



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Local Homeless Coordinating Board | November 7, 2022

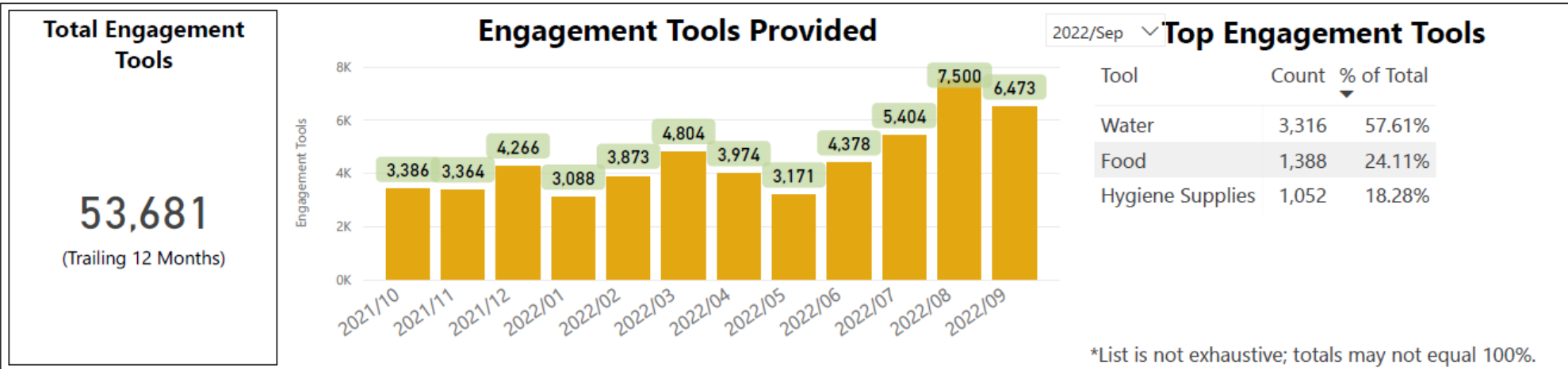
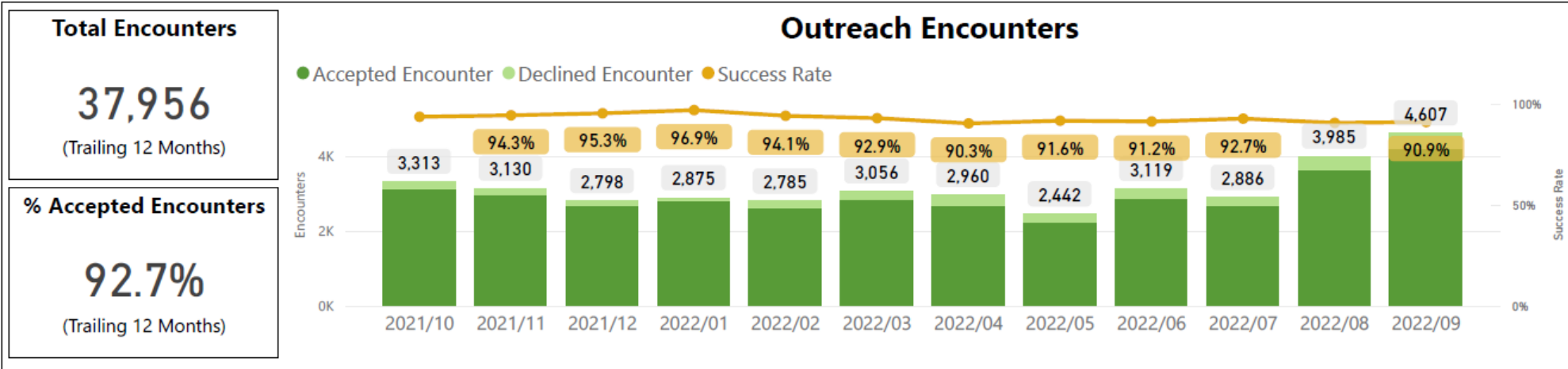




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Homelessness Response System Data and Updates

Outreach



Data through Sept. 30, 2022

Street Wellness Response Team: September Update

Total Number of Encounters (September): 577

- Average response time: 16 minutes | Average time on call: 38 minutes

Origin of call: 30% dispatch

- **150% increase** in rate of calls coming from 911 rather than on-views since July.

