
SECURITY & ENFORCEMENT COMMITTEE

Meeting Notes

Monday, 26 June 2023, 11:00 am

Bienville House, 320 Decatur Street, New Orleans, LA 70130

1. Call to Order, Reading of the Agenda, and Roll Call

The meeting was called to order at 11:01 am and the agenda was read into the record.

COMMITTEE MEMBERS				VOTES
First Name	Last Name	Present	Absent	Approve mtg notes
Joshua	Grippio	x		yes
Frances	Hegenberger	x		yes
Jessica	Dietz	x		yes
Glade	Bilby	x		yes
Jane	Cooper	x		yes
Steve	Caputo	x		yes

INTRODUCTION OF ATTENDEES:

GUESTS		
First	Last	Role
Karley	Frankic	Executive Director
Shelby	Ursu	FQMD Coordinator
Sgt. Marc	Boudreau	SPPP Coordinator
Matt	Pincus	Public Safety Services Corp.
Cpt. LeJon	Roberts	Commander of NOPD 8th District
Bob	Simms	Commissioner
Lt. Chuck	Ward	Dept. Commander of NOPD 8 th District
Alex	Dunkenberger	City CAO's Office
Eric	Smith	City CAO's Office
Leslie	Alley	French Market Corp. Executive Director

2. Public Comment:

No written public comment was received.

3. Approval of previous meeting notes

Glade Bilby motioned to approve the previous meeting notes. Frances Hegenberger seconded the motion, and it was approved unanimously.

4. Committee Chair's Comments

a. Discussion of French Quarter Economic Development District 2024 budget process

Planning and discussion for the 2024 FQEDD budget will begin in earnest in August and September. Jane Cooper encouraged Committee members to start brainstorming on where the funding can best be utilized and to add ideas to the FQEDD Budget Parking Lot document. Ms. Cooper also stated that Steve Caputo will chair the July Committee meeting.

Ms. Cooper turned the discussion over to Karley Frankic for an update on the French Quarter lighting assessment. Ms. Frankic discussed the most recent walk through of the French Quarter with assistance from VCPORA that was ongoing. Part of the assessment was to locate 5G small cell poles to make sure these poles had lanterns installed on them, and to identify which streetlights had been removed. Ms. Frankic explained that one of the challenges with the lighting assessment is knowing who is responsible for streetlight repairs for the 5G poles because these assets are not owned by the city. The 5G poles are owned by Verizon, AT&T, and Toro Blanco. When individuals call 311 to report any issues with streetlights, they are routed to the Department of Public Works (DPW) which cannot repair or replace assets that are not city owned. Another part of the lighting assessment was locating 5G poles that were installed but were not replacements for city streetlights and ascertaining their asset IDs. Ms. Frankic has been in correspondence with Sarah Porteous of the DPW and Ms. Porteous has relayed that All Star, the city's vendor, has a big push to get the French Quarter and the Central Business District lights repaired ahead of Essence Festival. Ms. Frankic encouraged the Committee to submit photos of any streetlights that are out and/or in need of repair to the 311 website so that a paper trail can be easily tracked. Mr. Bilby asked Ms. Frankic if the contracts that the city signed with these different vendors could be located so that clarification of who is responsible for repairing them could be determined. Eric Smith said that Toro Blanco has a franchise agreement with the City for the 5G poles that should outline the maintenance and repair responsibilities.

Ms. Frankic also discussed the May 15th walkabout with members of the Security and Enforcement Committee, NOPD, DPW, and the CAO's office. The walkabout covered crime hot spots and nine locations were identified for additional FQEDD funded streetlight installation. A map was created with the data and has been circulated to the NOPD and the DPW. Ms. Frankic said that she is still waiting for a response from the DPW before moving forward with the new installations.

5. Update on Remove, Lock, Take Program. To present: Karley D. Frankic

a. Status with Premium Parking and Park First sign and decal installation

Premium Parking and Park First relayed to Ms. Frankic how many 8-foot poles and pay kiosks are located in their lots. The signage and decals were supplied to both vendors. Park First has had their signage installed, while Premium Parking has not. Because the signage is one-sided, Jessica Dietz suggested installing signs on both sides of the poles so that the overall visibility is improved. Ms. Dietz also suggested adding additional decals in the pay kiosks. Ms. Frankic noted that there is a supply of extra signs and decals available at the FQMD headquarters, and that if another print run is necessary, it should remain within the approved budget.

b. Coordination with Downtown Development District and Faubourg Marigny Improvement Association

Design files have been shared with the Downtown Development District and the Faubourg Marigny Improvement Association. Ms. Frankic stated that a recent phone call with members from both organizations helped to clarify their questions about the signage and installation. Ms. Frankic relayed to the DDD and FMIA that written approval from the NOPD was given to the FQMD to use NOPD's logo on the signage. Both the DDD and FMIA want to install their signage in the public rights-of-way as well as with their parking vendors because many of the break-ins are happening outside of their private lots. The FMIA will be looking into different funding sources so that they can move forward with printing. Leslie Alley of the French Market Corporation (FMC) stated that they are also supportive of hanging signs in their lots as well. Ms. Frankic will follow up with Ms. Alley with the signage details.

Ms. Cooper asked Captain LeJon Roberts how the auto break-in numbers have looked since the signage installation. Cpt. Roberts reported that numbers were high two weeks ago, but they are seeing a downward trend as of this week due to additional patrols and overtime. Cpt. Roberts predicts a jump in numbers this weekend due to Essence Festival and the increased number of tourists in the French Quarter that the festival and Independence Day will bring.

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6. Presentation – Presentation on the monthly report of the Upper Quarter Patrol. To present: Matthew Pincus

See attached report. Matt Pincus reported that the Upper Quarter Patrol has initiated the assignment of a marked unit with active overhead lights on the 100 blocks of Bourbon and Royal Streets 3-4 nights weekly in an effort to coordinate with and assist the NOPD 8th District. Mr. Pincus also brought up the need to prepare the UQP officers for the unprecedented heat levels this weekend.

7. Presentation – Presentation of Eighth District Crime Statistics and the Supplemental Police Patrol Program. To Present: Sgt. Marc Boudreau

See attached report. 50 percent of shifts were filled. Sgt. Marc Boudreau reported that the app call response time has not been recorded for May due to the GPS only picking up 70 of the 379 calls. Two John Deere Gators are in and are in the process of getting the proper markings and lighting installed. Mr. Bilby asked Sgt. Boudreau to clarify what constitutes a business check compared to a citizen contact. Sgt. Boudreau answered that a business check is considered as any interaction between officers and a business in one form or another, whereas a citizen contact constitutes as any day-to-day interaction with a citizen where the officer holds no reason for suspicion (e.g., a tourist asking for directions).

