DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Local Homelessness Coordinating Board

October 4, 2021

Problem Solving – Homeward Bound

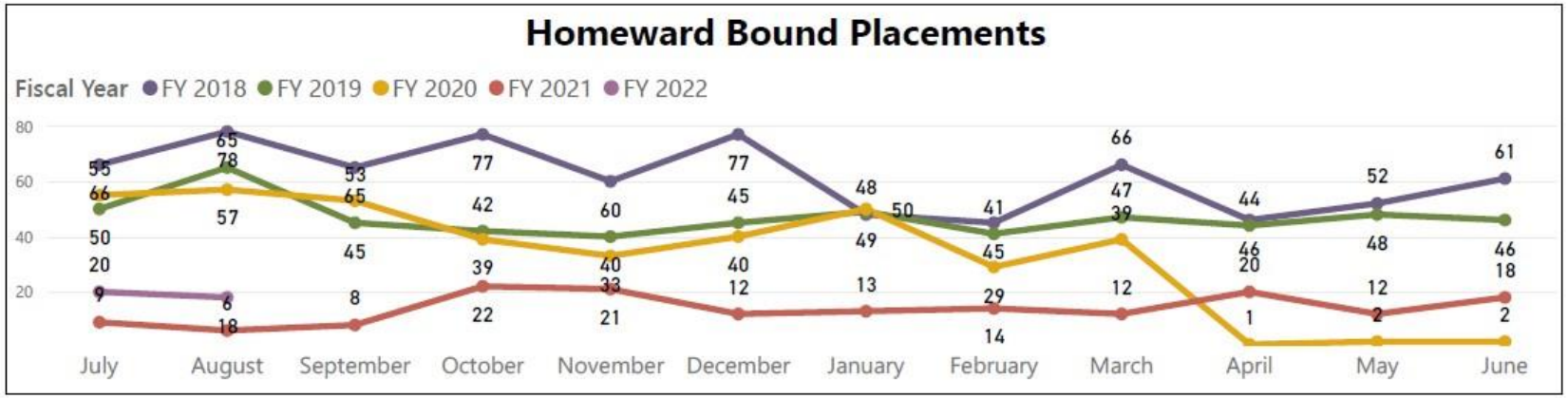
FY2021-22 data through August 31, 2021

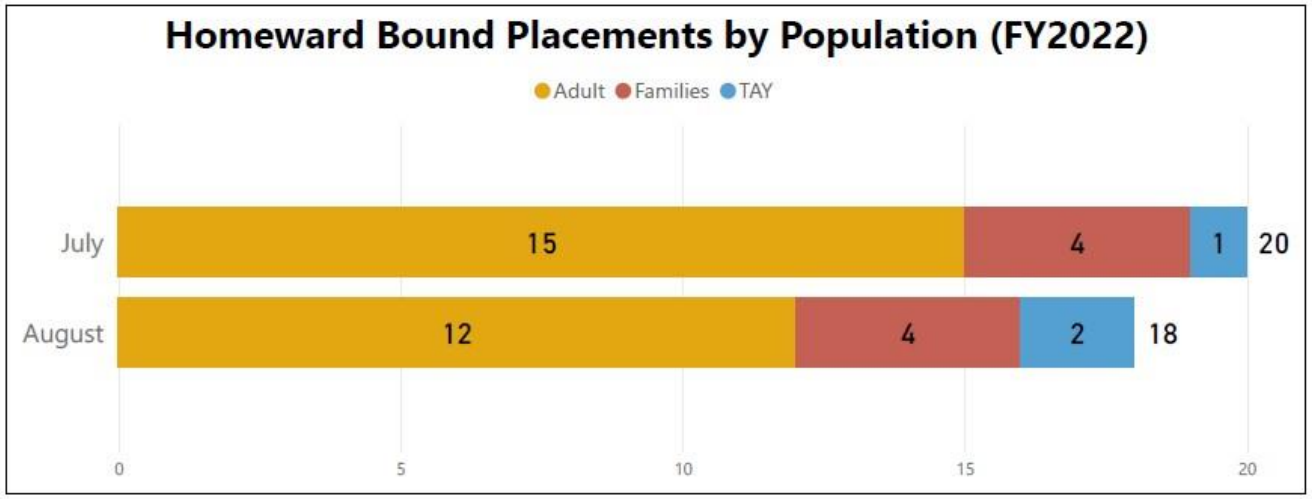
18
Latest Month Exits

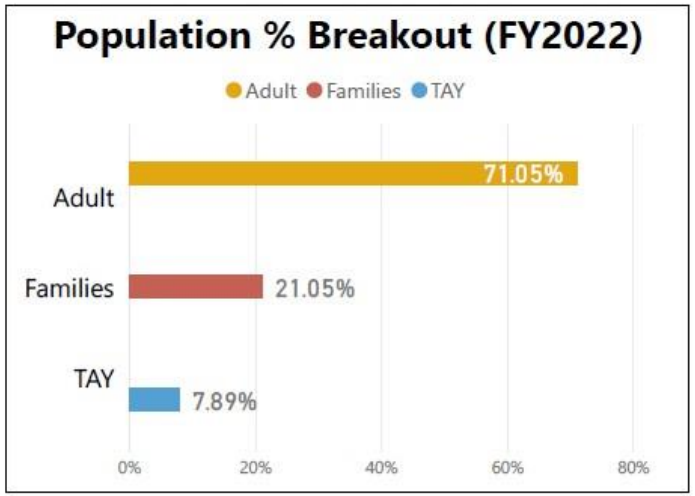
38
FYTD Exits

15
Last FYTD Exits

167
Last Year Total

