

a fresh take.

RANCHO CORDOVA
CALIFORNIA



City of Rancho Cordova
Homeless Action Plan
FY 2018 - 2019

Submitted By:

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Current Situation

According to City Staff's best estimates, the number of literally¹ homeless in Rancho Cordova is approximately 200. Additionally the Folsom Cordova Unified School District has documented approximately 500 homeless² students. Similarly, the latest Sacramento Steps Forward Point in Time Count from February 2017 estimated a Rancho Cordova homeless population of 212.³ Inherent in these estimates is the likelihood of undercounting the homeless due to the difficulties in accurately numbering this population.

This homeless situation is not unique to Rancho Cordova. Across California, many Cities and Counties are experiencing a dramatic increase in their homeless populations over the last few years.

Action Items for FY 2018 – 2019

1. Continue Implementing the Homeless Outreach Team (HOT Team)
2. Work towards the completion of Mather Veterans Village Phases 2 and 3
3. Continue contracting for one Homeless Outreach Navigator
4. Continue the Sacramento Self-Help Housing (SSHH) contracts for the Renter's Helpline and Housing Counseling to help prevent people from becoming homeless
5. Continue participating in Sacramento County and regional efforts to increase the effectiveness of existing homeless services in the County and Rancho Cordova in particular and attract grant funding to the region
6. Cooperate with the Rancho Cordova Homeless Assistance Resource Team (RC HART) for the Rancho Cordova Winter Shelter
7. Collaborate with Homeless Service Providers in the City to discuss homeless efforts within Rancho Cordova
8. Participate in the regional Emergency Services Grant Rapid Rehousing Program through Sacramento County
9. Stay current and involved in legislative activities related to homelessness

Cost of Action Items and Expectations of Impact

While not all of the homeless served will come from Rancho Cordova, it is difficult, and not necessarily preferable, to target only the homeless "coming from" Rancho Cordova. Homelessness is a regional issue with porous borders, shared services, and shared benefits.

¹ The term "Literally Homeless" refers specifically to homeless who lack a nighttime residence.

² This data comes from the 2016/2017 school year. The FCUSD homeless definition includes children who are sharing housing; this category made up 465 of the 500 homeless students.

³ The Sacramento Steps Forward 2017 Point in Time Count can be found here:

<http://sacramentostepsforward.org/wp-content/uploads/2017/07/Sacramento-PIT-2017-FINAL-170717.pdf>

Indeed, it could be said that the largest benefits of these proposed action items will accrue to private healthcare providers. However, where it is possible, Staff is ensuring that Rancho Cordova's homeless are identified to receive services paid for by the City.

Cost of Action Items is \$1,069,622 from all sources

Funding for activities covered by the City General Fund will cost \$904,000:

- Navigator - \$74,000
- Law Enforcement - \$500,000
- City Staff time - \$232,000
- City Contractor costs - \$98,000

Funding for activities covered by FY 18/19 Community Enhancement will total \$133,000:

- RC HART Winter Shelter - \$13,000
- Neighborhood Services Abatement Activities - \$120,000

Funding for activities through FY 17/18 CDBG will total \$32,622:

- Sacramento Self-Help Housing Tenant/landlord mediation, Fair Housing and Renter's Helpline - \$32,622

Leverage of other funds

These proposed actions will leverage approximately \$900,000 of additional funding from non-City sources. Another \$25,800,000 of State, County, and private sources has been leveraged through Mather Veterans Village Phases 2 and 3.

The Navigator will leverage over \$750,000 in funding from other sources to provide services for homeless, the bulk of this coming from connecting homeless to sources of income, health insurance, and primary healthcare. Sacramento Self-Help Housing will leverage private legal aid funding for homeless and households at-risk of homelessness through Project Sentinel and the Renter's Helpline. RC HART will leverage private funding of at least \$50,000 to operate the winter shelter.

