

FINAL

CRUEDA Briefing Navigation Team Q1 Report

Seattle Human Services Department

2/26/2019

Human Services



City of Seattle

DRAFT

Presentation Overview

- Navigation Team Mission & Responsibilities
- Q4 Key Data
- Trends and Opportunities for Improvement
- Training Highlights
- 2019 Goals



MISSION & RESPONSIBILITIES

- Dual Mission
- Four Major Responsibilities
 - Engagement, needs assessments, and referrals to shelter and services
 - Gather data and assist with the storage of personal property
 - Remove waste and debris from sites
 - Enforce lawful orders to vacate an unauthorized encampment site

Q4 KEY DATA

Site Cleaning

- Site Inspections: 240
- Obstructions & Hazards: 81
- 72-Hour Cleans: 28
- Garbage removed:
 - Q4: 319.9 tons
 - 2018 YTD: 1188.76 tons

Outreach

- Contacts: 1,819
- Referrals to Shelter: 301
 - Basic shelter: 89
 - Enhanced shelter: 196
 - Tiny house villages: 16



TRENDS



People were more willing to accept referrals to enhanced shelters and villages

70% of referrals



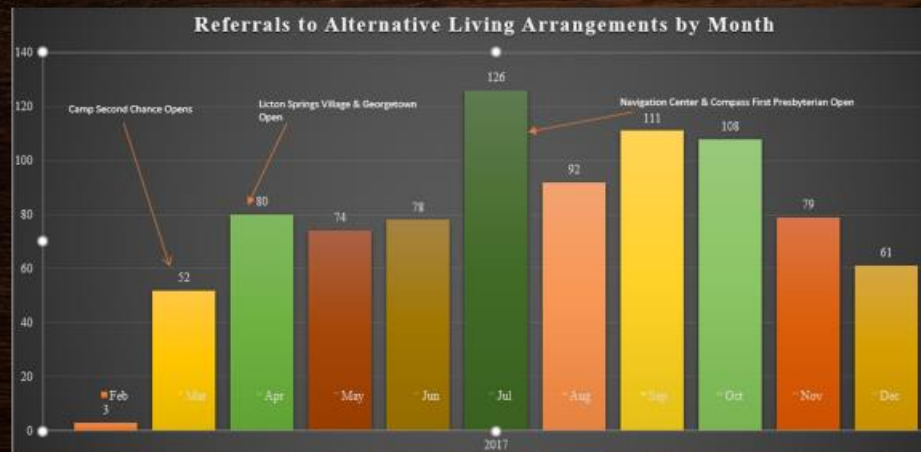
People were less willing to accept referrals to basic shelters



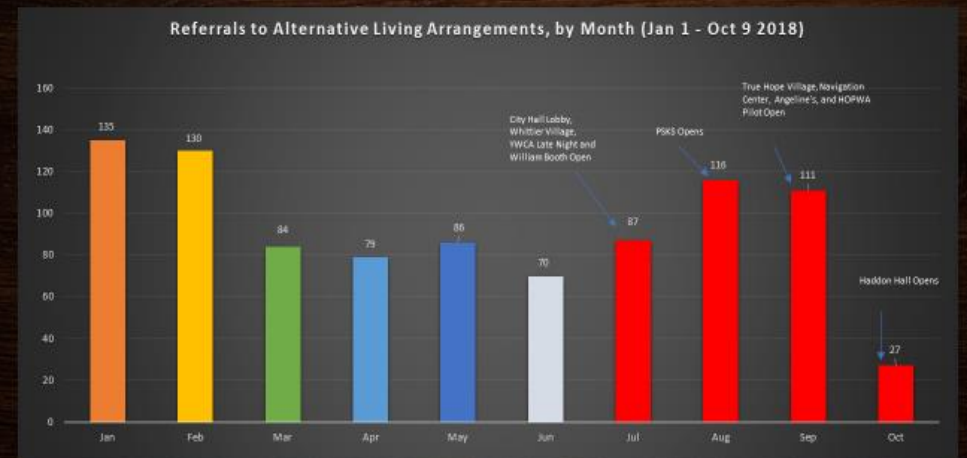
Increased number of average daily vacancies reported
Increase from 18 to 22 average daily beds