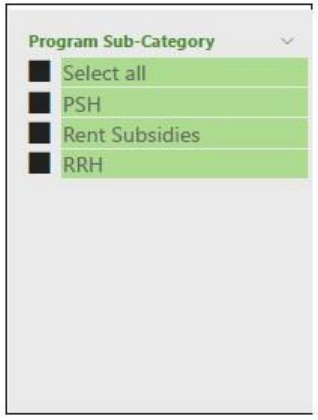


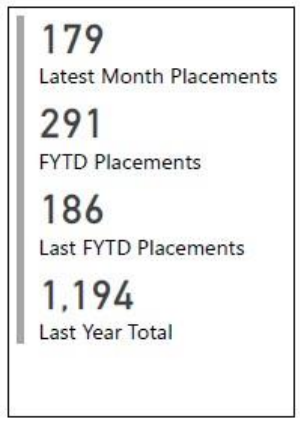


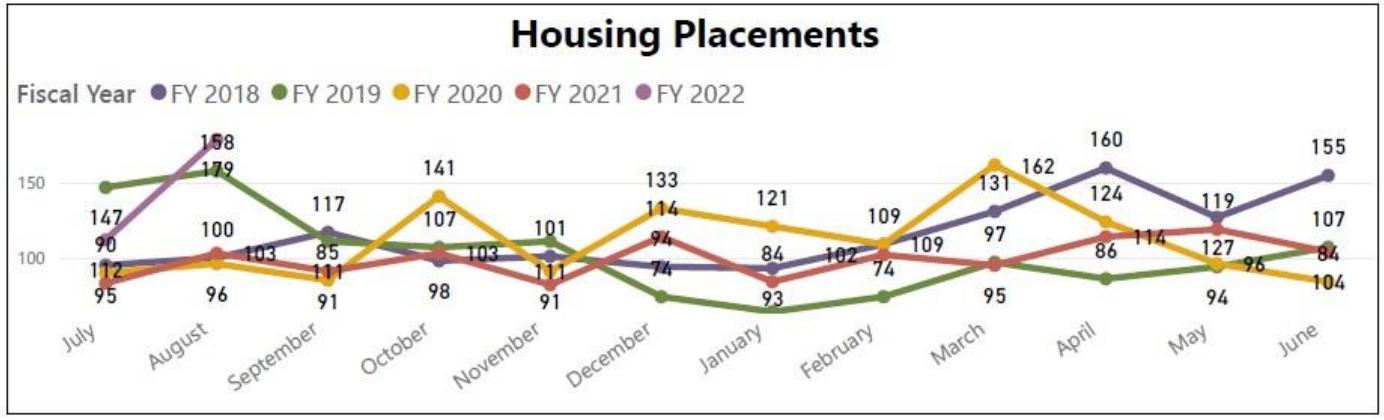


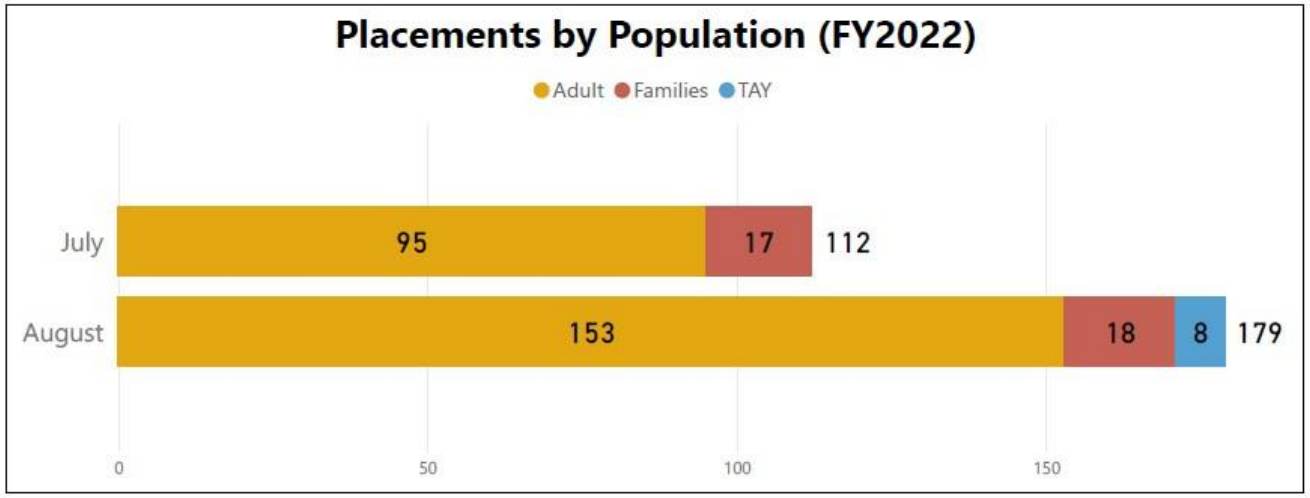
Housing

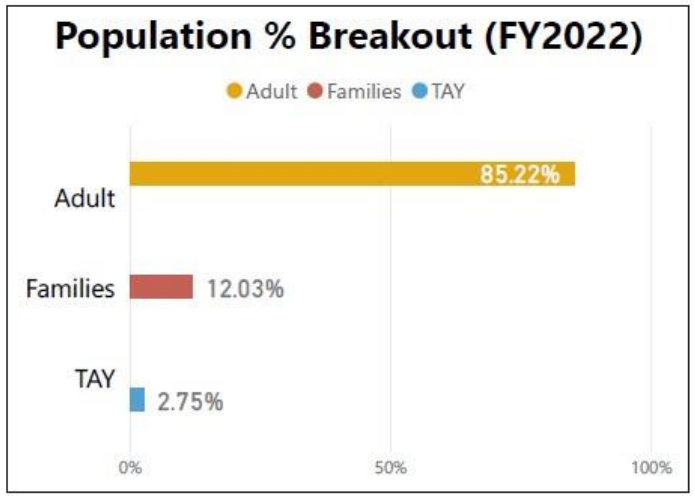
FY2021-22 data through August 31, 2021











Outreach

FY2021-22 data through August 31, 2021

Total Encounters

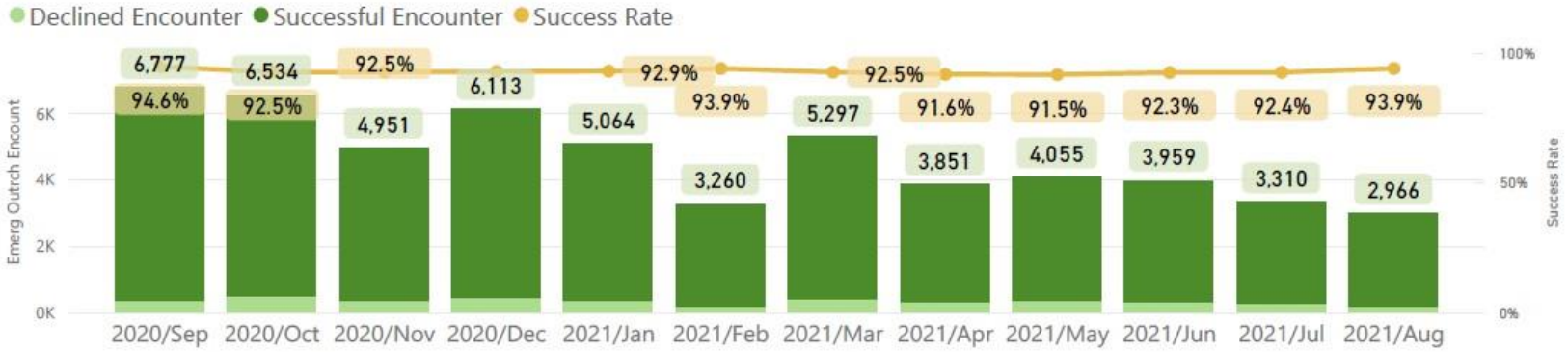
56,137

