

SAN FRANCISCO NAVIGATION CENTER

Highlights from the Controller's year-end evaluation of the Navigation Center, an intensive, short-term intervention to prepare high-need homeless clients to enter permanent supportive housing

WHO ARE NAVIGATION CENTER CLIENTS?



91% homeless over a year in current episode



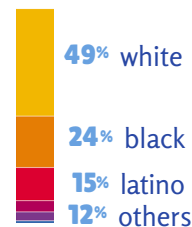
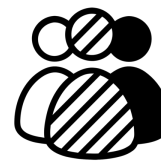
43 average age



56% came from an encampment



2/3 identify as male



WHERE DID THEY GO?

AFTER HOW LONG AT THE SITE?

From March 2015 to May 2016, 399 clients left the Navigation Center.



142 clients to permanent housing

88 days on average.



168 clients on a bus to family via Homeward Bound

1 day on average



19 clients to temporary placements

84 days on average



70 clients back to the street

61 days on average

HOW MUCH HOUSING DOES THE NAVIGATION CENTER NEED?

One Navigation Center can house about 122 clients annually. But because only about **1 in 10** permanent supportive housing units become vacant each year, it takes



1,169 UNITS

dedicated to Navigation Center exits to generate enough vacancies for those clients.



That's **22%** of the City's total single adult housing portfolio of

5,205 UNITS

DID CLIENTS KEEP HOUSING AND BENEFITS?

Of clients who were housed or newly enrolled in benefits while at the Navigation Center...



84% retained housing



64% retained cash aid



82% retained CalFresh



97% retained Medi-Cal

RECOMMENDATIONS

- Develop a more robust client information management system.
- Reassess whether support for Homeward Bound represents the best use of Navigation Center resources.
- Investigate additional interventions that can be used to reduce unsuccessful client outcomes.

FURTHER RESEARCH NEEDED

- How should the Navigation Center fit into the larger system of homelessness services?
- What lessons from the Navigation Center can be spread into the shelter system?
- Are there other needs not met or populations not served by the shelter system?