Seattle Human Services Department

Navigation Team – Quarter 2 Proviso Report

City of Seattle

City of Seattle – Navigation Team Proviso Background

The Navigation Team is just one component of complex, evolving homelessness response system

Council and City Auditor's report examined the Navigation Team in 2017. City Auditor recommendations have been responded to in writing for the last two years and have been further incorporated into 2019 Proviso reporting checkpoints

Mayor Durkan and HSD are continuously identifying ways to improve services to people experiencing homelessness

Today, the Navigation Team has more staff engaging people on the ground, increased training, refined it's outreach approach Citywide, and has improved data capabilities

City of Seattle Navigation Team Quarter 2 Proviso Report:

New in 2019 reporting are **Navigation Team performance metrics,** which were included in the Q2 report to Council. These metrics reflect Q1 efforts.

Navigation Team Performance Metrics (Jan-March 2019):

Gender Breakdown

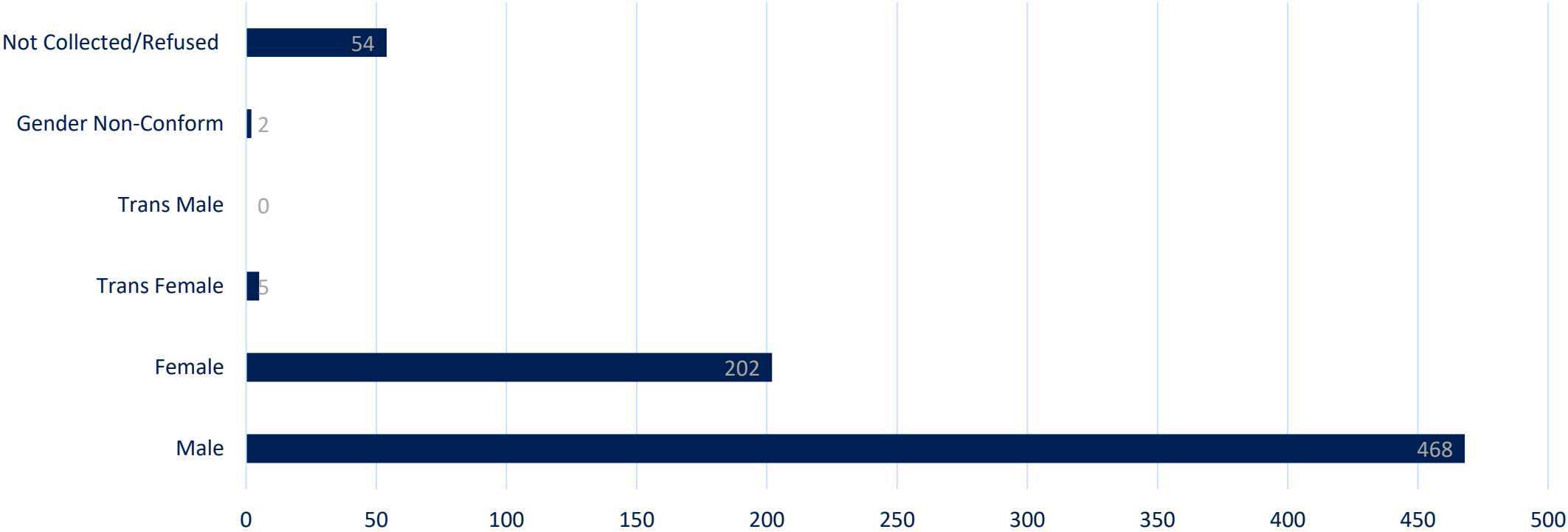| Category	Value
Not Collected/Refused	54
Gender Non-Conform	2
Trans Male	0
Trans Female	5
Female	202
Male	468

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Navigation Team Performance Metrics (Jan-March 2019):

Race
American Indian/Alaska Native: 35 (5%)
Asian: 12 (2%)
Black/African American: 195 (27%)
White/Caucasian: 402 (55%)
Multiracial: 33 (5%)
Native Hawaiian or Other Pacific Islander: 5 (1%)
Data Not Collected: 49 (7%)

Ethnicity
Non-Hispanic/Non-Latino: 652 (89%)   Hispanic/Latino: 52 (7%)
Data Not Collected: 27 (4%)

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Navigation Team Performance Metrics (Jan-March 2019):

67% of all shelter referrals were to enhanced or tiny house villages

On average, 17 shelter beds were available on a daily basis—35% of these beds were enhanced or tiny house villages

28% of individuals engaged by the Navigation Team eventually accepted a referral to shelter

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City of Seattle Navigation Team Quarter 2 Proviso Report:

Refusal of services: Auditor recommended City should track reasons for refusals of services

Outreach providers do not have ability to track data for outright service refusals because individuals are only entered into HMIS when they have consented to some type of service, i.e. accepting a service

However, in 2019 the refreshed Nav App gives the Navigation Team capacity to collect baseline data on reasons why people decline shelter offers

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City of Seattle Navigation Team Quarter 2 Proviso Report Highlights:

HSD is in final stages of its Racial Equity Toolkit Process with SOCR and has included timeline in Q2 Proviso Report

Navigation Team staff have completed Diversion training, attended Equity in Engagement, Consumer Engagement, and Power Analysis workshops, and will complete Trauma-Informed Care trainings in July

Through 2019, team added 2 full-time data analyst positions to support metrics and data tracking

City invested in over 500 new shelter beds in 2018 and expanded Diversion funds and access in 2019

Theory of Change was finalized in Q4 2018, implemented in Q1 2019, and included in Q2 Proviso Report

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Questions?

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