



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

Local Homeless Coordinating Board | July 11, 2022



# Welcome, Dee!

- 20 years of experience in the supportive and affordable housing field.
- VP of Housing Services at The Health Trust in San Jose
- Director of Resident Services across six states for Citizens Housing Corporation
- Regional Director of Resident Services at Rainbow Housing Assistance Corporation
- Interim CEO at Project Homeless Connect



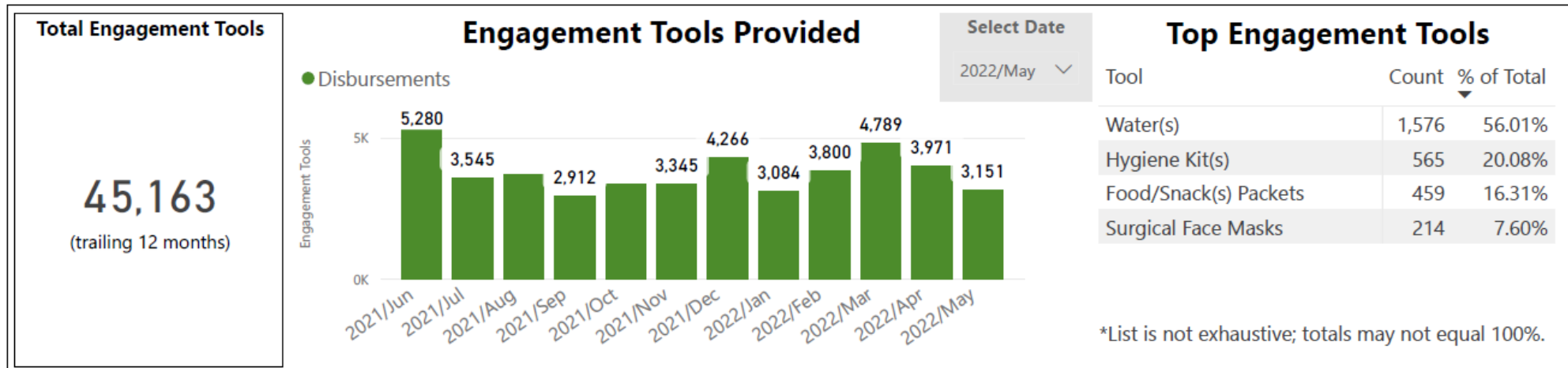
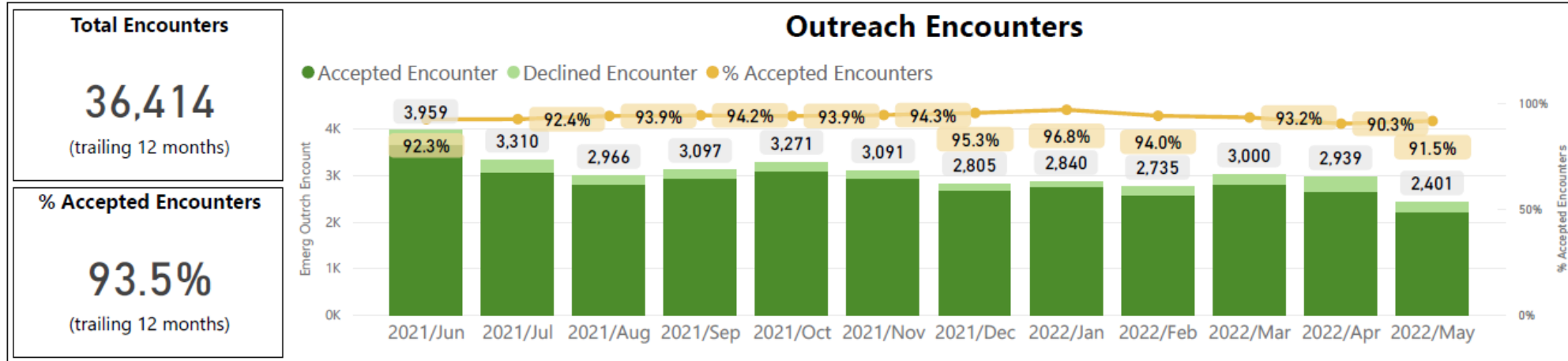
Dee Rosado-Chan,  
HSH Deputy Director for Programs



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Homelessness Response System Data Updates

# Outreach



*Data through May 31, 2022.*

# Problem Solving – General

## Clients

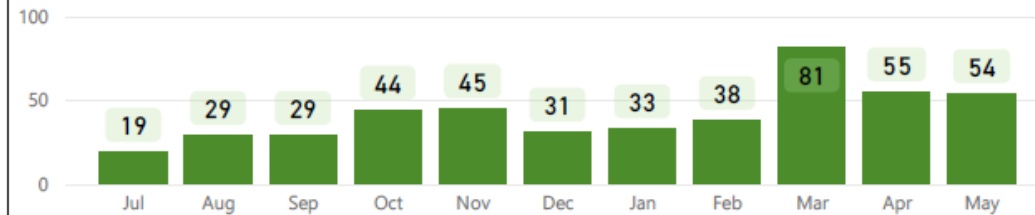
427

Unique Clients Resolved

6,563

Unique Problem Solving Clients

## Resolutions by Month



## Services

458

Total Resolutions

9,369

Total Conversations

\$1,748,707

Total Financial Assistance

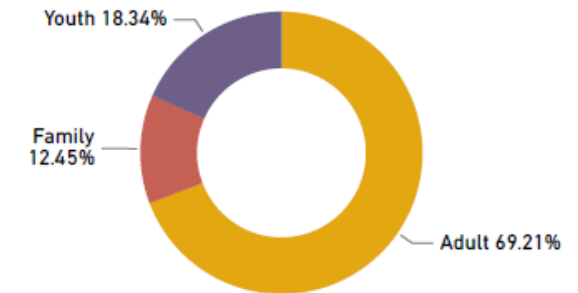
\$3,818

Average Assistance Per Resolution

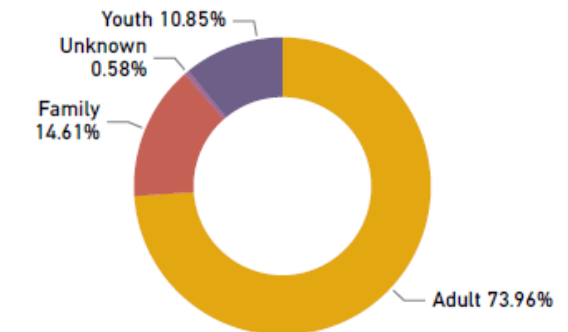
## Top 5 Financial Assistance

Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$1,319,506
Rental Assistance after Move-in	\$314,986
Furniture, such as a bed, which makes it possible for a person to move into a shared living situation	\$37,918
Transportation costs for housing, employment, or appointments with other entities helping with Problem Solving (bus tokens, passes, taxi rides, etc.)	\$35,901
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	\$11,842

## Population: Clients Resolved



## Population: All Problem Solving Clients



Data through May 31, 2022.

