



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

Local Homeless Coordinating Board

November 1, 2021

<http://hsh.sfgov.org>



# Outreach

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FY2021-22 data through September 30, 2021

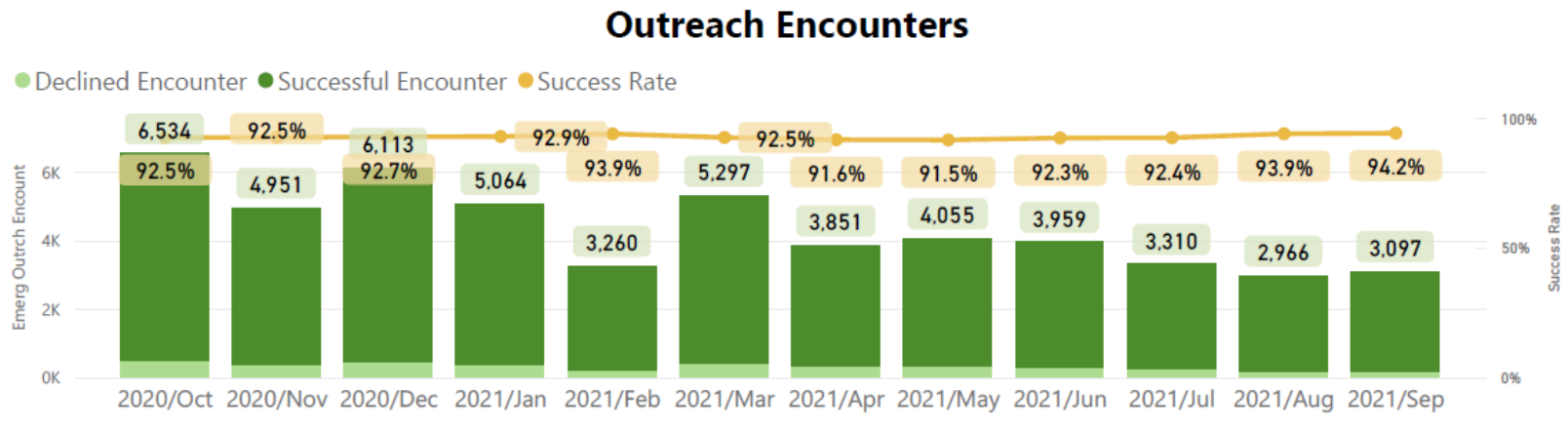
**Total Encounters**

**52,457**  
(trailing 12 months)

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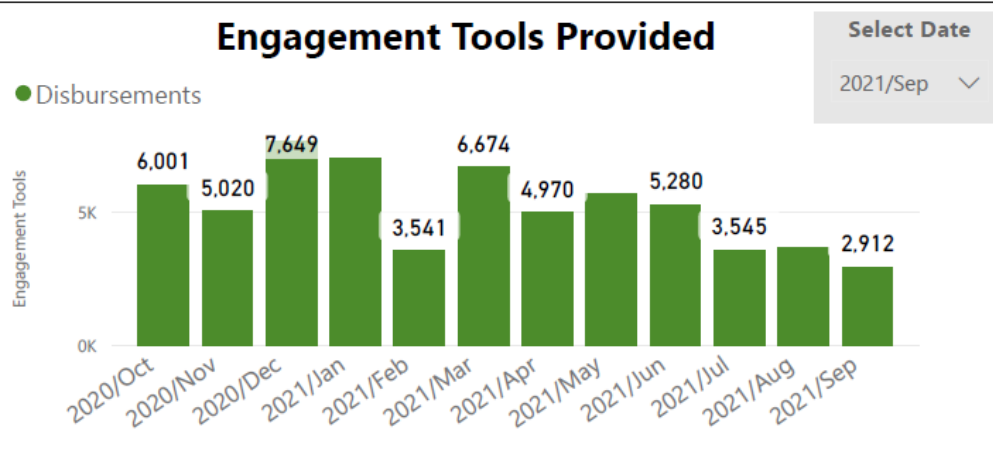
**Success Rate**

