THE HOMELESSNESS RESPONSE SYSTEM

HSH Nonprofit Provider Conference

**December 2019**

The Homelessness Response System
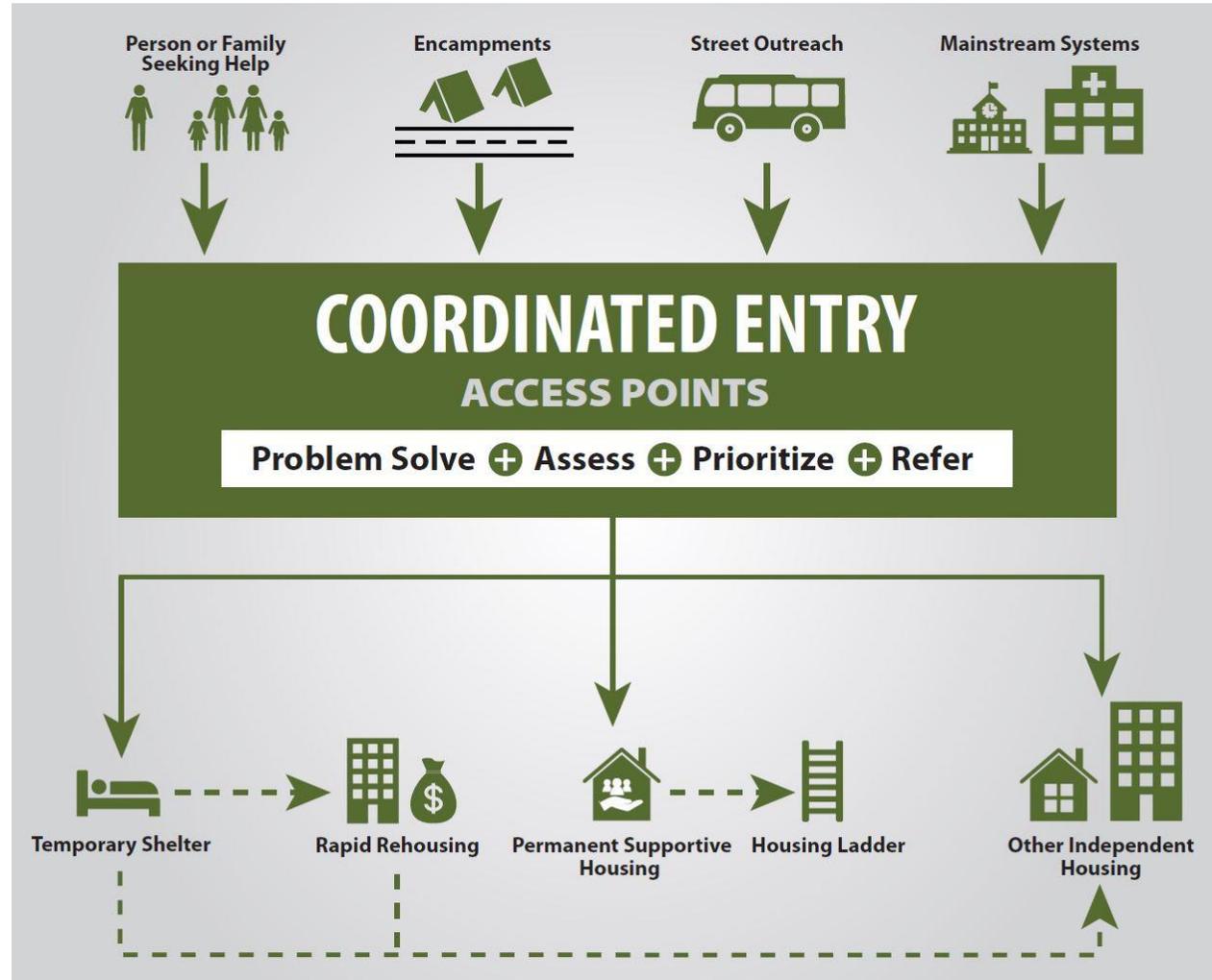
Street Outreach
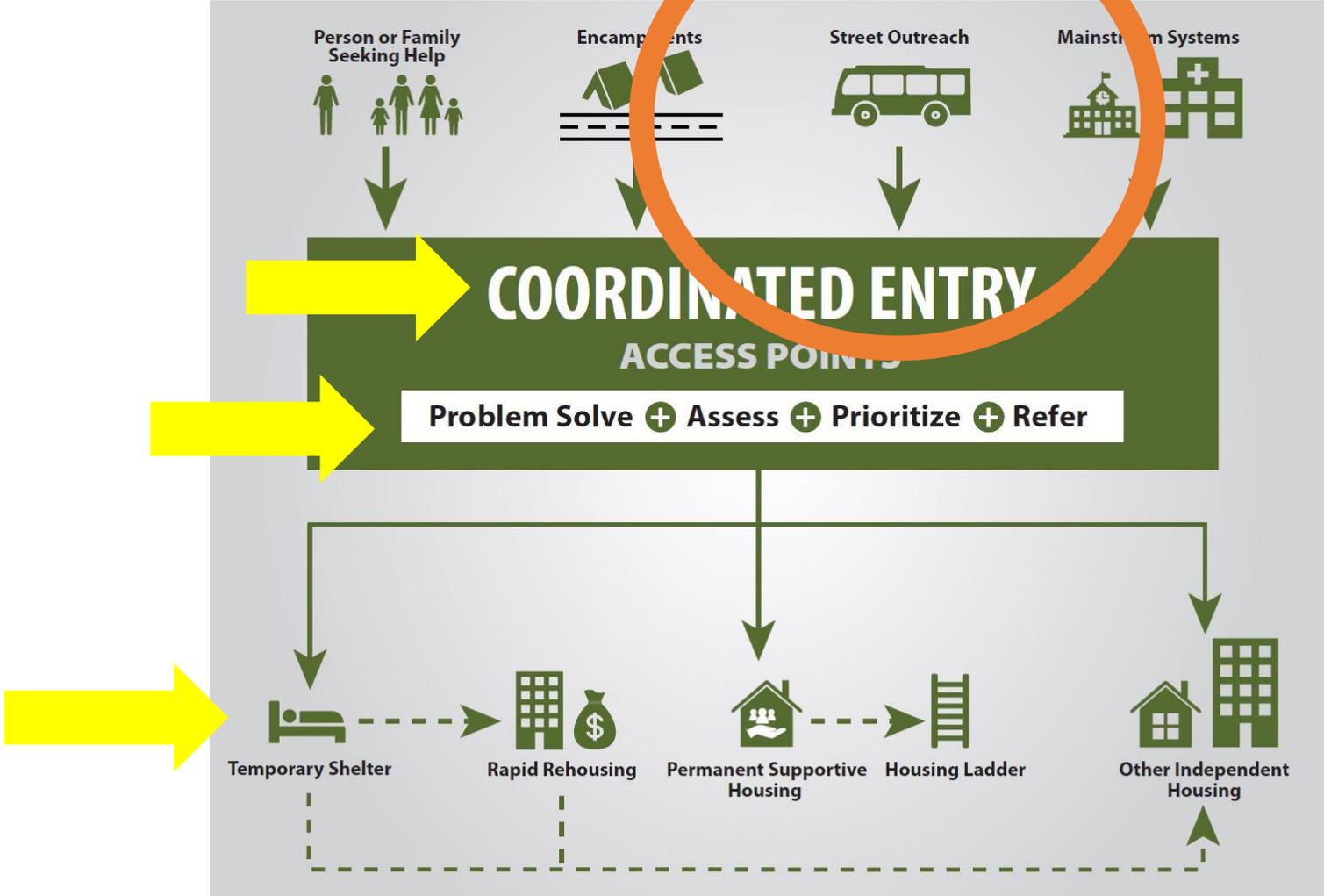
Street Outreach
Homelessness Response System

MECCA CANNARIATO, HSH

JOSE TORRES, HELUNA HEALTH

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Outreach

1 piece = SF HOT

Rest of pieces =
- Other contracted outreach
- Informal outreach
- HSOC
- Mobile medical teams

About SF HOT

- **Focus = people most unable to navigate independently**
- Integrates best practices
- District-based teams
- Case Management program
- Special projects

Connects people to:
- Access Points
- Housing Navigators
- Temporary shelter options
- Crisis care

From 2019

- **Capacity:** Hired additional staff, added diversity and representation

- **Function:** Trained and deployed as Mobile Access Point

- **Function:** Supported vehicle encampment resolution

- **Coordination:** Streamlined process and roles with Housing Navigators and staying connected to people with Housing Referral status

