

# Who is the Navigation Team

- Four Field Coordinators
- Eight Officers Trained to perform Outreach
- Eight Contracted Outreach Workers
- Contracted Clean-up Teams
- One Manager who Directs, Schedules and Project Manages the Entire Team
- One Outreach Coordinator who is a Mental Health Expert. He oversees outreach and project manages intensive outreach engagements



# How We Function





# We Are The Gateway

A supportive means of  
helping our clients move  
to safety.





# Outreach Outcomes:

Of the 1251 unduplicated contacts:

- 463 Individuals were relocated to alternate living arrangements:
  - Motel Voucher: 13
  - Relocated to Shelter/Authorized encampment: 430
  - Reconnected with Family or Support System: 20

# What We Do Well:

- ▶ 4667 Conversations with unsheltered individuals.
- ▶ More individuals accepting services/alternative housing options
  - ▶ Approximately 35% are opting to leave encampments for shelter
  - ▶ Approximately 65% are opting into some service package
    - ▶ Case management support
    - ▶ Mental health support
    - ▶ Employment support



# Challenges:

- ▶ 35% maintain and aversion to accepting services
  - ▶ Disproportionately People of Color
  - ▶ Representation of immigrant communities (Latino and East African)
  - ▶ Negatives experiences with providers in the past/ lack of trust
  - ▶ Lifestyle choice





# Ensuring Uniform Implementation of Rules and Procedures for Removing Encampments

- ▶ Consistency Through Training
  - ▶ Lecture overview with question and answer
  - ▶ Normative training in the field
  - ▶ We are learning and bettering as we go
  - ▶ We actively implement our learning
  - ▶ We inform decision makers
  - ▶ We are embedding racial equity in our work





# Monitoring

- ▶ Working closely with the Office of Civil Rights
  - ▶ Serving the diversity in the unsheltered population
- ▶ Working to develop a Racial Equity Tool Kit