



Human Services Department Program Updates

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**Mayor Michael McGinn
Deputy Mayor Darryl Smith**

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Executive Summary

- In August 2010, Mayor McGinn created a Citizen Review Panel on Housing & Services for Seattle's Unsheltered Homeless Population which reinforced the need to look at investments in homeless services in new ways.
- Recently, federal and state funding for programs serving homeless people has declined while the City faces severe pressures on its General Fund.
- Of the 30 million dollars the City invests in homeless programs, 74% of funds are invested in "intervention" programs (shelter, transitional housing, day centers, support services); 9% is spent on programs that prevent homelessness.
- The Human Services Department will conduct an extensive public engagement process, "Communities Supporting Safe and Stable Housing" from May to October 2011 to guide future investment.

Approach to Preventing & Ending Homelessness

The Seattle Human Services Department invests 30 million dollars a year (2011) from local and federal funding sources to prevent and end homelessness.

The City of Seattle General Fund provides 45% of the 30 million dollars that HSD invests in homeless service programs.

Funding Sources	
City of Seattle General Fund	\$ 13,662,532
U.S. Dept. of Housing & Urban Development (HUD) Continuum of Care Grant (formerly McKinney-Vento)	\$ 9,723,563
Community Development Block Grant (CDBG)	\$ 4,642,261
Housing Opportunities for Persons with AIDS (HOPWA)	\$ 1,706,000
Emergency Shelter Grant (ESG)	\$ 538,295
U.S. Dept of Justice/Office on Violence Against Women	\$ 72,532
TOTAL	\$ 30,345,183

Approach to Preventing & Ending Homelessness (cont'd)

How Investments Are Used

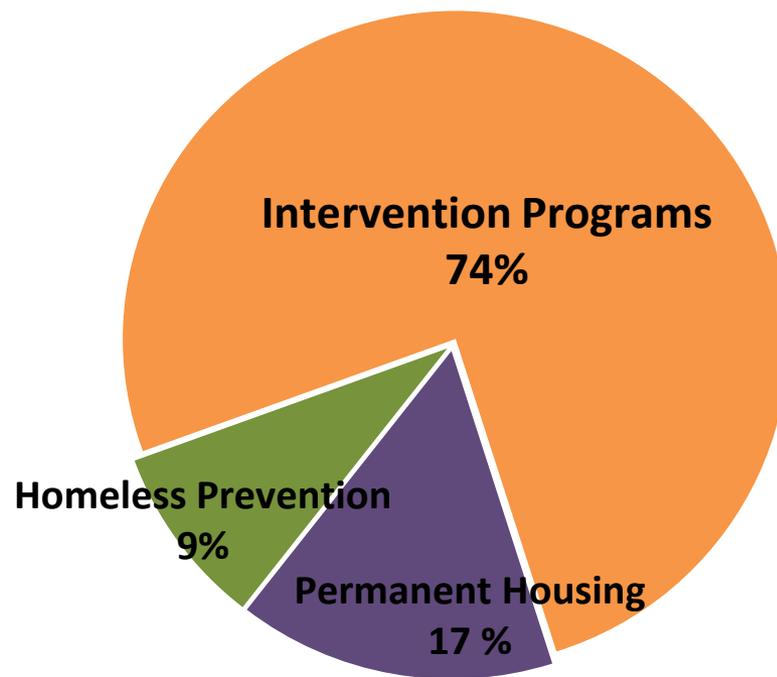
Human Services Department investments support programs that are part of a “Continuum of Care” system that assists individuals, families, youth, and young adults who are homeless and at risk of homelessness.

Uses	Investments
Emergency Shelter: Facility Based, Scattered Site Units, Vouchers	\$6,774,722
Intervention Case Management/Rental Assistance (non-facility based)	\$695,747
Transitional Housing	\$6,365,087
Permanent Supportive Housing	\$4,664,911
Day/Hygiene/Drop-In	\$3,645,204
Housing Stability	\$2,690,917
Employment	\$1,729,105
Healthcare for the Homeless	\$1,608,124
Respite Beds	\$680,143
Youth/Young Adults	\$659,514
Meals	\$482,741
Homeless Children - Early Learning, Academic & Family Support	\$348,968
TOTAL	\$30,345,183

Approach to Preventing & Ending Homelessness (cont'd)

