



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Local Homeless Coordinating Board | June 6, 2022

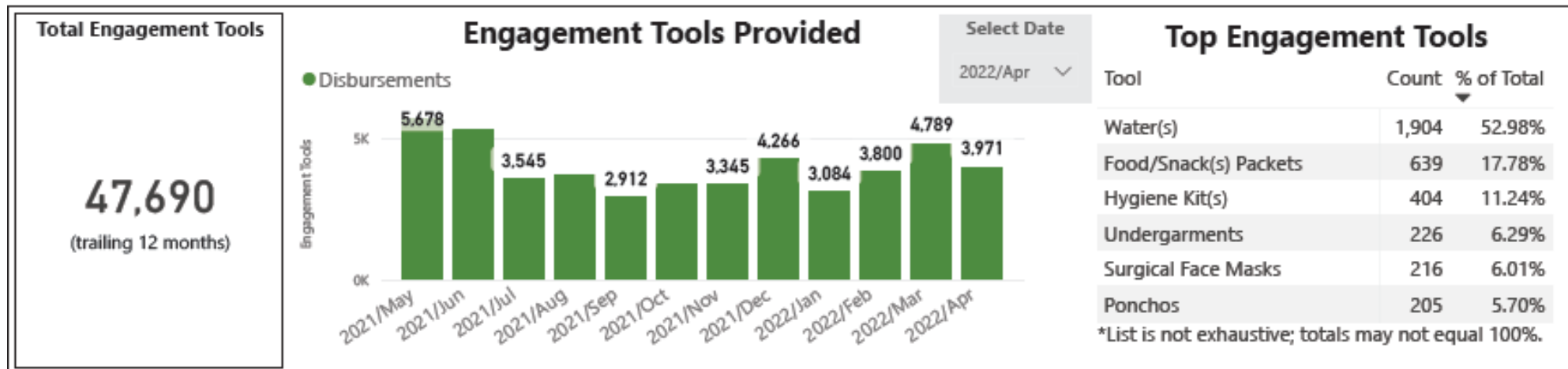
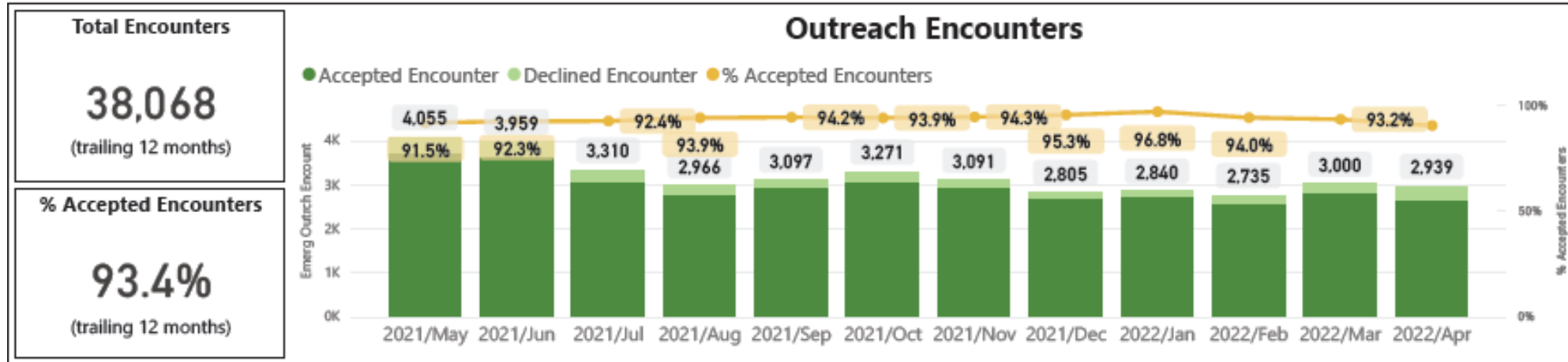




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Homelessness Response System Data Updates

Outreach



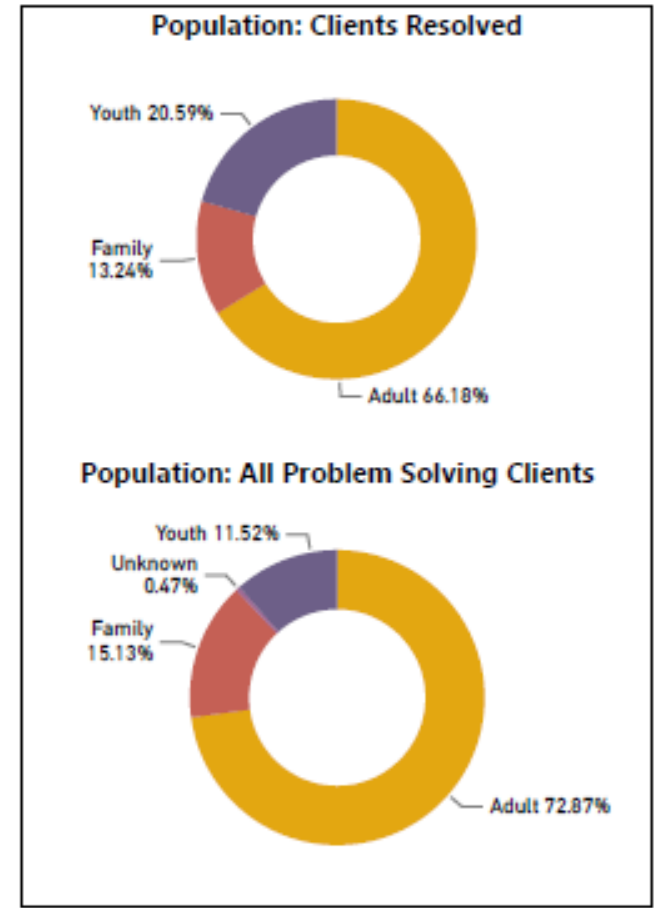
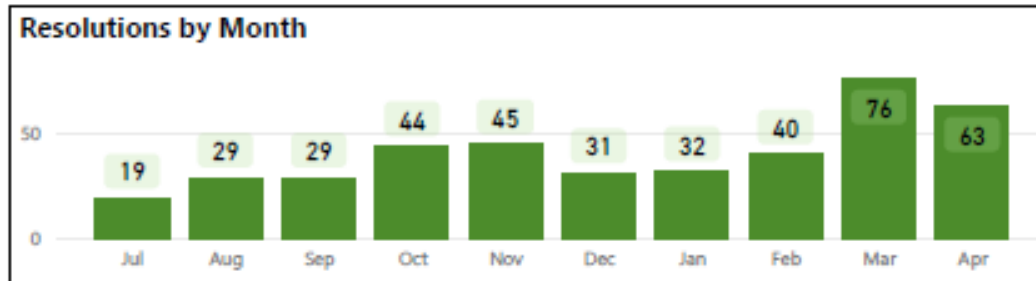
Data through April 30, 2022.

Problem Solving – General

Clients

375
Unique Clients Resolved

5,888
Unique Problem Solving Clients



Services

408
Total Resolutions

8,280
Total Conversations

\$1,444,965
Total Financial Assistance

\$3,542
Average Assistance Per Resolution

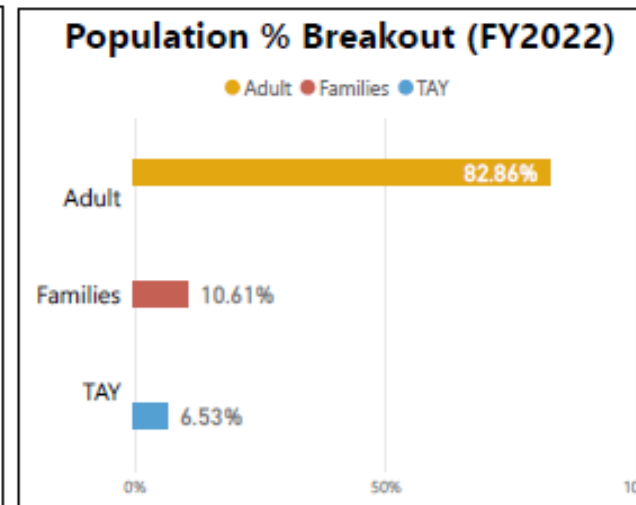
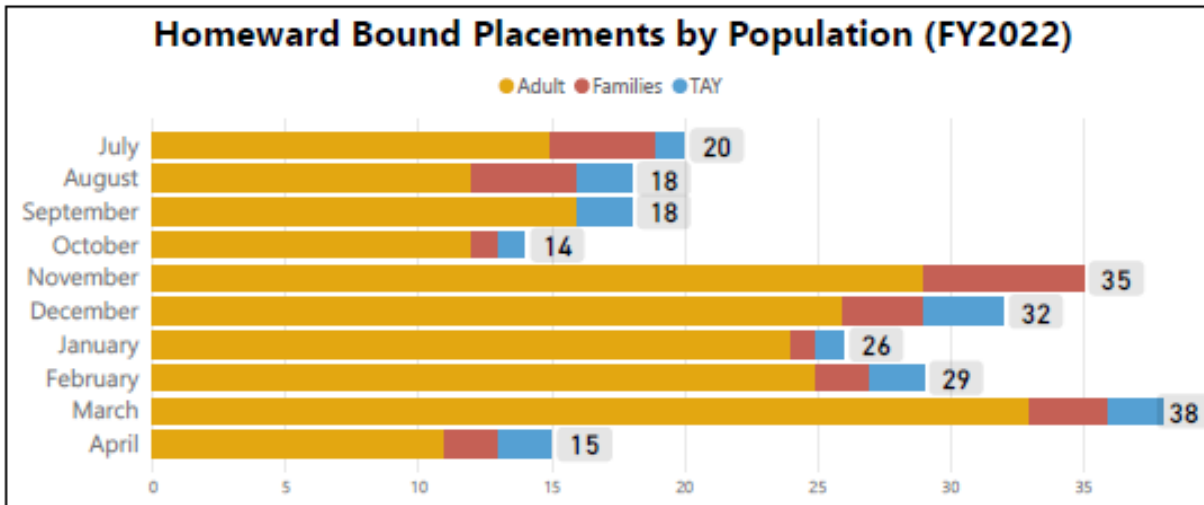
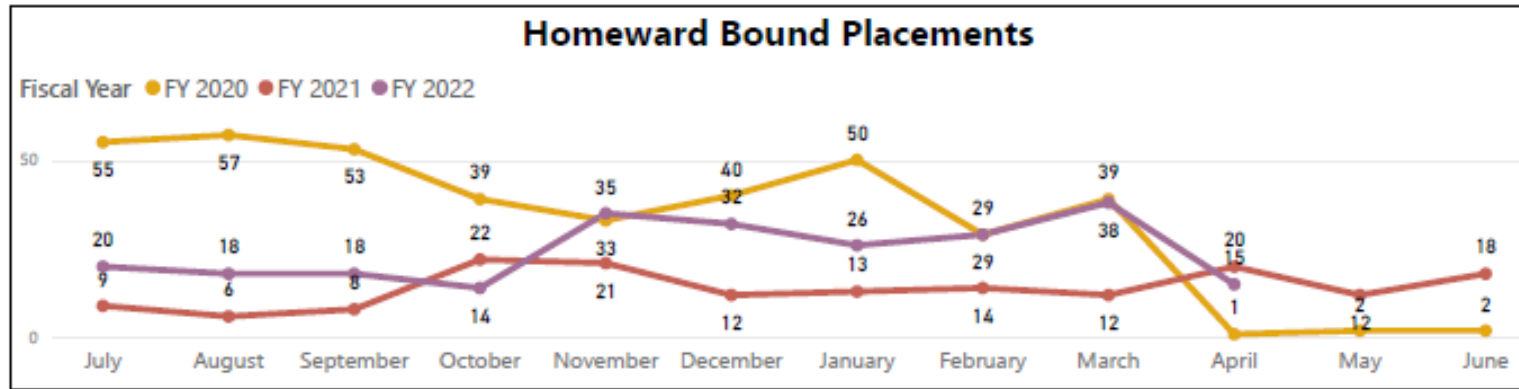
Top 5 Financial Assistance

Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$1,203,256
Rental Assistance after Move-in	\$136,984
Furniture, such as a bed, which makes it possible for a person to move into a shared living situation	\$37,362
Transportation costs for housing, employment, or appointments with other entities helping with Problem Solving (bus tokens, passes, taxi rides, etc.)	\$33,672
Contribution to rent costs of another household (non-lease agreements) if it will allow the participant to move into the unit or maintain/return to the unit	\$11,292

Data through April 30, 2022.

Problem Solving - Homeward Bound

15
 Latest Month Exits
245
 FYTD Exits
137
 Last FYTD Exits
167
 Last Year Total



Data through April 30, 2022.

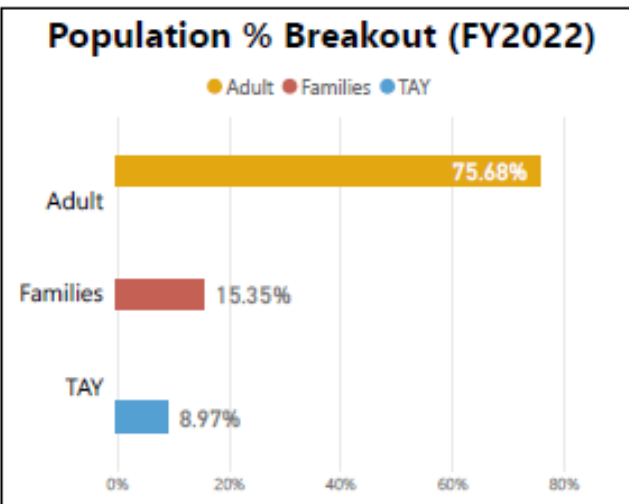
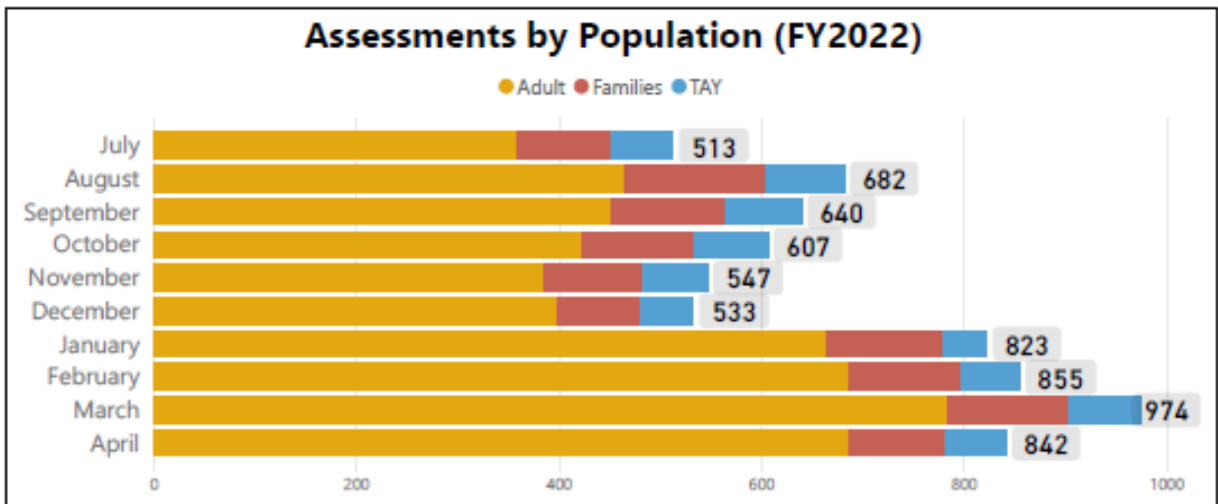
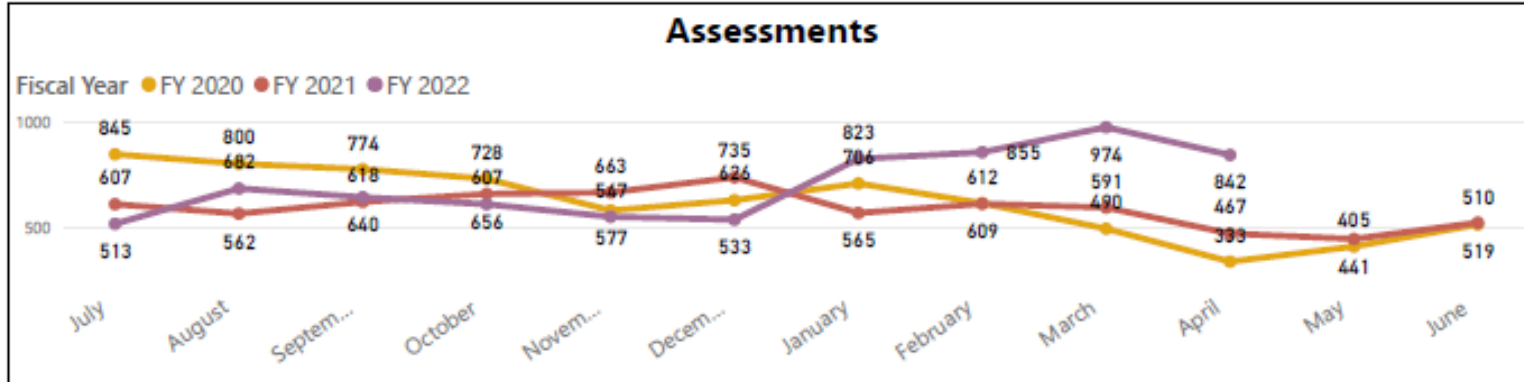
Coordinated Entry - Assessments

842
Latest Month Assessments

7,016
FYTD Assessments

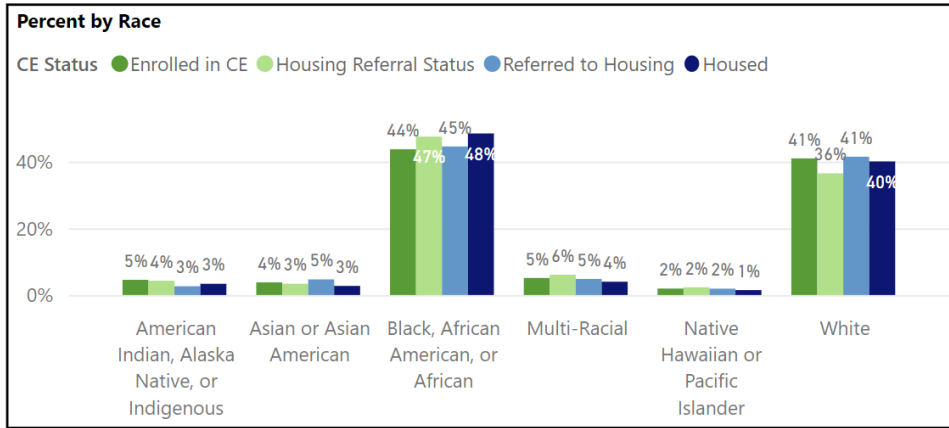
6,073
Last FYTD Assessments

7,033
Last Year Total

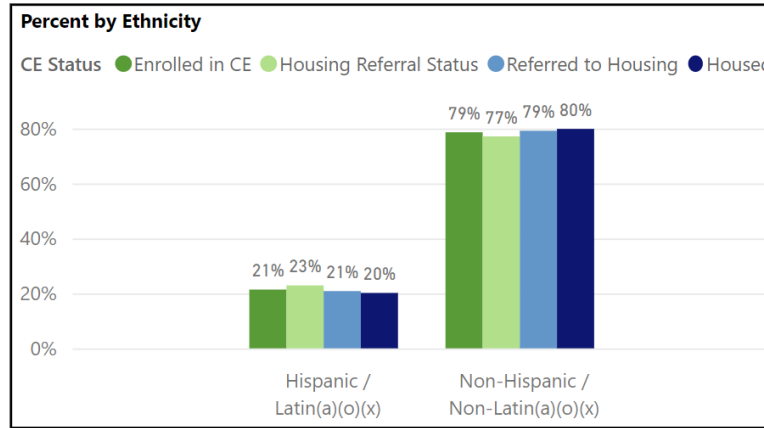


Data through April 30, 2022.

