



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

Local Homeless Coordinating Board | October 3, 2022

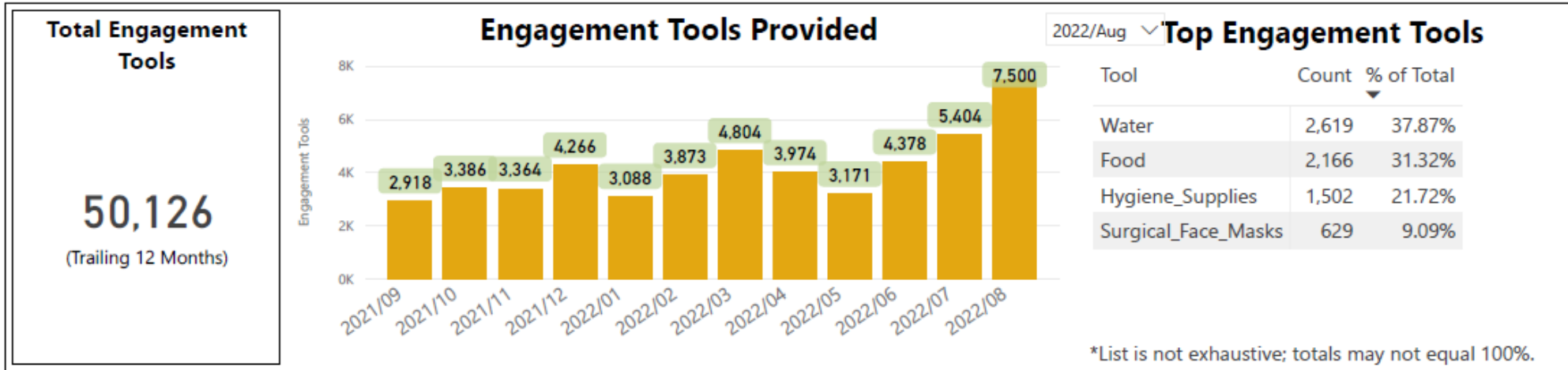
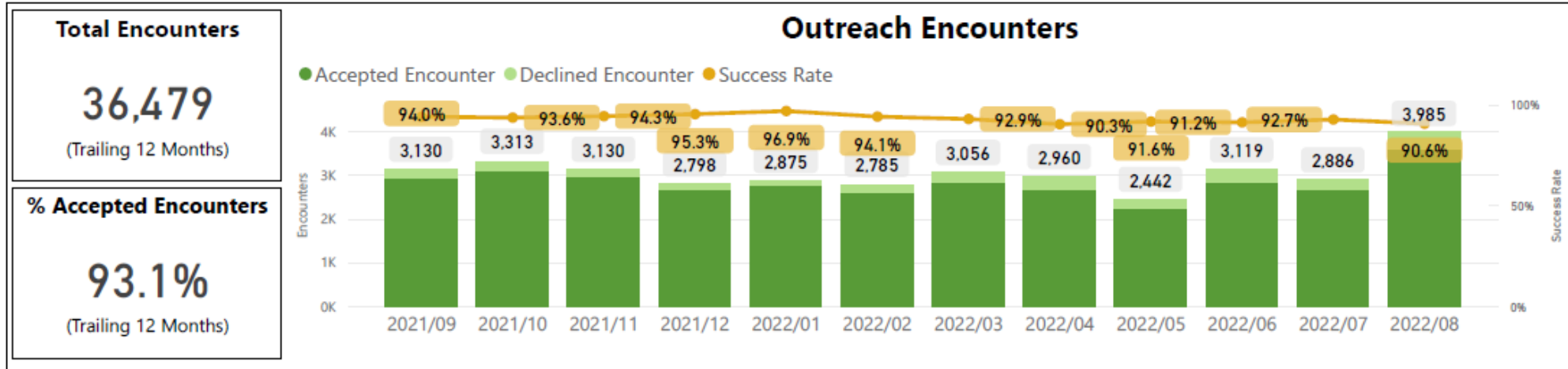




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# Homelessness Response System Data and Updates

# Outreach



*Data through August 31, 2022.*

# Program Highlights: Outreach

- The Homeless Outreach Team **moved headquarters** from 50 Ivy to **555 Stevenson** in September.
- The Homeless Outreach Team **stabilization portfolio** will be winding down by the end of the calendar year.
  - Homeless Outreach Team case-managed clients will be served **within the existing shelter system** (including non-congregate shelters).
  - Staff caseload levels will remain the same.
- The Homeless Outreach Team continues work with the **Street Wellness Response Teams**.

# Problem Solving

## Clients

195

Unique Households Resolved

1,917

Unique Households Served

## Services

234

Total Resolutions

2,425

Total Conversations

\$415,231

Total Financial Assistance

\$1,774

Average Assistance Per Resolution

## Service Resolutions by Month

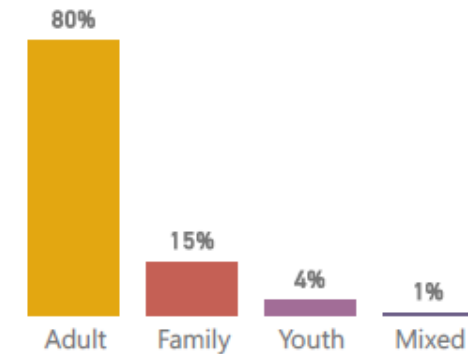
● FY 2022 ● FY 2023



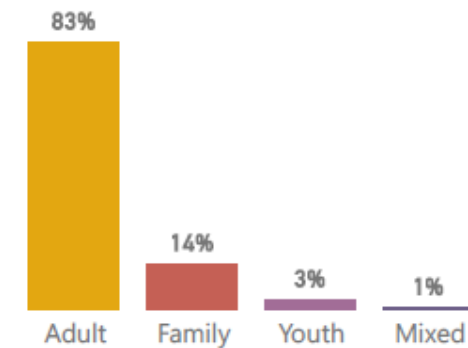
## Top 5 Financial Assistance

Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$326,625
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$29,126
Rental Assistance after Move-in	\$22,449
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$9,447
Moving truck or moving assistance if directly linked to a housing resolution	\$6,898