Expected Homeless Served by Action Items in FY 2018 - 2019

In total, approximately 100–120 households, mostly from Rancho Cordova, will be permanently housed through permanent and permanent supportive housing options and rapid rehousing programs.

Transitional and other temporary housing programs will house approximately 35 households, mostly from Rancho Cordova, this fiscal year.

- Permanent and Permanent Supportive Housing (including self-resolves)

- Mather Veterans Village Phase Three –approximately 55 homeless veterans will be permanently housed from countywide once completed, and an additional 7-10 will be housed annually thereafter as vacancies are filled
- Navigator and HOT Team – 5-10 individuals from Rancho Cordova will be permanently housed in supportive housing locations across Sacramento County and an additional 15-20 individuals from Rancho Cordova will be assisted towards self-resolves, helping these individuals find housing in the private market
- Rapid Rehousing
 - Emergency Solutions Grant Program – 5-10 households from Rancho Cordova will be housed through rapid rehousing in locations across Sacramento County
 - Navigator and HOT Team – 20-25 households from Rancho Cordova will be housed through other Rapid Rehousing programs across Sacramento County
- Transitional Housing
 - Mather Veterans Village Phase Two – 0 during this period, approximately 50 homeless veterans will be transitionally housed from countywide once completed for up to two years, an additional 10-15 will be housed annually thereafter as vacancies are filled
 - Navigator and HOT Team – 5 individuals from Rancho Cordova will be housed in transitional housing facilities across Sacramento County
- Temporary Shelter
 - Navigator and HOT Team – 10 homeless households from Rancho Cordova will be housed in temporary shelter facilities across Sacramento County, with stays ranging from several days to several months
- Mental Health and Detox Placements
 - Navigator and HOT Team – 20 homeless individuals from Rancho Cordova will be placed in mental health and detox facilities

While it appears that these programs will house the majority of Rancho Cordova's homeless in one year, City Staff have no way to determine whether our total homeless population will decrease. Each year, new individuals and households become homeless or migrate into Rancho Cordova, and a number of currently homeless decline to engage with the City's programs to help them find housing.

The best way to estimate Rancho Cordova's homeless, and evaluate whether our population is increasing and decreasing, will be the next Point-in-Time count, which occurs every other year. The next Point-in-Time count will take place in February 2019, with results becoming available in June or July of 2019.

Action Items in Detail

1. Continue Implementing the Homeless Outreach Team (HOT Team)

- Description
 - The team consists of 2 police officers, 1 code enforcement officer, the homeless outreach Navigator and 2 clean up personnel
 - Makes contact and provides assistance to homeless to locate services, connecting clients with the Homeless Navigator and all of the service linkages that the Navigator also provides
 - Will rapidly address panhandlers, trespassers, abandoned shopping cart retrieval and will continue homeless camp cleanups at a rate of approximately 3-5 camps per week, these services are available in real-time all day, every day
 - Outreach to property owners about trimming landscaping and other concepts to reduce the desirability for camp creation and crime prevention
 - Coordinates with other districts such as CalTrans and the Park Rangers to quickly address issues in Rancho Cordova but on district properties
 - Will release POP officers for other activities
 - NOTE this does NOT include all of the calls for service regarding homeless or transients. Calls for service and related activities are assumed to be included in the estimated existing cost of homelessness on law enforcement stated earlier in this report.
- Cost
 - Cost is within the Law Enforcement Services contract and the Neighborhood Services Staff budget but is estimated to be approximately \$635,000 in personnel time and materials annually from the General Fund.
 - These services are now augmented by additional services contracts to address the abandoned shopping carts, trash removal and camp cleanups with a total cost of about \$200,000, which is split between the General Fund and a \$120,000 Community Enhancement grant.
- Timeline
 - Camp cleanup efforts and education of property owners started several years ago and is an ongoing activity. Additional focus from this team began in early 2018 and is ongoing.