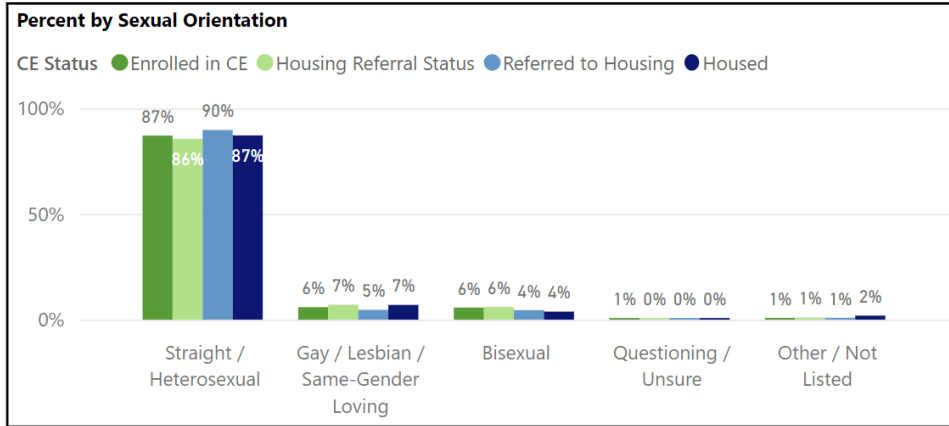
Coordinated Entry & Housing Demographics



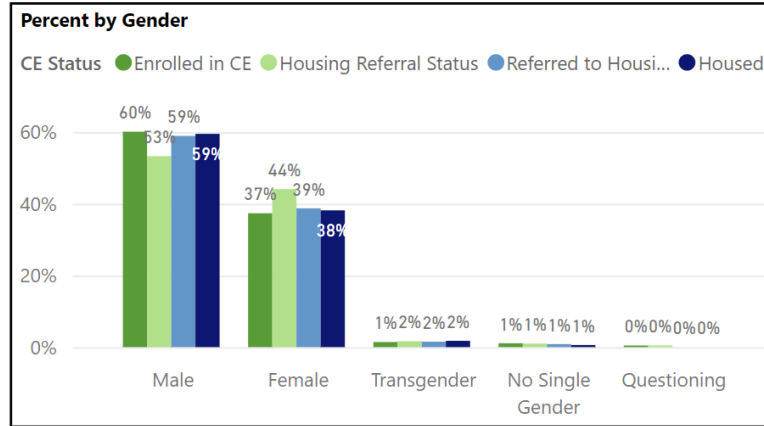
Race is incomplete for 8% of clients (3% Data Not Collected; 5% Doesn't Know / Refused)



Ethnicity is incomplete for 1% of clients (1% Data Not Collected; 1% Doesn't Know / Refused)



Sexual Orientation is incomplete for 5% of clients (3% Data Not Collected; 2% Refused)



Gender is incomplete for 0% of clients (0% Data Not Collected; 0% Doesn't Know / Refused)

- *Data from January 1, 2022 to March 31, 2022.*
- *New data available quarterly.*

Housing – Placements

Program Sub-Category

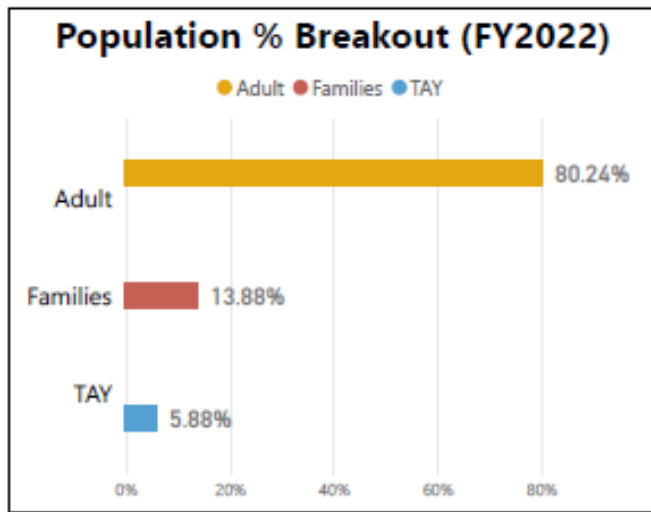
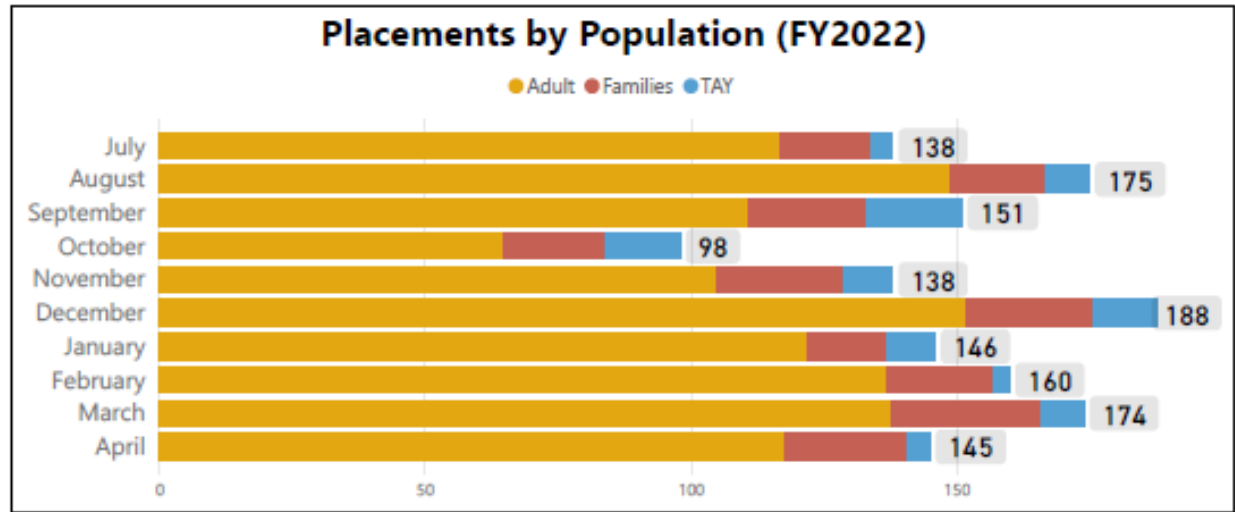
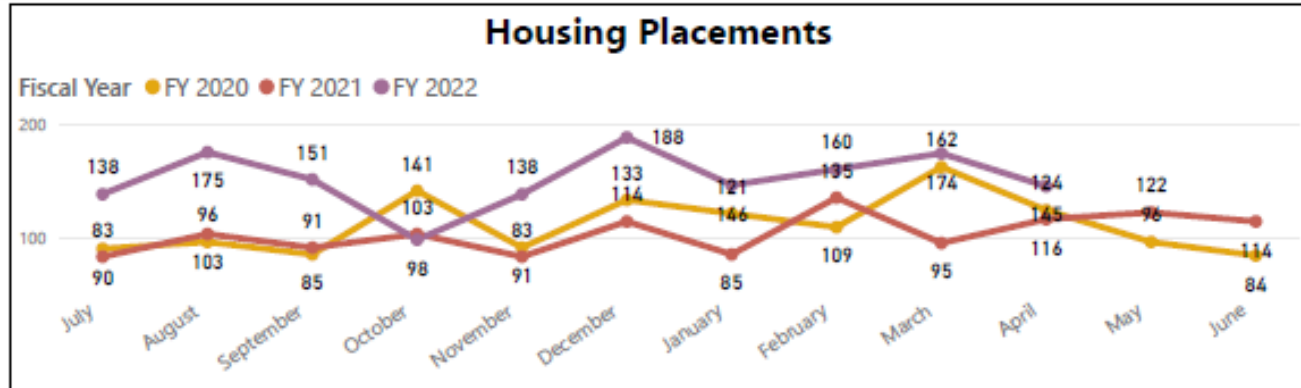
- Select all
- PSH
- Rent Subsidies
- RRH

145
Latest Month Placements

1,513
FYTD Placements

1,008
Last FYTD Placements

1,244
Last Year Total



Data through April 30, 2022.