## Population: Households Resolved



## Population: Households Served

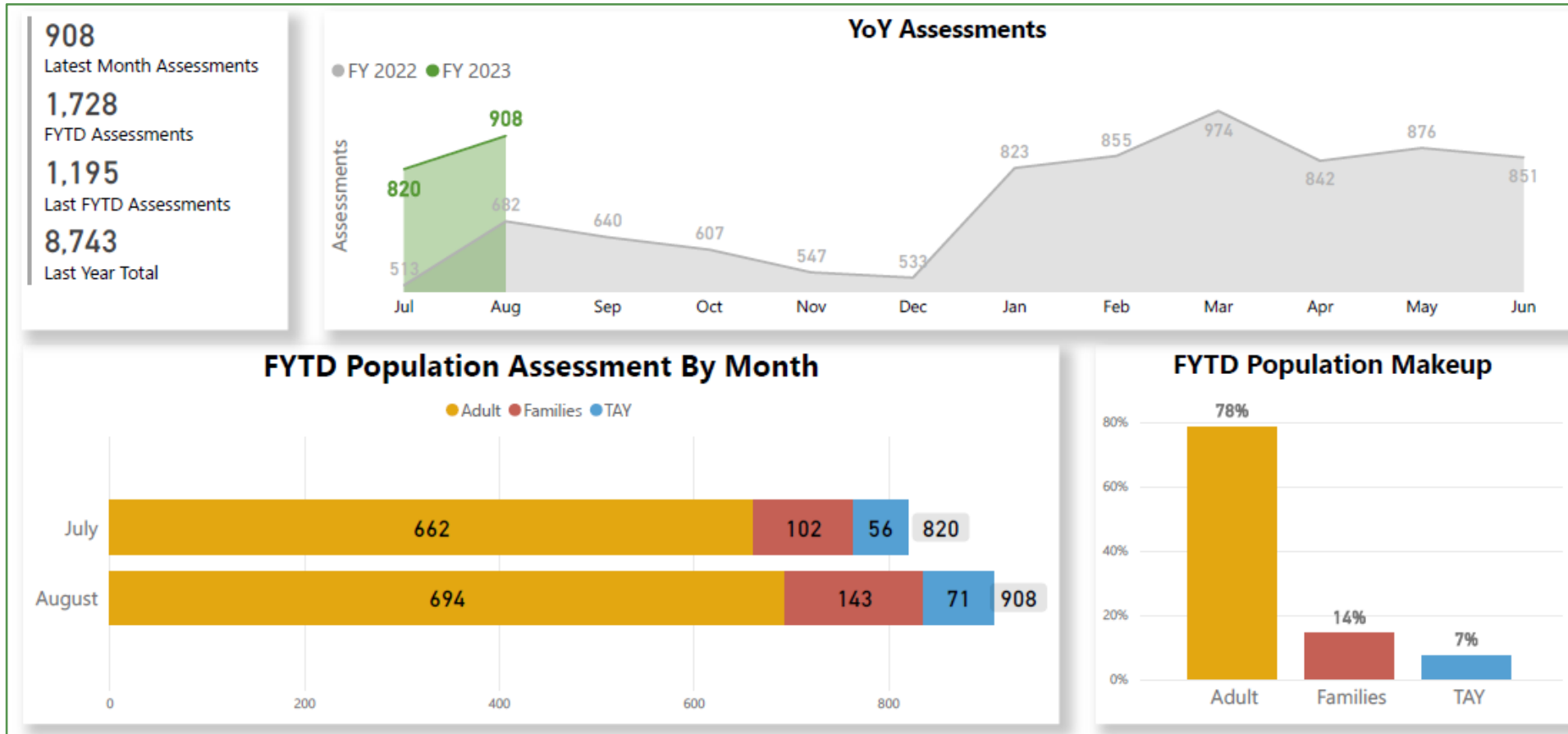


*Data through August 31, 2022.*

# Program Highlights: Problem Solving & Prevention

- SF Emergency Rental Assistance Program: **new applications paused**
  - HSH's providers have disbursed **\$6.7 million** to over **1,100 households** in back rent, future rent, and move in assistance.
  - **Stopped accepting new applications on Sept. 23** to process backlog.
  - Will start accepting applications again in **late 2022**.
- **Expansion:**
  - **San Francisco Pretrial Diversion Project** selected through a Solicitation of Interest to provide Problem Solving and Coordinated Entry services to the **justice-involved population**. Will become an **Access Point Partner** later this calendar year.
  - Mission Neighborhood Center will provide Prevention services to households at risk of homelessness in the **Excelsior, Richmond, Bayview, and Mission districts**.

