



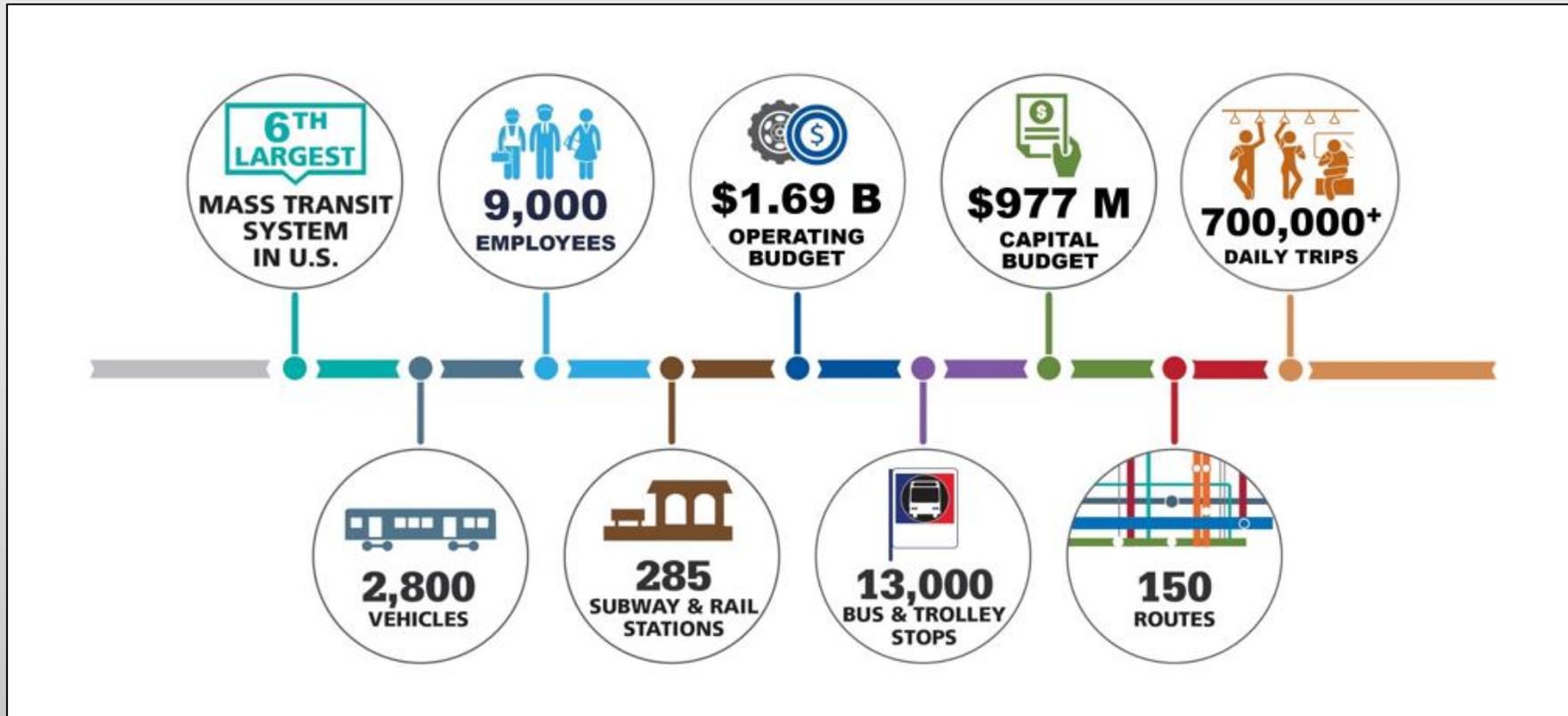
Southeastern Pennsylvania Transportation Authority

Kenneth A. Divers – Director, Outreach Programs
SCOPE: A Holistic, Compassionate Approach

Mission Statement

Make homelessness on SEPTA rare, brief, and nonrecurring, while creating an environment that is clean and safe for our employees and customers.

SEPTA Serves 4.2 Million Residents in Southeast PA





Agenda



Who are the vulnerable population?



Where is the vulnerable population on SEPTA?



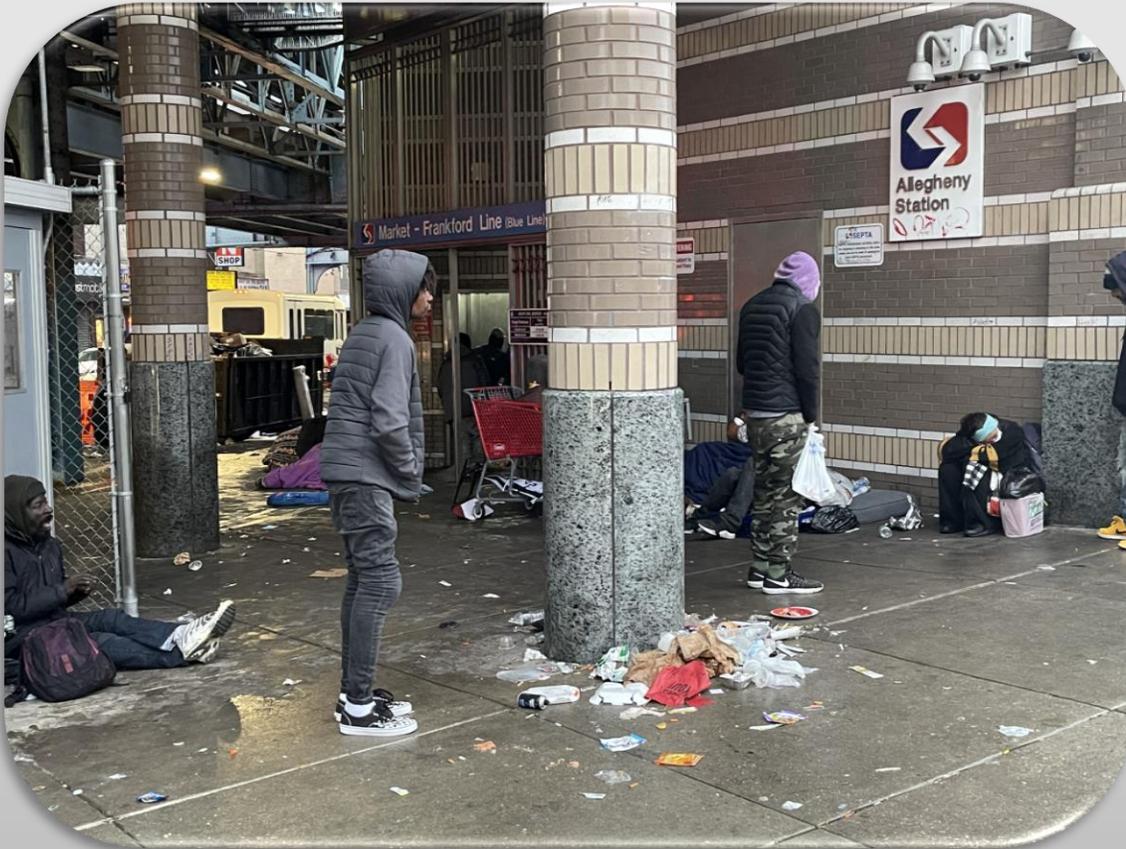
What is SEPTA doing about the vulnerable population?