**92.7%**  
(trailing 12 months)



**Total Engagement Tools**

**61,942**  
(trailing 12 months)



### Top Engagement Tools

Tool	Count	% of Total
Water(s)	1,769	66.93%
Hygiene Kit(s)	302	11.43%
Food/Snack(s) Packets	293	11.09%
Surgical Face Masks	279	10.56%

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



# Coordinated Entry

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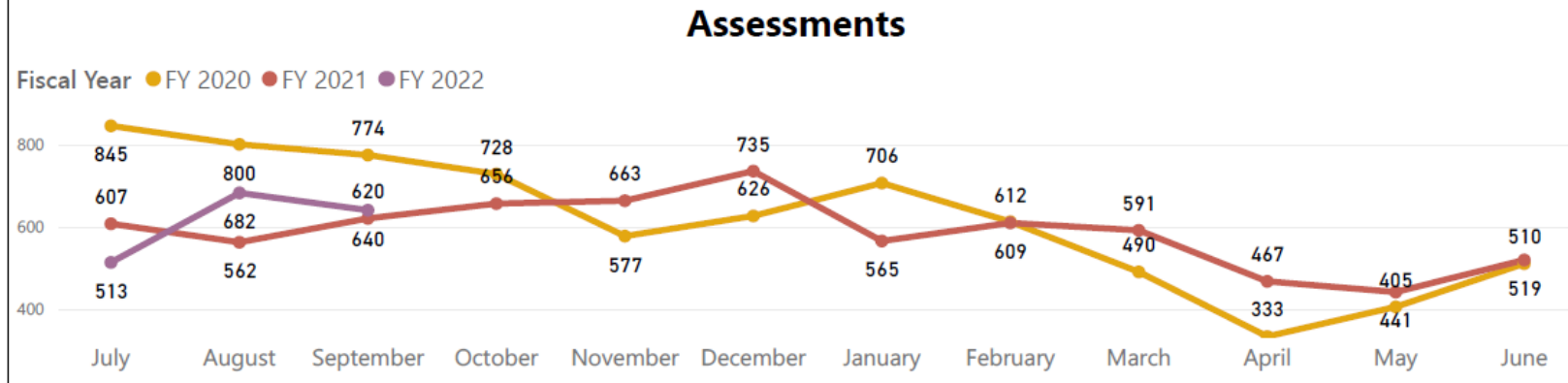
FY2021-22 data through September 30, 2021