Result of encounter

- **32** ambulance transports to hospital. | **78** non-ambulance transports to various locations.
- **31** other referrals.
- **370** remained in community.

Data from Sept. 1 – Sept. 30, 2022. Breakout data included for calls with available information.

Program Highlights: Outreach

- The Homeless Outreach Team is settling into new **headquarters at 555 Stevenson.**
- **New HOT phone number** will be rolled out this month for clients requesting outreach.

**New HOT
Client Number:**

(628) 652-8000

Problem Solving

Clients

323

Unique Households Resolved

2,743

Unique Households Served

Services

405

Total Resolutions

3,673

Total Conversations

\$766,346

Total Financial Assistance

\$1,892

Average Assistance Per Resolution

Service Resolutions by Month

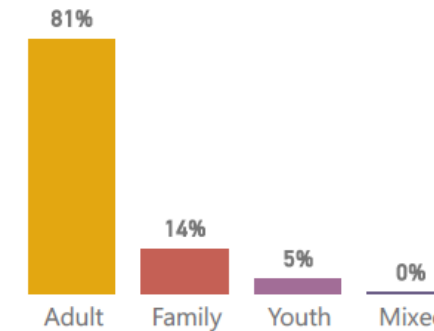
● FY 2022 ● FY 2023



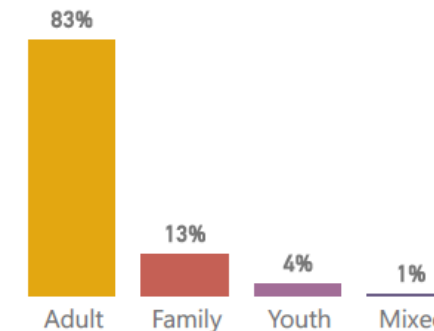
Top 5 Financial Assistance

Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$596,539
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$42,707
Rental Assistance after Move-in	\$34,974
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$15,749
Car repair, registration, smog tests, insurance, or payment, if reasonable and directly linked to housing resolution	\$13,923

