

## SECURITY & ENFORCEMENT COMMITTEE

### Meeting Notes

Monday, 18 September 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 11:00 am and the agenda was read into the record.

COMMITTEE MEMBERS				VOTES	VOTES
First Name	Last Name	Present	Absent	Approve mtg notes	Approve SPPP Repairs
Joshua	Grippio	x		Yes	Yes
Frances	Hegenberger		x	-	-
Jessica	Dietz	x		Yes	Yes
Glade	Bilby		x	-	-
Jane	Cooper	x		Yes	Yes
Steve	Caputo	x		Yes	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.
Lt. Chuck	Ward	Dept. Commander of NOPD 8 <sup>th</sup> District
Alex	Dunkenberger	City's CAO Office
Eric	Smith	City's CAO Office
Bob	Simms	Commissioner

#### 2. Public Comment:

From: **GB Bilby** <[gbilby@gmail.com](mailto:gbilby@gmail.com)>

Date: Mon, Sep 18, 2023 at 8:51 AM

Subject: Re: SEC meeting and comments

To: Karley Frankic <[kfrankic@fqmd.org](mailto:kfrankic@fqmd.org)>, Jane Cooper <[redheadneworleans@gmail.com](mailto:redheadneworleans@gmail.com)>

Cc: Jessica Dietz <[jdietzlaw@hotmail.com](mailto:jdietzlaw@hotmail.com)>

Good Morning.

# French Quarter MANAGEMENT DISTRICT

As previously mentioned, I am not able to attend today's meeting.

I would like to enter a public comment relating to agenda item 9.

Because the current office for, or "home" of the SPP for the 8Th District and the French Quarter is in need up upgrades and repair, it in the best interests of FQMD to budget for improvements to the office. The first floor of the 8th District building has been upgraded using private funds, donations and time. The increase in morale has been noticeable and welcome. The least that the Security and Enforcement Committee can do is to approve any allocation of funds to assist in making the SPP more efficient, and to bring the office "up" to the level of the rest of what has been a marked improvement at the station.

### 3. Approval of previous meeting notes

**Joshua Grippo motioned to approve the previous meeting notes. Jessica Dietz seconded the motion, and it was approved.**

### 4. Committee Chair's Comments

Chair Jane Cooper thanked FQMD staff, Alex Dunkenberger, and Eric Smith for their hard work preparing for Monday's multiple meetings. Ms. Cooper informed the Committee that today's meeting will mainly focus on discussing two different budgets- the French Quarter Economic Development District (FQEDD) 2024 budget and the 2023-2024 State appropriation budget. Ms. Cooper reported that 18 crime cameras have been installed on North Rampart Street and are now live. Ms. Cooper asked Mr. Smith if the Request for Proposal (RFP) for the Supplemental Police Patrol Program (SPPP) app has been advertised. Mr. Smith responded that the RFP was released last week. Karley Frankic noted that she had not seen it posted on the City's website. Mr. Smith will confirm if the RFP is live and will get an update for Ms. Frankic and Ms. Cooper. Mr. Smith noted that the advertising period is 30 days, stating that the Committee should expect to see the advertising close by mid-October. Once the advertising period is closed, a committee will review and score the RFP. Ms. Frankic asked how long the reviewing and scoring process usually takes. Mr. Smith replied that normally this process is finished in one meeting, and noted that under certain circumstances, sometimes the vendors are asked to be present at this meeting. Mr. Smith added that the reviewing/scoring meeting should be able to convene within two weeks of the advertising period closing, and then the process of awarding and starting contracts can begin.

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

See attached report. Matt Pincus reviewed the Upper Quarter Patrol (UQP) monthly report with the Committee and discussed an incident that took place in August in which Walgreens decided to press charges on an individual who was caught shoplifting. Mr. Grippo asked Matt Pincus if Walgreens will now be pressing charges with all shoplifting incidents. Mr. Pincus stated that because this individual was already caught attempting to steal three times at the same location earlier that day, Walgreens decided to take action. Upon the arrest, it was discovered that this individual also had three outstanding warrants. Ms. Cooper asked how long the process of arresting this shoplifter took to complete. Mr. Pincus reported that the arrest took about 45 minutes to an hour, including NOPD arriving and transporting the offender. Steve Caputo asked what happens after the offender is arrested and transported to the station. Mr. Pincus responded that they are booked accordingly and noted that this specific individual remained in jail throughout the weekend, which he attributed to the outstanding warrants. Ms. Cooper informed the Committee that she and Committee member Glade Bilby have discussed reaching out to magistrate judges and sharing their perspectives on cases like this so that arrested individuals don't end up right back out on the streets and back to committing the same offences. Sgt. Marc Boudreau recommended that Committee members also speak with local judges on these matters as well.

Ms. Cooper reported to the Committee that discussion took place with Senator Harris earlier this month regarding putting some of the appropriated state funding towards possibly expanding the UQP and also giving the UQP more authority with arrests without the NOPD's assistance. Mr. Pincus stated that the UQP can make lawful arrests without the assistance of the NOPD as long as protocol is being followed and the UQP officers get the item number from NOPD. Mr. Pincus added that having the UQP officers with the necessary experience for handling arrests available, as well as having transportation for the

# French Quarter MANAGEMENT DISTRICT

arrested individuals without NOPD's aid are the biggest challenges. Lt. Chuck Ward further clarified that the UQP officers must request an item number first, because this item number tracks the document of an arrest and stated that normally there are no issues with granting these requests to UQP.

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

See attached reports. Sgt. Boudreau reported that for the second month in a row, 75% of the total shifts were filled due to the weekend incentive pay. Sgt. Boudreau noted that because the weekend shifts are now 90% filled, they are seeing lighter coverage during the weekday shifts.