Current Housing Vacancies

Total Vacancies
856
=

Online Units Ready for Referral
592
+

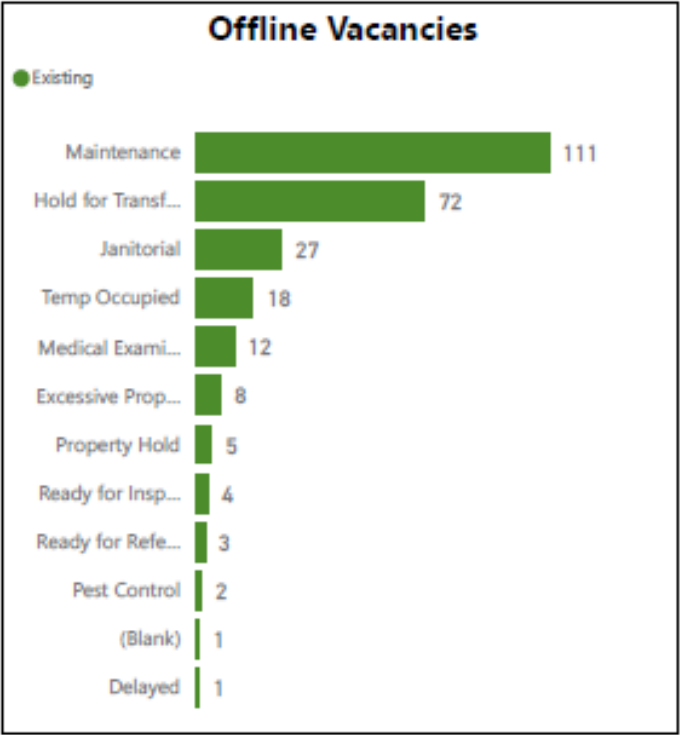
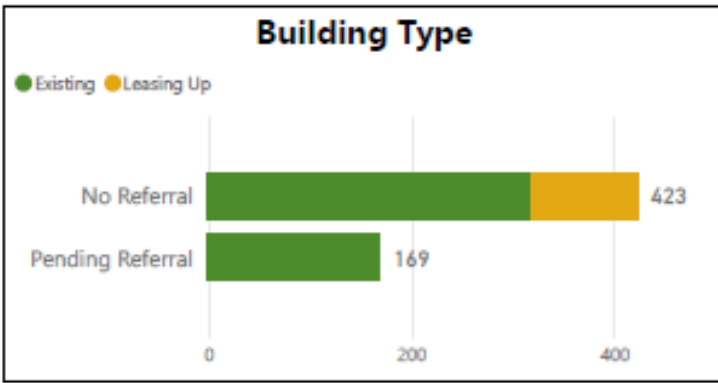
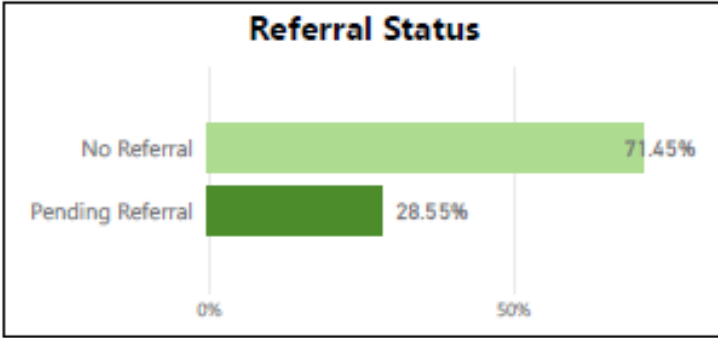
Offline Units
264

Buildings in Lease Up Phase

Building	Open Date	Capacity
Kinney Hotel	Apr/22	30
Panoramic	May/22	160

9.3%
Vacancy Percentage*

* Calculated for existing site based buildings.

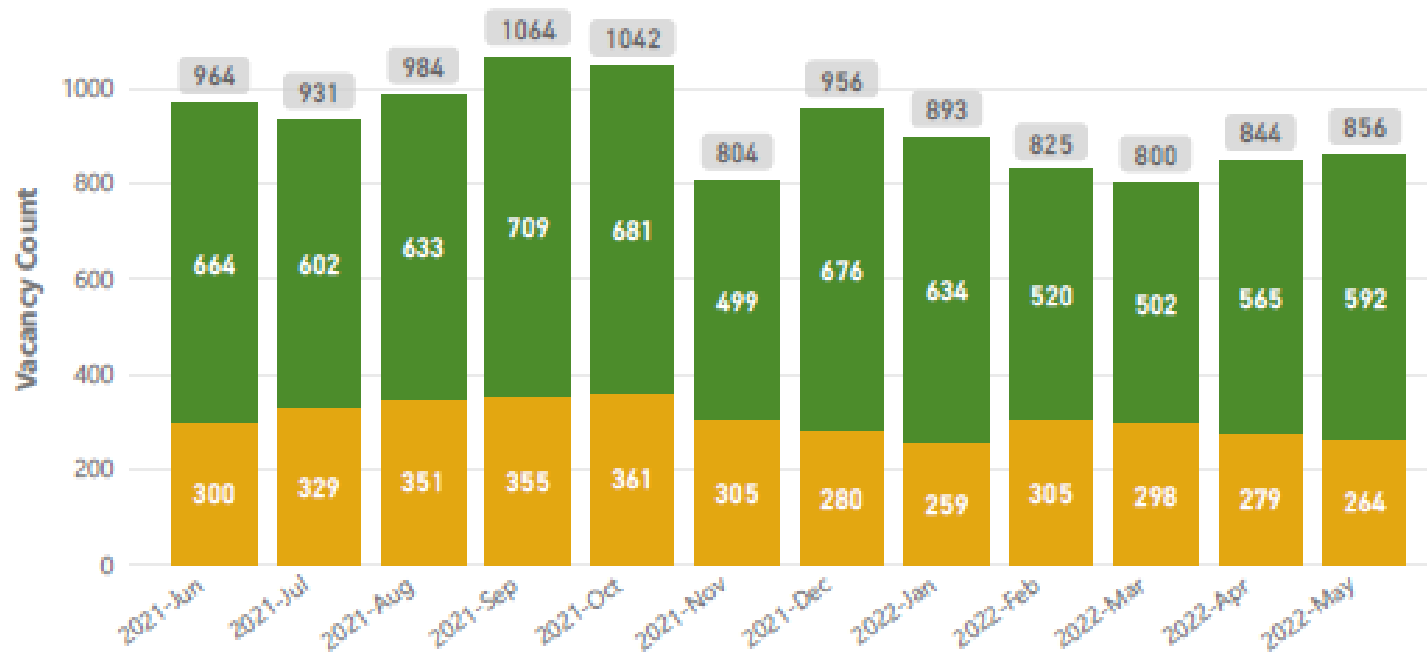


Data snapshot as of May 25, 2022.

Housing Vacancies over Time

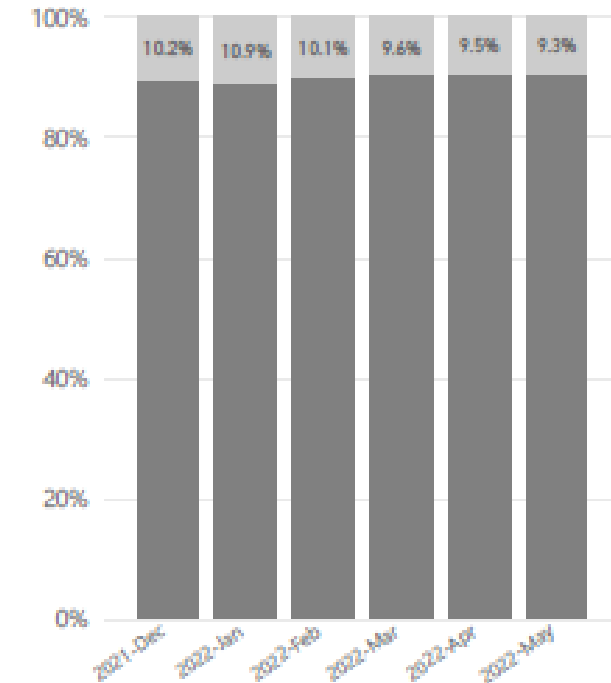
Vacancy Counts Monthly

● Offline ● Online



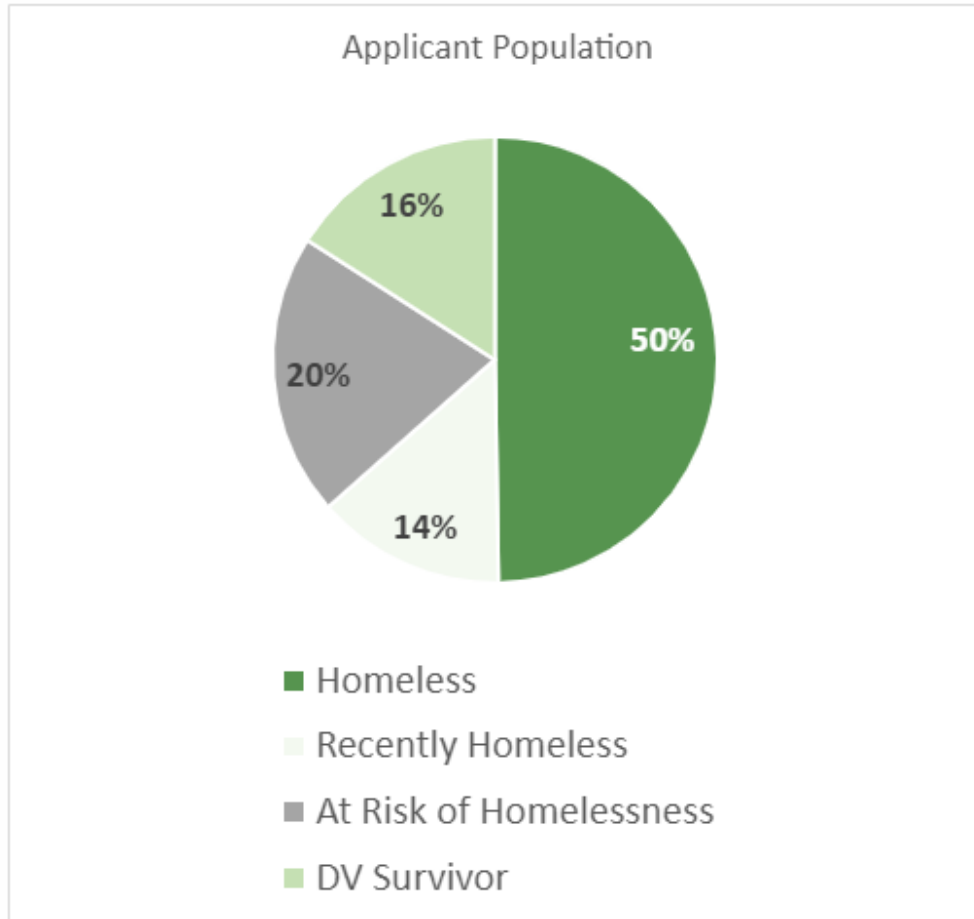
Vacancy Percentage Monthly

● Occupancy Pct ● Vacancy Pct



Monthly data snapshots through May 25, 2022.

Emergency Housing Voucher Rollout



Interim Progress Report:

- **625** referrals submitted
- **472** vouchers issued
- **155** households housed

Data as of May 24, 2022.

