

SYSTEM ADVOCATES

Building relationships to increase trust, improve data collection, and encourage better outcomes.



KCRHA
King County Regional Homelessness Authority

System Advocate Co - Directors



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Navigating the Current System



Intake protocols are repetitive and invasive, leading to unreliable data.



The system does not provide people with the opportunity to form the lasting relationships with provider staff that assist in stability.



Sweeps are a demoralizing and dehumanizing approach to people forced to live outside.



System fragmentation makes it difficult to drive towards particular outcomes.



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Continuity of Services

Stay with people over time, throughout every stage of their journey from homelessness to permanent housing.



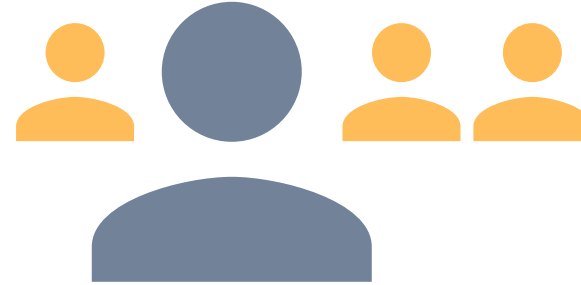
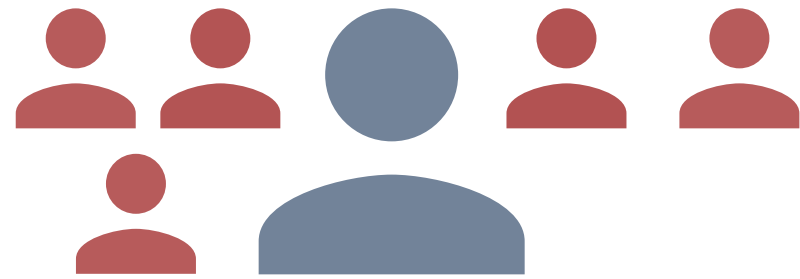
Coordination amidst Fragmentation

Support people experiencing homelessness with a deep understanding of what they need in order to navigate across service systems.



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The Current System Experience: Discontinuity of Services



Initial Engagement

- Outreach Worker
- Health Clinic Social Worker
- Legal System Social Worker or Parol Officer
- Regional Access Point, food bank, or hygiene facility Case Manager
- School based Case Manager

Shelter

- Shelter Based Case Manager
- Behavioral Health Case Manager
- Specialist Case Manager: RRH, Benefits, Housing Navigation

Permanent Supportive Housing

- On- Site Case Manager



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The System Experience with a System Advocate: Continuity of Services



The Current
System
Experience:

Navigating
Fragmented
Systems
on a Day to
Day Basis

	Monday	Tuesday	Wednesday	Thursday	Friday
6 am					
7 am					
8 am	Travel	Travel	Travel	Travel	Travel
9 am	Case Management Appt	Temporary Work		Case Management Appt	Worksource: Employment applications
10 am			Behavioral Health Case Managment	Travel	
11 am	Travel		Travel	Travel	Court
12 pm	Lunch at Food Bank	Lunch at Food Bank	Lunch at Food Bank	Lunch at Food Bank	Lunch at Food Bank
1 pm	Travel	Travel	Temporary Work	Travel	Travel
2 pm	Laundry and Shower	Health Clinic		Laundry and Shower	Health Clinic
3 pm	Travel			Travel	
4 pm	Dinner at Church	Travel	Dinner at Church	Library- work on Housing Application	Travel
5 pm			Travel		
6 pm	Travel			Travel	
7 pm					
8 pm					
9 pm					
10 pm	Shelter Curfew	Shelter Curfew	Shelter Curfew	Shelter Curfew	Shelter Curfew
11 pm					
12 am					

The System Experience with a System Advocate: Coordination across Service Systems

