023)
- UCLA Institute of Transportation Studies: Homelessness in Transit Environments (2021)
- American Public Transportation Association (APTA): Transit Agency Approaches to Supporting People Who are Homeless session (2022)

- **The 2022 Point in Time Count estimated a total of 3,875 people experiencing homelessness in Chicago. The count identified 2,612 individuals experiencing homelessness residing in shelters and 1,263 people experiencing unsheltered homelessness.**

- 564 people were counted on the CTA, 150 more compared to 2020.
- CTA locations were the highest for Chicago's unsheltered population.

People who are struggling with homelessness often rely on public transit conveyances or facilities as shelters from the weather and to stay safe. This is a growing challenge for many transit agencies and impacts transit employees and passengers who use public transit trains and buses. Transit agencies across the country are exploring ways to respectfully support persons who are homeless and minimize impacts to transit employees and the traveling public. Agencies have developed important partnerships with law enforcement, social service agencies, mental health experts, advocates for persons who are homeless and others to approach this issue in a more positive way.

- APTA Key Issues, 2023, Transit's Response to People Who Are Homeless



OVERVIEW OF CURRENT SERVICES

- **CTA has an IGA with DFSS for outreach on the Red and Blue Lines authorizing up to \$2 million**
 - Value of contracts with outreach agencies: \$1.6 million
 - Teams ride trains to perform outreach and connect clients to services
 - Thresholds: Monday-Friday, Red Line
 - Haymarket: 7 days/week, Blue Line O'Hare Branch
 - Estimated expenditures through August: \$700,000
- **Outreach teams ride the trains and visit stations to engage individuals experiencing homelessness**
- **Teams offer connections to support services, harm reduction materials, healthcare connections, and connections to shelter and/or housing (when available)**
- **Chicago Department of Public Health funds The Night Ministry to conduct overnight outreach one night/week at Howard (Red) and Forest Park (Blue) Rail Terminals**



CURRENT OUTREACH SCHEDULE

	Haymarket Outreach Team Overview	Thresholds Outreach Team Overview
Outreach Location	Blue Line (between O'Hare and Clark/Lake stations)	Red Line, 95 th to Howard
Outreach Shifts	<ul style="list-style-type: none"> Daytime shift: 7:00am-3:30pm Nighttime shift: 11pm-7:30am 	<ul style="list-style-type: none"> Daytime shift*: 8:30am-5:00pm Nighttime shift: 4:30pm-12:30am
Days of the week teams in the field	<ul style="list-style-type: none"> Daytime team works 7 days a week Nighttime team works Monday-Friday 	5 days a week, Monday-Friday
Number of teams	2 teams, one per shift	2 teams in total, one per shift
Outreach started	February 20, 2023	January 3, 2023
		*Daytime shift is funded from outside sources.



RESULTS THROUGH SEPTEMBER

- **Total encounters: 5,086***
- **North Star Goal #1 - Shelter Placements: 80**
- **North Star Goal #2 – Moving clients into more stable/permanent housing**
 - Total Homeless Management Information System (HMIS) enrollments: 283 individuals
 - Total Coordinated Entry System (CES) enrollments: 236 individuals
 - Total housing placements: 24 completed plus 5 underway.

*One individual can produce multiple encounters



ENCOUNTERS BY LOCATION

All Encounters by Location

Red Line Encounters by Location Over Time

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total
Howard	5	21	72	67	112	92	56	69	494
Train			76	89	96	78	27	44	410
Lake		1	16	6	19	36	89	70	237
Belmont	1	7	12	31	1	12	12	11	87
Clark/Division	3	3			4	9	13	14	46
Sheridan	2	6	6	7	2		3	2	28
Jackson	5	6	4	2	9	1			27
Argyle	1	2		1	3	4	6	8	25
Addison	1	2	1					14	18
Blank					15	1		2	18
Harold Washington				2			13		15
Fullerton	5	3	1	1	2			1	13
Grand	2	3	4	2			1	1	13
Morse			2	3			6	1	12
State/Lake				9		1		1	11
Wilson	1			1	5	3		1	11
Chicago		4		1		4	1		10
Loyola		4		1		4			9
Roosevelt	2	1		2	2				7
95th/Dan Ryan	1	1	1	1	1	1	2		7
Harrison	2	3			1				6
Cermak	1	1				2	2		6
Sox/35th	2	3							5
63rd		1	1	3					5
Monroe	2	2							4
North/Clyborn	1	1		1					3
Lawrence		2							2
87th	1				1				2
47th	2								2
Berwyn		2							2
Garfield	2								2
79th		1			1				2
Granville		2							2
Thorndale		1			1				2
Clark/Lake				2					2
Chicago/Grand	1								1
Bryn Mawr	1								1
Franciscan Pilsen								1	1
State								1	1
Hotel								1	1
69th	1								1
South Side					1				1
Grand Total	44	83	196	232	276	248	231	242	1552