# Coordinated Entry - Assessments



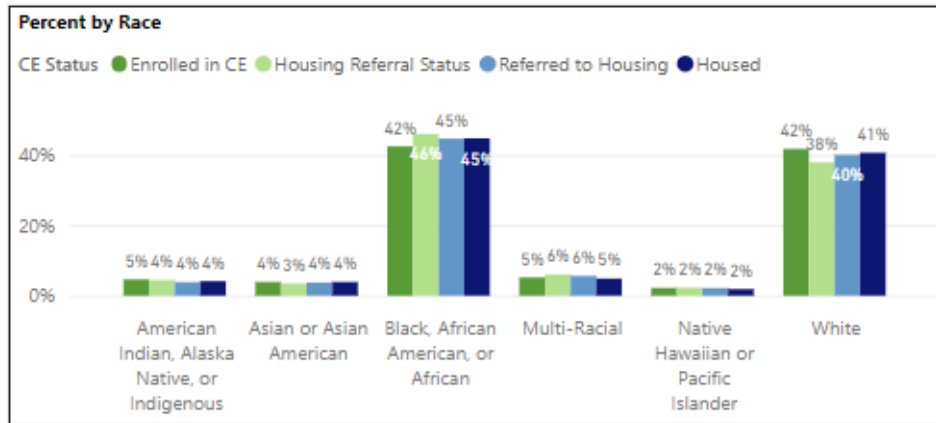
*Data through August 31, 2022.*

# Program Highlights: Coordinated Entry

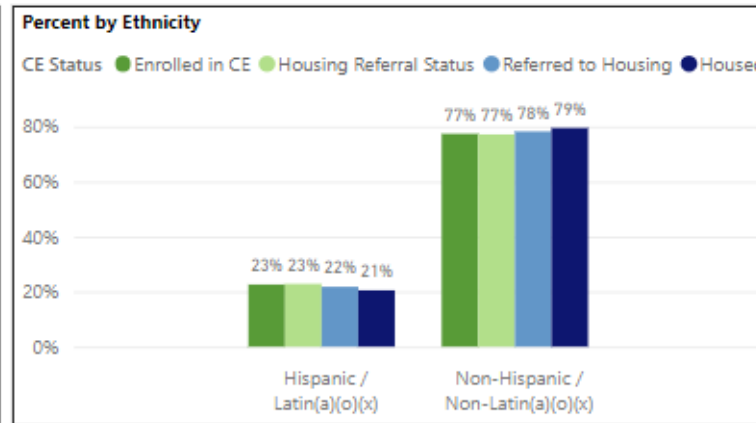
- **Mission Access Point** opening in **fall 2022**:
  - Dolores Street Community Services opening the first-ever Mission Access Point for adults.
- **Housing Referral Status** ranges adjusted this fall:
  - Proportion of **families who will be Housing Referral Status** and **referred to PSH will increase significantly** due to family housing expansion.
  - Matching based on Housing Primary Assessment as well as **history of Permanent Supportive Housing referrals** and **length of time in the Homelessness Response System**.



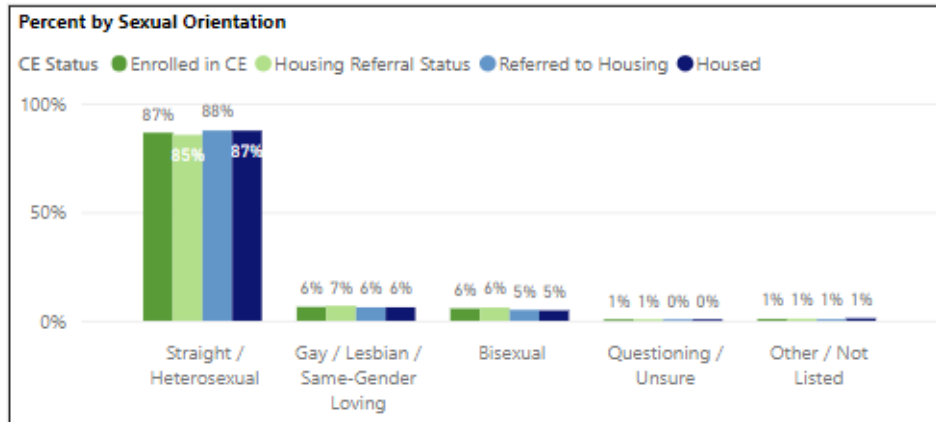
# Coordinated Entry & Housing Demographics



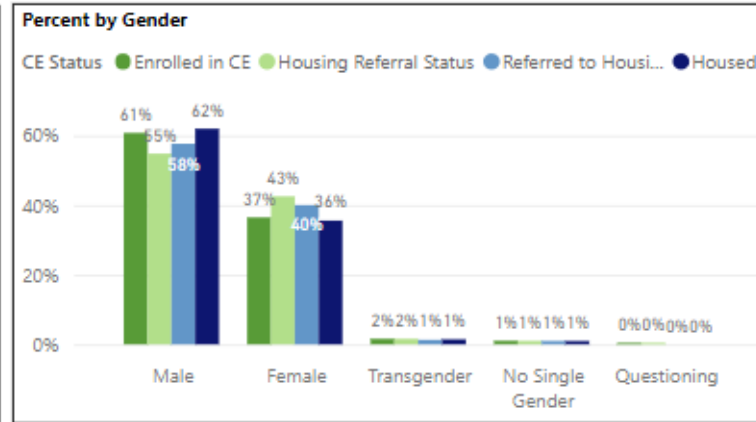
Race is incomplete for 8% of clients (3% Data Not Collected; 5% Doesn't Know / Refused)



