



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Local Homeless Coordinating Board | September 12, 2022

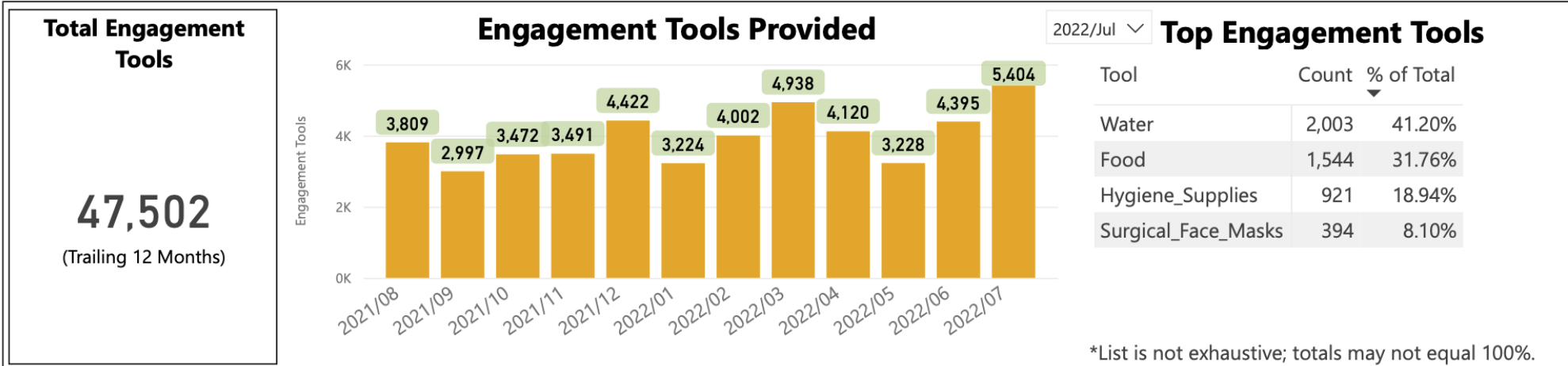
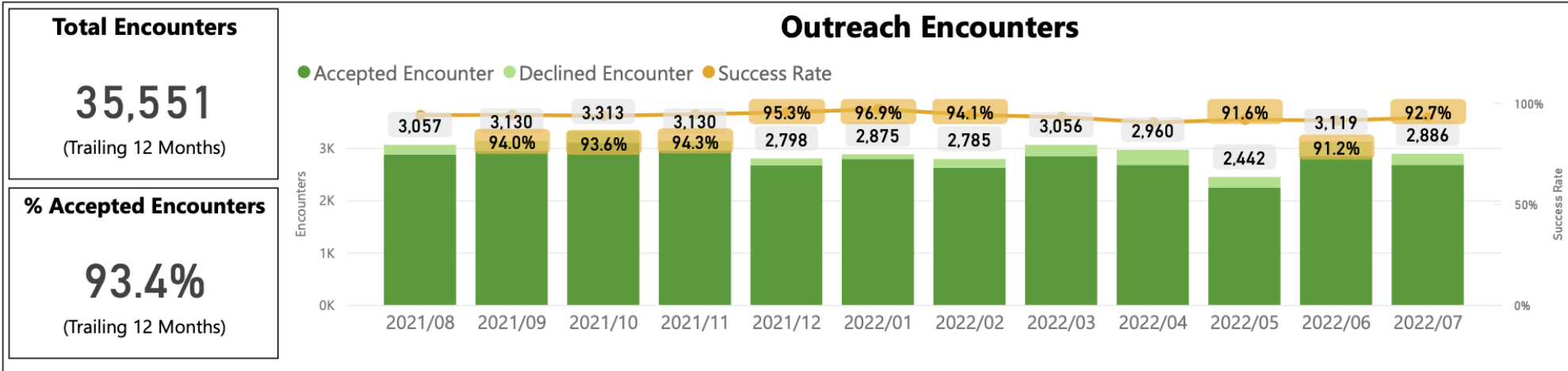




DEPARTMENT OF
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Homelessness Response System Data Updates

Outreach



Data through July 31, 2022.

Street Wellness Response Team: July Update

Total Number of Encounters (July): 648

- Average response time: 13 minutes | Average time on call: 39 minutes

Origin of call: 12% dispatch

- Other (i.e., on view response): 88%

Result of encounter

- 27 ambulance transports to hospital. | 59 non-ambulance transports to hospital.
- 48 other referrals.
- 472 remained in community.

Data from July 1 – July 31, 2022. Breakout data included for calls with available information.

Problem Solving

Clients

74

Unique Households Resolved

937

Unique Households Served

Services

86

Total Resolutions

1,123

Total Conversations

\$124,264

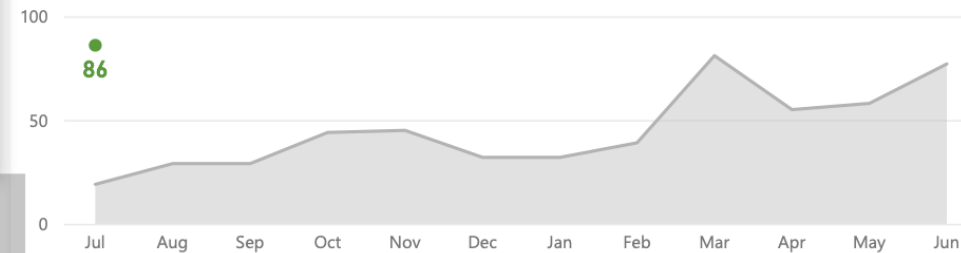
Total Financial Assistance

\$1,445

Average Assistance Per Resolution

Service Resolutions by Month

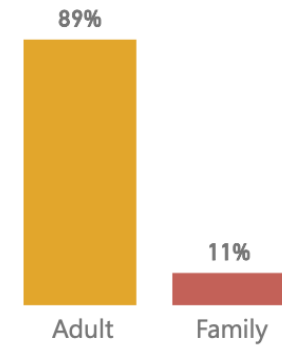
● FY 2022 ● FY 2023



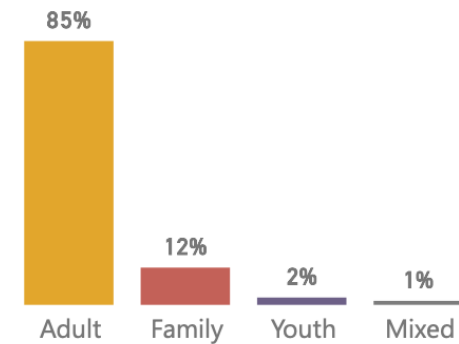
Top 5 Financial Assistance

Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$80,623
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$15,620
Rental Assistance after Move-in	\$8,200
Moving truck or moving assistance if directly linked to a housing resolution	\$6,898
Transportation costs within San Francisco that will allow client to obtain or maintain a housing resolution	\$4,076

