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## SECURITY & ENFORCEMENT COMMITTEE

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### Meeting Notes

Monday, 24 July 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	-
Jessica	Dietz	x		yes
Glade	Bilby	x		yes
Jane	Cooper		x	-
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 <sup>th</sup> District
Alex	Dunkenberger	City's CAO Office
Jamie	Chiarello	Jackson Square Artist

2. Public Comment:

No written public comment was received.

3. Approval of previous meeting notes

Glade Bilby motioned to approve the previous meeting notes. Joshua Grippio seconded the motion, and it was approved.

4. Committee Chair's Comments

# French Quarter MANAGEMENT DISTRICT

Vice-Chair Steve Caputo led the Committee meeting in Chair Jane Cooper's absence. Mr. Caputo reviewed the 2023 work plan with the Committee and discussed the successes achieved so far this year. The Committee also discussed the current challenges regarding towing enforcement in the French Quarter. Mr. Bilby pointed out that there are only four tow truck drivers. Cpt. LeJon Roberts added that Parking Enforcement informed him that there is a lack of people applying for the open positions, which could be attributed to the pay rate as well as the hazardous working conditions. Mr. Bilby stated that Parking Enforcement implementing a bonus or incentive pay program could help to fill these positions. Mr. Grippo said that the Civil Service would be the department that could change the pay rate or implement an incentive program. Karley Frankic added that Civil Service is slowly working its way through other pay increases for City employees, but these increases are still low compared to the City's cost of living standards. Commissioner Bob Simms asked the Committee if it would be possible for the NOPD to hire a private towing company in the meantime. Cpt. Roberts said that the NOPD has a Tow Allegation Operator (TAO) system in place, but that there are certain things their tow trucks cannot do. Sgt. Marc Boudreau added that the TAO can be used for accidents or public safety issues, but not for daily towing violations. The NOPD has a list of private towing companies that they go through frequently, but sometimes those tow trucks are not available. Cpt. Roberts added that he will bring statistics to the next Committee meeting of how many vehicles were towed by private towing companies. Alex Dunkenberger will reach out to the City and to the Civil Service regarding improving the hiring structure and will report back any updates at the next Committee meeting.

## 5. Update on Remove, Lock, Take Program. To present: Jessica Dietz

Jessica Dietz reported that the Remove, Lock, Take signs have been completely installed in both Premium Parking and Park First's lots, and are now also installed in the garage at Canal Place. Ms. Dietz said that she had found one of the signs on the ground in the Premium Parking lot at the corner of North Peters Street and Iberville Street, stating that there is an issue with the installation method of the signs to the poles, adding that Premium is using zip ties to hold their signage in place. Ms. Frankic said that it was left up to the vendors to install their signs for liability reasons, but that she will reach out to Premium to discuss finding a more upgraded installation system. Ms. Frankic noted that there are additional signs and decals still available at the FQMD headquarters. Ms. Frankic also reported that she met up with the Downtown Development District (DDD) and Leslie Alley from the French Market Corporation (FMC) last week and they will both be moving forward with getting signage for their areas of jurisdiction as well. The Committee discussed sharing the design files with Port NOLA and other cruise parking lots since these are regularly targeted car break-in areas.

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

See attached report. Lt. Chuck Ward reported the latest Parking Enforcement and illegal vending statistics from a sweep conducted last weekend. Lt. Ward stated that 56 vehicles were ticketed on Thursday and 86 vehicles were ticketed on Friday. There was a total of four vehicles towed.

Jamie Chiarello, a local artist who has been selling her art in Jackson Square for the last 20 years, asked Matt Pincus if the Upper Quarter Patrol (UQP) patrolled in Jackson Square. Mr. Pincus answered no, and informed Ms. Chiarello of the patrol zone area covered by UQP. Ms. Chiarello addressed her concerns to the Committee regarding the recent violence and lack of enforcement in Jackson Square. Ms. Chiarello said that since Covid, safety in the area has deteriorated, and that the artists are being threatened with violence by some of the unhoused individuals that are new to the area. Ms. Chiarello also spoke of two musicians using amps that are painfully loud for the artists in the vicinity. Ms. Chiarello added that in certain instances, she has been able to ask these musicians to turn their music down with no further issues, but in other instances these musicians have been confrontational. There is video footage of a recent violent altercation involving one of these musicians attacking another musician and a tarot card reader. Ms. Chiarello voiced her frustration on hearing that the arrested individual in the situation was already released with a concealed weapon charge being dropped. Ms. Chiarello stated that she hoped to find a solution with a public safety authority presence being designated to patrol Jackson Square. Cpt. Roberts responded that the court system is a separate entity, and that the judge made the decisions regarding this individual's release and charges. Cpt. Roberts added that though the NOPD cannot patrol Jackson Square 24 hours a day, since the incident took place, he has made sure that there are more frequent patrols through the Square and said that he is hoping to have the aid of the Supplemental Police Patrol Program (SPPP) with patrolling this area. Mr. Caputo recommended that Ms. Chiarello and the other Jackson Square artists download the SPPP app to report any incidences in the area regarding public safety. Mr. Simms added that he can give informative materials to these artists on how to utilize the application if needed.

# French Quarter MANAGEMENT DISTRICT

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

See attached report. Sgt. Boudreau reported that the higher number of traffic citations for the month of June in comparison to the previous months' numbers is partly attributed to ramped up enforcement with party buses. Sgt. Boudreau added that 19 of the 66 traffic citations were due to enforcement of a party trailer- with all 19 individuals being cited for not having the proper seatbelts.

a. Impact of weekend shift pay incentive

Sgt. Boudreau reported that on Saturday, July 22<sup>nd</sup>, 30 out of 30 shifts were filled and on Sunday, July 23<sup>rd</sup>, 27 out of 30 shifts were filled. Sgt. Boudreau added that on Friday, July 21<sup>st</sup>, shifts were effectively full as well, and attributed the number of shifts being filled to the incentive pay. Sgt. Boudreau anticipates seeing the weekend shifts continue to fill up in response to the incentive.