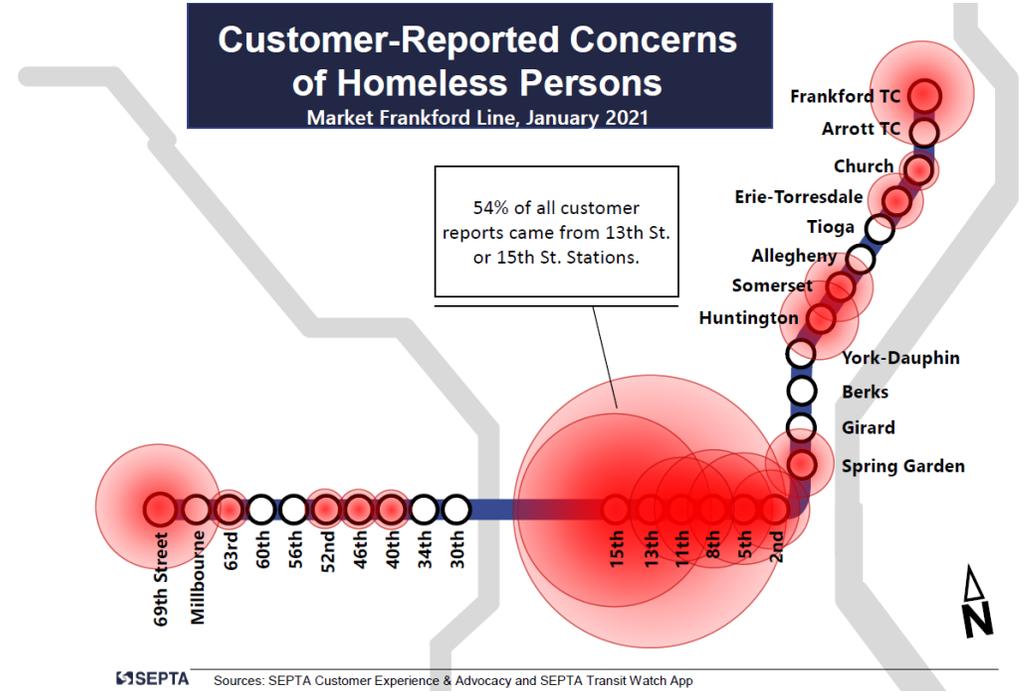
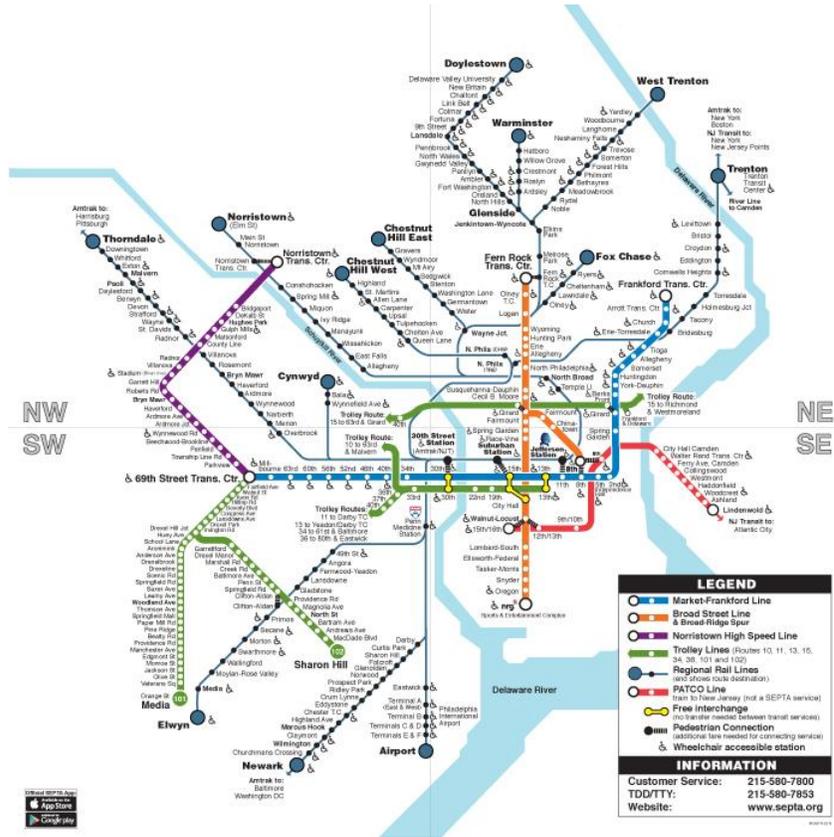


What do SEPTA need help with?

Those experiencing homelessness, drug abuse, mental health issues, and sexual assault define who we refer to as...

THE VENERABLE POPULATION





Where is the Vulnerable Population?

What is SEPTA doing about the Vulnerable Population





✓ Safety

Strategically place SEPTA police at known hotspots while acquiring the aid of public and private security firms to help offset the challenge of coverage gaps.

✓ Cleaning

Maintain and increase cleaning schedules by procuring additional resources needed to maintain a state of good repair and safety throughout stations, terminals, and SEPTA's rolling stock.

✓ Ownership

Recruit local community groups, CAC, CDCs, city, government, and county stakeholders to take a vested interest in assisting SEPTA with barriers related to addressing the vulnerable population seeking shelter on the SEPTA system.

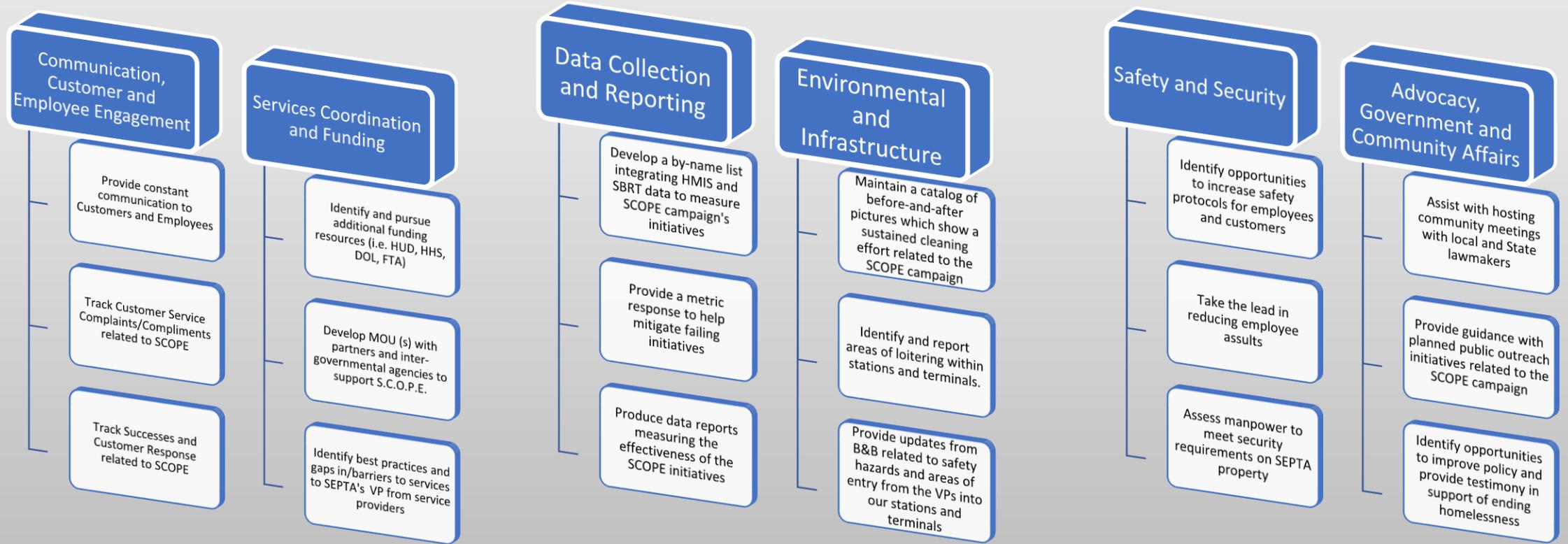
✓ Partnership

Create a robust network of partners within the SEPTA service area. These partners will help offset financial, labor, and human barriers that often hinder the vulnerable population from receiving much needed services.