Population: Households Resolved

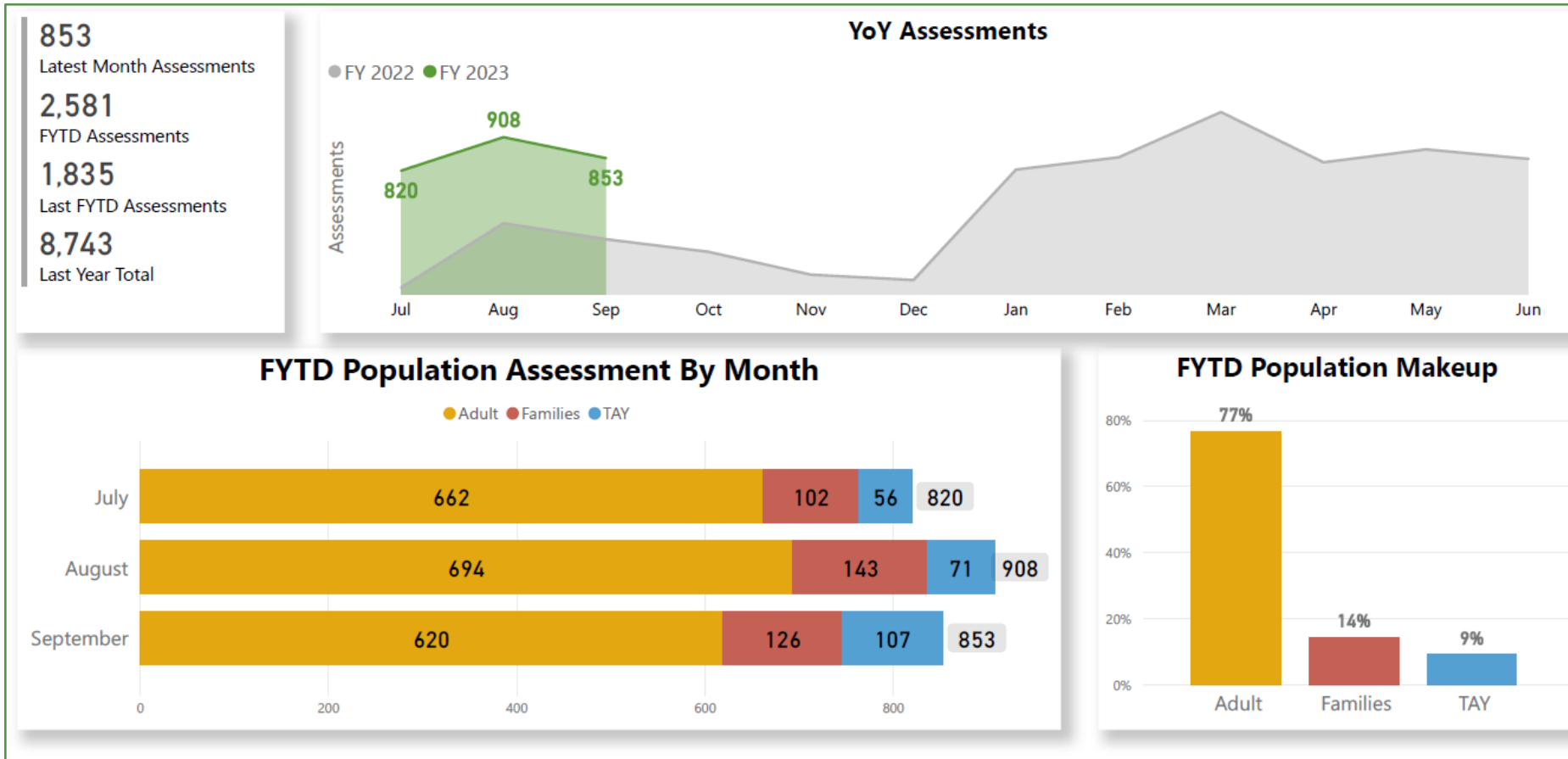


Population: Households Served



Data through Sept. 30, 2022

Coordinated Entry - Assessments

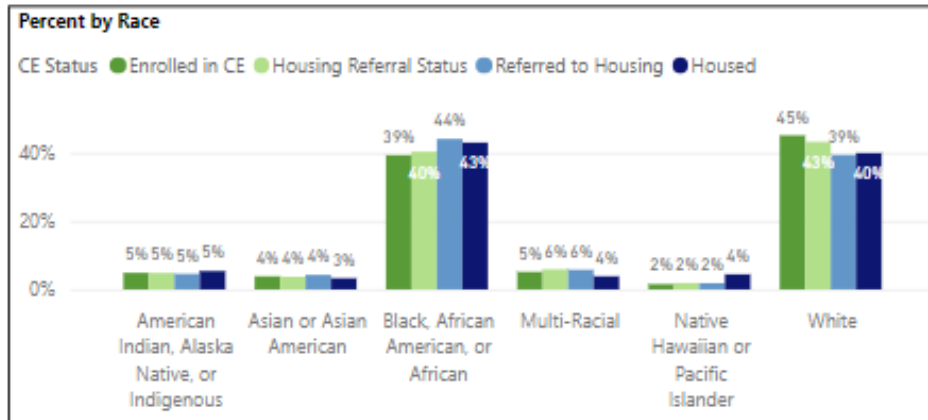


Data through Sept. 30, 2022

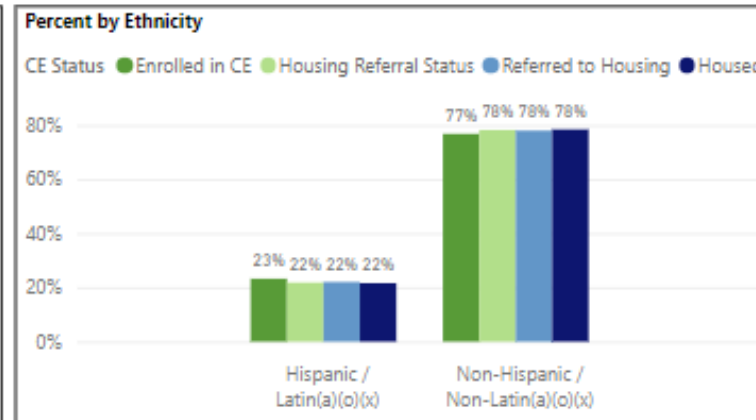
Program Highlights: Coordinated Entry

- **Mission Access Point** opening November 7:
 - First-ever Mission Access Point for adults – operated by Dolores Street Community Services
- **Safe Housing Working Group:** produced recommendations for Victim Service Providers and the Homelessness Response System
 - Recommendations will be presented to the LHCB.
