

Homeless Outreach

Intergovernmental Agreement with Chicago's Department of Family & Support Services

November 2024
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Chief Financial Officer

Individuals Experiencing Homeless

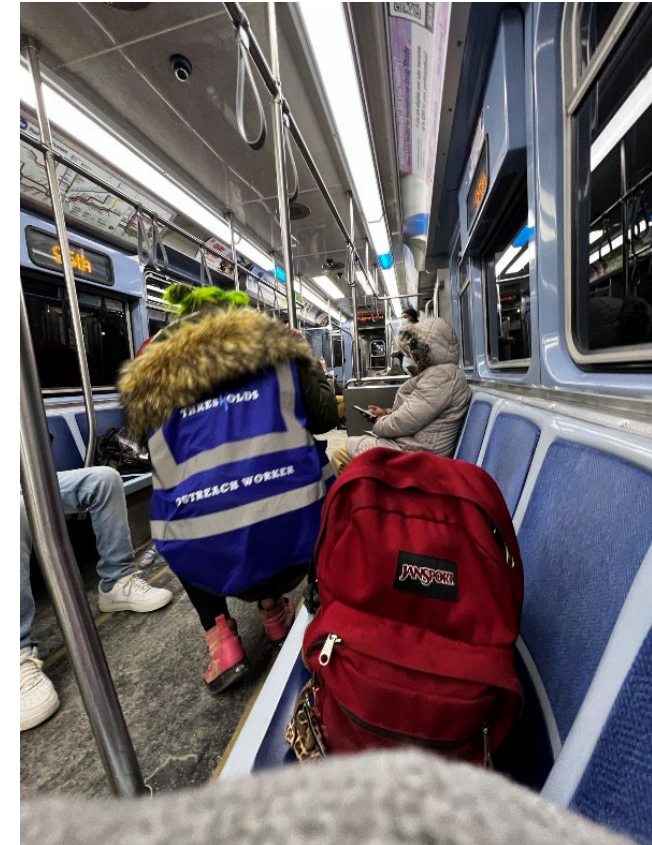
- Homelessness on transit is an industry-wide issue
 - TRB's Transit Cooperative Research Program (TCRP) Synthesis 121: Transit Agency Practices in Interacting with People Who Are Homeless (2016)
 - Transit Cooperative Research Program (TCRP) Report 242 Homelessness: A Guide for Public Transportation (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 2024 Point in Time Count estimated a total of 18,836 people experiencing homelessness in Chicago. The Count identified 17,202 individuals experiencing homelessness residing in shelters and 1,634 people experiencing unsheltered homelessness.
 - 46% of people experiencing unsheltered homelessness during the PIT Count were counted on the CTA
 - This is 6 percentage points higher than the share of unsheltered people counted on the CTA in the 2023 PIT Count
 - CTA train and station locations were where the highest number of people experiencing unsheltered homelessness were encountered during the 2024 PIT Count

People who are struggling with homelessness often rely on public transit conveyances or facilities as shelters from the weather. This is a growing challenge for many transit agencies and impacts transit employees and passengers who use public transit. Transit agencies across the country are exploring ways to respectfully support persons who are homeless and minimize impacts to transit employees and the public. Agencies have developed important partnerships with law enforcement, social service agencies, mental health experts, advocates 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
 - 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, O'Hare to Forest Park	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.

Outcomes: January 2023 through September 2024



- Total encounters by outreach teams across both the Red and Blue Lines: 17,5
- **North Star Goal #1 – Shelter Placements: 240**
 - Includes shelter placements through dedicated referral pathway for immediate low-barrier shelter
 - There are 5 CTA-dedicated beds that have been full every night since those beds were available in September 2023
- **North Star Goal #2 – Moving clients into more stable/permanent housing**
 - 104 clients have been connected to more stable or permanent housing
 - 39 households have been housed through two CTA-specific Accelerated Moving Events (AMEs) through the Rapid Rehousing (RRH) Program
 - An additional 64 clients engaged by the CTA teams have exited unsheltered homelessness to other stable/permanent housing destinations outside of the AME process
 - 284 active clients engaged by the CTA outreach teams (enrolled in their outreach programs in the Homeless Management Information System also known as HMIS)
 - 80% of those active clients have recent Coordinated Entry Assessments, which help them gain access to housing resources through the local Continuum of Care