For 2020

Coordination

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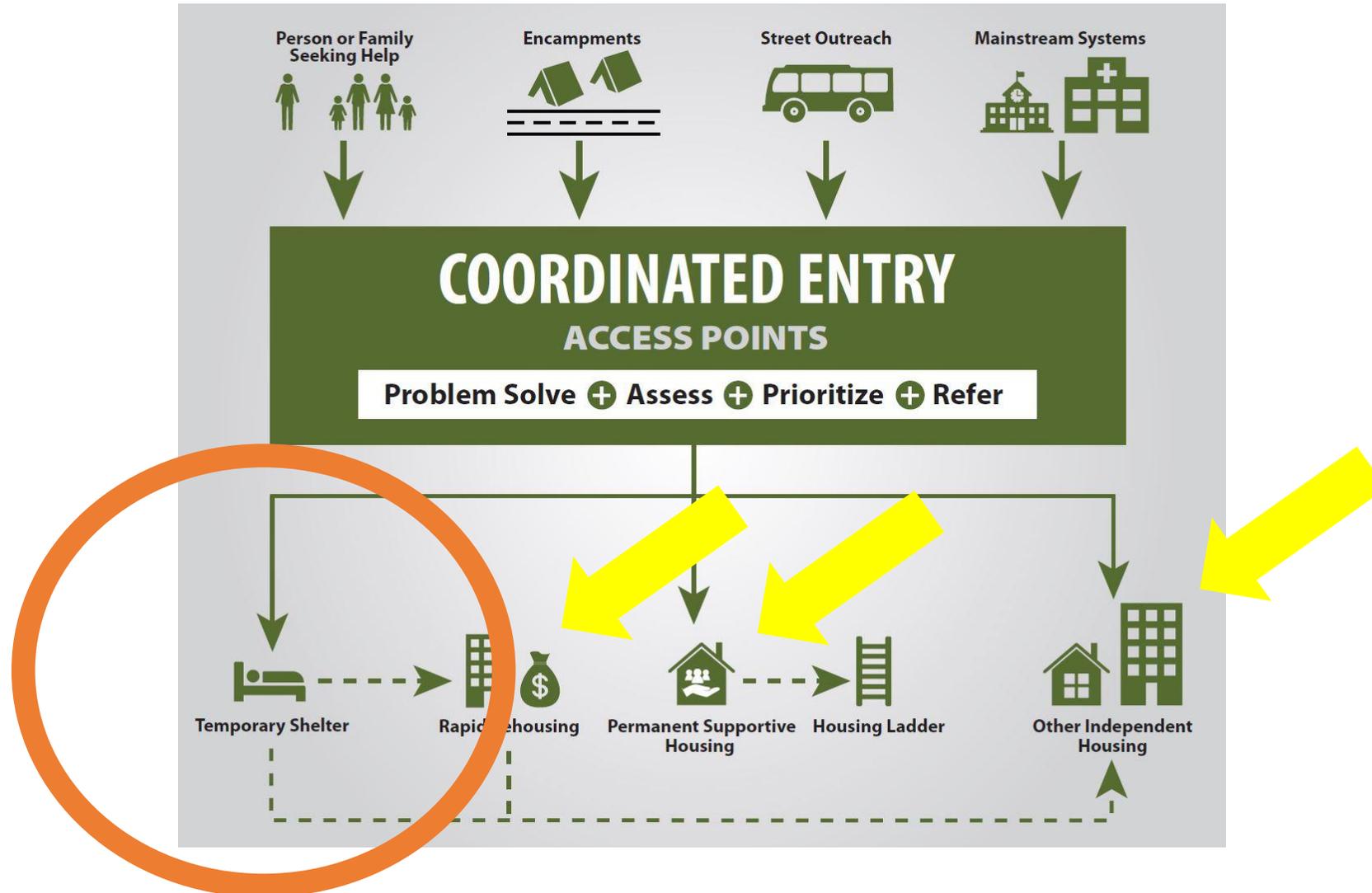
Temporary Shelter

Temporary Shelter Overview
Homeless Response System

STEVE GOOD, FIVE KEYS

ELISABET MEDINA, HSH

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Temporary Shelter Portfolio

Emergency Shelter

- **Minor Youth**   **22 beds**
- **Transitional Aged Youth (18 – 24)   40 beds**
- **Adults   1,203 beds**
  - **Interfaith (seasonal)   40-100 beds**
- **Families**
  - **Family Congregate   171 beds**
  - **Individual Room Shelters   127 rooms**

Temporary Shelter Portfolio

Navigation Centers

- **Adults**   **575 beds**
  - **Currently**   **4 providers**
  - **5 sites**

- **New sites in design and/or construction**

Temporary Shelter Portfolio

Transitional Programs (longer stays)

- **Transitional Aged Youth (18 – 24)**
  - THP +   70 units
  - Other programs   182 units

- **Families**   33 units

Temporary Shelter Portfolio

FIVE KEYS: Navigation Center High Points

- **Bayshore** **128 beds**

- **Embarcadero (to open Dec/Jan)** **200 beds**

- **Program high lights**
    - A variety of activities and programs
    - Staff integrated into every role
    - Case Management works closely with operations staff

Buena Vista Horace Mann Stay-over Program

- **Partnership: SFUSD, DSCS, & HSH**

- **60 beds**

- **Program highlights**
  - Families with a student in SFUSD
  - Connection for families to HSH programs
 - Collaboration with SFUSD School Health Programs

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Problem Solving
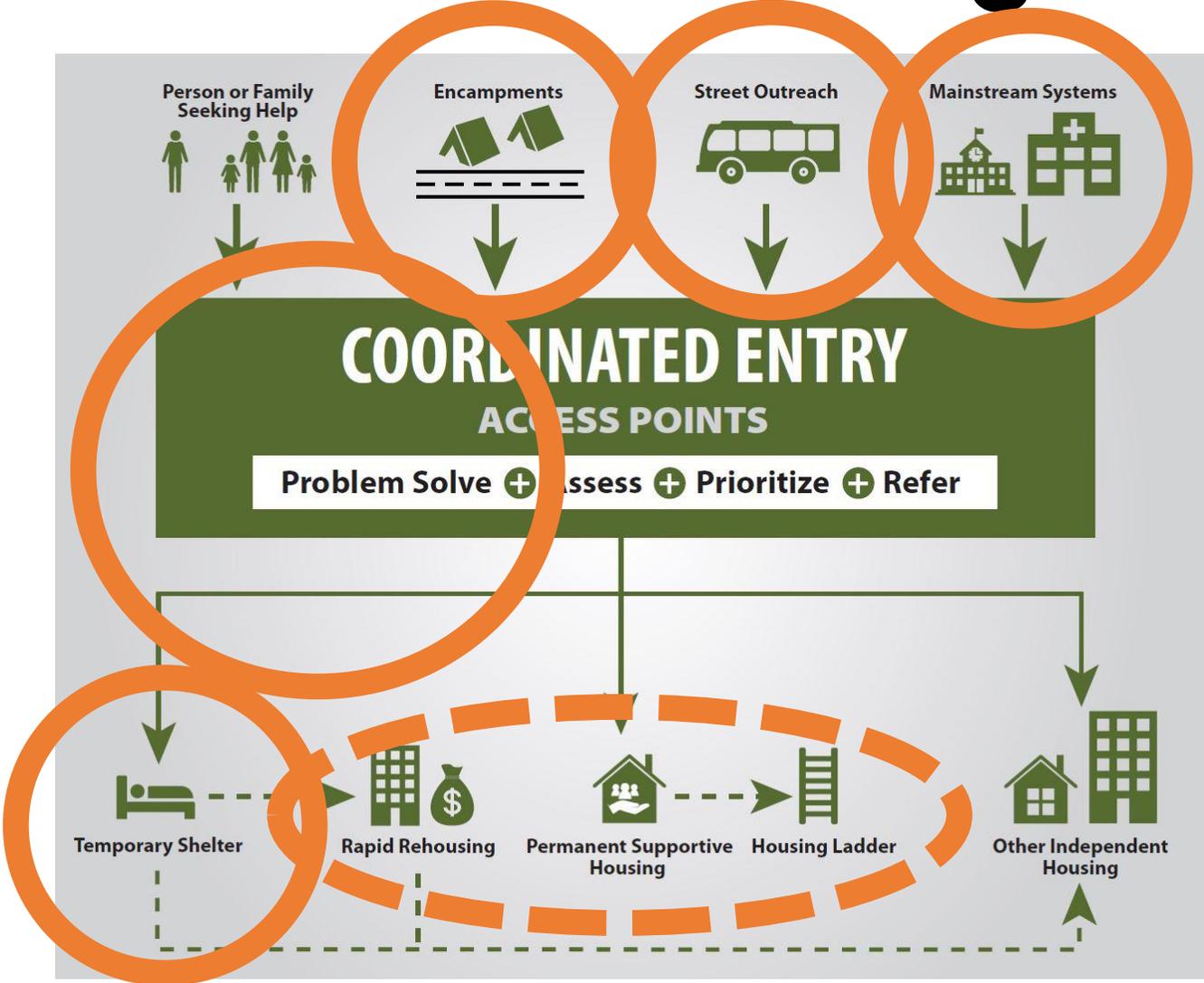
PROBLEM SOLVING
Homelessness Response System

JULIETA BARCAGLIONI, HSH
JOSH STEINBERGER, ECS

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What and Where of Problem Solving?

Provides opportunities to **prevent** people from entering the Homelessness Response System and to **redirect** people who can resolve their homelessness without the need for shelter or ongoing support.

Mobile → SFHOT → Youth, Family, Adult

Access Points → 12 Access Points → Youth, Family, Adult
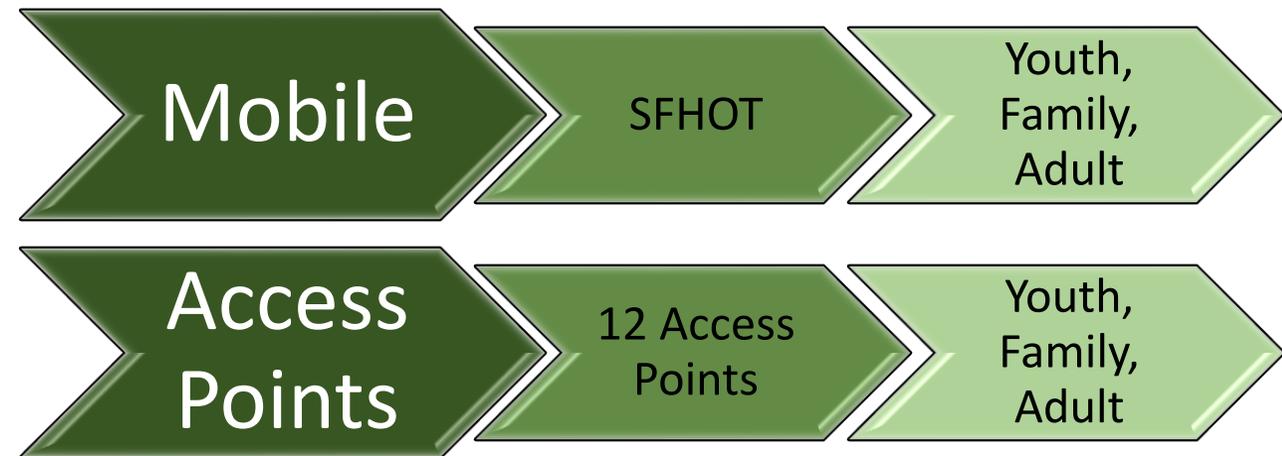
Problem Solving – A Continuous Resource

- Available **continuously** throughout people's experience of homelessness

- Available to every **youth**, every **adult**, every **family** at **any** point of their experience

- **All** in "Problem Solving Status" until moved to "Housing Referral Status"
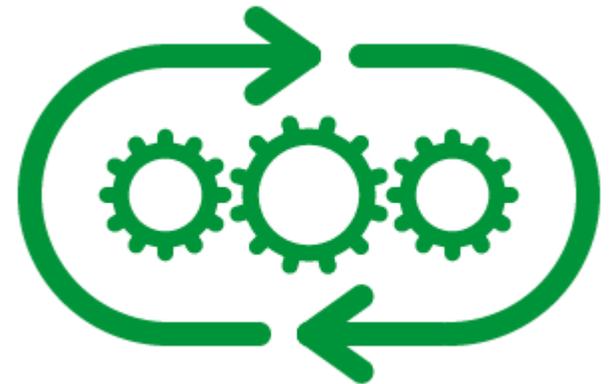
Practical Lessons Learned

- Problem Solving Pilot (Adult System)
  - Nov 2018 to June 2019
  - Around 4,400 problem solving conversations; just over 400 resolutions; 9% resolution rate
- Usually takes 2-3 conversations to reach resolution
- Average resolution is just over $1,800 dol
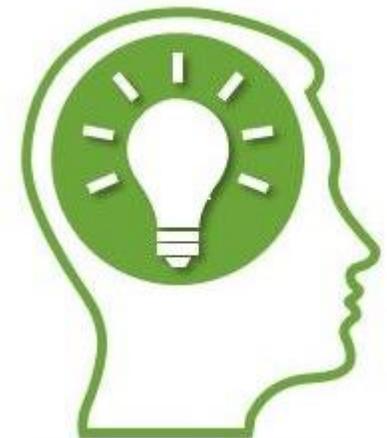
Lessons Learned

What to Expect for 2020?