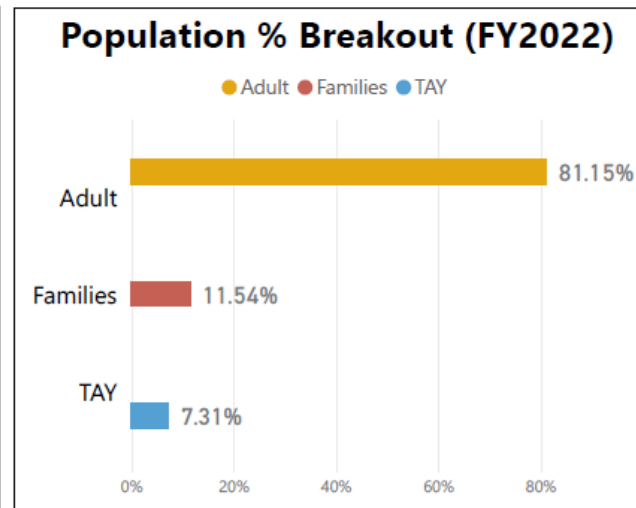
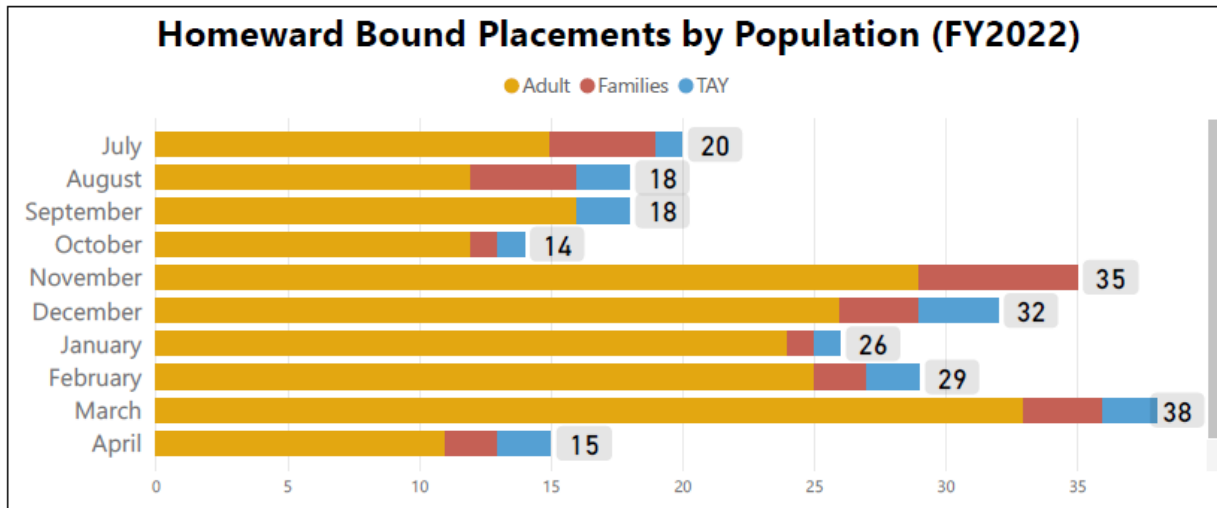
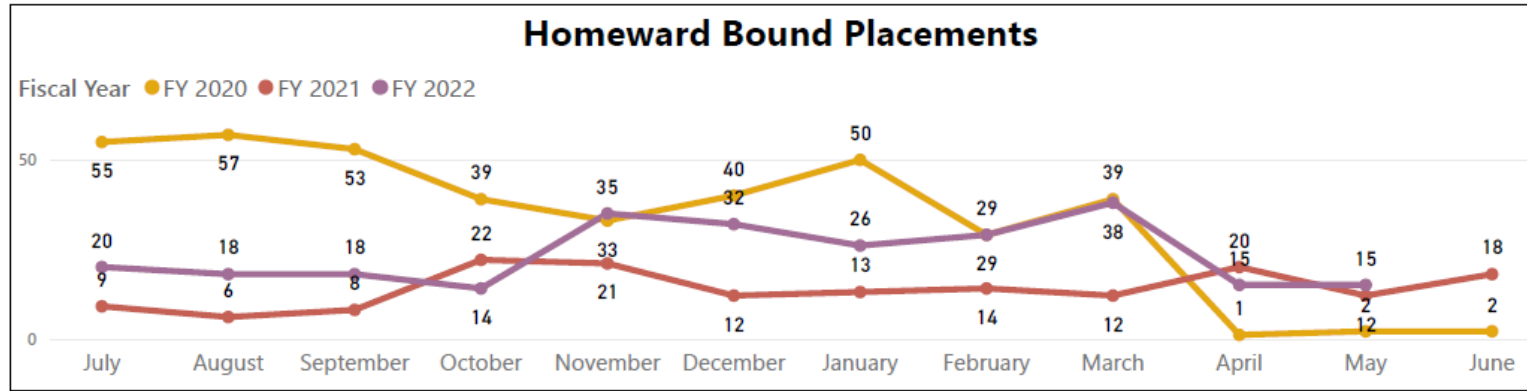
# Problem Solving - Homeward Bound

