

El Dorado County Navigation Center

Annual Update

Health and Human Services Agency

April 29, 2025



Homelessness By the Numbers

2022 Point-in-Time Count



511 Persons
Experiencing
Homelessness

73 experiencing
Sheltered Homelessness

438 experiencing
Unsheltered Homelessness



100% increase

70% decrease



2024 Point-in-Time Count

149 experiencing
Sheltered Homelessness

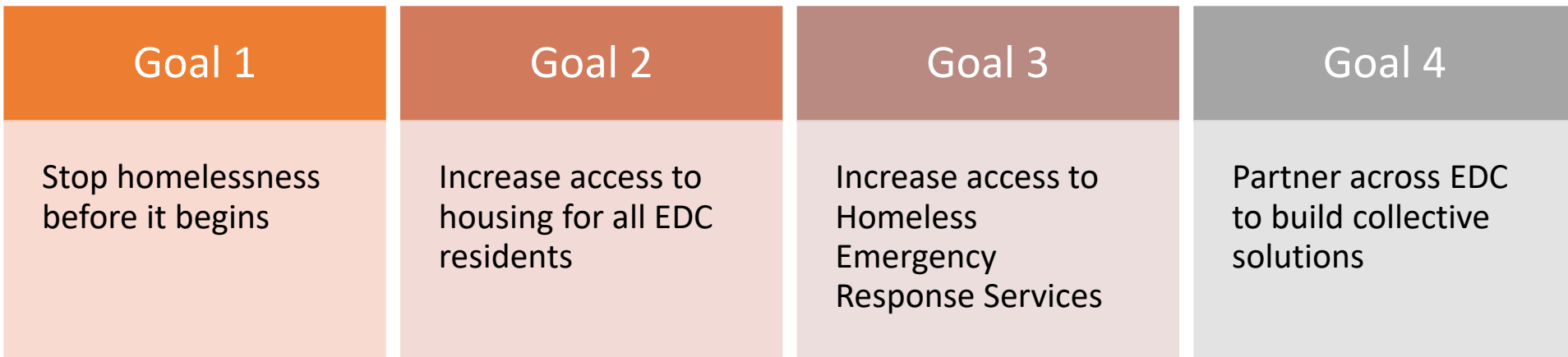
135 experiencing
Unsheltered Homelessness

284 Persons
Experiencing
Homelessness



EDOK CoC Strategic Plan to End Homelessness (2022)

To collaboratively identify and address social vulnerabilities, reduce inflow, increase prevention, and build a robust emergency response system to accomplish the functional end of homelessness in El Dorado County.



Goal 3 is met through operations of the Navigation Center



By increasing the number of Emergency Shelter beds, we decrease the number of unsheltered homeless individuals counted during the PIT

What Services Are Provided at the Navigation Center?

Case Management

- Document Readiness
- Individual Service Plan
- Housing Assessment
- Assistance with benefit enrollment
- Transportation
- Employment Plans
- Referrals to Behavioral Health
- Income Maximization

Life Skills Development Classes

- Motivation for Recovery
- Relapse Prevention Series
- Self Care
- Paying Bills
- Identity Theft
- Housing: Renting vs. Leasing
- Ready to Rent series

Behavioral Health Interventions

- County BH Staff and SUDS treatment options
- Community Health Behavioral Health
- Services are provided weekly at the Navigation Center
- NAMI Clubhouse

Other Weekly Services and Supports

- NA meetings (monthly)
- AA meetings
- Bible Study
- Marshall Medical RN



What is the Individual Service Plan (ISP)?



Participant Commitment and Support

Case Managers meet the clients where they are when they enter the Navigation Center.