**640**  
Latest Month Assessments

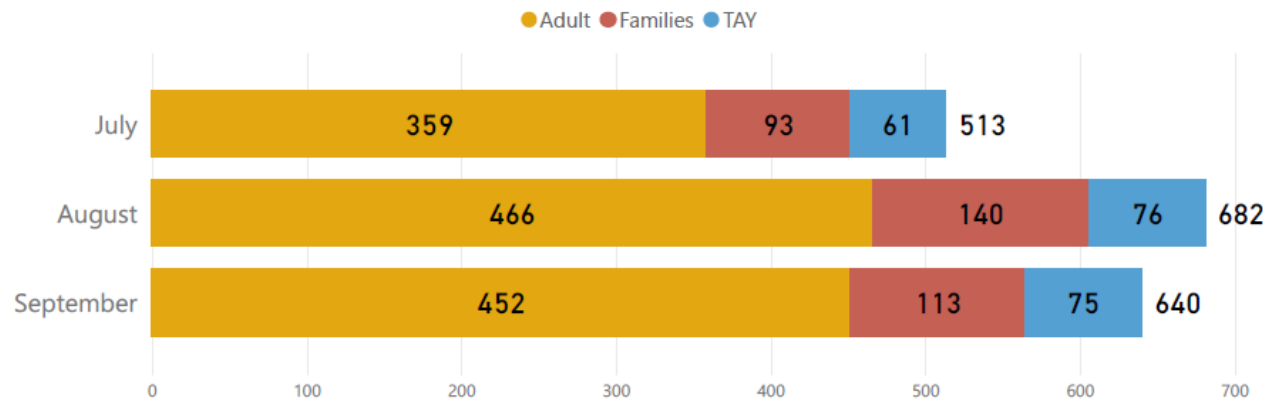
**1,835**  
FYTD Assessments

**1,789**  
Last FYTD Assessments

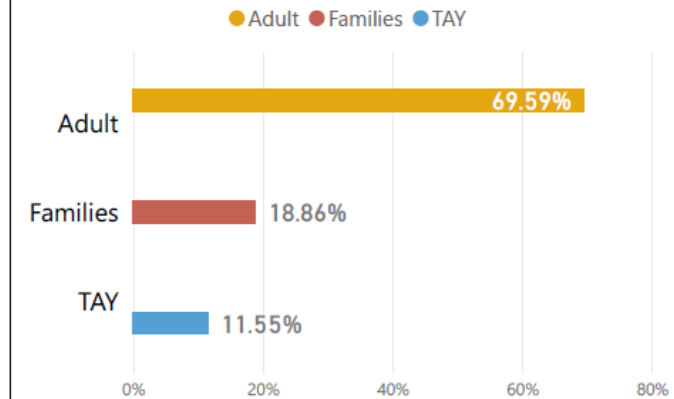
**7,035**  
Last Year Total



### Assessments by Population (FY2022)



### Population % Breakout (FY2022)





# Problem Solving – Homeward Bound

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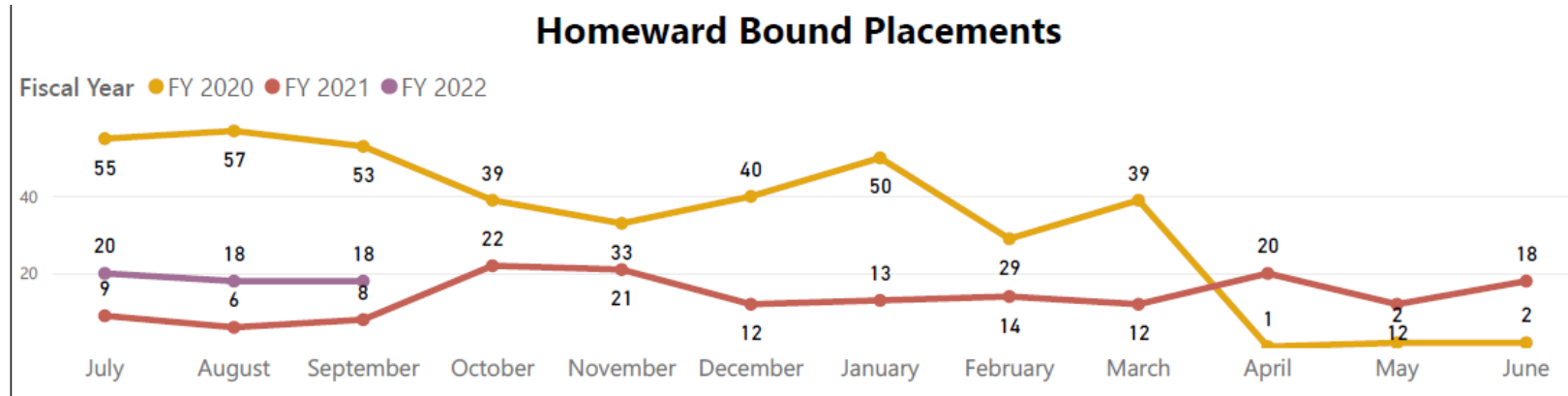
FY2021-22 data through September 30, 2021