- 22.76 million dollars
74% in intervention programs
 - Shelter
 - Day centers
 - Meal programs
 - Health care for the homeless
 - Transitional housing
 - Employment services
 - Case management/outreach
 - Early learning and family support (e.g. after-school programs, child care for homeless pre-schoolers)
- 4.64 million dollars (17%) invested in permanent housing
- 2.69 million dollars (9%) invested in homelessness prevention

Investment Areas



City of Seattle Shelter Investment Report

Shelter Population

8,361 unduplicated individuals and 1,161 persons in families were assisted by emergency shelters in Seattle during the 12-month period from October 1, 2009 to September 31, 2010.

Gender

71 % of those in single adult, youth/young adult shelters are male compared to 73% of adults in family shelters who are female.

Race/ethnicity

- A disproportionate number of people in shelters are from racial and ethnic minority groups, compared to Seattle's general population.
- More than half of people in shelters are people of color. An alarming 55% of all individuals in family shelter programs were African American.

City of Seattle Shelter Investment Report (continued)

Shelter Population (continued)

Age

591 homeless children were served in emergency shelter programs. Children under 18 years old made up 58% of the family shelter population.

- One out of four people served in family shelters was 5 years old and younger.
- More than 1,140 unaccompanied youth and young adults were served in shelters for youth/young adults and single individuals.
- Older adults/seniors over the age of 50 years represented 37% of those in single adult shelters.

City of Seattle Shelter Investment Report (continued)

Report Highlights

The majority of funding currently supports shelters for single adults:

- 71% of City investments are made to single adult shelters
- 18% is invested in shelter programs for families with children
- Less than 8% is dedicated to victims of domestic violence
- Less than 4% percent is provided for shelter programs for youth/young adults

City of Seattle Shelter Investment Report (continued)

As part of intervention efforts, the Human Services Department invests more than 6.7 million dollars annually from local and federal funding sources in emergency housing and shelter programs. The City of Seattle has been investing resources to support shelters since the early 1980s.

Population	Funded Beds	% of Seattle Investment	City Investment
Single Adults	1,048 beds	71%	\$ 4,807,084
Families with Children	79 units	18%	\$ 1,215,736
Survivors of Domestic Violence	5 beds for individuals 21 family units	7.40%	\$ 508,000
Youth and Young Adults	33 beds	3.60%	\$ 243,902
Total	1,181 beds/units		\$ 6,774,722

City of Seattle Shelter Investment Report (continued)

Shelter Report Highlights

- Seattle does not have one centralized or singular coordinated access and entry system for shelter and housing services.
- Newly developed low-income housing units and investment strategies have enabled shelter providers to assist people to transition from homelessness to housing.
- People who are experiencing homelessness want housing that is affordable and appropriate to their needs.

City of Seattle Shelter Investment Report (continued)

Encampment and Shelter Survey

As part of the City of Seattle's research on shelter programs, the Human Services Department conducted a survey in early 2011 to learn more about the needs of single adults who are homeless, and living in shelters and encampments.

<i>Interview Locations</i>	<i>Number of People Interviewed</i>
Old Fire Station #39 (Encampment with Indoor Facilities/Beds)	70
City Hall Winter Shelter	64
Downtown Emergency Service Center Main Shelter	51
Angeline's/Women's Referral Center	50
St Martin de Porres Shelter	44
Hammond House	23
Roy Street Shelter	18
Total	320

City of Seattle Shelter Investment Report (continued)

Encampment and Shelter Survey Results

- People want housing that they can afford on their income.
- People need jobs and transportation to secure housing.
- Approximately one-third of the people said that landlords and employers willing to rent to or hire someone with a felony conviction would help them to secure housing.
- People are receiving assistance at a number of services sites, but opportunities to connect with housing assistance is limited.