- **Improved** and **streamlined** data collection on Problem Solving across all Access Points

- **Together**, learn about and share outcomes

- Data analysis will allow greater **equity** analysis –

  - Where is problem solving working and for who?

  - Are there disparities?

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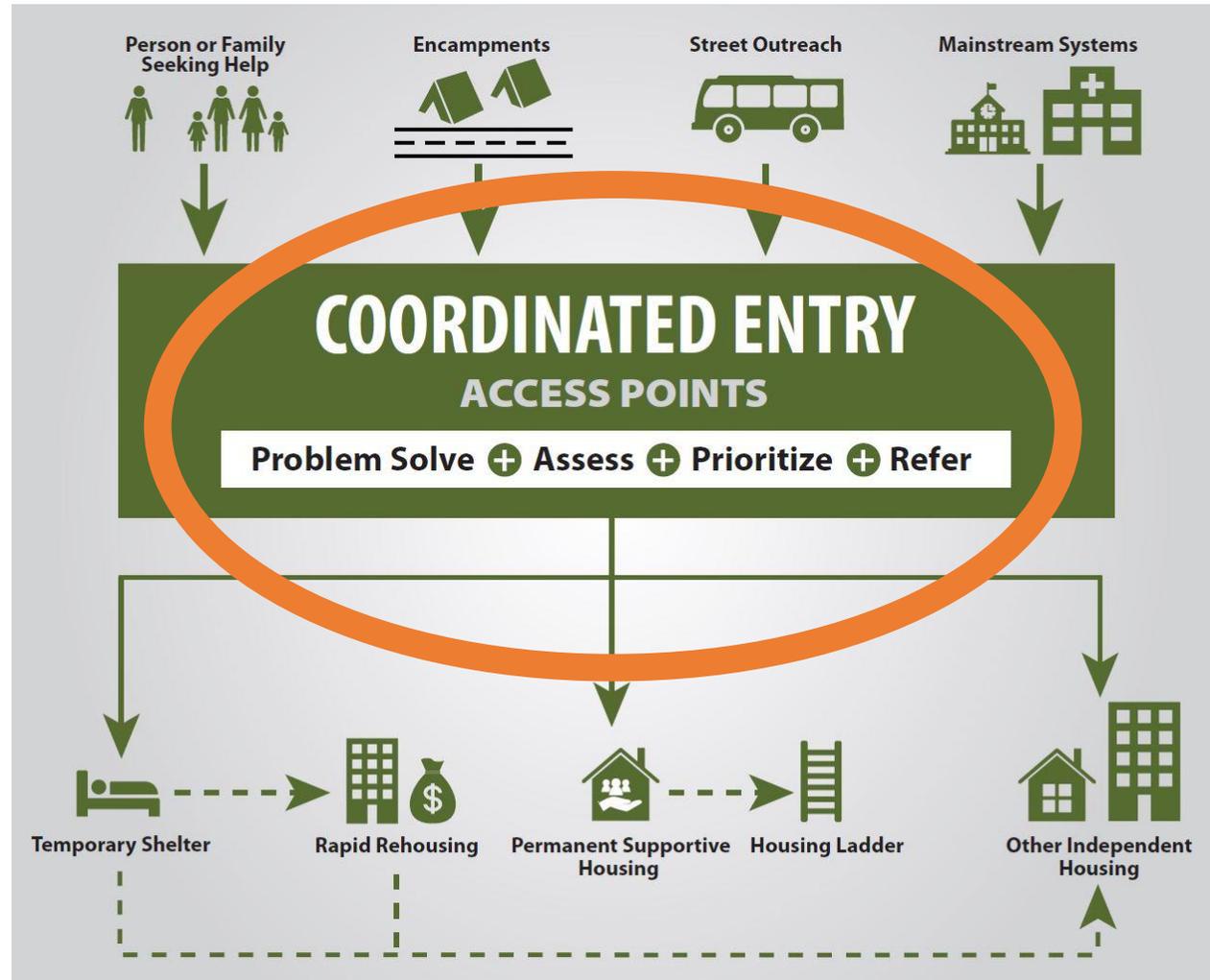
Coordinated Entry

Coordinated Entry
Homelessness Response System

Claire Genese | HSH |She/Her

Tevin Giles | SF LGBT Center | He/She/They

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Coordinated Entry and the Homeless Response System
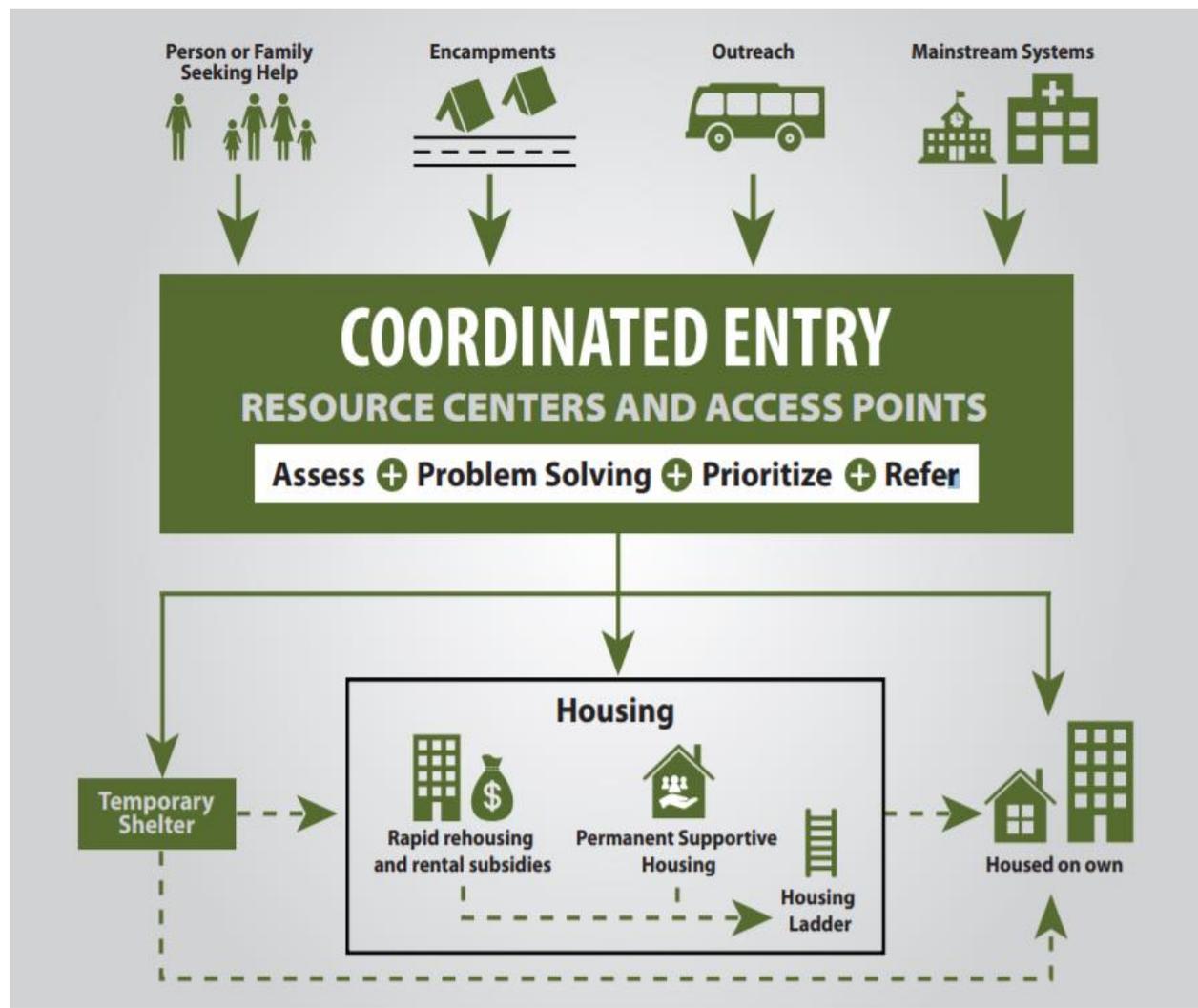
Coordinated Entry

Coordinated Entry is the Homeless Response System's method of equitably prioritizing people experiencing homelessness based on vulnerability, chronicity of homelessness, and barriers to housing.