**15**  
Latest Month Exits

**260**  
FYTD Exits

**149**  
Last FYTD Exits

**167**  
Last Year Total



*Data through May 31, 2022.*

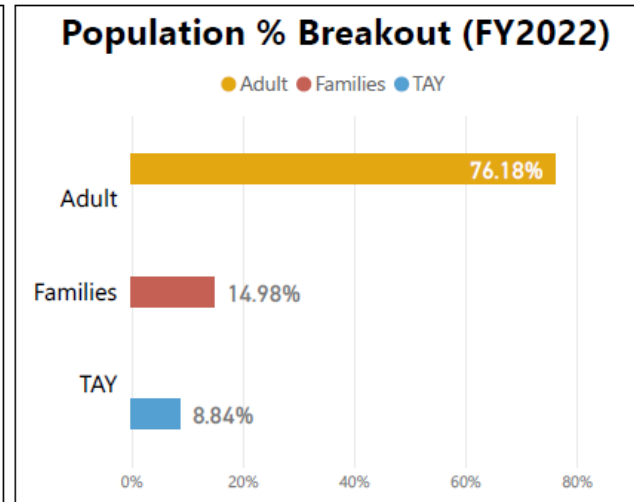
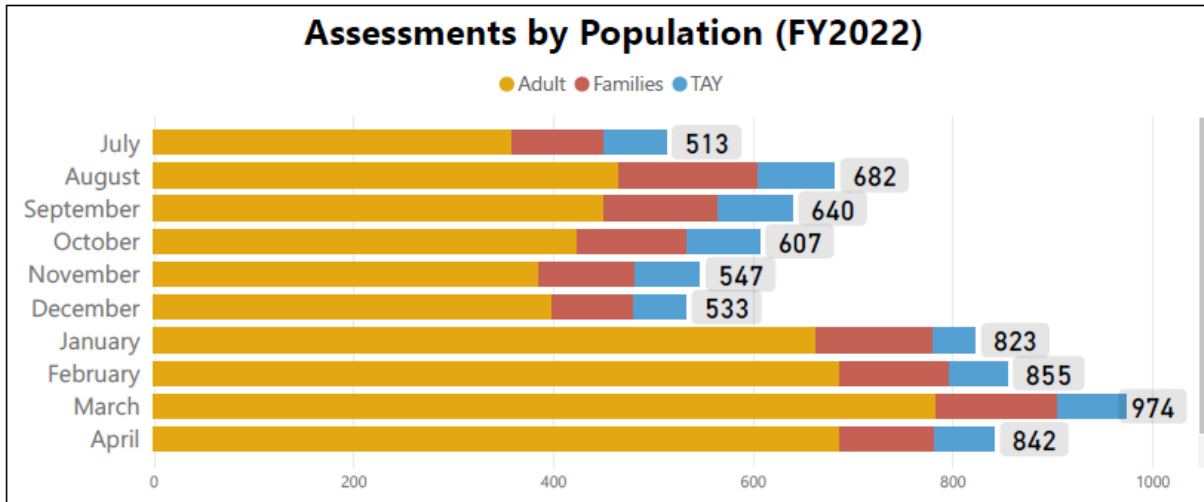
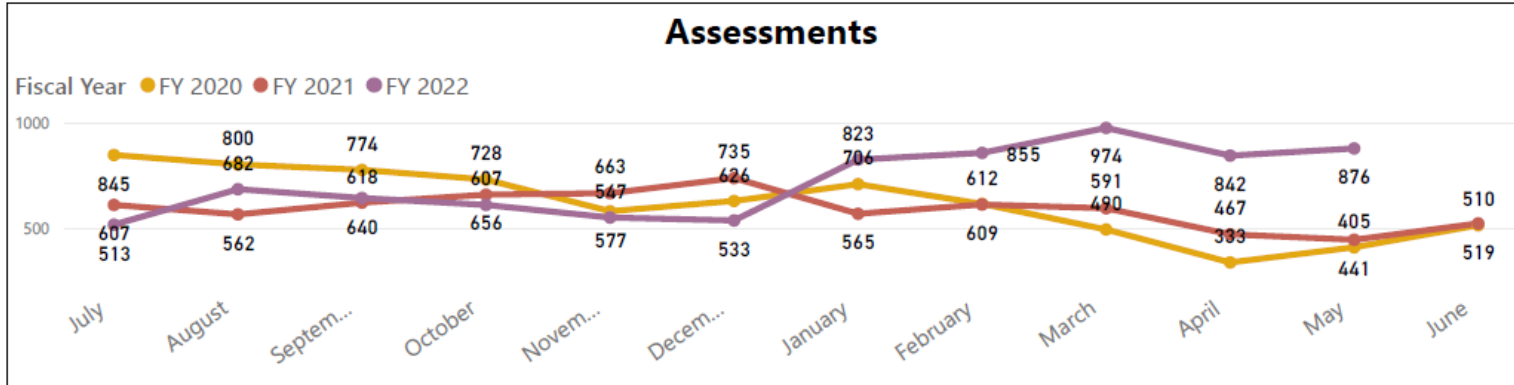
# Coordinated Entry - Assessments

**876**  
Latest Month Assessments

**7,892**  
FYTD Assessments

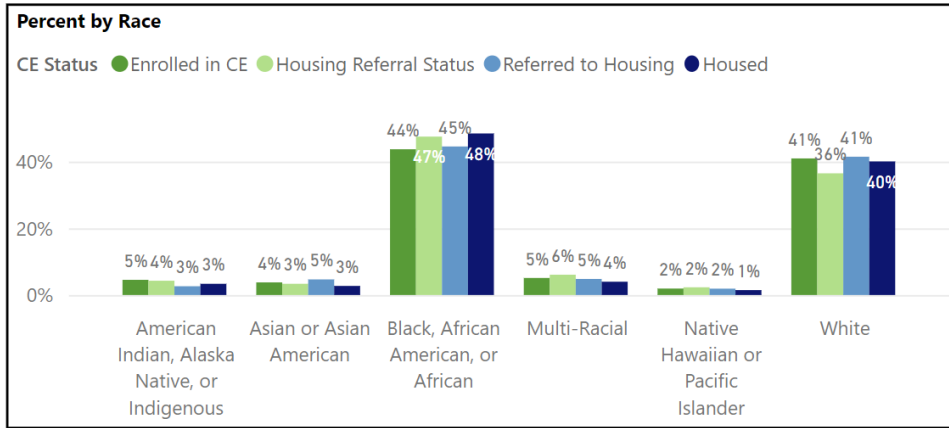
**6,514**  
Last FYTD Assessments

**7,033**  
Last Year Total

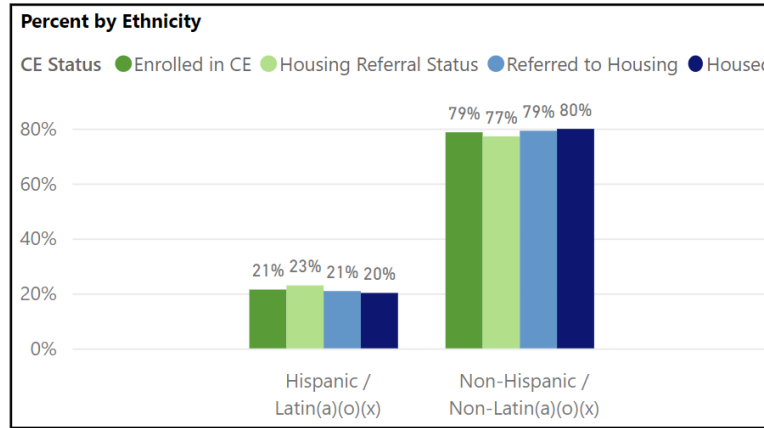


*Data through May 31, 2022.*

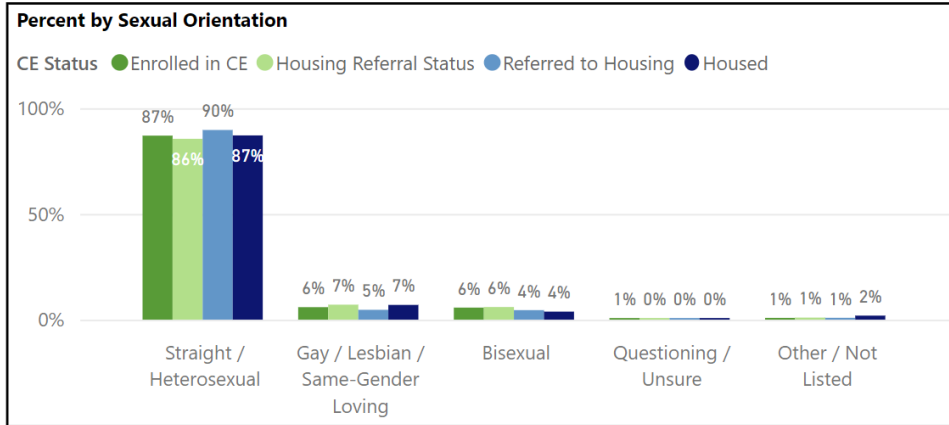
# Coordinated Entry & Housing Demographics



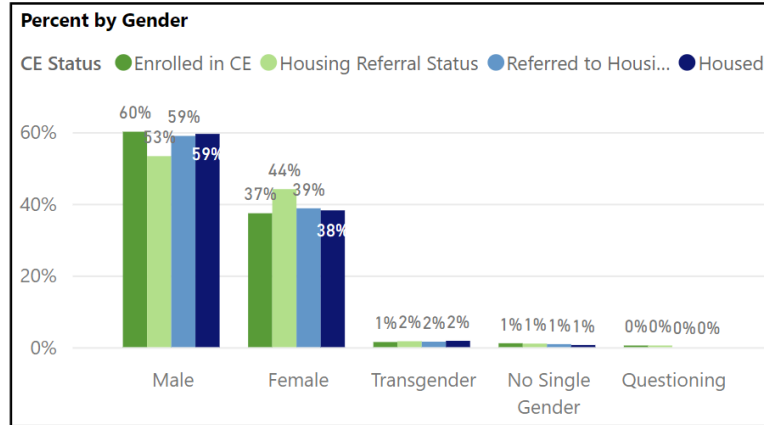
Race is incomplete for 8% of clients (3% Data Not Collected; 5% Doesn't Know / Refused)