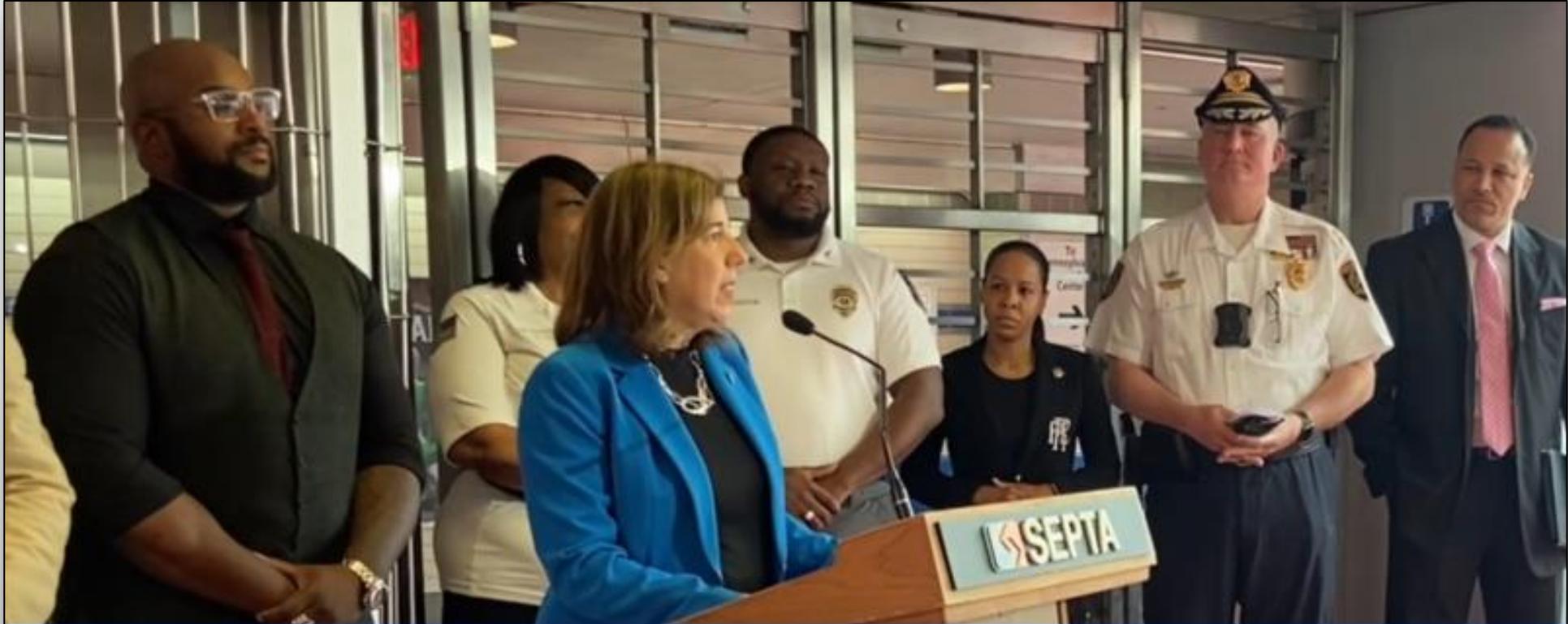
✓ Engagement

Deploy the above resources throughout the five-county service area to aid SEPTA in eliminating homelessness on our system.

- Established an internal structure to build buy-in across the agency, be nimble in responding to internal opportunities and to make decisions real time
- Increased transparency and cross-communications while creating a culture that addressing the vulnerable populations is everyone's priority



69th Street Transportation Center					
Monday		5:00 AM - 2:00 PM			
One Day at a Time (ODAAT)	Name	Time In	Time Off	Location	
Horizon House Outreach Team	Name	6a	2p	Roaming	
Outreach Specialist (Horizon House)	Name	11a	3p	Roaming	
Drexel Street Medicine Student	Name	11a	7p	Roaming	
Drexel Street Medicine Student	Name	9:30a	11:30a	Roaming	
Drexel Street Medicine Student	Name	9:30a	11:30a	Roaming	
Drexel Street Medicine Student	Name	9:30a	11:30a	Roaming	
Key Platform Attendant (KPA)	Name	6a	1:30p	NHSL	
Security Guard	Allied Barton Security	5a	12:30a	MFL Fare	
Security Guard	Allied Barton Security	5a	12:30a	MFL Fare	
Security Guard	Allied Barton Security	5a	12:30a	NHSL	
SEPTA PD	On Site	7a	3p	Roaming	
SEPTA PD	On Site	7a	3p	Roaming	
Site Commander: ODAAT					
Monday		2:00 PM - 12:00 AM			
One Day at a Time (ODAAT)	Name	Time In	Time Off	Location	
Horizon House Outreach Team	Name	2p	10p	Roaming	
Outreach Specialist (Horizon House)	Name	5p	8p	Roaming	
Drexel Street Medicine Student	Name	11a	7p	Roaming	
Drexel Street Medicine Student	Name	2p	4p	Roaming	
Drexel Street Medicine Student	Name	2p	4p	Roaming	
Drexel Street Medicine Student	Name	2p	4p	Roaming	
Key Platform Attendant (KPA)	Name	12:30p	9p	NHSL	
Security Guard	Allied Barton Security	5a	12:30a	MFL Fare	
Security Guard	Allied Barton Security	5a	12:30a	MFL Fare	
Security Guard	Allied Barton Security	5a	12:30a	NHSL	
SEPTA PD	On Site	3p	11p	Roaming	
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Site Commander: ODAAT					
Tuesday		5:00 AM - 2:00 PM			
One Day at a Time (ODAAT)	Name	Time In	Time Off	Location	
Horizon House Outreach Team	Name	6a	2p	Roaming	
Outreach Specialist (Horizon House)	Name	11a	3p	Roaming	
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SEPTA PD	On Site	3p	11p	Roaming	
Site Commander: ODAAT					



SEPTA Outreach Services

S.O.S.



We're adding
200 NEW CLEANERS



Health Navigators



Outreach

The **Turn the Key** initiative will help up to 1,000 Philadelphia families buy new affordable homes.

Key Points:

- Most of the newly constructed homes will be 3 bedrooms and cost \$250K or less.
- City funds will be used to create more affordability based on income qualifications.
- 20-year forgivable note placed on property.
- Resale is restricted to other qualified income homebuyers.

Who is eligible?

- You must be a first-time buyer: a person who has never owned a home or a person who has not owned a home for three years prior to applying to the program*
- Preference will be given to income-qualified City of Philadelphia employees, and then to income-eligible households.
- You must complete one-on-one homeownership counseling through a City-funded housing counseling agency before signing an Agreement of Sale.
- Income eligibility at 100% AML.