Cpt. Roberts stated that he performed a walk-through on Friday with the Superintendent and stressed the importance of the SPPP in relation to the 8<sup>th</sup> District's success.

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

\*Ms. Frankic noted the error in the agenda- changing the TASGNO report from "May" to June.

See attached reports. Ms. Frankic reported that for the month of June TASGNO had 98 outreach contacts- with eight that were never-before-seen new clients. Four individuals were connected to housing, 15 were connected to treatment, and 11 were connected to enrollment of benefits. Ms. Frankic discussed the ongoing State voucher pause, stating that the rate of applications is outpacing the rate that the understaffed Louisiana State Permanent Supportive Housing (PSH) office can process. Ms. Frankic noted that this is due to there now being more case workers in the greater New Orleans downtown area than ever before.

Access to quality, affordable housing is still an area of concern. Ms. Frankic will be meeting with Nate Fields, Director of Homeless Services, to discuss funding for homeless assistance and outreach for 2024. Ms. Frankic stated that there have been improvements at the Low Barrier Shelter. For the first time since November 2022, there are now security and janitorial services on the first floor. Improvements are also being made toward issues related to sewage. Ms. Frankic stated that there is an upcoming Quality of Life Committee meeting for the City Council regarding public health concerns with food being left unattended at encampments potentially leading to rodents and unsanitary conditions for those who live in the area. Ms. Frankic will be attending the meeting along with Mr. Fields and Angela Owczarek. Ms. Frankic also noted that Eric Smith will be working on ensuring that mechanisms are in place to continue the multi-year contract with TASGNO.

Mr. Simms suggested looking into the "Safe Villages" example being used in other cities, which is a temporary housing program with wrap-around services that is offered to those individuals who are already in the process of receiving permanent housing.

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

a. FQEDD Code Enforcement Inspector Hiring Status

Mr. Dunkenberger reported that the hiring process is underway with the inspector position now posted online. Mr. Dunkenberger, Ms. Frankic, and Mr. Smith recently met with Code Enforcement to discuss and clarify the qualifications and responsibilities of the position. Mr. Dunkenberger stated that they plan to have this position filled with the proper candidate as soon as possible, and then additional cross-training with other departments can begin. Mr. Dunkenberger added that they hope to hire someone who already has experience within the department.

b. Statistics and Impact of City Enforcement Sweeps

Mr. Dunkenberger informed the Committee that the recent Code Enforcement sweep of illegal vendors on St. Claude Avenue drew some negative feedback from the public. Mr. Dunkenberger will be speaking with Howie Kaplan, Director of Nighttime

# French Quarter MANAGEMENT DISTRICT

Economy, to find proactive approaches for the next steps. Ms. Frankic added that she recently spoke with Mr. Kaplan, and he is currently working on informational materials to hand out to the illegal vendors which will explain in detail the permitting and licensing processes for these endeavors.

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

Mr. Bilby brought up the ongoing issues with streetlighting in the French Quarter and stated that he is interested in seeing the contracts with Verizon and AT&T to get clarification on who owns which poles. Ms. Frankic responded that the AT&T poles are owned by Toro Blanco and the Verizon poles are owned by Verizon, and she is conducting ongoing streetlight fieldwork to gather the data needed to move installations and repairs forward. With this fieldwork, Ms. Frankic is verifying the City's ArcGIS Asset IDs assigned to each pole so that clarity on who is responsible for repairs can be easily ascertained when requests for service are sent to NOLA 311 by citizens. Ms. Frankic joined Chuck Toney on a recent call with Verizon and was informed that Verizon's lights are currently in a warehouse in Pearl River and have been at this location since March. Verizon does not want to install their lanterns until their bases can also be installed, but Mr. Toney is encouraging them to move forward with the installation of the lanterns now. There will be another round of field work on streetlight/5G pole survey conducted this week, and Ms. Frankic expects to wrap up the fieldwork before the August Security and Enforcement Committee meeting.

Mr. Simms reported recent data that there were 492 deaths caused by overdoses in New Orleans last year- with most of these being attributed to fentanyl.

11. Next meeting date:

The next scheduled meeting of the Committee is Monday, August 28<sup>th</sup>, 2023, at 11:00 am.

12. Adjournment

**Mr. Bilby made a motion to adjourn, Mr. Grippo seconded that motion, and the meeting was adjourned at 12:04 pm.**

# Upper Quarter Patrol

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PUBLIC SAFETY SERVICES CORP

*MONTHLY REPORT – 24 July 2023*

# Key Performance Indicators

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Key Performance Indicators	January	February	March	April	May	June	2023 Year to Date	2022 Monthly Average
Business Checks	2,982	1821	2,720	3,559	3,088	2,501	14,170	2,273
Citizen Contacts	1,303	783	1,291	2,493	1,994	1,392	7,864	1,107
NOPD Assists	19	12	17	22	16	11	86	26
Subjects Moved	541	487	702	1,384	1,102	889	4,216	526
Medical (EMS Notified Rendered Aid)	7	5	9	16	9	7	46	8

# Summary of Month Activities

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6/6/2023

- While conducting routine walking patrol in the 700 block of Royal Street, UFQ deputies overheard a male subject screaming profanities. Upon further observation, UFQ detail personnel witnessed the individual strike and shatter the window at 700 Royal. Both Deputies then approached the suspect, where he was taken into custody without further incident. After learning that the reporting person opted to pursue charges, deputies escorted the perpetrator, later identified as Earl Mcadory, to the 8th District Station. He was then placed under arrest and transported to central lockup by NOPD.

# Summary of Month Activities

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6/22/2023

- While on routine vehicular patrol in the 100 block of Royal Street, UFQ Deputy Vicknair, observed a male subject obstructing the entire sidewalk in front of 127 Royal St. Despite multiple requests made by the Deputy to clear the sidewalk, the individual refused to comply. Subsequently, the offender, later identified as Barry Anderson, was placed under arrest for obstruction of a public passage and public intoxication. The arresting deputy then transported the offender to central lockup, where he was booked accordingly.