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

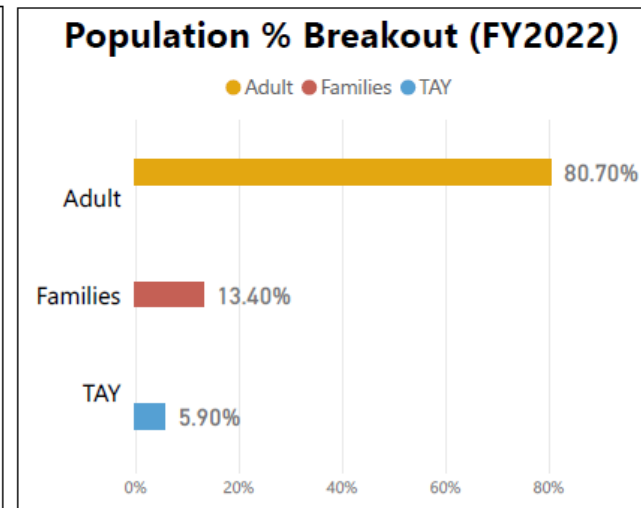
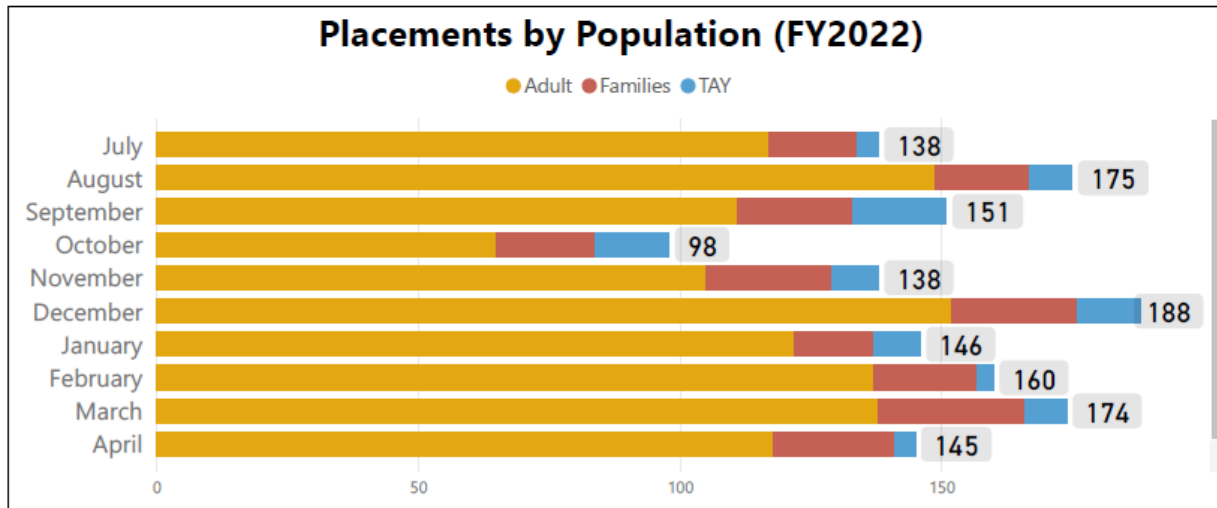
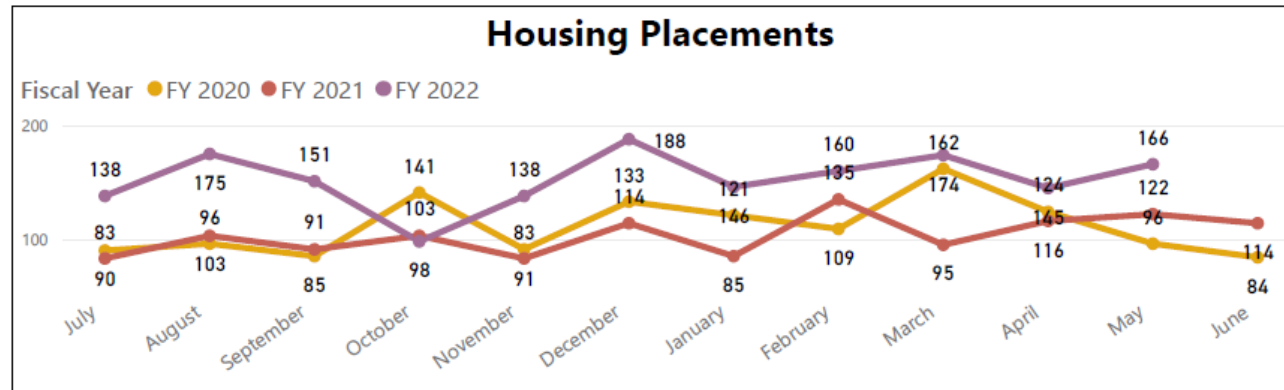
- Select all
- PSH
- Rent Subsidies
- RRH

**166**  
Latest Month Placements

**1,679**  
FYTD Placements

**1,130**  
Last FYTD Placements

**1,244**  
Last Year Total



*Data through May 31, 2022.*

# Current Housing Vacancies

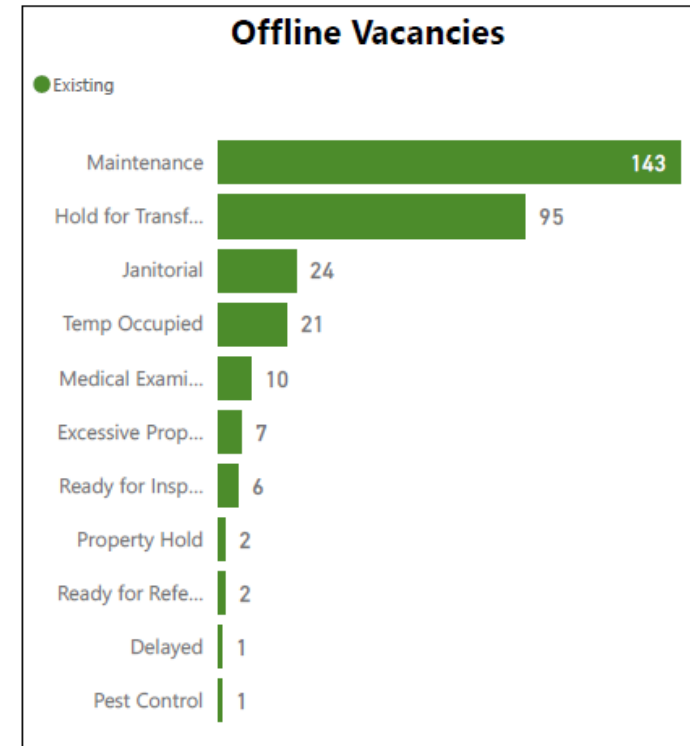
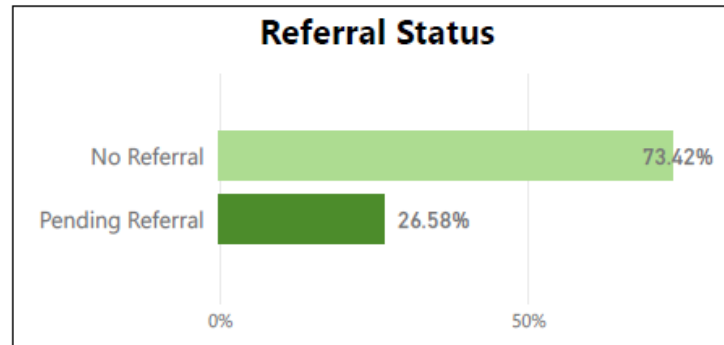
**Total Vacancies**  
879
=