*One individual can produce multiple encounters

CTA-Focused Accelerated Moving Events

- The Chicago Continuum of Care (CoC) expanded Rapid Rehousing (RRH) during the pandemic. This housing first program has been a successful tool to expedite and improve the process of moving people from homelessness into housing.
- Households experiencing homelessness are connected to RRH through Accelerated Moving Events (AMEs) where multiple households can complete multiple steps of the housing process at once to support rapid movement into their own rental unit.
 - The eligibility requirements for the Rapid Rehousing program are flexible, requiring no preconditions such as employment, income, or sobriety.
- There have been 2 Accelerated Moving Events (AMEs) to support 44 CTA-specific unsheltered clients getting into permanent housing through the RRH program.
 - The first was on July 19, 2023. The Chicago CoC, DFSS, and their partners hosted an AME at Harold Washington Library specifically for unhoused individuals riding the CTA.
 - Out of the 24 clients who attended the AME, 19 were housed.
 - The second AME was on April 23, 2024 at the Chicago Cultural Center.
 - Out of the 20 clients who attended the AME, all 20 clients were housed.

All Encounters by Location: Jan 2023-Sept 2024

Red Line Encounters by Location over Time

Locations	Q1 23	Q2 23	Q3 23	Q4 23	Q1 24	Q2 24	Q3 24	Grand Total
Howard	98	271	183	197	182	156	139	1226
Train	76	263	111	251	298	90	84	1173
Clark/Division	6	13	47	80	124	74	86	430
Lake	17	60	192	38	41	28	45	421
95th	1	3	18	112	23	13	6	176
Addison	4		45	29	1	29	49	157
Belmont	20	44	36	26	6	1	5	138
North/Clyborn	2	1		42	27			72
Argyle	3	8	14	5	1	9	29	69
Wilson	1	8	6	7	10	10	25	67
state/lake		10	3	10	12	4	17	56
Sheridan	14	9	7	11	5	3	4	53
Chicago	4	5	1	11	13	3	6	43
Jackson	15	12	1	7	4	2		41
95th/Dan Ryan	1				35		5	41
Cermak/Chinatown	2	2	2	8	7	10	2	33
Unknown		15	3	4	3		1	26
Marine/Wilson							26	26
Franciscan Pilsen			4		1	13	6	24
Tremont Hotel				2	11	9	2	24
Morse	2	3	12	2	3		1	23
Grand	9	2	2		1		6	20
Freedom Center					4	13		17
Fullerton	9	3	1	2	2			17
Lawson House						8	8	16
Harold Washington		2	13	1				16
18th & Ruble						11	1	12
Roosevelt	3	4		3	1	1		12
Apartment							10	10
Monroe	4			4		2		10
Bryn Mawr	1			1	3	5		10
Granville	2					2	6	10

Blue Line Encounters by Location over Time

Location	Q1 23	Q2 23	Q3 23	Q4 23	Q1 24	Q2 24	Q3 24	Grand Total	
Clark/Lake		362	591	277	701	995	873	1009	4808
Riding the Train			15	95	199	350	1346	1074	3079
Office				103	110	214	409	148	984
Jefferson Park		65	137	215	185	33	62	89	786
In the Field w/client				36	111	92	96	221	556
O'Hare		79	208	126	68	28	35	11	555
Irving Park		23	24	128	181	27	4	2	389
Logan Square		17	68	79	35	10	20	7	236
Forest Park					86	12	79		177
Grand		20	33	36	51	24	5	1	170
Virtual phone/email								158	158
Damen		34	31	17	43	18	2		145
Western		25	63	19	19	14	2	2	144
Division		31	28	15	40	17			131
Chicago		12	32	7	24	5			80
Harlem		21	10	5	16	25		2	79
Belmont		10	25	11	30			3	79
California		9	27	11	15	9			71
Montrose		6	10	9	16	8			49
Cumberland		20	12	7	5	1			45
Pulaski						42			42
Addison		19	9	7	5	2			42
Kedzie-Homan						42			42
Rosemont		4	3	7	5	1			20
Austin						15		3	18
Jackson						15	3		18
Washington		1	2			7		5	15
Monroe						13			13

Tables show locations with more than 10 encounters across the 2023-2024 (through Sept) period for clarity. For the Red Line, there were 50 additional locations with <10 encounters and for the Blue Line there were 7 additional locations with <10 encounters. Blue Line team staffed up in March 23.

