

# *Pathways Home:*

# One-Year Update on Progress & Results

Briefing for Seattle City Council

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**Human Services Department**

**September 25, 2017**

# Briefing Objectives

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1. Headline Accomplishments

2. Six Priority Action Areas

- Year 1 Commitments
- Results to Date
- Learnings & Next Steps

# Human Services Department Result Areas

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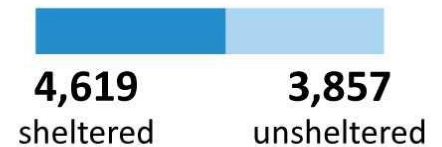
- Preparing Youth for Success
- Promoting Healthy Aging
- Promoting Public Health
- Responding to Gender-based Violence
- Supporting Affordability & Livability
- **Addressing Homelessness**

# Increasing Problem

One Night Counts results - King County



For Seattle, there were  
**8,476**  
people experiencing  
homelessness.



# Pathways Home Principles



**Create a  
Person-  
Center  
Systemic  
Response**



**Investment in  
Model with  
Demonstrated  
Success**



**Address  
Racial  
Disparities**



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# Six Action Commitments

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1. Commitment to Unsheltered Families
2. Expanding Enhanced Shelter Options
3. Solving the Waitlists
4. Connecting Unsheltered People to Services
5. Making Housing Units Available
6. Good Governance

# More Families Sheltered

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## 738 Families Sheltered (October 1, 2016 – July 31, 2017)

- 223 in **Diversion** programs (as of July 31, 2017)
- 361 in **Prevention** programs (94% of exits were to permanent housing)
- 1,071 in **Rapid Rehousing** programs (77 % of exits were to permanent housing)
- Increased investments by \$2.6M (between March 2016 - March 2017)

# New Enhanced Shelter Options Added

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## **Opened 175 additional enhanced shelter beds**

- Seattle Navigation Center opened in July – 75 bed capacity
- Compass at First Presbyterian in September – 100 bed capacity

## **Homeless RFP prioritizes funding for enhanced shelters options**



# Progress on Solving the Wait List

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## Initiated By-Name-List practice for key populations

- Housed 22 Long-term Shelter Stayers
- Housed 330 unsheltered young adults through 100-Day Challenge
- 144 households referred to housing, and of those, 34 (23%) are now housed
- More work needed to fully scale the BNL practice for greater impact

# Implemented New Outreach Model

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## Established Navigation Team

- Navigation Teams include outreach workers with specially-trained officers
- Focus on engaging people living in un-managed encampments
- Engaged 1,340 people to date
- 39% have accepted alternate living spaces
- 64% have accepted other services

## Convened an Outreach Continuum

- Partnerships with All Home and REACH/Evergreen Treatment Services
- Focus on establishing standards of practice for outreach to unsheltered people
- Standards are now reflected in system funding processes

# More Housing Needed

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## Multi-jurisdictional effort to establish a Housing Resource Center

- Contracted with Slalom Consulting to design new strategy
- Goal is to use a business-to-business approach to leverage housing units
- Shift will allow providers to focus on services, rather than property management
- Interim coverage of existing Landlord Liaison Project (LLP) portfolio of 285 property owners serving 519 households
- More work needed to fully implement this strategy

# Good Governance in Progress

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## 2017 Homeless Request for Proposal (RFP) released

- Focus on connecting people to housing
- Alignment to a set of five performance standards
- Pay for performance requirement (12% of the total award – housing exits)
- Clear racial equity targets
- Incentive for collaboration
- Significant technical assistance and support over last year

# Standard Performance Targets



Exits to Permanent Housing

Average Length of Stay

Returns to Homelessness

Homeless Entries

Utilization Rate



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# What's Ahead

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- New homeless contracts will start in January 2018
- Housing Resource Center opens by mid-2018
- Ongoing system improvements to Coordinated Entry for All (CEA)
- Continuous learning about enhanced shelter model
- Implement full case conferencing model by mid-2018
- Ongoing work and partnerships to strengthen data-driven culture