Population: Households Resolved

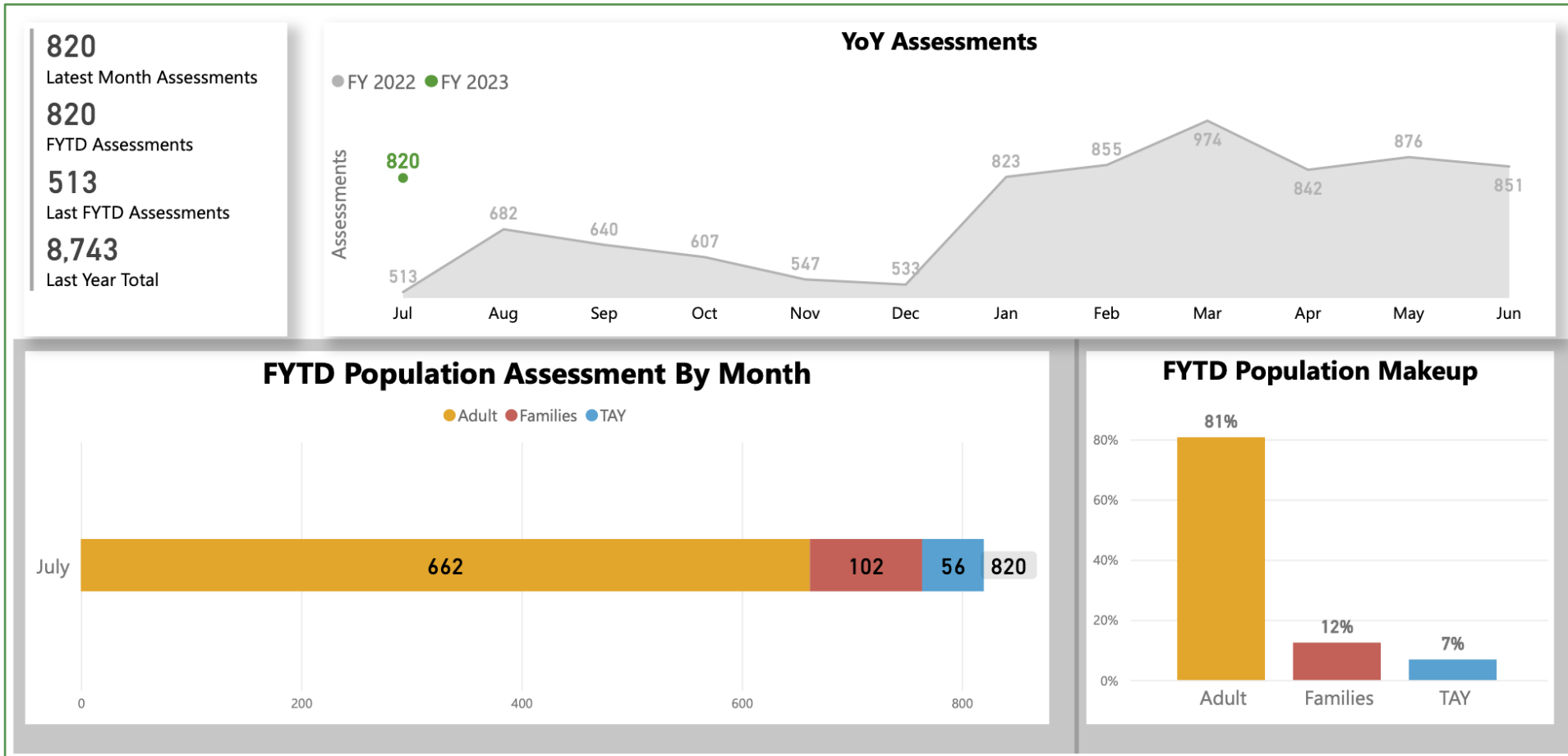


Population: Households Served



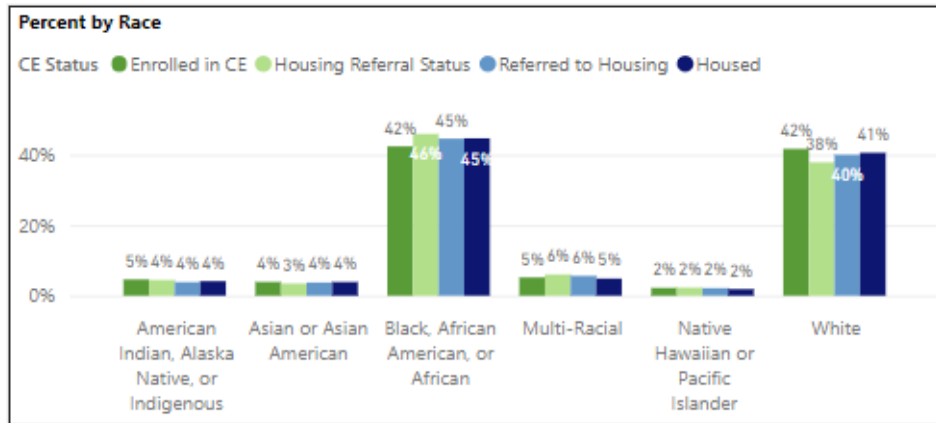
Data through July 31, 2022.