- **Multi-Disciplinary Team:** successful month at Taimon Booton Navigation Center in October due to **more collaboration with case managers.**
 - Multi-Disciplinary Teams connect shelter guests with HSH, DPH, and HSA services.

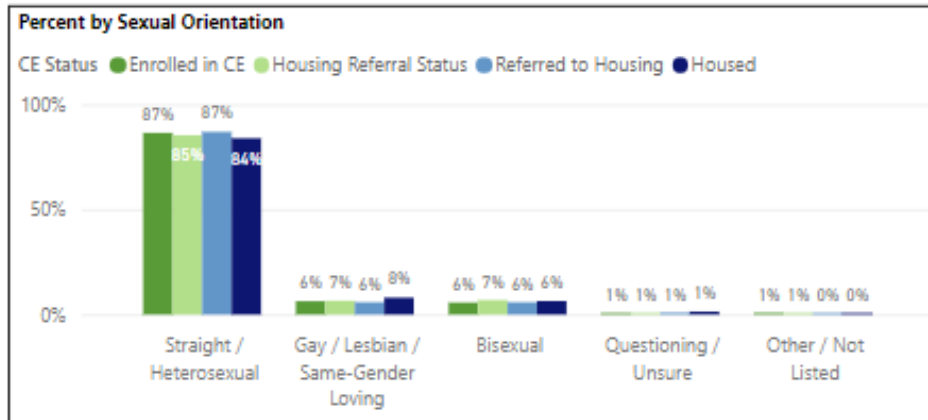
Coordinated Entry & Housing Demographics



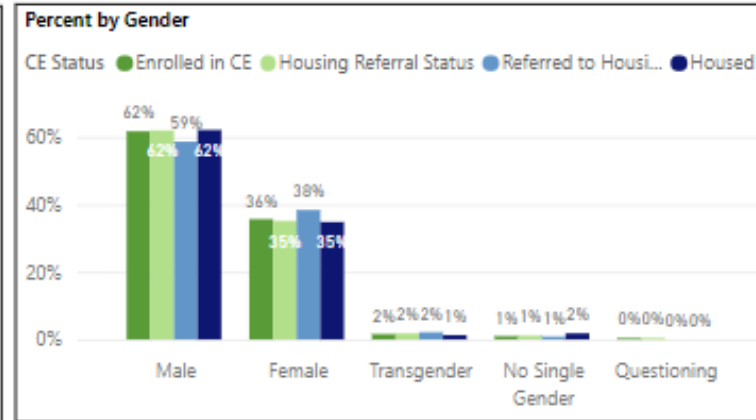
Race is incomplete for 6% of clients (3% Data Not Collected; 3% Doesn't Know / Refused)



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



Sexual Orientation is incomplete for 7% of clients (5% Data Not Collected; 1% Refused)