SIP Guest Exit Destinations by Cohort

Guests Eligible for SIP Housing Process

Exit Destination	Number of Guests
Housing	963
Temporary Shelter	146
Other Institutions	50
Other*	614

+

Other SIP Hotel Guests

Exit Destination	Number of Guests
Housing	133
Temporary Shelter	96
Other Institutions	35
Other*	548



881 Current
Guests

1,096 Guests
Housed

9 Active
Hotel Sites

*Includes exit by client choice & safety discharges | Data through May 26, 2022 | [See HSH website for more details.](#)

Tenderloin Emergency Initiative: Progress & Outcomes

2,256 SFHOT encounters in the Tenderloin.

- Approx. 95 encounters per week

901 shelter placements from the Tenderloin.

- 591 placements from the Tenderloin Center.

234 housing referrals from the Tenderloin Center.

- 151 move ins.

Data from December 13, 2021 through May 29, 2022



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

FY2022-23 & FY2023-24 Budget

FY2022-24 Budget Timeline

June 1:

Mayor's Proposed Budget released.

June 16 & 22:

HSH budget hearings at Budget & Appropriations Committee.

July/August:

Board of Supervisors adopts FY22-24 budget and sends to Mayor for signature

Proposed Investments in PSH Equity

- Total of **\$67.4 million** in new investments over two years in HSH's legacy PSH portfolio.
- Wage Equity Investments: **\$30 m investment**
 - \$3 million annually to set \$28/hour floor for PSH case managers.
 - \$12 million annually for frontline property management staff.
- Additional Case Management Services: **\$32.4 m investment**
 - \$16.2 million annually to lower case management-to-client ratios in legacy housing sites
 - 1:20 case manager-to-client ratio for families and TAY sites; brings adult sites closer to 1:25 case manager-to-client ratio
- Capital Improvements: **\$5 million** one-time
 - Repairs, upgrade and install Wi-Fi in existing buildings.

Proposed Investments: End Transgender Homelessness

- **150 scattered site permanent housing subsidies** to be allocated for TGNC people.
- Acquire and operate a Permanent Supportive Housing site with **50 to 80 units** for **TGNC youth funded by Prop C**.
- **\$6 million** over two years (\$3 m annual General Fund investment):
 - Build capacity among TGNC-serving providers.
 - Fund short-term/shallow subsidies and/or provide flexible financial assistance.

Proposed Shelter Investments

New Investments

- **\$7 m one-time funding:** Build new non-congregate cabin site for up to 70 guests in the Mission District.
- **\$25 m in new state funding over two years:** operate ~410 beds of non- & semi-congregate shelter (711 Post & Baldwin Hotel sites)

Key Continuing Investments

- **Continuation: Bayview Vehicle Triage Center (VTC)**
- Ongoing funding for a **second VTC** once site is identified
- **\$4.1 million in FY22-23:** Maintain ~55 tent spaces of Safe Sleep in Mission and Bayview
- **\$4 million in FY22-23:** Maintains 70-cabin program at 33 Gough
- Extends one additional year of operations at three non-congregate hotel rooms with 295 units

Proposed Outreach & Systemwide Investments

- \$1.2 m added on an ongoing basis to support two Street Wellness Response Teams (SWRT) in coordination with EMS6
- \$900k over two years to pilot street ambassador program
- \$300k annually for mental health training and support for frontline staff working in the Homelessness Response System
- \$230k annually to implement the City's Overdose Directive and reduce overdoses
- Funding supported by Department of Public Health to continue Tenderloin Linkage Center through December 2022

Proposed HSH Staffing Investments

- Proposed **60 new HSH positions department-wide** over the next two years to design, implement and administer program expansion.
- New investments include additional staffing for:
 - Shelter, housing, and outreach teams, including dedicated ADA coordinator.
 - Community engagement and disaster planning support.
 - Additional contract analysts to speed contract implementation and procurement.
 - Expansion of prevention team.
 - Planning positions to design new programs and strategies and provide additional data & performance analytical support.
 - Dedicated HSH equity analyst.
 - Additional HR and IT support.
 - Expanded team to implement and administer new CalAIM initiative.
 - Creation of HSH housing placement team.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Program Highlights

Program Highlights: Equity Update

• DEI trainer:

- Job description finalized, position will be posted in the coming weeks.

• HSH All Staff DEI Training:

- Scheduled for summer 2022.

• Updated Language: Definition of Black-Led providers

- At least 70% of executive leadership are Black-identifying people.
- Outside of leadership, staff represent people they serve.
- Center Black community in policies and decision-making power.

Program Highlights: Outreach

• **Street Wellness Response Team expansion:**

- Beginning on June 25, the Street Wellness Response Team will **expand** from one team to **five teams**.
- The program will start **24/7 operations**.

• SFHOT continues to support outreach and shelter placements in the Tenderloin.

Program Highlights: Coordinated Entry

- **Housing Referral Status Thresholds:** Updates on June 15
 - More discussion at June 14, 2022 LHCB Coordinated Entry Subcommittee Meeting.
- **MTA Partnership with Access Points:**
 - For people experiencing homelessness & involved with Access Points.
 - Since Nov. 2019: Over **11,000 free annual Muni passes** and **\$1.2 million in citation waivers**.
- **Multi-Disciplinary Team** matches Navigation Center clients to housing + referrals:
 - Served 25 people at Bayview in April; 40 in Bayshore in May
 - Going to Embarcadero in June.

Problem Solving

- **Homeward Bound ended as a standalone program** on June 1, 2022.
- Any households experiencing homelessness who need assistance to reunite with support systems outside San Francisco can get services through **Problem Solving** at **Coordinated Entry Access Points**.
- Problem Solving now includes:
 - Airplane, train, or bus tickets.
 - Food stipends for travel.
 - Additional support/resources for household to stabilize in new community.

Program Highlights: Shelter

• **Shelter Grievance Ordinance:**

- Working to implement.
- In May, HSH developed implementation regulations, provided written materials, updated client-facing Shelter Grievance forms, provided trainings.

• **Urgent Accommodation Vouchers:**

- Hotel stays for Families and Pregnant People, TAY, and DV survivors.
- SOI released for CBO provider (funded through Prop C).

• **Cabin Program:**

- Last four cabins and community spaces to be installed this month to complete the 70-cabin site at 33 Gough.

Program Highlights: Housing

• **TAY/Family FHSP & Family Housing Ladder:**

- SOI released on June 1, 2022.

• **City Gardens:** SOI to be released in early June.

• **Bayview Flexible Housing Subsidy Pool: Provider Selected**

- Providence Foundation to provide housing location and retention services, case management, and subsidy for adults experiencing homelessness with a connection to District 10.

• **Policy Discussion: CoC Subsidy Termination Policy**

- HSH soliciting input from CoC subrecipients about improvements/clarifications.
- 1-2 more months to provide input before policy is presented to LHCB.

Program Highlights: Supporting PSH Quality

- Total of **\$67.4 million** over two years to invest in existing PSH:
 - Wage equity investments: \$30 million
 - Service levels: \$32.4 million
 - Capital improvements: \$5 million
- Resuming **in-person program monitoring** this summer and fall for all sites in PSH portfolio.
 - In-person visits paused per Controller guidance in 2020 and 2021.
 - HSH **Contracts Compliance Officer** starting July 1, 2022.

Program Highlights: Supporting PSH Quality

- Exploring partnerships with Department of Building Inspection, Department of Public Health, Mayor's Office of Housing and Community Development, and City Attorney to:
 - **Increase transparency** about **code violations** at HSH-funded housing.
 - More effectively **partner with owners and property managers** to remediate issues as they arise.
 - **Strengthen lease provisions** related to asset management.
 - Assess and fund **capital needs in older buildings** in the HSH portfolio.