- Clients are encouraged to participate through positive reinforcement
- Motivational interviewing inspires clients to take advantage of services and better their lives
- Rich programming offerings on-site make it convenient to participate

Weekly meetings with Case Managers are required

- 40-minute meetings to review and discuss progress made on the ISP
- Each item on the ISP has a due date

Non-Engagement

- Missing more than three (3) meetings with Case Manager
- Not meeting ISP due dates
- Clients receive a warning that non-engagement is grounds for exiting the program

Exit Plan

- Exit plans are developed for lack of engagement and are tailored to each client's circumstances
- Identify tasks to complete to demonstrate engagement
- Otherwise, clients will be exited

Service Engagement Encounters

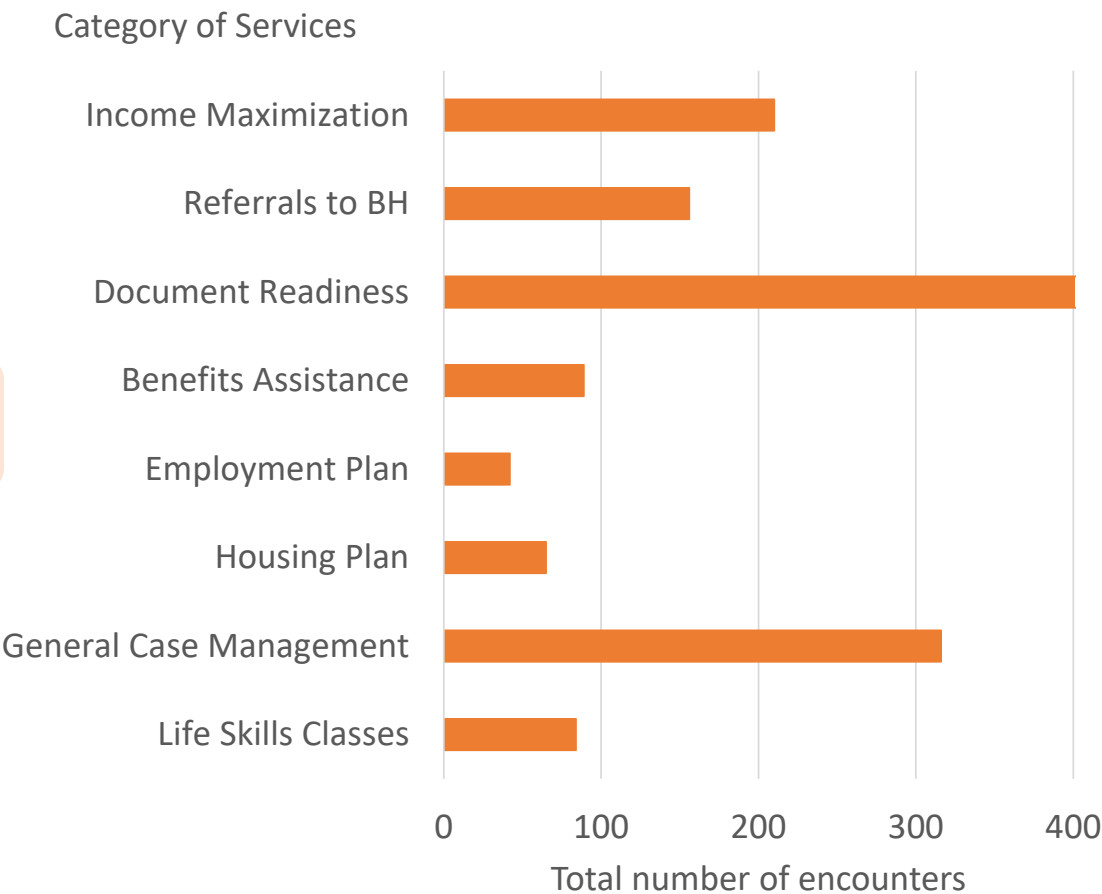
(with Case Managers)

We began tracking service engagements at a more detailed level in 2024

We required VOA to provide detailed monthly reports as part of their new contract beginning in October 2024

The chart represents data collected between October 1, 2024 and January 31, 2025.