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



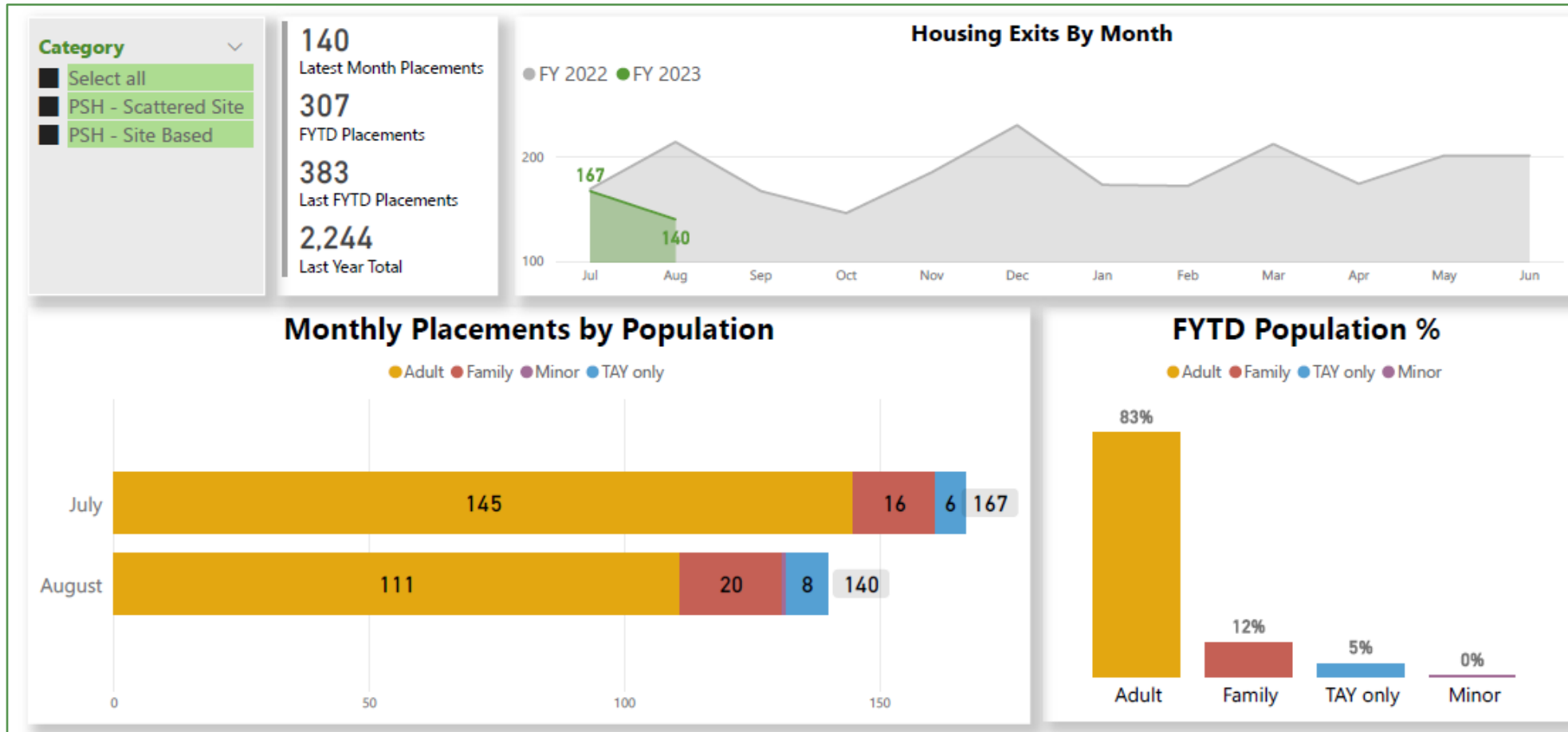
Sexual Orientation is incomplete for 6% of clients (4% Data Not Collected; 2% Refused)



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 August 31, 2022.*

# Current Housing Vacancies

**Total Vacancies**  
1,162
=

**Online Units Ready for Referral**  
851
+

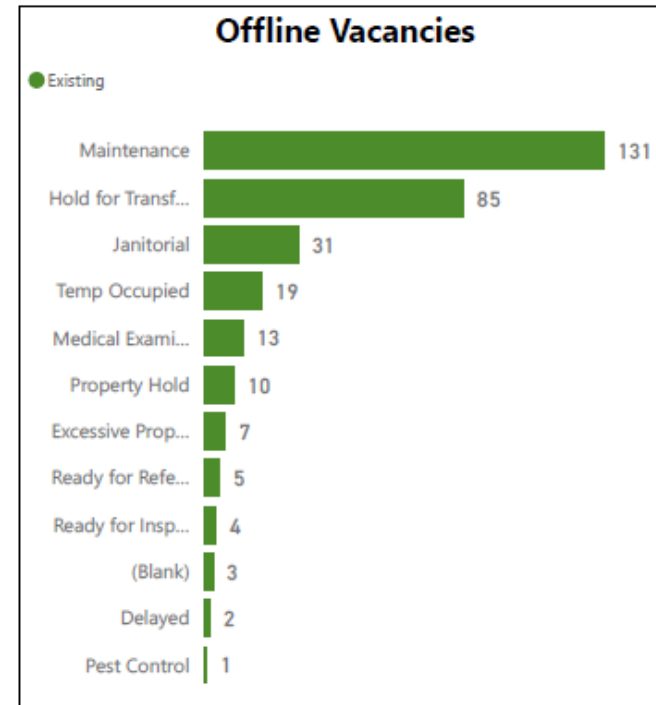
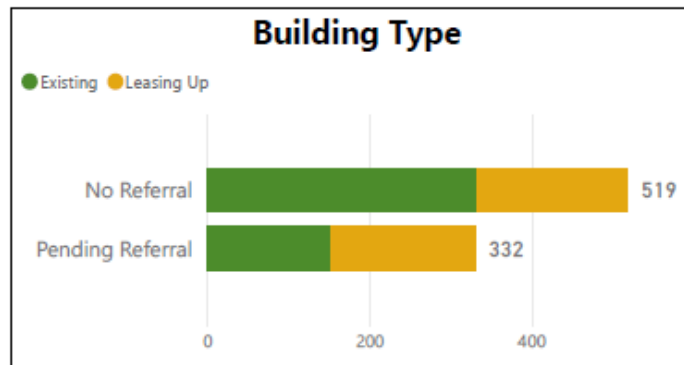
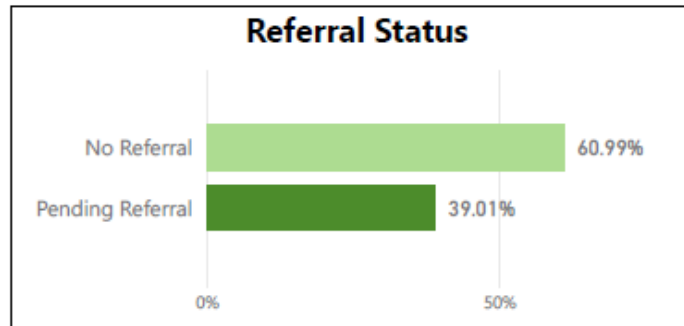
**Offline Units**  
311

**Buildings in Lease Up Phase**

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

9.8%

Vacancy Percentage\*



\* Calculated for existing site based buildings.  
 \*\* Clients have signed occupancy agreements and will sign tenant lease agreements once the Provider has entered into a master lease agreement with the City.