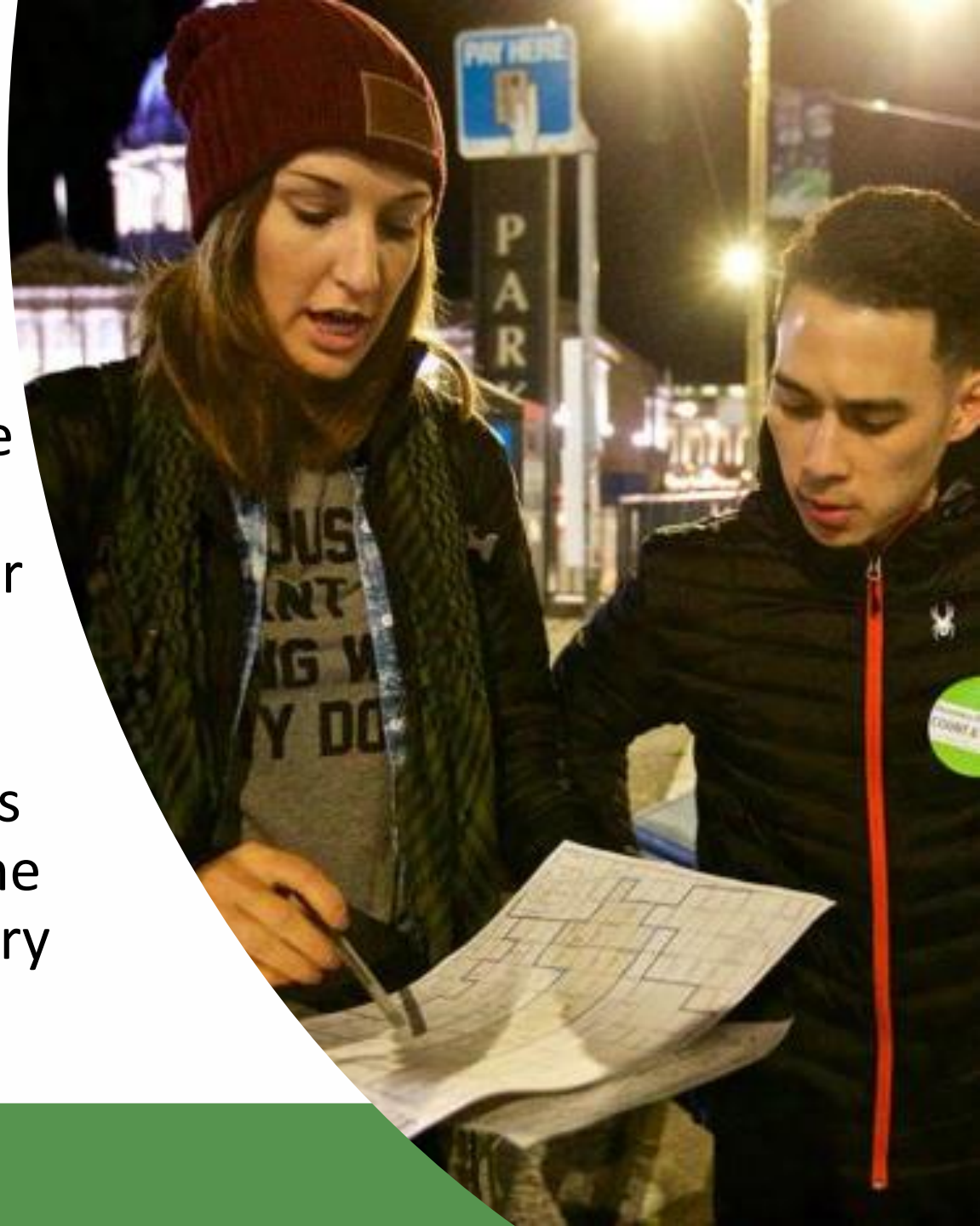


DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Other Key Updates: 2022 Point-in-Time Count

What is the PIT Count?

- HUD requires that Continuum of Care (CoC) grantees conduct a Point-in-Time (PIT) Count of all persons experiencing homelessness at least once every other year.
- HUD also requires that CoCs report on available housing and shelter resources dedicated for homeless people as of the night of the PIT in the Housing Inventory Count (HIC).



Components of the PIT Count



Sheltered Count

Count of homeless individuals and families staying in emergency shelters and transitional housing



Unsheltered Count

Visual count of unsheltered homeless individuals and families sleeping outdoors, in tents, in vehicles, or other places not meant for human habitation

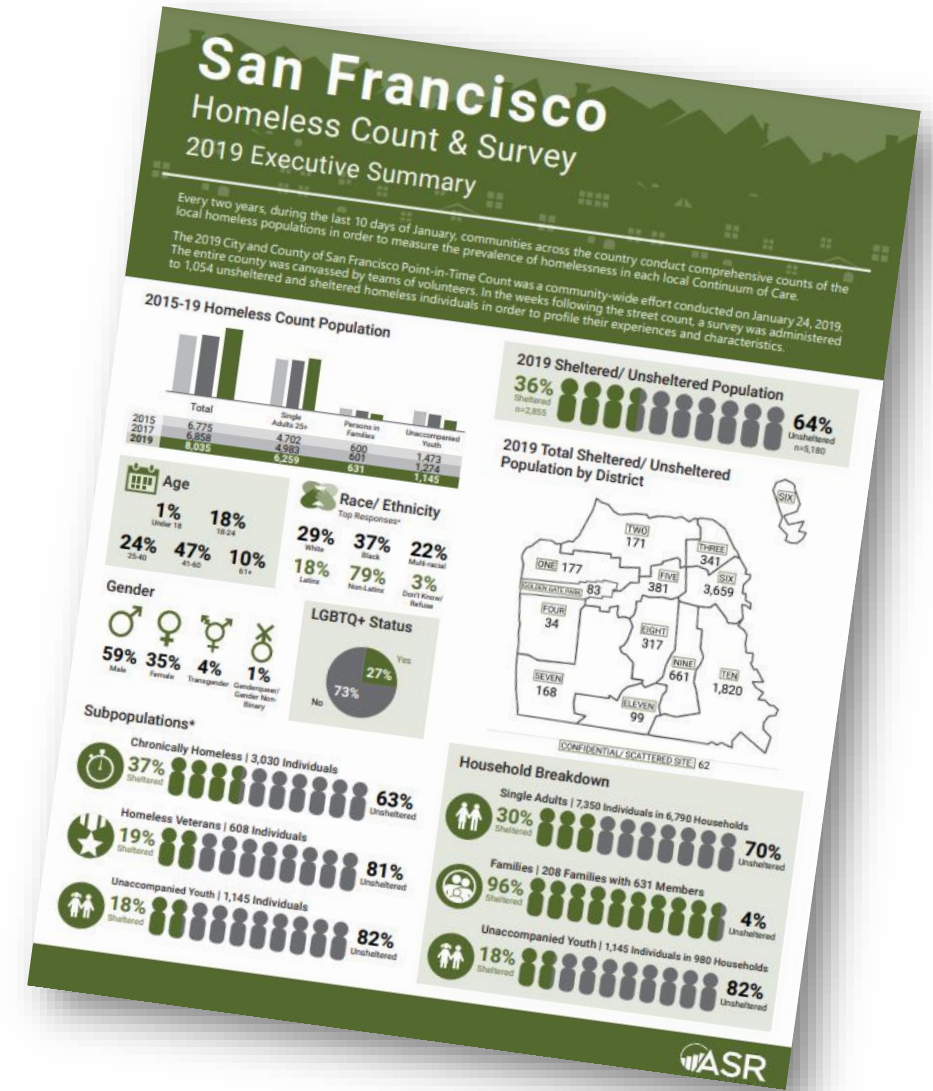


Survey

Interviews with a representative sample of sheltered and unsheltered people to understand population demographics and characteristics

2022 PIT Count

- The last full (sheltered & unsheltered) PIT count was held on January 24, 2019
 - San Francisco, like many communities, was granted an exception from conducting the 2021 Count due to COVID-19 health and safety risks
- San Francisco's 2022 PIT and HIC Counts reflect data as of February 23, 2022



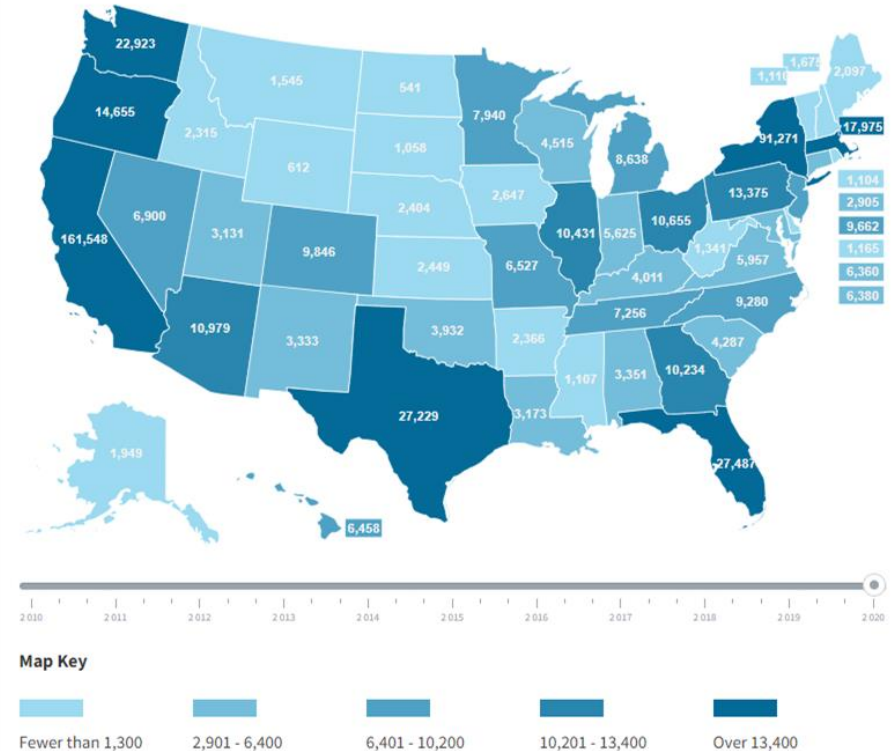
What is the PIT Count used for?

• The PIT Count...

- Increases our understanding of local needs
- Impacts funding for homeless services and meets federal reporting requirements
- Generates nationwide data regarding individuals and families experiencing homelessness
- Drives program and policy decisions

• Limitations:

- Captures a “snapshot” of one single night only
- Difficulties identifying homeless individuals visually
- Does not count certain living situations (doubled up, couch surfing, etc.)



Report Milestones



February 23 – PIT Count

Count of unsheltered homelessness is conducted. Data is compiled in subsequent weeks for sheltered count and HIC as of the night of 2/23.

Survey administered in March 2022.

May 16 – Media Release

Key findings are announced at a press conference based on HUD data submission.

All Bay Area counties release similar figures.

Early July – Full Report

Full written PIT Report, Youth Count Report, and Executive Summaries are published to HSH website.