Urgent Reassessment: Shifting the Paradigm

- **How are investments ending homelessness?**
- **With a continued commitment to ending adult homelessness, how can investments prevent the next generation of homelessness?**
- **Can we sustain the existing system given current pressures?**
Pressure points:
 - **Slow recovery from recession**
 - **Federal, state, local funding reductions**
 - **HEARTH Act performance measures, beginning in 2012**

Shifting the Paradigm (continued)

OUR APPROACH:

- Over the next six months, the Human Services Department will work in partnership with community providers to develop a plan for future investments.
- The City of Seattle's investment framework will align with regional goals and strategies to end homelessness.
- In keeping with HSD Strategic Plan, the department will engage and expand partnerships to include private providers, the faith community and the business community while involving the community at large at all levels.
- HSD will use data to guide planning, policy and program design and evaluation.
- HSD is researching best practices and promising models to guide future investments. Lessons from programs in New York, Philadelphia, Portland and Columbus, Ohio will help to inform the discussions on system design and performance measures.
- Work group meetings will be held May-October 2011.

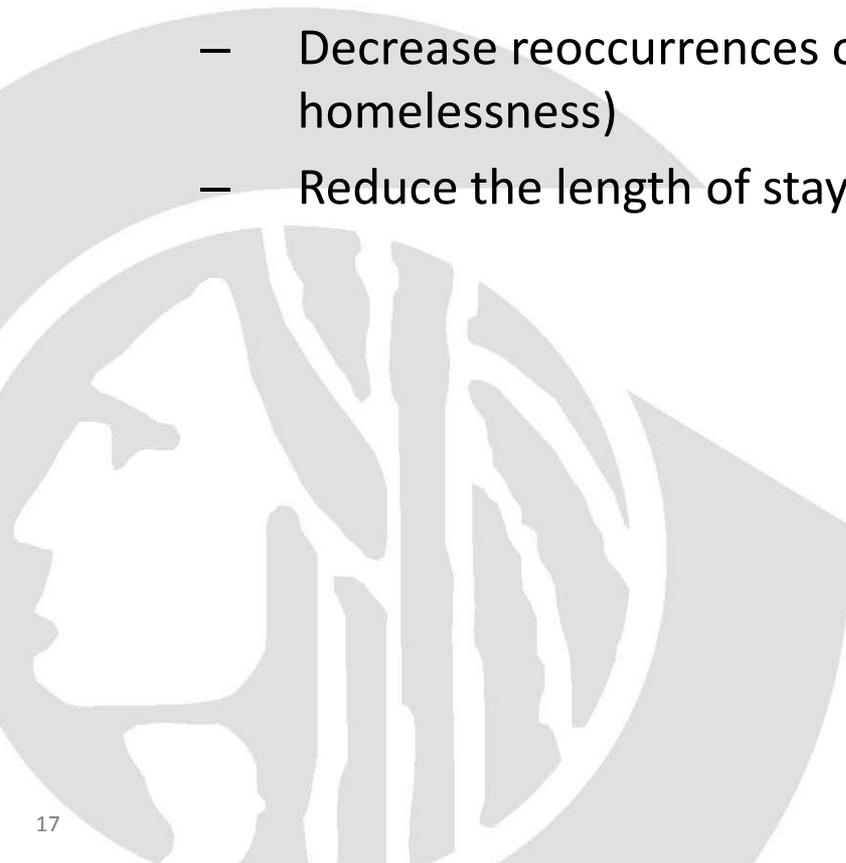
Shifting the Paradigm (continued)

At the conclusion of the process, HSD will have a plan to:

1. Create intentional pathways out of shelter to housing, especially for those who have resided there for a long time and are frequent users of shelters.
2. Integrate services to increase impact and efficiency:
 - Increase early intervention services to stabilize families and youth to end the cycles that can lead to adult homelessness
 - Create places where people can go to connect with care and support to stay in housing or move quickly into housing
 - Increase integrated service system responses for families and individuals who are victims of domestic violence
 - Weigh costs/benefits and explore feasibility for system-wide, real-time direct data entry into Safe Harbors HMIS

Shifting the Paradigm (continued)

3. Implement performance-based contracts that focus on measurements and goals to:
 - Increase the number of people moving into housing
 - Decrease reoccurrences of homelessness (stop repeated episodes of homelessness)
 - Reduce the length of stay in shelter