7. Discussion – Discussion by Committee of French Quarter Economic Development District 2024 Budget

Ms. Cooper moved on to discuss identifying the items that the Committee would like to include in the 2024 budget, and informed the Committee that once they finish their budget planning, the conversation will then move forward to the FQEDD Agreement Monitors, then to the Finance and Development Committee, and lastly to the Board of Commissioners. City Council will need to approve the budget by the end of November. Mr. Smith broke down the remittances and rollover estimates to the Committee and reported that the estimated 2024 revenue is \$3 million. Mr. Smith added that the 2021-2023 overall revenue estimate is \$6,527,000, with \$4,333,333 being obligated to the SPPP. The estimated 2023 year end SPPP rollover funds amount will be approximately \$1.6 million, while estimated Other Public Safety rollover funds will be approximately \$800,000.

The Committee went on to discuss where the SPPP funding could best be utilized. Sgt. Boudreau suggested the possibility of a weekday bonus that would be half the amount of the weekend bonus, saying that this could help to fill in weekday shifts. Guest and FQMD Commissioner Bob Simms pointed out that the demand for coverage is higher than the number of officers and stated that he believes weekend shifts should be prioritized. Mr. Caputo asked Lt. Ward how many non-SPPP officers he would like to see cover daily shifts that would be the ideal amount of coverage in the Eighth District. Lt. Ward answered that he would prefer to have at least 10 officers out on the streets at all times. Ms. Cooper asked Mr. Smith if the Committee should budget more for the SPPP app in 2024. Mr. Smith stated that he does not have an answer but will get cost estimates to see if there will be an increase in price for the app and noted that the cost has been low in previous years.

Ms. Cooper moved on to review the SPPP personnel expenses with the Committee. Ms. Frankic reviewed the 2023 overtime rate and average rate for SPPP staff and asked Sgt. Boudreau what the average rate would need to be for 2024. Sgt. Boudreau stated that he felt the overtime average rate should increase to \$50 per hour. Ms. Frankic discussed the estimated budgets for general office supplies and vehicle maintenance with the Committee.

Ms. Cooper went on to discuss the Other Public Safety programs line items and asked if the DigiTicket machines were purchased or leased. Sgt. Boudreau responded that they were leased and that this cost would need to be carried into 2024. Mr. Smith noted that there is also a renewal for the License Plate Readers (LPRs) for 2024. Ms. Cooper stated that mobile lighting units and speed radars were suggested items to consider for 2024 to aid in traffic violation enforcement and asked Lt. Ward if NOPD would benefit from the use of mobile lighting units. Lt. Ward stated that lighting units would be of great use, and pointed out that when NOPD has used these lights before they have deterred crime. He also pointed out that the units could be beneficial in the meantime while streetlights are in the process of being installed. Sgt. Boudreau stated that this would be a purchase, not a lease and added that budget amount was for purchasing six units. The Committee discussed a preference to having the units wrapped for easy graffiti removal. Sgt. Boudreau stated that having two or three speed radars would be enough, and added that training officers on the proper use of the radars would be an additional cost to factor in. Sgt. Boudreau will confirm the maximum number of students per training class and the total amount of training hours.

Mr. Smith informed the Committee that he had spoken with Cpt. Roberts regarding 2024 budgeting for the Law Enforcement Assisted Diversion (LEAD) program and stated that Cpt. Roberts requested hiring a dedicated case manager for the French Quarter. Mr. Smith reached out to get a quote for the salary for this position and reported that it would be slightly under \$63,000. Mr. Smith moved on to discuss the Sobering Center and stated that the base level is fully funded for 2024. He reported that the center has been successful with moving people into long-term treatment and stated that there is room in the budget to provide even better services for the clients. Additional security at the center as well as a part-time case manager

# French Quarter MANAGEMENT DISTRICT

were suggestions Mr. Smith provided to the Committee for the 2024 budget. Ms. Cooper stated that she would like more information on the Sobering Center and will provide follow-up questions to Mr. Smith.

The Committee discussed 2024 expenses related to the Traveler's Aid Society of Greater New Orleans (TASGNO). Ms. Frankic reminded the Committee that TASGNO is not fully funded by the FQEDD- noting that 25% of funding comes from the French Market Corporation (FMC), with the other 75% funded by the FQEDD. Ms. Cooper reported that Angela Owczarek discussed adding a third case manager and purchasing a vehicle for the TASGNO staff as possible expenses for next year. Ms. Cooper noted that a vehicle specifically designated for TASGNO staff would help prevent case managers from having to use their own personal vehicles or rideshare services. Mr. Caputo asked if the funding would include insurance and liabilities. Ms. Frankic responded that these would be TASGNO's responsibility to cover and were included in the budget line item. Mr. Simms asked if the vehicle could be made to accommodate wheelchairs. Mr. Smith answered that this would be a TASGNO expense. The Committee agreed that they liked the idea of putting funding towards both a vehicle and a third case manager. Mr. Smith noted that he did meet with Nate Fields, the Director of Homeless Services, and discussed the possibility of a flex fund with additional money that TASGNO could use to create an incentive program for landlords which could help the unhoused individuals with housing vouchers find readily available, quality housing at a faster rate. Ms. Cooper suggested creating a pilot program with KPIs that will measure the program's success overtime. Mr. Smith will invite Mr. Fields to attend the October Committee meeting to discuss the matter further.

## 8. Discussion – Discussion by Committee of Louisiana State 2023-2024 Appropriation

Ms. Cooper discussed the State appropriation and the timeline for sending in the Cooperative Endeavor Agreement (CEA) and budget that is required for this funding. The funding is intended to be used for public safety and quality of life programs. The Committee conversed about options regarding where this money would best be allocated and agreed that expanding the UQP to cover additional areas of enforcement in the French Quarter could be one possibility. Ms. Cooper presented the idea of a canine patrol program for the SPPP. Lt. Ward stated that they would need to look at the consent decree to review policies and procedures further. Sgt. Boudreau voiced his experiences with canine patrols in the past, stating that the overall outcomes were more negative than positive with false alerts and overwhelming crowds. The next item that Ms. Cooper discussed was creating a direct contract between FQMD and All Star to conduct streetlight repairs outside of the City's contract.

