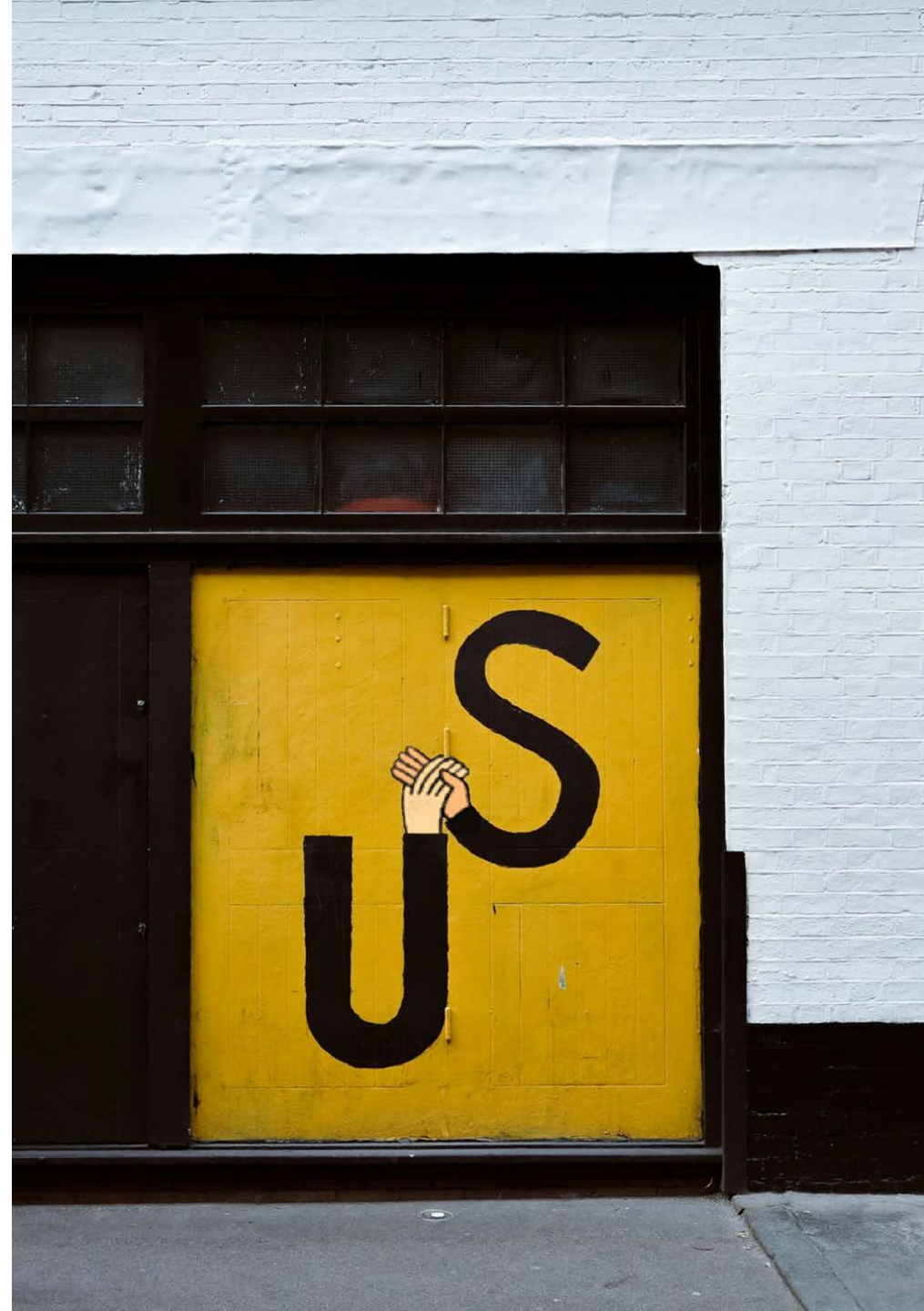


# HSH Non-Profit Provider Conference

December 2018





DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Program Leads Session

<http://hsh.sfgov.org/>



# Introductions

3

- Who is in the room?
- Meet two people you don't know
  - What's one thing you are working on that you are excited about?
  - What's one thing that would improve the system for people experiencing homelessness?



# Session Agenda

4

- Welcome and Introductions
- System Vision and Partner Roles
- Core components of system
  - Coordinated Entry and Problem Solving
  - Shelter and Outreach
  - Housing
- Small Group Discussions
- Report Out



# HSH Mission

5

Through the provision of coordinated, compassionate, and high-quality services, the Department of Homelessness and Supportive Housing strives to make homelessness in San Francisco rare, brief, and one time.

