



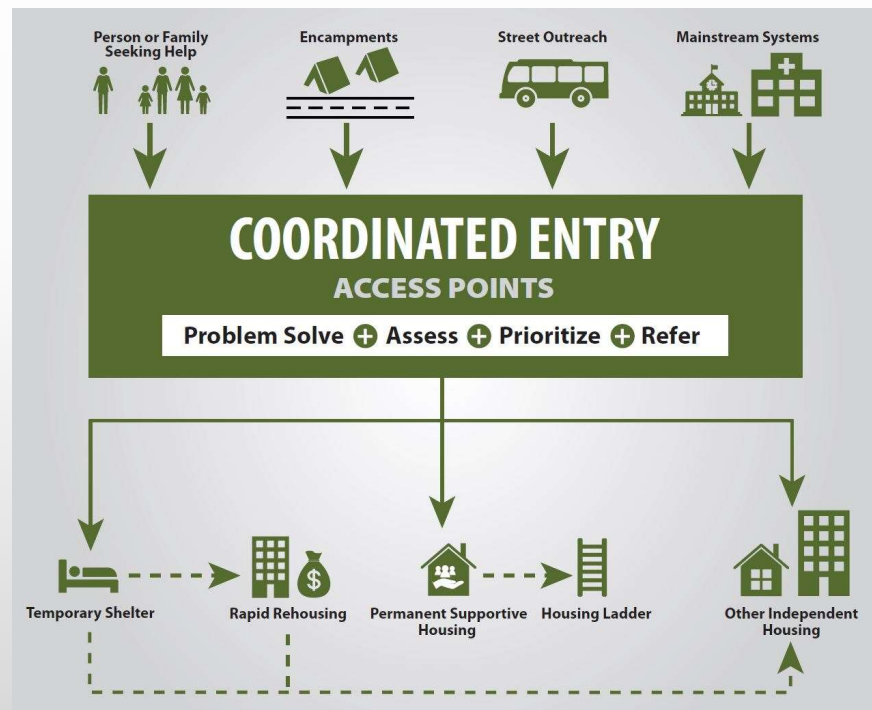
DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Navigation Centers Presentation



# Connecting to Strategic Framework

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# Navigation Center Model

## Target Population

Unsheltered Adults

Encampments

Priority for Housing

## Welcoming

Pets, partners and possessions

Harm reduction

No curfew or set meal times

## Service Rich Environment

Case Management and Housing Navigation

Connection to medical services

Co-location of benefits workers

## High Staffing

24/7 staffing

Security staff

High staff to client ratio

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# Navigation Center Stays

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## Types of Stays at Navigation Centers:

**Homeward Bound** (1-2 nights)

**Emergency beds** (7 day stays)

**Time limited beds** (30 days)– people exiting street homelessness who are not priority for housing. Extensions are granted if the guest is working toward their exit plan or problem-solving goals

**Pathway to Housing** for people who are priority status for housing through Coordinated Entry and stay until housing placement

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# Navigation Center Beds

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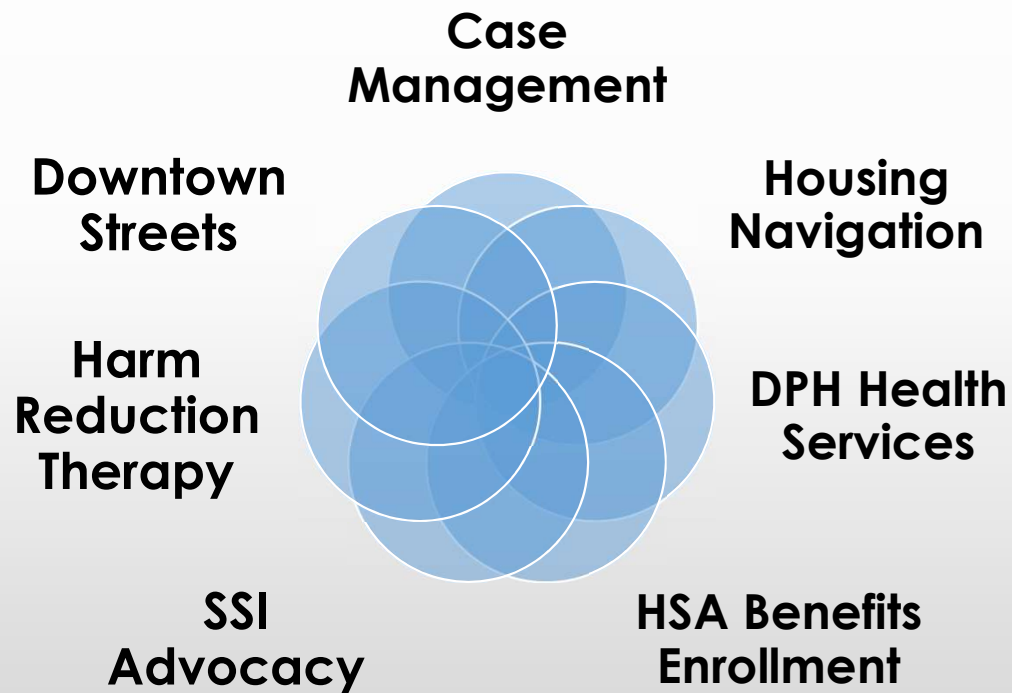
Site	Time	Path	HB	ER	Total
<b>Bayshore</b>		128			128
<b>Bryant</b>	79		5		84
<b>Central Waterfront</b>	25	39			64
<b>Civic Center</b>		93			93
<b>Division Circle</b>	111			15	126
	<b>215</b>	<b>260</b>	<b>5</b>	<b>15</b>	<b>495</b>

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# Navigation Center Services

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# Navigation Center Sites

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# Navigation Center Sites

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# Navigation Center Access

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- ❖ Referrals only accepted through specific referral sources
- ❖ Access is targeted towards specific populations and aligned with strategic framework goals
- ❖ Assist clients in moving through the Homeless Response System
- ❖ No self-referrals

**HSH Outreach** – SF Homeless Outreach Team and ERT identify and refer vulnerable unsheltered individuals, specifically focusing on those in the area surrounding each Navigation Center

**Coordinated Entry** – Adult Access Point staff refer unsheltered individuals identified as Priority Status

**Homeward Bound** – Homeward Bound staff refer individuals accessing their services

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# Navigation Center Data

Navigation Center System Wide Exit Performance			
	Outcomes March 2015 to February 2019	Count	%
Successful Exits	Permanent Housing	652	14%
	Temporary Placements	174	4%
	Reunified with Friends or Family (Homeward Bound)	1,268	28%
<b>Total Successful Exits</b>		<b>2,094</b>	<b>46%</b>
Unstable Exits	Exits by Client Choice	1,351	30%
	End of Time Limited Stays	639	14%
	Denials of Service	479	10%
<b>Total Unstable Exits</b>		<b>2,469</b>	<b>54%</b>

## Unique Individuals Served

Time Frame	People Served
March 2015 to February 2019	3,606
Fiscal Year 2018-2019	1,534