**Online Units Ready for Referral**  
567
+

**Offline Units**  
312

**Buildings in Lease Up Phase**

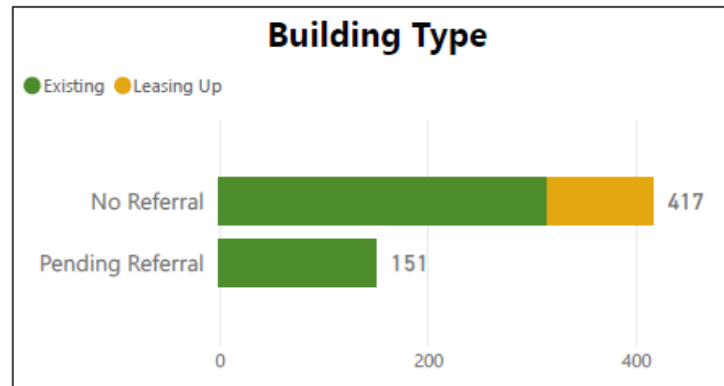
Building	Open Date	Capacity
Kinney Hotel	Apr/22	30
1321 Mission St. (Panoramic)	Jun/22	160



9.6%

**Vacancy Percentage\***

\* Calculated for existing site based buildings.



Data snapshot as of June 16, 2022.

# Housing Vacancies over Time

**Reporting Period**

7/1/2021 6/16/2022

## Averages

(based on reporting period above)

### Monthly Vacancies

907

### Online Vacancies

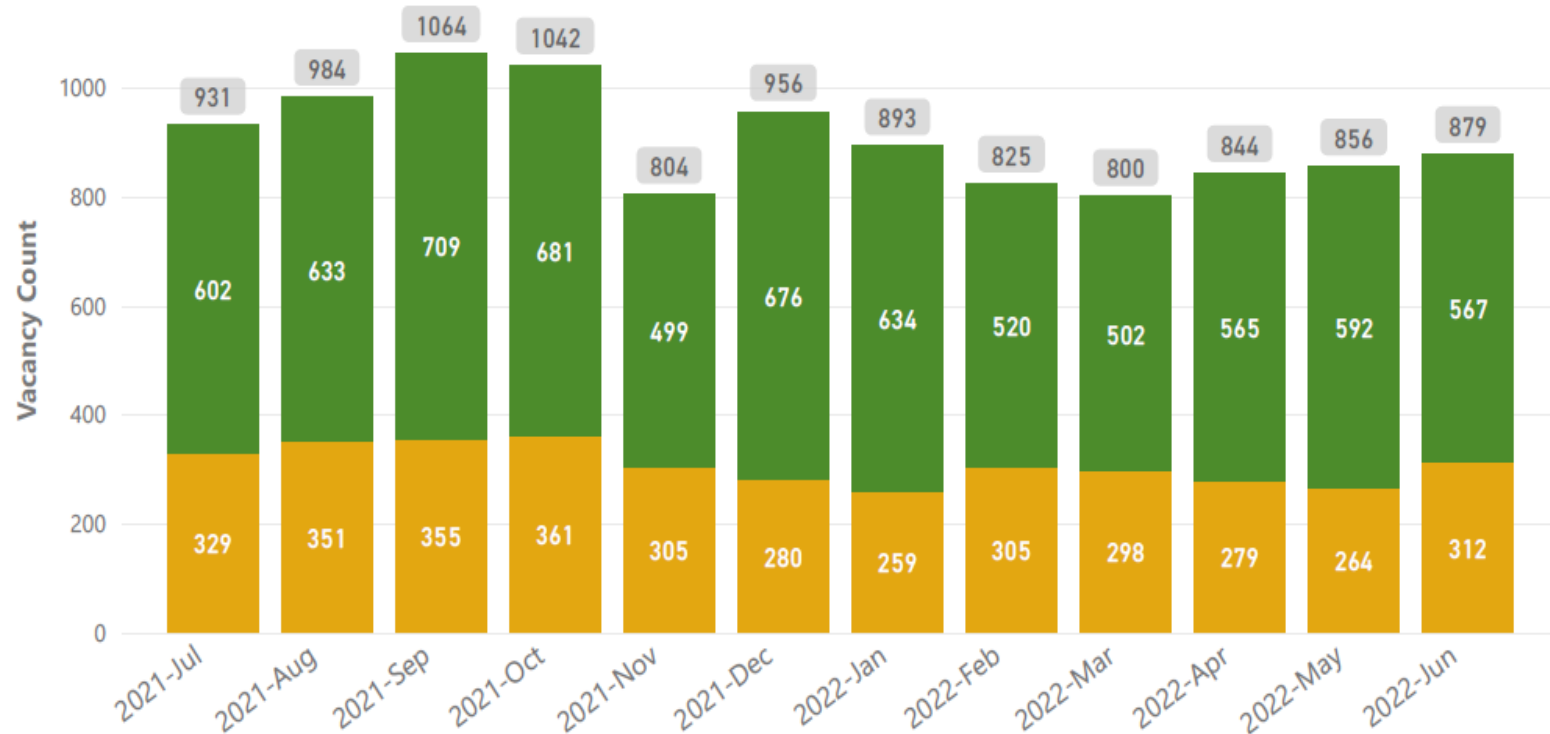
598

### Offline Vacancies

308

## Vacancy Counts Monthly

● Offline ● Online



Toggle to switch between

Vacancy Counts



Vacancy Percentage

Monthly data snapshots through June 16, 2022.