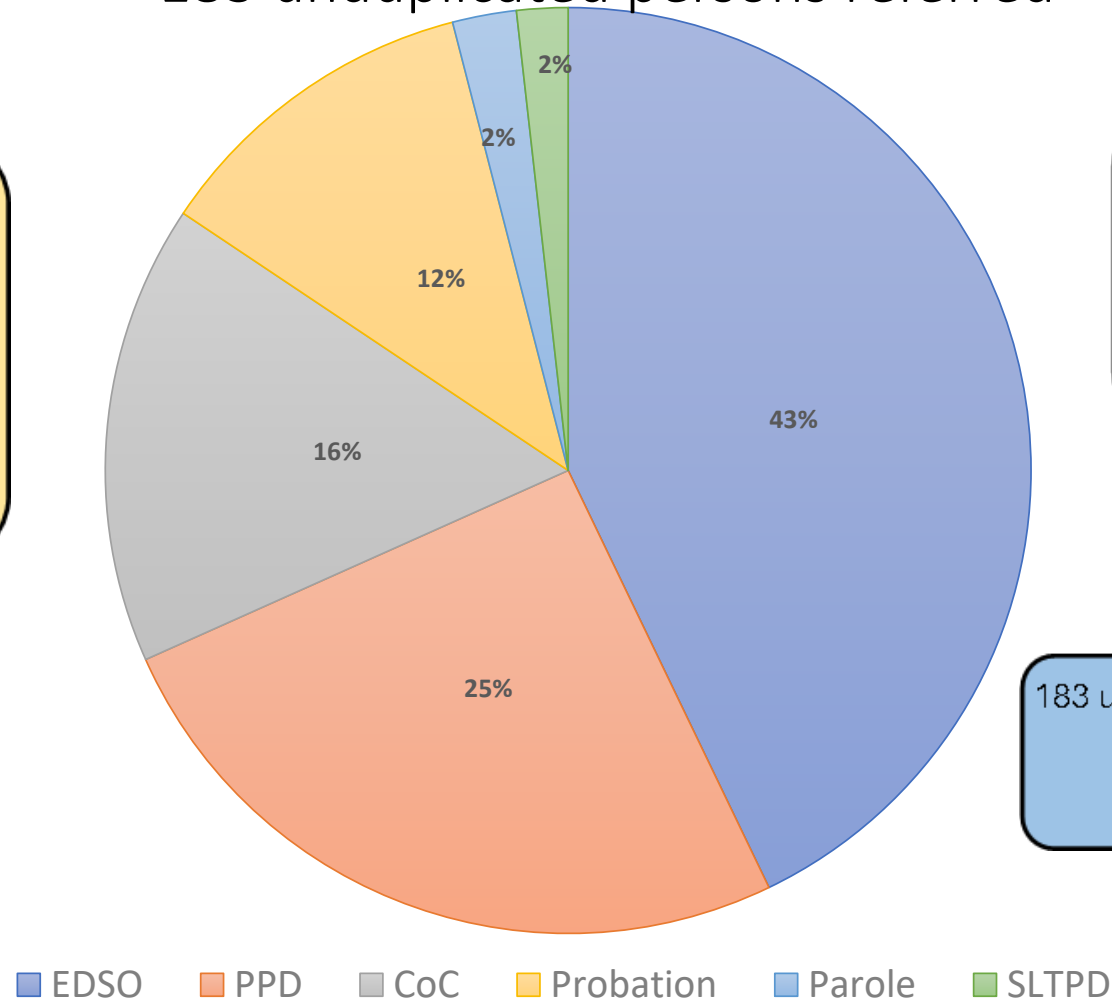
Number of clients that have been employed while at Navigation Center in last year: 21



224 Referrals to the Navigation Center in 2024-2025

183 unduplicated persons referred

188 Law Enforcement referrals:
EDSO = 96
PPD = 57
Probation = 26
Parole = 5
SLTPD = 4



36 CoC referrals:

Referrals from Coordinated Entry are based on the vulnerability assessment performed for the client.