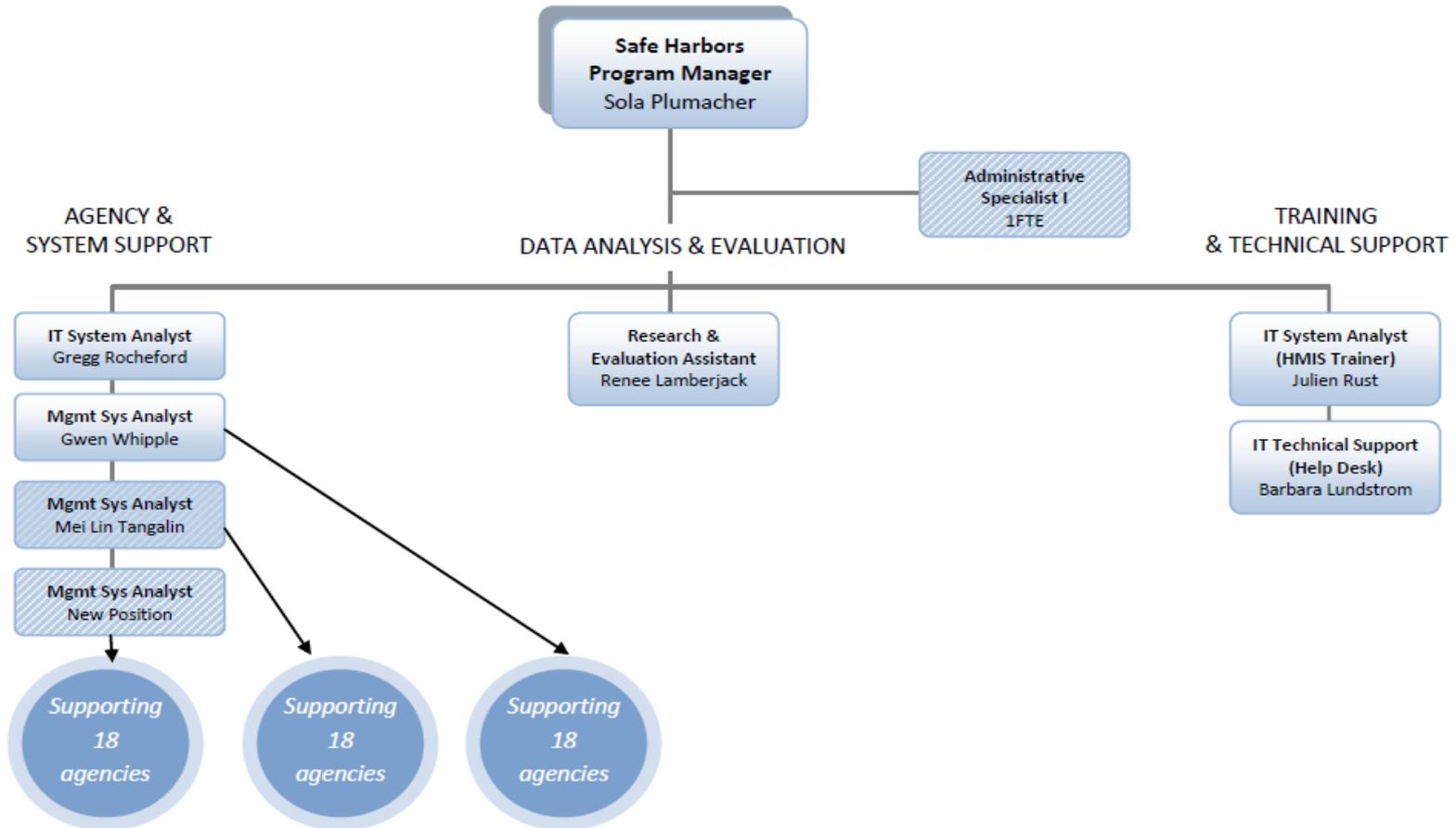
Timeline and Next Steps

2011	April 29th	HSD Director enlists participation of contractors and partners HSD will: <ul style="list-style-type: none"> • Guide Request for Investment (RFI) process • Explore opportunities to leverage resources with partners • Use data to assist with the formation of RFI (i.e. demographic information) • Explore performance-based contracts to complement RFI • Develop an evaluation plan
	May 26th	RFI Framework Launch Event: HSD presents process for framework discussion
	June - October	RFI Framework Sessions: June 16th, July 21st, August 18th, September 15th, October 21st
	October 22nd	RFI components and evaluation plan made available for comment
	November 15th	Finalize RFI and evaluation plan
2012	Early 2012	Issue RFI
	April	RFI results announced
	July 1st	New contracts begin

Safe Harbors Update: Revised Structure

- Safe Harbors staffing changes implemented in fall 2010 to facilitate more robust agency support.
- Primary change is the focus of 3 FTEs to provide wrap-around support to agencies.
- New structure has resulted in a significant decrease in complaints about the system and a 50% increase in issue resolution.

