

Stockton St



BART Entrance



# Strategic Homeless Action Plan

BART Board of Directors

February 26, 2021



# Presentation Overview

1. A Region in Crisis During the Pandemic
2. UCLA Transit & Homelessness Report
3. Regional Impact Council's Regional Action Plan
4. BART Strategic Homeless Action Plan
5. Next Steps
6. Questions

# A Region in Crisis During the Pandemic

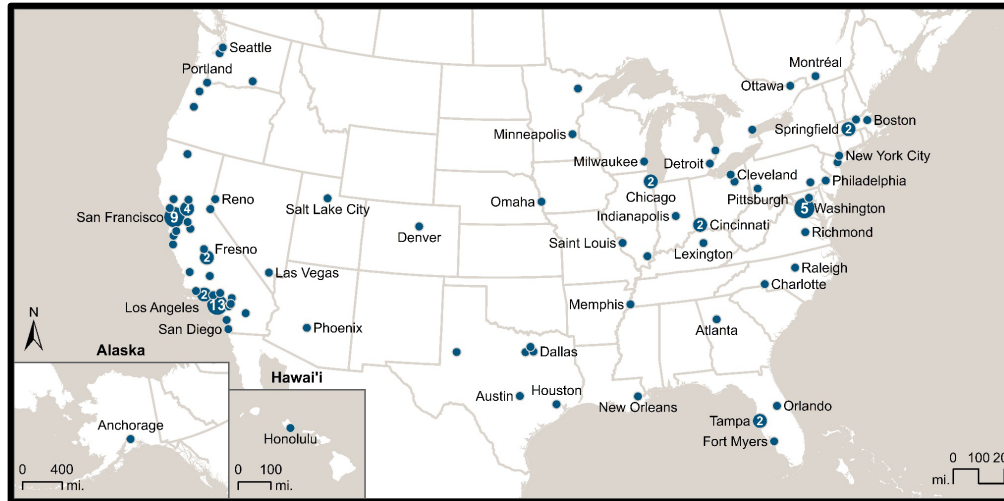
- Impacts in the nine-county Bay Area
  - 35K unhoused
  - Many on the verge of becoming homeless due to impacts from pandemic
  - Extremely low income (ELI) and Black Indigenous People of Color (BIPOC) disproportionately affected
  - ~ \$2B spent on healthcare, criminal justice & social services in Santa Clara County
  - Expected reduced tax revenues that may lead to less services and financial assistance
  - Shelters closed during pandemic with many in hotel rooms and even more on public properties
- State, counties and cities are prioritizing housing for unhoused and keeping people in homes
- Unclear how much funding for services, outreach, programs, treatment are available



# Homelessness in Transit Environments

## UCLA December 2020 Report

- 115 major transit operators in US & Canada
- 142 individual survey responses



### Key survey responses

- 85% of agencies view homelessness as a challenge
- 86% receive complaints about unhoused riders
- 60% say unhoused riders creates negative effect on ridership which has increased during the pandemic.
- CA operators are especially impacted

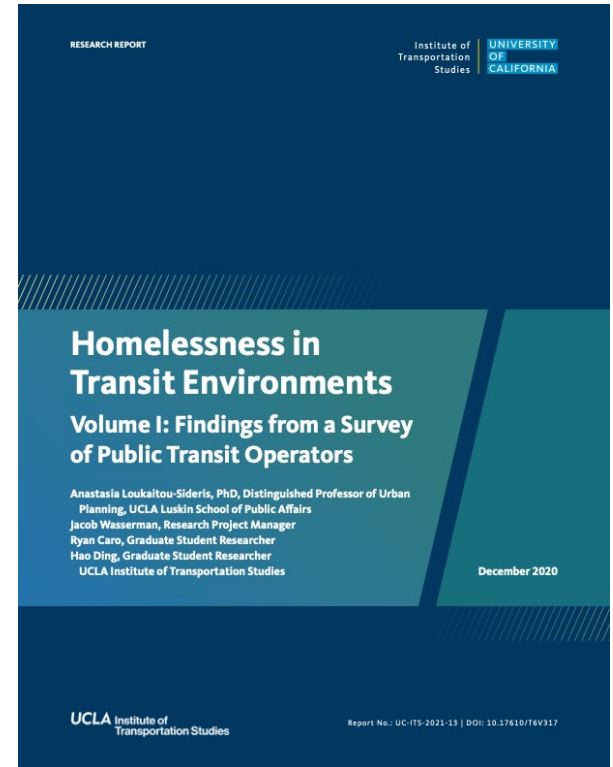
### Key issues:

- Other riders' concerns about unhoused individuals
- Lack of funding to address transit homelessness
- Lack of support from city, county, or state governments
- Unclear or undeveloped policies on how to address homelessness in transit settings

# Homelessness in Transit Environments

## UCLA December 2020 Report Recommendations

- Need for better data
- Create and expand on social services partnerships
- Lobby legislators and policymakers
- Define success to include wellbeing of unhoused riders
- Learn from best practices
  - UCLA Report to be updated in 2021.  
(<https://escholarship.org/uc/item/55d481p8>)