Includes supplemental data not reportable to HUD and survey findings.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

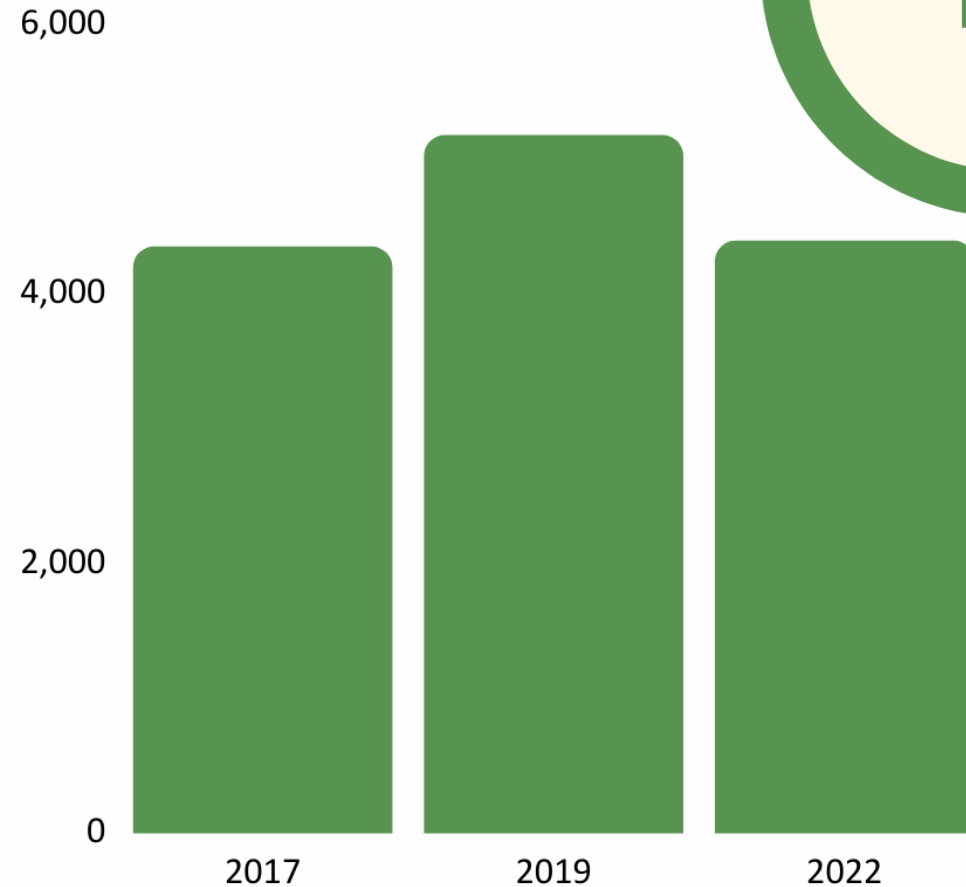
PIT Count Preliminary Findings

As of May 2022



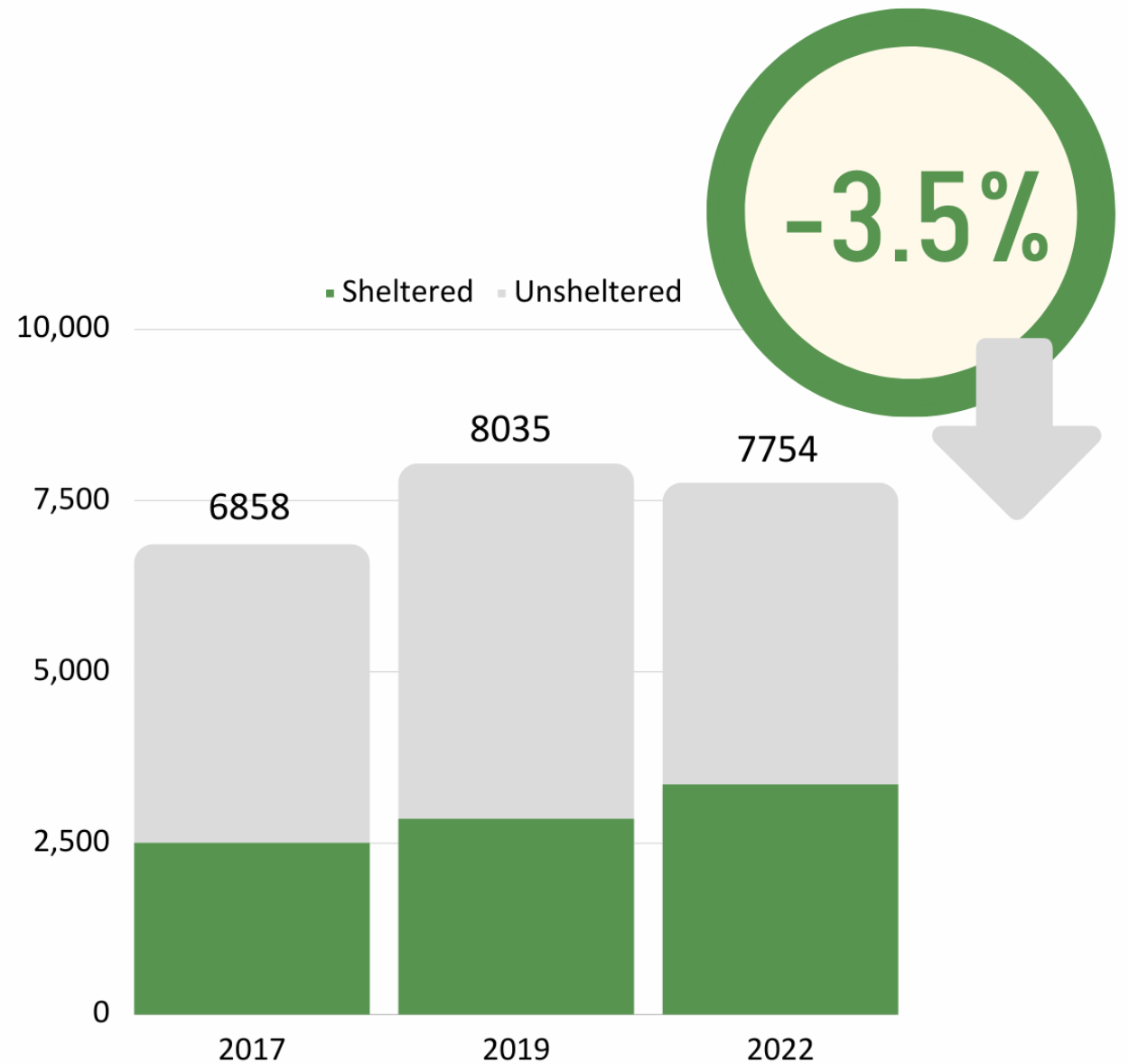
Unsheltered Homelessness

- 4,397 people were unsheltered on the night of the PIT, representing a **15% decrease** since 2019
- The decrease corresponds with a significant increase in housing and shelter resources



Total Homelessness

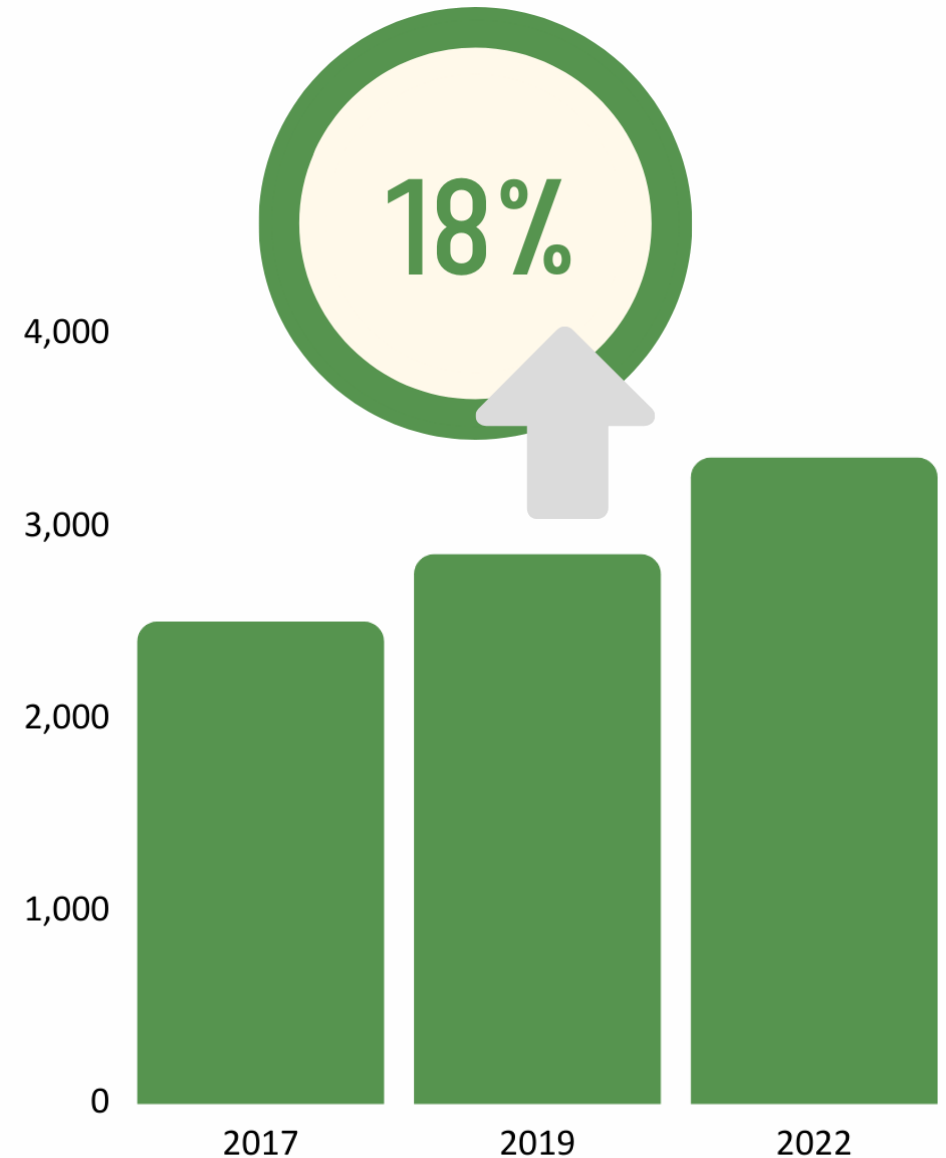
- Total homelessness (sheltered + unsheltered) **decreased by 3.5%** since 2019 from 8,035 to 7,754
- This represents a 9% reduction in homeless households*



*Households include families with children and adult couples

Sheltered Homelessness

- 3,357 people were living in shelter, an **18% increase** since 2019
- This corresponds with a substantial increase (24%) in available shelter beds
- Shelter settings include emergency shelters, transitional housing, Navigation Centers, SIP Hotels, stabilization units, and winter shelters



