

# 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



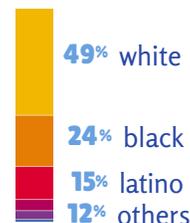
**43** average age



**2/3** identify as male



**56%** came from an encampment



## 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?