2. Work towards the completion of Mather Veterans Village Phases 2 and 3

- Description
 - 46 Transitional Housing beds in Phase 2, rehabilitation of old Mather Air Force Base infirmary building
 - 50 Permanent Supportive Housing units in Phase 3, new construction
 - Begin rehabilitation of the Phase 2 building
 - Complete construction of Phase 3
- Cost
 - \$55,000 FY 16/17 Community Enhancement grant to Phase 2
 - \$605,000 City Grant to Phase 2 in August, 2018

- \$75,000 FY 15/16 Community Enhancement grant to Phase 3
- Timeline
 - Phase 2 is anticipated to start construction in September, 2018 and finish in 12 months. Phase 3 is currently under construction and expected to complete construction about June, 2019.

3. Continue contracting for one Homeless Outreach Navigator

- Description
 - The Navigator provides outreach services to homeless individuals in the City, helping them reach all of the existing services provided by Sacramento County and the region's nonprofits. These services include securing immediate shelter and permanent housing, document preparation, obtaining income sources, psychological counseling, mental health and substance abuse services, and others.
 - Over the next year, the Navigator will interface with the County's chosen homelessness strategies (such as a Triage Center), make connections for the County's ESG rapid rehousing programs and Community Support Team mental health referral system, and interface with the Rancho Cordova HART winter shelter.
 - Will coordinate with Elica Health to provide free healthcare, triage, and mental health services to homeless one day per month
 - The typical caseload is 30-60 households at any given time, with approximately 15-20 new cases each month for a total of approximately 200 homeless households (primarily individuals) served per year. A summary of cases served between May 2017 and April 2018 is found in Appendix A.
 - In Fiscal Year 2017-2018 the Navigator successfully leveraged over \$750,000 of other program funding.
- Cost
 - The annual cost is \$74,000 to the General Fund.
- Timeline
 - The Rancho Cordova Navigator contract began in May, 2016 and will continue through FY 2018-2019. The contract can be extended on an annual basis.

4. Continue the Sacramento Self-Help Housing contracts for the Renter's Helpline and Housing Counseling to help prevent people from becoming homeless

- Description
 - Tenant/landlord mediation helps low-income renters who have a conflict with their landlord or property manager.
 - Renters Helpline helps with tenant/landlord disputes, housing discrimination cases and housing crises to prevent homelessness.
 - Housing Counseling provides additional support to residents to locate, secure and maintain housing.
 - Approximately 600 individuals will be served by these programs annually

- Cost
 - The annual cost of these programs for FY 18/19 is \$32,622, funded through Rancho Cordova's Community Development Block Grant (CDBG) funds.
- Timeline
 - Services are currently in operation and ongoing through Sacramento Self-Help Housing.

5. Continue participating in Sacramento County and regional efforts to increase the effectiveness of existing homeless services in the County and Rancho Cordova in particular and attract grant funding to the region

- Description
 - Staff will participate in the Sacramento County and Cities Meetings on Homelessness between City and County staff leading homeless efforts, offering input into the regional discussion and strategies.
 - Staff will be plugged into regional discussions, including the Continuum of Care, around new funding sources such as No Place Like Home, and strategies for securing and spending those funds in Sacramento County. This source could bring to Sacramento County somewhere in the range of \$50-100 million for homeless housing and services over the next five years for homeless households suffering from mental illnesses.
 - Staff will continue to participate in regional trainings held by SACOG, the National League of Cities and others.
- Cost
 - The cost for these activities is solely Staff time, consisting of 20% of the Reinvestment Analyst's time and 15% of the Neighborhood Services Manager's time estimated to be a total cost of \$75,000. These costs are funded by the General Fund.
- Timeline
 - These activities are ongoing from year to year, emphasis in the next fiscal year (2018-2019) will focus on recent Sacramento County and City programs such as Pathways to Health, County ESG programs, SHRA housing vouchers for homeless, the State's Emergency Aid Block Grant, and No Place Like Home.