183 unduplicated persons referred

37 individuals were referred twice

4 individuals were referred three times

Client Demographics

67% Male

33% Female

Average Age of Participants = 50

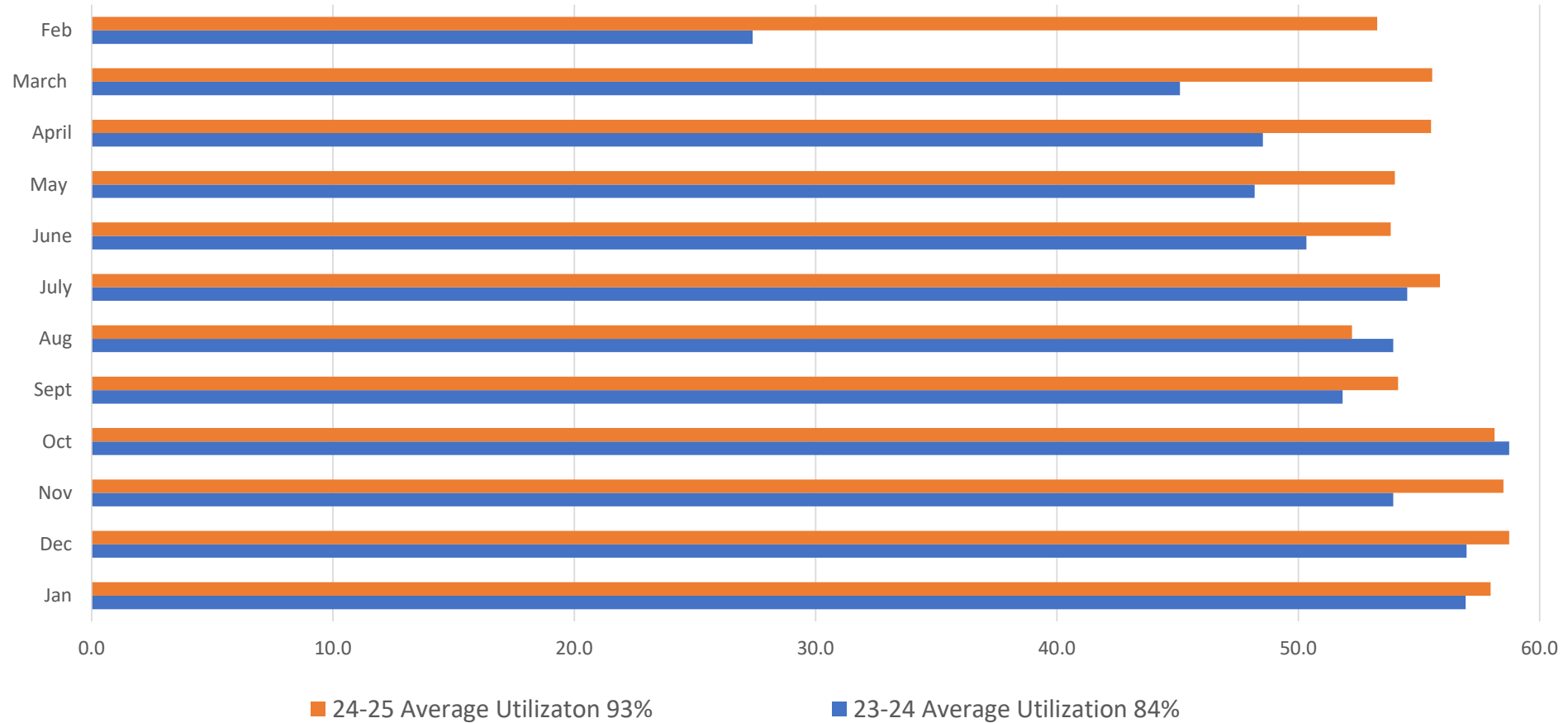
- 18-24 (8)
- 25-34 (21)
- 35-44 (41)
- 45-54 (31) **down from 39 last year**
- 55-64 (57) **up from 47 last year**
- 65+ (25) **up from 21 last year**

Location prior to entry

- 166 West Slope
- 17 South Lake Tahoe

Bed Utilization

Year Over Year Comparison





Average Length of Stay down
30% over prior year

89 days in year 1
62 days in year 2

55% increase in exits to
Permanent Housing over last
year

19 exits to PH in year 1
43 exits to PH in year 2

62 (35%) total exits to PH*

State average exit to PH is 26% for all programs, not just
Emergency Shelter (source: Cal ICH System Performance Measures;
HDS data portal)