Percentage Sheltered

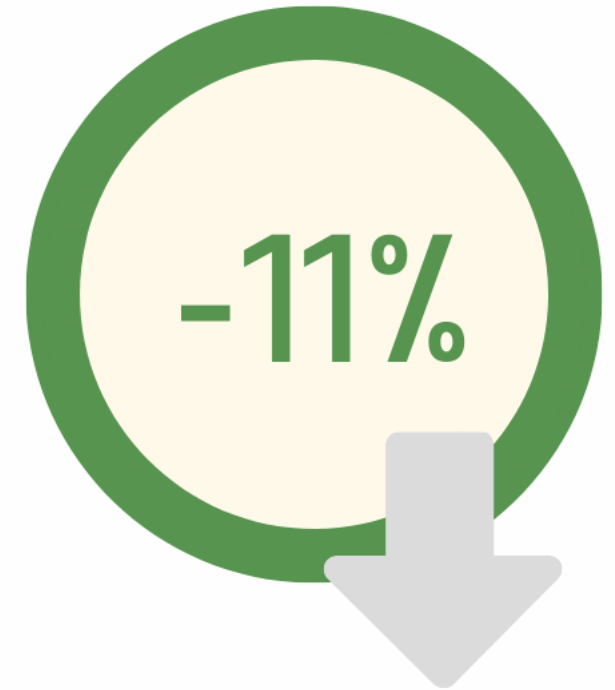
- Unhoused people were **more likely to be sheltered** in 2022
- **43%** of the homeless population was sheltered in 2022 compared to **36%** in 2019





Chronically Homelessness

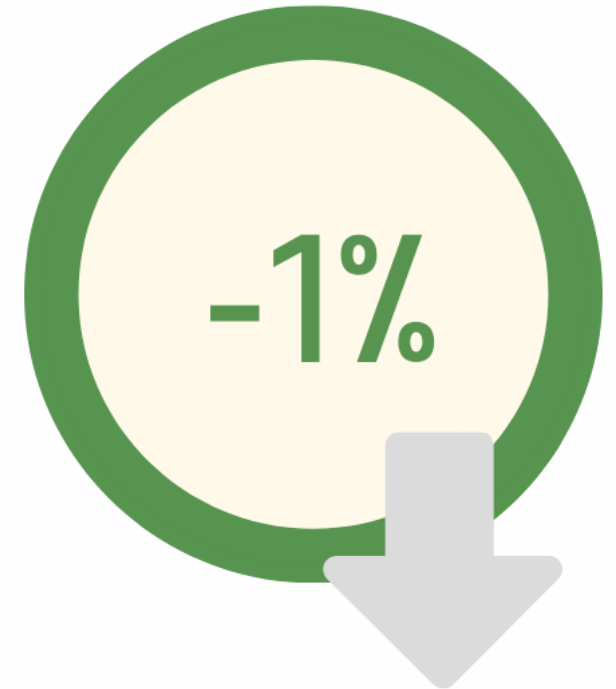
- There were 2,691 chronically homeless people in 2022 compared to 3030 in 2019, a reduction of 11%
- San Francisco's homeless population was less chronically homeless in 2022, at a rate of 35% in 2022 compared to 38% in 2019





Families

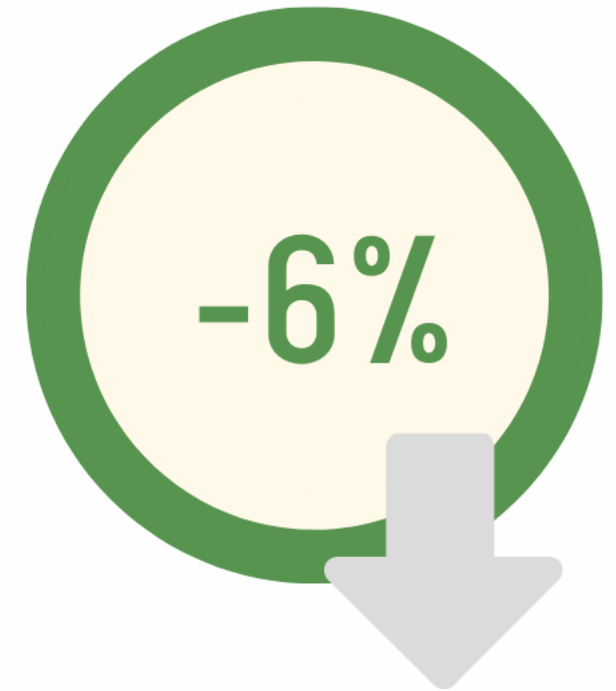
- Homeless families **declined 1%** since 2019 from 208 to 205 households
- This decline was observed despite **new efforts** in 2022 between HSH and nonprofit providers to identify unhoused families





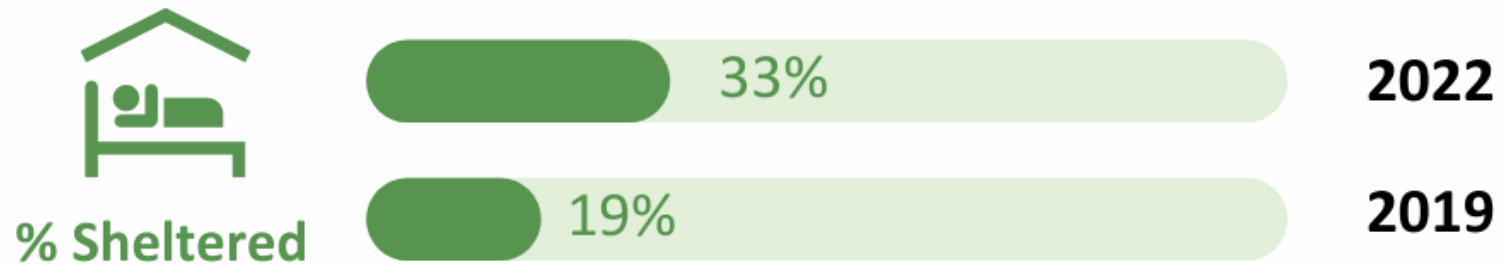
Youth Households

- Unaccompanied youth (age 24 and under) **decreased 6%** since 2019 from 1145 to 1073.
- Parenting youth households **decreased 47%** since 2019 from 36 to 19.



Veterans

- The total number of homeless veterans **remained flat**, with 608 homeless veterans in 2019 and 605 homeless veterans in 2022
- Veterans were **more likely to be sheltered** in 2022; 19% of homeless veterans were sheltered in 2019 compared to 33% in 2022





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Other Key Updates: Unit-Level Inventory Project

Unit Level Inventory (ULI) Project

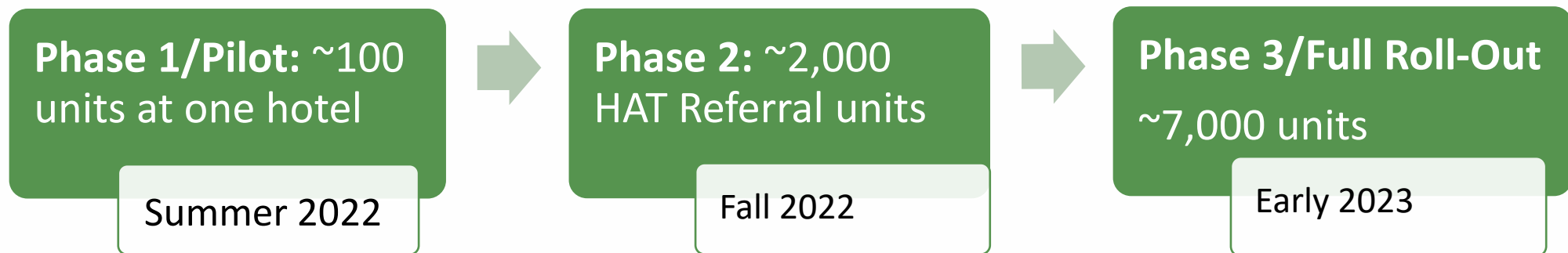
- **ONE System** is the **source of truth** for City's homelessness work.
- ULI project **adds PSH portfolio** to ONE: first time we'll have comprehensive picture of our inventory.
- Functionalities:
 - **Integrate** and **accurately track** housing referrals, enrollments, capacity, occupancy, unit characteristics, amenities, funding sources and eligibility.
 - Streamlines process for increased efficiency, including ability quickly **refer the highest-priority clients** to specific available units that **meet their needs**.

Unit-Level Inventory (ULI) Project

- Fulfills **recommendation from BLA** to add unit inventory to ONE.
- HSH and ONE System vendor (Bitfocus) **launched ULI project in 2020.**
 - Development and implementation slowed by the pandemic.
- San Francisco is the **first community in the nation** to build this functionality into its centralized Homelessness Management Information System (HMIS).
- Success will rely on **quality of data entry** from providers:
 - HSH Data Quality Action Plan

ULI Project: Current Status

- **Software Testing:** conducting user testing.
- **Collecting data from providers**
 - Site and unit-level data 98% complete
 - Developing templates/process to collect data on clients in each unit
- **Communicating high-level roll-out plan and timeline:**



Strategic Planning Update

Coordinated Entry Evaluation:

- **Findings** and **next steps** will be shared at July LHCB meeting

Just Home Project:

- \$775,000 over two years to provide **housing to justice-involved people**
- **MacArthur Foundation** and **Urban Institute** initiative

State Planning: Input

- Required Homelessness Action Plan for state **Homeless Housing, Assistance, and Prevention (HHAP)** Program is being finalized.
- **Special LHCB meeting** on June 24, 2022 to review and receive community input.

HSH is Hiring!

- HSH has several open position currently listed on the [DHR website](#).
- Open positions include:
 - CalAim EPIC Project Principal Administrative Analyst
 - Senior Administrative Analyst
 - Shelter in Place Hotel Positions
 - ONE System
 - Real Estate Development
 - Advanced Planning
 - Housing Program Administrative Analyst
 - Senior Business Analyst – ONE System
 - Housing Program Support Analyst
 - Stationary Engineer
 - Buildings and Grounds Maintenance Supervisor





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Questions?

Thank you.