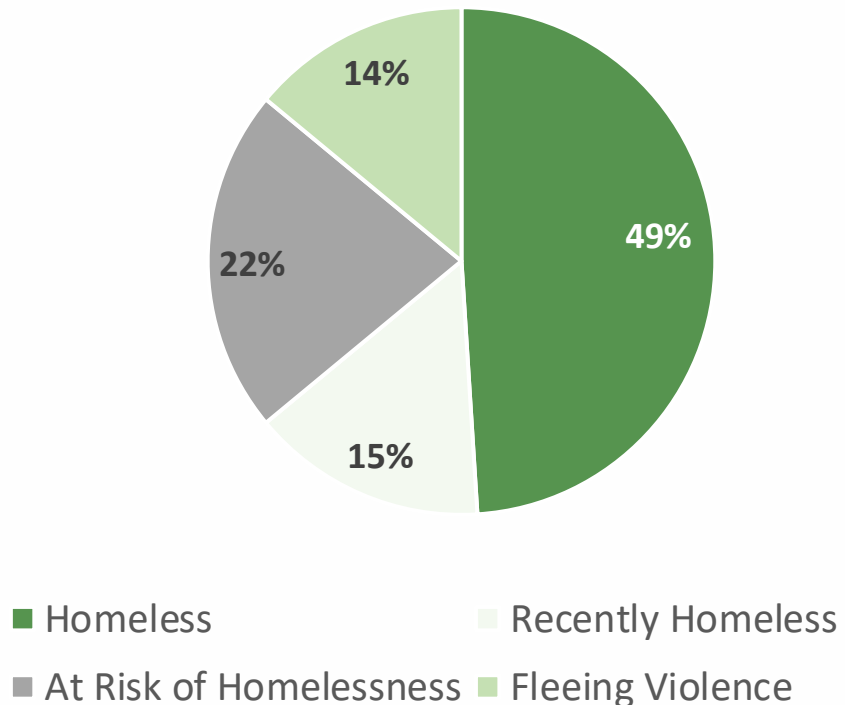


Gender is incomplete for 1% of clients (1% Data Not Collected; 0% Doesn't Know / Refused)

- Data for Q1 FY2022-23 (July 1, 2022 – Sept. 30, 2022)
- New data available quarterly.
- Additional breakouts by population and time frame available on the HSH website.