To date:

8,500 adults over 18 assessed

2,400 families assessed

Coordinated Entry for Youth

- Launched April 2019

- Opened five Youth Access Points and one mobile Youth Access Point

- Problem Solved and assessed 847 youth without children experiencing homelessness

Equity Goal

- Proportional representation by race, ethnicity, sexual orientation, and gender identity for assessed and housing referral status clients

- Continue to prioritize clients for limited HSH-funding based on vulnerability, barriers to housing, and chronicity of homelessness

CE for Youth: Race/Ethnicity Assessed

Bar chart values:
- American: 49.7%
- White: 18.8%
- Multi-Racial: 6.9%
- Client doesn't know: 6.5%
- Data Not Collected: 5.4%
- Client Refused: 5.1%
- Asian: 3.0%
- American Indian or Alaska Native: 2.9%
- Native Hawaiian or Other Pacific Islander: 1.7%
- Ø: 0.1%

Pie chart legend:
- Non-Hispanic/Non-Latino 75.04%
- Hispanic/Latino 22.31%
- Data not collected 1.49%
- Client doesn't know 0.50%
- Client refused 0.50%
- Ø 0.17%
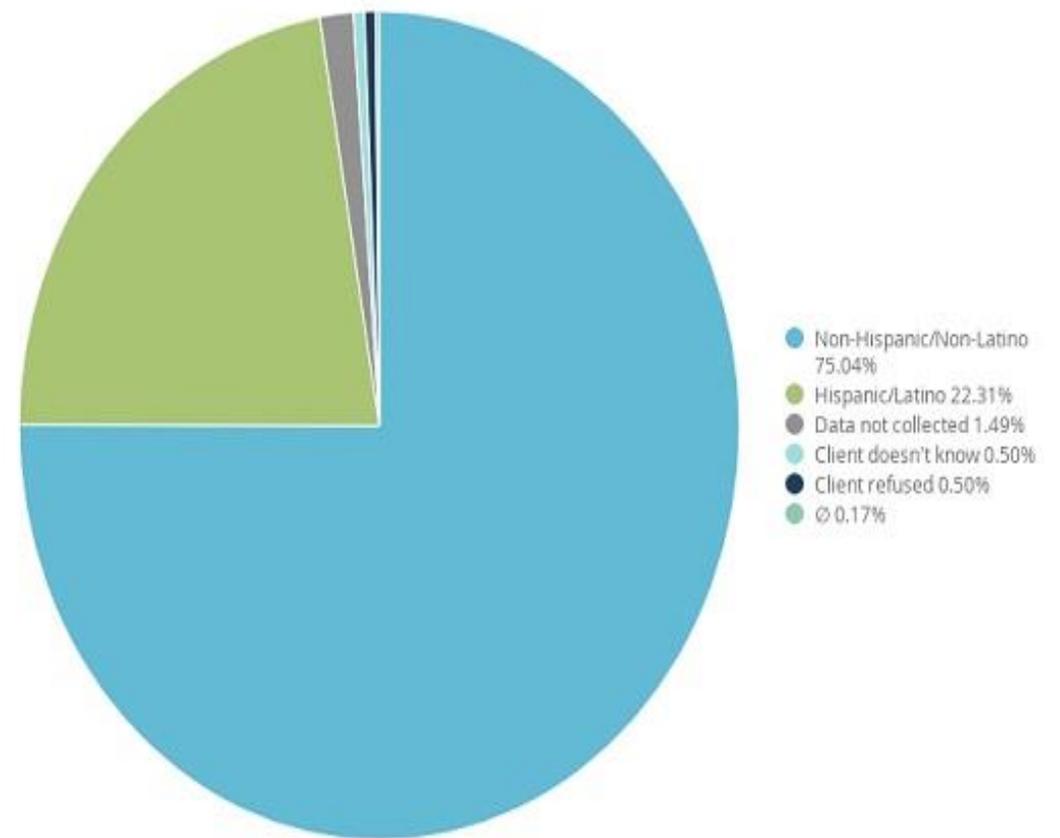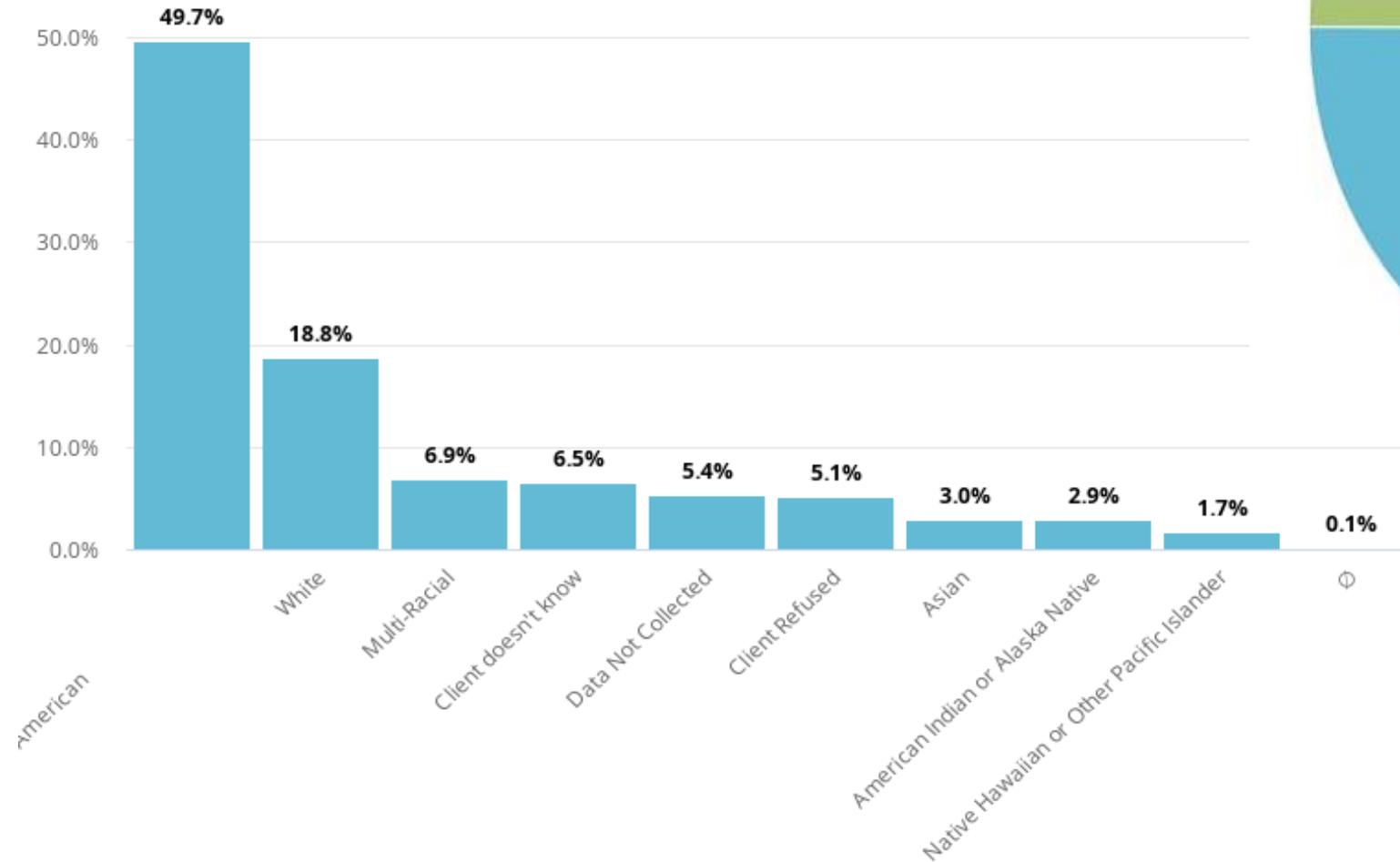
Youth Race/Ethnicity Housing Referral Status

Bar chart values:
- American: 47.3%
- White: 25.2%
- Multi-Racial: 7.7%
- Data Not Collected: 5.7%
- Client Refused: 4.4%
- American Indian or Alaska Native: 3.4%
- Client doesn't know: 2.3%
- Native Hawaiian or Other Pacific Islander: 2.0%
- Asian: 2.0%

