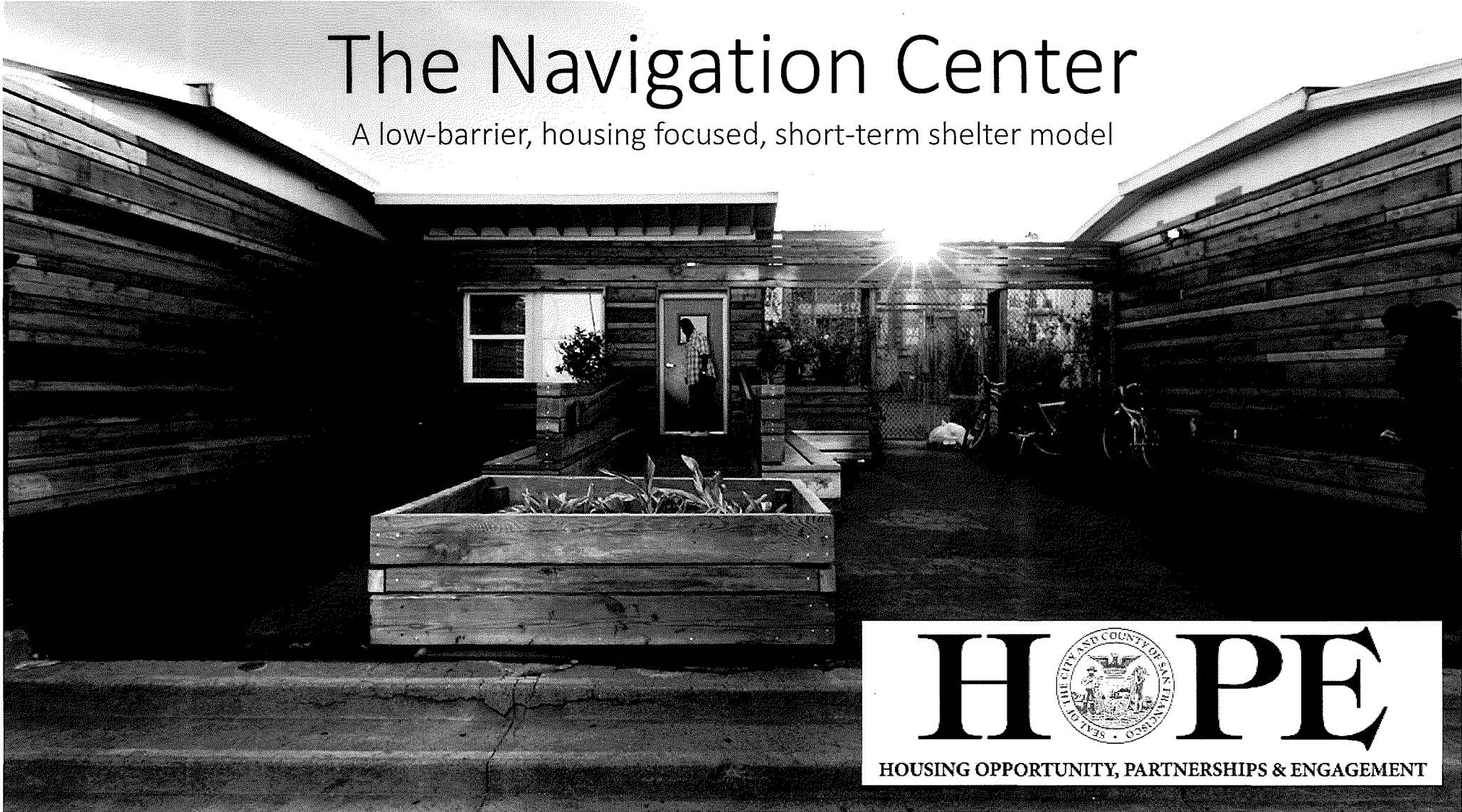


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# The Navigation Center

A low-barrier, housing focused, short-term shelter model



**H**  **PE**

HOUSING OPPORTUNITY, PARTNERSHIPS & ENGAGEMENT

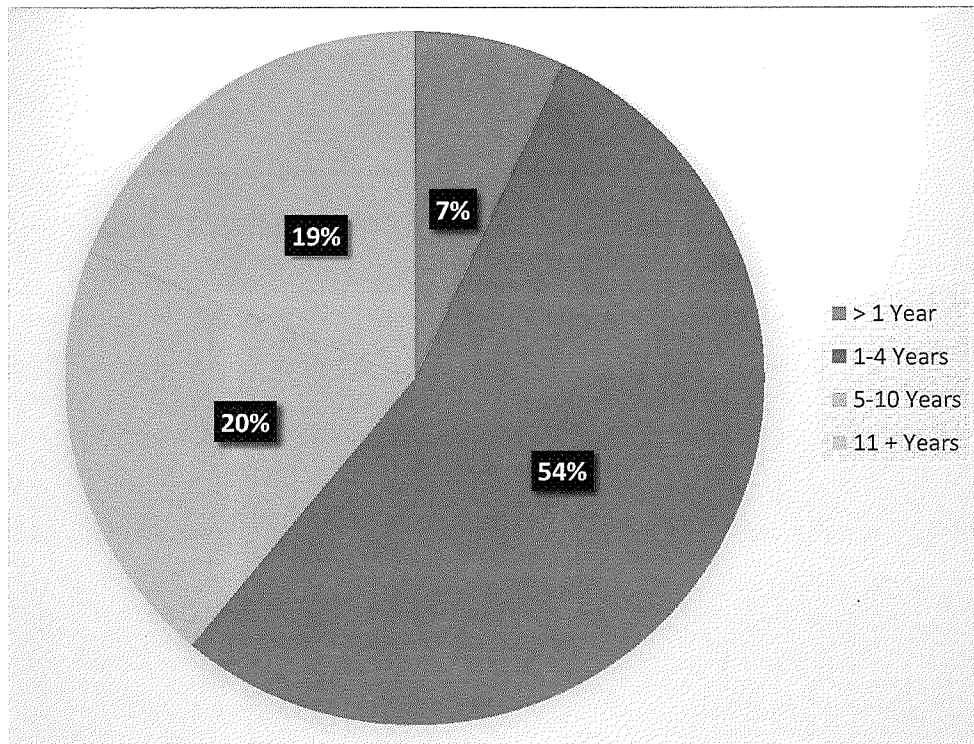
# A New Approach

- Target Population:
  - Encampments
  - People who have not accessed the traditional shelter system
  - Long term homeless
  - Homeward Bound Clients
- Low Barrier:
  - 3 P's (Pets, Possessions, Partners)
  - 24 hour access / no curfew
  - Harm Reduction
- Focus on Housing:
  - Housing is priority 1 from day 1
  - Connection to mainstream benefits
  - Co-location of benefits workers