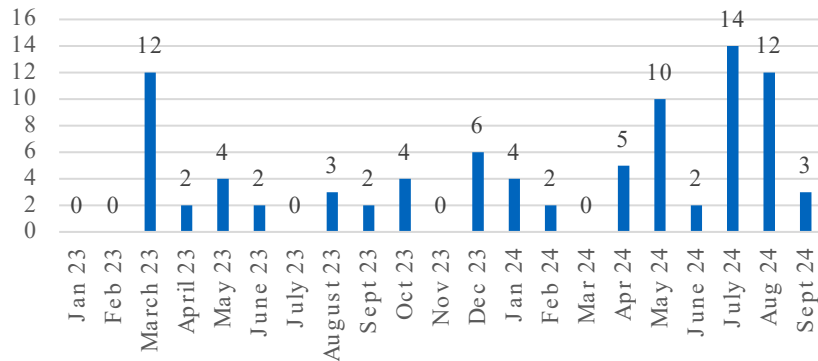


Shelter Placements

- Both agencies check on availability of shelter beds daily. Shelter beds are not available for all clients who are interested in shelter, since there's more demand than supply.
- They often transport clients to shelter or 10 S. Kedzie for shelter placement.
- Work is underway to make more shelter spaces available.

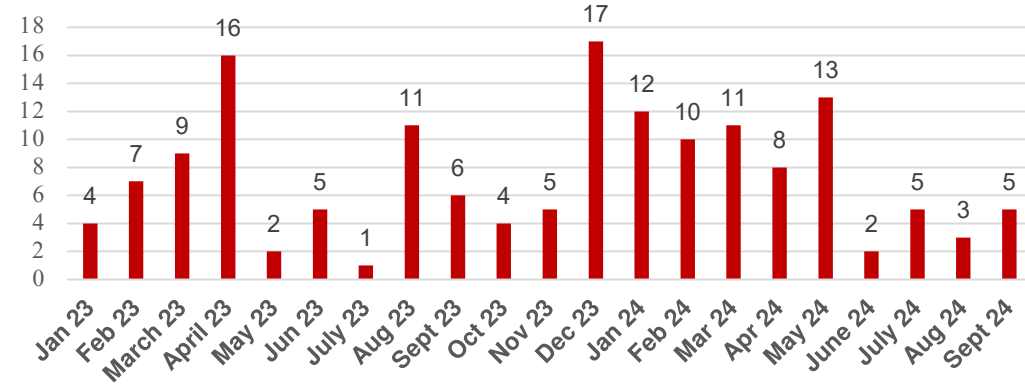
Blue Line

Blue Line Shelter Placements
(35 in 2023, 49 in 2024, 84 Total)



Red Line

Red Line Shelter Placements
(87 in 2023, 69 in 2024, 156 Total)



Top Services Rendered from January 2023-September 2024

Top 5 Blue Line Service Types Rendered Over Time	% of total Blue Line services rendered
1. Food	34%
2. Hygiene Items	26%
3. Advocacy	22%
4. Harm Reduction/Substance Use Disorder supports	16%
5. Clothing	13%

