

Navigation Team

2nd Quarter 2018 Responses to City Auditor

08/14/2018



City of Seattle

Background

- Office of the City Auditor released its “Reporting Plan for Navigation Team” in November 2017, with a series of checkpoints requesting information and analysis by staff.
- Executive departments, led by the Department of Finance and Administrative Services (FAS) and the Human Services Department (HSD), are working throughout 2018 to develop these reports.
- In May, the first quarter installment of these reports was transmitted to council. A presentation to CRUEDA committee followed in June.



Q2 Checkpoints

- 2.1: Assessment of opportunities for early-outreach intervention
- 2.2: Assessment of opportunities for prioritizing hygiene
- 2.3: Assessment of strategies to prevent trash accumulation
- 3.5: Development of stronger evaluation plan
- 3.6: Plan for unsheltered individuals to be meaningfully involved in Navigation Team evaluation

2.1: Assessment of opportunities for early-outreach intervention

- Early outreach connections reduce the impact of unsheltered homelessness by providing the supportive relationships needed to connect to available resources.
- The Navigation Team has identified current challenges to assisting individuals in achieving successful housing opportunities. These challenges include:
 - availability of harm reduction strategies in the field
 - capacity to address behavioral health challenges stemming from street-based lifestyles (anti-social, survival behaviors)
 - overall ramifications of long term homelessness on housing success

2.1: Assessment of opportunities for early-outreach intervention

- Improvement options include:
 - Enhancing skills and training of outreach staff to include mental health and substance use disorder services.
 - Increase community-based culturally responsive partnerships to provide employment, training and education
 - Increase skills and impact of the Navigation Team by including peer support staff.

2.2: Assessment of opportunities for prioritizing hygiene

The City of Seattle funds and/or operates a variety of spaces in which people experiencing homelessness can address personal hygiene needs. These spaces include non-profit day and hygiene centers, 24/7 shelters or enhanced shelters, libraries and park facilities.

Link: [Map of City-Funded Restrooms and Hygiene Services](#)

2.2: Assessment of opportunities for prioritizing hygiene

In addition to homeless-specific programs, the City supports:

- 117 restrooms which are available to all members of the public
 - 5 portable toilets placed near public transportation stops that are available 24/7
 - 27 in Seattle Public Libraries (Districts 1-7)
 - 85 in City of Seattle Parks (Districts 1-7)
- 13 shower locations at community pools with special hours designated for persons who are homeless in addition to regular operating hours.

2.3: Assessment of strategies to prevent trash accumulation

Encampment Trash Pilot:

- Reduces litter and illegal dumping associated with unsanctioned homeless encampments in neighborhoods, but does not eliminate nor prevent the accumulation and impact of garbage, debris, and human waste
- Includes weekly garbage collection services, garbage bag distribution, need-based on-call trash collection, loose debris and bulky item collection, and on-site hypodermic needle collection

2.3: Assessment of strategies to prevent trash accumulation

Encampment Trash Pilot:

- Trash pilot does not create a long term livable solution for unauthorized encampments
- Serviced 28 unsanctioned encampments, distributed 18,545 trash bags with 4,821 bags returned and collected 292 tons of trash

2.3: Assessment of strategies to prevent trash accumulation

- SPU has several additional programs to address litter and needles in concert with the Navigation Team efforts
- SPU does not have meaningful data in relation to opportunistic illegal dumping or donation increases in proximity to existing encampments
- Exploring available tools and technology to deter opportunistic illegal dumping



3.5: Evaluation plan and 3.6: Engagement of unsheltered individuals in evaluation plan

HSD's Data, Performance, and Evaluation Team (DPE) has completed its investigation of the Navigation Team current data and evaluation status and has outlined three steps that will result in improved collection and analysis of data to best evaluate whether the Navigation Team achieves its intended outcomes.

3.5: Evaluation plan and 3.6: Engagement of unsheltered individuals in evaluation plan

Completion of these steps will result in baseline data collection starting in January 2019:

1. Update the Navigation Team Results Based Accountability™ (RBA) Theory of Change
2. Update Performance Measures to Promote Accountability
3. Include Unsheltered Individuals in Navigation Team Evaluation

Upcoming Q3 Checkpoints

- 1.2: Organizational staffing assessment
- 3.3: Report on 2017 measures of system performance