Ms. Frankic and Ms. Cooper presented the idea of replicating the Downtown Development District's (DDD) graffiti abatement program. Ms. Cooper stated that she and Ms. Frankic will have a call next week with the DDD to discuss the details of the program to see if this is a possibility. Ms. Cooper stated that funding could also be put towards a supplemental sanitation program but noted that both the graffiti abatement and supplemental sanitation programs would require additional staffing for the FQMD.

Ms. Cooper asked the Committee if they had any other ideas they would like to discuss regarding the State funding. Mr. Grippo brought up the danger of potholes in the French Quarter and asked if there was anything the Committee could do to address this issue. Ms. Cooper asked for an update on the pothole filling vehicles to discuss at the next Committee meeting.

## 9. Discussion – Discussion by Committee of NOPD Eighth District Station SPPP Office Repairs

Ms. Cooper reviewed Mr. Bilby's public comment regarding the repairs needed for the Eighth District Station's offices, stating that the funding required for the repairs was estimated not to exceed \$7,000. Ms. Frankic stated that there were two options for the committee to consider 1. unallocated 2023 FQMD general operating funds and 2. the 2024 FQEDD budget. The Committee further discussed the process that a committee motion for FQMD funding would be reviewed by the Finance and Development Committee to review, and then presented to the Board of Commissioners. **Mr. Caputo made a motion to authorize the FQMD to pay a contractor up to \$7,000 to repair the Eighth District Station SPPP offices. Mr. Grippo seconded the motion, and it was approved.**

## 10. Presentation – Presentation of Updates on City Safety Coordination Efforts by City Chief Administrative Office. To present: Alex Dunkenberger

### a. FQEDD Code Enforcement Inspector Hiring Status

# French Quarter

## MANAGEMENT DISTRICT

Mr. Dunkenberger reported that there is still confusion with Civil Service around the specifics of this position. Ms. Frankic added that Civil Service is under the impression that this is a new job position entirely and is requesting a detailed job description. Mr. Dunkenberger will follow up with Civil Service and provide further clarification.

b. Statistics and Impact of City Enforcement Sweeps

Mr. Dunkenberger had no updates at this time but has spoken with Cpt. Roberts on coordinating sweeps with the Eighth District. Lt. Ward stated that the CLOs consistently sweep Canal and Bourbon Street for illegal vending. Mr. Dunkenberger added that the sweeps are more effective when they are conducted in smaller groups with more targeted approaches. Mr. Caputo pointed out that the fine for illegal vending is too low, and stated that if the fine were higher, it could curb the number of illegal vendors. Sgt. Boudreau stated that he was in a recent meeting with the City Attorney's office where the topic of stay-away orders in the French Quarter were discussed.

11. 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

No new business was discussed.

12. Next meeting date:

The next scheduled meeting of the Committee is Monday, October 23<sup>rd</sup>, 2023, at 11:00 am.

13. Adjournment

**Mr. Grippo made a motion to adjourn. Ms. Dietz seconded the motion, and the meeting was adjourned at 12:25 pm.**

# Upper Quarter Patrol

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PUBLIC SAFETY SERVICES CORP

*MONTHLY REPORT – 18 September 2023*

# Key Performance Indicators

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Key Performance Indicators	January	February	March	April	May	June	July	August	2023 Year to Date	2022 Monthly Average
Business Checks	2,982	1,821	2,720	3,559	3,088	2,501	3,125	2,738	22,534	2,273
Citizen Contacts	1,303	783	1,291	2,493	1,994	1,392	2,107	1,446	12,809	1,107
NOPD Assists	19	12	17	22	16	11	19	25	141	26
Subjects Moved	541	487	702	1,384	1,102	889	662	451	6,218	526
Medical (EMS Notified Rendered Aid)	7	5	9	16	9	7	13	11	77	8

# Summary of Month Activities

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8/2/2023

- Detectives Collura and Wiltz, while conducting UFQ patrols, responded to a 67s (shoplifting) broadcasted via NOPD radio at 701 Canal Street. Upon arrival, UFQ Deputies were contacted by the store owner, who stated that a white female accompanied by a white male, had taken merchandise from the store and fled in an unknown direction on Canal Steet. While obtaining a description of the wanted subjects, the wanted female was observed walking past the front of the store. Deputies promptly made an apprehension without incident. The arrested subject, identified as Marinela Popa, was charged with theft by shoplifting in the amount of \$1,088.61, possession of stolen property, and trespassing. UFQ responding deputies conducted the arrest and transported Popa to the Orleans Justice Center. Upon arriving at lockup, Popa was found to be in possession of \$11,600 in cash, which was inventoried as property by OPSO intake personnel. The wanted male subject remained at large.



# Summary of Month Activities

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8/17/2023

- Deputy D. Vicknair and Sgt. T. Jones, while conducting UFQ patrols in the 700 block of Iberville Street, observed a black female screaming profanities and verbally threatening a male subject who was seated on the ground. Upon confronting the female, deputies verbally ordered her to cease, but was ignored. Deputies then physically intervened and restrained the female by means of handcuffing. It was then learned that the male subject desired to press charges, at which time, UFQ deputies advised the female that she was under arrest. Deputies then transported the arrested subject, later identified as Latisha Jones, to the OJC, where she was charged with disturbing the peace. It should be noted that Latisha Jones is known to be a problematic substance abuser that frequents the FQ area.

8/26/2023

- UFQ Deputies, while on foot patrol at the intersection of Royal and Iberville Street, were alerted by a Walgreens employee that a black male subject was presently inside of the store concealing merchandise by means of a large bag. Upon entering the store, responding deputies observed a male matching that description on aisle 8 clutching a large duffle bag. When deputies confronted the individual, he immediately hurled the bag to the floor. The partially open bag revealed various store merchandise, at which point, UFQ Deputies informed the individual that he was under arrest. The perpetrator, later identified as Mark Harris, B/M, 3/3/1982, refused to comply and physically resisted arrest. After a brief struggle, Harris was handcuffed without further incident. UFQ detail deputies completed the appropriate paperwork charging Harris with theft, possession of stolen property and resisting arrest. Additionally, Harris was discovered to have 3 outstanding warrants. NOPD assisted on scene and provided transportation to the OJC, where he was booked accordingly. The stolen property was returned to Walgreens staff.

