**To:** Mayor Jenny A. Durkan

**Date:** February 22, 2019

**Subject:** Final Q4/2018 HSD Data

**From:** Tiffany Washington, Director of Homelessness, HSD

Deputy Mayor Moseley

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**Purpose:** This memorandum is being re-sent in advance of the February 25 briefing. It provides a summary of 2018 results for the Human Services Department’s investments in the homelessness services and response system. A comparison between exits to permanent housing on a cumulative basis by quarter for 2017 and 2018 is in Attachment A and by-agency accounting in Attachment B.

**Background:** **Key Takeaways for 2018**

* We are **serving more households** overall in 2018 (25,420) compared to 2017 (23,768).
* Programs **surpassed the 7,400-goal** identified during the 2017 RFP process for exits from the system and maintaining permanent supportive housing clients. In 2018, there were 7,428 exits to permanent housing and maintenance of supportive housing across all programs.
* HSD-funded programs achieved a **30% increase** in permanent housing exits over 2017, with 5,627 exits to permanent housing from all programs in 2018, versus 4,306 in 2017.
* Enhanced shelters alone showed a **78% increase** (1,520) in exits to permanent housing over 2017 (854), which aligns with our shift in focus towards enhanced shelters with housing-focused services.
* Increased investments for supportive services in **villages have resulted in permanent exits are 10% higher** than 2017 (33% in 2018 vs 23% in 2017).
* Investments showed an **87% increase in Native American/Alaska Natives** exiting homeless services programs over 2017 and a **27% increase in Black/African Americans** exiting homeless services programs over 2017. In 2018 there were 431 exits among Native Americans/Alaska Natives from homeless services programs compared to 230 in 2017 and exits of Black/African Americans increased to 2,979 compared to 2,343 in 2017.

**2018 Program Performance Measures**

**1/1/2018 – 12/31/2018**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Project Type** | **Unique Households Served** | **Total Exits to or maintained Permanent Housing** | **Rate of Exit to Permanent Housing** | **Entries from Homelessness** | **Utilization Rate** |
| Day/Hygiene | 12,300 | 467 | 4% | 69% |  |
| Basic Shelter | 5,121 | 209 | 4% | 82% | 94% |
| Enhanced Shelter | 6,554 | 1,520 | 21% | 77% | 97% |
| Diversion | 1,401 | 990 | 72% | 79% |  |
| Permitted Villages | 658 | 135 | 33% | 78% | 115% |
| Outreach and Engagement | 3,661 | 471 | 47% | 67% |  |
| Permanent Supportive Housing | 2,056 | 1,926 | 93% | 88% | 97% |
| Prevention | 1,302 | 733 | 89% | 11% |  |
| Rapid Rehousing | 1,179 | 618 | 78% | 93% |  |
| Transitional Housing | 905 | 359 | 66% | 85% | 90% |

Source: For this chart and for all other areas in the memo was pulled from the Homelessness Management Information System (HMIS), for the period of 1/1/18 – 12/31/18.

Outlined below are additional data takeaways, notes, and learnings from 2018.

* **Diversion**: Diversion continues to be a cost-effective strategy, pairing problem solving and creative solutions with financial assistance to minimize the experience of homelessness. In 2018, HSD worked in collaboration with other funders to change the way our system approaches Diversion. In 2019, diversion resources will be available more broadly to people entering the “front door” of our services (shelter, outreach). This work is bolstered by Building Changes and the Pearl Jam Home shows, which support the training of more than 300 service providers across Seattle/King County, and an additional $1M in flexible diversion resources.

For Diversion programs, the rate of entries from literal homelessness (from the streets, place not meant for human habitation, emergency shelter, or an institution) fell between 2017 and 2018, from 95% to 79%. The difference comes from serving more people staying with friends and family, a trend we need to investigate to ensure the most vulnerable are being served.

* **Emergency Shelter - Enhanced & Basic:** 
  + In 2018, ***enhanced shelters*** increased performance for both quantity and quality. Exits to permanent housing increased nearly two-fold (1,520 in 2018, up from 854 in 2017), increasing the rate of exits to permanent housing up to 21% from 13%. These improvements have been consistent throughout the year. Enhanced shelters are safe spaces that prioritize services for permanent housing solutions and include amenities such as 24-hour support, housing navigation, showers, laundry, storage, and right of return. The primary goal of enhanced shelter is to move people from homelessness to housing.
  + ***Basic shelter*** provides safe spaces for people to be, with minimal supports and amenities, and may or may not provide light-touch case management. Both types of shelter serve an important role in our homelessness response system.

The learning and growth are ongoing – in January 2019, Seattle launched an enhanced shelter learning circle, established to provide a client-centered space for shelter programs to network, strategize, share resources, and learn from one another. Though brand new, the learning circle is an opportunity to increase collaboration between the providers and help HSD identify opportunities to improve.

* **Returns to Homelessness**: Returns to homelessness are reported in a way that is unique to Seattle. HUD and King County measure “returns to homelessness” when someone exits an HMIS-participating program to permanent housing and shows back up within six, 12 and 24 months in *a specific subset* of HMIS project types (shelter, safe haven, transitional housing, rapid rehousing, or permanent supportive housing). Seattle reports on all returns, which captures a household that returns to *any* HMIS-participating program. This reporting methodology was at the request of mayoral policy analysts. In 2019, HSD will shift the way returns to homelessness are calculated to align with King County and HUD. When we make this change, we will calculate returns beginning after six months to ensure accurate return data for 2018 starting in July 2019.
* **Homelessness Prevention (HP)**: HP providers are continuing to target their investments to those who would most likely become homeless if not for the assistance. In 2018, HP providers fully implemented use of the *Seattle/King County Vulnerability Assessment Tool*, a tool to determine who is at the highest risk to experience homelessness, thus HP programs are consistently serving those who are closest to experiencing homelessness.
* **Villages**: City-permitted villages demonstrated an increase in both the rate a exits from the program to housing (33% in 2018, over 23% in 2017) and the number of exits (135 in 2018 over 102 in 2017). HSD increased investment in villages in 2018 by $2.5M, which both brought on new village locations and increased supportive services and case management at existing villages. This investment was made possible by Mayor Durkan’s Path to 500. HSD hopes to see continued improvement in 2019, as the three new village sites will have a full year of operation, and we continue to see the impacts of the additional supportive services.
* **Transitional Housing**: Consistent with what has been reported previously, HSD decreased the total number of TH units funded and increased the number of units that were serving youth & young adults (YYA), as a more appropriate intervention for this population.

A deeper program review shows six of the seven YYA programs did not meet the exit to permanent housing performance standard. This is consistent with the Q3 data. HSD has continued to take steps to support improvement, including working with programs to adjust as part of their Performance Improvement Plan (PIP) and leading the new learning circle for YYA TH providers. In addition, two YYA TH programs have shifted their program model from transitional housing to “bridge housing,” a national model that pairs Rapid Rehousing (RRH) with short-term, temporary housing. The model, which provides wrap-around housing stability supports, is seen as an emerging best practice for YYA.

* **Rapid Rehousing** **(RRH):** RRH investments have consistently met performance standards for rate of exit to permanent housing, showing 24% more exits to permanent housing than in 2017 (618 in 2018, over 476 in 2017).

**Appendix**

* Attachment A – 2018 v 2017 HSI Program Outcomes
* Attachment B – 2018 by program list