By utilizing an assigned departmental vehicle, UFQ Detail Deputy Darren Vicknair now provides assistance to eighth district officers on calls for service broadcasted via NOPD radio. This added component is beneficial to the proactive aspect of the detail, as well as, facilitating a more rapid response to assist both UFQ deputies and NOPD officers when necessary. Additionally, over the past 4 weeks, including that of Essence Festival, UFQ Patrol achieved full staffing that averaged just over 400 weekly working hours



## Eighth District FQTF Daily UCR Tally

5/28/2023 to 6/3/2023

	SUN 5/28	MON 5/29	TUE 5/30	WED 5/31	THU 6/1	FRI 6/2	SAT 6/3	Total	UNF	Total
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							0		0
Aggravated Rape	42							0		0
Armed Robbery	64							0		0
Armed Robbery Gun/Knife	64G/K							0		0
Simple Robbery	65							0		0
Property Snatching	65P							0		0
<b>Total Persons</b>	0	0	0	0	0	0	0	0	0	0
Aggravated Burglary	60							0		0
Simple 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		1
Theft	67				3	3	1	7		7
Shoplifting	67S						1	1		1
<b>Total Property</b>	0	0	0	0	5	4	2	11	0	11
<b>Total</b>	0	0	0	0	5	4	2	11	0	11

## Eighth District FQTF Daily UCR Tally

6/4/2023 to 6/10/2023

	SUN 6/4	MON 6/5	TUE 6/6	WED 6/7	THU 6/8	FRI 6/9	SAT 6/10
Homicide	30						
Attempted Homicide	27-30						
Aggravated Battery	34						1
Agg Batt by Shooting	34S	1					
Aggravated Assault	37					1	
Aggravated Rape	42						
Armed Robbery	64						
Armed Robbery Gun/Kn	64G/K						
Simple Robbery	65						
Property Snatching	65P						

<b>Total Persons</b>	1	0	0	0	0	1	1
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Aggravated Burglary	60						
Sumple Burglary	62						
Residential Burglary	62R						
Business Burglary	62B						
Auto Burglary	62C	4			2		
Auto Theft	67A	1	1		2		
Theft	67	1	1	1	3	3	3
Shoplifting	67S			1	1	2	1

<b>Total Property</b>	6	2	2	4	9	5	4
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<b>Total</b>	7	2	2	4	9	6	5
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<b>Total</b>	0
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3
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6
4
15
7

32
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35
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UNF	Total
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0	3
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	0
	6
	4
	15
	7

0	32
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0	35
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## Eighth District FQTF Daily UCR Tally

6/11/2023 to 6/17/2023

	SUN 6/11	MON 6/12	TUE 6/13	WED 6/14	THU 6/15	FRI 6/16	SAT 6/17	Total	UNF	Total
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							0		0
Aggravated Rape	42							0		0
Armed Robbery	64							0		0
Armed Robbery Gun/Knife	64G/K		1					1		1
Simple Robbery	65		1			1		2		2
Property Snatching	65P	1						1		1
<b>Total Persons</b>	1	0	2	0	0	1	0	4	0	4
Aggravated Burglary	60							0		0
Simple Burglary	62							0		0
Residential Burglary	62R							0		0
Business Burglary	62B							0		0
Auto Burglary	62C	1			2	1	1	5		5
Auto Theft	67A	1			1	1	1	4		4
Theft	67	2	3	1	1	1	3	11		11
Shoplifting	67S	2			1			3		3
<b>Total Property</b>	5	4	0	1	5	3	5	23	0	23
<b>Total</b>	6	4	2	1	5	4	5	27	0	27

## Eighth District FQTF Daily UCR Tally

6/18/2023 to 6/24/2023

	SUN 6/18	MON 6/19	TUE 6/20	WED 6/21	THU 6/22	FRI 6/23	SAT 6/24	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			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			2		2
Property Snatching	65P							0		0
<b>Total Persons</b>	1	0	0	1	1	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		3	3		1	1	8		8
Auto Theft	67A			1	3			4		4
Theft	67		1	1	2		1	5		5
Shoplifting	67S	1			1		1	3		3
<b>Total Property</b>	1	3	4	2	7	1	2	20	0	20
<b>Total</b>	2	3	4	3	8	2	3	25	0	25

## Eighth District FQTF Daily UCR Tally

6/25/2023 to 7/1/2023

	SUN 6/25	MON 6/26	TUE 6/27	WED 6/28	THU 6/29	FRI 6/30	SAT 7/1	Total	UNF	Total
Homicide	30							0		0
Attempted Homicide	27-30							0		0
Aggravated Battery	34							0		0
Agg Batt by Shooting	34S	1						1		1
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							0		0
Property Snatching	65P	1		1				2		2
<b>Total Persons</b>	2	0	0	1	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		2		1			3		3
Auto Theft	67A	2	2	1		1		6		6
Theft	67	2	2	2	1	2	4	13		13
Shoplifting	67S				1			1		1
<b>Total Property</b>	4	5	5	1	4	5	0	24	0	24
<b>Total</b>	6	5	5	2	4	5	0	27	0	27