# Core Components of the System

6



Coordinated Entry



Temporary Programs & Shelter



Street Outreach



Housing



Problem Solving



Housing Ladder



# Partner Roles

7

- Excel in resource delivery
- Use all resources
- Partner with HSH at all points
- Use most effective practices



# Coordinated Entry and Problem Solving

- Vision
- Where we are
- Partner roles





Person or Family Seeking Help



Encampments



Street Outreach



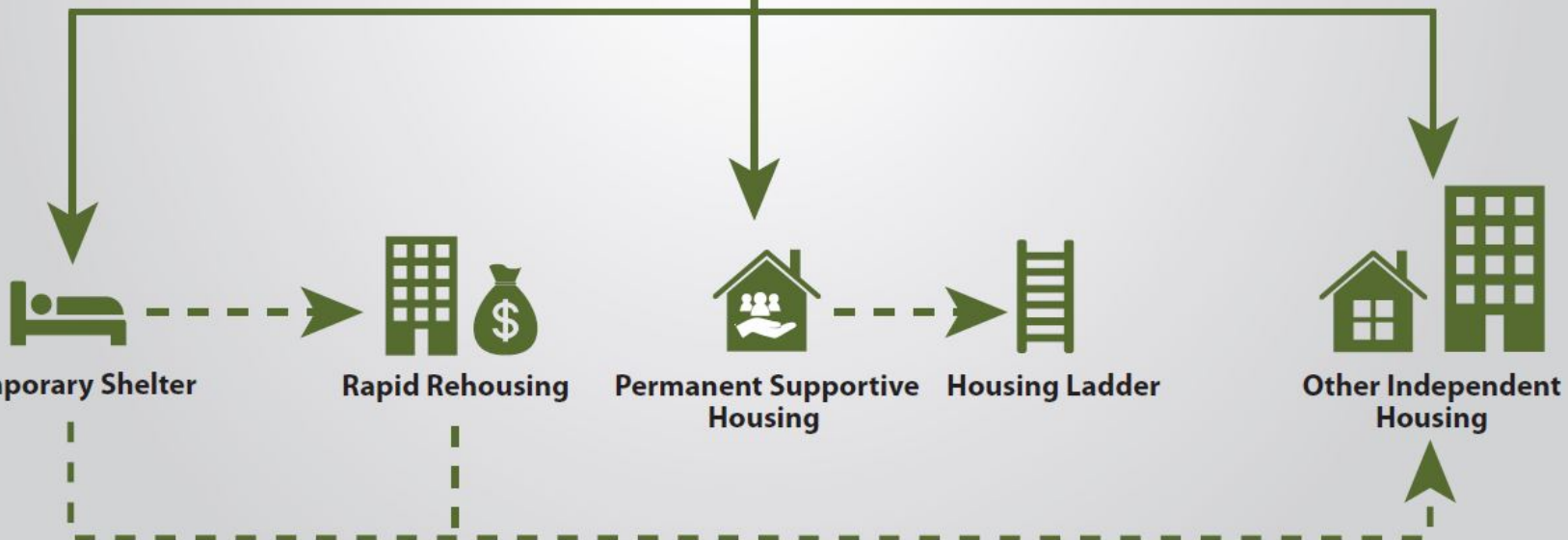
Mainstream Systems



# COORDINATED ENTRY

ACCESS POINTS

Problem Solve + Assess + Prioritize + Refer





# Coordinated Entry

10

- Why CE?
- How is it going?



# Problem Solving

11

- ✓ What is Problem Solving?
- ✓ Why now?
- ✓ How is it going?



# Partner Roles in 2019

12

## • Coordinated Entry

- Partners operating access points
- All partners support/understand/promote

## • Problem Solving

- Access points providing problem solving
- All partners promote/use concepts



# Outreach and Shelters

- Vision
- Where we are now
- Interaction with CE and Housing
- Partner roles



# Outreach

14

- SF Homeless Outreach Team (HOT)
- Encampment Response Team (ERT)
- Larkin and HYA for youth
- Mobile Access (for Coordinated Entry)
- HSOC – Multi-agency response center includes SFPD, DPW, DPH, and many others



# Shelters and Navigation Centers

15

## • Emergency Shelters

- Adults and TAY – 1203
- Family **units** - 200

## • Navigation Centers

- Time Limited ~230
- Path to Housing ~265



# Interaction with CE and Housing

16

- General shelter not through CE
- Nav Centers accessed through CE or paired to priority status (housing path)
- People in shelter connected to CE
- Outreach programs able to perform CE functions or get people to access points





# Partner Roles

17

- Shelter
- Outreach



# Housing

- Vision
- Where we are now
- Partner roles



# What we mean by Housing

19

- Rapid Rehousing
- Permanent Supportive Housing
- Scattered Site Supportive Housing
- Housing Ladder