## Eighth District FQTF Daily UCR Tally

7/30/2023 to 8/5/2023

	SUN 7/30	MON 7/31	TUE 8/1	WED 8/2	THU 8/3	FRI 8/4	SAT 8/5	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		1					1		1
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	1	0	0	0	0	1	0	1
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		1
Auto Theft	67A						1	1		1
Theft	67		3	3	2	3	1	12		12
Shoplifting	67S			2			1	3		3
<b>Total Property</b>	0	0	4	5	2	3	3	17	0	17
<b>Total</b>	0	0	5	5	2	3	3	18	0	18

## Eighth District FQTF Daily UCR Tally

8/6/2023 to 8/12/2023

	SUN 8/6	MON 8/7	TUE 8/8	WED 8/9	THU 8/10	FRI 8/11	SAT 8/12
Homicide	30						
Attempted Homicide	27-30						
Aggravated Battery	34						
Agg Batt by Shooting	34S						
Aggravated Assault	37						
Aggravated Rape	42						
Armed Robbery	64						
Armed Robbery Gun/Kn	64G/K						
Simple Robbery	65					1	
Property Snatching	65P					1	

<b>Total Persons</b>	0	0	0	0	0	2	0
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Aggravated Burglary	60						
Simple Burglary	62						
Residential Burglary	62R						
Business Burglary	62B					1	
Auto Burglary	62C		1			1	2
Auto Theft	67A		3		1	1	1
Theft	67	4	1	3	1		5
Shoplifting	67S				1		1

<b>Total Property</b>	4	5	3	3	0	3	9
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<b>Total</b>	4	5	3	3	0	5	9
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<b>Total</b>	0
0	
0	
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0	
0	
1	
1	

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4
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14
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27
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29
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UNF	Total
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	0
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	0
	0
	0
	0
	0
	1
	1

0	2
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	0
	0
	0
	1
	4
	6
	14
	2

0	27
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0	29
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## Eighth District FQTF Daily UCR Tally

8/13/2023 to 8/19/2023

	SUN 8/13	MON 8/14	TUE 8/15	WED 8/16	THU 8/17	FRI 8/18	SAT 8/19	Total	UNF	Total
Homicide	30	1						1		1
Attempted Homicide	27-30							0		0
Aggravated Battery	34							0		0
Agg Batt by Shooting	34S							0		0
Aggravated Assault	37			1				1		1
Aggravated Rape	42	1						1		1
Armed Robbery	64							0		0
Armed Robbery Gun/Knife	64G/K							0		0
Simple Robbery	65							0		0
Property Snatching	65P	1						1		1
<b>Total Persons</b>	2	1	0	1	0	0	0	4	0	4
Aggravated Burglary	60							0		0
Sumple Burglary	62							0		0
Residential Burglary	62R							0		0
Business Burglary	62B	2						2		2
Auto Burglary	62C		1					1		1
Auto Theft	67A	1		1			2	4		4
Theft	67	6	2	1		2	3	14		14
Shoplifting	67S	1	1	2				4		4
<b>Total Property</b>	8	2	4	4	0	2	5	25	0	25
<b>Total</b>	10	3	4	5	0	2	5	29	0	29

## Eighth District FQTF Daily UCR Tally

8/20/2023 to 8/26/2023

	SUN 8/20	MON 8/21	TUE 8/22	WED 8/23	THU 8/24	FRI 8/25	SAT 8/26	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				1			1		1
<b>Total Persons</b>	0	1	0	0	1	0	1	3	0	3
Aggravated Burglary	60							0		0
Sumple Burglary	62			1				1		1
Residential Burglary	62R			1				1		1
Business Burglary	62B				1			1		1
Auto Burglary	62C	1	1		1		1	4		4
Auto Theft	67A	1				1	1	3		3
Theft	67	1	1	1	1	2	3	9		9
Shoplifting	67S			1			1	2		2
<b>Total Property</b>	2	2	1	4	3	3	6	21	0	21
<b>Total</b>	2	3	1	4	4	3	7	24	0	24

## Eighth District FQTF Daily UCR Tally

8/27/2023 to 9/2/2023

	SUN 8/27	MON 8/28	TUE 8/29	WED 8/30	THU 8/31	FRI 9/1	SAT 9/2	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			1				1		1
Aggravated Rape	42	1						1		1
Armed Robbery	64							0		0
Armed Robbery Gun/Knife	64G/K	1	1					2		2
Simple Robbery	65							0		0
Property Snatching	65P							0		0
<b>Total Persons</b>	2	2	0	1	0	0	0	5	0	5
Aggravated Burglary	60							0		0
Simple Burglary	62							0		0
Residential Burglary	62R			1	1			2		2
Business Burglary	62B	1	1		1			3		3
Auto Burglary	62C	1	1					2		2
Auto Theft	67A		1	1	1			3		3
Theft	67	3	2	1	1			7		7
Shoplifting	67S	5	1					6		6
<b>Total Property</b>	9	4	4	2	4	0	0	23	0	23
<b>Total</b>	11	6	4	3	4	0	0	28	0	28