F-00576-23	6/1/2023 1:15	67	941 BOURBON ST	E 01	OPEN
F-08177-23	6/9/2023	67	8 Canal	A	OPEN
F-25740-23	6/27/23 4:22	62C	1001 SAINT PETER ST	A	OPEN
F-11524-23	6/12/2023 11:00	67B	900 chartres ST	A 01	OPEN
F-11829-23	6/12/2023 19:21	67	8 CANAL	A 03	OPEN
F-19017-23	6/20/2023 2:30	67	8 canal ST	A 03	OPEN
F-25283-23	6/26/23 13:45	27-67A	333 CANAL ST	B	OPEN
F-04477-23	6/4/2023	62C	333 CANAL ST	B 01	OPEN
F-04579-23	6/5/2023	67A	100 IBERVILLE ST	B 01	OPEN
F-05438-23	6/6/2023	67S	301 CANAL ST	B 01	CBA
F-10223-23	6/11/2023 5:20	67	100 IBERVILLE	B 01	OPEN
F-14682-23	6/15/2023 9:30	62C	301 CANAL ST	B 01	OPEN
F-19047-23	6/20/2023 6:50	62C	333 CANAL ST	B 01	OPEN
F-21253-23	6/22/2023 11:00	67A	100 IBERVILLE ST	B 01	OPEN
F-22524-23	6/22/2023 15:59	67S	333 N CANAL ST	B 01	OPEN
F-23188-23	6/24/2023 11:03	67S	333 CANAL ST	B 01	OPEN
F-03044-23	6/4/2023	62C	100 CONTI ST	B 02	OPEN
F-03765-23	6/4/2023	62C	385 IBERVILLE ST	B 02	OPEN
F-03682-23	6/4/2023	62C	101 IBERVILLE ST	B 02	OPEN
F-07019-23	6/8/2023	62C	500 DECATUR ST	B 02	OPEN
F-07828-23	6/8/2023	62C	300 N PETERS ST	B 02	OPEN
F-10713-23	6/11/2023 16:15	27-67A	500 DECATUR ST	B 02	OPEN
F-11910-23	6/12/2023 19:00	62C	433 SAINT PETER ST	B 02	OPEN
F-15912-23	6/16/2023 16:40	67A	433 SAINT PETER ST	B 02	OPEN
F-17005-23	6/17/2023 20:30	62C	385 IBERVILLE ST	B 02	OPEN
F-18834-23	6/19/2023 20:00	62C	500 DECATUR ST	B 02	OPEN
F-21451-23	6/22/2023 12:40	62C	211 CONTI ST	B 02	OPEN
F-04450-23	6/5/2023	67	334 Royal	C	OPEN
R-00049-23	6/8/2023	67P	St. Charles / Canal	C	OPEN
F-23797-23	6/25/23 0:00	67P	400 BOURBON ST	C	OPEN
F-26405-23	6/27/23 19:35	67	CHARTRES ST & SAINT ANN ST	C	OPEN
F-26897-23	6/28/23 10:00	67	701 DECATUR ST	C	OPEN
F-27919-23	6/29/23 3:00	67	124 ROYAL ST	C	OPEN
F-28896-23	6/29/23 12:30	67S	619 DECATUR ST	C	CBA
F-28944-23	6/30/23 12:00	67	1101 BOURBON ST	C	OPEN
F-10414-23	6/11/2023 10:58	67S	134 ROYAL ST	C 01	CBA
F-17664-23	6/18/2023 11:00	67S	106 ROYAL ST	C 01	OPEN
F-19176-23	6/20/2023 4:00	62C	420 N RAMPART	C 01	OPEN
F-21547-23	6/22/2023 4:00	67	555 CANAL ST	C 01	OPEN
F-22429-23	6/23/2023 14:00	37D	1026 CHARTRES ST	C 01	CBA
F-00871-23	6/1/2023 9:15	67	334 ROYAL ST	C 02	OPEN
F-00719-23	6/1/2023 15:30	67	#2 POYDRAS ST	C 02	OPEN
F-13210-23	6/12/2023 15:30	67A	100 POYDRAS ST #7 FLR	C 02	UNF
F-14201-23	6/15/2023 1:00	62C	111 IBERVILLE ST	C 02	OPEN
F-16415-23	6/17/2023 2:30	67P	200 BOURBON	C 02	OPEN
F-21250-23	6/21/2023 21:00	67A	300 ROYAL ST	C 02	OPEN
F-23199-23	6/24/2023 11:00	34C	500 CANAL ST	C 02	OPEN

F-26821-23	6/28/2023 9:16	65P	300 ROYAL ST	C 02	CBA
F-07166-23	6/8/2023	67A	500 DECATUR ST	C 03	OPEN
F-14422-23	6/15/2023 9:00	67	508 CHARTRES ST	C 03	OPEN
F-05557-23	6/6/2023	67	713 St. Louis	D	UNF
F-05118-23	6/6/2023	67	200 Bourbon	D	OPEN
F-06369-23	6/7/2023	67	200 Bourbon	D	OPEN
R-00032-23	6/7/2023	67P	416 Bourbon	D	OPEN
R-00037-23	6/7/2023	67	500 Canal	D	OPEN
F-07353-23	6/8/2023	67P	CANAL / BOURBON	D	OPEN
R-00052-23	6/8/2023	67	400 Bourbon	D	OPEN
F-08505-23	6/9/2023	67	739 Conti	D	CBW
F-09047-23	6/10/2023	67P	500 Bourbon	D	OPEN
F-24773-23	6/25/23 22:30	67A	618 DAUPHINE ST	D	OPEN
F-24784-23	6/25/23 22:30	67A	618 DAUPHINE ST	D	OPEN
F-25063-23	6/26/23 3:30	67	739 CANAL ST #70130	D	OPEN
F-25155-23	6/26/23 11:30	67	509 CANAL ST	D	OPEN
F-25253-23	6/26/23 16:35	27-67A	111 IBERVILLE ST	D	OPEN
F-26478-23	6/27/23 17:45	62C	800 IBERVILLE ST	D	OPEN
F-27651-23	6/29/23 3:30	62C	222 N RAMPART	D	OPEN
F-28938-23	6/30/23 1:02	67A	210 N RAMPART ST	D	OPEN
F-28651-23	6/30/23 1:30	67P	400 BLOCK BOURBON ST	D	OPEN
F-29257-23	6/30/23 2:00	67	IBERVILLE ST & BOURBON ST	D	OPEN
F-28548-23	6/30/23 2:06	67	500 CANAL	D	OPEN
F-02534-23	6/3/2023 16:00	67S	732 CANAL ST	D 01	CBA
F-08834-23	6/9/2023	37	547 N RAMPART ST	D 01	CBA
F-10101-23	6/11/2023 1:35	65P	8 canal ST	D 01	CBW
F-12620-23	6/12/2023 18:00	67	724 IBERVILLE ST	D 01	OPEN
F-15354-23	6/16/2023 2:30	67	500 BOURBON ST	D 01	OPEN
F-17249-23	6/18/2023 6:05	65	600 IBERVILLE ST	D 01	OPEN
F-19405-23	6/21/2023 5:00	67	212 BARONNE ST	D 01	OPEN
F-20976-23	6/22/2023 4:07	65	BOURBON ST & IBERVILLE ST	D 01	CBW
F-22075-23	6/23/2023 6:00	62C	1000 IBERVILLE ST	D 01	OPEN
F-18872-23	6/19/2023 22:45	62C	342 N RAMPART ST	D 02	OPEN
F-18860-23	6/19/2023 23:52	62C	924 BURGUNDY ST	D 02	OPEN
F-18992-23	6/20/2023 1:30	62C	1000 CONTI ST	D 02	OPEN
F-05334-23	11/25/2022	67A	700 BURGUNDY ST	D 03	OPEN
F-05359-23	5/25/2023	62C	420 N RAMPART ST	D 03	OPEN
F-02952-23	6/4/2023	34S	333 BOURBON ST	D 03	CBA
F-12026-23	6/13/2023 4:00	64G	1000 TOULOUSE ST	D 03	CBA
F-14318-23	6/15/2023 4:49	62B	542 N RAMPART ST	D 03	OPEN
F-10428-23	6/11/2023 10:18	67	218 BOURBON ST	D 04	OPEN
F-14335-23	6/15/2023 3:00	67A	800 CONTI ST	D 04	OPEN
F-20783-23	6/21/2023 22:00	37	300 BOURBON ST	D 04	CBA
F-22915-23	6/24/2023 2:00	67	400 BOURBON ST	D 04	OPEN
F-23902-23	6/25/2023 3:46	65P	800 CONTI ST	D 04	OPEN
F-01109-23	6/2/2023 1:15	67B	833 CONTI ST	D 05	OPEN
F-12980-23	6/13/2023 23:54	65	BOURBON ST & TOULOUSE ST	D 05	CBW