Pie chart legend:
- Non-Hispanic/Non-Latino 72.30%
- Hispanic/Latino 23.82%
- Data not collected 2.22%
- Client doesn't know 1.11%
- Client refused 0.55%
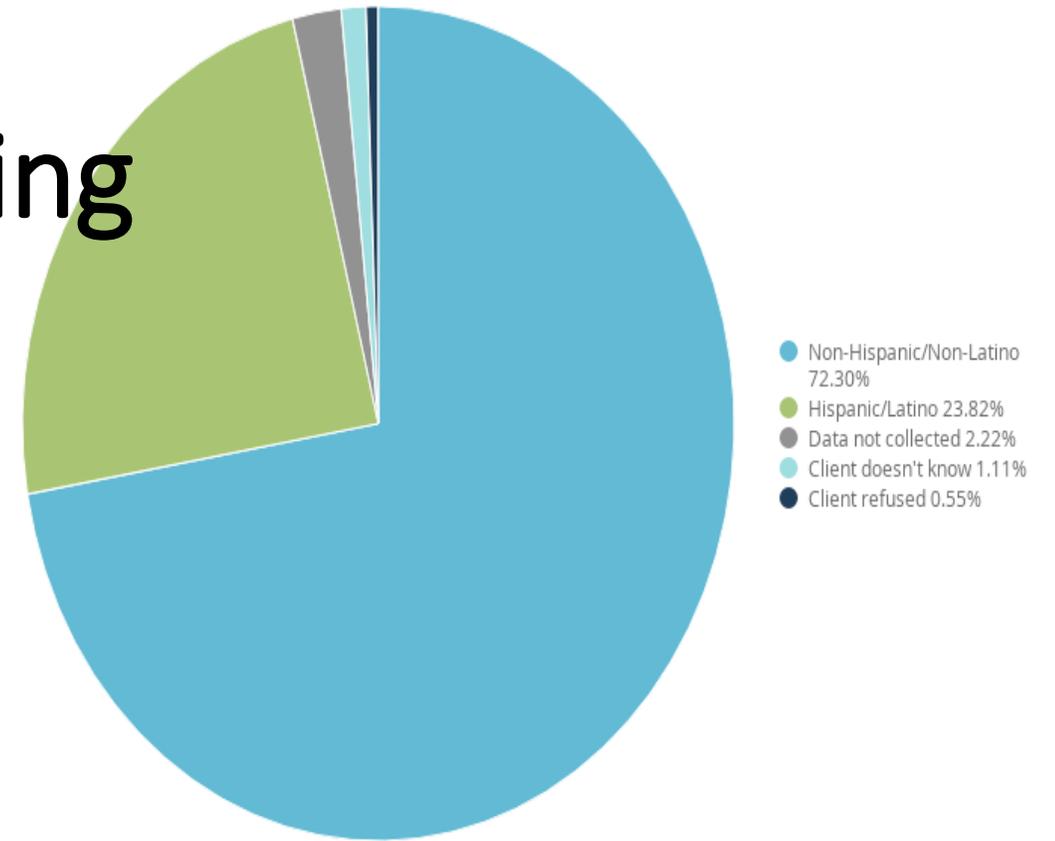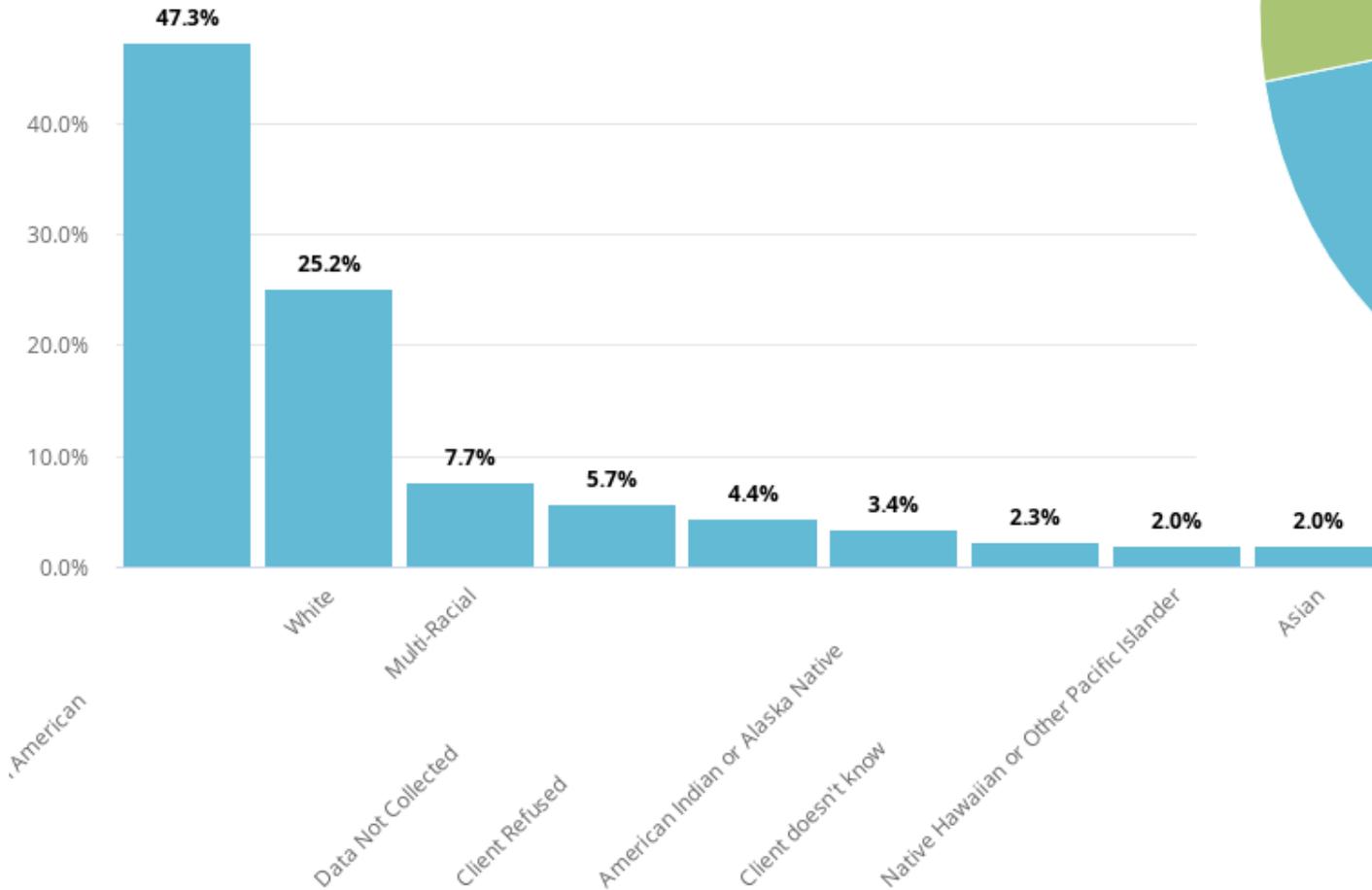
Sexual Orientation and Gender Identity: Youth Experiencing Homelessness

Figure 8.   SEXUAL ORIENTATION AND GENDER IDENTITY AMONG LGBTQ+ RESPONDENTS

■ Does Not Identify as LGBTQ+
■ Identifies as LGBTQ+

54%

46%

| Breakout of Respondents Answering Yes	n	%
Sexual Orientation		
Bisexual	28	33%
Questioning	6	7%
Gay/Lesbian/Same Gender Loving	35	41%
Other	12	14%
Gender Identity		
Transgender	14	16%
Genderqueer/Gender Non-Binary	5	6%
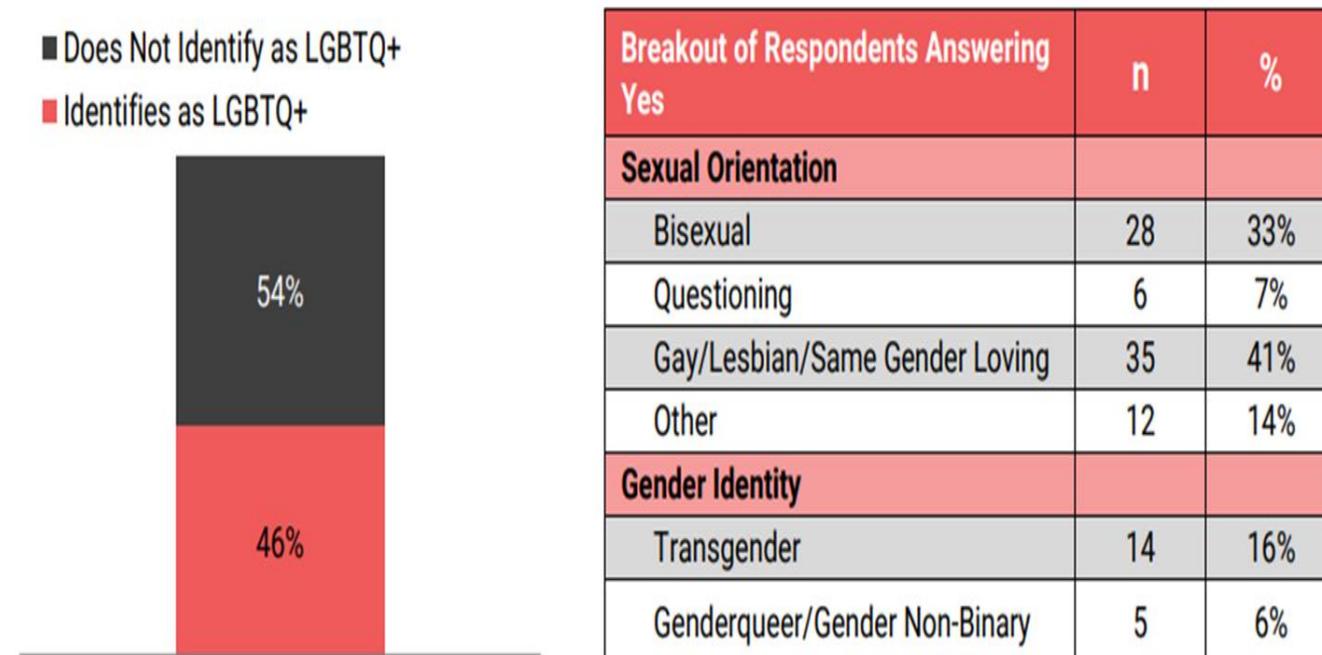
n = 184; Breakout n = 85

Note: Multiple response question. Percentages may not add up to 100.