(trailing 12 months)

Success Rate

92.8%

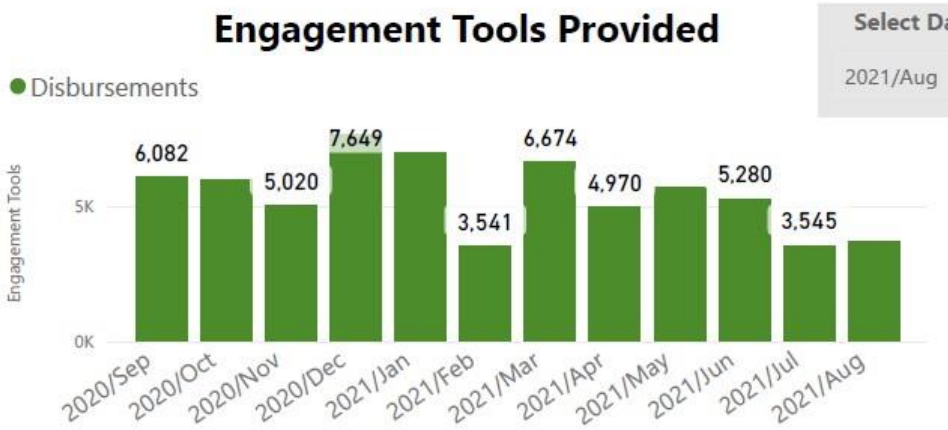
(trailing 12 months)



Total Engagement Tools

65,112

(trailing 12 months)



Select Date

2021/Aug

Top Engagement Tools

Tool	Count	% of Total
Water(s)	1,992	59.98%
Hygiene Kit(s)	726	21.86%
Food/Snack(s) Packets	338	10.18%
Surgical Face Masks	265	7.98%

*List is not exhaustive; totals may not equal 100%.