6. Cooperate with the Rancho Cordova Homeless Assistance Resource Team (RC HART) for the Rancho Cordova Winter Shelter and additional services

- Description
 - As needed, City staff will participate in the planning and execution of the RC HART winter shelter later in 2018 into early 2019.
 - Approximately 20-30 homeless individuals per night are provided with overnight shelter and hot meals while the winter shelter is in operation.
- Cost
 - The cost for this activity is included in the general staff time costs to participate in local and regional discussions as described in Action Item 5 above.

- RC HART has received a Community Enhancement request for FY 18/19 of \$13,000. In addition, RC HART has secured in-kind or matching funds of \$50,000 for the winter shelter.
- Timeline
 - As needed, City staff will participate in the planning and execution of the RC HART winter shelter between October 2018 and March 2019, and other efforts throughout the year.

7. Collaborate with Homeless Service Providers in the City to discuss homeless efforts within Rancho Cordova

- Description
 - A Homeless Services Collaboration Group was created in FY 17/18 and will continue to meet on a monthly or bimonthly basis to improve homeless services and coordination within Rancho Cordova. This group includes public and private sector individuals and organizations that have in-depth knowledge of Rancho Cordova's homeless population.
- Cost
 - The cost of this item is included in the City Staff time costs stated in Action Item 5 above.
- Timeline
 - This committee has been formed and will continue to meet during FY 18/19.

8. Participate in the regional Emergency Services Grant Rapid Rehousing Program through Sacramento County

- Description
 - Approximately \$900,000 of State and Federal funds through several programs have been awarded to Sacramento County to administer a rapid rehousing program within all areas of Sacramento County. The program, which is being administered by Volunteers of America (VOA) for SHRA, will offer homeless clients application and move-in costs and between 7-9 months of rental subsidy.
 - City Staff will coordinate with VOA to administer this program to attract and enroll eligible Rancho Cordova homeless households over the next fiscal year.
 - While the funding is to be shared by multiple jurisdictions, this grant program is estimated to help approximately 5-10 Rancho Cordova households become rapid rehoused. Rapid Rehousing has a greater than 90% success rate in helping homeless households remain permanently housed.
- Cost
 - The cost of this item is included in the City Staff time costs stated in Action Item 5 above and the outreach Navigator contract. The costs of the program are funded entirely by the grant funding provided to Sacramento County.
- Timeline
 - The ESG programs are ongoing at the County level.

9. Stay current and involved in legislative activities related to homelessness

- Description
 - The Legislative Affairs Team, which includes the Neighborhood Services Manager, will continue to stay informed of and engaged in legislative activities related to homelessness with the goal of increasing funding for housing and services as appropriate.
 - The Legislative Affairs Team will also focus on staying current on case law and other legislation to ensure that City Staff do not violate people's rights.
- Cost
 - The cost of this item is included in the City Staff time costs stated in Action Item 5 above
- Timeline
 - This item is ongoing.

Enclosed:

Appendix A Navigator Outreach Data – May, 2017 – April, 2018

District Outreach Navigator Report - 2018

| Name of Contract: Rancho Cordova | | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan* | Feb* | Mar* | Apr* | Total* |
|--|--|-----|-----|-----|-----|-----|-----|-----|-----|------|------|------|------|--------|
| Number Of Contacts | | 122 | 95 | 84 | 231 | 220 | 207 | 160 | 103 | 153 | 128 | 183 | 181 | 1867 |
| Number of VISPDAT administered | | 8 | 9 | 3 | 4 | 5 | 12 | 13 | 6 | 6 | 5 | 6 | 15 | 92 |
| Gender | Male | 4 | 4 | 2 | 2 | 1 | 5 | 4 | 3 | 35 | 32 | 34 | 41 | - |
| | Female | 4 | 5 | 1 | 2 | 4 | 7 | 9 | 3 | 52 | 50 | 53 | 54 | - |
| | Transgender | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| Age | 18-24 | 1 | 0 | 0 | 0 | 0 | 3 | 2 | 0 | 9 | 8 | 8 | 4 | - |
| | 25-34 | 2 | 1 | 0 | 1 | 3 | 4 | 3 | 0 | 19 | 19 | 20 | 23 | - |
| | 35-44 | 0 | 1 | 1 | 0 | 1 | 1 | 3 | 2 | 17 | 15 | 17 | 18 | - |
| | 45-54 | 0 | 3 | 0 | 3 | 1 | 4 | 3 | 1 | 17 | 17 | 18 | 21 | - |
| | 55-61 | 5 | 4 | 0 | 0 | 0 | 0 | 2 | 3 | 15 | 14 | 15 | 19 | - |
| | 62+ | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 10 | 9 | 9 | 10 | - |
| Race | White | 4 | 7 | 2 | 2 | 1 | 1 | 6 | 3 | 57 | 51 | 55 | 59 | - |
| | Black or African-American | 4 | 2 | 1 | 2 | 3 | 7 | 4 | 3 | 28 | 29 | 27 | 30 | - |
| | Asian | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| | American Indian or Alaska Native | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | - |
| | Native Hawaiian or Other Pacific Islander | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | - |
| | Multi Race | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 2 | 3 | - |
| Ethnicity | Non-Hispanic Non -Latino | 6 | 8 | 3 | 4 | 3 | 11 | 10 | 6 | 78 | 71 | 73 | 79 | - |
| | Hispanic/Latino | 2 | 1 | 0 | 0 | 2 | 1 | 3 | 0 | 9 | 11 | 13 | 15 | - |
| Sub-Population | Veteran | 3 | 3 | 2 | 0 | 0 | 2 | 3 | 2 | 20 | 19 | 18 | 21 | - |
| | Chronically Homeless | 7 | 5 | 0 | 4 | 2 | 4 | 7 | 2 | 51 | 45 | 52 | 61 | - |
| Income Source | Employment | 1 | 2 | 1 | 0 | 0 | 3 | 2 | 2 | 14 | 11 | 11 | 11 | - |
| | GA/TANF | 1 | 1 | 0 | 1 | 2 | 5 | 6 | 1 | 25 | 24 | 23 | 23 | - |
| | SS/SSI | 3 | 3 | 2 | 1 | 3 | 4 | 5 | 1 | 26 | 24 | 24 | 26 | - |
| | Unemployment | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 3 | 3 | 4 | - |
| | Disability (Private, Vet, SSDI) | 0 | 1 | 1 | 1 | 0 | 3 | 0 | 1 | 3 | 4 | 5 | 8 | - |
| | Retirement/Pension (SSA / Vet) | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | - |
| | Other | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 2 | 2 | - |
| | No income | 1 | 3 | 0 | 1 | 0 | 0 | 1 | 2 | 13 | 13 | 18 | 20 | - |
| Identified Cause of Homelessness | Credit Problems | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| | Developmental Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| | Domestic Violence | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 5 | 4 | 4 | 3 | - |
| | Drug Problems and/or Alcohol | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | 7 | 11 | 11 | - |
| | Eviction | 0 | 0 | 2 | 0 | 2 | 1 | 2 | 1 | 7 | 9 | 8 | 9 | - |
| | Financial / No Income | 2 | 2 | 0 | 1 | 1 | 3 | 8 | 1 | 27 | 17 | 16 | 15 | - |
| | Incarceration/Legal/Outstanding warrants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | -- |
| | Kicked Out By Family/Friends | 3 | 2 | 0 | 1 | 0 | 2 | 2 | 0 | 9 | 8 | 9 | 12 | - |