Coordinated Entry - Assessments

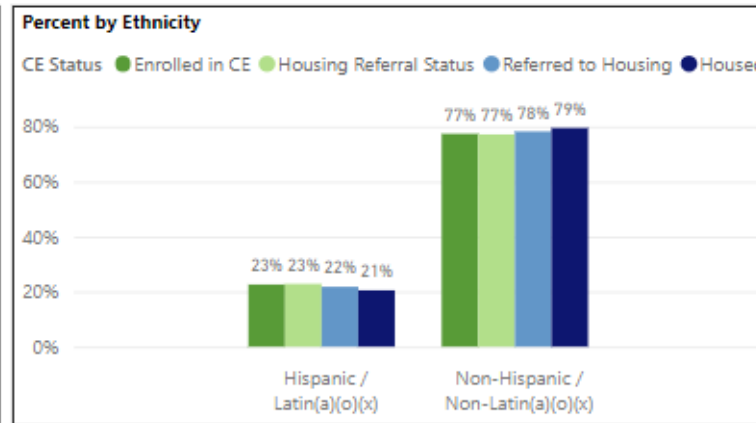


Data through July 31, 2022.

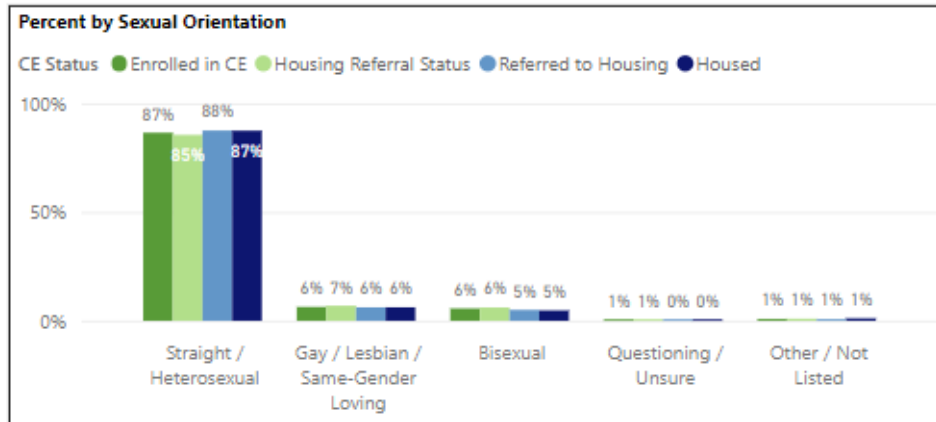
Coordinated Entry & Housing Demographics



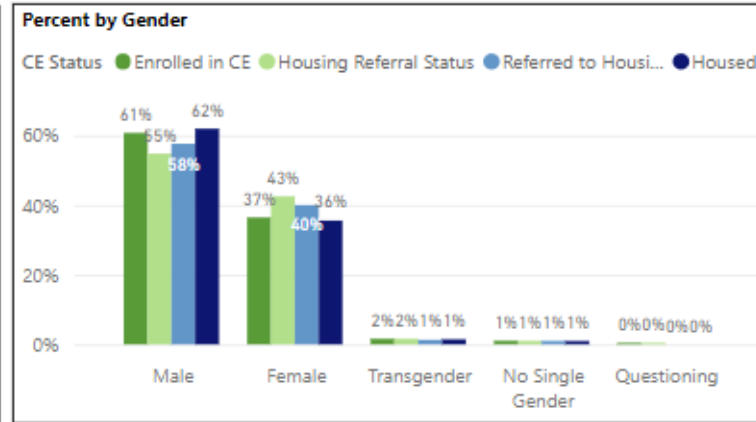
Race is incomplete for 8% of clients (3% Data Not Collected; 5% Doesn't Know / Refused)



Ethnicity is incomplete for 2% of clients (1% Data Not Collected; 1% Doesn't Know / Refused)



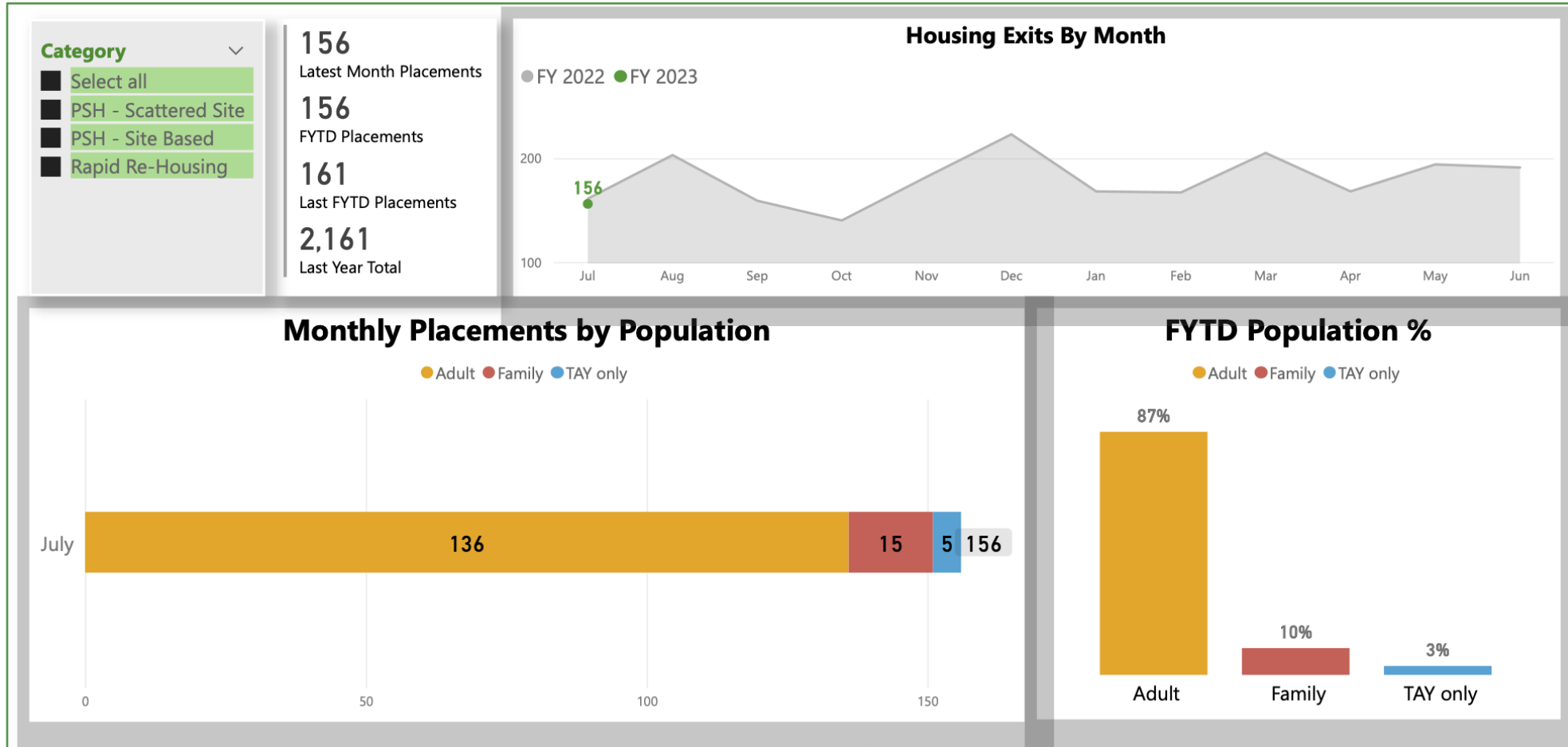
Sexual Orientation is incomplete for 6% of clients (4% Data Not Collected; 2% Refused)



