

PATHWAYS HOME IMPLEMENTATION

HUMAN SERVICES DEPARTMENT UPDATE

January 25, 2017

BRIEFING OBJECTIVES

1. Report on Pathways Home implementation progress
 - a. HSD/City
 - b. Regional

2. Next steps

PATHWAYS HOME CONTEXT



- Roll-out was September 8, 2016
- Public/Stakeholder Engagement continued through Fall 2016
 - HSD Director's Meetings
 - All Home Meetings
 - Council's Human Services and Public Health Committee
 - Seattle Human Services Coalition joint Q & A sessions
 - Youth and Youth Adult Funders Group
 - Domestic Violence/Sexual Assault Provider Information Sessions
 - Solid Ground's Rapid Rehousing Forum at Town Hall

PATHWAYS HOME IMPLEMENTATION PLAN

1. Commitment to unsheltered families
2. Expand 24-hour shelter options
3. Make more rental units available
4. Actively problem solve wait lists
5. Connect people living unsheltered to services
6. Good government and performance outcomes

1. COMMITMENT TO UNSHELTERED FAMILIES



Goal: Bring 500 unsheltered families indoors by the end of 2017

Actions Completed

- Improved access to shelter for families with young children by working with All Home/KC to offer shelter to all families and prioritize if necessary based upon family composition
- 2017 budget added \$600K for Rapid Rehousing and Diversion for families
- Support one-time diversion assistance to all families seeking housing at Coordinated Entry Regional Access Points (RAPs)
- Implementation of Home From School pilot with Seattle Housing Authority and Seattle Public Schools

Actions Underway

- Stand Up Family Impact Team: a By Name List effort to actively engage providers in order to place families on wait list into housing quickly
- Ensure shelters don't have unused capacity
- Expand access to RRH for families who previously weren't eligible but also didn't have access to another resource

2. EXPAND 24-HOUR SHELTER OPTIONS

Goal: Increase options to serve people living unsheltered with low-barrier 24/7 shelter

Actions Completed

- Navigation Center RFP complete: contract awarded to DESC and Operation Sack Lunch
- 2017 budget included over \$1M for 24/7 shelter and storage

Actions Underway

- Identification of Navigation Center location and program planning
- “Pop-up” services being developed with DESC until facility is complete
- Bridging the Gap Shelter RFP includes \$1.1M to expand shelter availability and \$200K to enhance shelter with storage options
 - Responses due January 20, 2017

Future Actions

- 2017 Pathways Home RFP will focus on further increasing enhanced shelter

3. MAKE MORE RENTAL UNITS ACCESSIBLE

Goal: Stand up *Housing Resource Center* to increase access to private market and affordable housing units through centralized listing and staff with real estate expertise focused on increasing landlord participation

Actions Completed

- All affordable housing units funded in the Office of Housing's 2016 awards will be required to list their units with the future Housing Resource Center
- OH and HSD have re-established regular meetings to increase connections between homelessness interventions and affordable housing
- King County issued a re-designed Landlord Liaison Project RFP, but was unsuccessful in securing a new provider

Actions Underway

- HSD is partnering with King County, All Home and United Way to develop new Housing Resource Center (HRC) RFP process

Future Actions

- Release new Housing Resource Center RFP for program launch in July 2017

4. ACTIVELY PROBLEM SOLVE THE WAITING LIST



Goal: Facilitate faster and more successful placements of people experiencing homelessness into stable housing by setting up “By Name List” processes for families, youth and young adults (YYA), long-term shelter stayers (LTSS) and people living unsheltered

Actions Underway

- King County has agreed to add “length of time homeless” as a secondary priority for Coordinated Entry
- Discussing YYA and Family By Name List framework with King County
- Planning with YYA funders and providers to tie together the YYA By Name List with other parallel initiatives
- Redesigning the Long-Term Shelter Stayers effort to prioritize housing those residing in shelter the longest
- Ongoing quarterly Coordinated Entry evaluations to identify necessary system changes