*Data snapshot as of September 21, 2022.*

# Housing Vacancies over Time

**Reporting Period**

9/1/2021 8/31/2022

**Averages**  
(based on reporting period above)

**Monthly Vacancies**

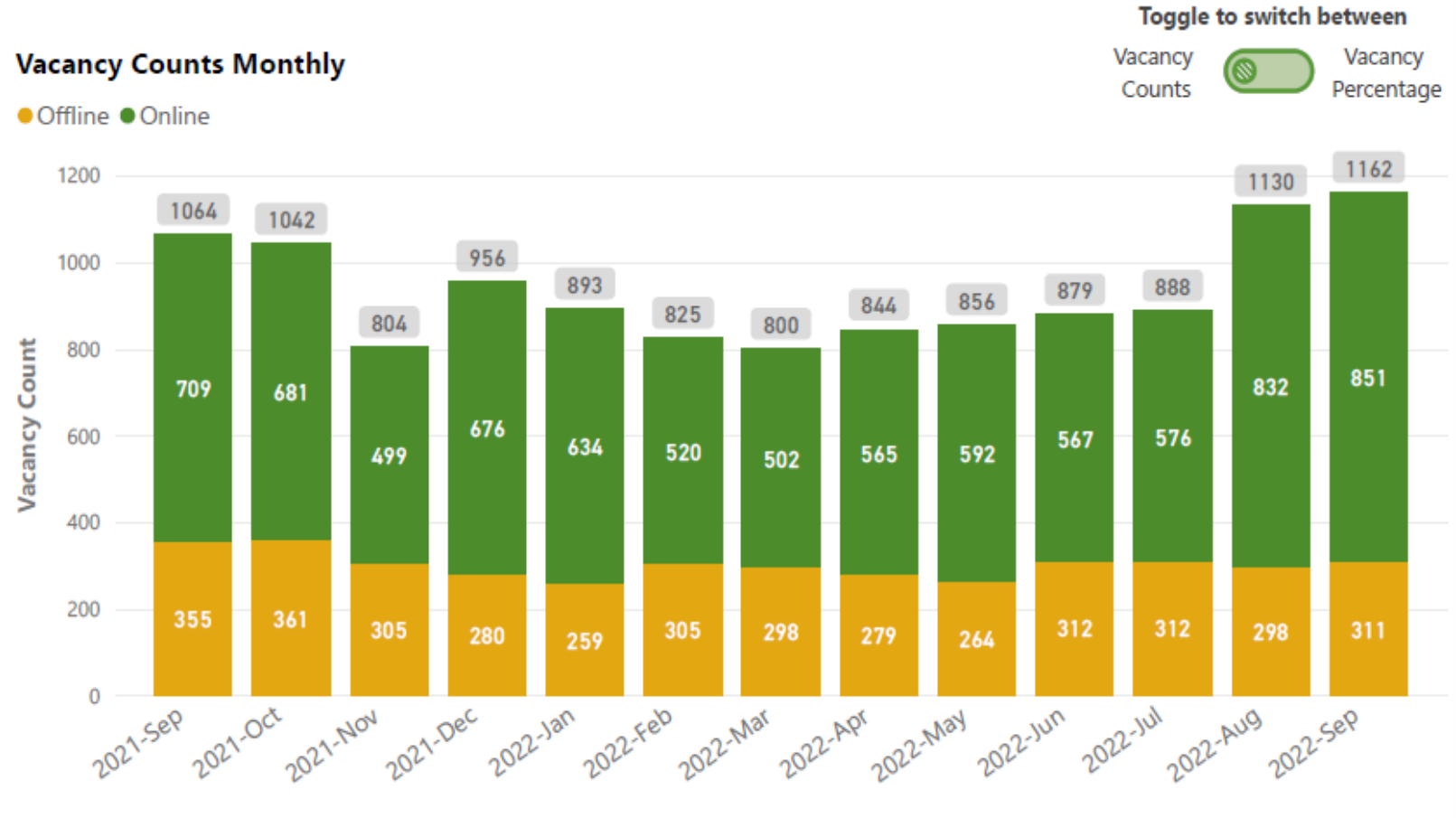
**934**

**Online Vacancies**

**631**

**Offline Vacancies**

**303**



Monthly data snapshots through September 21, 2022.