# Housing Vacancies over Time

**Reporting Period**

7/1/2021 6/16/2022

## Averages

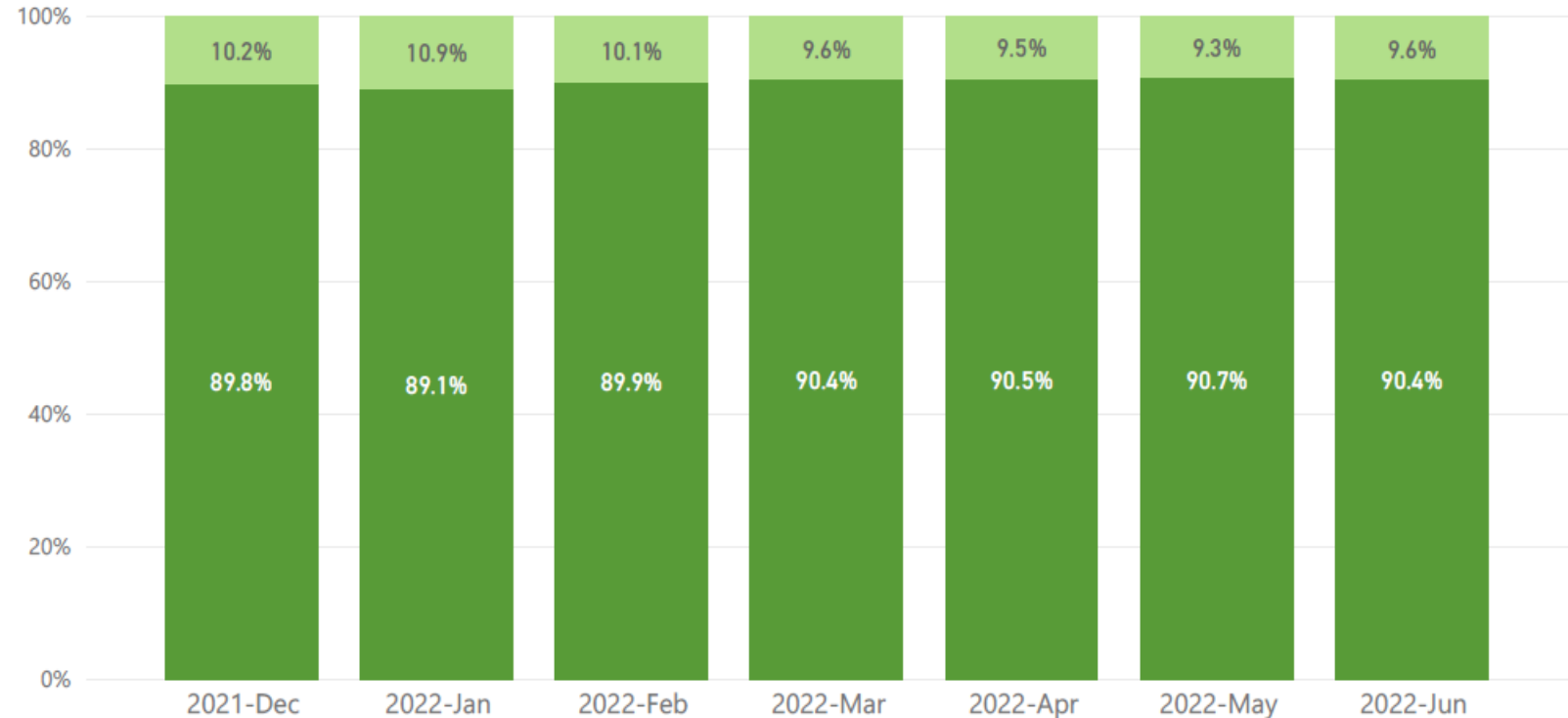
(based on reporting period above)

### Vacancy Percentage

9.9%

## Vacancy Percentage Monthly

● Occupancy Pct ● Vacancy Pct



Toggle to switch between

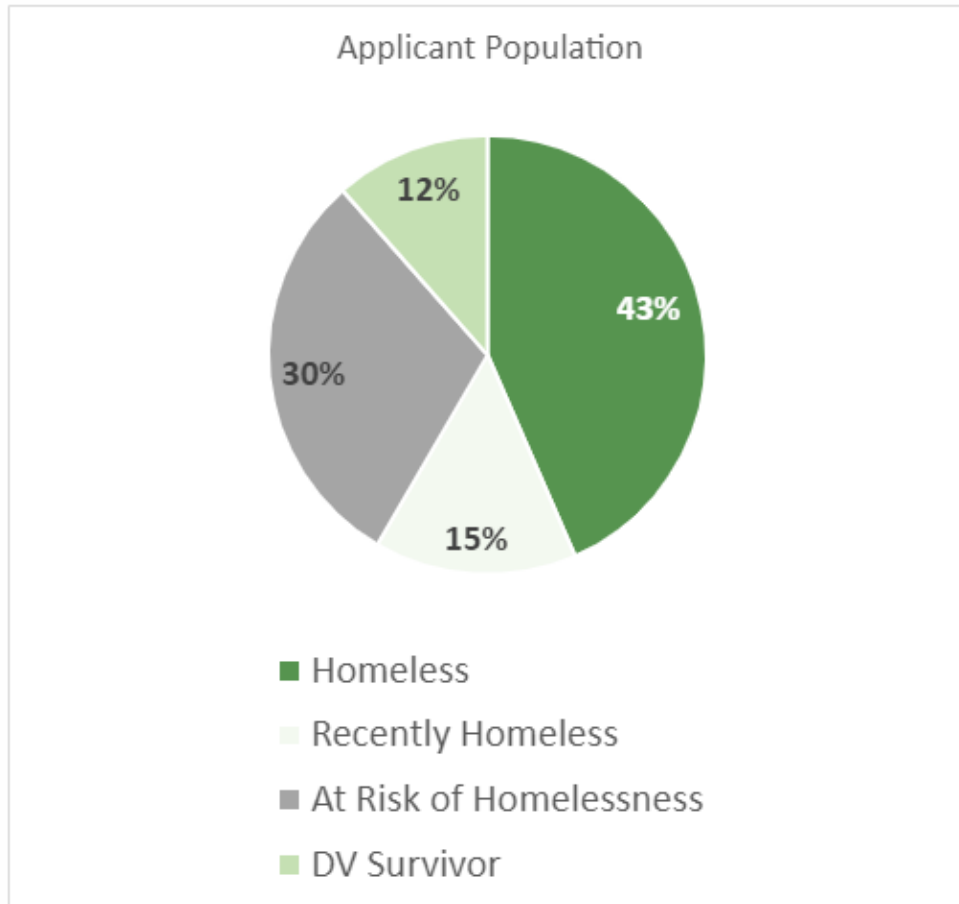
Vacancy Counts



Vacancy Percentage

Monthly data snapshots through June 16, 2022.

# Emergency Housing Voucher Rollout



## Interim Progress Report:

- **691** referrals submitted
- **559** vouchers issued
- **182** households housed

*Data as of June 23, 2022.*

# SIP Guest Exit Destinations by Cohort

## Guests Eligible for SIP Housing Process

Exit Destination	Number of Guests
Housing	1,031
Temporary Shelter	178
Other Institutions	52
Other*	624

+

## Other SIP Hotel Guests

Exit Destination	Number of Guests
Housing	136
Temporary Shelter	98
Other Institutions	34
Other*	550