Coordinated Entry

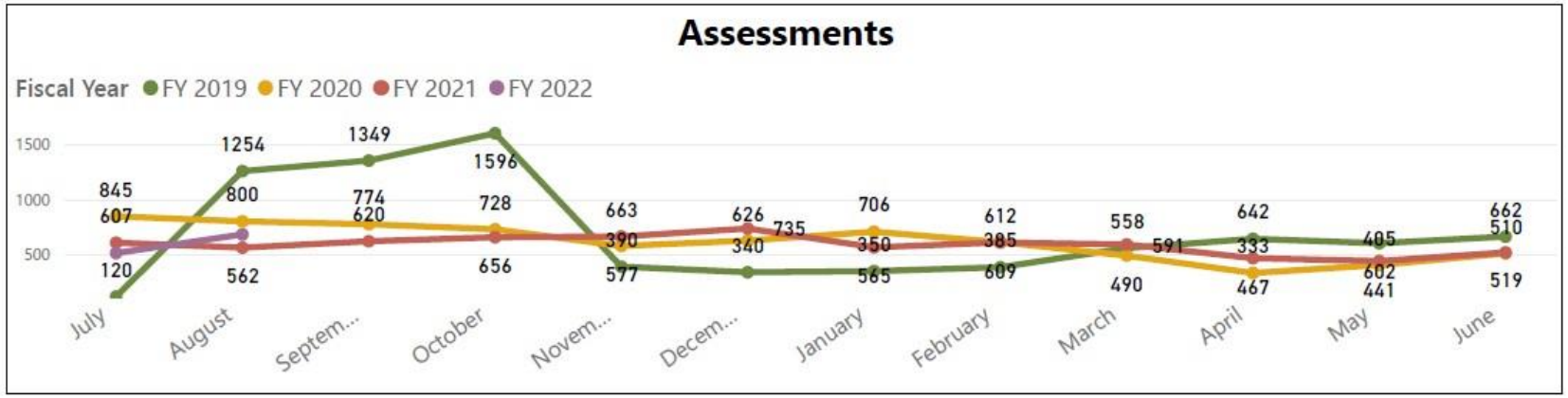
FY2021-22 data through August 31, 2021

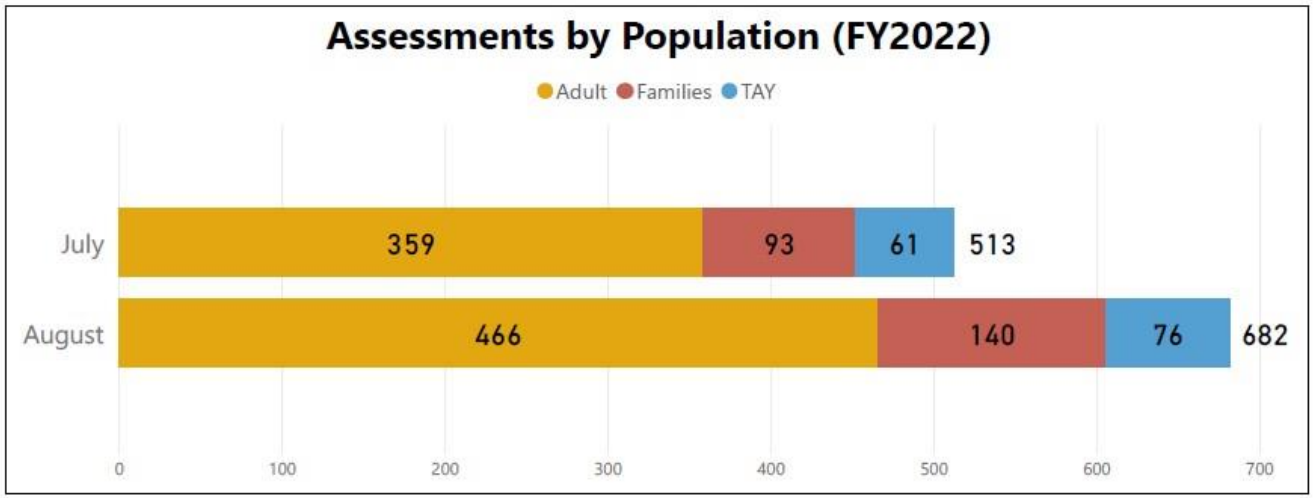
682
Latest Month Assessments

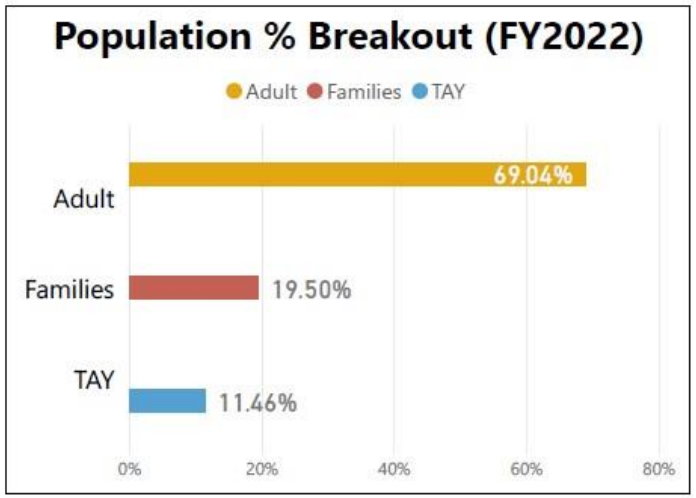
1,195
FYTD Assessments

1,169
Last FYTD Assessments

7,035
Last Year Total

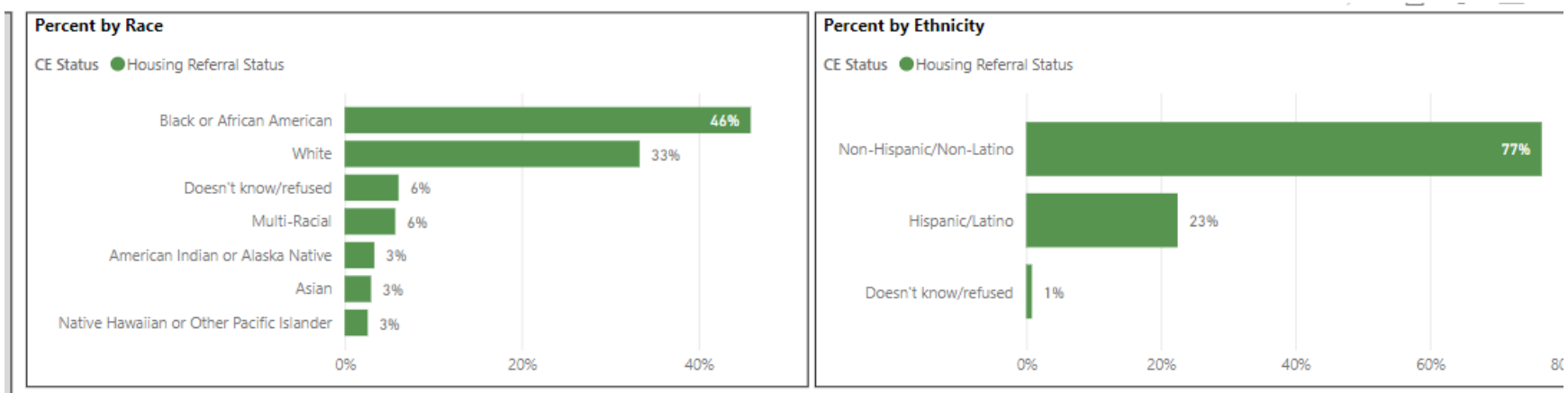






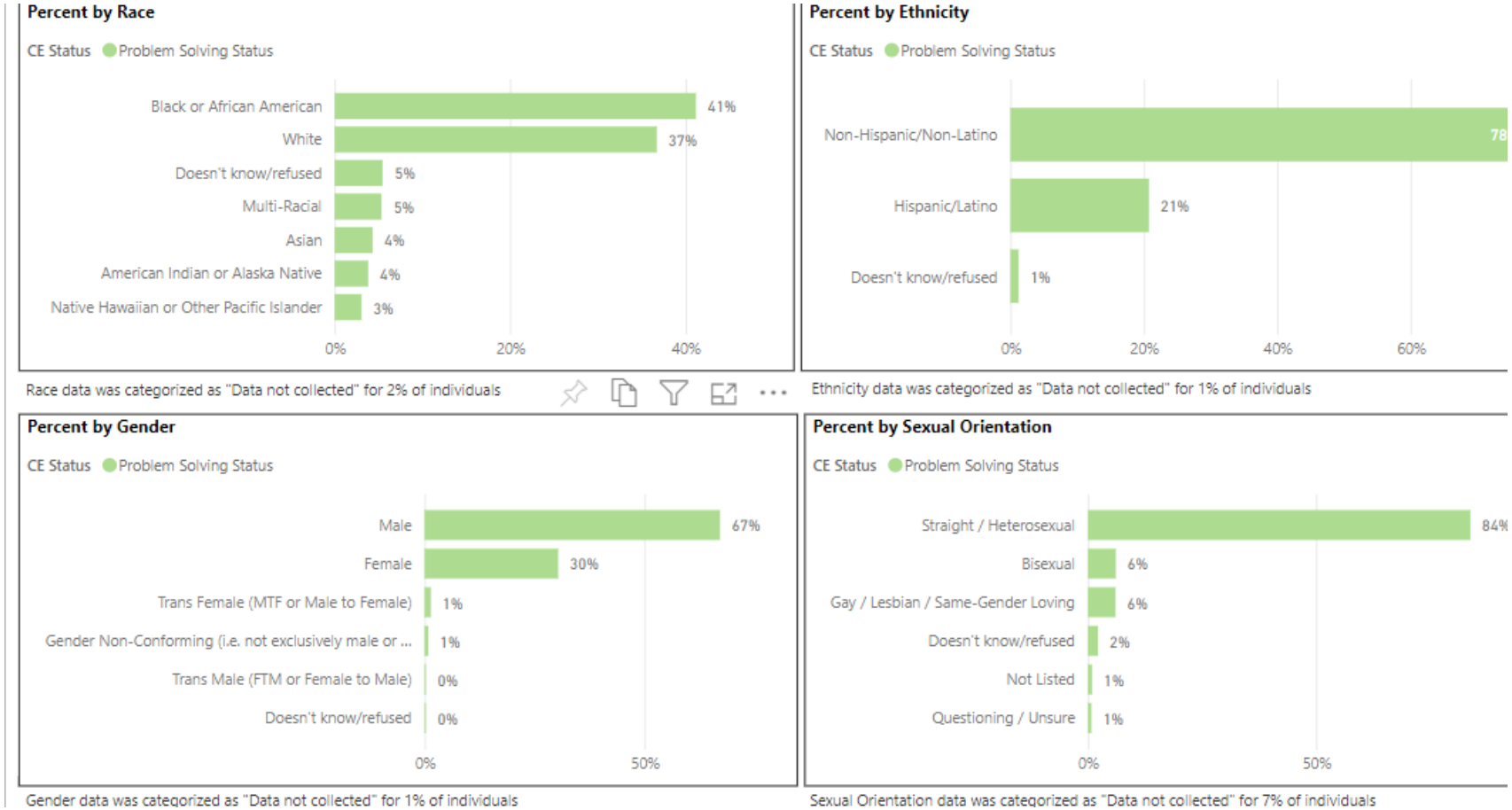
Coordinated Entry: Demographics

FY2021-22 data through August 31, 2021



Coordinated Entry Demographics

FY2021-22 data through August 31, 2021



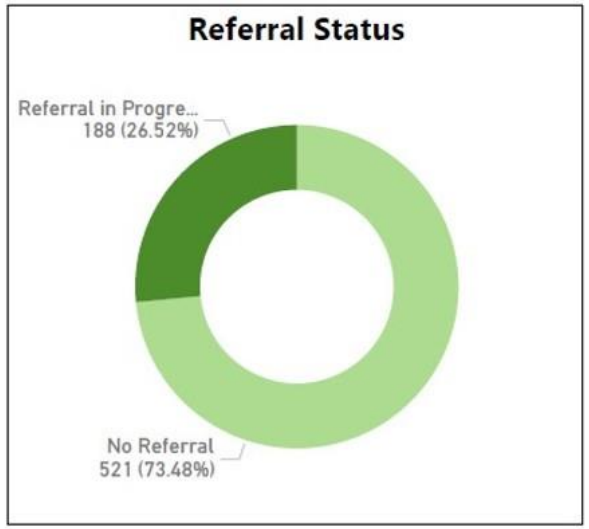
Permanent Supportive Housing Vacancies

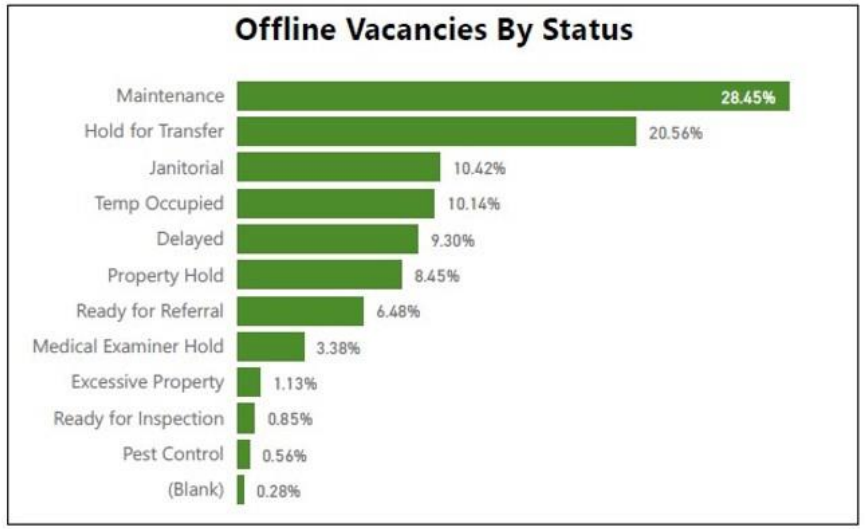
FY2021-22 data through September 24, 2021

Total Vacancies
1064

Units Ready for Referral
709

Offline Units
355





Program Highlights: Shelter

- New programs in development:
  - Candlestick Point **Vehicle Triage Center**
  - **Cabin pilot program** at 33 Gough
  - **Pop-up drop-in center** at 730 Stanyan

Program Highlights – Shelter & Outreach

Update: Adult Shelter Access

311 Shelter Access System:

- Shelter self-referral process (adult/congregate)
- Paused when COVID hit to control shelter outbreaks and manage capacity.
- List is out of date.

Shelter Access During COVID:

Centralized placement to ensure access for **critical referral partners**:

- Intra-system transfers
- Hospital discharge
- I&Q discharge
- Street outreach

Program Highlights – Shelter & Outreach

Update: Adult Shelter Access

Centralized Shelter Placement:

- Manage **COVID-19 outbreaks** in shelter.
- Allocate limited beds to high priority populations.
- Ensure beds are available for people exiting SIP (limited).

Direct Request for Shelter

- Clients can and do **call SFHOT directly**.

Program Highlights – Shelter & Outreach

Future of Adult Shelter Access System

Currently multiple barriers to resuming the 311 system:

- Managing COVID outbreaks.
- Need to allocate beds to priority populations.
- Database changes needed.

HSH is committed to broader community access.

- Reviewing **hybrid options.**
- Prioritize equity & increased access.
- Retiring 311 list after attempting to reach clients.
- Identifying long-term shelter management options.

Program Highlights: Housing

New Housing Opportunities

- **PSH Acquisition**
  - 3061 16th Street
  - 5630 Mission Street
  - 1321 Mission Street
  - 1800 Sutter Street

- **Tahanan / 833 Bryant Street**
  - 144 units of PSH in partnership with Mercy and ECS.
  - Likely to open at the end of October.

- Homekey application in process.
- Provider solicitation process coming soon!

Program Highlights: Housing

Provider & Client Input into New Housing Programs:

- September 28: **TAY** provider input session.
- September 30: **Family** provider input session.
- October 6: Youth input session for **TAY experiencing homelessness.**
- October 28: First session of discussions on support services models in **adult supportive housing.**

Please visit the HSH online calendar for details.

Program Highlights: Housing

Pilot for enhanced IHSS services in PSH

- Increase **connection to IHSS services** for eligible PSH residents.
- Stabilize residents' living situations and improve health outcomes.
- To launch in **November** in a selected supportive housing site with an additional site launching in **January**.

Program Highlights: Housing - EHVs

Emergency Housing Vouchers (EHVs) are a unique HCVs (Section 8) funded through the American Rescue Plan.

- EHVs are administered by SFHA in partnership with HSH.
- HUD requires that referrals, with the exception of Victim Service Providers, must come through SF's homelessness response system in partnership with the Coordinated Entry System.
- EHVs are not time limited, but cannot be reissued after September 2023.