Turn the Key participating lenders

Homebuyers may use the lender of their choice. Scan this QR Code to see the list of Turn the Key participating lenders.

For additional housing information, visit www.phdcphila.org or call 315-448-2160

Interested? Visit phdcphila.org, click RESIDENTS, then Homebuyers and Renters and you will see the Turn the Key initiative. On that page you can fill out an interest form and create an account. This does NOT guarantee housing or act as a waiting list. Respondents will be notified.

Employee Home Ownership

50TH ANNIVERSARY
WOAR
 PHILADELPHIA
 CENTER AGAINST
 SEXUAL VIOLENCE

Woman Services

Covenant House
 Opening Doors for Homeless Youth

Youth Services

Community College of Philadelphia

SUCCESS STARTS HERE

Young Adult Connections

Mission Kids
 Child Advocacy Center

Youth Services

Department of Public Health
 CITY OF PHILADELPHIA

SAVAGESISTERS

Pathways to Housing PA

SUPHR
 Substance Use Prevention & Harm Reduction

- ✓ Providing trauma care and sober housing to people affected by addiction.
- ✓ Mobile wound care van with showers.
- ✓ Connect individuals to vital resources such as shelter, treatment, and assistance with identification.


 SAVAGESISTERS

We are proud to partner with Savage Sisters Recovery, a nonprofit offering vulnerable individuals care and resources off the SEPTA system.

SCOPE

- ✓ Works to build bridges of hope for young people facing homelessness and survivors of trafficking.
- ✓ Begun working on SEPTA to engage anyone under the age of 21 who may appear to be facing homelessness or trafficking on the SEPTA system.
- ✓ Will serve in this capacity on Wednesday and Thursdays during peak school hours (3pm to 5 pm) to connect young individuals to immediate resources.



Working together to **STOP**
youth homelessness and
trafficking.

SCOPE

- ✓ Women in Transition - Offers a bystander intervention training
- ✓ Courage cards – resources cards for domestic violence and trafficking resources in Philadelphia.
- ✓ Adding sexual assault language in Transit Watch App
- ✓ Temple Intern focused on SEPTA's women's safety workgroup. Polling riders and peers about safety perceptions and experiences.
- ✓ Women Against Abuse – curate a workshop for women who have experienced assault.
- ✓ Adding Sexual assault language within Code of Conduct signage.





Continuing Overnight End of Line Operations

FTC & 69th Street
10:00 PM – 6:00 PM



Winter Initiative

Monday through Saturday
2nd to 13th: & 15th Street Concourse 5:00 AM – 8:00 AM
2nd to 13th: & 15th Street Concourse 6:00 PM – 9:00 PM

- ✓ 30,000 cameras placed across the system in vehicles and stations
- ✓ Virtual Patrol Center is now staffed to monitor surveillance video live streams with a special focus on “hot spots” to dispatch patrol officers to parts of the system where they are needed the most.



People,
Partnership,
and Purpose

SCOPE

Keeping SEPTA Safe and Clean While Connecting Vulnerable People to Services

Safety

- Increased lighting in stations and added field observers to greet, assist, educate and report
- Equipping custodians with SEPTA cell phones to communicate directly with transit police
- Enhanced the Transit Watch App to allow riders to get help, discreetly and anonymously report a crime, or other dangerous situation
- Creating a Virtual Patrol Center to monitor the system's stations and concourse cameras

Cleaning

- Added custodial staff and increased cleaning shifts at multiple stations
- Upgraded elevators, escalators, stairways, overpasses, exits and entrances
- Trained key platform attendants and created an elevator monitor attendant role
- Partnered with Community Life Improvement Program (CLIP) and Public Works to enhance SEPTA's cleaning efforts

Ownership

- Educated elected officials, business community, universities, homeless service providers and housing advocates about the impact of homelessness throughout the system
- Advocated for increased emergency shelter beds, permanent housing and access to mental health and addiction treatment services
- Established a nimble internal command task force to align resources and develop system-wide solutions for the SCOPE program

Partnership

Created a diverse network of regional partners within SEPTA's service area to:

- Connect individuals to health services
- Coordinate housing and behavioral health services
- Provide case management for individuals with high acuity needs

Engagement

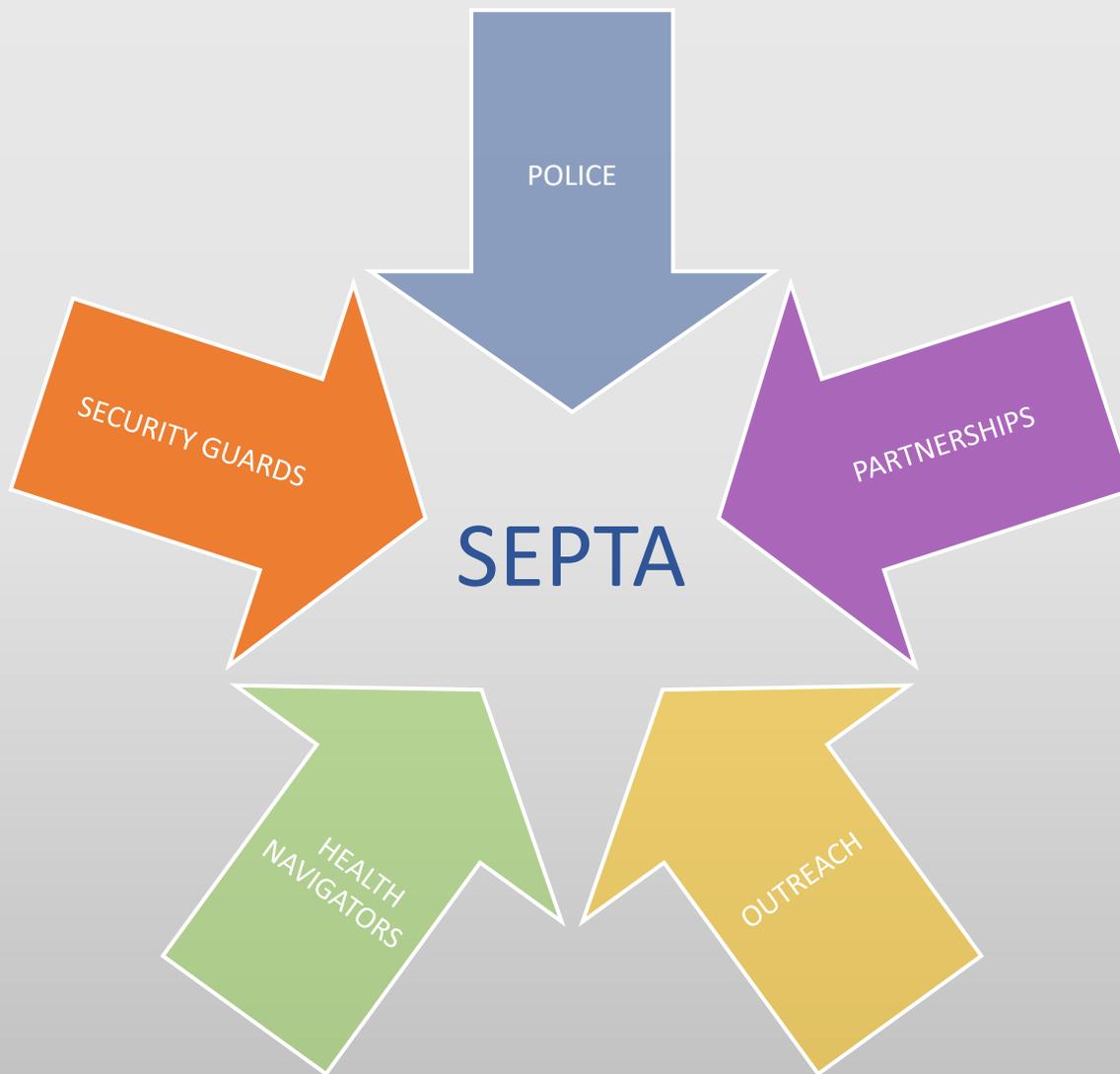
- Increased the number of social service outreach specialists from seven to more than 50
- Deployed outreach workers to engage and connect individuals experiencing homelessness to services throughout the SEPTA system
- Expanded the co-responder model of transit officer and social worker to dispatch as needed to additional locations throughout the system
- Engaged over 1,446 vulnerable individuals over a nine-month period and connected 156 to housing, treatment and mental health services

HOW YOU CAN HELP US!

