

2020 Seattle City Council Budget Action

Agenda

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| HOM | 15 | B | 1 |

Budget Action Title: Impose a proviso on Navigation Team appropriations in HSD

Ongoing: No Has Budget Proviso: Yes

Has CIP Amendment: No Has Attachment: No

Primary Sponsor: Lisa Herbold

Council Members:

Staff Analyst: Jeff Simms

Council Bill or Resolution:

| Date | | Total | LH | BH | KS | AP | DJ | MO | SB | TM | LG |
|------|---------|-------|----|----|----|----|----|----|----|----|----|
| | Yes | 0 | | | | | | | | | |
| | No | 0 | | | | | | | | | |
| | Abstain | 0 | | | | | | | | | |
| | Absent | 0 | | | | | | | | | |

Budget Action Description:

The Budget Action imposes the following proviso, which will be lifted each quarter after the Executive submits the required reports, on appropriations for the Navigation Team in the Human Services Department (HSD):

“No more than \$830,500 of the money appropriated in the 2020 Adopted Budget for the Addressing Homelessness BSL may be spent for the functions and activities performed by the City’s Navigation Team until the Executive files with the City Clerk, without vote, quarterly reports on the topics outlined below. Upon the filing of an initial report by January 31, 2020, an additional amount of up to \$830,500 may be spent; upon the same filing of another report on the same topics by April 30, 2020, an additional amount of up to \$830,500 may be spent; upon the same filing of another report on the same topics by July 31, 2020, an additional \$830,500 may be spent; and upon the same filing of another report on the same topics by November 19, 2020, an additional \$830,500 may be spent.”

It is the Council’s intent that the Executive provide quarterly reports according to the “schedule and subjects” listed below. The first, second and third quarterly reports may be incorporated into distinct Clerk files, the filing of which will each release an additional \$830,500 of appropriation authority.

As part of the Executive’s commitment to accountability and continuous quality improvement, the Human Services Department (HSD) will present to the City Council quarterly reports on Navigation Team activities to connect people living within unmanaged encampments to services and shelter. These reports will also include information on efforts to reduce negative impacts stemming from encampments throughout Seattle. The “schedule and subjects” for quarterly reports with additional requirements by quarter are listed below.

Schedule and Subjects:

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A. Reporting in every Quarter (1-4):

HSD and the Navigation Team will report on performance measures that are reflected in the updated Theory of Change. These metrics include: 1) connecting individuals living unsheltered to services, 2) connecting people to safer spaces, and 3) addressing hazardous and unsafe conditions stemming from, and found within, unmanaged encampments. Specifically, the report will provide measures for the prior quarter, including:

- Total number of contacts made quarterly, duplicated and unduplicated;
- Number of referrals to services by service category (e.g., obtaining documents, mental health, coordinated entry assessment, etc.);
- Breakdown, by percentage, of client demographic information quarterly;
- Percentage of people whose needs assessment screening was completed;
- Total number of referrals to shelter quarterly, duplicated and unduplicated;
- Number of shelter arrivals at the shelter referred to within a 48 hour period following referral—quarterly, duplicated and unduplicated;
- Number of times in the quarter a Field Coordinator provided assistance to or responded to a call for support from a Community Police Team or bike patrol officer;
- Number of times in the quarter a System Navigator provided assistance to or responded to a call for support from a Community Police Team or bike patrol officer;
- Number of instances diversion strategies or resources were utilized and the number of individuals/households that moved to permanent housing because of this service;
- Breakdown of referrals to specific shelter type by quarter to date;
- Average shelter bed availability by quarter, broken down by type (i.e., basic shelter, tiny house village, enhanced shelter);
- Quarterly and year-to-date total tonnage of garbage, waste, and debris removed from unmanaged encampments;
- Total number of inspections conducted by quarter;
- Total number of unmanaged encampments removed (broken down by 72-hour clean-up, obstruction, and hazard) by quarter; and
- Attendees, dates, and minutes of all meetings in this quarter to coordinate the Navigation Team and/or outreach providers in deploying staff to provide outreach services, managing particular cases, and otherwise coordinate the delivery of services among contracted agencies or with the Navigation Team, particularly for providers that focus on populations overrepresented among homeless individuals.