**765** Current  
Guests

**1,167** Guests  
Housed

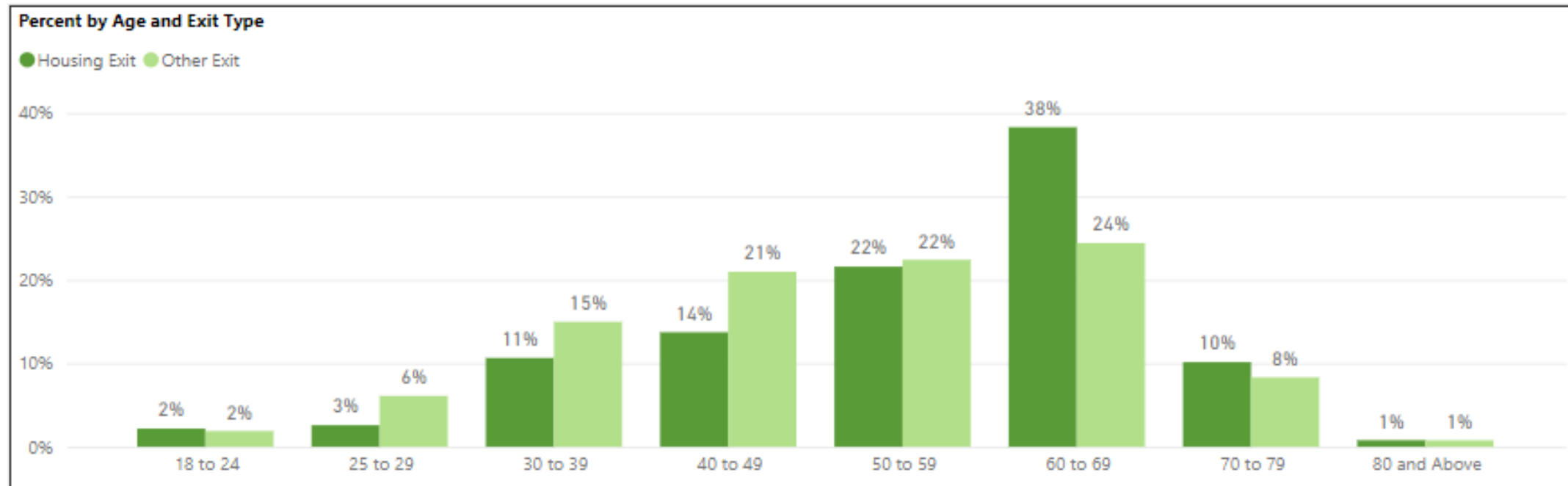
**7** Active  
Hotel Sites

\*Includes exit by client choice & safety discharges | Data through July 1, 2022 | [See HSH website for more details.](#)

# SIP Guest Exits: Demographics

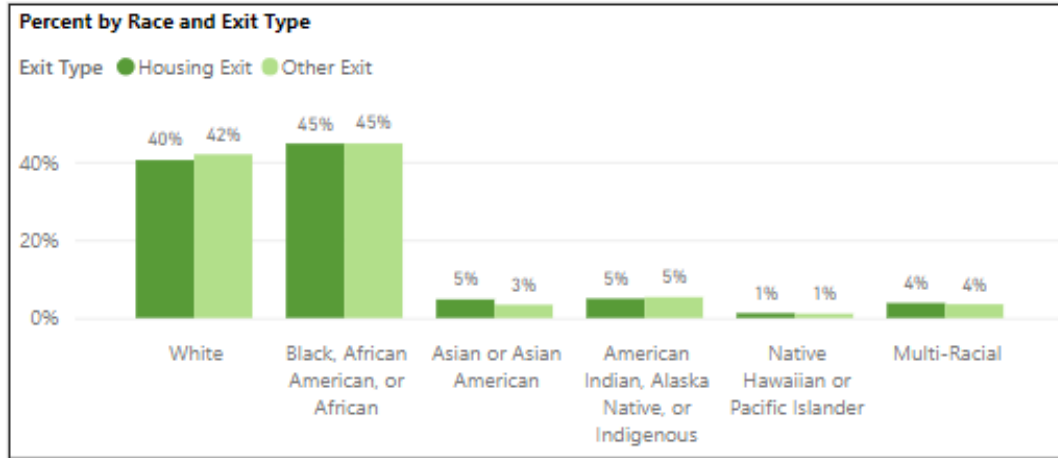
42% of guests eligible for the SIP housing process were older adults (60+).

49% of guests from this group who have been housed are older adults.

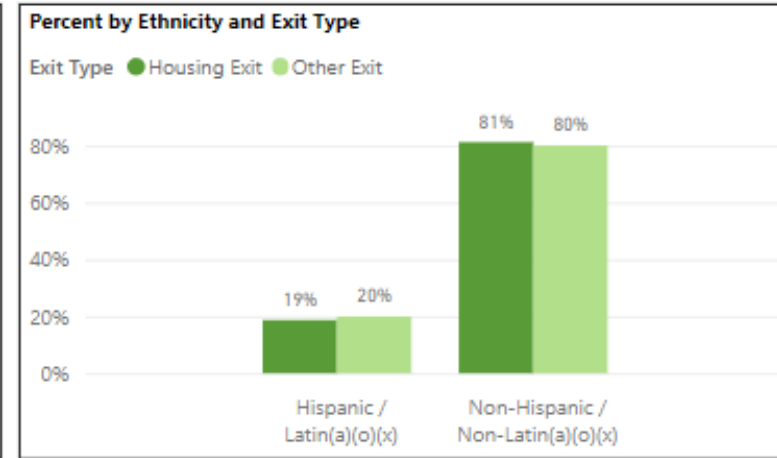


Data through July 3, 2022 | [See HSH website for more details.](#)

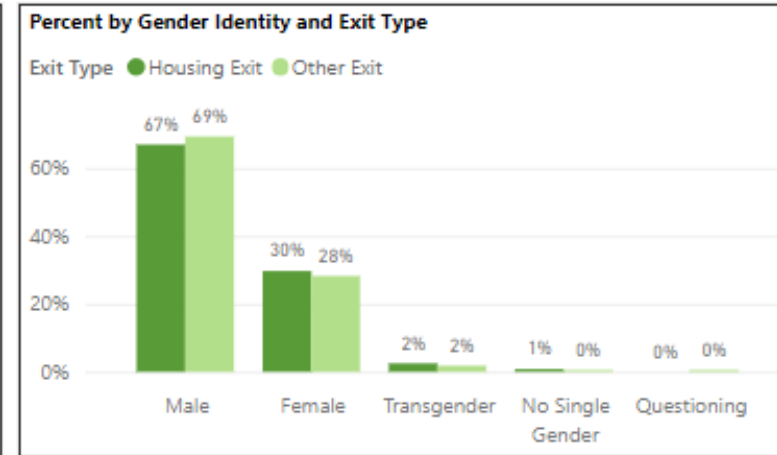
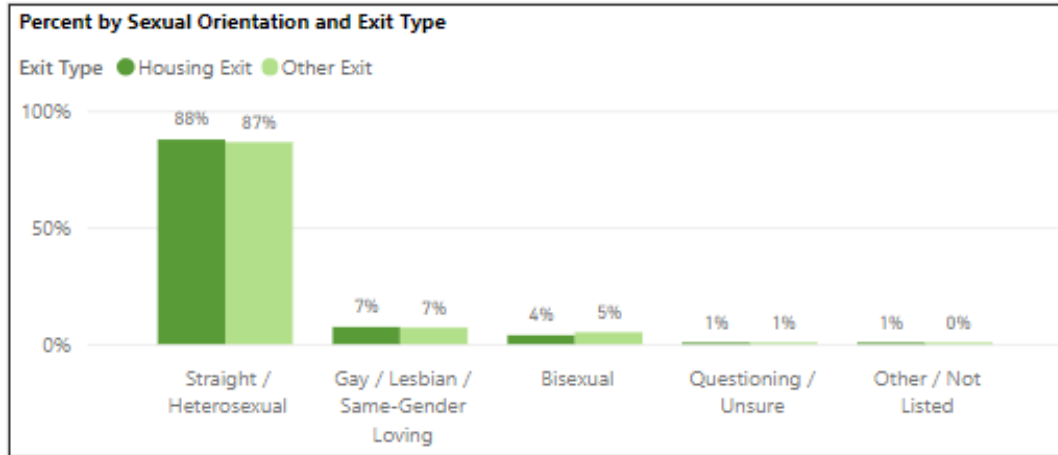
# SIP Guest Exits: Demographics



Race is "Data Not Collected" or "Doesn't Know / Refused" for 6% of guests.