Safe Harbors Update: Revised Structure



Safe Harbors: 2011 Major Initiatives

- Planning under way for impact of HEARTH legislation
 - *Expected completion 3rd quarter 2011*
 - *The HEARTH legislation, enacted on May 20, 2009, is the first significant reauthorization of HUD's McKinney-Vento Homeless Assistance Programs in 20 years.*
 - *The new federal legislation will impact the service system at all levels with a heavy emphasis on program performance data and new outcome measurements*
- Coordinated entry for homeless families
 - *Safe Harbors will be the platform for data collection*
 - *Expected to be fully implemented by winter 2011*
- New look and feel with improved Internet applications
 - *Beginning 3rd quarter 2011, Microsoft Silverlight, a business tool for creating and delivering richer applications that will be introduced to streamline program look and use*
- Safe Harbors data will be used for invoice matching and contract reimbursement
 - *All Seattle, King County and United Way-funded programs will be reimbursed based on data quality/completeness in the Safe Harbors HMIS by January 2012*

Questions and Comments



Immigrant & Refugee Youth Program



Immigrant & Refugee Youth Program: Overview

In the 2011-2012 Budget process, Mayor McGinn added \$150,000 to the Human Services Department budget for a new program serving immigrant and refugee youth. The City Council asked HSD to provide details on program, and the department developed a program to include:

- Family-based approach to job readiness training for recently arrived immigrant and refugee youth coordinated with support for parents.
- Co-location of youth and parent services.
- Family vocational literacy classes for both youth and parents.
- Bilingual job readiness training for youth with paid job experience.
- Bilingual family education for parents to expand understanding of American schools including postsecondary education and career pathways.

Immigrant & Refugee Youth Program: Rationale for Services

- Immigrant and refugee youth, ages 15 to 20, have the lowest high school graduation rates.
- Immigrant and refugee parents face multiple challenges making a successful transition to life in America such as obtaining a living wage job and overcoming language barriers.
- Most parent education is focused on immigrant and refugee parents with younger children.
- The need for family education/bilingual job readiness training for immigrant and refugee youth was a common theme in Youth & Families Initiative community meetings.

Immigrant & Refugee Youth Program: Primary Target Population

- Recently arrived immigrant and refugee youth with limited English skills from low-income families
- Youth who speak one of the five most common languages at the Secondary Bilingual Orientation Center, representing the largest populations of newly arrived immigrants and refugees:
 - Somali
 - Vietnamese
 - Chinese
 - Spanish
 - Amharic
- Youth ages 15 to 20
- Parents and/or older relatives of youth

Program Timeline

2011	July	Issue RFI
	October	Agencies notified of funding decisions
2012	January	Contracts begin
	January – March	Capacity building of community-based agencies
	February - March	Youth and family outreach
	April - June	Youth job readiness training Family education sessions, Part I
	April - December	Family support services (i.e., case management, school advocacy)
	June - August	Youth summer employment Youth and family vocational literacy, Part I
	September - October	Youth and family vocational literacy, Part II
	November - December	Family education sessions, Part II

Immigrant & Refugee Youth Program: RFI Process and Timeline

- The Request for Investment (RFI) process will identify community-based agencies to provide services.
- The process will be responsive to cultural, racial, and ethnic differences.
- A series of four RFI workshops will review the process and cover four areas:
 1. Staff Qualifications & Hiring
 2. Development of Family Education
 3. Job Readiness Training and Work Experience
 4. Budget

Timeline

July 2011	Release RFI to community
October 2011	Agencies notified of funding decisions
January-March 2012	Capacity building with agencies
March 2012	Program services begin

Immigrant & Refugee Youth Program: Impact and Outcomes

- Contribute to fewer student absences from school
- Facilitate better communication between parents and schools
- Minimize barriers to family participation in schools and children's education
- Offer high-quality learning activities during after- and non-school hours
- Provide bilingual job readiness training/classes to prepare for employment
- Help older youth and their families reach self-sufficiency
- Prepare youth and parents for postsecondary enrollment

Questions and Comments