Emergency Housing Voucher Rollout

Housed EHV Recipients

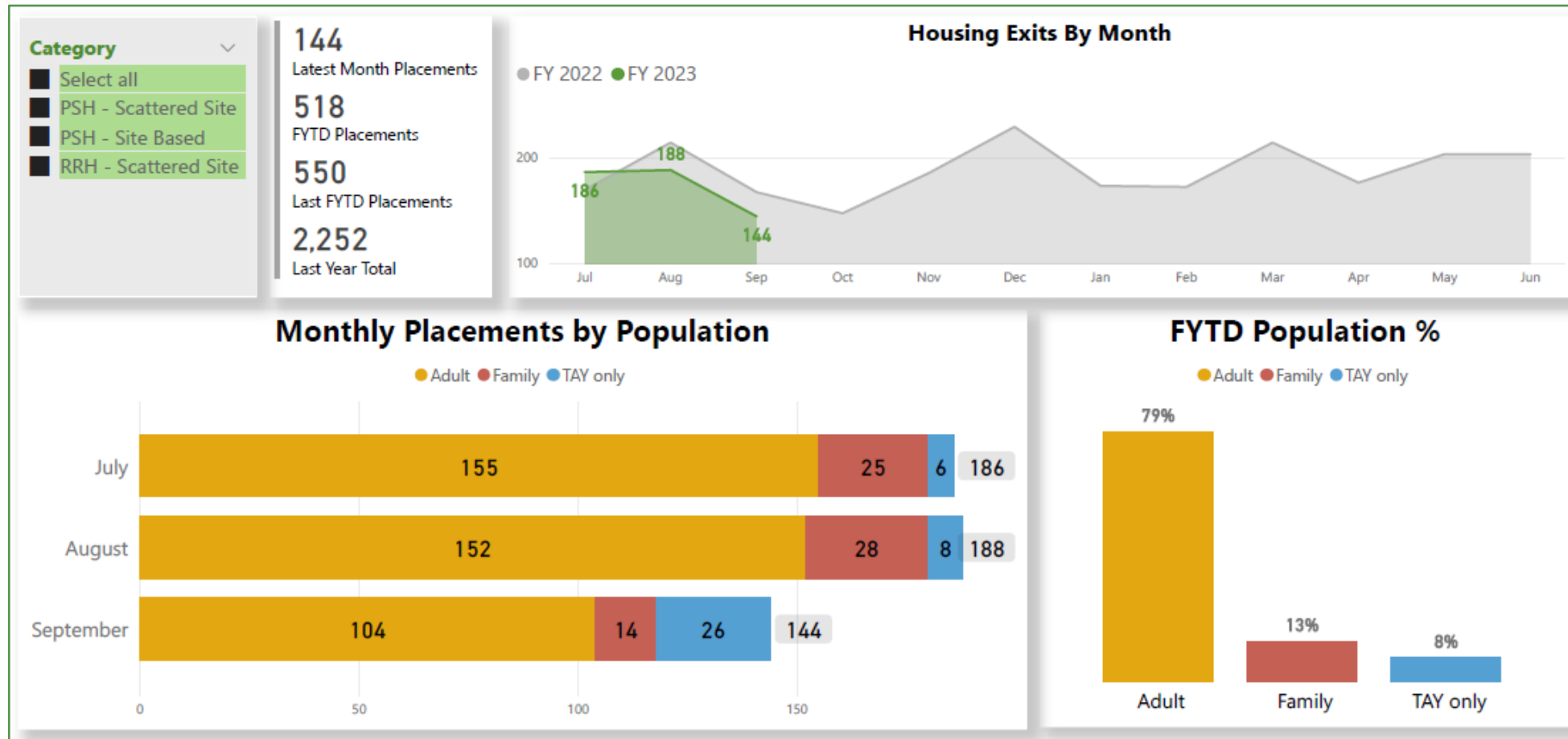


Interim Progress Report:

- **771** referrals submitted
 - *85% to goal*
- **712** vouchers issued
- **364** households housed

Data as of October 24, 2022.

Housing – Placements



Data through Sept. 30, 2022

Current Housing Vacancies

Total Vacancies
1,350
=

Online Units Ready for Referral
1,013
+

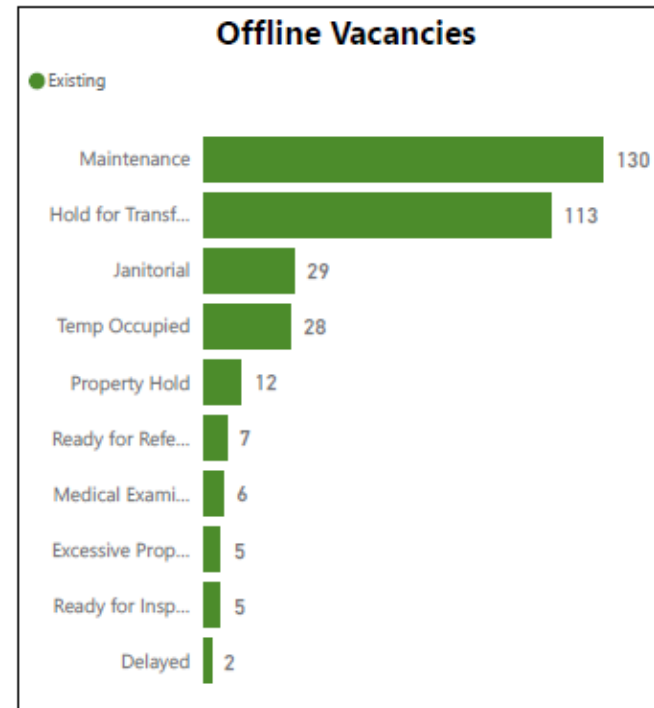
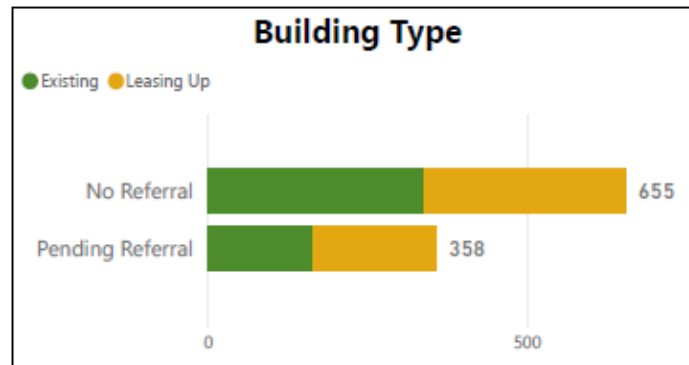
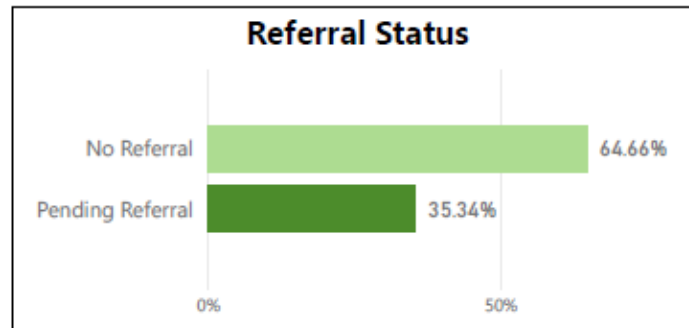
Offline Units
337

