

Homeless Services System Changes

1

**Increase Access
to Housing &
Diversion**

- ✓ 10% increase in the rate of households paying their rent without subsidy in Q1 2018 v. Q1 2017
- ✓ 19% increase in the rate of people moving into permanent housing, after using diversion funds. in Q1 2018 v. Q1 2017
- ✓ Redesigning Waitlists for Housing

2

**Shifting to a
Person-Centered
Service Model**

- ✓ Opened Navigation Center + First Presbyterian shelters = 175 enhanced shelter beds with 24/7 services
- ✓ 67% of city's 1773 shelter beds are enhanced (extended hours and supportive services)
- ✓ City funds 25 enhanced shelters in 2018

3

**Improving
Government
Accountability**

- ✓ Training for HSD staff and providers to strengthen practices
- ✓ Active contract management to ensure effective services
- ✓ Funding & governance agreements with King County and United Way
- ✓ Competitive funding process for service contracts

2018 Results