

HSA Housing & Homeless Programs



The Navigation Center

A Street to Home Pilot Program

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Navigation Center

- Operations began on March 30, 2015 as a pilot program
 - Located at 1950 Mission Street
 - Designed to shelter and find housing for difficult-to-serve homeless population
 - Low-threshold program design
 - Able to accept pets, partners and possession
 - Onsite case management and services
 - Clients not referred via traditional shelter access
- Partnership of various City agencies:
 - **Dept. of Public Works:** Prepared and helps to maintain the site; assists in identification of clients.
 - **Mayor's Office of Housing Opportunity, Partnerships and Engagement (HOPE):** Coordination across City Departments.
 - **San Francisco Police Department:** assists in identification of clients.
 - **Office of the Controller:** Supports data collection and provides analysis.
 - **Dept. of Public Health:** provides health services and coordinates the Homeless Outreach Team (SF HOT) for identification of new clients.
 - **Human Services Agency (HSA):** procured site provider, provides staff to support client access to benefits, and oversees/funds operations.

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- HSA procured Episcopal Community Services to provide:
 - Site Staffing
 - General Operations 24 hours a day/seven days a week.
 - Management of client intake
 - Site security allowing clients to come and go
 - Handling and management of clients' property
 - Coordination of access to site facilities for pets, laundry, meals, etc.
 - Janitorial and maintenance, and
 - Case management services in partnership with Mission Neighborhood Resource Center
- Provides room and board to as many as 75 San Franciscans and their pets while case managers connect them to stable income, public benefits and permanent housing.
- The site includes: Sleeping buildings, restrooms, showers, client laundry, 24/7 community room/dining room, storage for belongings, a large outdoor area, and case management and services.

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- Services include a focus on connections to public benefits.
- HSA provides staffing onsite to assist in accessing:
 - County Adult Assistance Programs (cash benefits)
 - Medi-Cal
 - CalFresh (food stamps)
 - Housing placement in Care Not Cash and other city-funded supportive housing programs
 - through 2/28/16, 125 clients have been placed in permanent supportive housing
 - Homeward Bound
 - through 2/28/16, 109 clients exited via Homeward Bound

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- HSA has expanded housing options by creating new placement exits for Navigation Center clients. These include:
 - The Baldwin House Hotel, 194 units, 74 6th Street - Shelter + Care units
 - The Henry Hotel, 132 units, 106 6th Street – Master Lease and Shelter + Care units
 - The Civic Center Hotel, 156 units, 20 12th Street – stabilization units for Navigation Center and SF HOT clients with case management to support clients toward permanent placements.

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- The 12 month budget (1/1/2016 – 12/31/2016) for Episcopal Community Services is \$2,246,062.
- The budget was increased in January 2016 to support the addition of one case manager, an information and referral specialist and an increase of 0.5 FTE to the service coordinators.
- This budget covers operating expenses (with the exception of client meals) and the following on-site staffing:
 - Site Manager: 1.0 FTE
 - Site Supervisors – all shifts: 4.2 FTEs
 - Service Coordinators – 2 – 3 per shifts: 10.1 FTEs
 - Lead Case Manager: 1.0 FTE
 - Case Managers: 4.0 FTEs
 - Information & Referral Specialist: 1.0 FTE
 - Janitors – 4 shifts per day: 5.6 FTEs

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Next Steps:

- Controller's Office released four qualitative papers and a 6-month quantitative report covering 3/30/15 through 9/30/15.
- Recommendations include:
 - Establish clear policies regarding who is referred as a client.
 - Add performance measures related to housing outcomes to the grant.
 - Spread lessons learned at the Navigation Center to larger city systems.
 - Expand Homeward Bound Data Collection.
- The 1950 Mission site will see the start of affordable supportive housing construction in late summer 2017. The HOPE office is leading the effort to identify a new site.
- Plans are being developed with DPH to procure a provider for a second Navigation Center program.