**18**  
Latest Month Exits

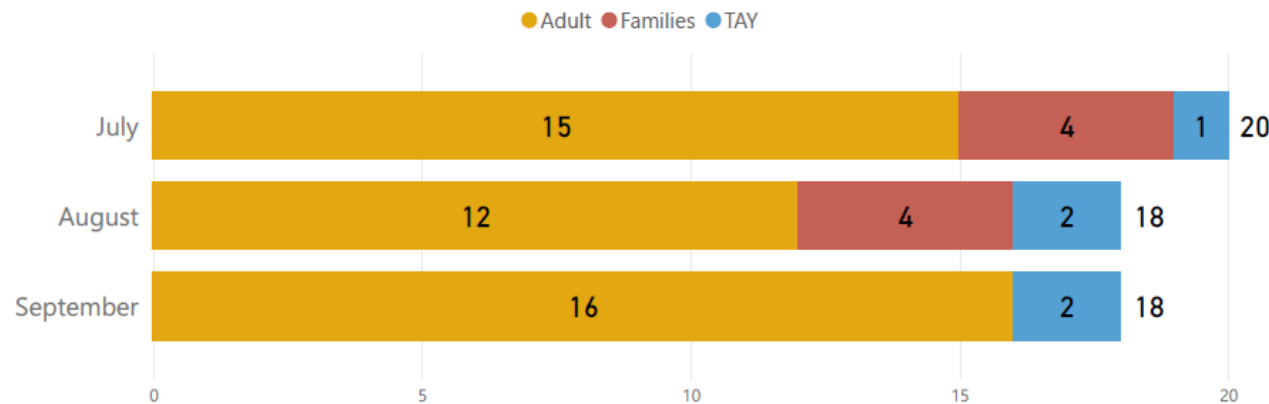
**56**  
FYTD Exits

**23**  
Last FYTD Exits

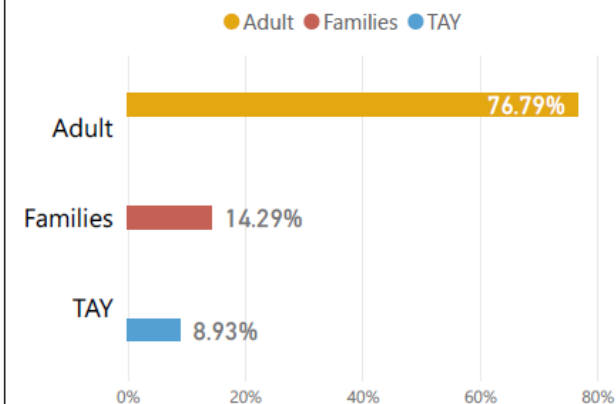
**167**  
Last Year Total



### Homeward Bound Placements by Population (FY2022)



### Population % Breakout (FY2022)





# Housing

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FY2021-22 data through September 30, 2021