Joshua Grippo inquired about the rising number of subjects moved for May. Sgt. Boudreau responded that in denser areas of unhoused individuals, specifically around Poland Avenue and the Governor Nichols wharf, subjects will move back and forth between these locations. The river water level is rising at the Gov. Nichols wharf which is also a factor leading to subjects relocating. Mr. Bilby pointed out the increase in individuals camping, bathing, and fighting in Jackson Square and stressed the importance of addressing these issues. Sgt. Boudreau responded that the Quality-of-Life officers go out daily to move these subjects and have enlisted the services of KBS to perform cleanups. Cpt. Roberts will look into options for increasing enforcement in Jackson Square.

a. Status of weekend shift pay incentive

Sgt. Boudreau reported that incentive pay is up and running as of last week. Payroll with the added incentive pay started last Sunday, June 18th. Shifts were almost completely filled this past Saturday as a result of the incentive.

b. Recruitment of non-NOPD officers

Ms. Cooper brought up a conversation from the June 12th Board of Commissioners meeting where the low staffing levels for the SPPP was discussed. She stated that the CEA does allow for staffing of non-NOPD officers as an option to help with staff coverage. Cpt. Roberts responded that this option would not be feasible at this time because non-NOPD officers cannot utilize anything with NOPD markings, e.g., vehicles and badges. Sgt. Boudreau pointed out that this would run into similar challenges to those faced by the Upper Quarter Patrol with levels of enforcement. Cpt. Roberts added that he predicts an uptick in shifts being filled due to the added incentive pay.

8. Presentation – Presentation of Travelers Aid Society of Greater New Orleans Case Management May Report. To present: Karley D. Frankic

See attached report. Ms. Frankic reported that there were 11 new clients in May. TASGNO noted the most densely populated areas of unhoused individuals include Latrobe Park, Jackson Square, the French Market, under the Gov. Nichols wharf, the Moon Walk, Decatur Street, and the Esplanade neutral grounds. TASGNO has been in contact with 34 individuals who have been chronically homeless. Three individuals have been given housing vouchers but have not been able to get into units. There were 6 returns to homelessness this past month, 14 individuals referred to treatment, 18 connected with benefits, and 13 connected with vital documents. There is now an effort to create a program which would be aimed at connecting unhoused individuals with mental health concerns with medication which would span the entire area from Calliope to Crescent Park. Ms. Frankic stated that there is still the ongoing challenge of finding these individuals affordable, quality housing. The current condition of the Low Barrier Shelter has been causing unhoused individuals to avoid their services. Nate Fields, the new Director of Homeless Services, has been working with Cpt. Roberts to improve the security at the Low Barrier Shelter so that individuals will feel safer and more comfortable at this location. Ms. Frankic also stated that City Council questioned why so many unhoused individuals with housing vouchers were not moving into available units. This ties into the issue of available units not having suitable living conditions.

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Ms. Cooper inquired about the 60-day follow-up with individuals who have found housing and how, according to the TASGNO report, this may not be a sufficient period of time for support services. Ms. Frankic brought up Nate Field's comments at the June 5th Livability Committee meeting regarding continuity of services. Ongoing case management, so that these individuals don't regress and return to homelessness, is an important area of focus. Ms. Frankic encouraged Committee members to start thinking of ideas for the 2024 FQEDD budget that fall into public safety, including homeless services.

9. Updates on City Safety Coordination Efforts by City Chief Administrative Office. To present: Alex Dunkenberger

Cpt. Roberts stated that the antennas have been delivered and that the cameras are getting installed this week. Ms. Frankic added that the pole for the last license plate reader (LPR) is being installed. Mr. Bilby suggested the Committee host one of the upcoming Committee meetings at the Real Time Crime Center (RTCC). Ms. Cooper agreed and stated that this could be a possibility for the July or August meeting.

a. FQEDD Code Enforcement Inspector Hiring Status

Alex Dunkenberger reported that the current hold up with hiring a Code Enforcement Inspector is due to concerns raised by the Code Enforcement Office that the DDD not being able to secure long term funding and they want to assure that the FQ Code Enforcement Officer will have ongoing funding. Mr. Dunkenberger is in the process of scheduling a meeting this week with members of the DDD and Ms. Frankic to discuss and clarify funding sources and expectations.

b. Update on City Enforcement Sweeps

i. Illegal Vending

Cpt. Roberts reported that a successful sweep for illegal vending took place last Friday, June 23rd. Citations were written for several illegal vendors with six illegal vendors being shut down on Canal and several on Bourbon. Another sweep will take place immediately after Essence Fest.

ii. Parking Enforcement

Sgt. Boudreau stated that a sweep for parking enforcement took place May 25th-26th with 159 parking citations issued, with no vehicles being towed. There were 59 citations for vehicles parked on the Esplanade neutral ground.

c. Update on NOPD Eighth District Station Door and Lock Repairs

Ms. Dietz reported that the repairs for the Eighth District station front doors has taken place. The pivot hinges have been replaced with regular hinges and both doors are functioning properly. The side door lock on Conti has been reactivated this past weekend, although this is not a permanent solution. There is an issue with the threshold that is currently being repaired so that a permanent solution can be reached.

10. New Business– To consider and take action upon any other matters that may properly come before the French Quarter Management District Security and Enforcement Committee

Ms. Cooper stated that the September SEC Committee meeting may be moved to the Monday that is a week prior to the originally planned meeting date. Ms. Cooper also added increased enforcement of Jackson Square to the next meeting agenda.

Commissioner Bob Simms commented that during a recent lighting survey the FMC lights were fixed quickly and thanked Ms. Alley for her work towards resolving the issue. Mr. Simms added his concern about the number of streetlight outages on Canal Street. Cpt. Roberts stated that there are 3 new spots that have been recommended for supplemental lighting around the 700 block of Canal Street and that he received confirmation that the LSP are sending 25 troopers for additional staffing during Essence Fest.

Ms. Hegenberger wanted to thank the NOPD for their work to make her corner of the neighborhood at Conti and Burgundy Streets peaceful.

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Mr. Dunkenberger commented that he will be working with Howie Kaplan, the Director of the New Orleans Nighttime Economy, to find solutions for the illegal vending and encouraged Committee members to email any specific areas with suspected illegal vending to him.

Mr. Bilby wanted to thank the 8th District officers for the arrest of Darth Vadar.

11. Next meeting date: 24 July 2023

The next scheduled meeting of the Committee is Monday, July 24th, at 11:00 am.

12. Adjournment

Ms. Hegenberger made a motion to adjourn, Joshua Grippo seconded that motion, and the meeting was adjourned at 12:00 pm.