Exits due to behavior
violations down 10% over
last year

176 Exits in the last year

57 (32%) exited due to behavior violations
73 (41%) exited due to excessive nights out

5 (3%) exited to Substance Abuse
Treatment

*Includes 6 that exited to interim location
prior to moving into permanent housing and
5 that returned to homelessness

Navigation Center clients can be referred again after exiting*

Clients with 1 visit (116)	<ul style="list-style-type: none">• 34% (39) exit to permanent housing• 100% (39) remain housed
Clients with 2 visits (59)	<ul style="list-style-type: none">• 33% (13) exit to permanent housing• 92% (12) remain housed
Clients with 3 visits (32)	<ul style="list-style-type: none">• 22% (7) exit to permanent housing• 43% (3) remain housed
Clients with 4 visits (17)	<ul style="list-style-type: none">• 12% (2) exit to permanent housing• 100% (2) remain housed
Clients with 5 or more visits (3)	<ul style="list-style-type: none">• 33% (1) exited to permanent housing• 0 remain housed

*Data is cumulative since opening

Costs of Operating the Navigation Center

Operating funds are sourced from State and Federal grants*

Amounts budgeted for Navigation Center:

- CDBG-CV – \$2,212,438.82
- ESG-CV – \$1,558,848.59
- HHAP – \$1,323,956.27
- ESG – \$200,000
- PLHA – \$1,349,028.60**

*General Fund costs: \$16,000 negative interest and \$113,160 utilities

**PLHA is allocated for staffing of HHSA Social Workers and team only

Operations are contracted with two service providers procured through a competitive bid

- Volunteers of America (VOA) provides full-time staffing of the facility, including a Director, Intake Supervisor, 4 Case Managers, Lead support staff, and support staff.
- Upper Room Dining Hall provides meals for the participants. Meals are prepared off-site and delivered each day. Clients receive a continental breakfast, bagged lunch, and a hot dinner.

Average monthly operating cost per participant

- The average monthly operating cost for the shelter is \$188,717.00
- This equates to approximately \$3,145.00 per client per month or \$105 per day

Budget Breakdown

Grant	Awarded To	Total Amount	Navigation Center Operations Budget	Navigation Center Construction Budget	Other Homeless Services Budget
CDBG-CV*	County	\$2,212,438.82	\$2,212,438.82		
ESG-CV*	CoC	\$1,653,000.00	\$1,558,848.59		\$94,151.41
HHAP (1-5)	County	\$3,145,812.84	\$1,172,300.27	\$1,324,219.13	\$649,293.44
HHAP (1-5)	CoC	\$3,366,586.10	\$151,656.00	\$837,132.52	\$2,377,797.58
ESG	County	\$200,000.00	\$200,000.00		
PLHA (I-IV)	County	\$2,652,604.00	\$1,349,028.60	\$1,194,934.95	\$108,630.45
	Totals	\$13,230,441.76	\$6,644,272.28	\$3,356,286.60	\$3,229,872.88

*Grants are fully expended/expired

How HHSA Social Workers are Involved



HHSA Integration of Housing Programs

HHSA Social Workers provide intake support to the Navigation Center and Housing Navigation Services to clients.

HHSA Social Workers collaborate across housing programs to provide a more robust set of options for clients



Outreach and Engagement

HHSA Social Workers collaborate with LE partners and VOA to plan outreach to encampments

HHSA Social workers stay in communication with those that are interested in entering the Navigation Center



Data Collection

HHSA Social Workers create and use tools to help with data collection in the field

HHSA Social Workers use fields added to the intake records to collect data that is relevant to Stakeholder interest



Addressing homelessness in the County continues to be a team effort

El Dorado County Agencies

- Health and Human Service Agency
- Probation

El Dorado Opportunity Knocks CoC

Law Enforcement

- EDSO – Homeless Outreach Team
- Placerville Police Department
- SLT Police Department

Community Partners

- Community Health Center
- Marshall Hospital
- Managed Care Plans: Mountain Valley Healthcare, Anthem Blue Cross
- Housing El Dorado
- Tahoe Coalition for the Homeless



Success Stories