If you see someone in need, contact SEPTA Transit Police using the Transit Watch App, the QR Code or SEPTA's Text-a-Tip (215-234-1911).

If you have an emergency while on SEPTA, call 911. You can also use the emergency call boxes located on all Broad Street and Market-Frankford Line cars and at every station.

Download Transit Watch App for free



Public Health Safety

- ✓ Nicotine Replacement Therapy (NRT) Kits
- ✓ Public Restroom Specialists
- ✓ Syringe Needle Safety Boxes
 - Naloxone (Narcan) Tower



Department of Public Health

[Philadelphia Department of Public Health](#)

Public Restroom Specialists: City partners will add SEPTA's bathrooms in the non-paid area as part of the monitoring rotation. Their role is to observe and report conditions to the onsite team who is striving to create a safe, clean and pleasant customer experience for riders and non-paying customers at Suburban Station.

Environmental Services/Project REACH: Responsible for installing and maintaining needle boxes in several SEPTA stations.

PHD Smoking Program (Tobacco Policy and Control Program): The Pennsylvania Statewide Tobacco-Free Recovery Initiative (PA STFRI) envisions behavioral health systems that integrate tobacco use disorder treatment and tobacco-free services in pursuit of the highest quality of care and best possible treatment outcomes.

Philadelphia Office of Homeless Service granted SEPTA Unique Access to HMIS

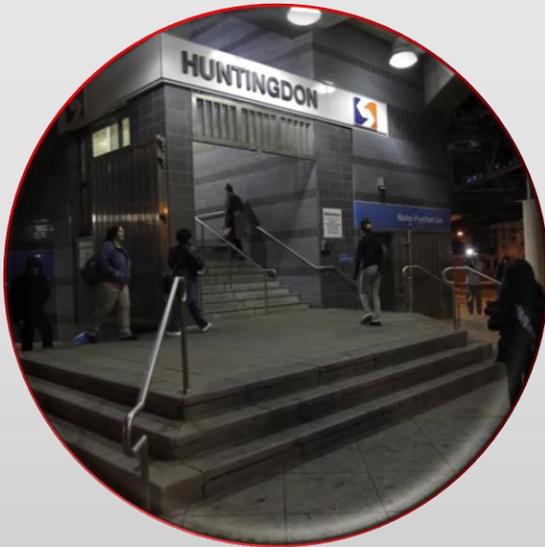
**Philadelphia
Homeless
Management
Information System
(PHILAHMIS)**

GOVERNANCE CHARTER

20

Adopted on: Philadelphia CoC PA-500
Version: [1]

Stations Removed From Hotspot List



Huntingdon Station



Jefferson Station



Snyder Station

Naloxone (Narcan)

In CY'23 both SEPTA police and the SCOPE teams have administered 724 Narcan doses. These 724 lives were saved due to training and quick actions from our police and outreach teams. SEPTA is currently in discussions with Philadelphia's Department of Public Health Division of Substance Use Prevention and Harm Reduction regarding staging a Naloxone tower at SEPTA's Broad & Erie station (street level).

SEPTA Transit Police (194 officers) Narcan Doses administered in 2023

Q1	149
Q2	116
Q3	99
Q4	126
Total	490

SCOPE Outreach Teams (7 teams) Narcan Doses administered in 2023

Q1	37
Q2	22
Q3	89
Q4	86
Total	234

Additionally, SEPTA's Director of Outreach Programs serves on the advisory board of Philadelphia Fire Department's Alternative Response Unit 2 (AR2) and Alternative Response Unit 3 (AR3). While AR2 addresses opioid and substance use disorder, AR3 addresses behavioral and mental health issues. Together, SEPTA and the Fire Department's AR units convene to engage members of the vulnerable community, both inside and outside the SEPTA's stations in Kensington.