Upper Quarter Patrol

PUBLIC SAFETY SERVICES CORP

MONTHLY REPORT – 26 June 2023

Key Performance Indicators

Key Performance Indicators	January	February	March	April	May	2023 Year to Date	2022 Monthly Average
Business Checks	2,982	1821	2,720	3,559	3,088	14,170	2,273
Citizen Contacts	1,303	783	1,291	2,493	1,994	7,864	1,107
NOPD Assists	19	12	17	22	16	86	26
Subjects Moved	541	487	702	1,384	1,102	4,216	526
Medical (EMS Notified Rendered Aid)	7	5	9	16	9	46	8

Summary of Month Activities

5/5/2023

- While on routine foot patrol in the 100 block of Royal, UFQ Deputies came upon an unresponsive male in the block. After further investigation, it was determined that the individual had overdosed on an unknown narcotic. Deputies assisted in administering 2 cans of Narcan, at which point, the subject stabilized. EMS arrived on scene and provided transportation to the hospital.

Summary of Month Activities

- On 5/7/23, UFQ Deputies identified and pursued a Walgreen's shoplifter in possession of beer, wine and chips. The perpetrator fled across Canal street towards Carondelet, where he discarded the property. At this point, the subject ran towards S. Rampart and then in an unknown direction. UFQ personnel recovered the stolen property and returned it to the Canal St. Walgreen's staff.
- UFQ has initiated the assignment of a marked unit with active overhead lights in the 100 block of Bourbon 3-4 nights weekly. In an effort to coordinate with and assist the 8th District , it was mutually agreed that this measure would be a positive action in deterring some of the illegal activity in the block. Additionally, the marked unit should promote a greater sense of safety for those working and walking in the area.

Eighth District FQTF Daily UCR Tally

4/30/2023 to 5/6/2023

	SUN 4/30	MON 5/1	TUE 5/2	WED 5/3	THU 5/4	FRI 5/5	SAT 5/6	Total	UNF	Total
Homicide	30							0		0
Attempted Homicide	27-30							0		0
Aggravated Battery	34						1	1		1
Agg Batt by Shooting	34S							0		0
Aggravated Assault	37							0		0
Aggravated Rape	42							0		0
Armed Robbery	64							0		0
Armed Robbery Gun/Knife	64G/K							0		0
Simple Robbery	65		1					1		1
Property Snatching	65P		2			1		3		3
Total Persons	0	0	3	0	0	1	1	5	0	5
Aggravated Burglary	60							0		0
Simple Burglary	62							0		0
Residential Burglary	62R							0		0
Business Burglary	62B							0		0
Auto Burglary	62C	1	3					4		4
Auto Theft	67A		1	1				2		2
Theft	67	6	4	8	5	7	3	33		33
Shoplifting	67S	1	1				1	3		3
Total Property	0	8	9	9	5	7	4	42	0	42
Total	0	8	12	9	5	8	5	47	0	47

Eighth District FQTF Daily UCR Tally

5/7/2023 to 5/13/2023

	SUN 5/7	MON 5/8	TUE 5/9	WED 5/10	THU 5/11	FRI 5/12	SAT 5/13
Homicide	30						
Attempted Homicide	27-30						
Aggravated Battery	34					1	
Agg Batt by Shooting	34S						
Aggravated Assault	37	1	1				
Aggravated Rape	42						
Armed Robbery	64						
Armed Robbery Gun/Kn	64G/K						
Simple Robbery	65	1					1
Property Snatching	65P						1

Total Persons	2	1	0	0	0	1	2
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Aggravated Burglary	60						
Sumple Burglary	62						
Residential Burglary	62R						
Business Burglary	62B						
Auto Burglary	62C	2	1	1	1	2	1
Auto Theft	67A		1	1		1	
Theft	67	1	4	2	4	4	1
Shoplifting	67S						

Total Property	3	6	4	5	2	5	2
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Total	5	7	4	5	2	6	4
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Total	
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2	
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6

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8
3
16
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27

33

UNF	Total
	0
	0
	1
	0
	2
	0
	0
	0
	2
	1

0	6
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	0
	0
	0
	0
	8
	3
	16
	0

0	27
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0	33
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Eighth District FQTF Daily UCR Tally

5/14/2023 to 5/20/2023

	SUN 5/14	MON 5/15	TUE 5/16	WED 5/17	THU 5/18	FRI 5/19	SAT 5/20
Homicide	30						
Attempted Homicide	27-30						
Aggravated Battery	34	1					
Agg Batt by Shooting	34S			1			
Aggravated Assault	37						
Aggravated Rape	42						
Armed Robbery	64						
Armed Robbery Gun/Knife	64G/K						
Simple Robbery	65	1					
Property Snatching	65P					1	

Total Persons	2	0	0	1	0	1	0
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Aggravated Burglary	60						
Simple Burglary	62						
Residential Burglary	62R						
Business Burglary	62B						
Auto Burglary	62C	1	2	2			2
Auto Theft	67A	1	2		1	1	6
Theft	67	1		2	1		1
Shoplifting	67S				1		

Total Property	3	4	4	0	3	1	9
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Total	5	4	4	1	3	2	9
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Total	0
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28

UNF	Total
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	1
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	0
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	0
	1
	1

0	4
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	0
	0
	0
	0
	7
	11
	5
	1

0	24
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0	28
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Eighth District FQTF Daily UCR Tally

5/21/2023 to 5/27/2022

	SUN 5/21	MON 5/22	TUE 5/23	WED 5/24	THU 5/25	FRI 5/26	SAT 5/27	Total	UNF	Total
Homicide	30					1		1		1
Attempted Homicide	27-30							0		0
Aggravated Battery	34	1	1					2		2
Agg Batt by Shooting	34S		1					1		1
Aggravated Assault	37							0		0
Aggravated Rape	42							0		0
Armed Robbery	64				1			1		1
Armed Robbery Gun/Knife	64G/K							0		0
Simple Robbery	65						2	2		2
Property Snatching	65P							0		0
Total Persons	1	2	0	0	1	1	2	7	0	7
Aggravated Burglary	60							0		0
Sumple Burglary	62							0		0
Residential Burglary	62R							0		0
Business Burglary	62B							0		0
Auto Burglary	62C	1	1					2		2
Auto Theft	67A	1		1				2		2
Theft	67	2	2	1	1		4	10		10
Shoplifting	67S			1				1		1
Total Property	4	3	1	3	0	0	4	15	0	15
Total	5	5	1	3	1	1	6	22	0	22

Eighth District FQTF Daily UCR Tally

5/28/2022 to 6/3/2022

	SUN	MON	TUE	WED	THU	FRI	SAT		Total	UNF	Total
	5/28	5/29	5/30	5/31	6/1	6/2	6/3				
Homicide	30								0		0
Attempted Homicide	27-30								0		0
Aggravated Battery	34								0		0
Agg Batt by Shooting	34S								0		0
Aggravated Assault	37	1		1					2		2
Aggravated Rape	42								0		0
Armed Robbery	64								0		0
Armed Robbery Gun/Knife	64G/K								0		0
Simple Robbery	65		1						1		1
Property Snatching	65P								0		0
Total Persons	1	1	1	0	0	0	0		3	0	3
Aggravated Burglary	60								0		0
Sumple Burglary	62								0		0
Residential Burglary	62R								0		0
Business Burglary	62B	1							1		1
Auto Burglary	62C	1		1					2		2
Auto Theft	67A	1	1	1					3		3
Theft	67	3	2						5		5
Shoplifting	67S								0		0
Total Property	6	3	0	2	0	0	0		11	0	11
Total	7	4	1	2	0	0	0		14	0	14