Program Sub-Category

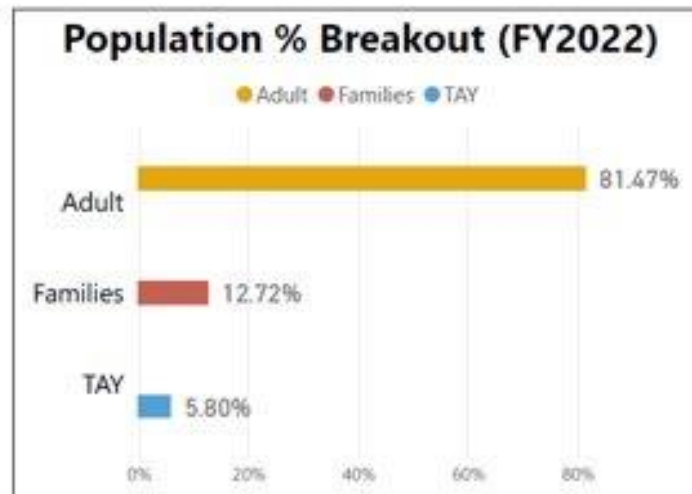
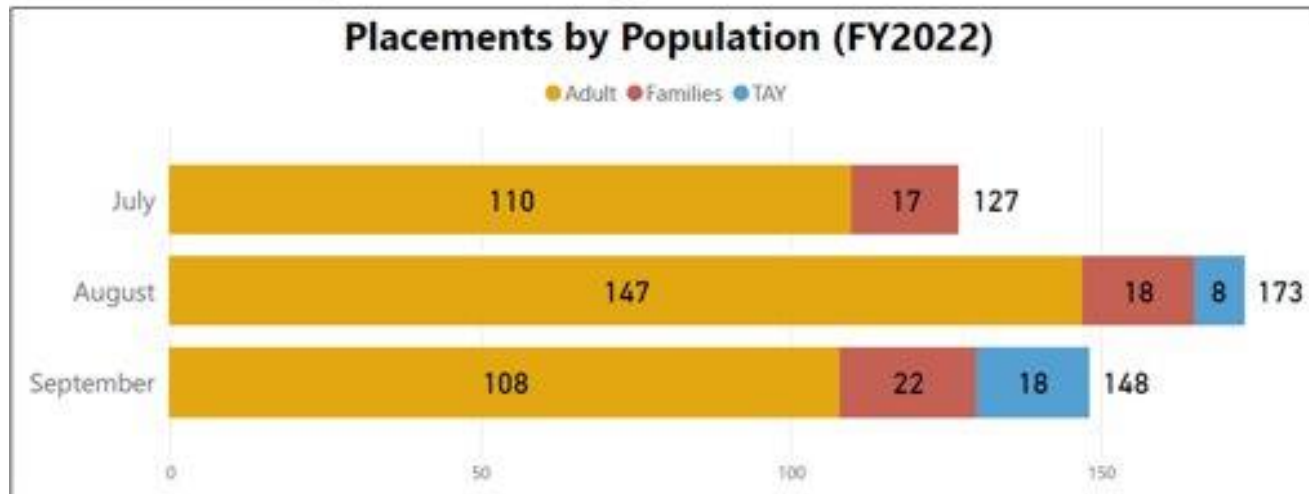
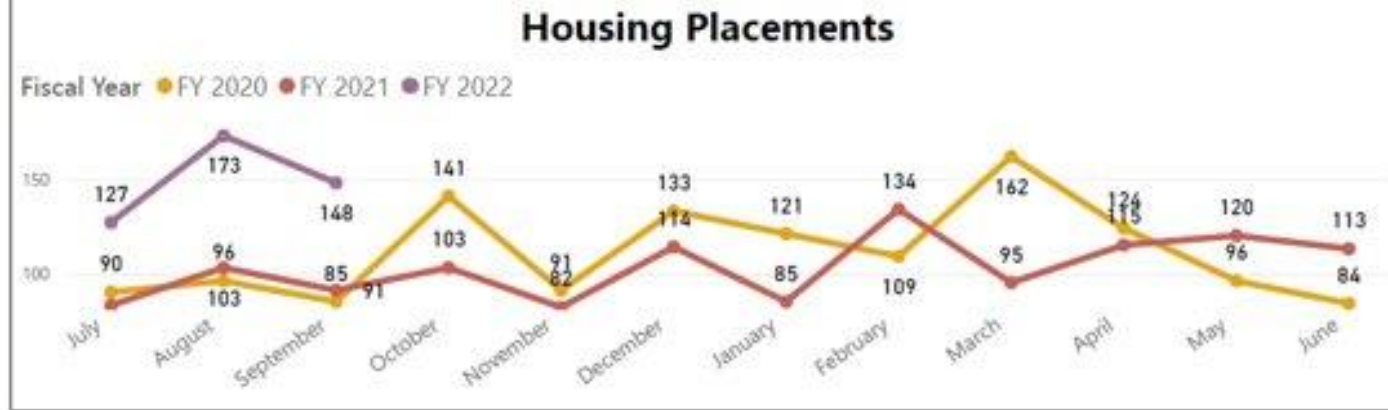
- Select all
- PSH
- Rent Subsidies
- RRH

**148**  
Latest Month Placements

**448**  
FYTD Placements

**277**  
Last FYTD Placements

**1,238**  
Last Year Total





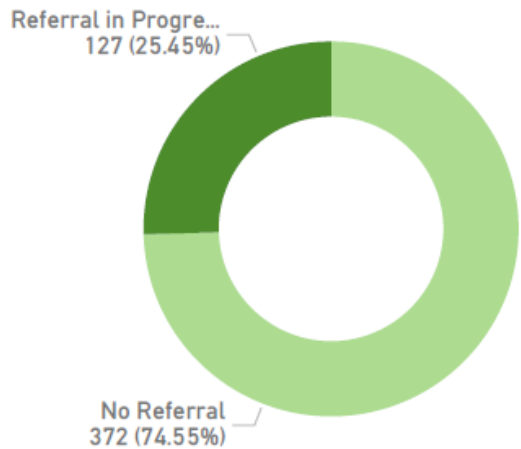
# Permanent Supportive Housing Vacancies