Blue Line Encounters by Location Over Time

	Mar	Apr	May	Jun	Jul	Grand Total
Clark/Lake	362	249	236	105	113	1065
O'Hare	79	80	81	47	51	338
Jefferson Park	65	43	46	48	73	275
Logan Square	17	28	26	14	32	117
Western	25	14	31	18	6	94
Damen	34	8	11	12	9	74
Grand	20	13	12	8	16	69
Division	31	2	23	3	3	62
Irving Park	23	3	16	5	14	61
Riding the Train				15	33	48
Office				6	41	47
Chicago	12	12	16	4	2	46
Belmont	10	6	12	7	5	40
California	9	10	11	6	1	37
Cumberland	20	9	1	2	4	36
Harlem	21	5	4	1	3	34
Addison	19	6	2	1	2	30
Montrose	6	1	6	3	2	18
Rosemont	4		1	2	2	9
Washington	1	1	1			3
(blank)				1		1
Grand Total	758	490	537	307	412	2504

Note: "Riding the train" location variable fixed in June for Haymarket

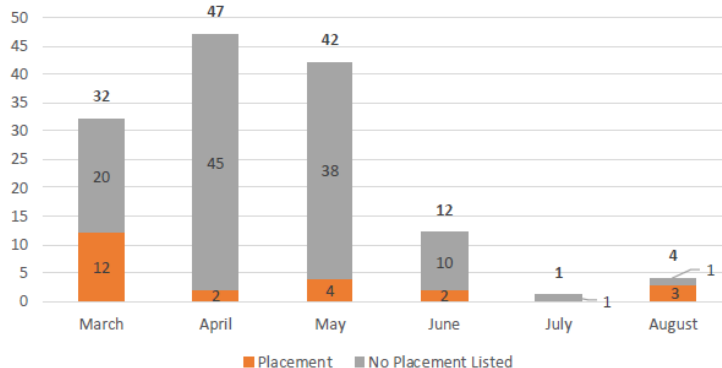


SHELTER PLACEMENTS

- Both agencies check on availability of shelter beds daily. Shelter spaces are not available for all clients who are interested in shelter.
- They will immediately transport clients to shelters once they have been approved.
- Work is underway to make more shelter spaces available.

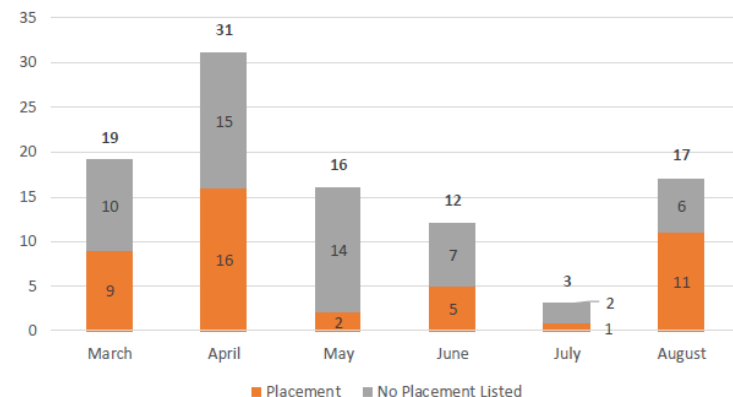
Blue Line

When Shelter was listed as requested during an encounter for the Blue Line Team, how often was that encounter marked as ending in shelter?



Red Line

When Shelter was listed as requested during an encounter, how often was that encounter marked as ending in shelter?



TOP SERVICES RENDERED

Top 5 Blue Line Service Types Rendered Over Time

Service Rendered	Grand Total	% of total services rendered (4266)
Food	1847	43%
Case Mgmt	723	17%
Hygiene	547	13%
HMIS	384	9%
Harm Reduction/SUD	172	4%