# Rapid Rehousing

20

- Help establishing tenancy
- Short to medium term support
- Connections to employment
- Goal to take over rent
- Can be within San Francisco or outside
- New initiatives:
  - 400+ Heading Home for families
  - 500 Rising Up for Youth
  - 40 for Adult



# Permanent Supportive Housing


21

- Mainstay of HRS and model programs – thanks to your efforts
- Excited to work with providers to standardize contracts and develop more meaningful outcome metrics.
- Working to diversify funding – NPLH and Medi-Cal
- Adding additional Housing Navigation/Stabilization roving team for priority status individuals
- More than 1,500 units in PSH pipeline through 2024



# Housing Ladder

22

-  Moving On Initiative (MOI)
  - Subsidies to people who have been in PSH
  - Supports resident goals
  - Creates flow/new openings
  - Up to 300 vouchers in pipeline



# Partner Roles

23

- Unit turnover/filling vacancies
- Communication with partners and HSH program managers
- Sharing expertise- learnings and best practices (e.g. programming)



# Homelessness Response System





Person or Family Seeking Help



Encampments



Street Outreach



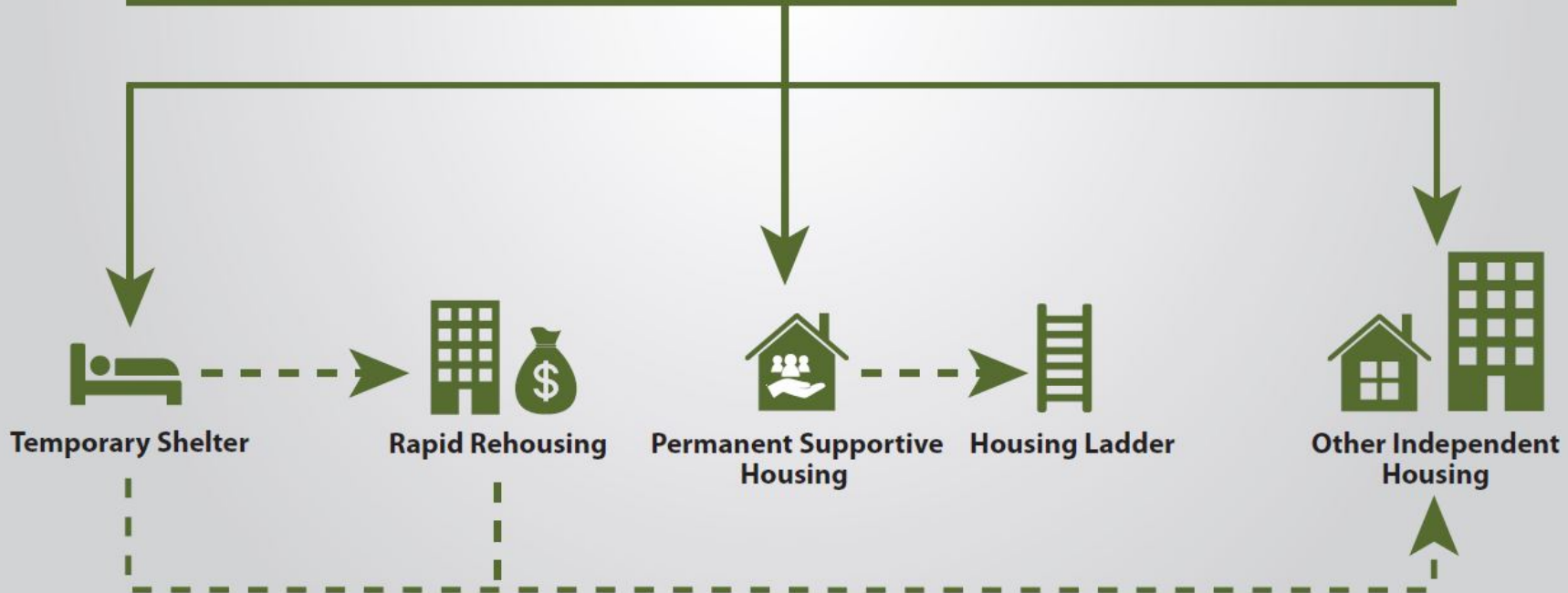
Mainstream Systems



# COORDINATED ENTRY

## ACCESS POINTS

Problem Solve + Assess + Prioritize + Refer





# Time for Questions?



# Breakout Sessions

27

- What is most game-changing about the system approach and vision described?
- What are our agencies best set up for now and what changes will our organizations need to make?
- What help will we need from HSH or others to reach these goals?
- What messages will we take back to our staff from today?



# Report Back on Breakout

28

- Most game-changing?
- Changes we need to make?
- Help from HSH?
- Messages to take back to staff

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