**Total Vacancies**  
**804**

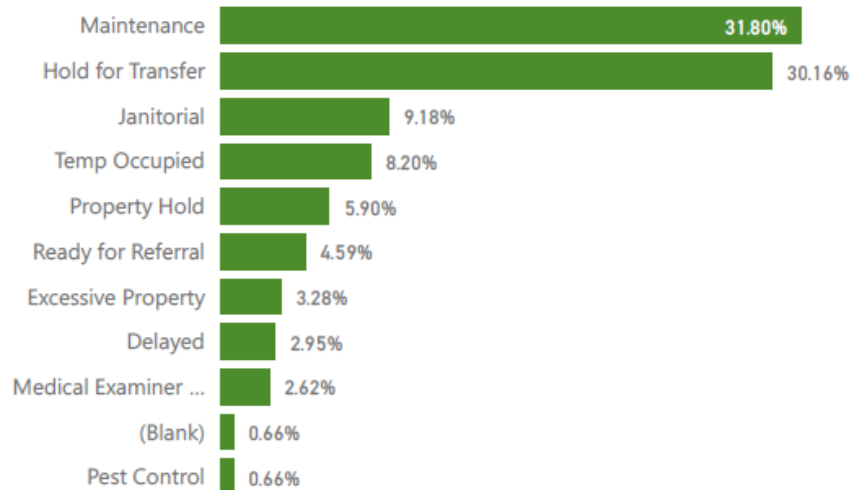
**Units Ready for Referral**  
**499**

**Offline Units**  
**305**

**Referral Status**



**Offline Vacancies By Status**



**New Buildings (Within Last 6 months)**

Building	Open Date	Units
Post Hotel	May/21	89
Casa de la Mision	Jun/21	44
Artmar	Jun/21	60
Diva Hotel	Aug/21	124
<b>Total</b>		<b>317</b>



# Permanent Supportive Housing Vacancies

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## 🔑 Challenges:

- Units staying offline for too long for **repairs**.
- Placements delayed by **documentation barriers**.
- 1:1 referral process.
- Lack of **capacity** within Housing Navigation.

## 🔑 Steps to Address Challenges

- ✓ Developed a **vacancy tracker** to have a better understanding of the scope of the issue.
- ✓ Piloting **batch referral** process.
- ✓ Piloting **new documentation policy**.
- Adding Access Points with **Housing Navigation** services.
- Creating a policy outlining how long units can be offline.



# Program Highlights: Shelter

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## • Interfaith Winter Shelter:

- In partnership with Episcopal Community Services and the SF Interfaith Council
- Rotating locations
- Opening **Sunday, Nov. 21**
- Capacity ranges from **20-67 people**
- 2 meals per day

## • New Shelter Programs in Development:

- 33 Gough **Cabin Pilot Program**
- Candlestick Point **VTC**

## • Reopening Congregate Shelter:

- **Dolores Street Shelter** (including Jazzie's Place) in January 2022.





# Program Highlights: Housing

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## • Permanent Supportive Housing

- 3 projects with **237 units** approved by the BOS.
- Target populations determined.
- **SOI for services and operations** is live on the HSH website.
- **Homekey application** for 1321 Mission Street submitted.

## • New Flexible Housing Subsidy Pool

- Coming soon: SOI for services to launch the **Bayview Flexible Housing Subsidy Pool** program.
- Program to start early 2022.



# Program Highlights: Housing

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## New Housing: Tahanan

- New **145-unit** supportive housing site for adults.
- Owned by **Mercy Housing** & operated by **ECS**.
- Move-ins begin in **November**.





# Program Highlights: Housing

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## Provider Input Opportunity

HSH, SHPN and Corporation for Supportive Housing (CSH) are hosting discussions on support service models in adult supportive housing.

- First session was held **October 28**.
- Second session will be on **December 2**.
- Invitations were sent to adult PSH support services providers.