E-00773-23	5/1/2023	67S	301 Canal	B	CBA
E-00156-23	5/1/2023	67	606 Iberville	C	OPEN
Q-00005-23	5/1/2023	67	124 Royal	C	OPEN
E-00060-23	5/1/2023	62C	700 St. Louis	D	OPEN
Q-00001-23	5/1/2023	67P	600 Bourbon	D	OPEN
Q-00003-23	5/1/2023	67F	227 Bourbon	D	OPEN
Q-00006-23	5/1/2023	67P	500 Bourbon	D	OPEN
E-00990-23	5/1/2023	69	1000 Conti	D	CBW
E-00597-232	5/1/2023	67F	1009 Burgundy	E	OPEN
E-01853-23	5/2/2023	67S	301 Canal	B	CBA
Q-00014-23	5/2/2023	21P	606 Iberville	C	OPEN
E-01105-23	5/2/2023	67	Bourbon/ Canal	D	OPEN
P-00164-23	5/2/2023	67P	Bourbon / St. Louis	D	OPEN
Q-00025-23	5/2/2023	67F	339 Bourbon	D	OPEN
E-01574-23	5/2/2023	67	100 Bourbon	D	OPEN
E-01752-23	5/2/2023	67A	900 DUMAINE	D 03	UNF
E-01207-23	5/2/2023	62C	1300 Dauphine	E	OPEN
E-01661-23	5/2/2023	62C	938 Esplanade	E	OPEN
E-02058-23	5/2/2023	62C	909 Orleans	E	CBA
E-01446-23	5/2/2023	67A	1000 ROYAL	E	OPEN
E-01047-23	5/2/2023 0:30	65	IBERVILLE ST & DAUPHINE ST	D 01	OPEN
E-01574-23	5/2/2023 1:15	65P	100 BOURBON ST	E 01	OPEN
E-03818-23	5/2/2023 2:30	65P	900 CONTI ST	D 02	OPEN
Q-00039-23	5/3/2023	67F	333 Canal	B	OPEN
E-02877-23	5/3/2023	67A	100 EXCHANGE	C	UNF
E-03092-23	5/3/2023	67A	N. RAMPART / CONTI	D	OPEN
E-02236-23	5/3/2023	67	921 Canal	D	OPEN
Q-00037-23	5/3/2023	67F	Bourbon / Orleans	D	OPEN
P-00031-23	5/3/2023	67	300 Bourbon	D	OPEN
Q-00031-23	5/3/2023	67	547 St. Ann	E	OPEN
Q-00036-23	5/3/2023	67F	Bourbon / Dumaine	E	OPEN
E-02769-23	5/3/2023	67P	200 Bourbon	E	OPEN
E-02682-23	5/3/2023	67C	1126 Royal	E	CBA
E-03279-23	5/4/2023	21P	512 Bienville	C	OPEN
Q-00044-23	5/4/2023	67P	Bourbon / Bienville	D	OPEN
Q-00050-23	5/4/2023	67P	Dauphine/ Orleans	D	OPEN
E-03822-23	5/4/2023	67F	700 Iberville	D	OPEN
Q-00048-23	5/4/2023	67P	731 Dumaine	E	OPEN
Q-00058-23	5/5/2023	67B	519 Wilkinson	C	OPEN
Q-00056-23	5/5/2023	67P	Bourbon / St. Louis	D	OPEN
E-04606-23	5/5/2023	67F	333 Bourbon	D	OPEN
E-04689-23	5/5/2023	67F	300 Bourbon	D	OPEN
E-04693-23	5/5/2023	67F	503 Bourbon	D	OPEN
Q-00054-23	5/5/2023	21P	301 Bourbon	D	OPEN
E-04751-23	5/5/2023	67F	910 Iberville	D	OPEN
Q-00055-23	5/5/2023	67	Bourbon / Dumaine	E	OPEN
E-04328-23	5/5/2023 2:15	65P	SAINT PETER ST & BOURBON ST	D 06	OPEN

E-05775-23	5/6/2023	67S	333 Canal	B	OPEN
E-05834-23	5/6/2023	67F	334 Royal	C	OPEN
E-05664-23	5/6/2023	67P	600 Bourbon	D	OPEN
Q-00068-23	5/6/2023	21P	530 Bourbon	D	OPEN
E-05839-23	5/6/2023	67	209 Bourbon	D	OPEN
E-06174-23	5/6/2023	21P	100 Bourbon	D	OPEN
E-05414-23	5/6/2023 1:20	34C	600 SAINT PETER ST	C 02	OPEN
E-06764-23	5/7/2023	62C	111 IBERVILLE	B	OPEN
E-06934-23	5/7/2023	62C	400 N. RAMPART	D	OPEN
E-07119-23	5/7/2023	67	530 Bourbon	D	OPEN
E-06351-23	5/7/2023 0:41	37	900 TOULOUSE ST	D 03	CBW
E-06396-23	5/7/2023 1:43	65	BOURBON & DUMAINE	E 01	CBA
Q-00085-23	5/8/2023	67	300 N. Peters	B	OPEN
Q-00086-23	5/8/2023	67	385 Iberville	B	OPEN
Q-00087-23	5/8/2023	67	385 Iberville	B	OPEN
E-07546-23	5/8/2023	62C	222 N. RAMPART	D	OPEN
E-07520-23	5/8/2023	67A	1100 DAUPHINE	E	OPEN
Q-00089-23	5/8/2023	67C	1100 Dauphine	E	OPEN
E-10735-23	5/8/2023 9:42	37	100 BOURBON ST	D 01	CBA
E-08832-23	5/9/2023	62C	201 CANAL	B	OPEN
Q-00110-23	5/9/2023	67P	Canal / Royal	C	OPEN
Q-00116-23	5/9/2023	67	555 Canal	C 01	OPEN
E-09383-23	5/9/2023	67A	1001 IBERVILLE	D	OPEN
Q-00143-23	5/10/2023	62C	333 IBERVILLE	B	OPEN
E-09497-23	5/10/2023	67P	Bourbon / Toulouse	D	OPEN
Q-00130-23	5/10/2023	67P	300 Bourbon	D	OPEN
E-09983-23	5/10/2023	67	800 N. Rampart	E	OPEN
E-09560-23	5/10/2023	67	555 Canal	J	OPEN
E-10707-23	5/11/2023	62C	500 DECATUR	B	OPEN
E-11536-23	5/11/2023	62C	100 N. RAMPART	D	OPEN
E-11973-23	5/12/2023	67	1001 Toulouse	D	OPEN
E-12592-23	5/12/2023	67	Bourbon / Iberville	D	OPEN
E-12719-23	5/12/2023	67A	ESPLANADE / N. PETERS	E	OPEN
E-11672-23	5/12/2023	67	800 Bourbon	E	OPEN
E-11887-23	5/12/2023 0:00	34C	1100 block Decatur St	E 05	CBA
E-12301-23	5/12/2023	67P	Canal / Tchoup	G	OPEN
E-13623-23	5/13/2023	62C	420 N. RAMPART	D	OPEN
E-13584-23	5/13/2023	67	800 Dumaine	E	OPEN
E-12820-23	5/13/2023 3:50	65	BIENVILLE ST & BOURBON ST	D 03	OPEN
E-13230-23	5/13/2023 14:39	65P	IBERVILLE ST & ROYAL ST	D 01	OPEN
E-14914-23	5/14/2023 0:53	67	500 BOURBON ST	D 05	OPEN
E-13824-23	5/14/2023 1:30	62C	BIENVILLE ST & N RAMPART ST	D 02	OPEN
E-14209-23	5/14/2023 3:00	65	IBERVILLE ST & BOURBON ST	D 01	OPEN
E-15951-23	5/14/2023 10:00	67A	334 ROYAL ST	C 02	OPEN
E-14223-23	5/14/2023 15:00	34C	700 CANAL ST	D 01	CBA
E-14846-23	5/15/2023 3:45	67A	420 N RAMPART ST	D 03	OPEN