CE for Youth: Gender Assessed
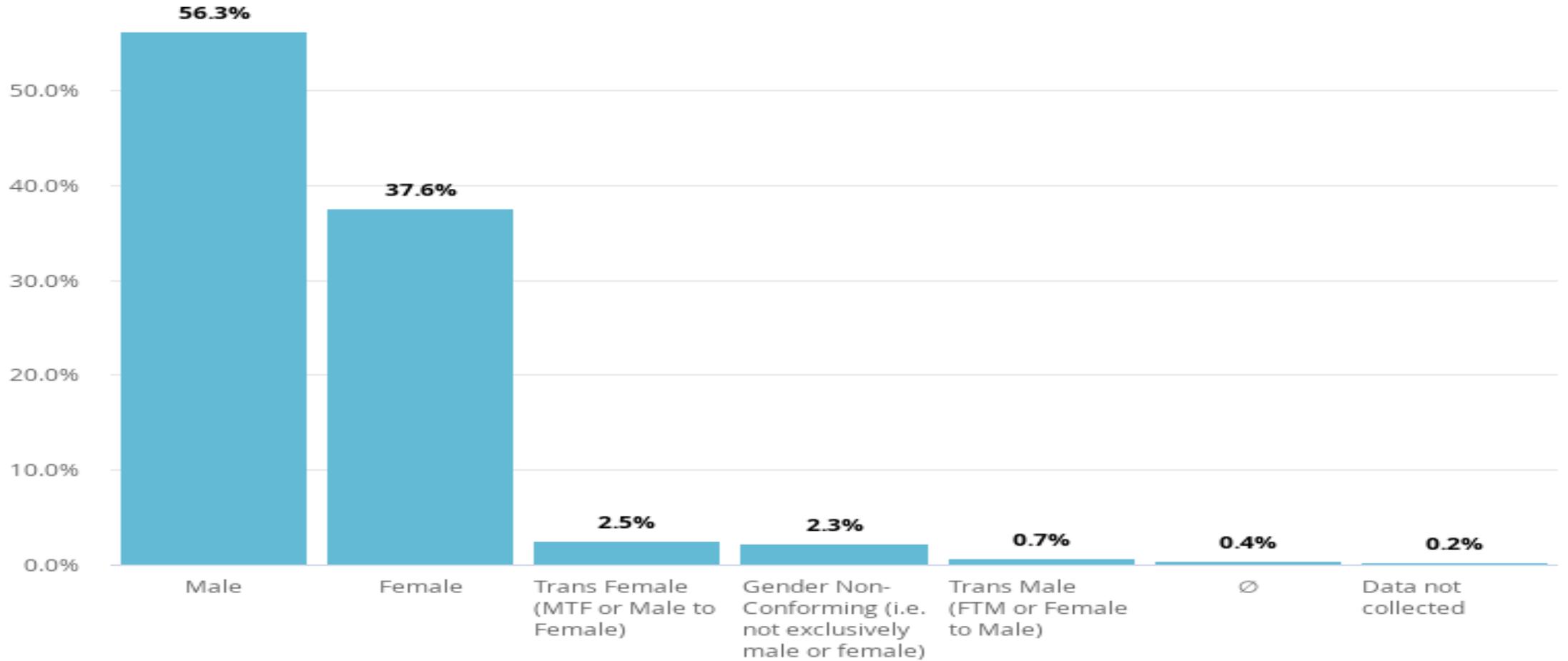
CE for Youth: Gender Housing Referral Status
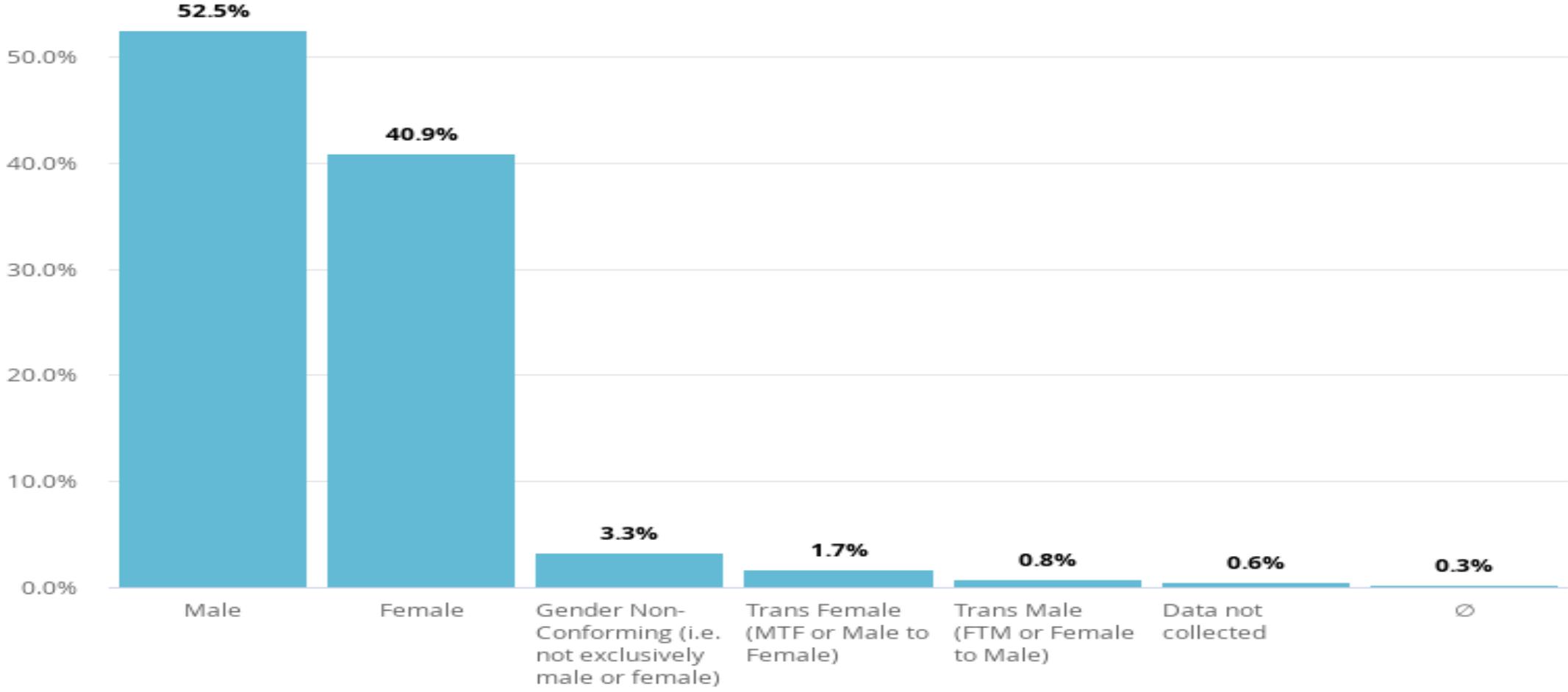
CE for Youth: Sexual Orientation Assessed
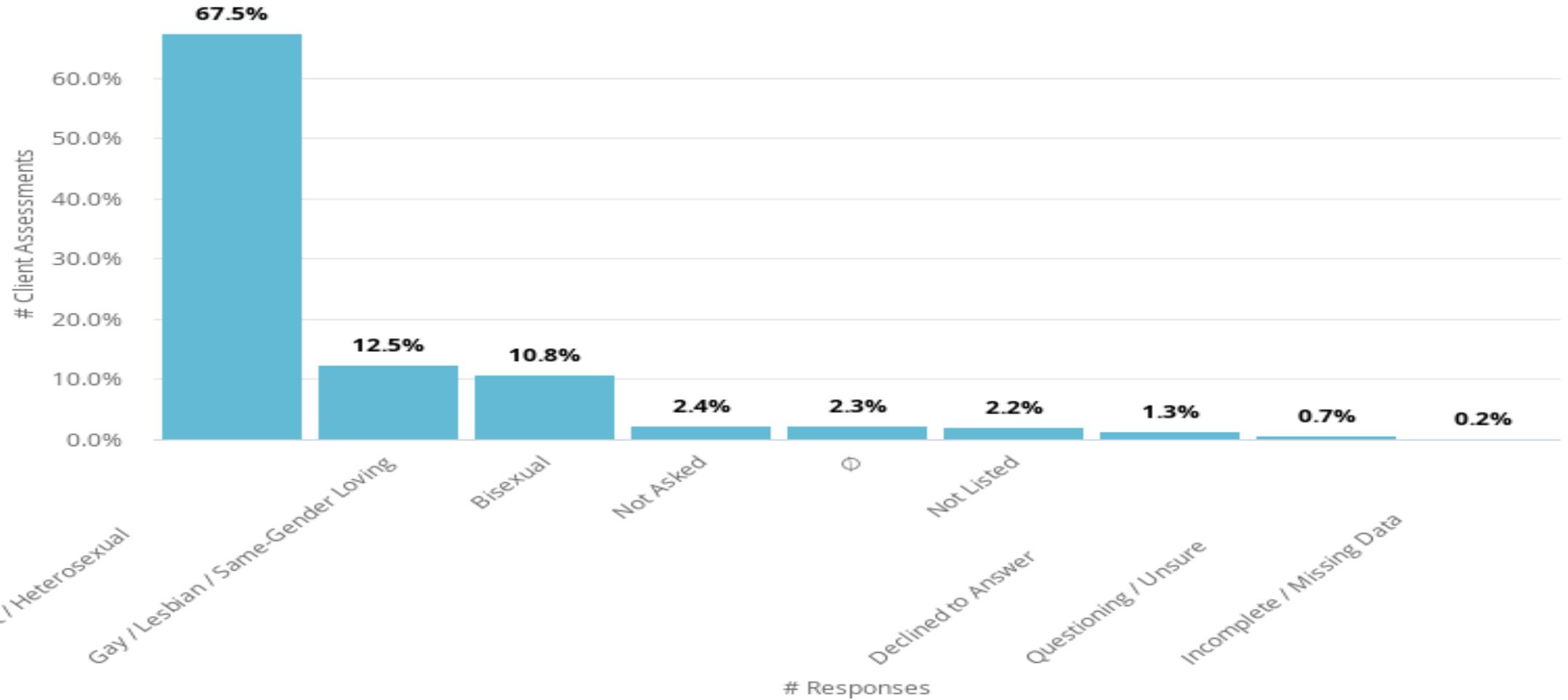
CE for Youth: Sexual Orientation Housing Referral Status
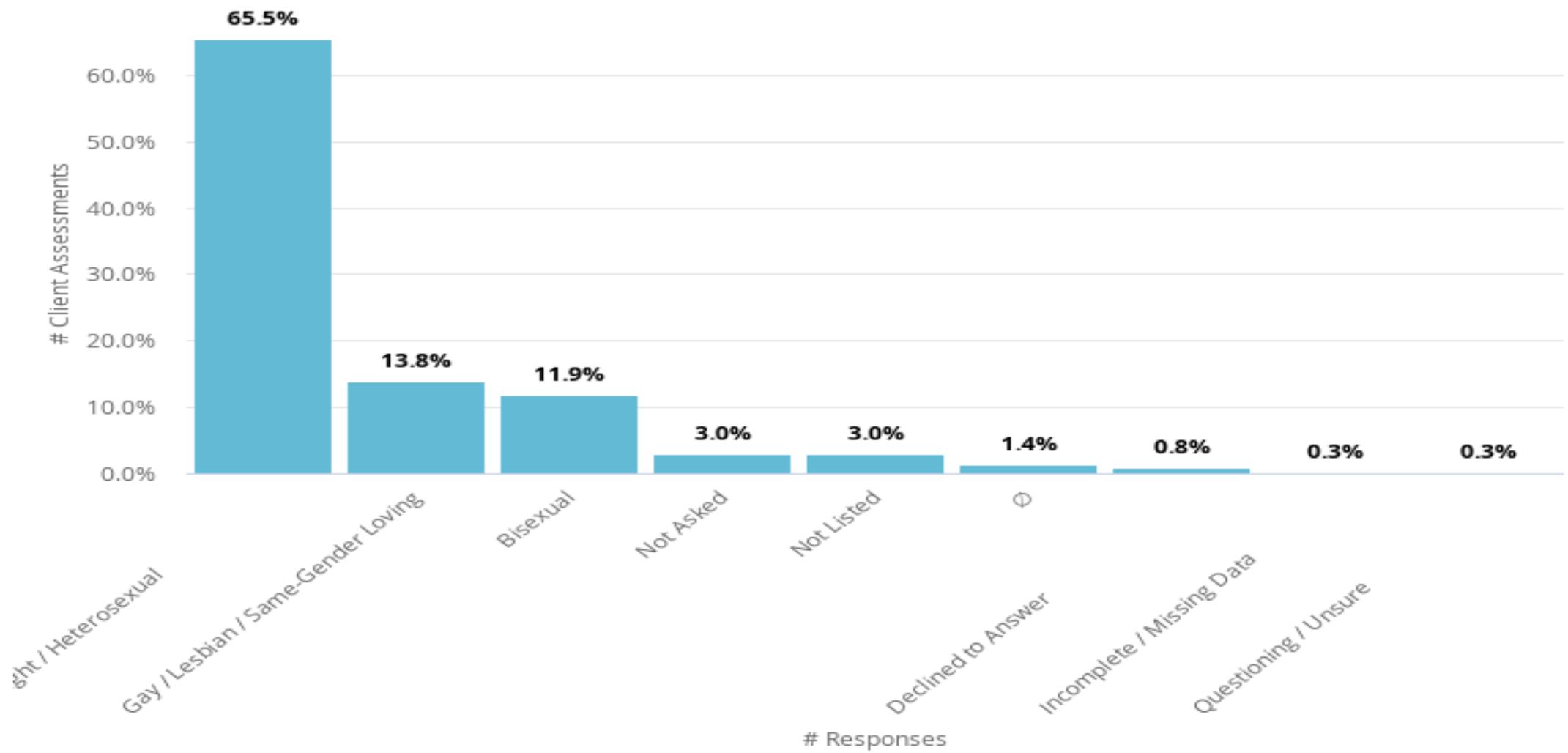
Housing
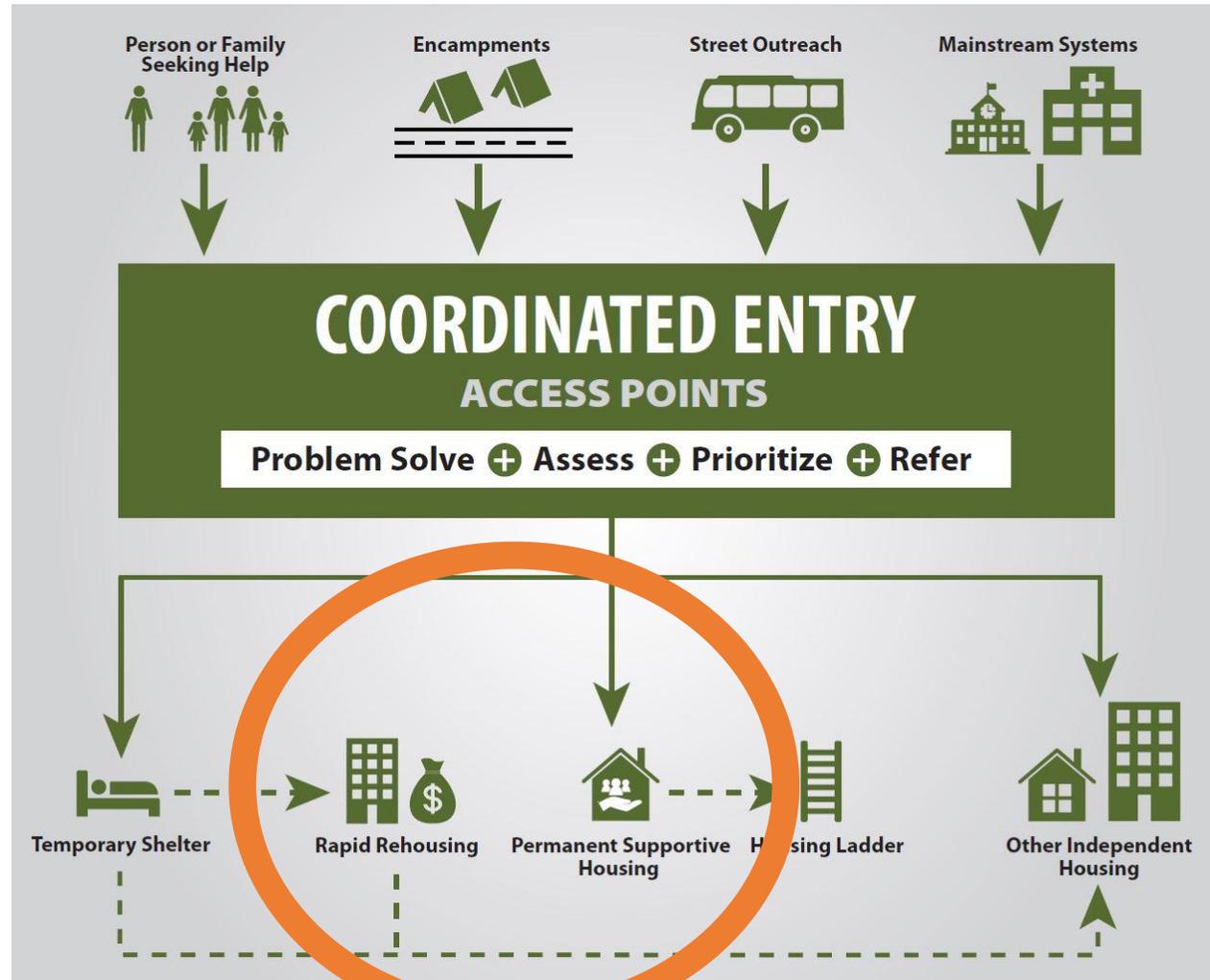
HOUSING, HOUSING & MORE HOUSING
Homelessness Response System