# Regional Impact Council (RIC)

- Formed in 2020 to develop regional strategies on rapid responses to:
  - The unsheltered homelessness crisis
  - On structural & systems changes necessary to disrupt homelessness permanently
  - Provide economic & social mobility for extremely low income (ELI) Bay Area residents
- Comprised of Bay Area leaders & staff from the world of public sector, private sector, affordable housing, homeless services, non-profits & transit (BART)
- Focus on regional thinking & coordination
- Framework: House, stabilize & thrive
- 18-month effort



# RIC - Eight Strategic Priorities

## Housing

1. Secure Shelter in Place (SIP) housing locations
2. Streamline state funds and applications for housing & homeless services
3. Prioritize ELI for housing resources
4. Extend covenants of affordability to preserve affordable housing supply & fund ELI tenancy
5. Extend eviction moratorium
6. Provide income-targeted rental assistance to those impacted by COVID-19

## Stabilization & Prevention

7. Accelerate cash payments to people impacted by COVID-19
8. Accelerate targeted, data-informed regional prevention model



# RIC – Call to Action

## Address the unsheltered crisis

- Accelerate work to house 30% in 2021 & 75% by 2024 by existing systems and investing in 1-2-4 flow: For each **1** housing unit, fund **2** housing solutions and **4** preventative interventions.

## Operationalize this work

- Total five-year cost of sheltering 75% of unhoused estimated at \$6.5B with \$1.6B needed in 2021. Costs include existing resources but also requires new resources.

## Lead with racial equity

- Close racial disparities with support from State, counties & private & philanthropic partners.

## Call for Federal partnership

- Expand Federal funding & partnership with call to Biden-Harris Admin to act within first 100 days for financial assistance with emergency rental & permanent housing.

## Priorities for Implementation

- Identified eight priorities to focus on housing, stabilization & prevention.



# BART Strategic Homeless Action Plan

## Intent

- Develop Strategic Document + Action Items
- Summarize current efforts, identify and prioritize new initiatives for delivery
- Address homelessness, cleanliness, substance abuse, mental health, housing, etc. using Customer Satisfaction Survey results & other data points
- Communicate to and coordinate with policymakers, decision-makers, social service partners and stakeholders (riders, employees)
- Secure resources and funding

## Process and Timeline

- Led by new Senior Manager of Social Services Partnerships
- Aim to complete and update at future Board Workshops
- Fully engage internal and external stakeholders

# BART Strategic Homeless Action Plan

## Top six action items

1. Regularly engage and advocate at all levels of government
2. Develop public/private partnerships
3. Create statewide transit advocacy coalition
  - January 21<sup>st</sup> joint GM letter to state assembly requesting more support and resources (BART, LA Metro, Sac RTD, SamTrans, AC Transit, Capitol Corridor)
  - SFMTA to follow
4. Integrate and coordinate with similar BART priorities progressive policing & “Be The Change” recommendations, TOD Work Plan, etc.
5. Develop performance measures, and collect and analyze data
6. Continue to follow & incorporate relevant best practices from all over

# BART Strategic Homeless Action Plan

## Internal and External Coordination and Partnerships



# BART Strategic Homeless Action Plan

## 2020 Data & Metrics (Quality of Life Program)

### Elevator Attendants (monthly avg @ Civic Center)

- Users = 39,243
- Disabled = 3,424
- Mask wearers = 9,494
- Turn away = 158
- Needles = 1
- Human waste = 1

### Pit Stops Counts (BART customers only)

- Powell St. = 2,078
- 16<sup>th</sup> St./Capp = 2,679
- 24<sup>th</sup> St. = 7,809

### SFHOT (Mar-Nov, modified due to COVID-19)

- Total outreach attempts = 2,809
- Total accepted services = 2,345
- Total declined services = 464
- Total medical services referral = 1,031
- Total distribution of masks, kits, hand sanitizer, water, food = 2,238

### Contra Costa CORE (Jan-Dec)

- Total contacts made = 714
- CARE Center Coordination = 1,555
- Healthcare coordination = 27
- Shelter bed coordination = 21
- Warming Center coordination = 570

# BART Strategic Homeless Action Plan

## Data & Metrics (Measuring Success) for Progressive Policing

Measure efficacy of program with monthly sets of specific data points

### Short-Term Metrics

- Positive engagements
- Rapport building
- Provide information
- Follow up for multiple contact individuals

### Long-Term Metrics

- Acceptance of services
- Temporary housing
- Permanent housing
- Drug/alcohol programs
- Conservatorship
- Reuniting with family or care givers

# BART Strategic Homeless Action Plan

## Data & Metrics (Measuring Success) for Progressive Policing

Metrics for our Community Outreach Team Specialists

### Monthly Statistics

- Direct contact/ engagement
- Referrals/ service connected
- Refusal of services

### Service Referral Detail

- Unsheltered/ unhoused
- Mental health
- Substance use
- Medical

### Level of Engagement

- New case
- Ongoing case management
- Case resolved
- Family reunification

Based on CIT Outreach & Case Management best practice approaches & measurable outcomes



# BART Strategic Homeless Action Plan



# Next Steps

- Invite All Home to present to the BART Board soon on RIC Regional Action Plan & to seek Board endorsement
- Complete hiring of new Senior Manager of Social Services Partnership & launch Strategic Homeless Action Plan
- Complete hiring for Progressive Policing Program & fully deploy teams into stations & on trains
- Receive input to help inform FY22 Quality of Life Program Budget

# Board Discussion



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