Buildings in Lease Up Phase

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

10.3%

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.

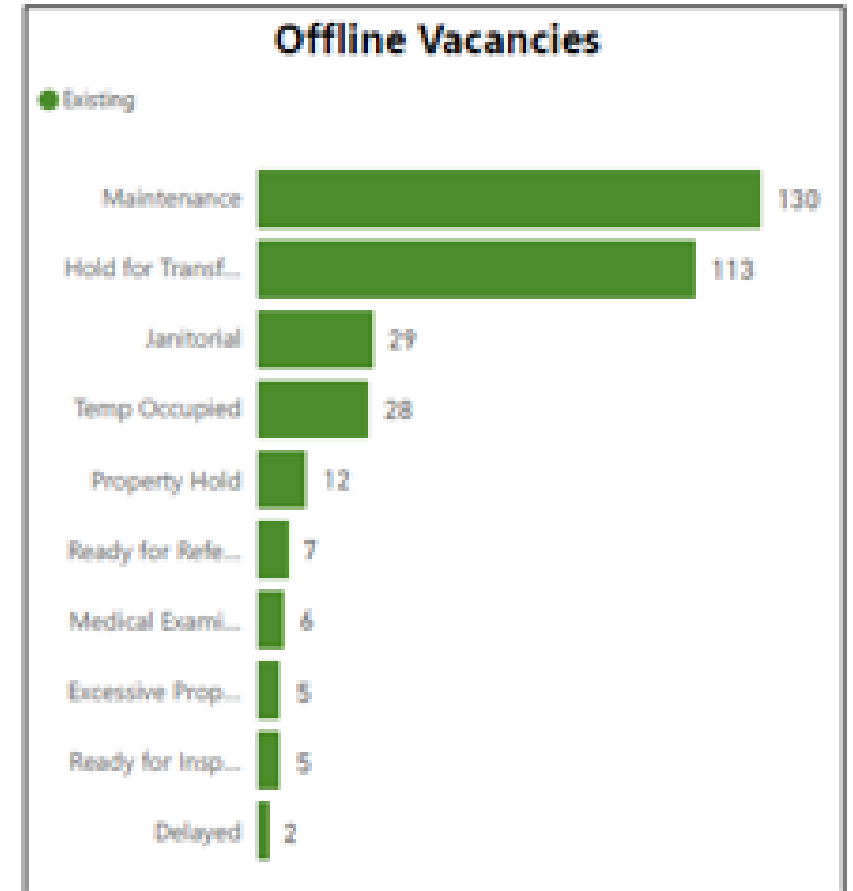
Data snapshot as of October 20, 2022

Vacancies in PSH: Offline Units

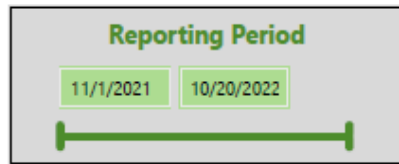
Offline Units

337

- There are currently 337 PHS units offline
- 35% of offline units have been offline for less than 8 days.
- 50% of offline units have been offline for less than 60 days.
- The other 50% that are offline more than 60 days are the ones that need more significant repair and require more attention.
- Offline units largely due to maintenance holds; **new investments in property management** will help.