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

- Data for FY2021-22 (July 1, 2021 – June 30, 2022)
- New data available quarterly.
- Additional breakouts by population and time frame available on the HSH website.

Housing – Placements



Data through July 31, 2022.

Current Housing Vacancies

Total Vacancies
1130
=

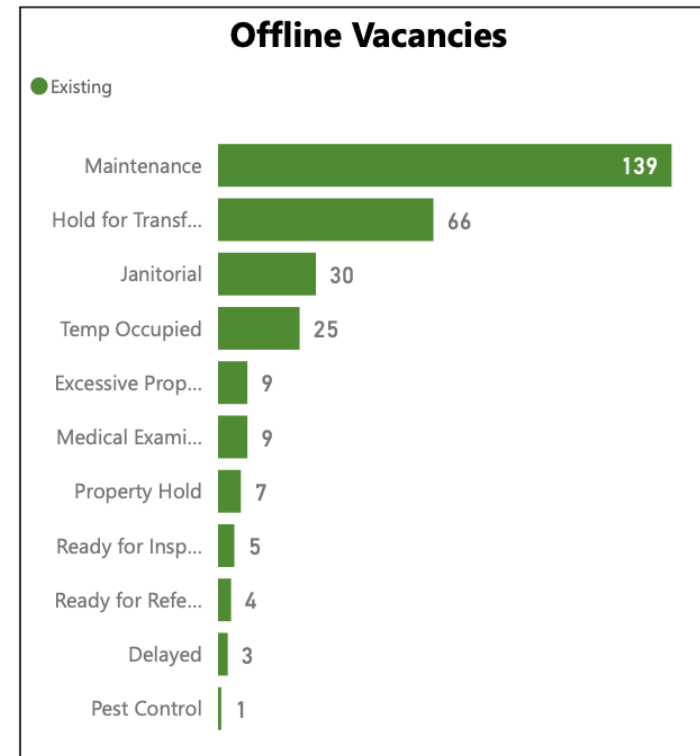
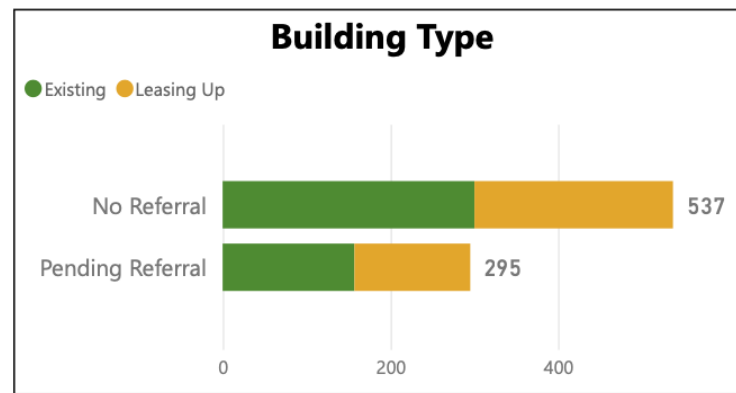
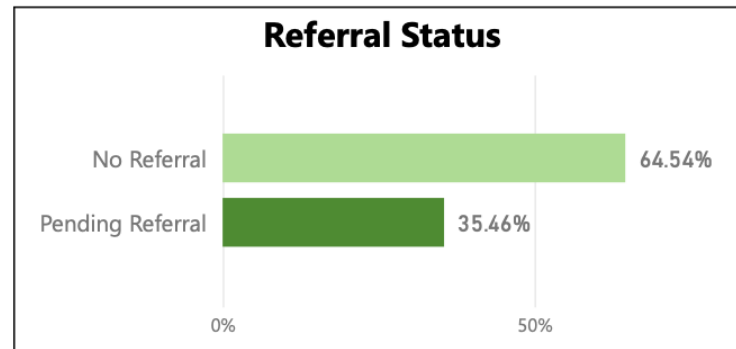
Online Units Ready for Referral
832
+

Offline Units
298

Buildings in Lease Up Phase

Building	Open Date	Capacity
835 Turk (Gotham)	Jun/22	114
53 Colton (Jazzy Collins)	Jul/22	96
Casa Esperanza	Aug/22	25
Mission Inn	Aug/22	52
1064-68 Mission	Sep/22	256
681 Florida	Sep/22	39
Mission Bay SB9	Oct/22	140
1321 Mission St. (Panoramic)	Nov/22	160

9.3%
Vacancy Percentage*



Data snapshot as of August 20, 2022.

Housing Vacancies over Time

Reporting Period

9/1/2021 8/31/2022

Averages
(based on reporting period above)