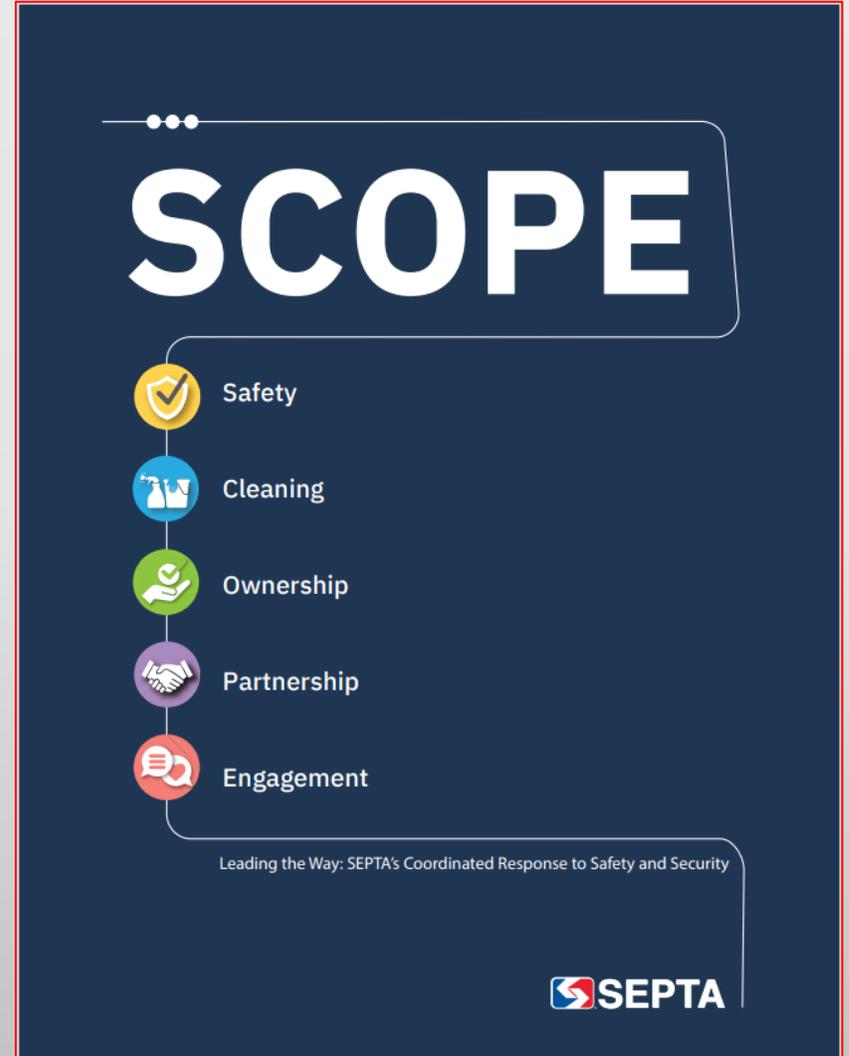


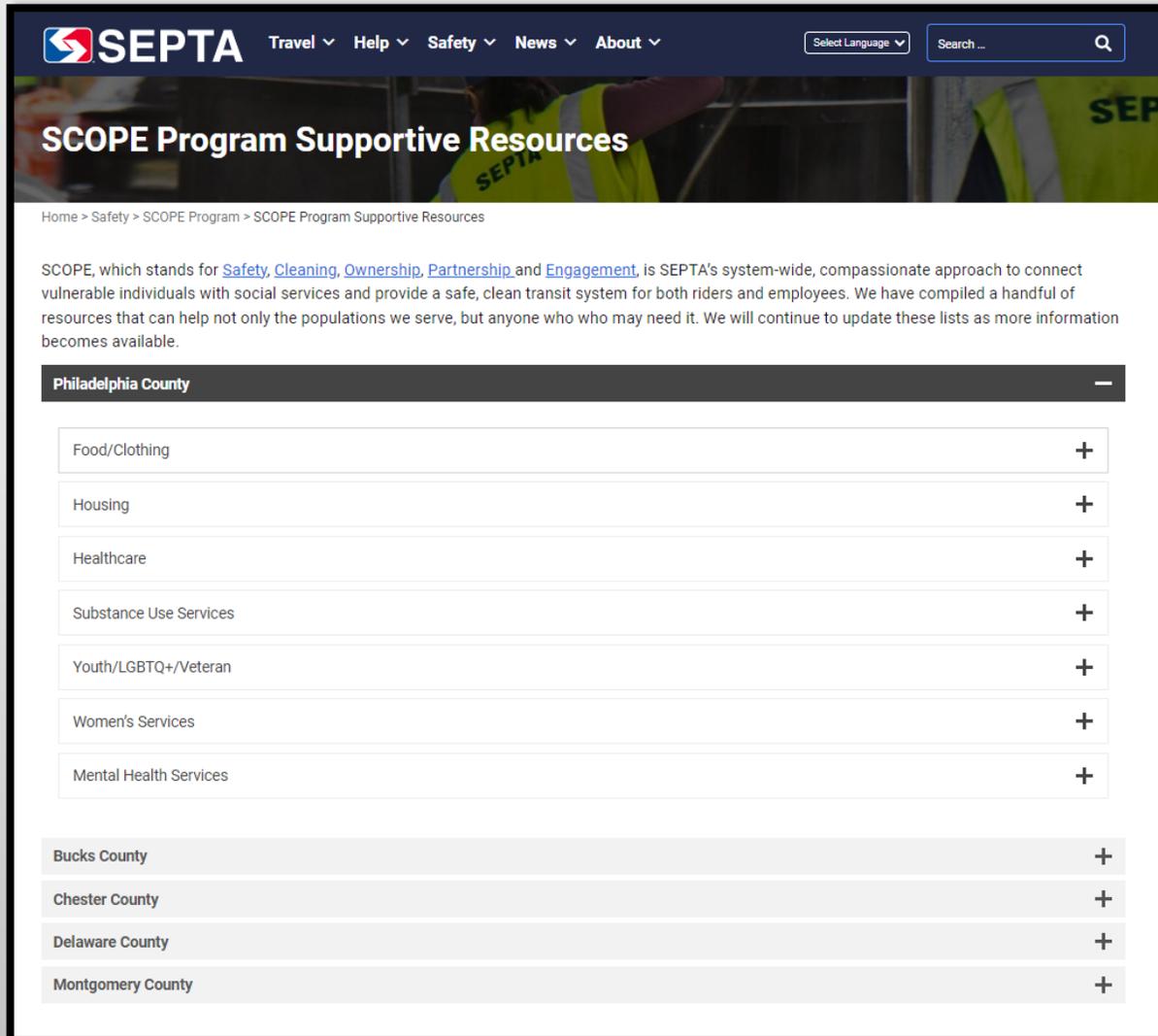
- Opioid Response Unit Public Safety Strategy Meeting
- Weekly cleaning update meeting with councilmember
- Monthly shared public spaces meeting with various partners



- Biweekly outreach team meetings with Delaware County
- National Transit & Vulnerable Population Workgroup
- Montgomery County and Delaware County Task Force meetings

A Holistic and Compassionate Approach to Homelessness





SEPTA Travel Help Safety News About Select Language Search

SCOPE Program Supportive Resources

Home > Safety > SCOPE Program > SCOPE Program Supportive Resources

SCOPE, which stands for [Safety](#), [Cleaning](#), [Ownership](#), [Partnership](#) and [Engagement](#), is SEPTA's system-wide, compassionate approach to connect vulnerable individuals with social services and provide a safe, clean transit system for both riders and employees. We have compiled a handful of resources that can help not only the populations we serve, but anyone who who may need it. We will continue to update these lists as more information becomes available.

Philadelphia County

- Food/Clothing +
- Housing +
- Healthcare +
- Substance Use Services +
- Youth/LGBTQ+/Veteran +
- Women's Services +
- Mental Health Services +