LAUREN HALL, DISH
SALVADOR MENJIVAR, HSH

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Accomplishments 🥳

- Renting up and/or stabilizing 4 new affordable housing sites for families, where we have a total of **132 units for families** referred through CE
- **Over 1,000 people moved into PSH**
- The Bristol Hotel providing independent housing **(Housing Ladder) to 57 households** who have successfully maintained tenancies in PSH
- Collaborating **to roll out CE for adults** across the portfolio → In process: An accomplishment and still a challenge
- Nonprofit advocacy to Controller resulted in **larger allocation of funding**, allowing nonprofits to deal with some of the staffing issues
- Increased **collaboration across housing nonprofits** through Supportive Housing Provider Network and other forums

Accomplishments

- Overall **strong outcomes** from Supportive Housing providers

- **Maintaining the current portfolio and opening new units** of PSH and Housing Ladder

- CoC improvements & impact: **Supporting 1,468 households** through 22 community based agencies with $46 MM annual award

- **36 adults are receiving RRH** subsidy now; 4 slots available

- **93 youth have a RRH** subsidy now; 177 available

- **343 families are receiving RRH** subsidies; 168 open subsidies for new families

- Confluence of factors, including glitches in CE, has created an **increase in vacancies in PSH**

- Difficulty **hiring and filling all open positions** and developing new teams

- Limitations with the **ONE System**

- **SFHA underperformance**

Challenges

- **Higher acuity of residents** requires more resources and better coordination between HSH-DPH-Providers

- **Communication and coordination** between HSH and Housing Providers has faced challenges

- Developing and streamlining **policies and protocols** (ongoing process):

  - across portfolios; and/or

  - across populations; and/or

  - across modalities.

Projections And Hopes for 2020

- **Opening 300 master leased PSH units** with ERAF funding

- **4 new PSH programs proposed** under this year's 2019 NOFA application. If awarded, would add just under $4 million dollars in federal assistance to households experiencing homelessness

- **Increased communication, coordination and accountability** between HSH and Housing Providers. Decrease "siloing" of resources/strategizing

- **Fully staffed and adequately funded nonprofits** including a more collaborative budget processes

Projections And Hopes For 2020

- **Developing and streamlining policies and protocols**, for example Transfer Policies (ongoing process):
  - across portfolios; and/or
  - across populations; and/or
  - across modalities.

- Participate in rent up of **six new affordable housing sites with a total of 208** set aside for homeless households:
  - 1296 Shotwell (Seniors)
  - Ed Lee Apartments (Vets)
  - 1950 Mission Street (Families)
  - 735 Davis (Seniors)
  - 1950 Mission (Families)
  - 2050 Folsom (TAY)

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Housing Ladder
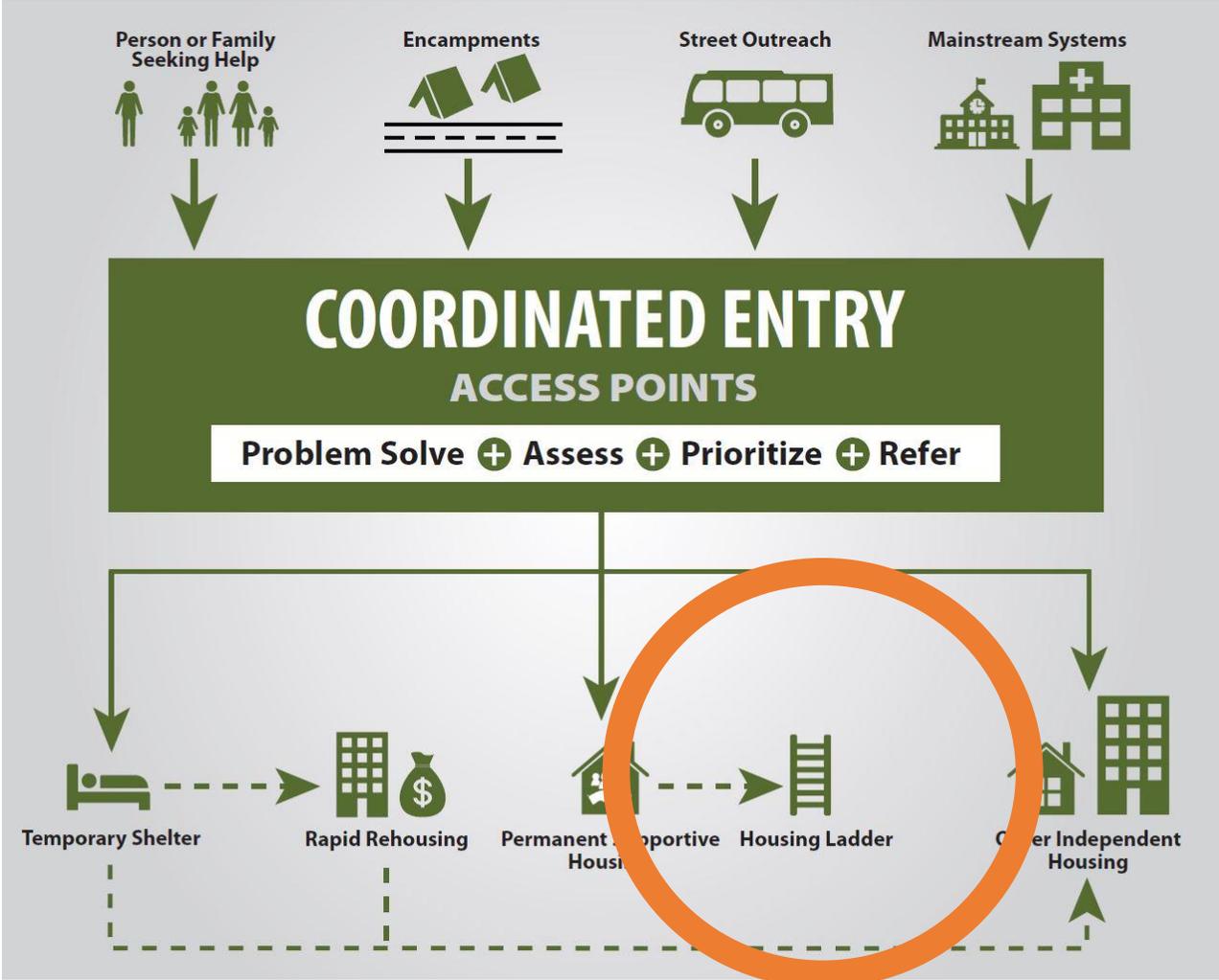
HOUSING LADDER PROGRAM
Homelessness Response System

STEPHANY ASHLEY, Brilliant Corners
DEE SCHEXNAYDER, HSH

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To date, the **Moving ON Initiative Program** has created movement for single adults and families in supportive housing who demonstrated their readiness for lower-level of care an opportunity to move on with Housing Choice Vouchers to create space for people on the streets.