Monthly Vacancies

915

Online Vacancies

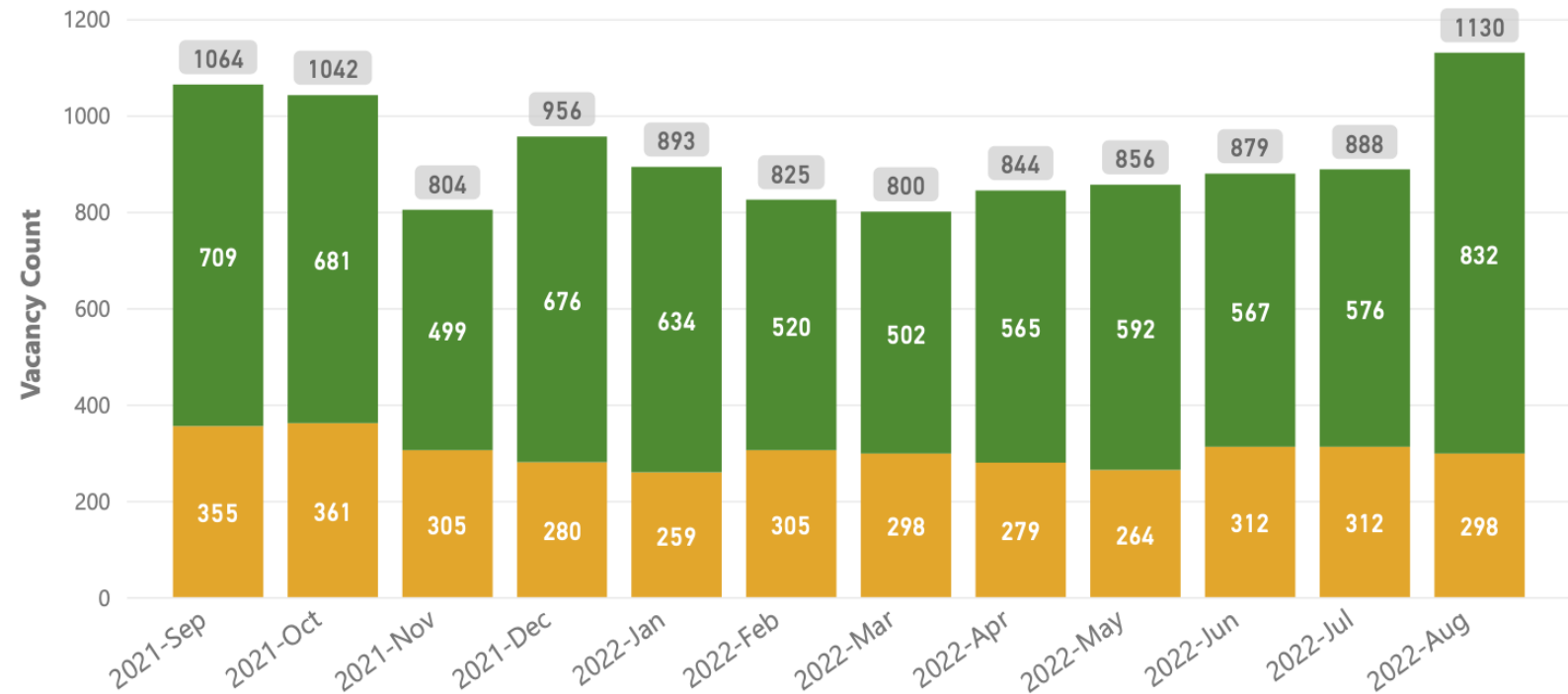
613

Offline Vacancies

302

Vacancy Counts Monthly

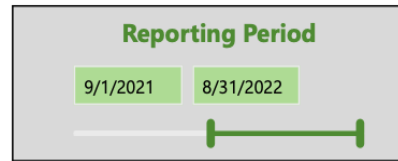
● Offline ● Online



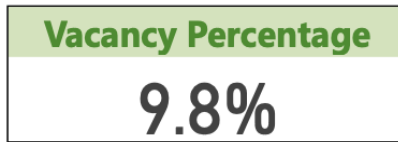
Toggle to switch between
 Vacancy Counts Vacancy Percentage

Monthly data snapshots through August 20, 2022.

Housing Vacancies over Time

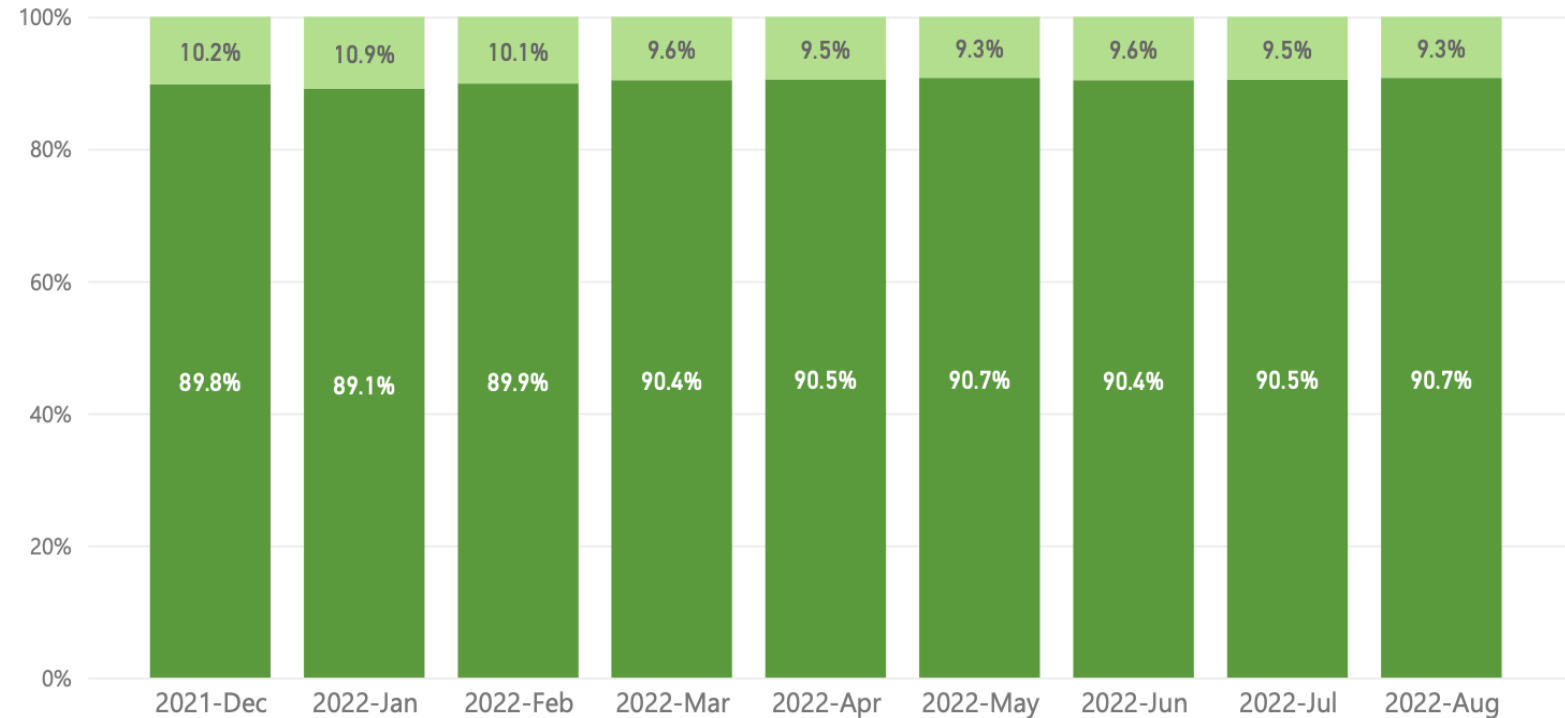


Averages
(based on reporting period above)