Bucks County +

Chester County +

Delaware County +

Montgomery County +



SEPTA
Transit Police 215-580-8111
Customer Service 215-580-7800

SCOPE

Safety Cleaning Ownership Partnership Engagement



<https://bit.ly/41MIML3>

Emergency Housing Services
Homeless Outreach Hotline:
(215) 232-1984

Drop-In Centers
Hub of Hope: (215) 309-5225
Grace Café: (215) 568-6250

Health Care
Stephen Klein Wellness Center:
(215) 320-6187

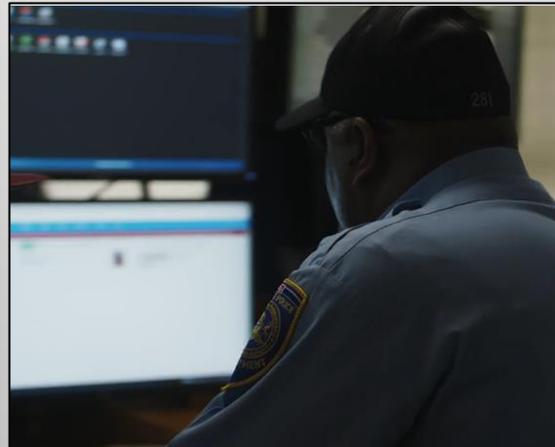
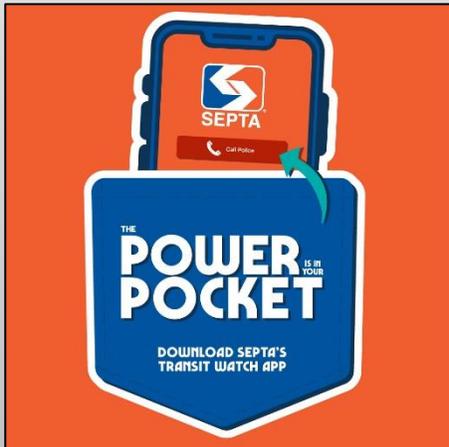
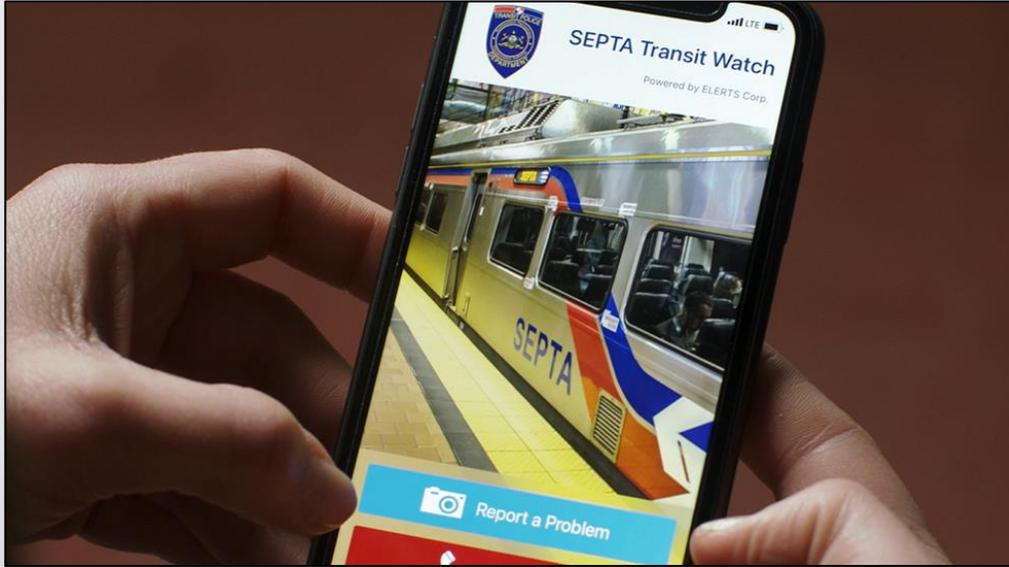
Recovery Resources
Alcohol & Drug Recovery: (800) 221-6333
Community Behavioral Health (CBH):
(888) 545-2600

Mental Health Support
Suicide Prevention and Crisis Response:
Dial 988

Youth Services
Youth Emergency Service:
(800) 371-7233

Meals
Philly House:
(215) 922-6400

Violence and Sexual Assault
Phila. Domestic Violence: (866) 723-3014
WOAR (Phila. Center Against Sexual
Violence): (215) 985-3333
Victims Service Center: (610) 566-4342



THE POWER POCKET IS IN YOUR

REPORT SECURITY & SAFETY ISSUES DIRECTLY TO TRANSIT POLICE FROM SEPTA'S TRANSIT WATCH APP

DOWNLOAD FOR FREE!

Available on the **App Store**

Available on **Google play**

SCAN QR CODE

IT'LL TAKE YOU LONGER TO READ THIS CARD THAN TO REPORT AN ISSUE WITH SEPTA'S TRANSIT WATCH APP

INSTANT • DISCREET • ANONYMOUS • 24/7

CHOOSE TO INSTANTLY CALL THE POLICE RIGHT FROM THE APP - OR - REPORT A PROBLEM

TAKE OR UPLOAD A PHOTO AND ADD HELPFUL DETAILS

IDENTIFY THE ISSUE AND WHERE YOU SAW IT

EITHER WAY, TRANSIT POLICE WILL BE NOTIFIED IMMEDIATELY TO COME OUT TO ADDRESS THE ISSUE

TRANSIT POLICE CAN ALSO BE REACHED 24/7 BY TEXTING A TIP TO 215-234-1911 OR BY USING A STATION OR VEHICLE CALL BOX

DOWNLOAD FOR FREE!

Available on the **App Store** **Google play**

FIND MORE SAFETY TIPS AT SEPTA.ORG

In the Year of 2023 SEPTA's outreach teams recorded:

84,339 ENGAGEMENTS*

71,846* Removals WITHOUT Police Assistance

Each engagement represents an individual who was guided off SEPTA's system and some guided into services. Most of these interactions do not require police intervention.

6,991 RESOURCE DISTRIBUTIONS

Food, clothing, wound care, and transportation are resources distributed by SEPTA's outreach teams.

7,154 REFERRALS

Mental health treatment, drug and alcohol treatment, shelters, PAD office, and other social service providers are examples of places a vulnerable individual may be referred.

234 NARCAN DEPLOYMENTS

Narcan is a treatment that reverses an opioid overdose. With opioid overdoses on the rise in Philly, this is essential work.

2,514 Smokers Stopped*

3,146* Number of Smokers Engaged

SEPTA strives to provide a smoke free ride for passengers, all individuals seen smoking are asked to stop for the duration they are on SEPTA property. (*We began tracking this data in September 2023)

25 NRT DISTRIBUTIONS

Nicotine Replacement Therapy (Patches, Gum, Lozenges) is a resource distributed by outreach teams to encourage more people to stop smoking on the SEPTA system. (*We began tracking this data in September 2023)

480 WARM HAND-OFFS

During a warm hand-off, outreach teams directly and physically connect a vulnerable individual with a social service provider.

2,986 CALLS TO POLICE DISPATCH*

12,493* Removals WITH Police Assistance

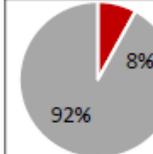
Outreach teams reduce the number of contacts between police and vulnerable individuals.

**There is not a 1 to 1 equivalency between calls to police and engagement. A single call to dispatch may address a group of multiple vulnerable individuals, with each individual being counted as a separate engagement.*

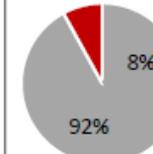
In the time period from January 1st to December 31st, SEPTA's outreach teams averaged:

- 7,028 engagements
- 582 resource distributions
- 596 referrals
- 19 Narcan deployment
- 40 warm hand-offs
- 1,041 calls to police

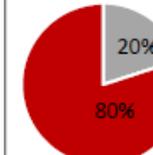
each Month



8% of engagements included a distribution of resources.



8% of engagements included a referral to services.



80% of Smokers engaged stopped smoking

For the Year of 2023 SEPTA's contracted outreach teams averaged an overall staffing level of **63.6%**

From the month of January 2024 SEPTA's outreach teams recorded:

10,881 ENGAGEMENTS*

8,591* **Removals WITHOUT Police Assistance**

Each engagement represents an individual who was guided off SEPTA's system and some guided into services. Most of these interactions do not require police intervention.

732 RESOURCE DISTRIBUTIONS

Food, clothing, wound care, and transportation are resources distributed by SEPTA's outreach teams.

649 REFERRALS

Mental health treatment, drug and alcohol treatment, shelters, PAD office, and other social service providers are examples of places a vulnerable individual may be referred.

20 NARCAN DEPLOYMENTS

Narcan is a treatment that reverses an opioid overdose. With opioid overdoses on the rise in Philly, this is essential work.

217 Smokers Stopped*

341* **Number of Smokers Engaged**

SEPTA strives to provide a smoke free ride for passengers, all individuals seen smoking are asked to stop for the duration they are on SEPTA property.

4 NRT DISTRIBUTIONS

Nicotine Replacement Therapy (Patches, Gum, Lozenges) is a resource distributed by outreach teams to encourage more people to stop smoking on the SEPTA system.

162 WARM HAND-OFFS

During a warm hand-off, outreach teams directly and physically connect a vulnerable individual with a social service provider.