F-15243-23	6/16/2023 3:52	65	501 BOURBON ST	D 05	OPEN
F-23742-23	6/25/2023 0:08	34S	SAINT LOUIS ST & ROYAL ST	D 05	CBW
F-16800-23	6/17/2023 11:00	67C	700 IBERVILLE ST	D 06	OPEN
F-08275-23	6/9/2023	67	911 Burgundy	E	OPEN
F-26466-23	6/27/23 21:30	67	801 BOURBON ST	E	OPEN
F-01215-23	6/2/2023 3:30	67	717 ORLEANS ST #623	E 01	OPEN
F-07577-23	6/8/2023	67S	820 DECATUR ST	E 01	CBA
F-21450-23	6/22/2023 14:50	67A	941 URSULINES	E 02	OPEN
F-01577-23	6/2/2023 14:29	67	1231 DECATUR ST	E 08	OPEN
F-16096-23	6/14/2023 10:00	67	601 ESPLANADE AV	F 01	OPEN
F-21477-23	6/22/2023 13:00	67A	600 ESPLANADE AV	F 01	OPEN
F-02251-23	6/3/2023 5:00	67	836 SAINT PETER ST	F 02	OPEN
F-08007-23	6/8/2023	67A	1900 BURGUNDY ST	F 02	OPEN
F-16507-23	6/17/2023 10:30	67A	700 ELYSIAN FIELDS AV	F 03	OPEN
F-01165-23	6/2/2023 1:30	62C	435 ESPLANAE AVE	F 09	OPEN
F-03220-23	6/4/2023	67	500 Canal	G	OPEN
F-25763-23	6/27/23 7:13	67AR	300 CANAL ST	G	OPEN
F-28341-23	6/29/23 16:30	67	500 CANAL ST	G	OPEN
F-03039-23	6/4/2023 2:30	67A	300 CANAL ST	G 02	OPEN
F-16879-23	6/16/2023 1:45	62C	550 CANAL ST	G 04	OPEN
F-16258-23	6/17/2023 2:15	67	500 SAINT CHARLES AV #1111	G 04	OPEN
F-08263-23	6/9/2023	67S	900 Canal	I	OPEN
R-00065-23	6/10/2023	67P	st. charles / Canal	I	OPEN
F-23863-23	6/25/23 0:00	67	315 BOURBON ST	I	OPEN
F-25065-23	6/26/23 2:15	62B	914 CANAL ST	I	CBA
F-08263-23	6/7/2023	67S	900 CANAL ST	I 01	OPEN
F-07027-23	6/8/2023	67S	900 CANAL ST	I 01	OPEN
F-08118-23	6/9/2023	67S	900 CANAL ST	I 01	OPEN
F-09182-23	6/10/2023	34C	100 ROYAL ST	I 01	OPEN
F-09978-23	6/10/2023	67S	900 CANAL ST	I 01	CBA
F-10090-23	6/11/2023 2:00	67S	900 CANAL ST	I 01	OPEN
F-22227-23	6/22/2023 5:30	67	333 SAINT CHARLES AV	I 01	OPEN
R-00059-23	6/10/2023	67	339 Bourbon	O	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	23-Jun
Total Calls	2733	2876	3507
App Call	404	379	386
Dispatch	101	96	85
Self-Initiated	2228	2401	3036
Average Response Time	4.2	3.6	2.7
App Call Response Time			
Stats:			
Arrests	8	7	10
Citations	22	16	66
Summons	0	4	9
FICs	17	21	38
Business Checks	379	500	428
Citizen Contacts	816	989	1309
Subjects Moved	430	489	583
Report To Follow	4	11	12
Miles	6219	7814	6357
Percentage of Shifts	49.50%	50.40%	62.20%
Filled Shifts	446	469	560
Scheduled Shifts	900	930	900