Vacancy Percentage Monthly

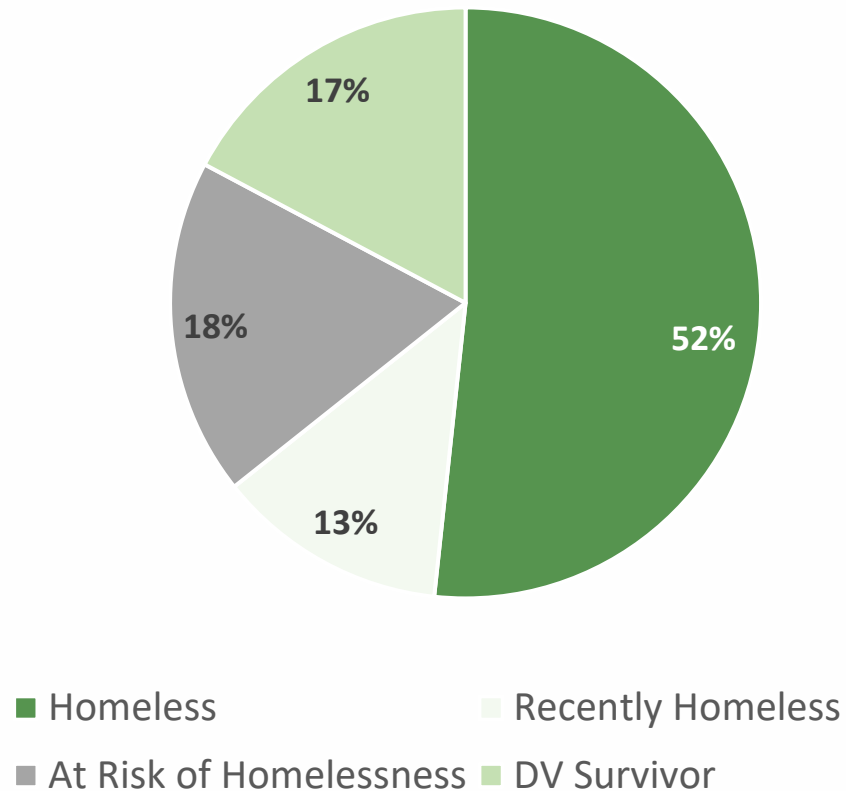
● Occupancy Pct ● Vacancy Pct



Monthly data snapshots through August 20, 2022.

Emergency Housing Voucher Rollout

Referred Households by Population



Interim Progress Report:

- **737** referrals submitted
 - *81% to goal*
- **664** vouchers issued
 - *98% approval rate*
- **283** households housed

Data as of August 22, 2022.

SIP Guest Exit Destinations by Cohort

Guests Eligible for SIP Housing Process

Exit Destination	Number of Guests
Housing	1,159
Temporary Shelter	193
Other Institutions	51
Other*	636

+

Other SIP Hotel Guests

Exit Destination	Number of Guests
Housing	133
Temporary Shelter	88
Other Institutions	27
Other*	520



559 Current Guests

1,292 Guests Housed

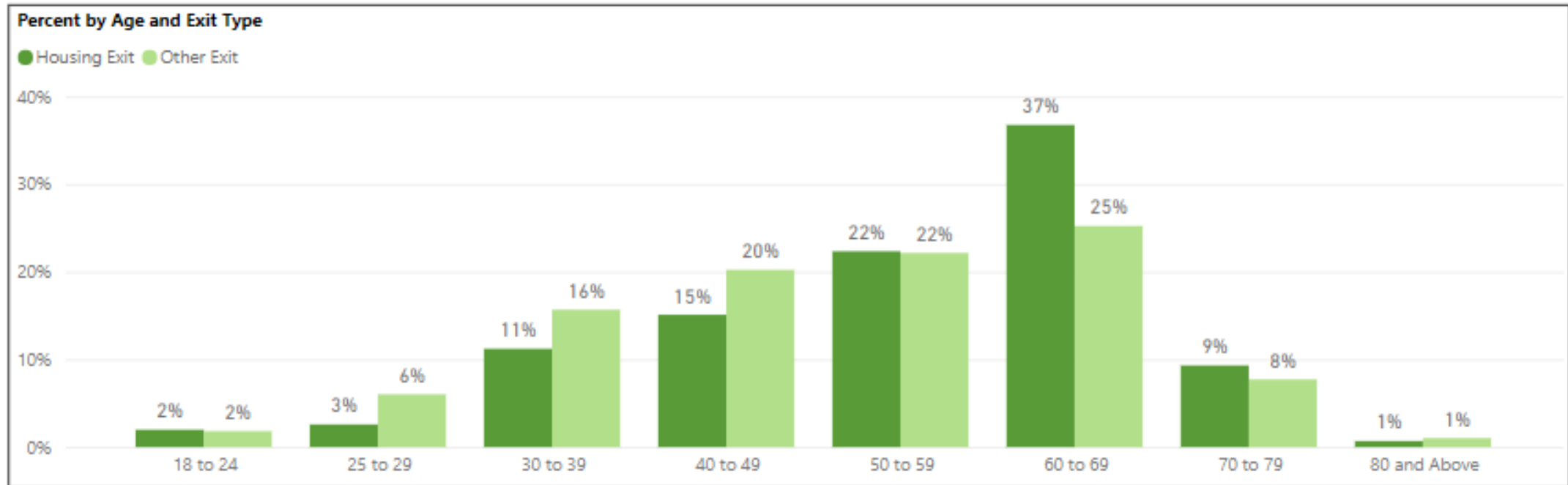
4 Active Hotel Sites

*Includes exit by client choice & safety discharges | Data through September 6, 2022 | [See HSH website for more details.](#)

