



Headquarters at 440 Turk Street and Adult Access Point Background



In August 2016, the City and County of San Francisco launched the Department of Homelessness and Supportive Housing (HSH) to fundamentally change the way San Francisco addresses homelessness. Our vision is to make homelessness a rare, brief, and one-time event. Our aim is a significant, sustained reduction in homelessness in San Francisco. To learn more about our strategies for achieving these goals please see our *5 Year Strategic Framework* which can be found on our website: <http://hsh.sfgov.org/research-reports/framework/>

As part of the development of the Department, the City purchased 440 Turk Street as our headquarters. HSH considered multiple ideas of how to best use 440 Turk Street. Our initial proposal was to open a resource center, but based on input from the community, HSH decided that 440 Turk Street will house our main offices and a Coordinated Entry Adult Access Point. An Access Point is a physical location where people experiencing homelessness can get assessed and connected to the homelessness response system. An Access Point is not a drop-in center or a multi-service site, but rather a place for assessments and referrals. In addition to the Access Point at 440 Turk Street, HSH and its providers operate many Access Points throughout the City for adults, families, and young people experiencing homelessness. The Access Point at 440 Turk will be managed by Episcopal Community Services.

HSH Offices

- Offices for ~100 HSH staff
- Open Monday-Friday 7am-7pm
- Expect up to 25 clients a day for meetings with staff of the Homeward Bound Housing and other programs

Adult Access Point

- Offices for ~10 nonprofit staff
- Open Monday-Friday 8am-5pm
- Expect up to 40 clients a day for assessments, referrals, prevention

Amenities

- Showers, laundry & storage only for people receiving services at the Access Point
- Expect up to five people will utilize showers



Being a Good Neighbor

HSH is thrilled to be joining the vibrant and historic Tenderloin (TLC) Community! Many of HSH's staff and providers live and/or work in the TL. Since the purchase of 440 Turk for HSH's use, HSH has been an active and enthusiastic participant in 4CornerFriday (a community activation effort) and its SF Homeless Outreach Team and other services are active in the TL on a daily basis.

In preparing for the move, HSH has been keeping key community partners and stakeholders informed of our timelines and attending community meetings to share updates about our move and security plans for the 400 Turk property.



Neighborhood Safety Plan

HSH has established a thorough, community-based security model to provide for the safety of its staff, tenants and patrons of the headquarters. HSH's safety plan will also contribute to the ongoing activation of the 440 Turk block and increase security and outreach presence in the neighborhood. Specifically:

- HSH will have 2 security guards on duty from 6:30am-7:00pm on work days (building operation hours are 7:00am-7:00pm and Access Point hours are more limited from 8 am to 5 pm)
- HSH will have one off duty police officer providing support and security to 440 Turk from 7:00 a.m. to 9:00 a.m.; 5:00 p.m. to 7:00 p.m. daily in early January, then through March during work days.
- HSH’s Homeless Outreach Team will continue its significant outreach and engagement efforts in the TL and around 440 Turk
- HSH will partner with SFPD to continue to improve safety on the block
- HSH is contracting with the Department of Public Works to ensure the outside of its immediate building remains clean and free of debris
- HSH will contract with a nonprofit community ambassadors who will monitor the 400 block of Turks Street and the area around the 440 office. Monitoring will include picking up debris and sharps in the area and engaging with individuals on the street to:
 - Offer information and directions to services
 - Identify individuals who may need SF HOT outreach or emergency services and make appropriate calls for such service
 - Discourage loitering and unhealthy activity
 - Provide directions and local information
 - Encourage individuals seeking Access Point services to wait in the spaces available off the street during Access Point operational hours. Redirect individuals to other City services during the hours the Access Point is not open
 - Interact and coordinate with other groups covering the same area, such as the San Francisco Police Department, Department of Public Health and other partners



Additional Details



- HSH staff will move in several phases in mid/late January 2020. The Adult Access Point will open approximately one month after HSH staff have completed their move in.
- For more information, contact dhsh@sfgov.org.