E-16057-23	5/15/2023 12:00	62C	1001 IBERVILLE ST	B 01	OPEN
E-15396-23	5/15/2023 17:30	67A	200 N PETERS ST	B 02	OPEN
E-15869-23	5/15/2023 23:15	62C	GOVERNOR NICHOLLS ST & CHARTRES ST	E 05	OPEN
E-16002-23	5/16/2023 3:00	62C	111 IBERVILLE ST	B 02	OPEN
E-15980-23	5/16/2023 4:40	62C	624 BIENVILLE ST	C 01	OPEN
E-16707-23	5/16/2023 22:41	67	CANAL ST & BOURBON ST	D 01	OPEN
E-17019-23	5/16/2023 23:00	67	1024 CHARTRES ST	E 05	OPEN
E-17372-23	5/17/2023 13:30	34S	201 CANAL ST	B 01	OPEN
E-18219-23	5/18/2023 9:20	67S	134 ROYAL ST	C 01	OPEN
E-18428-23	5/18/2023 11:30	67	555 CANAL ST	C 01	OPEN
E-18411-23	5/18/2023 11:40	67A	1000 ELYSIAN FIELDS AV	D 04	OPEN
E-20227-23	5/19/2023 21:30	67A	300 N RAMPART ST	E 01	OPEN
E-19952-23	5/19/2023 21:45	65P	BOURBON ST & ORLEANS AV	D 06	OPEN
E-20599-23	5/20/2023 0:01	67A	100 ROYAL ST	D 01	OPEN
E-20113-23	5/20/2023 1:37	67A	1100 N PETERS ST	E 02	OPEN
E-20115-23	5/20/2023 2:00	62C	1001 IBERVILLE ST	D 01	OPEN
E-20217-23	5/20/2023 2:00	27-67A	800 GOVERNOR NICHOLLS ST	E 02	OPEN
E-20212-23	5/20/2023 2:00	27-67A	600 BLOCK GOVERNOR NICHOLLS ST	E 05	OPEN
E-20347-23	5/20/2023 3:00	67A	300 DAUPHINE ST	D 01	OPEN
E-20300-23	5/20/2023 3:00	62C	1001 IBERVILLE ST	D 01	OPEN
E-20298-23	5/20/2023 3:00	27-67A	614 GOVERNOR NICHOLLS ST	E 01	OPEN
E-20561-23	5/20/2022 0:05	67	100 ROYAL ST	D 01	OPEN
E-21309-23	5/21/2023 0:30	62C	2135 DECATUR ST	B 02	OPEN
E-22332-23	5/21/2023 1:15	67A	621 SAINT LOUIS ST	C 03	OPEN
E-21047-23	5/21/2023 2:12	34C	100 BOURBON ST	D 01	CBW
E-25641-23	5/21/2023 3:30	67	801 BOURBON ST	E 01	OPEN
E-21519-23	5/21/2023 12:03	67	555 CANAL ST	C 01	OPEN
E-21861-23	5/22/2023 1:45	67P	CANAL ST & BOURBON ST	D 01	OPEN
E-21891-23	5/22/2023 2:50	34S	800 IBERVILLE ST	D 01	CBA
E-22247-23	5/22/2023 2:50	62C	800 IBERVILLE ST	D 04	CBA
E-23324-23	5/22/2023 5:00	67	900 N RAMPART ST	E 01	OPEN
E-23334-23	5/22/2023 9:30	34C	CANAL ST & DORSIERE ST	C 01	CBW
E-23775-23	5/23/2023 5:35	67	555 CANAL ST	C 01	OPEN
E-24157-23	5/24/2023 2:00	67	334 ROYAL	C 02	OPEN
E-24482-23	5/24/2023 10:45	67S	732 N RAMPART ST	E 01	CBA
E-25127-23	5/24/2023 22:30	67A	100 BURGUNDY ST	D 01	OPEN
E-25561-23	5/25/2023 13:59	64	700 BOURBON ST	E 01	OPEN
E-27111-23	5/26/2023 22:39	30S	N PETERS ST & IBERVILLE ST	B 01	OPEN
E-27405-23	5/27/2023 0:00	67	600 BOURBON ST	C 02	OPEN
E-27208-23	5/27/2023 0:10	67P	511 BOURBON ST	D 05	OPEN
E-27704-23	5/27/2023 1:15	65	800 SAINT PETER ST	D 06	OPEN
E-27923-23	5/27/2023 3:30	67	600 DECATUR ST	B 02	OPEN
E-23945-23	5/27/2023 7:21	65D	728 ST LOUIS ST	D 05	CBW
E-28739-23	5/27/2023 16:30	67	739 CANAL ST #5516	D 01	OPEN
E-28287-23	5/28/2023 0:45	62C	300 N PETERS ST	B 02	OPEN
E-28712-23	5/28/2023 0:53	67A	204 DECATUR ST	B 01	UNF
F-02353-23	5/28/2023 2:25	67P	738 TOULOUSE ST	D 05	OPEN