SIP Guest Exits: Demographics

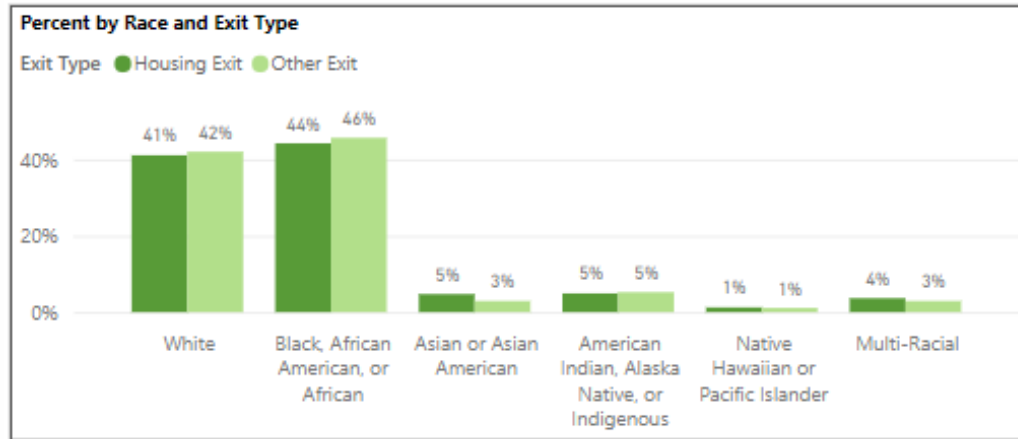
41% of guests eligible for the SIP housing process were older adults (60+).

47% of guests from this group who have been housed are older adults.

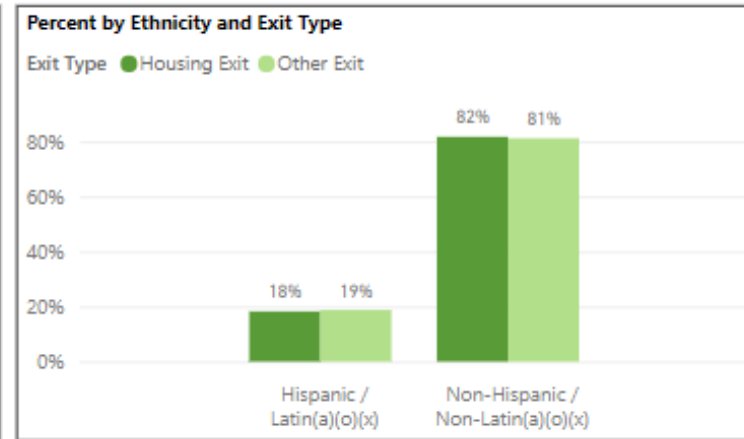


Data through September 6, 2022 | [See HSH website for more details.](#)

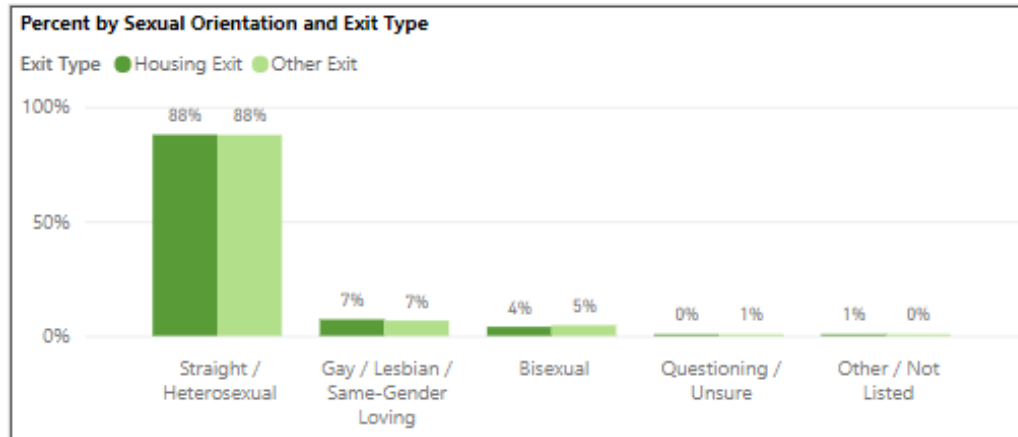
SIP Guest Exits: Demographics



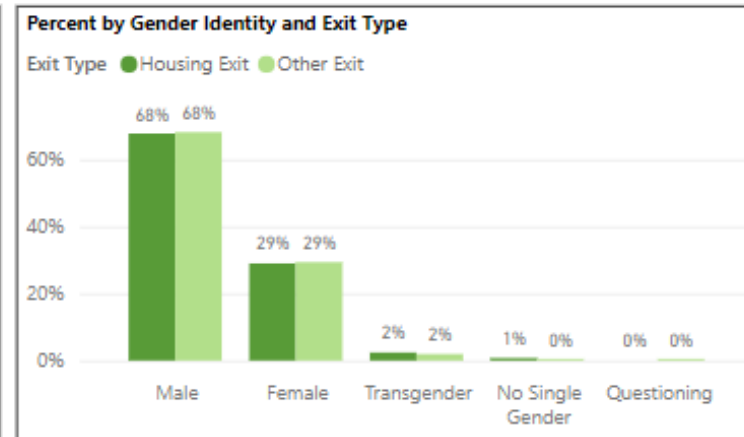
Race is "Data Not Collected" or "Doesn't Know / Refused" for 5% of guests.



Ethnicity is "Data Not Collected" or "Doesn't Know / Refused" for 2% of guests.



Sexual orientation is "Data Not Collected" or "Refused" for 6% of guests.



Gender identity is "Data Not Collected" or "Doesn't Know / Refused" for 0% of guests.

*Data through
Sept. 6, 2022.
[See HSH website
for more details.](#)*

Tenderloin Emergency Initiative: Progress & Outcomes

3,539 SFHOT encounters in the Tenderloin.

- Approx. 90 encounters per week

1,319 shelter placements from the Tenderloin.

- 908 placements from the Tenderloin Center.

284 Tenderloin Center guests referred to housing.

- 210 placements to housing.

Data from December 13, 2021 through September 4, 2022.