HSD will provide relevant qualitative updates on key projects and developments that are either Navigation Team-led or intersect with homelessness response efforts. Updates may include:

- Analysis of emerging trends;
- Progress in developing and implementing a Racial Equity Toolkit on the Navigation Team;
- Trainings and workshops attended, or undertaken, by the Navigation Team or by individual members,
- Upcoming opportunities for continual improvement; and
- Qualitative updates on new shelter resources that have come online and/or notable trends.

B. Additional Quarter-Specific Requirements

1. Additional Requirements for the Quarter 1 Report:

By January 31, 2020, the Executive shall:

- Clarify the definition in FAS Rule 17-01 of “obstruction” and its meaning in associated rules and policies as shown:

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“people, tents, personal property, garbage, debris or other objects related to an encampment that: are in a City park or on a public sidewalk; interfere with the pedestrian or transportation purposes of public rights-of-way; or interfere with areas that are necessary for or essential to the intended use of a public property or facility.” Please clarify whether encampments in parks must be an interference in order to warrant an exemption to the requirement for prior notice.

- Provide any items requested in checkpoint 1.3D of the Review of Navigation Team 2018 Quarter 1 Report that have not yet provided to Office of the City Auditor.
- Provide a report identifying those outreach providers funded by HSD that follow the Outreach Standards of Care. For agencies that do not yet meet these standards, please describe the steps and timeline these agencies have agreed upon to come into compliance with those standards.
- Provide a list of recommendations to increase the rate that individuals referred to a shelter arrive at that shelter within 48 hours.
- Transmit a table that describes the obstruction that warranted an exemption to the requirement for prior notice for all obstruction removals that were carried out in the previous quarter, including the name of the location, date of the removal, date that notice of removal was posted, and date(s) less than two weeks prior to the removal when outreach services visited that location and spoke to all individuals dwelling in that encampment.

2. Additional Requirements for the Quarter 2 Report:

By April 30, 2020, the Executive shall:

- Discuss the results of the training curriculum and core competencies review (including trauma-informed care) that was due to be completed in third quarter of 2019, including:
 - a. List of identified competencies and training requirements, prior to completing the review, for each Navigation Team position;
 - b. Gaps or deficiencies identified in competencies or training;
 - c. How the core competencies or training requirements were changed to address the gaps or deficiencies; and
 - d. New list of core requirements and trainings by position (including requirements related to trauma-informed care and racial equity impacts).
- Complete a staffing assessment that includes:
 - a. Average caseload of HSD positions and the target caseload for comparable positions funded by other City contracts;
 - b. Summary of the skills not included in the current Navigation Team structure that are typically found on similar teams operating in other jurisdictions, the pathway to adding these skills to the Navigation Team, and the estimated cost of those pathways;
 - c. The determination for each evaluation point raised in Attachment 1 of HSD’s January 2019 response; and
 - d. Results of a customer survey that includes, at minimum:
 - i. Questions on what would make customers more likely to accept an offer of shelter;
 - ii. Questions on what would increase the likelihood that a customer stays at a shelter following a referral from the Navigation Team; and
 - iii. Whether respondents feel the inclusion of law enforcement makes them more or less likely to engage with the Navigation Team or accept services
- Provide a theory of change for obstruction and hazard removals that are principally carried out by Community Police Team and bike patrol officers.
- Provide the findings from the Racial Equity Toolkit analyzing the Navigation Team, the steps HSD has outlined to address any concerning findings, and the timeline for completing those steps.

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3. Additional Requirements for the Quarter 3 Report:

By July 31, 2020, the Executive shall:

- Provide a written report discussing the City's compliance with the Auditor recommendations on checkpoint 2.3, strategies to prevent trash accumulation.

4. Additional Requirements for the Quarter 4 Report:

By November 19, 2020, the Executive shall:

- Provide a report that details the steps taken to implement the recommendations identified in the report submitted by January 31, 2020 to increase the rate that individuals referred to a shelter arrive at that shelter within 48 hours