

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