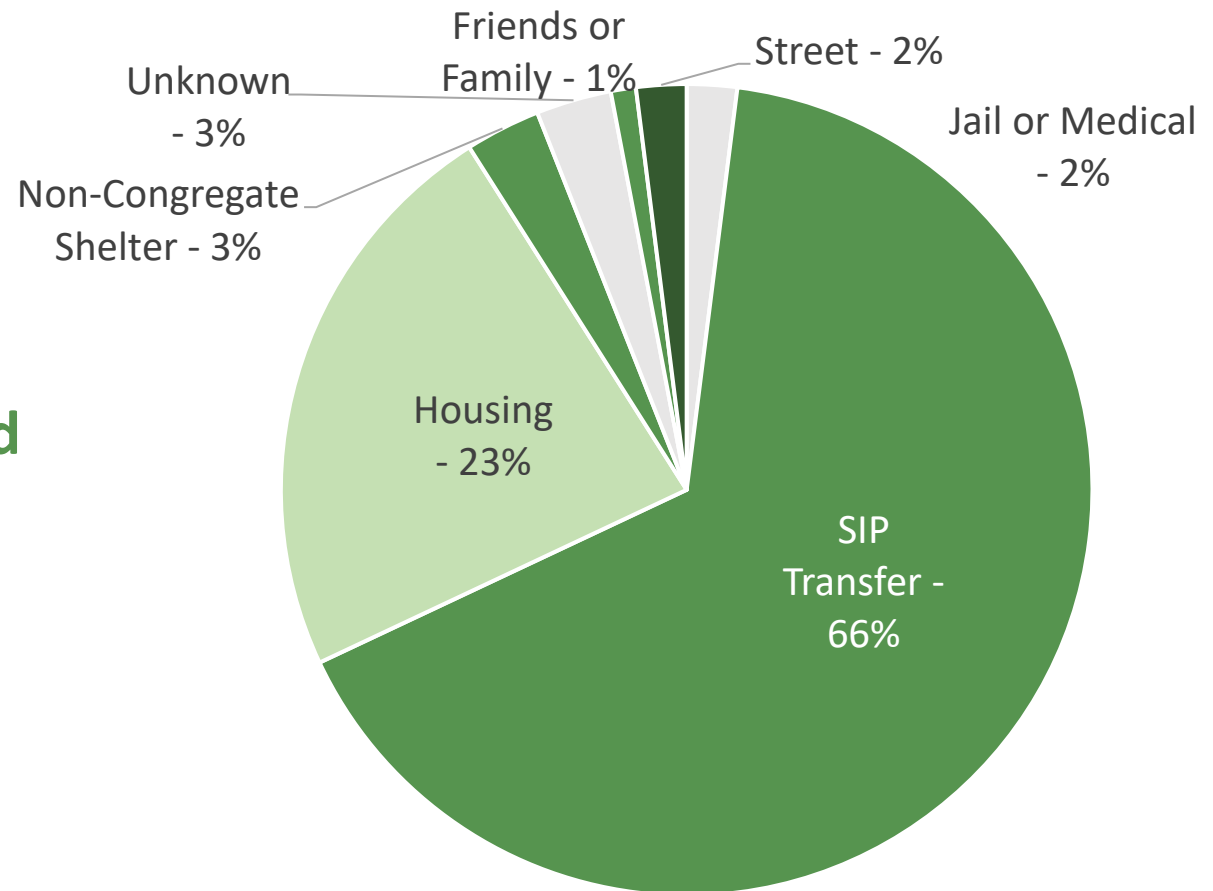
# Program Highlights: SIP Rehousing

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- HSH has demobilized **seven** SIP Hotels as of October 25, 2021.

- Majority of guests placed in **rehousing options** or **transferred to another SIP hotel** to await rehousing placement.

- See chart for exit data from five most recent demobilizations.