San Francisco's Local EHV Priorities:

- Address **racial inequities**.
- Reduce homelessness by targeting people experiencing **literal homelessness** and **decreasing inflow** into homelessness by targeting people at-risk and recently homeless.
- HSH and designated partners will provide application support, housing search, navigation, location, and move-in services to all applicants.
- Provide 2/3 of participating households with **support services** as needed.

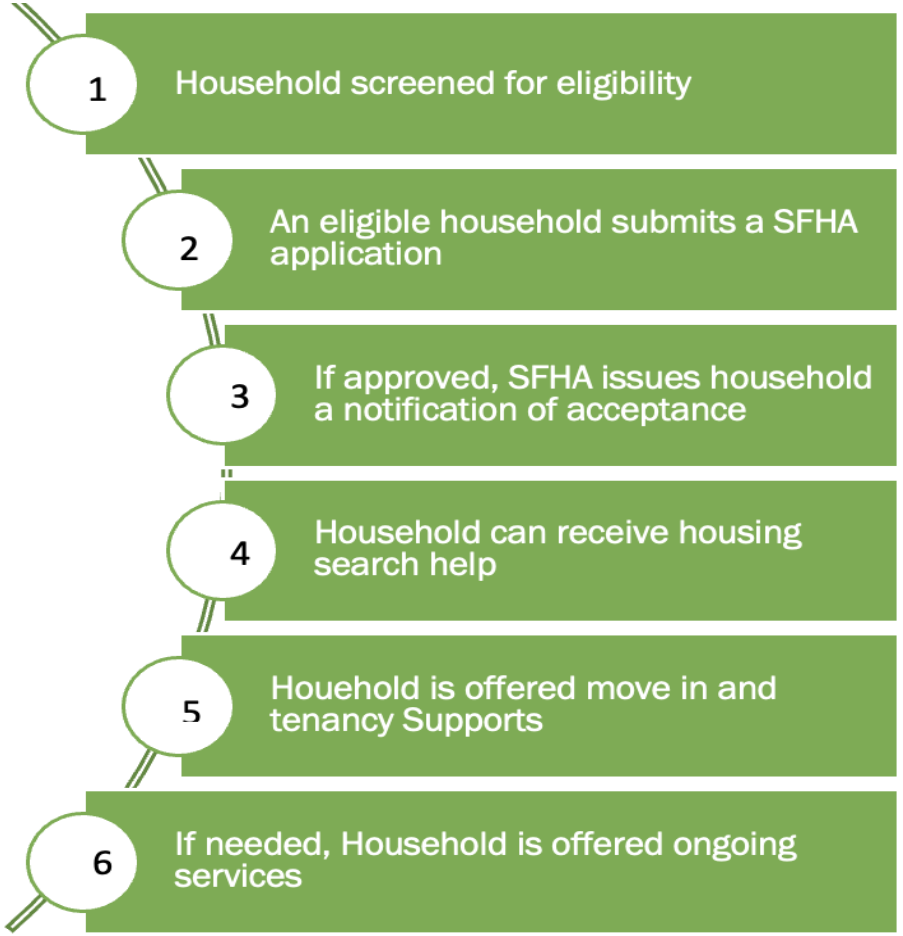
EHV: Program Eligibility

- Eligible households
  - Homeless
  - At-risk of homelessness
  - Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking; or
  - Recently homeless and at high risk of housing instability.

- In addition to the four eligible categories, **there are additional prioritization criteria** that must be met to respond to local goal and due to **limited EHV availability.**

EHV: Program Eligibility & Application

- Interim Allocation Targets:
  - 27.5% - Families
  - 20% - TAY
  - 37.5% - Individuals
  - 15% - People fleeing violence
- Within these subpopulations, **priority categories** to meet our local goals.
  - For example: To reduce impact of structural racism, targeting historically **marginalized/ underserved** populations.



EHV Timeline: Phases

Phased Approach:

- **Timeline:** **100%** of Emergency Housing Vouchers utilized between **August 2021 – December 2022**
- **Still in planning later phases but have just launched Phase 1 with limited vouchers**

Phase 1 (September – November 2021)

- Goal: **150 Application Submissions**
- Goal: **75 Vouchers Utilized**/Housing Placements
- Launched with SHFA and HSH's "**Designated Referral Partners**" who had capacity to begin referring and housing from limited categories of applicants now – DV, families in RRH, families involved with child welfare, and people involved in criminal justice system
- Developed ONE System functionality for EHV screening and application submission
- Designated referral partners trained on ONE System
- **Develop partnerships in District 10 to target 30% of vouchers there**

EHV Timeline: Phases

Phase 2 (December 2021 – February 2022)

- **Goal: 225+ Application Submissions**
- **Goal: 150 Vouchers Utilized/Housing Placements**
- Gather input from providers and add additional Family, TAY, Adult, and VSP access, service providers and CE Access Point capacity
- Report on application submission and housing placements
- Train partners and CE Access Points
- Evaluate progress on equity goals
- Get input from people with lived experience on implementation for continuous quality improvement

Phase 3 (March – June 2022), Phase 4 (July – December 2022)

- Goal: **530+ Application Submissions**
- Goal: **600+ Vouchers Utilized/Housing Placements**

Program Highlights: Coordinated Entry

Coordinated Entry Evaluation

- Proposed Timeline: **October – December 2021**
- Goals:
  - Re-visit the **purpose** and **values** of CE.
  - Determine how the original intent aligns or does not align with the current process.
  - Discuss how new resources could impact, change, or improve the system.
- **Intent of Coordinated Entry**
  - Coordinated process that equitably, quickly, and intentionally matches people to available housing resources and services.
  - Puts client's needs at the center of the process.