# Housing Vacancies over Time

**Reporting Period**

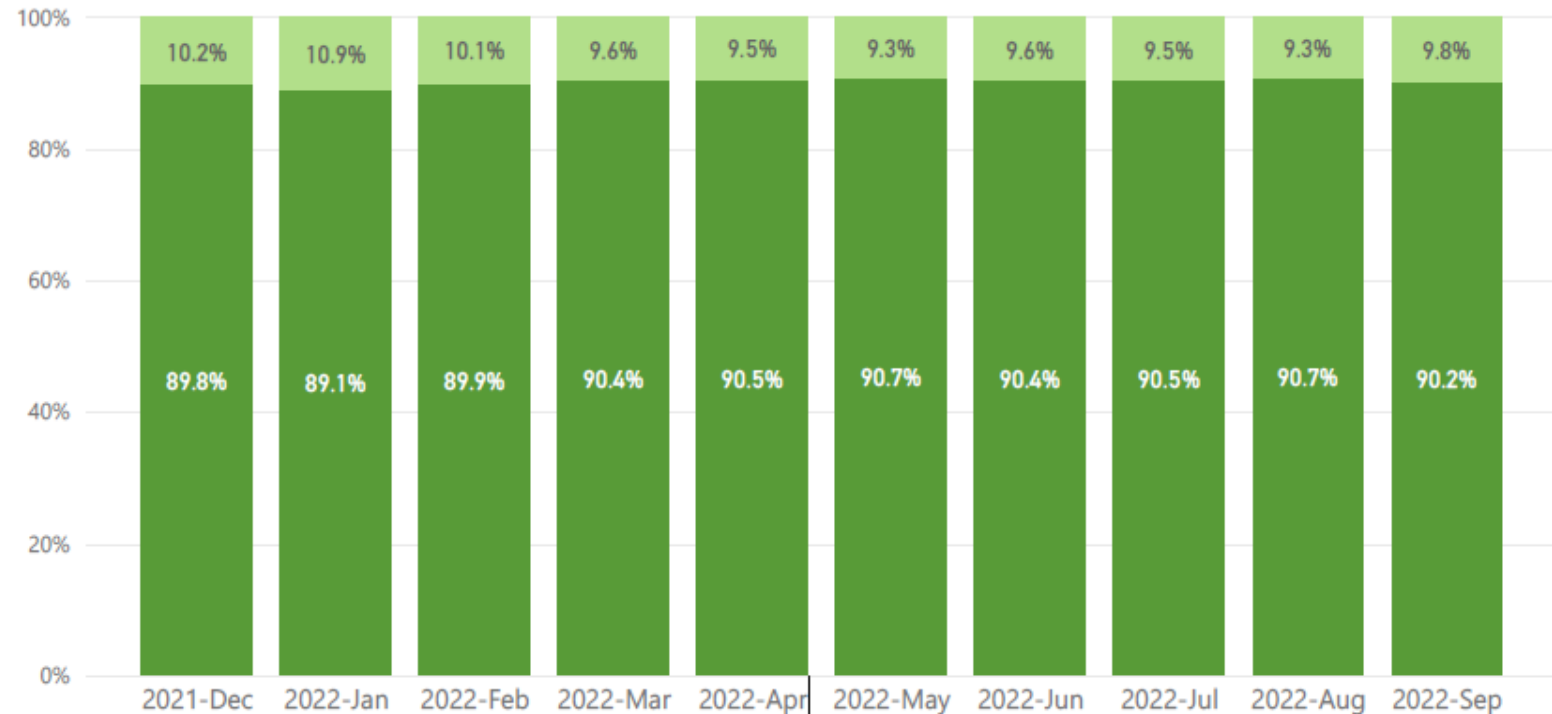
9/1/2021 8/31/2022

**Averages**  
(based on reporting period above)

**Vacancy Percentage**  
**9.8%**

## Vacancy Percentage Monthly

● Occupancy Pct ● Vacancy Pct



Toggle to switch between  
Vacancy Counts  Vacancy Percentage

Monthly data snapshots through September 21, 2022.

# Program Highlights: Housing

## • Move Ins:

- Started in September: **681 Florida** (39 family units)
- Starting in October: **1064-1066 Mission** (256 adult/senior units) and **Mission Bay South Block 9** (140 adult units)

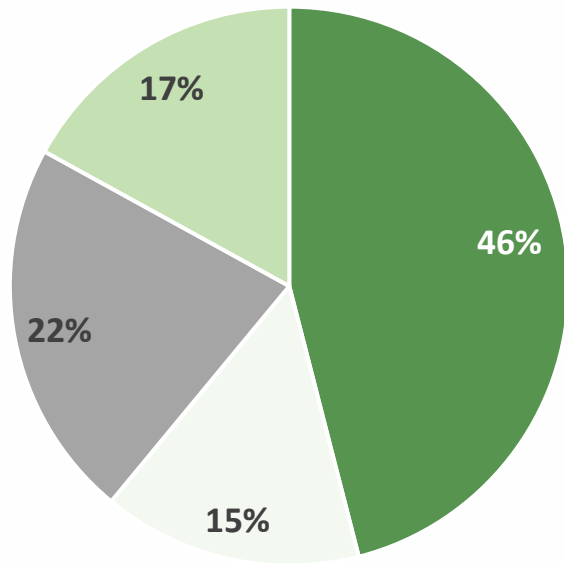
## • Sept. opening events: **835 Turk (Gotham)** and **3061 16th St. (Casa Esperanza)**

## • Provider Selection:

- **Flexible Housing Subsidy Pool:** Compass Family Services (Family); Unity Care (TAY)
- **Family Housing Ladder:** Compass Family Services

# Emergency Housing Voucher Rollout

Housed EHV Recipients



- Homeless
- At Risk of Homelessness
- Recently Homeless
- Fleeing Violence

## Interim Progress Report:

- **751** referrals submitted
  - *81% to goal*
- **689** vouchers issued
  - *98% approval rate*
- **331** households housed

*Data as of September 22, 2022.*

# Program Highlights: Shelter Expansion

Name	Opening Date	Capacity
Baldwin SAFE Navigation Center	September 2022	180 (adults)
Monarch Non-Congregate Shelter	September 2022	90 units (adults)
Hospitality House	Fall 2022	22 (men)

- Navigation Centers are expanding to pre-COVID capacity, adding back **218 beds** by the end of September 2022 and **193 additional beds** by December 2022.