Ethnicity is "Data Not Collected" or "Doesn't Know / Refused" for 3% of guests.



*Data through July 3, 2022.  
See [HSH website](#) for more details.*



# Tenderloin Emergency Initiative: Progress & Outcomes

2,638 SFHOT encounters in the Tenderloin.

- Approx. 90 encounters per week

1,043 shelter placements from the Tenderloin.

- 692 placements from the Tenderloin Center.

273 Tenderloin Center guests referred to housing.

- 175 move ins.

*Data from December 13, 2021 through July 3, 2022.*



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# Program Highlights

# Program Highlights: Equity Update

- DEI Training Officer position posted; candidate interviews in mid-July.
- HSH All Staff DEI Training:
  - Training materials in the review process.
  - Scheduled for summer 2022.
- Racial Equity Action Plan:
  - Meetings in July with HR, DEI Committee, and Executive Team to identify progress and set priorities.

# Program Highlights: Outreach

## • **Street Wellness Response Team expansion:**

- Beginning on June 25, the Street Wellness Response Team **expanded** from one team to **five teams**.
- The program will start **24/7 operations**.
- SWRT has access to **24/7 shelter beds** when available.

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

# Program Highlights: Coordinated Entry

## • **Mission Access Point:**

- Dolores Street Community Services will open an adult Access Point in the Mission this month.

## • **Equity Plan for Casa Esperanza** (at 3061 16th Street) placements:

- Dolores Street and Larkin will present on equity plan for this program at the July 14 CE LHCB Subcommittee Meeting.

## • **Safe Housing Working Group:**

- **Community survey** concluded with **100 responses**.

# Program Highlights: Shelter Openings

## • Dolores Shelter Program:

- Opened on June 6 with capacity for 21 guests.
- Additional two dorms will open in July (including Jazzie's Place) for full capacity of 53 guests.

## • Baldwin SAFE Navigation Center:

- Non-congregate shelter operated by Five Keys and Providence with 160 units.
- Meals, case management, group activities, health, and roving DPH behavioral healthcare.
- Opening on July 18, 2022.

## • 711 Post Semi-Congregate Shelter:

- 24/7 shelter operated by Urban Alchemy for up to 250 adults in 123 rooms.
- Services: meals, care coordination, health support.
- Opening on July 18, 2022.

# Program Highlights: Shelter

- **Street Ambassador Services** launched through **Five Keys**:
  - Promote acceptance of HSH-funded sites in two corridors.
  - **SOMA** (near future 1064 Mission PSH): started June 15.
  - **Lower Nob Hill** (711 Post shelter): starting July 11.
- **Bayview Hunters Point Foundation** started **case management** and **supportive services** at the Bayview Vehicle Triage Center on July 1.

# Program Highlights: Housing

## 🔑 Program Openings:

- **835 Turk:** move-ins started in June.
- **Bayview FHSP:** launching in August 2022.

## 🔑 Procurement Updates:

- **TAY/Family FHSP & Family Housing Ladder:** SOI closed on July 5.
- **City Gardens:** SOI will close on July 22.

## 🔑 In-Home Support Services (IHSS):

- Expanded from pilot to several dozen PSH sites in June.
- Help with housekeeping, laundry, grocery shopping, and other tasks.

## 🔑 Other Key Updates:

- **Online Critical Incident Reporting** form launched.
- **Overdose prevention policy** rollout in process.





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# Budget Highlights

# FY2022-24 Budget Timeline

**June 1:**

Mayor's Proposed Budget released.

**June:**

HSH budget agreement reached.

**July/August:**

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

# Proposed Investments in PSH Equity

• **\$67.4 million** over two years in HSH's existing PSH portfolio.

## Wage Equity Investments: **\$30 million**

\$3 m annually: \$28/hour wage floor for case managers

\$12 m annually: frontline property management staff.

## Case Management: **\$32.4 million**

\$16.2 m annually: increase case management staffing

Achieves 1:20 ratio for family & youth; moves closer to 1:25 for adults.

## Capital Improvements: **\$5 million**

One-time funding for repairs and improvements.

Wi-Fi and other upgrades.

# Proposed Investments: End Transgender Homelessness

- **150 scattered-site permanent housing subsidies** to be allocated for Transgender and Gender Non-Conforming (TGNC) households.
- Acquire and operate **50 to 80 units** of PSH for **TGNC youth**.
- **\$6 million** over two years (\$3 million annually):
  - Build capacity among TGNC-serving providers.
  - Fund short-term/shallow subsidies and/or provide flexible financial assistance.

# New Proposed Shelter Investments

- New **cabin program** in the Mission:
  - **\$2 million enhancement** in FY2022-23.
  - Leverages another **\$5 million** to build new non-congregate cabin site for up to 70 guests.
- Operate new **semi-** and **non-congregate shelter** programs:
  - **\$25 m** in anticipated new state funding over two years.
  - Operate **~410 beds** of non- & semi-congregate shelter at **711 Post & Baldwin Hotel**.



*Existing non-congregate cabin program at 33 Gough.*

# Continuing Key Shelter Investments

Program	Details	Investment Level
<b>Vehicle Triage Centers</b>	<ul style="list-style-type: none"> <li>Continue <b>Bayview VTC</b>.</li> <li>Capital and operating funds for a <b>second VTC</b> intended to serve west side of the City.</li> </ul>	<ul style="list-style-type: none"> <li><b>\$15 million</b> over two years</li> </ul>
<b>Safe Sleep &amp; Cabins</b>	<ul style="list-style-type: none"> <li><b>Maintains cabin program</b> at 33 Gough and <b>~55 tent spaces</b> of Safe Sleep in the Mission and Bayview in FY2022-23.</li> <li>Continue Safe Sleep and cabin programs in FY2023-24 with prior year appropriations.</li> </ul>	<ul style="list-style-type: none"> <li>FY2022-23: <b>\$4 million</b> for 33 Gough &amp; <b>\$4.1 million</b> for Safe Sleep sites.</li> </ul>
<b>Non-Congregate Shelter</b>	<ul style="list-style-type: none"> <li>Extend one year of operations at three hotel-based emergency shelters providing <b>~300 units</b>.</li> </ul>	<ul style="list-style-type: none"> <li><b>\$24 million</b> in state and federal grants funds previously appropriated for SIP operations.</li> </ul>

# Other Key Proposed Investments.

\$1.2 million  
ongoing:

Support Street Wellness Response Teams.

\$900,000  
over 2 years:

Pilot HSH Street Ambassadors program.

\$300,000  
annually:

Mental health training & support for frontline staff.

\$230,000  
annually:

Implement overdose requirements; reduce overdoses.

# HSH is Hiring!

• HSH has several open position currently listed on the [DHR website](#).

• Open positions include:

- CalAim Database Administrator
- Senior Administrative Analysts
  - Shelter in Place Hotel Positions
  - Real Estate Development
- Program Support Analysts:
  - Coordinated Entry
  - Prevention and Problem Solving
  - Temporary Shelter
  - Housing
  - Outreach
- Senior Personnel Clerk
- Stationary Engineers







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# Questions?

Thank you.