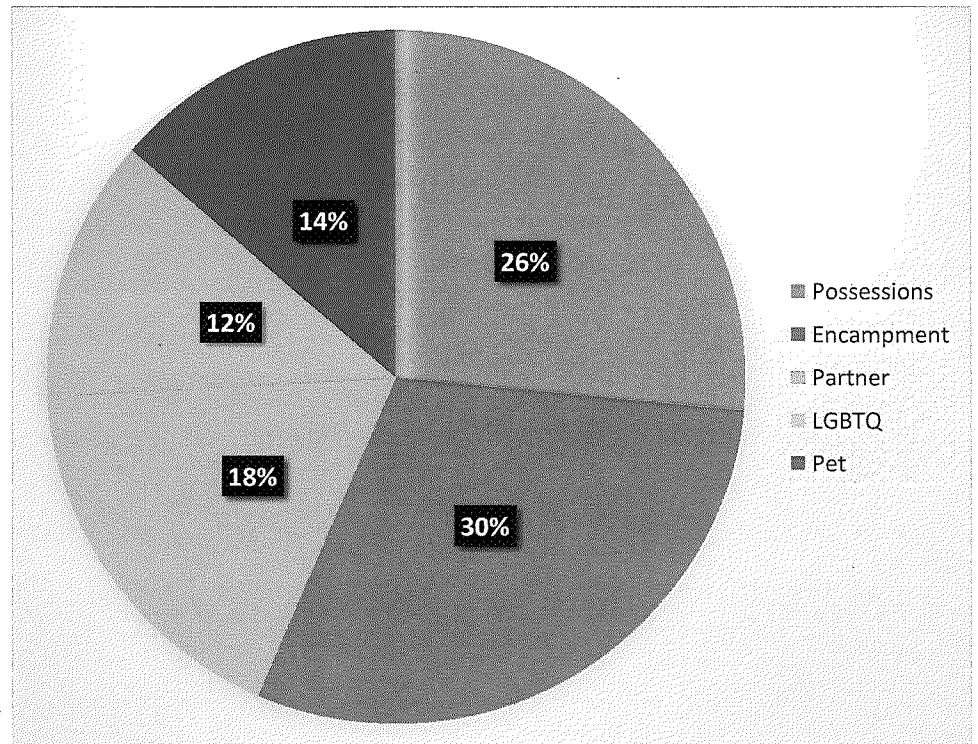


# Navigation Center Clients

## Length of Homelessness



## Barriers to Shelter / Services



# Ongoing evaluation conducted by the Office of the Controller – City Services Auditor

- 373 clients served
- 72 clients currently in the Navigation Center

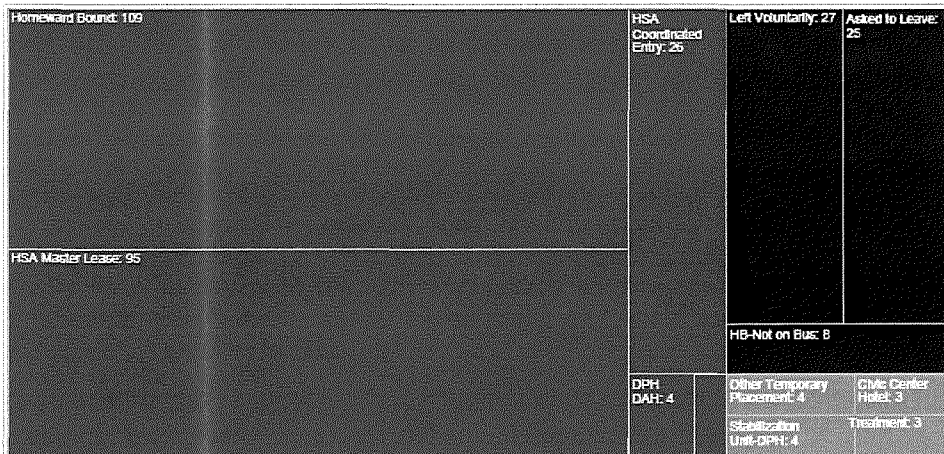
## Navigation Center Dashboard

Week of February 21, 2016 - February 28, 2016

373 clients have been served by the Navigation Center to date, including 62 clients who are currently being served.

### Client Exits as of February 28, 2016

■ Exits to Permanent Housing ■ Exits to Temporary Housing ■ Unstable Exits



# MORE THAN A SHELTER

AN ASSESSMENT OF THE NAVIGATION CENTER'S FIRST SIX MONTHS

CITY AND COUNTY OF SAN FRANCISCO  
OFFICE OF THE CONTROLLER  
CITY SERVICES AUDITOR (CSA)



### CSA Project Team

- Kyle Patterson, Project Manager
- Laura Marshall, Project Manager
- Ryan Hunter, Sr. Performance Analyst
- Peter Radu, Graduate Researcher
- Peg Stevenson, Director



December 10, 2015

# Recommendations for Further Consideration

1. With consideration for the current configuration of the City's shelters, we will explore how key learnings can be incorporated into the traditional shelter system. Learnings include:
  - Benefit of low-threshold environment
  - Connection to mainstream benefits
  - Co-location of benefits workers
2. Investigate how to implement standardized performance measures across City funded shelters
3. Prioritize longest term homeless
4. Open additional Navigation Center sites with a strong focus on exits to housing

The San Francisco Navigation Center is made possible by a generous donation of \$3 million from the San Francisco Interfaith Council.

### **PARTNERS**

- Mayor's Office of H.O.P.E.
- Episcopal Community Services
- Mission Neighborhood Resource Center

### **COLLABORATORS**

- Meals on Wheels
- San Francisco Interfaith Council Sunday Suppers
- San Francisco Department of Human Services
- San Francisco Department of Public Health
- San Francisco Department of Public Works
- San Francisco Police Department
- San Francisco Controller's Office