343 CALLS TO POLICE DISPATCH*

2,290* **Removals WITH Police Assistance**

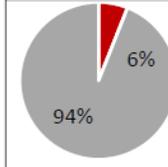
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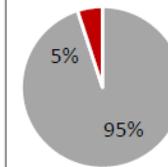
In the time period from January 1st to January 31st, SEPTA's outreach teams averaged:

- 419 engagements
- 28 resource distributions
- 25 referrals
- < 1 Narcan deployment
- 6 warm hand-offs
- 13 calls to police

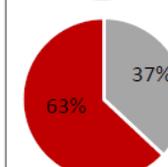
each day



6% of engagements included a distribution of resources.



5% of engagements included a referral to services.



63% of Smokers engaged stopped smoking

For the Month of January 2024 SEPTA's contracted outreach teams averaged an overall staffing level of **73%**

Measuring the size of SEPTA's homelessness population SEPTA's Annual Point-in-Time Count

County	SEPTA 2022	SEPTA 2023	SEPTA 2024
	Unsheltered	Unsheltered	Unsheltered
Bucks	0	0	0
Chester	0	1	0
Delaware	95	41	47
Montgomery	19	16	21
Philadelphia	437	279	240
Trenton TC*	11	26	2
Totals	562	363	310

SEPTA's SCOPE efforts continues to decrease homelessness on the SEPTA system by an additional 15%



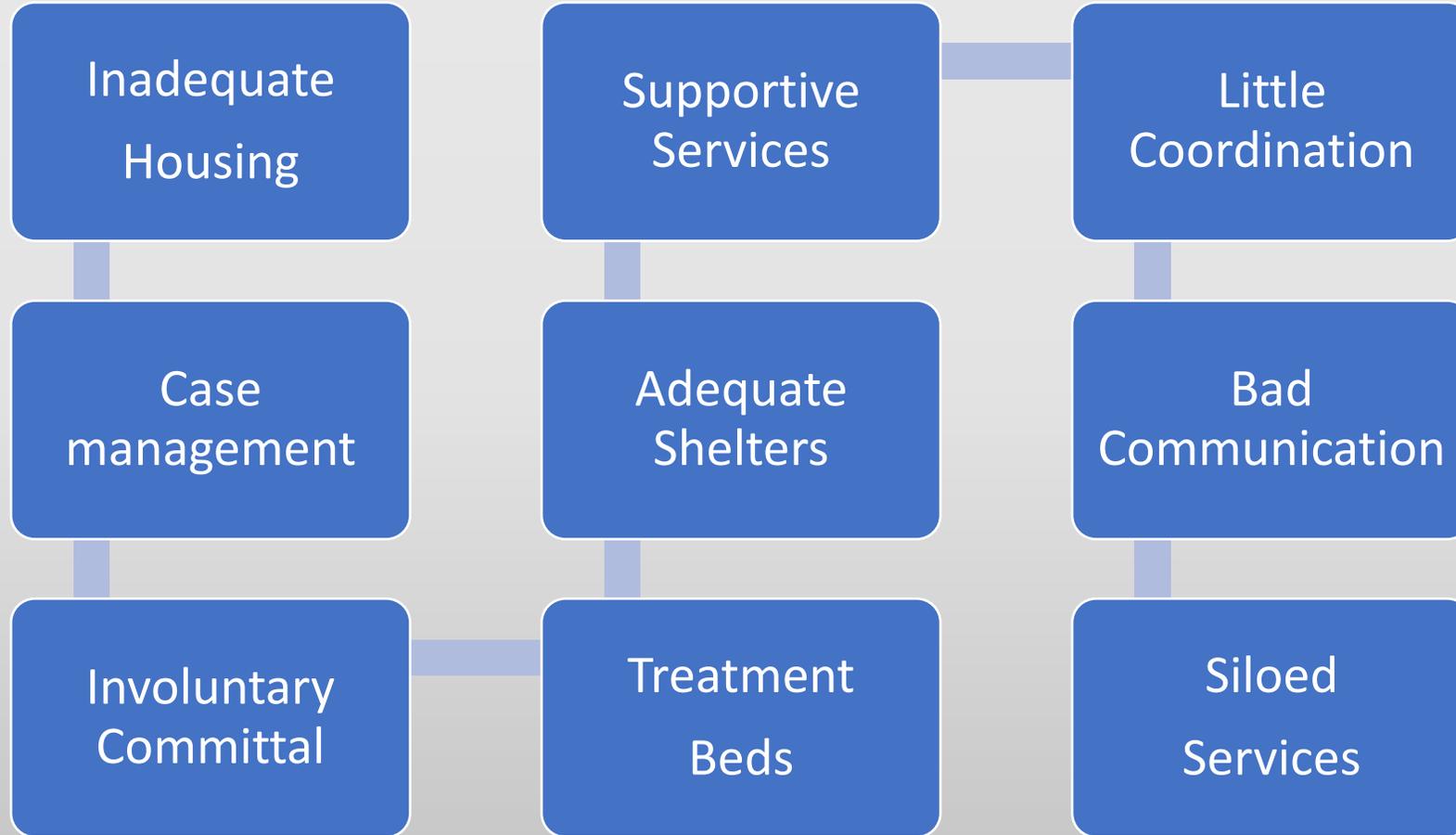
Notable Visitors

Long Beach, CA
Los Angeles, CA
New York, NY
Chicago, IL
Washington, DC
Toronto, Canada

- Even with all the actions we are taking to address the intertwined public health crises of homelessness, drug addiction and mental illness, SEPTA's system continues to be overwhelmed by the vulnerable population.
- Time and again, our outreach workers engage with vulnerable individuals and refer them to services, only to have them come right back on our system in a revolving door effect.



More Help is
Needed



Call to Action

Call to action for our riders

- If you encounter someone who is experiencing homelessness or addiction on SEPTA's system, treat them with dignity.
- If someone is in crisis, you should alert an expert. You can seek out an outreach worker or use SEPTA's Transit Watch app – available for iPhone and androids – to report a problem or quality of life concern involving an individual experiencing homelessness or addiction. You can also text a tip to 215-234-1911 or use a call box, located in transit vehicles.

Call to action for our advocates

- Reach out to your local elected officials to ask what they are doing about homelessness, addiction and mental health.
- Speak up in favor of low-income housing, group homes, shelters, and homelessness prevention programs at neighborhood and public meetings.

Call to Action for County's Continuum of Care (CoC)

- Allocate funding for SEPTA's outreach and engagement program that connects individuals with the CoC service providers.

Call to Action Continued...

Call to action for our city, counties, Congress, state elected officials

- Increase support and funding for transitional housing and supportive services, and permanent and affordable housing services in the five-county area.
- Allocate housing vouchers to meet the needs of individuals experiencing homelessness on SEPTA and engaged by our outreach teams.
- Partner with SEPTA's SCOPE program to learn firsthand about the impact of homelessness on the system.

Call to action for the business community

- Reach out to your local elected officials to ask what they are doing about homelessness and to support relevant legislation.
- Organize site visits for political leaders and the media to visit local homeless programs to highlight ways that your community is successfully addressing the many problems associated with homelessness.

Call to action for our employees

- As our eyes and ears throughout our system, we ask our employees to say something if they see something, using SEPTA's Transit Watch app or text-a-tip to 215-234-1911.
- If you encounter someone who is homeless on SEPTA's system, treat them with dignity and contact your supervisor.
- Reach out to Ken Divers to learn how you can volunteer to support SEPTA's SCOPE program to address safety and security on our system.

AMERICAN PUBLIC
TRANSPORTATION ASSOCIATION

2022

Innovation Award - SCOPE

Southeastern Pennsylvania
Transportation Authority
(SEPTA), Philadelphia, PA





Questions
or
Comments