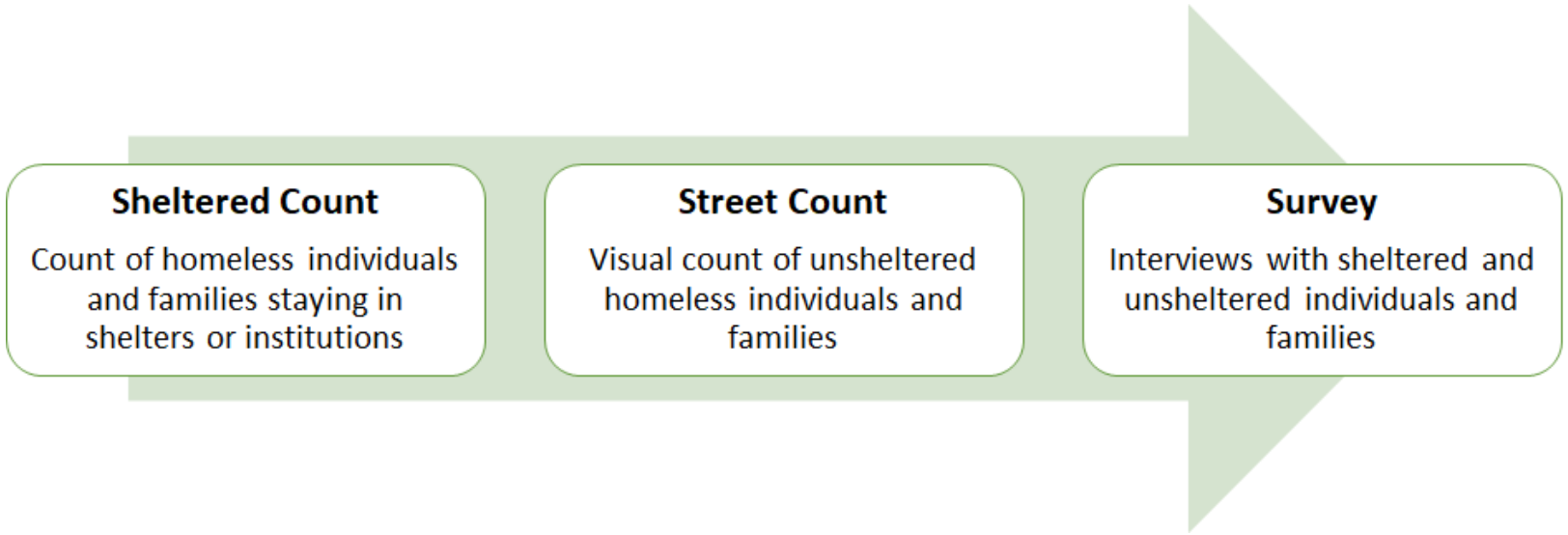
Program Highlights: Coordinated Entry

Purpose of the Coordinated Entry Evaluation:

- Establish a **quantitative** and **qualitative** baseline of what is happening in the current system.
- Determine what is working and what is not working.
- Build on what works and re-design what isn't working.
- Implement relevant recommendations from providers and clients.
- Define a **renewed vision** for a CE system.
- Design **DV CES** (Needs Assessment is being launched).

Point-in-Time (PIT) Count

- The Point-in-Time Count is an effort to measure the **prevalence** of homelessness in our community.
- Tool to collect information about people experiencing homelessness.



PIT Count

Best source of data on the size and demographic characteristics of the unsheltered population.

Data Uses:

- Program and policy decisions
- Funding and grant applications
- Internal and external analysis

- HSH was granted a waiver from HUD to **postpone the 2021 unsheltered count to January 2022** due to COVID-19.
- HSH is planning to go forward with the full count in **January 2022.**
- HUD is incentivizing communities to conduct a full count in 2022 with **3 CoC points** and plans to **analyze 2022 unsheltered data.**

PIT Count Planning & Safety

Health Safety :

- Follow public health guidance.
- Use **mobile app**.
- Limit number of volunteers.
- Conduct **volunteer trainings virtually**.

Improvement:

- Coordinate with other Bay Area communities to ask **standardized survey questions** about the impact of COVID-19 on homelessness.
- Creating a "**district lead**" volunteer role.

PIT Count: Next Steps

November LHCB Meeting

- HSH to provide progress update.
- Discuss COVID-19 preventive measures.
- LHCB to review and approve **PIT count methodology** and survey instruments.
- Discuss opportunities to increase engagement of skilled volunteers and people with lived experience.
- Submit feedback and suggestions to hshdata@sfgov.org by **Oct. 22**

New Funding Opportunity: Homeless Housing, Assistance, and Prevention

- HSH will soon apply for a third round of the **Homeless Housing, Assistance, and Prevention (HHAP 3)** grant administered by the State of California's Homeless Coordinating and Financing Council (HCFC)
- SF expects to receive a total of **$47.3 million** from the following three allocations:
  - CoC - $12 million
  - Large City - $24.1 million
  - County - $11.2 million
- Funding will be distributed in two phases:
  - HSH can apply for up to 25% in October 2021 ($11.8 million)
  - HSH will apply for the remaining 75% ($35.5 million) in June 2022
- 10 % set aside for **youth programs**

We're Hiring!

HSH is hiring for positions to support the expansion of the Homelessness Response System.

Check the HSH website frequently for updates:

hsh.sfgov.org/overview/jobs/