# Program Highlights: Shelter

## 🔑 Improving Access for Pregnant People:

- Low-barrier placements to PATH and Jelani shelter programs through Homeless Prenatal Program: implemented, **sites at or near capacity.**
- Emergency Placements at Hamilton Family Emergency Shelter: **launching in September.**

## 🔑 Civic Center Navigation Center demobilizing by end of October:

- Most guests moving to Jazzie Collins or Mission Bay South Block 9.

## 🔑 Shelter in Place Hotel Program Wind Down:

- 2 programs remain: 685 Ellis (city acquired) and **Hotel Whitcomb** (final hotel demobilization, scheduled for **Nov. 29**)

# Shelter in Place Hotel Guest Exit Destinations by Cohort

## Guests Eligible for SIP Housing Process

Exit Destination	Number of Guests
Housing	1,175
Temporary Shelter	198
Other Institutions	53
Other*	644

+

## Other SIP Hotel Guests

Exit Destination	Number of Guests
Housing	134
Temporary Shelter	87
Other Institutions	27
Other*	520



**529** Current Guests

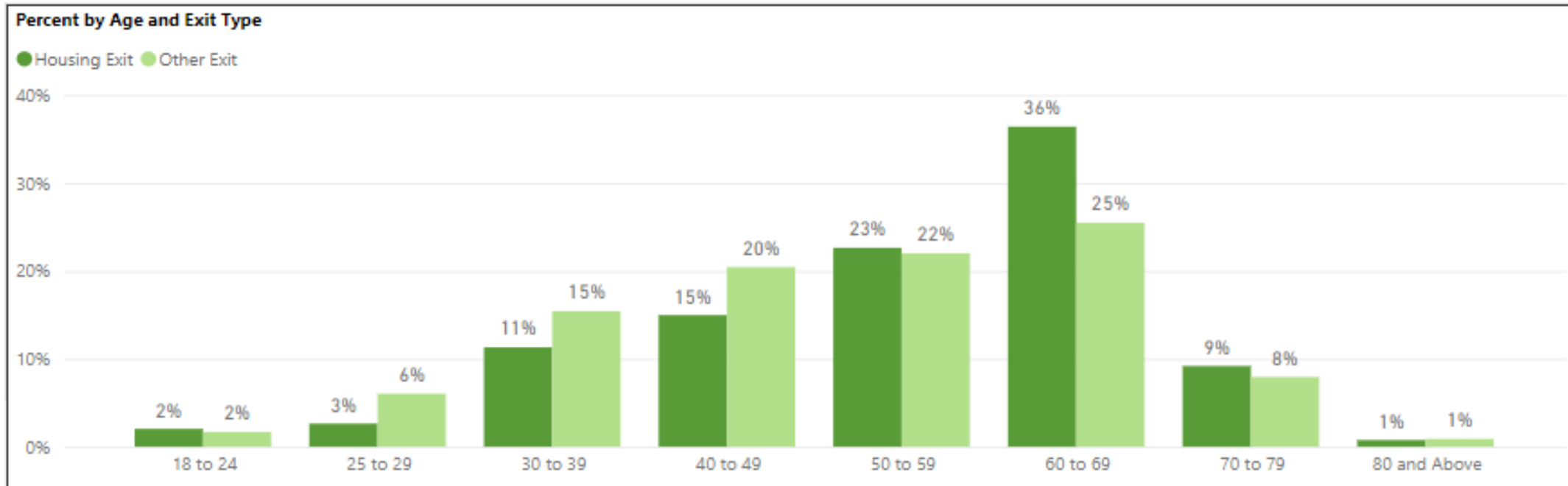
**1,309** Guests Housed

**2** Active Hotel Sites

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

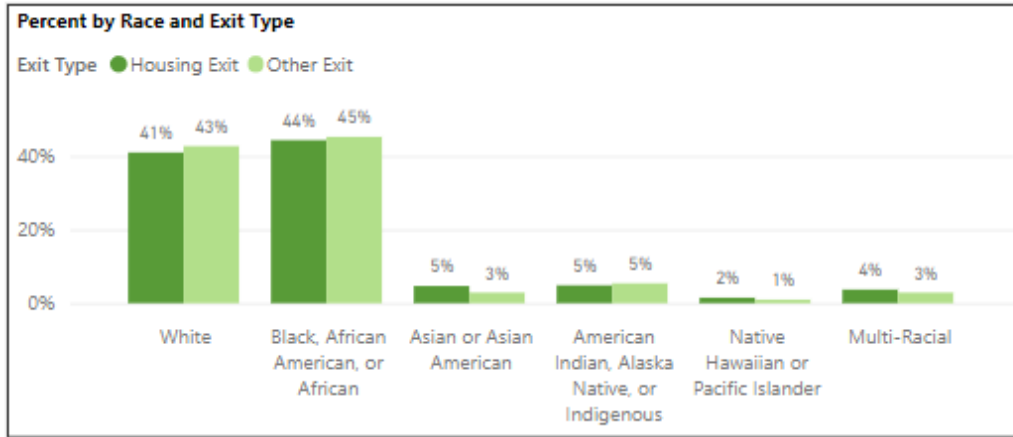
# Shelter in Place Hotel Guest Exits: Demographics

41% of guests eligible for the Shelter in Place housing process were older adults (60+).  
46% of guests from this group who have been housed are older adults.