E-28495-23	5/28/2023 3:00	67A	900 ESPLANADE AV	E 02	OPEN
E-30104-23	5/28/2023 3:30	67	921 CANAL ST #851	D 01	OPEN
E-28359-23	5/28/2023 4:45	62B	900 chartres ST	E 04	OPEN
E-31868-23	5/28/2023 9:55	37	700 SAINT PETER ST	D 06	CBA
E-30282-23	5/28/2023 19:00	67P	334 ROYAL ST	D 01	OPEN
E-29163-23	5/29/2023 1:18	67AR	417 S RAMPART ST	E 01	OPEN
E-29165-23	5/29/2023 1:45	65	100 IBERVILLE ST	D 01	OPEN
E-30548-23	5/29/2023 3:15	67	240 BOURBON ST	D 04	OPEN
E-30646-23	5/29/2023 15:00	67	714 SAINT PETER ST	D 06	OPEN
E-30099-23	5/30/2023 4:36	37	DAUPHINE ST & SAINT LOUIS	D 03	CBA
E-31870-23	5/31/2023 14:45	62C	111 IBERVILLE ST	B 02	OPEN
E-32028-23	5/31/2023 18:30	27-67A	500 DECATUR ST	B 02	OPEN

				Jan-23	23-Feb	Mar-23
		Total Calls		3314	2767	2740
		App Call		307	365	381
		Dispatch		182	83	48
		Self-Initiated		2825	2319	2311
		Average Response Time		4.0	3.2	3.4
		App Call Response Time		12.4	23	11
		Stats:				
		Arrests		14	10	14
		Citations		36	42	42
		Summons		8	13	7
		FICs		40	41	22
		Business Checks		471	289	422
		Citizen Contacts		804	611	729
		Subjects Moved		398	395	447
		Report To Follow		13	4	13
		Miles		7588	5954	8789

				Apr-23	May-23
		Total Calls		2733	2876
		App Call		404	379
		Dispatch		101	96
		Self-Initiated		2228	2401
		Average Response Time		4.2	3.6
		App Call Response Time			
		Stats:			
		Arrests		8	7
		Citations		22	16
		Summons		0	4
		FICs		17	21
		Business Checks		379	500
		Citizen Contacts		816	989
		Subjects Moved		430	489
		Report To Follow		4	11
		Miles		6219	7814
		Percentage of Shifts		49.50%	50.40%
		Filled Shifts		446	469
		Scheduled Shifts		900	930

2023 SOLVED RATES

1/2/2023 - 6/3/2023

OFFENSE	YTD 2023	YTD SOLVED	% SOLVED	PRIOR SOLVED
HOMICIDE	3	1	67%	1
AGGRAVATED BATTERY	28	18	71%	2
SHOOTING	9	5	56%	
AGGRAVATED ASSAULT	26	24	96%	1
AGGRAVATED RAPE	11	0	0%	
ARMED ROBBERY	24	16	71%	1
SIMPLE ROBBERY	22	10	45%	
PROPERTY SNATCHING	14	5	36%	
PERSONS	137	79	61%	5
AGGRAVATED BURGLARY	1	1	100%	
BUSINESS BURGLARY	17	6	35%	
RESIDENCE BURGLARY	15	2	27%	2
SIMPLE BURGLARY	6	2	50%	1
AUTO BURGLARY	472	35	9%	9
AUTO THEFT	273	14	7%	4
THEFT	537	27	5%	1
SHOPLIFTING	85	40	48%	1
PROPERTY	1406	127	10%	18
TOTAL	1543	206	15%	23

French Quarter Economic Development District Trust Fund														
	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date	BUDGET
INCOME - BUDGET	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	1,000,000	3,000,000
INCOME - FQEDD Sales Tax	13,277.00	225,112.00	290,544.00	307,951.00	279,965.00								1,116,849.00	112%
New Remittances	259,864.74	225,112.00	293,558.00	311,442.00	279,965.00								1,369,941.74	137%
2022 Online Sales Tax Adjustme	(246,587.74)													
Overdue or "Old" Remittance	-	-	449.00	10,986.00	(53.00)								11,382.00	
Benefits Refund													-	
Benefits Refund 2022													-	
													-	
EXPENSES - BUDGET	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	1,000,000	3,000,000
EXPENSES	134,165.42	111,660.20	159,941.05	130,290.63	121,896.94	-	-	-	-	-	-	-	657,502.43	66%
Overtime	115,306.90	94,410.89	113,676.97	95,831.55	79,400.42								498,626.73	
Salary		224.55	7,196.51	6,392.51	13,201.41								27,014.98	
Medicare	1,587.93	1,358.89	1,290.30	832.01	750.15								5,819.28	
Group Health Insurance			4,646.87	3,463.39	2,963.02								11,073.28	
Workers' Compensation			3,872.32	2,886.13	2,469.16								9,227.61	
Life Insurance			45.45	33.77	28.91								108.13	
Unemployment Insurance			28.90	21.55	18.41								68.86	
Social Security			-	-									-	
SDT Productions (App)	2,010.66	1,222.64	2,262.64	4,031.78	1,568.82								11,096.54	
FQMD	10,330.75	5,412.50	9,052.25	5,788.75	10,870.60								41,454.85	150,000.00
Covergint Tech													-	
Travelers Aid Society GNO	6,939.84	10,253.37	14,183.73	11,009.19	10,626.04								53,012.17	
ACCOUNTS PAYABLE	-	11,159.32	16,896.94	239.64	239.64	1,751.34	-	-	-	-	-	-	30,286.88	
Convergint Tech		11,159.32	16,737.10										27,896.42	
T-Mobile			159.84	239.64	239.64								639.12	
SDT Productions (App)						1,751.34							1,751.34	
Retention payment corrected in March													-	

Supplemental Police Patrol Program Key Performance Indices															
DESCRIPTION	January	February	March	April	May	June	July	August	September	October	November	December	Average Year to Date	KPI	Total
SPPP Officers Trained in FQ Specific Laws	100%	100%	100%	100%	100%								100%	100%	
App Response Time	12	23	11	12									15	10	
Citizen Contracts	804	611	729	816	989								790	700	3,949
Business Checks	471	389	422	379	500								432	500	2,161
Percentage of Shifts Filled	67%	59%	67%	50%	50%								59%	75%	
Supplemental Police Patrol Program Categories Tracked															
Description	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date Average	Historic 5-Year Avg	Total
App Calls Received	307	365	381	404	379								367	371	1,836
Dispatch Calls Responded to	182	83	48	101	96								102	100	510
Self Initiated Calls Reported	2825	2319	2311	2733	2401								2518		12,589
Arrests & Apprehensions	14	10	14	8	7								11	33	53
Summons / Traffic Citations	8 / 36	13 / 42	7 / 42	0 / 22	4 / 21								43	58	170
Subjects Moved	398	395	447	430	489								432	1,328	2,159
Miles Patrolled	7,588	5,954	8,789	6,219	7,814								7,273		36,364
SPPP Vehicles Available for Patrol	8	8	8	8	8								8		40
Officers Assigned to the 8th District	73	73	73	73	72								73	98 (2021/22)	364
Person Crimes in the FQ	13	9	14	13	25								15		74
Officers: Bourbon Promenade	15	15	15	14	14								15		73