H-02902-23	8/1/2023	67	111 BOURBON ST	D 01	CBA
H-00717-23	8/1/2023	37	1000 SAINT ANN ST	E 01	CBA
H-00888-23	8/1/2023	62C	800 S PETERS ST	A 01	OPEN
H-00567-23	8/1/2023	67B	222 N RAMPART ST	D 02	OPEN
T-00043-23	8/1/2023	67P	311 BOURBON ST	D 04	OPEN
H-01370-23	8/2/2023	67S	333 CANAL ST	B 01	OPEN
H-01527-23	8/2/2023	67S	333 CANAL ST	B 01	OPEN
H-02313-23	8/2/2023	67	300 BOURBON ST	D 04	OPEN
T-00022-23	8/2/2023	67	339 BOURBON ST	D 04	OPEN
H-01478-23	8/2/2023	67	612 SAINT PHILIP ST	E 04	OPEN
H-02771-23	8/3/2023	67	400 BOURBON ST	D 05	OPEN
H-03388-23	8/3/2023	67	500 CANAL ST	G 04	OPEN
H-03771-23	8/4/2023	67B	500 PORT OF NEW ORLEANS PL	A 02	OPEN
H-03028-23	8/4/2023	67	200 BOURBON ST	D 04	OPEN
H-03965-23	8/4/2023	67P	500 BOURBON ST	D 05	OPEN
H-04244-23	8/5/2023	67S	801 CANAL ST	D 01	OPEN
H-04530-23	8/5/2023	67	541 BOURBON ST	D 01	OPEN
H-04920-23	8/5/2023	67A	420 N RAMPART ST	D 03	OPEN
H-05258-23	8/6/2023	67P	700 BOURBON ST	D 01	OPEN
T-00109-23	8/6/2023	67	901 BOURBON ST	E 01	OPEN
H-05298-23	8/6/2023	67	CHARTRES ST	E 05	OPEN
H-06277-23	8/6/2023	67	800 IBERVILLE ST	D 01	OPEN
H-05757-23	8/7/2023	27-67A	222 N RAMPART ST	D 02	OPEN
H-06474-23	8/7/2023	67	700 BOURBON ST	C 02	OPEN
H-06080-23	8/7/2023	62C	500 DECATUR ST	C 03	OPEN
H-06551-23	8/7/2023	67A	600 DECATUR ST	C 03	OPEN
H-06397-23	8/7/2023	67A	333 CANAL ST	A 03	OPEN
H-06813-23	8/8/2023	67	901 BOURBON ST	E 01	OPEN
H-06957-23	8/8/2023	67C	500 DECATUR ST	B 02	OPEN
H-07450-23	8/8/2023	67	900 CANAL ST	I 01	OPEN
H-07935-23	8/9/2023	67A	8 CANAL ST	A 03	OPEN
H-07152-23	8/9/2023	67P	144 BOURBON ST	D 01	OPEN
H-08365-23	8/9/2023	67S	333 CANAL ST	B 01	OPEN
H-09819-23	8/11/2023	65	500 BOURBON ST	I 02	OPEN
H-09871-23	8/11/2023	67A	100 IBERVILLE ST	B 01	OPEN
H-09788-23	8/11/2023	65P	BOURBON ST	E 05	OPEN
H-09919-23	8/11/2023	62B	1303 DECATUR ST	G 02	OPEN
H-14874-23	8/11/2023	62C	201 CANAL ST	B 01	OPEN
H-10755-23	8/12/2023	67	IBERVILLE ST	C 01	OPEN
H-11329-23	8/12/2023	67	334 ROYAL ST	A 02	OPEN
H-12973-23	8/12/2023	62C	800 DAUPHINE ST	E 01	CBA
H-10758-23	8/12/2023	67P	BOURBON ST	D 05	OPEN
H-11017-23	8/12/2023	67S	732 CANAL ST	D 01	OPEN
H-11106-23	8/12/2023	27-67A	800 BARRACKS ST	E 01	CBA
H-12103-23	8/12/2023	62C	500 DECATUR ST	B 01	OPEN
H-11488-23	8/12/2023	67	535 TCHOUPITOU LAS	G 02	OPEN
H-11626-23	8/12/2023	67	530 BOURBON ST	D 05	OPEN
H-11594-23	8/13/2023	62B	707 CANAL ST	D 01	OPEN
H-11594-23	8/13/2023	62B	707 CANAL ST	D 01	OPEN

H-11624-23	8/13/2023	65P	700 BOURBON ST	C 02	OPEN
H-12034-23	8/13/2023	67B	500 SAINT PHILIP ST	E 05	OPEN
H-13975-23	8/13/2023	67	1119 DECATUR ST	E 05	CBA
H-12224-23	8/13/2023	67	SAINT ANN ST & DECATUR ST	B 02	OPEN
T-00153-23	8/13/2023	67	621 ESPLANADE AV	F 01	OPEN
H-14623-23	8/13/2023	67	214 ROYAL ST	C 02	OPEN
H-12305-23	8/13/2023	67	333 POYDRAS ST #1102	G 02	OPEN
H-12974-23	8/13/2023	42	900 BURGUNDY ST	E 01	OPEN
H-12761-23	8/14/2023	30C	1300 DECATUR ST	E 02	OPEN
H-12810-23	8/14/2023	67S	900 CANAL BD	I 01	OPEN
H-13402-23	8/14/2023	67A	385 IBERVILLE ST	B 02	OPEN
T-00202-23	8/15/2023	67	BOURBON ST & TOULOUSE ST	D 05	OPEN
H-13558-23	8/15/2023	67S	800 CANAL ST	I 03	CBA
H-13841-23	8/15/2023	67	941 DECATUR ST	E 04	CBA
H-14208-23	8/15/2023	27-62C	800 URSULINES ST	E 02	CBA
H-15203-23	8/16/2023	37D	724 IBERVILLE ST	D 01	CBW
H-14444-23	8/16/2023	67S	801 CANAL ST	D 01	OPEN
H-13824-23	8/16/2023	67	1000 DECATUR ST	E 03	CBA
T-00201-23	8/16/2023	67S	801 CANAL ST	I 01	OPEN
H-15103-23	8/16/2023	67A	300 N PETERS ST	B 02	OPEN
H-16624-23	8/18/2023	67	500 CANAL ST	D 01	OPEN
H-16445-23	8/18/2023	67	810 BIENVILLE AV #421	D 04	OPEN
H-17409-23	8/19/2023	67A	941 BOURBON ST	C 09	OPEN
H-17345-23	8/19/2023	27-67A	200 DAUPHINE ST	D 02	OPEN
H-17195-23	8/19/2023	67P	500 BOURBON ST	D 05	OPEN
H-17187-23	8/19/2023	67P	700 CONTI ST	D 01	CBA
H-17794-23	8/19/2023	67B	8 canal ST	A 03	OPEN
H-20049-23	8/20/2023	67P	300 BOURBON ST	D 04	OPEN
H-22405-23	8/20/2023	67A	800 SAINT PETER ST	D 06	OPEN
H-19193-23	8/21/2023	62C	911 IBERVILLE ST	D 02	OPEN
H-19280-23	8/21/2023	34	IBERVILLE	D 01	CBA
H-19618-23	8/21/2023	67	214 ROYAL ST	C 02	CBW
H-20601-23	8/22/2023	62C	900 CONTI ST	D 04	OPEN
H-20702-23	8/23/2023	67	100 BOURBON ST	D 04	OPEN
H-20936-23	8/23/2023	62	800 RAMPART ST	E 01	CBW
H-21137-23	8/23/2023	67S	732 CANAL ST	I 01	OPEN
H-21620-23	8/23/2023	62R	622 BARRACKS ST	E 05	CBA
H-24623-23	8/24/2023	65P	BOURBON	D 05	CBW
H-22091-23	8/24/2023	62B	822 CHARTRES ST	E 04	OPEN
H-23093-23	8/24/2023	62C	800 ESPLANADE AV	E 02	OPEN
H-22700-23	8/24/2023	67P	600 CANAL ST	D 03	OPEN
H-22773-23	8/25/2023	67P	800 IBERVILLE ST	D 04	OPEN
H-22787-23	8/25/2023	67P	300 CANAL BD	B 01	OPEN
H-22896-23	8/25/2023	62C	500 CANAL ST	G 04	OPEN
H-22936-23	8/25/2023	62B	812 DECATUR ST	B 02	CBW
H-23115-23	8/25/2023	67A	800 DAUPHINE St	E 01	OPEN
H-23860-23	8/26/2023	67P	SAINT LOUIS ST	D 04	OPEN
H-23870-23	8/26/2023	65	BOURBON	D 04	OPEN
H-24273-23	8/26/2023	62C	500 DECATUR ST	C 03	OPEN