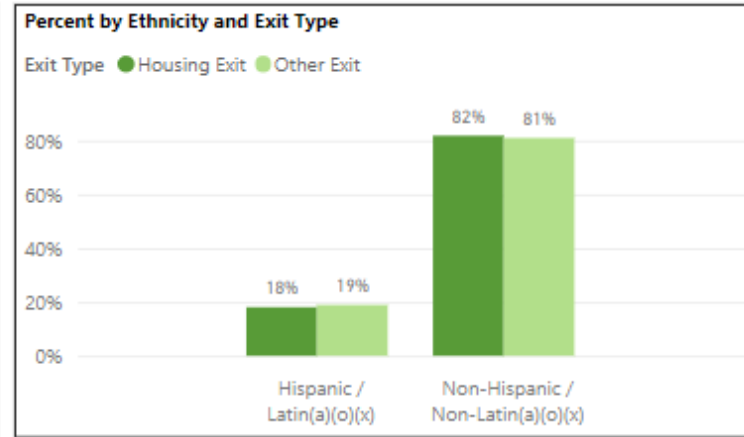


Data through September 27, 2022 | [See HSH website for more details.](#)

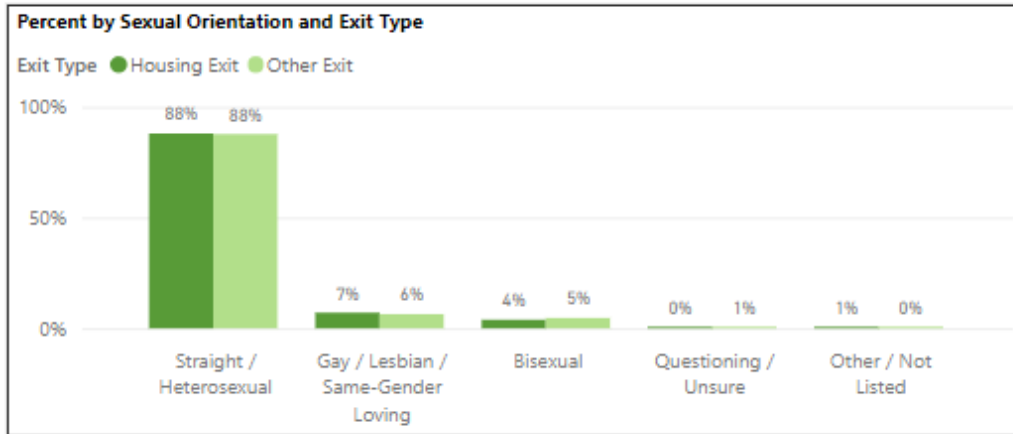
# Shelter In Place Hotel Guest Exits: Demographics



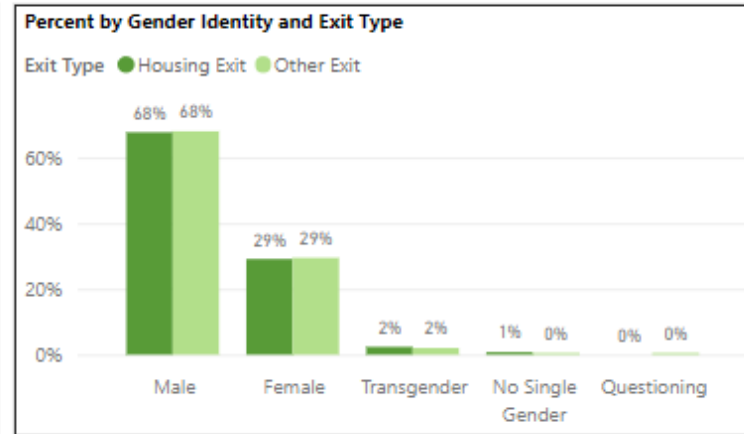
Race is "Data Not Collected" or "Doesn't Know / Refused" for 5% of guests.



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 1% of guests.

*Data through Sept. 27, 2022.  
See [HSH website](#) for more details.*

# Tenderloin Emergency Initiative: Progress & Outcomes

4,045 Homeless Outreach Team encounters in the Tenderloin.

- Approx. 100 encounters per week

1,435 shelter placements from the Tenderloin.

- 976 placements from the Tenderloin Center.

285 Tenderloin Center guests referred to housing.

- 210 placements to housing.

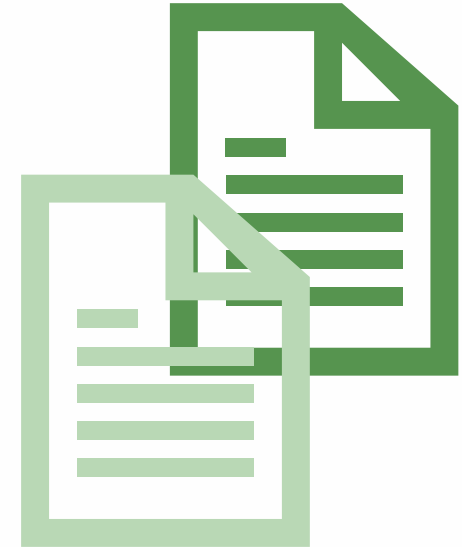
*Data from December 13, 2021 through September 25, 2022.*

# Equity Update

- Interviews for **Diversity, Equity and Inclusion Training Officer** starting on October 4.
- Internal **racial equity training** for all Department of Homelessness and Supportive Housing staff: sessions scheduled for late October.
- Chief Equity Officer and Deputy Director of Programs conducting **site tours** to **assess equity needs of non-profit partners**.
- Finalized contract negotiations with **Equity in Action** for internal and external projects:
  - Consulting for racial equity training and facilitation.
  - Launching a Department of Homelessness and Supportive Housing mentorship program.
  - Capacity building and technical assistance for Community Based Organizations.
  - Supporting equity initiatives to reduce representation of vulnerable community in the unhoused population.

# HSH is Hiring!

- HSH has open positions currently listed on the [DHR website](#):
  - Senior Human Resource Analysts
  - Guest Placement Administrative Analyst
  - Principal Budget Analyst
- More positions approved in FY2022-24 budget will be posted in coming months.





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# Questions?

Thank you.