Future Actions

- Begin YYA and LTSS By Name List weekly meetings
- Stand Up Family Impact team
- Develop unsheltered By Name List based upon Outreach Task Force recommendations
- Enhance services for LTSS project to ensure successful housing retention

5. CONNECT PEOPLE LIVING UNSHELTERED TO SERVICES



Goal: Create a coordinated outreach continuum with providers using consistent standards of practice with a focus on connecting people living unsheltered to housing

Actions Completed

- Seattle/All Home Outreach Taskforce has completed recommended standards of practice for outreach providers to follow
- HMIS participation has been required in all new 2017 contracts

Actions Underway

- Implementation of Outreach Taskforce recommendations
- Implementation of Bridging the Gap “Navigation Team”
- Development of HMIS protocols for all programs

Future Actions

- Develop unsheltered By Name List process

OUTREACH WORKGROUP RECOMMENDATIONS



- During 2016 HSD, All Home and REACH co-facilitated a workgroup to define a person centered approach to outreach and case management.
- The objective of the group was to focus on 3 core areas to improve outreach efforts to people living unsheltered.
 - 1. Assess and define what outreach is
 - 2. Develop a standard of practice for all outreach providers
 - 3. Develop tools for coordination of care particularly related to Coordinated Entry for All.
- Definition of Outreach: *Coordinated, person centered, and persistent engagement bringing services directly to the people experiencing homelessness who might not seek out services and connect them to permanent housing and necessary supports.*

OUTREACH COLLABORATION



- All Home is our regional planning body to address planning and system coordination for people living unsheltered.
- All Home convened the workgroup monthly throughout 2016 ensuring coverage of providers from all areas of King County and included: REACH, UGM, Sound Mental Health, UGM, New Horizons, YouthCare, City of Redmond, Congregations for the Homeless, Veteran's Administration, Downtown Emergency Services Center, Chief Seattle Club, Healthcare for the Homeless, Operation Nightwatch, King County, and the Metropolitan Improvement District.

STANDARDS OF CARE

- The majority of workgroup effort were spent defining standards of care as a first phase of outreach collaborations.
- The areas for alignment included- assessment and service provision, physical and behavioral health knowledge, training and safety capacity, cultural competency, data management and documentation and performance standards.
 - Streamline access to shelter and housing options
 - Conduct housing assessments in the field
 - Provide direct access to basic healthcare services and harm reduction strategies
 - Increase access to training for effective street based interventions
 - Increase coordination with first responders to ensure safety and security
 - Provider culturally competent services
 - Streamline data collection
 - Support system performance targets

6. GOOD GOVERNMENT AND PERFORMANCE OUTCOMES



Goal: All homeless investments are coordinated and have a measurable impact on reducing homelessness

Actions Completed

- Agreement with King County, All Home, and United Way on minimum and target performance metrics
- All of HSD's 2017 contracts include performance standards and data requirements with new reports developed for monitoring
- All Home and HSD have identified multiple trainings for providers to increase ability to successfully implement effective programing

Actions Underway

- HSD staff training on providing technical assistance to providers
- Development of performance dashboard in coordination with CBO Performance Management Team
- Planning for right-sizing system through RFP process

Future Actions

- Analyze performance data from 1st quarter including first-ever racial disparity data
- Issue RFP in summer 2017 for all 2018 homelessness investments

ALL HOME GOVERNANCE RESTRUCTURE

Goal: Streamline the governance of All Home to increase City leadership and successfully implement system transformation efforts

Actions Completed

- All Home Coordinated Board and Executive Committee have been consolidated into a single, smaller 15 person Coordinating Board with 2 representatives from City of Seattle
- Empowered Funder Alignment Committee to enact vision of Coordinating Board (City staff co-chairing this committee)
- Established 3 systems transformation sub-committees to oversee operations of Continuum of Care
- Redesign population-specific workgroups into affinity groups that meet quarterly

QUESTIONS OR COMMENTS?



Jason Johnson
Deputy Director, Human Services Department
City of Seattle, 206-684-0113
Jason.Johnson@seattle.gov

Dusty Olson
Strategic Advisor, Human Services Department
City of Seattle, 206-684-7589
Dusty.Olson@seattle.gov