Real Time Crime Center Programs															
Responsible Party	Description	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date Average	Total
Start Date: 2/1/2023 Crime Camera Installation															
Public Safety	Crime Cameras Installed	0	0	0	0	0									-
Public Safety	Cameras Online	0	0	0	0	0									-
Public Safety	Time Cameras Down													#DIV/0!	
Start Date: License Plate Readers Installation															
Public Safety	License Plate Readers Installed	0	15	15	15	15									60
Public Safety	Cameras Online	0	15	15	15	15									60
Public Safety	Time Cameras Down		0	0	0	0								0	
Start Date: RTCC Crime Camera Staffing Pilot															
SPPP Supervisor	% of Shifts Filled													#DIV/0!	
	% Cameras Online													#DIV/0!	
SPPP Supervisor	# Cameras Offline > 1 Day													#DIV/0!	-
SPPP Supervisor	Video Downloads (Officer Assists)													#DIV/0!	-

Start Date: Parking Enforcement Pilot														Year to Date Average	Total
Responsible Party	Description	January	February	March	April	May	June	July	August	September	October	November	December		
Public Works	Shifts Filled	25	0	0	0	5								6	30
Public Works	Citations Written	270	0	0	0	159								86	429
Public Works	Vehicles Towed	24	0	0	0	0								5	24
Public Works	Vehicles Booted	0	0	0	0	0								0	-
Public Works	Values of Fines Issued	\$ -	\$ -	\$ -	\$ -	\$ -								\$ -	\$ -
	Nights of Enforcement	3	0	0	0	2								1	5

Start Date:		Dedicated French Quarter Code Enforcement Officer													
Responsible Party	Description	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date Average	Total
Code Enforcement	Citations Issued	0	0	0	0	0								0	-
Code Enforcement	Violations sent to adjudication	0	0	0	0	0								0	-
Code Enforcement	# Residential issues vs # Business issues	0	0	0	0	0								0	-
Code Enforcement	Value of fines issues	0	0	0	0	0								0	-

Start Date: Streetlight Installation														Year to Date Average	Total
Responsible Party	Description	January	February	March	April	May	June	July	August	September	October	November	December		
Public Works	Installed Locations	0	0	0	0	0								0	-
Public Works	Outages													#DIV/0!	-
Public Works	Repairs													#DIV/0!	-

Start Date: 1/9/2023 Street Outreach Case Management															
Responsible Party	Description	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date Average	Total
TASGNO	New clients (never seen before in Year)	54	21	66	13	11								33	165
TASGNO	Repeat contacts (clients seen earlier in month or year)	35	138	160	107	112								110	552
TASGNO	Unique Clients Contacted	54	60	99	43	44								60	300
TASGNO	Chronically Homeless Individuals Contacted	30	34	71	35	34								41	204
TASGNO	Encountered Individuals Who were Connected to Housing Programs but not housed by end of Month	1	2	3	1	3								2	10
TASGNO	Permanent Housing Placements	0	0	1	1	2								1	4
TASGNO	Transitional Housing Placements	0	0	0	0	0								0	-
TASGNO	Clients connected to treatment	2	9	17	10	14								10	52
	Benefits Enrollment (# connections to public benefits with outreach help):	9	24	23	8	18								16	82
	Vital Documents (#connections to their identifying documents with outreach help):	10	16	23	13	13								15	75
TASGNO	Returns to homelessness in the District		5	8	6	6								6	25

Public Meeting	January	February	March	April	May	June	July	August	September	October	November	December
FQMD Board Meeting	1/9/2023	2/13/2023	3/13/2023	4/1/2023	5/8/2023	6/12/2023						
FQMD Security & Enforcement Committee Meeting	1/23/2023	2/27/2023	3/27/2023	4/24/2023	5/22/2023	6/26/2023						
Quarterly City Council Briefing		2/2/2023			5/25/2023							

May 2023 French Quarter Street Outreach Report
Travelers Aid Society (TAS) Frontlines Outreach Team in Partnership with the FMC/FQEDD

POPULATION ENCOUNTERED – DESCRIPTIVE STATISTICS

Outreach Contacts in May	123
# New clients (never seen before in 2023).....	11
# Repeated contacts with clients (contacts with clients seen earlier in month or year).....	112
# Unique Clients Contacted in May.....	44
(all new individuals and repeat individuals contacted this month, without duplication)	

Densely Populated Areas: French Market, Latrobe Park, Jackson Square (especially facing Cathedral), Moonwalk, Under the Gov. Nicholls Wharf, Decatur Street, Esplanade Avenue Neutral Ground

Total # of Chronically Homeless Individuals Contacted in May: **34**
{Under the Department of Housing and Urban Development's definition, a chronically homeless individual is someone who has experienced homelessness for 1 year or longer or who has experienced several episodes of homelessness in the last 3 years *and* has a disability.}

Total # of Encountered Individuals Who were Connected to Housing Programs (have vouchers issued to them) but not housed by end of month **3**
These individuals have (or had at any point in the month) a housing voucher issued to them but did not move into housing by the end of the month. This can be because their housing program is still looking for an available unit for them that is within the voucher price or because they are not in sufficient contact with their housing program to be able to view and select from available units. Because 3 of 44 encountered individuals were housed prior to or during this month, this means 3 of the 41 encountered individuals who were still homeless by May 31st (7.3%) are connected to housing vouchers (which could pay their rent) but are not connected to actual available housing where they can use their vouchers.

Total # of Encountered Individuals who reported previously being housed in a housing program after a period of homelessness and who have since returned to homelessness ("returns to homelessness") **6**
These individuals have previously not only been connected to/approved for housing assistance from a program like Unity or HANO but had also moved into that housing after a period of homelessness and have since returned to homelessness again. This number does not include individuals who maintain their housing but choose to spend time outside for social/personal reasons and/or who are temporarily sleeping outside because they have lost access to their housing for now (e.g., due to misplaced keys or water shutoff). *N.B. - This number includes all individuals encountered this month in this situation, and may represent individuals previously counted in this category in prior months too.*

TRAVELERS AID SOCIETY FRONTLINES OUTREACH TEAM EFFORTS AND OUTCOMES

Housing (# of connections to housing opportunities with outreach help) **5**
*These 5 connections to housing supports represent assistance to 4 unique clients.
2 clients moved into a Permanent Housing Placement (Settings include being newly placed in voucher-based housing, group homes, market rentals, moving in with family, etc.)
0 clients moved into Transitional Housing Placements (Settings include being newly placed in Safe Havens, Emergency Motels, etc. – this number does NOT include emergency shelters)
3 clients were newly linked to housing assistance/subsidy (Linkages include being matched to a

voucher, enrolled in a housing program, or approved for rent and deposit help – does not mean move-in has occurred yet, just that a subsidy was newly assigned in client's name)
 0 clients were assisted in returning home after a brief period of homelessness caused by logistic errors (situations include mediating conflict with landlords/neighbors, getting locks changed/new keys, etc.)