Newly housed over **380 MOI participants:**
  192 Single-Adults w/HCV
  90 Families (with minor children) w/HCV
 **45 Single-Adults moved into RAD** units

The **Bristol Hotel "Step-Up" Housing Program**, **leased-up 57** newly restored units of subsidized housing for residents transitioning from PSH to independent living and limited support service.

New and exciting projects for 2020 in the pipeline…..

- **Abigail Hotel (62 units)**

- **270 Turk Street (24 units)**

- **811 Mainstream Vouchers (99 HCV)**
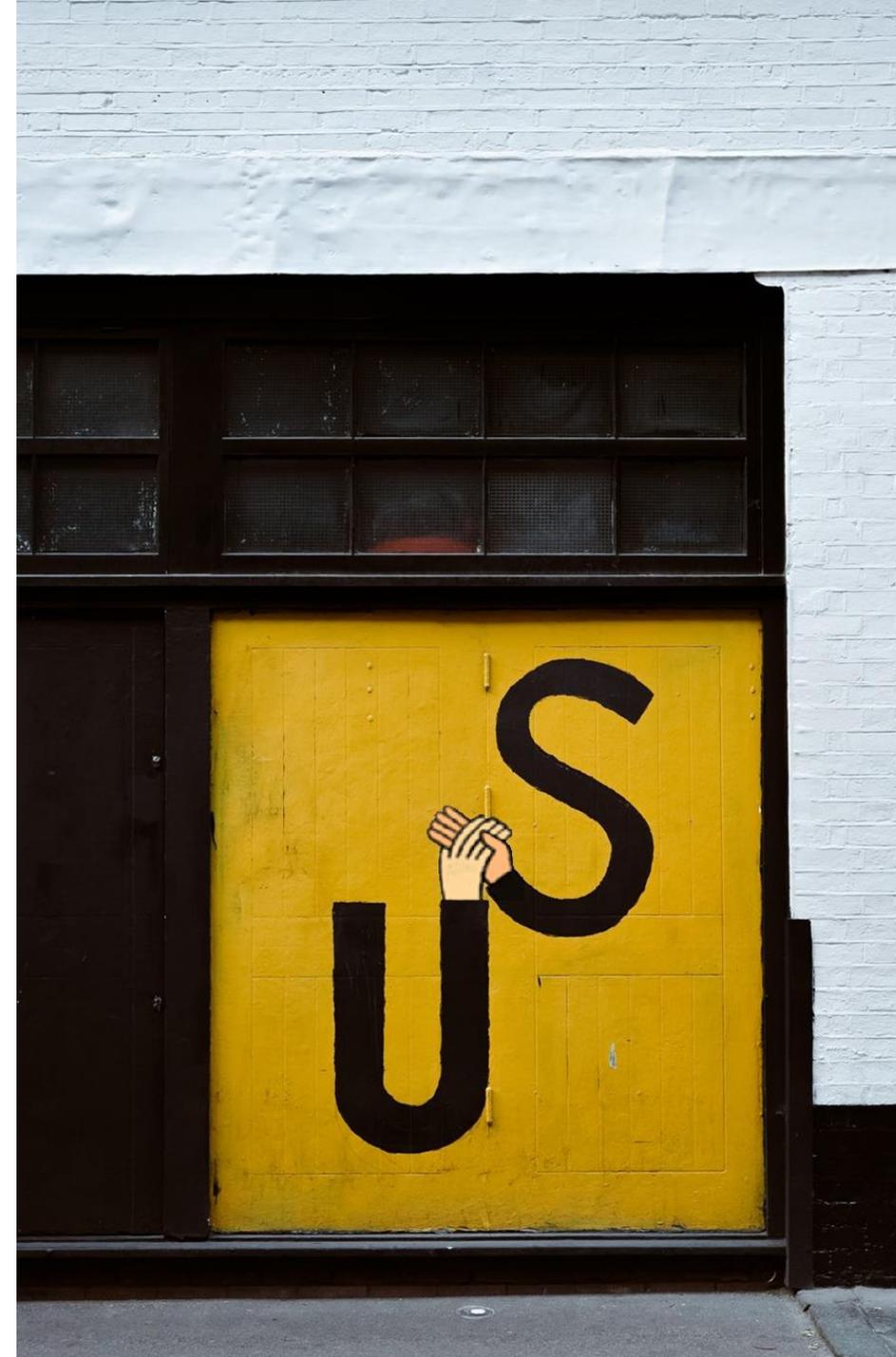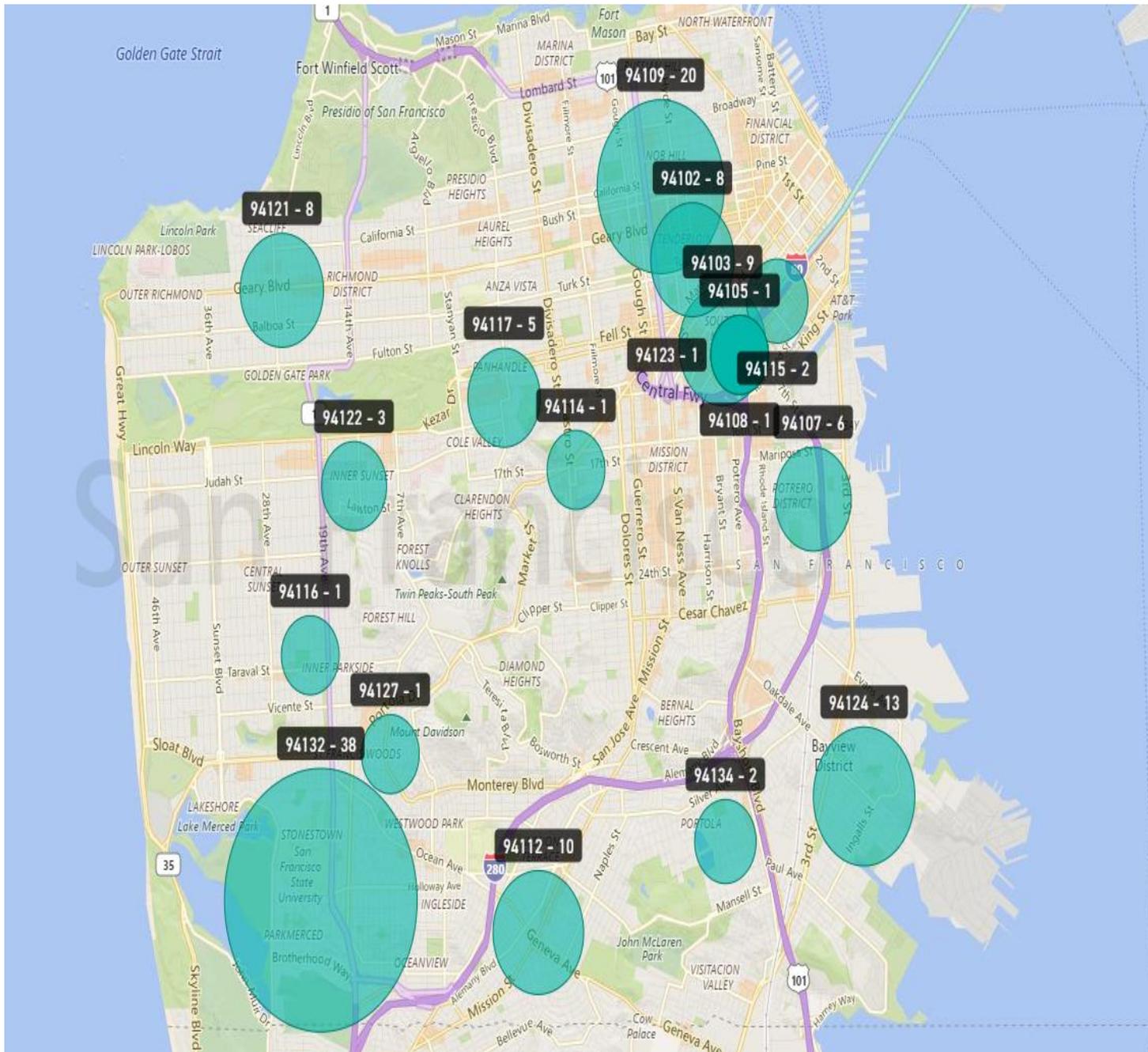
MOI Successes & Challenges to Date

- MOI participants reported feeling much better after moving into independent housing.

- MOI participants reported an increased sense of self-worth or pride.

- MOI participants also reported feeling healthier because of the move, both physically and mentally. (Largely attributed to having their own kitchens & bathrooms

- Some MOI participants reported feeling more isolated **after** moving out of their PSH buildings, because they had been actively involved in their PSH community.

- Participants who believed they were going to "move on" but never received a voucher reported great frustration and stress due to this process.

- Some participants were not successful in their housing and had to be rehoused several times.

(My favorite thing about living in my own home)... "is the freedom to have a key to my own door from the street...it is independence. It is back to the life that I was used to before I became homeless." – MOI program participant

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