# Program Highlights: Housing - EHV's

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- **Required Partnership between SFHA and HSH as the Collaborative Applicant for the CoC**
  - All referrals, except for DV, must come from the CoC's Coordinated Entry System
- **HUD minimum eligibility requirements:**
  - Emergency Housing Vouchers assistance is limited to families and individuals who are:
    - Homeless;
    - At-risk of homelessness;
    - Recently homeless and at high risk of housing instability; or
    - Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking

## **San Francisco's Interim Allocation Targets:**

- 27.5% (249) - Families
- 20% (181) - TAY
- 37.5% (340) - Individuals
- 15% (136) - People fleeing violence



# San Francisco's EHV Priorities

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- In addition to the four eligible categories, **there are additional goals** San Francisco is using to plan for distributing vouchers
- **Address racial inequities** in homelessness caused by structural racism by connecting households that have been historically marginalized to vouchers
- **Reduce homelessness** by targeting a significant portion of vouchers to people experiencing literal homelessness
- **Decrease inflow into homelessness** by targeting vouchers to people at imminent risk of homelessness
- Provide all clients with housing search, navigation, and move-in services
- Provide literally homeless applicants ongoing case management supports



# EHV Process Overview

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## Screen for Eligibility

- Through ONE system via partner
- Preliminary screening coming online/311

## Application Submission

- Via ONE system
- Initial review by HSH, then send to SFHA

## Notification of Acceptance

- SFHA- HSH- Partners meet weekly to review application statuses/trouble shoot

## Housing Search & Leasing Navigation Support

- Through HSH community partners, coordinated via ONE system

## Housing Stabilization Case Management

- Estimate ~ 2/3 of voucher holders that are literally homeless will need more supports



# EHV Process Overview: Details

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## Screen for Eligibility

- Through ONE system via designated referral partners using categorical eligibility assessment
- Preliminary eligibility screener will be available online/3-1-1 to help applicants know if they may be eligible and whether vouchers are available for their circumstances.
- Screener links to online appointment booking system for available vouchers, and directs to other resources if none available

## Application Submission

- Designated partners upload SFHA application via ONE system
- Initial review by HSH, then send to SFHA
- Upon approval, applicants receive an in-person briefing with SFHA and move into housing search





# EHV Key Milestones

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## November 2021

Finalize and train on screener and booking system

Train Access Points and additional DRPs on EHV application & referral process

Victims Services Providers launch referrals

Temporary Application Center being considered



## December 2021

EHV SFHA Notice goes out

HSH EHV website go live with screener & booking system

Access Points Go Live with appointments

Housing service contracts in place



## January 2022

Complete Access Point Referrals

50% of referrals complete

<http://hsh.sfgov.org>



# Program Highlights: Coordinated Entry

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• HSH is working to **expand Access Points** to improve access for adults experiencing homelessness:

- Veterans
- People in the Mission & Castro areas

• LHCB **Coordinated Entry Committee** on November 9:

- Update on housing placements from the community queue for adults.
- The role of CE in EHV placement.



# Program Highlights: Problem Solving

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- Completed first **program monitoring** process. So far in FY21-22:
  - **1,409** Problem Solving conversations
  - **96** Problem Solving resolutions
- Annual Problem Solving **training** completed.
- Launching a **Problem Solving Champions Cohort:**
  - Sharing, creating and disseminating Problem Solving tools, knowledge and best practices.
  - Enhancing provider relationships and collaboration across populations.
  - Supporting training and coaching.



# HSH Updates: CoC Application In Process

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- On October 25, the LHCBC voted on the **2021 CoC ranked list** as part of San Francisco's collaborative application to HUD.
- Thank you to members of the Rank and Review panel and the LHCBC for putting forward a strong application for federal funding.
- The application includes **over \$57M in funding requests** for Tier 1 and 2 projects, as well as the DV bonus.
- Next steps:
  - **Authorizing resolution** from the Board of Supervisors – hearing on November 3.
  - Application due by **November 16**.



# HSH Update: USICH Listening Session

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- US Interagency Council on Homelessness (USICH) is creating a new **Federal Strategic Plan to Prevent and End Homelessness**.
- Input session hosted by **HSH**, **OCOH**, and **USICH** for people with **lived experiences, providers & advocates**.
- Virtual Meeting: **November 17 at 5:00 p.m.**
  - Register: [bit.ly/3BtW1Bn](http://bit.ly/3BtW1Bn)
  - Feedback can also be given online: [www.usich.gov/fsp](http://www.usich.gov/fsp)



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# Questions?

Thank you.

<http://hsh.sfgov.org>