H-24311-23	8/26/2023	67S	801 CANAL ST	D 01	OPEN
H-24564-23	8/26/2023	27-67A	500 DECATUR ST	B 02	OPEN
H-24528-23	8/26/2023	67P	700 BURGUNDY ST	E 01	OPEN
H-24603-23	8/26/2023	67B	100 IBERVILLE ST	B 01	OPEN
H-24888-23	8/27/2023	67S	801 CANAL ST	C 01	CBA
H-25110-23	8/27/2023	67S	635 CANAL ST	C 01	CBA
I-01488-23	8/27/2023	67S	738 CANAL ST	C 01	CBA
H-24781-23	8/27/2023	67	IBERVILLE ST / ROYAL ST	C 01	OPEN
H-24849-23	8/27/2023	67	124 ROYAL ST	C 01	OPEN
I-01479-23	8/27/2023	67S	738 CANAL ST	D 01	CBA
H-24821-23	8/27/2023	67	700 CANAL ST	D 01	OPEN
H-25111-23	8/27/2023	42	400 BOURBON ST	D 01	OPEN
H-25472-23	8/27/2023	64G	200 DAUPHINE ST	D 04	OPEN
H-25108-23	8/27/2023	62B	620 DECATUR ST	E 01	OPEN
H-25198-23	8/27/2023	67S	621 DECATUR ST	E 01	OPEN
H-26370-23	8/28/2023	67	8 CANAL ST	A 01	OPEN
H-26508-23	8/28/2023	62C	100 DORSIERE ST	C 01	OPEN
H-25503-23	8/28/2023	34S	309 DECATUR ST	C 02	OPEN
H-26816-23	8/28/2023	67	701 BOURBON ST	D 01	OPEN
H-25479-23	8/28/2023	27-64G	900 DUMAINE ST	E 01	OPEN
H-26001-23	8/28/2023	67S	1000 CANAL ST	I 01	CBA
H-26895-23	8/29/2023	62B	622 PIRATES AL	C 03	CBW
H-27997-23	8/29/2023	67	738 TOULOUSE ST	D 05	OPEN
H-26761-23	8/29/2023	62C	900 DUMAINE ST	E 01	OPEN
H-27093-23	8/29/2023	67A	900 SAINT PHILIP ST	E 02	OPEN
H-28246-23	8/30/2023	67A	100 IBERVILLE ST	B 01	OPEN
H-28124-23	8/30/2023	37	910 DECATUR ST	B 02	OPEN
H-28957-23	8/30/2023	62R	933 BOURBON ST	E 01	OPEN
H-29389-23	8/31/2023	67	541 BOURBON ST	D 06	OPEN
I-00511-23	8/31/2023	62R	1220 DAUPHINE ST	E 02	OPEN
H-28998-23	8/31/2023	27-62B	916 N PETERS ST	E 02	OPEN
H-28564-23	8/31/2023	27-67A	500 ESPLANADE AV	E 05	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

	Jul-23	Aug-23
Total Calls	4323	4122
App Call	343	329
Dispatch	94	105
Self-Initiated	3886	3699
Average Response Time	1.8	4.6
App Call Response Time	10	10.5
Stats:		
Arrests	20	29
Citations	73	93
Summons	10	27
FICs	40	68
Business Checks	660	423
Citizen Contacts	1603	1292
Subjects Moved	615	432
Report To Follow	13	25
Miles	8105	9314
Percentage of Shifts	74.90%	75
Filled Shifts	697	702
Scheduled Shifts	930	930