DEPARTMENT OF
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Program Highlights

Program Highlights: Equity Update

- Chief Equity Officer (CEO) starting site tours with our non-profit providers to assess equity needs,
- Collaborating with the **Black-led provider group** to disseminate funding to Black-led organizations who have the highest needs for **capacity building** and **technical assistance**.
- Continued work with **Black faith leaders** on strategies to reduce Black homelessness and overrepresentation in unhoused population.
- In contract negotiations with **Equity in Action** for internal and external projects

Program Highlights: Equity Update

- CEO, Executive Team, Human Resources, and DEI Committee setting project timelines for implementation of the **Racial Equity Action Plan**.
- **Final interviews for Training Officer** role in the coming weeks.
- Developing **DEI professional development session** regarding white supremacy

Outreach

- HOT is **moving headquarters** from 50 Ivy to **555 Stevenson** this month.
- Some staff will be pulled from normal assignments to support the move.
- HOT continues work with the **Street Wellness Response Teams**.

Program Highlights: Coordinated Entry

- **Recruiting now for CE Redesign Workgroup:** apply by Sept. 23rd
- **TAY Mission Access Point Hours 10am – 1pm Daily**
 - Dolores Street and Larkin hosting TAY Access Point Hours at 938 Valencia Street
- **CAAP Housing Referral Coordination Line** reinstated to connect Housing Referral Status adults on aid to the HSH Housing Access Team.
- **Housing Referral Status** ranges adjusted this fall:
 - Proportion of **families who will be Housing Referral Status** and **referred to PSH will increase significantly**. More information at the CE LHCB Meeting on Sept. 13.
- **Multi-Disciplinary Team** scheduled for Central Waterfront (Sept), Taimon Booton (Oct) & Next Door (Nov)

Program Highlights: Problem Solving & Prevention

- **San Francisco Pretrial Diversion Project** selected through SOI to provide Problem Solving and CE services to the **justice-involved population**.
 - Will become an **Access Point Partner** later this calendar year.
- **Larkin Street** selected through SOI to design, implement, and manage **direct cash transfer pilot program** for TAY.
 - Expected launch: early 2023.
- Mission Neighborhood Center will provide Prevention services to households at risk of homelessness in the **Excelsior, Richmond, Bayview, and Mission districts**.

Program Highlights: Shelter

🔑 Baldwin SAFE Navigation Center:

- Slated to open in September 2022 as 24/7 shelter for up to 180 adults.
- Jones Storage Program moved next door to the Baldwin as of September 6; now called **Sixth Street Homeless Storage Program**.

🔑 **117 CAAP set-aside beds** launched at MSC South and Next Door.

🔑 Improving shelter access for **pregnant people**:

- **Implemented:** low-barrier placements into PATH and Jelani
- **In Progress:** emergency placements at Hamilton Family Emergency Shelter

🔑 Providers tentatively selected for **Urgent Accommodation Vouchers**: hotel stays/services for families/pregnant people, TAY, and DV survivors.

Program Highlights: Shelter Reopening

Name	Reopening Date	Capacity
Jazzie's Place	August 1	39 (total capacity at Dolores Shelter)
A Woman's Place	August 29	25 (women)
Hospitality House	September 2022 (planned)	22 (men)

- Navigation Centers are expanding to pre-COVID capacity, adding back **411 beds** by the end of September 2022.

Program Highlights: Housing

- San Francisco received two new Homekey awards:
 - City Gardens: \$56.6 million
 - Mission Inn: \$16.8 million
 - City has received **6 total awards**.
- HSH and MOHCD are partnering to support PSH housing and service providers help tenants request rental assistance for unpaid rent through the **San Francisco Emergency Rental Assistance Program (SF ERAP)**
- Family and TAY **Flex Pool & Family Housing Ladder**:
 - HSH reviewing proposals and expects to **announce providers this month**.

Program Highlights: New Housing

• Youth :

- **Casa Esperanza** (25 units) and **Mission Inn** (52 units) started move ins last month.

• Adults:

- **Jazzie Collins Apartments** (96 units) expected to be fully leased up by early September.
- Move-ins for **1064-1066 Mission** (256 units) and **Mission Bay South Block 9** (140 units) expected for the first week of October.

• Family:

- Move ins started at 1321 Mission (39 family units) and will start at 681 Florida (Casa Adelante – 39 units) in September.
- **Abode Services** selected to provide property management and supportive services at **City Gardens**.

Strategic Planning Update

July – September 2022:

- **HSH Strategic Planning Project Team** developed detailed workplan for Phase 2 of strategic planning process.
- Contracted with Community and Stakeholder Engagement Partner (“Talent Poole”), expertise in DEI; training and hiring people with lived expertise to support engagement.

Community and Stakeholder Engagement:

- Engagement of People with Lived Expertise
 - “Community Liaisons” will be people with lived expertise and resourced to do this work
 - Focus Groups
 - Surveys
- Stakeholder engagement and convenings schedule will be announced in the coming weeks
- Coordination and planning with City Department and partner engagement initiated
- Engagement and engagement with related bodies including LHCB, Strategic Framework Advisory Committee, and OCOH

Strategic Planning Update

🔑 September to December 2022:

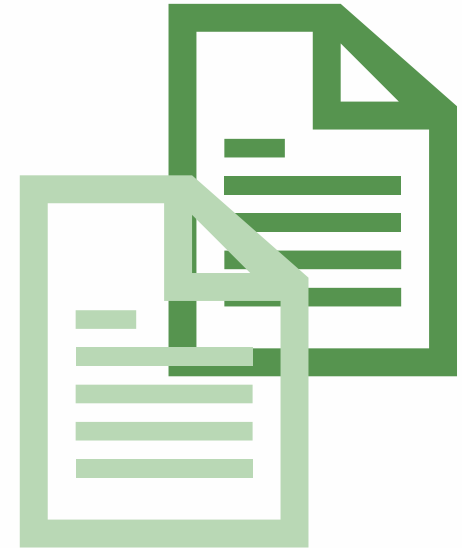
- Implementation of planning processes
- Forming HSH Staff working group to bring together all levels of staff at HSH inform the strategic plan.
- Schedule and facilitate community engagement and city partner coordination processes and convenings to get input on the plan.
- Development of plan content, establishment of plan's goals, strategies, and activities.

🔑 January 2023:

- Initiate external approval and adoption processes.

HSH is Hiring!

- HSH has open positions currently listed on the [DHR website](#).
- More positions approved in FY2022-24 budget will be posted in coming months.





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Questions?

Thank you.