Treatment (# of connections to treatment with outreach help): **14**

*These 14 connections represent assistance to 10 unique clients.

8 instances of assistance with creating and/or attending primary medical and/or mental health care
 0 instances of enrolling a client in Assertive Community Treatment (ACT) Teams
 4 instance of assisting a client with direct wound care or the direct provision of medication or supplies
 0 instances in which a client was accompanied to, visited in, or assisted during hospitalization
 2 instances of assisting a client to enter detox, rehab, or the Sobering Center

Benefits Enrollment (# clients connected to public benefits with outreach help): **18**

*These 18 instances represent benefits enrollment help for 16 unique clients.

16 clients were approved for SNAP/Food Stamps with outreach help
 2 clients were enrolled in Medicaid with outreach help
 0 clients were approved for monthly SSI/SSDI benefits with outreach help

Vital Documents (# connections to client identifying documents with outreach help): **13**

*These 13 vital documents were obtained on behalf of 10 unique clients.

5 birth certificates were obtained with outreach help
 5 state IDs were obtained with outreach help
 3 Social Security cards were obtained with outreach help

TOTAL: Jan – May 2023	Outreach Contacts	Housing Placements	Treatment	Benefits Enrollment	Vital Documents
	165 unique individuals; 371 total contacts	4 permanent move-ins; 0 transitional move-ins; 7 new program placements; 0 returns-to-home	52	82	75

Outreach Success Stories

Welcome Home to H and T: This month, two clients who were previously living on the streets of the French Quarter - one for over two years and the other for nine years - moved into permanent housing. With the assistance of the Travelers Aid Frontlines outreach team over the past several months, they both completed housing applications for the first time, were connected to mental health treatment and medications, obtained their vital documents, and were connected to public benefits like Food Stamps and Medicaid. They have been happy to leave their previous homes in the French Market and off Jackson Square and instead settle into new independent apartments in the 7th ward and Uptown respectively. Both face complex health and homelessness histories and we are hopeful for their recovery and healing in their new housing.

Medication for C: This month, outreach workers assisted a gentleman who was experiencing a serious escalation of his psychiatric symptoms and a sharp decline in his overall functioning. Previously, the outreach team had assisted him to obtain a bed at the City Low Barrier Shelter as well as to complete his housing application and with the obtainment of public benefits and his vital documents. The outreach team also assisted him to get back on his psychiatric medications, but even with a daily pill sorter he was unable to manage his daily intake of pills, unable to count or understand the times of day he was supposed to take his medication, sometimes taking too few or too many. As a result, he was consistently confused and depressed, reporting he had no desire to get out of his shelter bed for days at a time. With intensive, near-daily support from the outreach team and their strong advocacy with the client's prescribing psychiatrist, the client was able to be switched to a long-lasting monthly antipsychotic injection. This has resulted in a return of the client's functioning to a healthy baseline, and we look forward to seeing what the client can pursue for himself and what he can accomplish and enjoy now that he is feeling stable again.

Outreach Challenges: Supporting Individuals who Have Moved In

Challenges this month include the capacity required to provide such intensive services to so many individuals who are sleeping outside in the French Quarter. As of the end of May, the Travelers Aid Frontlines Outreach workers in the French Quarter had provided outreach to 165 unique individuals. The rate of interactions with new (never-before-seen) individuals is slowing as the outreach workers have been in their jobs longer, but outreach workers do report that the level of care and assistance that unhoused individuals need is intensive, and that there is simply insufficient capacity at nearly all steps of the homeless services system locally, meaning there will always be a greater need for assistance than any one worker or program can provide.

What is particularly notable this month is that this need for intensive support continues after individuals move into housing. Generally, our outreach workers continue to be in touch with individuals they've worked with up to 60 days after their move-in to housing to ensure they've settled in and are comfortable with their new housing case managers. However, not all housing programs or housing case managers offer equal support and after such a large transition like that of going from living outside for decades to living inside alone, formerly unhoused individuals can struggle to adjust to trusting their new housing case manager. For instance, both of our outreach case managers have been called on repeatedly in the past month to help replace lost keys, refill medication prescriptions, assist with rehab enrollment, accompany clients to medical procedures, and assist with grocery provision for individuals whom they've already helped move in. While they are happy to staff these requests when they can, they cannot do so infinitely.

Systemically, poverty and homelessness deeply affect those who experience them, and while someone may move in all their belongings in one day, it may take weeks, months, or years to adjust to having one's basic need for shelter met after struggling to survive on the streets for years. This reality is compounded by a wide range of housing programs serving individuals who have recently ended their homelessness, not all of which provide the same level of intensive services. Some housing programs must be able to bill all their services to Medicaid based on how they are funded, which limits them in what they can do for clients based on if the type of service is eligible for Medicaid reimbursement or not. Others may go through changes in staff capacity or in individual staff members' interpretations of how much help is appropriate to offer to a client (as opposed to what is reasonable to expect the client will do for themselves), and thus there is not a firm guarantee that each client will have the same level of support as any other or as they had provided by their outreach worker.

In response to this reality on a client-by-client basis, the Travelers Aid outreach workers do their best to provide intensive services through up to 60 days after a client's move in so that many of their transitional needs are met, regardless of the type and quality of their long-term housing program. They also attempt to enroll clients in as many other case management support programs as possible during and before these 60 days so that clients have other agencies and case managers to rely on for help, including ACT teams, the LEAD team, and outpatient treatment services.

On a structural level, this issue could be addressed by increased funding of post-move-in permanent housing case management supports. All programs could be encouraged and monitored to adhere to a universal standard of housing first best practice policies, which are currently diversely applied from one program to another. Similarly, other programs, like adult day programs offering community space and therapeutic activities (art therapy, group therapy, life skills classes, therapeutic employment programming, etc.) could benefit adults living in poverty who are unable to work but looking for social supports, regardless of whether those adults had a history of homelessness or not. As noted in our monthly reports, we do, each month, encounter individuals who have "returned to homelessness," that is, that they were previously homeless in a different period, received housing supports, and then, because of any number of reasons, have returned to a situation of homelessness. To prevent such instances in which the trauma of homelessness might recur multiple times in peoples' lives, it is important that the services given to people after they are housed are strengthened. While this would require serious action in multiple sectors, a basic increase in post-housing case management services for formerly homeless individuals combined with an increase in activities and community spaces available to adults living in poverty in New Orleans could begin to address the great need for post-housing support our own case managers are encountering more and more as they help more individuals into housing each month.