## 2023 SOLVED RATES

### 1/2/2023 - 7/1/2023

OFFENSE	YTD 2023	YTD SOLVED	% SOLVED	PRIOR SOLVED
HOMICIDE	2	1	100%	1
AGGRAVATED BATTERY	34	23	74%	2
SHOOTING	11	8	73%	
AGGRAVATED ASSAULT	32	30	97%	1
AGGRAVATED RAPE	12	0	0%	
ARMED ROBBERY	26	18	73%	1
SIMPLE ROBBERY	28	12	43%	
PROPERTY SNATCHING	17	9	53%	
<b>PERSONS</b>	<b>162</b>	<b>101</b>	<b>65%</b>	<b>5</b>
AGGRAVATED BURGLARY	1	1	100%	
BUSINESS BURGLARY	22	8	36%	
RESIDENCE BURGLARY	17	2	24%	2
SIMPLE BURGLARY	7	2	43%	1
AUTO BURGLARY	641	48	9%	10
AUTO THEFT	333	33	11%	4
THEFT	616	30	5%	1
SHOPLIFTING	109	47	44%	1
<b>PROPERTY</b>	<b>1746</b>	<b>171</b>	<b>11%</b>	<b>19</b>
<b>TOTAL</b>	<b>1908</b>	<b>272</b>	<b>16%</b>	<b>24</b>

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	259,120.92							1,375,969.92	138%
New Remittances	259,864.74	225,112.00	293,558.00	311,442.00	279,965.00	259,120.92							1,629,062.66	163%
2022 Online Sales Tax Adjustme	(246,587.74)													
Overdue or "Old" Remittance	-	-	449.00	10,986.00	(53.00)	36.52							11,418.52	
Benefits Refund						13,436.24							13,436.24	
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	127,346.13	-	-	-	-	-	-	784,209.44	78%
Overtime	115,306.90	94,410.89	113,676.97	95,831.55	79,400.42	95,801.27							594,428.00	
Salary		224.55	7,196.51	6,392.51	13,201.41	6,302.02							33,317.00	
Medicare	1,587.93	1,358.89	1,290.30	832.01	750.15	952.39							6,771.67	
Group Health Insurance			4,646.87	3,463.39	2,963.02	692.30							11,765.58	
Workers' Compensation			3,872.32	2,886.13	2,469.16	576.92							9,804.53	
Life Insurance			45.45	33.77	28.91	6.76							114.89	
Unemployment Insurance			28.90	21.55	18.41	4.30							73.16	
Social Security			-	-									-	
SDT Productions (App)	2,010.66	1,222.64	2,262.64	4,031.78	1,568.82	1,751.34							12,847.88	
FQMD	10,330.75	5,412.50	9,052.25	5,788.75	10,870.60	11,226.25							52,681.10	150,000.00
Covergint Tech													-	
Travelers Aid Society GNO	6,939.84	10,253.37	14,183.73	11,009.19	10,626.04	9,393.46							62,405.63	
T-Mobile						639.12								
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 Indicators															
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%	100%	
App Response Time	12	23	11	12									15	10	
Citizen Contracts	804	611	729	816	989	1,309							876	700	5,258
Business Checks	471	389	422	379	500	428							432	500	2,589
Percentage of Shifts Filled	67%	59%	67%	50%	50%	62%							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	386							370	371	2,222
Dispatch Calls Responded to	182	83	48	101	96	85							99	100	595
Self Initiated Calls Reported	2825	2319	2311	2733	2401	3036							2604		15,625
Arrests & Apprehensions	14	10	14	8	7	10							11	33	63
Summons / Traffic Citations	8 / 36	13 / 42	7 / 42	0 / 22	4 / 21	9 / 66							43	58	170
Subjects Moved	398	395	447	430	489	583							457	1,328	2,742
Miles Patrolled	7,588	5,954	8,789	6,219	7,814	6,357							7,120		42,721
SPPP Vehicles Available for Patrol	8	8	8	8	8	8							8		48
Officers Assigned to the 8th District	73	73	73	73	72	72							73	98 (2021/22)	436
Person Crimes in the FQ	13	9	14	13	25	15							15		89
Officers: Bourbon Promenade	15	15	15	14	14	14							15		87

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	0								-
Public Safety	Cameras Online	0	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	16								76
Public Safety	Cameras Online	0	15	15	15	15	16								76
Public Safety	Time Cameras Down		0	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							0	-
Code Enforcement	Violations sent to adjudication	0	0	0	0	0	0							0	-
Code Enforcement	# Residential issues vs # Business issues	0	0	0	0	0	0							0	-
Code Enforcement	Value of fines issues	0	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							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	8							29	173
TASGNO	Repeat contacts (clients seen earlier in month or year)	35	138	160	107	112	90							107	642
TASGNO	Unique Clients Contacted	54	60	99	43	44	33							56	333
TASGNO	Chronically Homeless Individuals Contacted	30	34	71	35	34	26							38	230
TASGNO	Encountered Individuals Who were Connected to Housing Programs but not housed by end of Month	1	2	3	1	3	5							3	15
TASGNO	Permanent Housing Placements	0	0	1	1	2	1							1	5
TASGNO	Transitional Housing Placements	0	0	0	0	0	0							0	-
TASGNO	Clients connected to treatment	2	9	17	10	14	15							11	67
	Benefits Enrollment (# connections to public benefits with outreach help):	9	24	23	8	18	11							16	93
	Vital Documents (#connections to their identifying documents with outreach help:	10	16	23	13	13	7							14	82
TASGNO	Returns to homelessness in the District		5	8	6	6	3							6	28

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	7/10/2023					
FQMD Security & Enforcement Committee Meeting	1/23/2023	2/27/2023	3/27/2023	4/24/2023	5/22/2023	6/26/2023	7/24/2023					
Quarterly City Council Briefing		2/2/2023			5/25/2023							

# June 2023 French Quarter Street Outreach Report

## Travelers Aid Society (TAS) Frontlines Outreach Team in Partnership with the FMC/FQEDD

### POPULATION ENCOUNTERED – DESCRIPTIVE STATISTICS

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<b>Outreach Contacts in June</b>	<b>98</b>
# New clients (never seen before in 2023).....	8
# Repeated contacts with clients (contacts with clients seen earlier in month or year).....	90
# Unique Clients Contacted in June.....	33
(all new individuals and repeat individuals contacted this month, without duplication)	

**Densely Populated Areas:** Jackson Square, Saint Louis Cathedral, French Market, Governor Nicholls Wharf, Esplanade Neutral Ground, Decatur Street, Latrobe Park, Iberville Street, River Front/Walk

**Total # of Chronically Homeless Individuals Contacted in June:** 26  
{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. Chronic status based on client reported homeless time.}

**Total # of Encountered Individuals who were connected to housing programs (have vouchers issued to them) but were not housed by end of month** 5  
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/affordable unit or because they are not in sufficient contact with their housing program. Because 4 of the 33 encountered individuals were housed prior to or during this month, this means 17.24% of (5 of the 29) encountered individuals who were still homeless by June 30<sup>th</sup> 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")** 3  
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).