| | Left Foster care | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| | Lost Job / Unemployment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 5 | 13 | 16 | 16 | - |
| | Medical Health/Chronic Disease | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 3 | 3 | 5 | - |
| | Mental Health | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 8 | 9 | 10 | 13 | - |
| | New to the Area (Sac. County) | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 4 | 5 | 3 | 3 | - |
| | Release from Hospital/Jail/Prison within 30 days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| Other | 0 | 2 | 1 | 0 | 0 | 4 | 1 | 1 | 11 | 6 | 6 | 7 | - | |
| Prior to Becoming Homeless | This City | 5 | 5 | 0 | 2 | 3 | 5 | 7 | 1 | 29 | 28 | 40 | 53 | - |
| | This Region | 3 | 2 | 3 | 2 | 1 | 5 | 3 | 5 | 46 | 42 | 0 | 0 | - |
| | Other part of the state | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 11 | 11 | 11 | 8 | - |
| | Somewhere else | 0 | 2 | 0 | 0 | 1 | 2 | 2 | 0 | 1 | 1 | 0 | 2 | - |
| Length of time Homeless | 0-3 months | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 6 | 6 | 7 | - |
| | 4-11 months | 0 | 2 | 3 | 0 | 1 | 6 | 4 | 1 | 26 | 24 | 22 | 20 | - |
| | 1 to 2 years | 4 | 0 | 0 | 0 | 2 | 1 | 4 | 2 | 14 | 11 | 12 | 15 | - |
| | 2+ years | 3 | 5 | 0 | 4 | 1 | 4 | 5 | 3 | 44 | 41 | 47 | 53 | - |
| Housing Placements/ Outcomes | Permanent Supported Housing | 2 | 0 | 2 | 1 | 0 | 0 | 1 | 3 | 0 | 0 | 2 | 0 | 11 |
| | Rapid Rehousing | 2 | 3 | 1 | 1 | 0 | 1 | 4 | 0 | 1 | 2 | 5 | 6 | 26 |
| | Assisted Resolution | 0 | 2 | 3 | 2 | 1 | 3 | 1 | 2 | 4 | 2 | 1 | 0 | 21 |
| | Assisted Resolution - Diversion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Transitional Housing Program | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 6 |
| | Deceased | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| No Contact In 90 Days (Removed From Queue) | 1 | 8 | 16 | 18 | 11 | 7 | 5 | 4 | 9 | 1 | 6 | 7 | 93 | |
| Successful Navigator Linkages | Shelter | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 4 | 1 | 8 |
| | MH Treatment/placement | 4 | 6 | 4 | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 2 | 1 | 22 |
| | AOD Treatment/ DTOX | 1 | 2 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 2 | 11 |
| | Return to Residence | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| | TB Test | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| | SS Card | 4 | 2 | 3 | 1 | 1 | 4 | 1 | 5 | 0 | 0 | 0 | 0 | 21 |
| | Health Insurance | 1 | 6 | 5 | 8 | 2 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 27 |
| | Primary Care | 1 | 7 | 6 | 7 | 2 | 2 | 2 | 1 | 0 | 1 | 1 | 0 | 30 |
| | Income | 3 | 2 | 4 | 4 | 5 | 24 | 7 | 2 | 4 | 3 | 2 | 3 | 63 |
| | ID | 3 | 8 | 6 | 15 | 4 | 8 | 15 | 8 | 1 | 3 | 28 | 20 | 119 |
| | Birth Certificate | 2 | 0 | 0 | 2 | 2 | 4 | 1 | 2 | 8 | 2 | 1 | 0 | 24 |
| | Free Cell Phone | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Bus Pass | 12 | 11 | 6 | 2 | 3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 37 | |
| DD214 | 1 | 0 | 3 | 3 | 1 | 0 | 1 | 1 | 2 | 2 | 4 | 2 | 20 | |

*The January through April numbers changed to document the status of the existing clients, rather than the status of only new clients, therefore totals are not included in categories where this change is reflected.