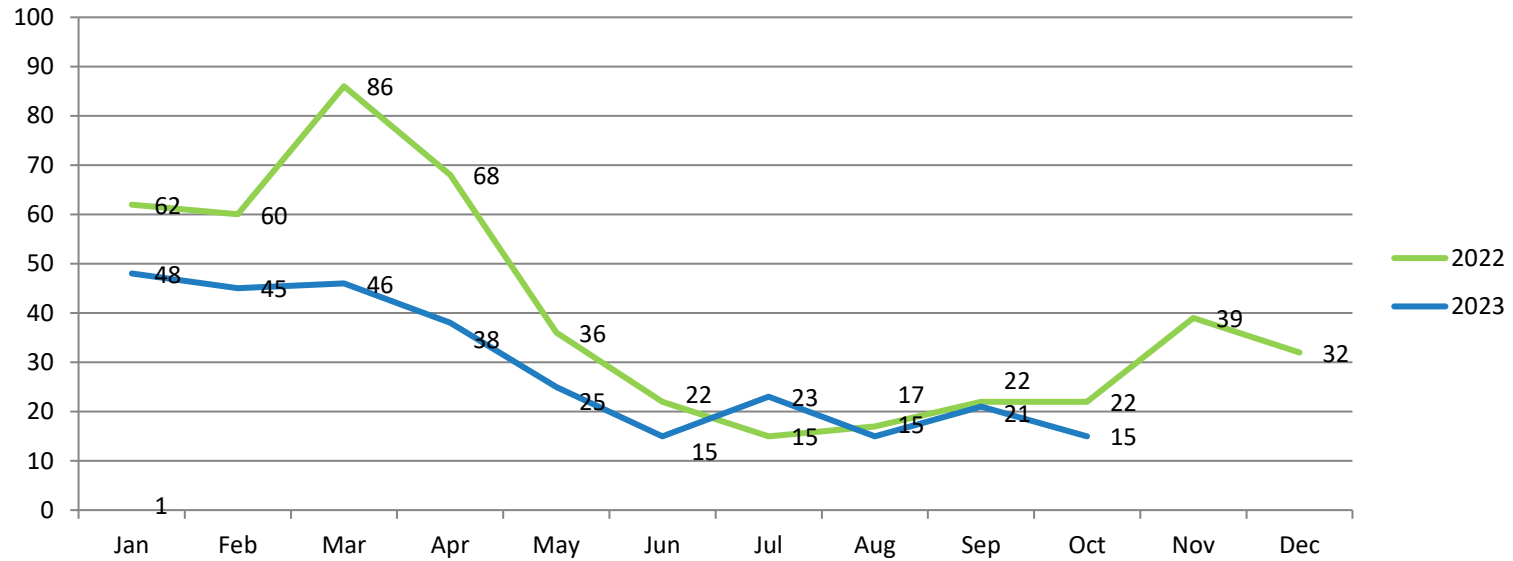
Top 5 Red Line Service Types Rendered

	Total	% of total services rendered
Food	1212	39%
HMIS	610	19%
Case Management	388	12%
CTA Pass	157	5%
Clothing	70	2%



CUSTOMER FEEDBACK

Complaints by Month and Year



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	73	54	66	104	51	16	9	7	11	22	23	45	481
2021	36	45	56	40	26	19	10	14	16	10	27	50	349
2022	62	60	86	68	36	22	15	17	22	22	39	32	481
2023	48	45	46	38	25	15	23	15	21	15			291



CTA-FOCUSED ACCELERATED MOVING EVENT

- **The Chicago Continuum of Care (CoC) developed the Expedited Housing Initiative (EHI) to expedite and improve the process of moving from homelessness into housing.**
 - The Chicago CoC and EHI support high risk individuals experiencing homelessness.
- **On Wednesday, July 19, 2023, the Chicago CoC, DFSS, and their partners hosted an accelerated moving event at Harold Washington Library specifically for unhoused individuals riding the CTA.**
 - 3 rapid rehousing providers participated, managed intake, and enrolled participants
 - 25 clients attended the AME.
 - 19 clients have been housed as of 9/27/23, all currently remain housed.
 - Five others remain in the process.



TESTIMONIALS

• Red Line

CTA 2 engaged with him early January and transferred him to CTA 1 pretty soon after. Thresholds connected him with legal council and collaborated with them for an appeal for social security disability. The team connected him to Thresholds Health. The team got him his RTA ride free card with a physicians statement, Had him on CHA housing waitlist ... he moved in July 25. Since he moved in he won his SSI case. Moving in has helped him get more sleep and consistency in his routine. Staff had some difficulties engaging member due to low frustration tolerance regarding housing and delusions but the consistency of follow through of staff (and our ability to add money onto his phone plan) regained rapport

• Blue Line

One client was connected to detox, treatment, and a recovery home at Haymarket and successfully transitioned to a more long-term sober living environment with the help of the outreach and treatment team.



2024 PROPOSAL

- **Continue outreach to individuals experiencing homelessness along the Red and Blue Lines**
- **Expand outreach to cover the entire Blue Line. Additional resources for Red Line outreach.**
- **Support initiatives to create additional shelter space and housing for individuals currently sheltering on CTA**
- **Authorize additional funding of up to \$2 million for 2024 to continue and expand outreach efforts**