### TRAVELERS AID SOCIETY FRONTLINES OUTREACH TEAM EFFORTS AND OUTCOMES

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**Housing (# of connections to housing opportunities with outreach help)** 4

\*These 4 connections to housing supports represent assistance to 3 unique clients

1 client 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):**

**15**

\*These 15 connections represent assistance to 7 unique clients; some clients need several forms of treatment

- 8 instances of helping clients attend primary or specialist medical or mental health appointments
- 0 clients were assisted in enrolling in Assertive Community Treatment (ACT) Teams
- 2 instances of assisting with direct wound care or the direct provision of medication/medical supplies
- 3 instance of accompanying, visiting, or otherwise assisting clients during hospitalization
- 2 instances of assisting clients to enter detox, rehab, or the Sobering Center

**Benefits Enrollment (# of connections to public benefits with outreach help):**

**11**

\*These 11 connections represent assistance to 9 unique clients; some clients need multiple benefits

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

**Vital Documents (# of identifying documents obtained or re-obtained with outreach help):**

**7**

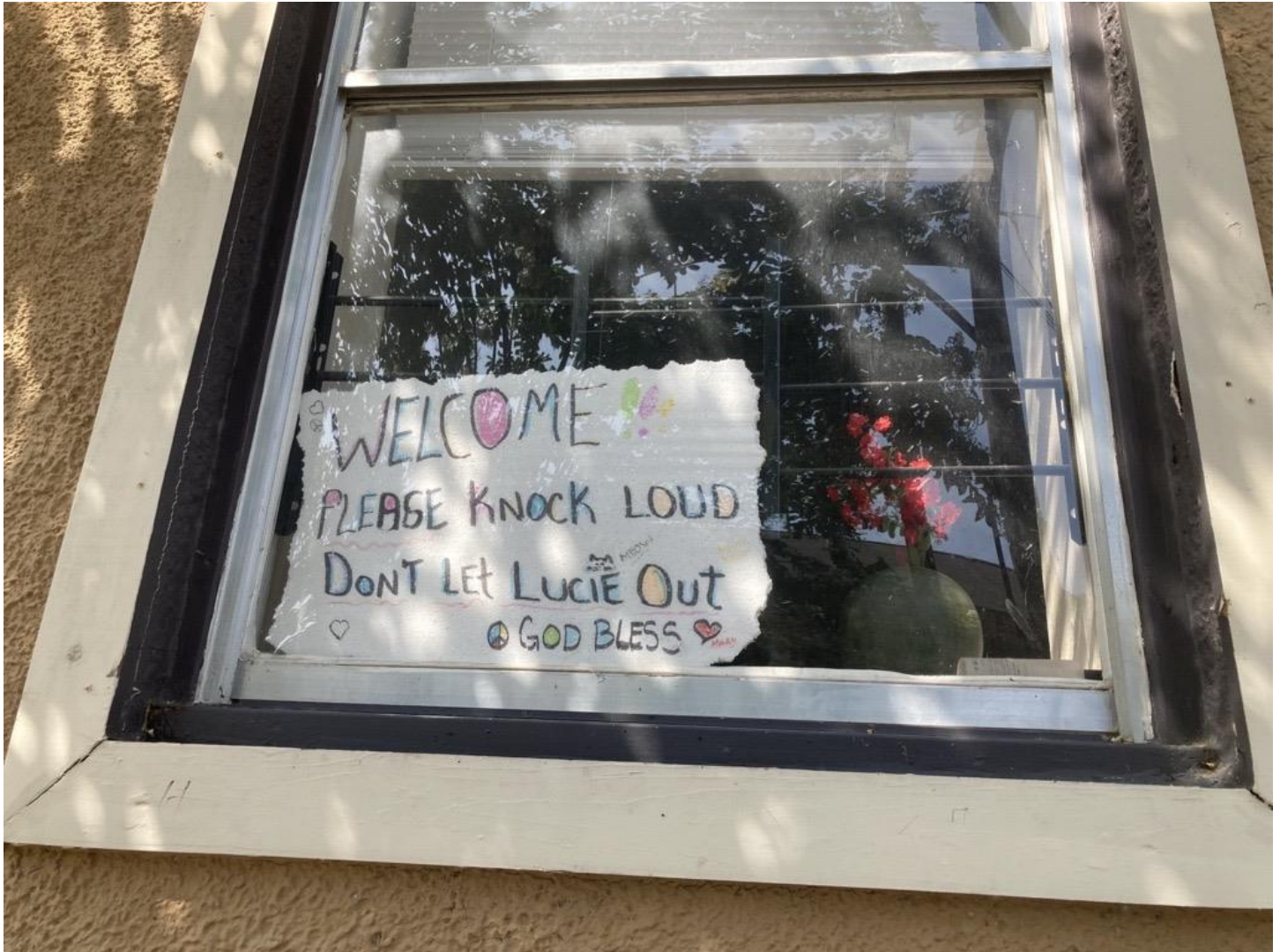
\*These 7 documents represent assistance to 6 unique clients; some clients need multiple documents

- 1 client obtained their birth certificate with outreach help
- 3 clients obtained their state IDs with outreach help
- 3 clients obtained their Social Security cards with outreach help

TOTAL: Jan – Jun 2023	Outreach Contacts	Housing Placements	Treatment Connections	Benefits Enrollments	Vital Documents Obtained
	173 unique individuals; 469 total contacts	5 permanent move-ins; 0 transitional move-ins; 10 new program placements; 0 returns- to-home	67	93	82

### **Outreach Successes:**

This month, an individual who has been homeless in the French Quarter for many years with her cat was approved for and moved into housing. She is delighted to be indoors after years on the street and many difficult experiences related to her health, financial situation, and relationships. She is now living in a shotgun uptown and when our outreach team moved her in, she was quick to settle in and make the place her own. On a visit to her apartment shortly after her move in, we found this sign in the window, and she consented to have it photographed and shared. We are happy to see her able to express herself in her living space and be the hostess, pet owner, neighbor, and community member she has always known herself to be from the safety of her new home.