**2023 SOLVED RATES****1/2/2023 - 9/2/2023****NOTE: THIS CLEARANCE CHART IS BASED ON UCR CALCULATIONS WHICH INCLUDES**

<b>OFFENSE</b>	<b>YTD 2023</b>	<b>YTD SOLVED</b>	<b>% SOLVED</b>	<b>PRIOR SOLVED</b>
HOMICIDE	2	1	100%	1
AGGRAVATED BATTERY	39	31	85%	2
SHOOTING	16	12	75%	
AGGRAVATED ASSAULT	44	44	102%	1
AGGRAVATED RAPE	18	0	0%	
ARMED ROBBERY	32	23	75%	1
SIMPLE ROBBERY	28	14	50%	
PROPERTY SNATCHING	23	16	70%	
<b>PERSONS</b>	<b>202</b>	<b>141</b>	<b>72%</b>	<b>5</b>
AGGRAVATED BURGLARY	1	1	100%	
BUSINESS BURGLARY	33	12	36%	
RESIDENCE BURGLARY	26	4	23%	2
SIMPLE BURGLARY	12	5	50%	1
AUTO BURGLARY	797	71	10%	10
AUTO THEFT	424	44	12%	6
THEFT	1097	34	3%	1
SHOPLIFTING	167	53	32%	1
<b>PROPERTY</b>	<b>2557</b>	<b>224</b>	<b>10%</b>	<b>21</b>
<b>TOTAL</b>	<b>2759</b>	<b>365</b>	<b>14%</b>	<b>26</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	264,327.92	253,398.82					1,893,696.66	189%
New Remittances	259,864.74	225,112.00	293,558.00	311,442.00	279,965.00	259,120.92	262,503.48	250,398.82					2,141,964.96	214%
2022 Online Sales Tax Adjustme	(246,587.74)													
Overdue or "Old" Remittance	-	-	449.00	10,986.00	(53.00)	36.52	1,824.44	2,908.29					16,151.25	
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	248,868.54	169,005.98	-	-	-	-	1,201,365.04	120%
Overtime	115,306.90	94,410.89	113,676.97	95,831.55	79,400.42	95,801.27	#####	#####					940,530.28	
Salary		224.55	7,196.51	6,392.51	13,201.41	6,302.02	9,051.50	6,423.36					48,791.86	
Medicare	1,587.93	1,358.89	1,290.30	832.01	750.15	952.39	1,733.64	1,249.26					9,754.57	
Group Health Insurance			4,646.87	3,463.39	2,963.02	692.30	1,038.45	692.30					13,496.33	
Workers' Compensation			3,872.32	2,886.13	2,469.16	576.92	865.38	576.92					11,246.83	
Life Insurance			45.45	33.77	28.91	6.76	10.14	4.30					129.33	
Unemployment Insurance			28.90	21.55	18.41	4.30	6.45	6.76					86.37	
Social Security			-	-									-	
SDT Productions (App)	2,010.66	1,222.64	2,262.64	4,031.78	1,568.82	1,751.34	2,443.29	2,085.04					17,376.21	
FQMD	10,330.75	5,412.50	9,052.25	5,788.75	10,870.60	11,226.25	13,814.00	11,445.20					77,940.30	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	9,170.85	10,436.48					82,012.96	
T-Mobile						639.12	878.76	718.92						
ACCOUNTS PAYABLE	-	11,159.32	16,896.94	239.64	239.64	1,751.34	-	-	-	-	-	-	30,286.88	
Convergent 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%	100%					100%	100%	
App Response Time	12	23	11	12			10	10					13	10	
Citizen Contracts	804	611	729	816	989	1,309	1,603	1,292					1,019	700	8,153
Business Checks	471	389	422	379	500	428	660	505					469	500	3,754
Percentage of Shifts Filled	67%	59%	67%	50%	50%	62%	75%	75%					63%	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	343	330					362	371	2,895
Dispatch Calls Responded to	182	83	48	101	96	85	94	105					99	100	794
Self Initated Calls Reported	2825	2319	2311	2733	2401	3036	3886	3699					2901		23,210
Arrests & Apprehensions	14	10	14	8	7	10	20	29					14	33	112
Summons / Traffic Citations	8 / 36	13 / 42	7 / 42	0 / 22	4 / 21	9 / 66	10 / 73	27 / 93					43	58	170
Subjects Moved	398	395	447	430	489	583	615	432					474	1,328	3,789
Miles Patrolled	7,588	5,954	8,789	6,219	7,814	6,357	8,105	9,314					7,518		60,140
SPPP Vehicles Available for Patrol	8	8	8	8	8	8	9	9					8		66
Officers Assigned to the 8th District	73	73	73	73	72	72	72	74					73	98 (2021/1	582
Person Crimes in the FQ	13	9	14	13	25	15	16	15					15		120
Officers: Bourbon Promenade	15	15	15	14	14	14	14	14					14		115

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	0	18						18
Public Safety	Cameras Online	0	0	0	0	0	0	0	18						18
Public Safety	Time Cameras Down								0					0	
Start Date: License Plate Readers Installation															
Public Safety	License Plate Readers Installed	0	15	15	15	15	16	16	16						108
Public Safety	Cameras Online	0	15	15	15	15	16	16	16						108
Public Safety	Time Cameras Down		0	0	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	0					0	-
Code Enforcement	Violations sent to adjudication	0	0	0	0	0	0	0	0					0	-
Code Enforcement	# Residential issues vs # Business issues	0	0	0	0	0	0	0	0					0	-
Code Enforcement	Value of fines issues	0	0	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	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	10	22					26	205
TASGNO	Repeat contacts (clients seen earlier in month or year)	35	138	160	107	112	90	105	107					107	854
TASGNO	Unique Clients Contacted	54	60	99	43	44	33	42	52					53	427
TASGNO	Chronically Homeless Individuals Contacted	30	34	71	35	34	26	31	30					36	291
TASGNO	Encountered Individuals Who were Connected to Housing Programs but not housed by end of Month	1	2	3	1	3	5	4	5					3	24
TASGNO	Permanent Housing Placements	0	0	1	1	2	1	3	2					1	10
TASGNO	Transitional Housing Placements	0	0	0	0	0	0	0	0					0	-
TASGNO	Clients connected to treatment	2	9	17	10	14	15	12	9					11	88
	Benefits Enrollment (# connections to public benefits with outreach help):	9	24	23	8	18	11	5	10					14	108
	Vital Documents (#connections to their identifying documents with outreach help):	10	16	23	13	13	7	5	7					12	94
TASGNO	Returns to homelessness in the District		5	8	6	6	3	6	4					5	38

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	8/28/2023				
Quarterly City Council Briefing		2/2/2023			5/25/2023			8/24/2023				