Trend of Referrals to Alternative Living Arrangements

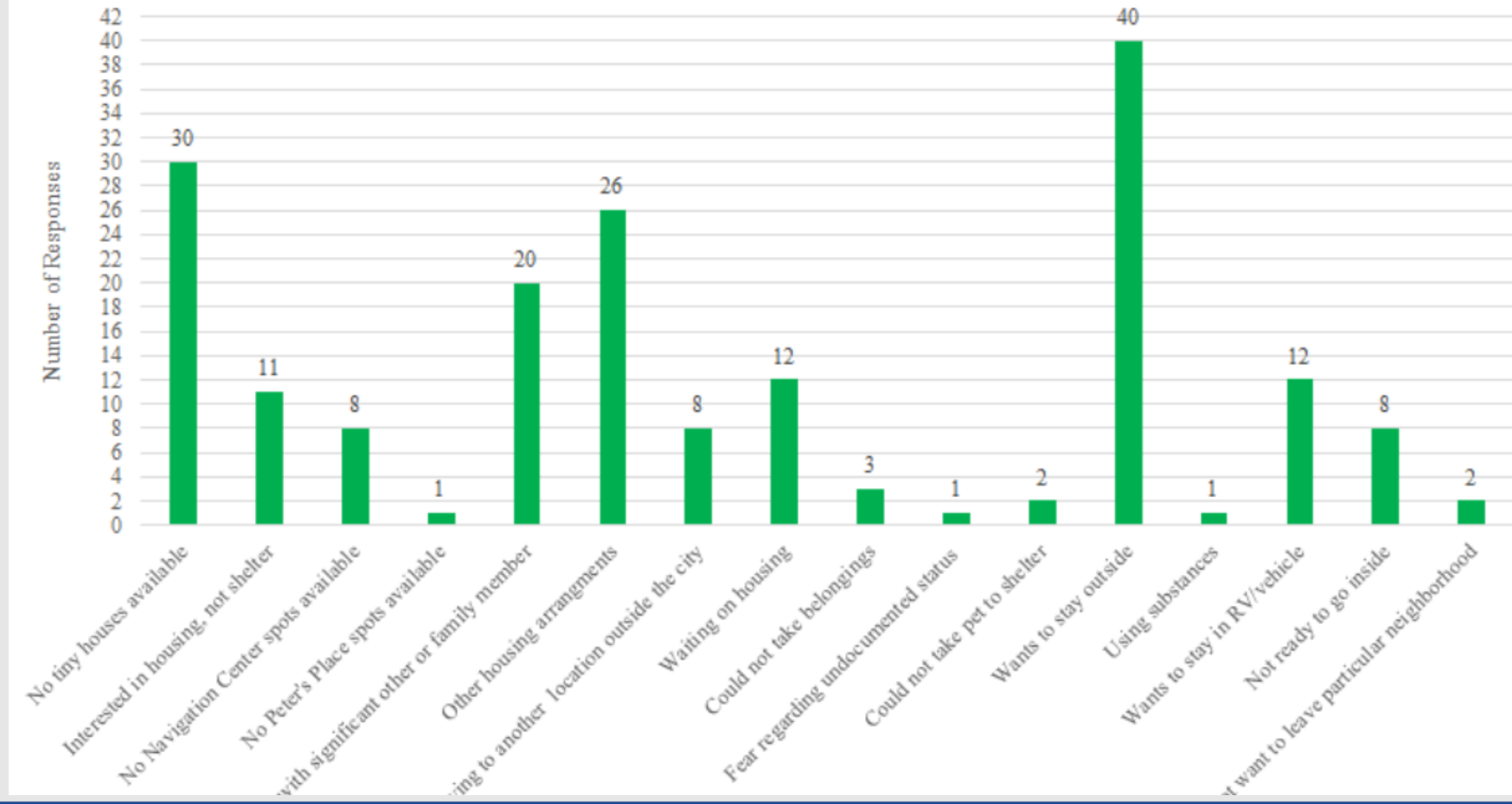
2017 Referrals to Alternative Living Arrangements



2018 Referrals to Alternative Living Arrangements



Reasons for Declining Services excluding "Not Interested"



PLANNED DATA IMPROVEMENTS



Services most Frequently
Requested



Client Demographic Information



Instances Diversion Strategies
are Used

TRAINING HIGHLIGHTS



Health & Safety

First Aid and CPR,
De-escalation, and Crisis
Intervention



Undoing Institutional Racism

Led by the People's
Institute, designed to
educate and challenge
attendees to address
institutional racism



Equity and Inclusion

Upcoming Training
Equity in client
engagement



Diversion

Upcoming Training
Light-touch housing
intervention

2019 GOALS



Add Mental Health Professional



Targeted Outreach



All Staff Trained on Diversion



Increase coordination among
Outreach Continuum



Streamlined Data Collection Process

QUESTIONS?