### **Outreach Challenges, Our Team's Response, and Systemic Barriers**

#### **Outreach Challenge: State Voucher Program Pause**

A major challenge of the past month has been the pause of new referrals into the state permanent housing program due to requests from the state so that their staff have more time to staff cases of incoming referrals.

Our French Quarter outreach workers are working constantly to complete housing applications with homeless individuals so that these individuals can be referred into housing programs, through which they will receive housing vouchers that pay their rent. In most cases, this application process involves gathering the individual's vital documents, completing an actual housing application and vulnerability assessment, as well as producing proof they have been

experiencing homelessness for at least one year, have a qualifying permanent disability, and are extremely low income. Some of these steps can take days, weeks, or months, and none can happen until we have built trust with individuals living on the streets and gained their consent to work on their cases.

Once all this work is done, our outreach case managers submit full housing applications to a local system that confirms their eligibility for and matches them to housing vouchers from various programs. The largest of these programs is funded by Medicaid and is staffed in part by the state of Louisiana Department of Health. This program is the one that paused its acceptance of new referrals this month, which has posed a major slow down to moving people into housing. Without vouchers in hand, individuals cannot be assisted by our outreach workers to view, select, or move into apartments. Notably, our outreach workers in the French Quarter have now been in their positions for six months and thus are completing more and more applications with clients whose documentation has taken months to collect or whose trust has taken just as long to build, but the momentum that the outreach workers are building to complete these applications can get stopped if there are no programs into which clients can be referred.

#### Travelers Aid Response:

We have been told that pause is expected to be (at least somewhat) lifted in the next week or two (by mid-July 2023), which will allow a better flow of clients into housing. In June, despite this pause, we were still able to have three clients who have been experiencing homelessness in the French Quarter newly approved for vouchers, including one who moved in the next week after her approval. We have accomplished these approvals largely by continued advocacy for our clients and keeping abreast of openings in any other programs outside of the paused state program, even though these openings are very few, and taking action immediately to try to have our clients placed into these openings. We have also continued to submit our completed housing applications as normal, so we already have many clients in queue with complete applications waiting to be reviewed whenever the pause is lifted.

#### Systemic Challenges Highlighted by this Case:

Overall, this situation highlights the interlocking nature of all pieces of the homelessness services system. 16 months ago, Travelers Aid had one outreach worker working in the Downtown Development District. Now, Travelers Aid has seven full-time outreach workers working in densely populated areas between Calliope and Poland south of Claiborne, including the two outreach workers who are dedicated entirely to the French Quarter. This increase in outreach has allowed hundreds of clients who had previously not been able to access services of any kind to apply to and move into housing, obtain their vital documents, enroll in public benefits, and receive urgently needed mental and medical healthcare.

At the same time, outreach expansion is essentially an expansion of the capacity for inflow into the homeless services system (which is different from inflow into homelessness, which is dictated primarily by the sufficient or insufficient amount of affordable housing available in an area). Every new outreach worker represents a new front door through which an unhoused person can connect to care, and the 173 unique individuals who have been served by the two French Quarter workers are a testament to this, as are the dozens of these individuals who have been able to connect to vital documents, healthcare, and public benefits who were not previously able to do so. In this way, outreach workers are also a step of successful outflow from homelessness itself – as they enter previously unassisted or under-assisted people into services that focus on obtaining housing, those people are newly able to be exiting a situation of homelessness.

However, without a corresponding, eventual expansion in facets of this outflow (as in, the flow of people exiting homelessness and/or the system of homeless services because they're moving into housing and/or gaining sufficient independent living skills to do so without significant support) bottlenecks can occur. Factors that affect this outflow are multiple. As stated, they include whether or not there are sufficient outreach workers and case managers in an area to help individuals apply to housing, which is what the French Quarter outreach workers assist with, while also providing other supportive services. Similarly, all of the following play a role in outflows from homelessness/the homelessness services system: the availability of affordable housing, especially at the voucher cap price, the availability of and funding

for vouchers, formal and informal policies that shape housing discrimination and access, sufficient staff in voucher housing programs, the flexibility of these staff to meet diverse client needs and build client trust, and the existence of local and/or environmental supports that help keep clients in housing (feeling like one's neighborhood or apartment is safe, having relationships and resources available near one's housing, having access to medical, emotional, and mental health supports during the transition and possibly permanently, having access to the income that would allow someone to afford associated household costs like food and supplies, even if their rent is paid).

Given that the supply of affordable housing is the main factor known *both* to decrease inflow into homelessness as well as to increase outflow from homelessness, special attention should always be paid to its supply. Other measures, like the sufficient staffing of outreach workers in the French Quarter, work hugely to affect several parts of the system, but most measures must work in tandem with each other, as demonstrated by this month's experience of having multiple clients who have completed all steps of the housing application process still unable to move forward with ending their homelessness due to limited staffing in another part of the system. There is essentially a system of interlocking rubber bands that each affects the successful movement of individuals from homelessness into housing in the current system – each realm (outreach staffing, housing availability, voucher availability, housing program availability, etc.) is under constant pressure to stretch and increase its capacity, but solely expanding any one rubber band's size or stretch factor cannot alone complete the entire chain between homelessness and stable housing.