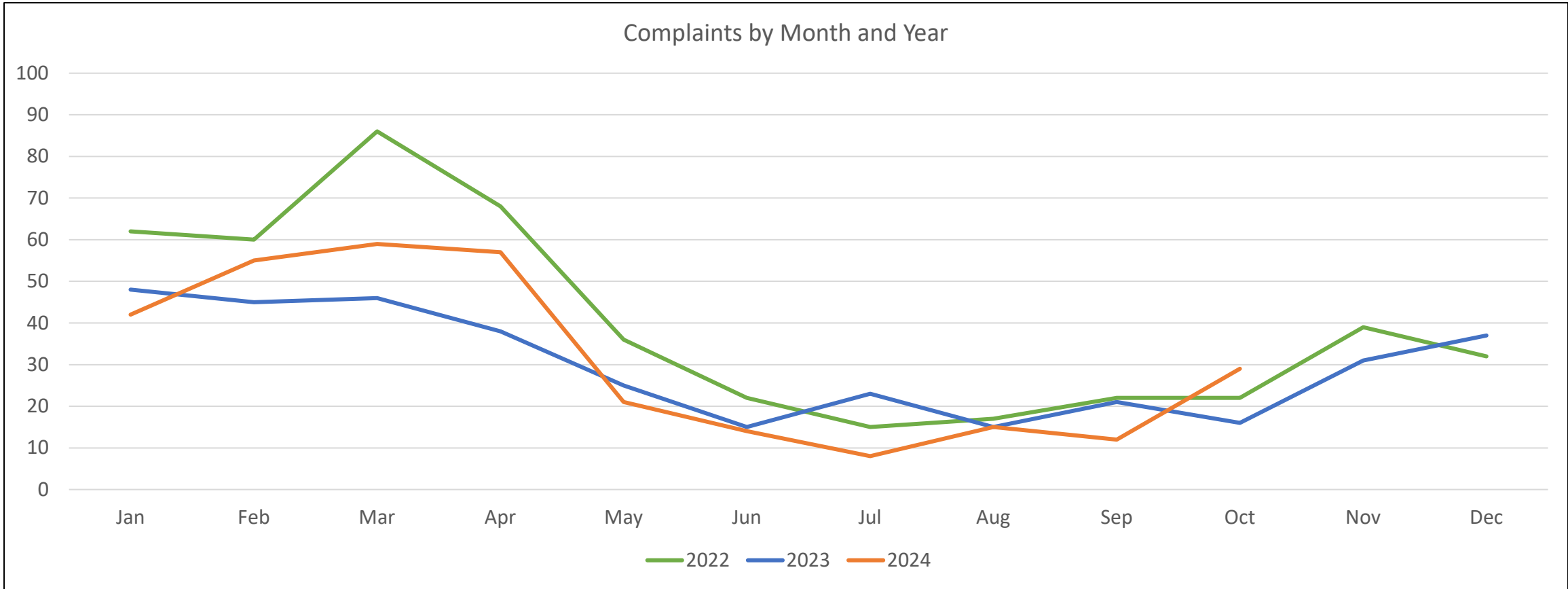


Top 5 Red Line Service Types Rendered Over Time	% of total Red Line services rendered
1. Food	44%
2. Case Management	12%
3. CTA Pass	4%
4. Transportation	8%
5. Clothing	4%

Note: Multiple services were often rendered to clients at the same time, the number of services rendered are NOT based on unique encounters.

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	12	16	10	27	50	347
2022	62	60	86	68	36	22	15	17	22	22	39	32	481
2023	48	45	46	38	25	15	23	15	21	16	31	37	360
2024	42	55	59	57	21	14	8	15	12	29			312



Testimonial

In September 2023, our CTA evening team first encountered Aaron on the Red Line train. They approached him with an offer of food, a hygiene kit, and harm reduction supplies. Though Aaron accepted these items cautiously, he showed little interest in engaging further. Recognizing that it would take time to build the trust needed to help Aaron work on his goals, the team remained committed to supporting him.

Aaron had been homeless for 15 years, struggling with addiction and severe health challenges that felt overwhelming. He suffered from infected leg wounds, causing intense pain and mobility issues. Despite visiting multiple emergency departments, he was discharged without receiving the comprehensive care he needed. At first, Aaron resisted the team's outreach, expressing his doubts: "I've been homeless for 15 years, and no one has been able to get me housing. I don't think you'll be able to help me."

Over time, Aaron began to open up and place trust in the team. Through persistent efforts, they connected him to essential services, including housing support via an Accelerated Moving Event. As these resources came together, Aaron's life began to change. The team facilitated access to medical and psychiatric care, significantly improving his mental health and allowing him to properly address his leg infections.

Today, Aaron is housed and actively engaged with Thresholds support services. He is participating in his care, enrolled in substance use treatment, and successfully maintaining his housing. Supporting Aaron took time, patience, and an unwavering belief in his potential. Through trust, an open-hearted approach, and a therapeutic relationship, Aaron was empowered to reclaim his life and work toward achieving his goals.

2025 Proposal

- Two-year agreement, \$2 million per year
- Continue outreach to individuals experiencing homelessness along the Red and Blue Lines
- Support initiatives to create additional shelter space and housing for individuals currently sheltering on CTA