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

**POPULATION ENCOUNTERED – DESCRIPTIVE STATISTICS**

<b><u>Outreach Contacts in August</u></b>	<b>129</b>
# New clients (never seen before in 2023).....	22
# Repeated contacts with clients (contacts with clients seen earlier in month or year).....	107
# Unique Clients Contacted in August.....	52
(all new individuals and repeat individuals contacted this month, without duplication)	

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

**Total # of Chronically Homeless Individuals Contacted in August:** 30  
{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 7 of the 52 encountered individuals were housed prior to or during this month, this means 11.11% of (5 of the 45) encountered individuals who were still homeless by August 31<sup>st</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")** 4  
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**

<b><u>Housing (# of connections to housing opportunities with outreach help)</u></b>	<b>4</b>
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\*These 4 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)

2 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):****9**

\*These 9 connections represent assistance to 7 unique clients; some clients need several forms of treatment  
4 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  
4 instances of assisting with direct wound care or the direct provision of medication/medical supplies  
1 instances of accompanying, visiting, or otherwise assisting clients during hospitalization  
0 instances of assisting clients to enter detox, rehab, or the Sobering Center

**Benefits Enrollment (# of connections to public benefits with outreach help):****10**

\*These 10 connections represent assistance to 9 unique clients; some clients need multiple benefits  
9 clients were approved for SNAP/Food Stamps with outreach help  
1 client was 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  
2 clients obtained their birth certificates with outreach help  
4 clients obtained their state IDs with outreach help  
1 client obtained their Social Security cards with outreach help

TOTAL: Jan – Aug 2023	Outreach Contacts	Housing Placements	Treatment Connections	Benefits Enrollments	Vital Documents Obtained
	205 unique individuals; 713 total contacts	10 permanent move-ins; 0 transitional move-ins; 14 new program placements; 0 returns- to-home	88	108	94

**Outreach Successes:**

This month, two individuals who have been homeless for many years in the French Quarter both moved into permanent supportive housing in New Orleans via the assistance of the Travelers Aid outreach team. Additionally, this month, the outreach team completed its 100<sup>th</sup> (up through its 108<sup>th</sup>) enrollment into public benefits (SNAP, Medicaid, or SSI/SSDI) for an unhoused person in the first eight months of this project, meaning they are completing an average of 13.5 enrollments into these benefits each month, even given the significant barriers to doing so for unhoused individuals, some of which are described below in the challenges section, especially as they relate to applying to SNAP.

**Outreach Challenges, Our Team's Response, and Systemic Barriers****Outreach Challenge: Significant Delays with DCFS for SNAP Case Processing:**

For the last two months, the entire Travelers Aid Society outreach staff has had to deal with escalating dysfunction at the DCFS (Department of Children and Family Services) office in our efforts to assist unhoused clients apply to and be approved for SNAP (Supplemental Nutrition Assistance Program), also known as Food Stamps.

We have been able to complete food stamp applications for our clients, which we do online by creating account profiles for them and completing the questions on their behalf with their permission to serve as their authorized representatives. However, after this information and the client's supporting documents (an ID and proof of residency in Orleans Parish, which we provide with a letter certifying their homelessness), each SNAP applicant is required to complete a brief phone interview as a second step, which we can do for them as their representative. Because most unhoused individuals don't have reliable computer or phone access, they struggle to complete the first step of the process to apply online and then, once that is complete, still have no way to receive the phone interview call that is the required second step. Thus, our role as authorized representatives is crucial in getting unhoused individuals access to the SNAP benefits they need and for which they are eligible.

However, if we are on the other line or otherwise unable to answer when these second-step interview calls come to our phones, then the application for SNAP remains incomplete until the interview is completed. On behalf and the missed interview line has not been working at all. Up until just over eight weeks ago, we could call into an "interview on demand" line to complete these second-step interviews if we missed them to ensure SNAP applications could still be completed. This often required an hour or more of waiting on hold, but it at least provided a guaranteed way to make sure the application could be completed. However, the line has been disconnected for just over two months now. The only option to access the interview line right now is by calling customer service, and even if you do get transferred to the interview line after waiting on hold to speak to the first customer service representative, there is no guarantee that you will not sit on hold for up to two more hours waiting for the interview line, only to be hung up on. One of our caseworkers has simply created a new online application for every client for whom they miss an interview call, as redoing the first-step online application is faster than waiting on hold to try to get an interview, and simply hopes they'll be able to pick up the phone when SNAP calls again based on the new application. There is no warning about when these interview phone calls will come, either, making them nearly impossible to reliably complete. In addition, the DCFS office for the city does not complete SNAP interviews in person, and when we have brought clients in to do so, we have been told they must just keep trying to do so over the phone.

Given these barriers, even though we have made the same concentrated effort to provide people with this service many people have been waiting for over a month to receive their food stamps. This is a major barrier for both our caseworkers (who could be using that time more effectively) and for our clients who rely on these funds to eat and remain hydrated.

#### Travelers Aid Response:

Our team is exploring legal options with a lawyer from Southeast Louisiana Legal Services to try to rectify the situation, especially because there is a state provision stating that unhoused individuals are entitled to expedited SNAP, which means they should be provided with, or at least approved for, SNAP benefits within 7 days of their application date. However, this provision is not being truly met because very few unhoused individuals (or any individual in the state who happens to miss their second-step phone interview) can even complete their SNAP applications given the removal of the on-demand interview phone line. We have tried asking many SNAP representatives about this issue over the phone only to receive no new information, and thus feel as legal aid is our best option.

#### Systemic Challenges Highlighted by this Case:

The unhoused clients with whom we work are constantly faced with bureaucracies not designed to meet their needs - while individuals are trying to survive on the streets, they cannot easily complete paperwork, upload documents online, or conduct interviews by phone. While case workers can often help unhoused individuals overcome these barriers by providing intensive paperwork assistance, this SNAP issue highlights how when large bureaucracies are themselves perhaps understaffed, dealing with failing technology, and/or otherwise frequently changing their application processes, the barriers become that much greater, placing huge burdens on both client benefit access and case worker time.