Housing Vacancies over Time



Averages
(based on reporting period above)

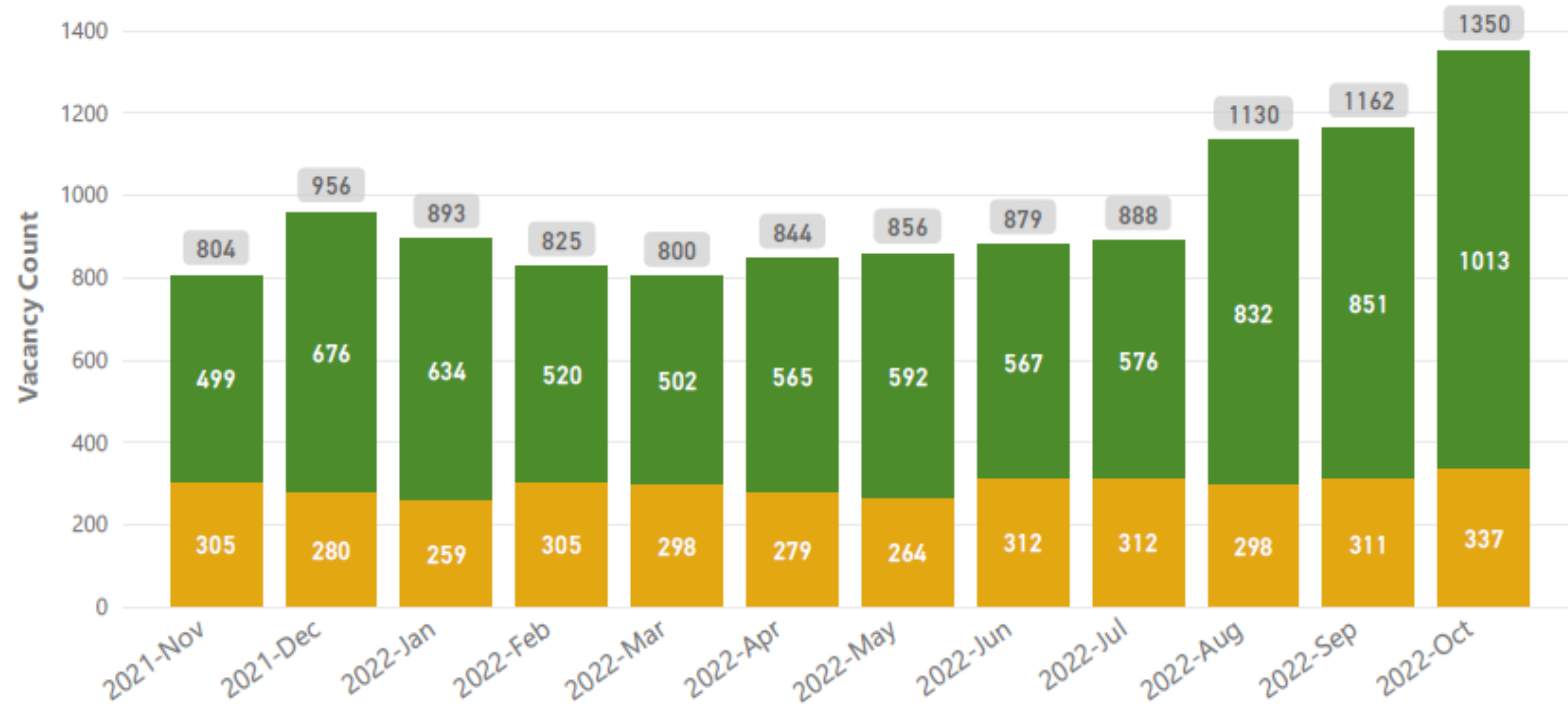
Monthly Vacancies
895

Online Vacancies
597

Offline Vacancies
298

Vacancy Counts Monthly

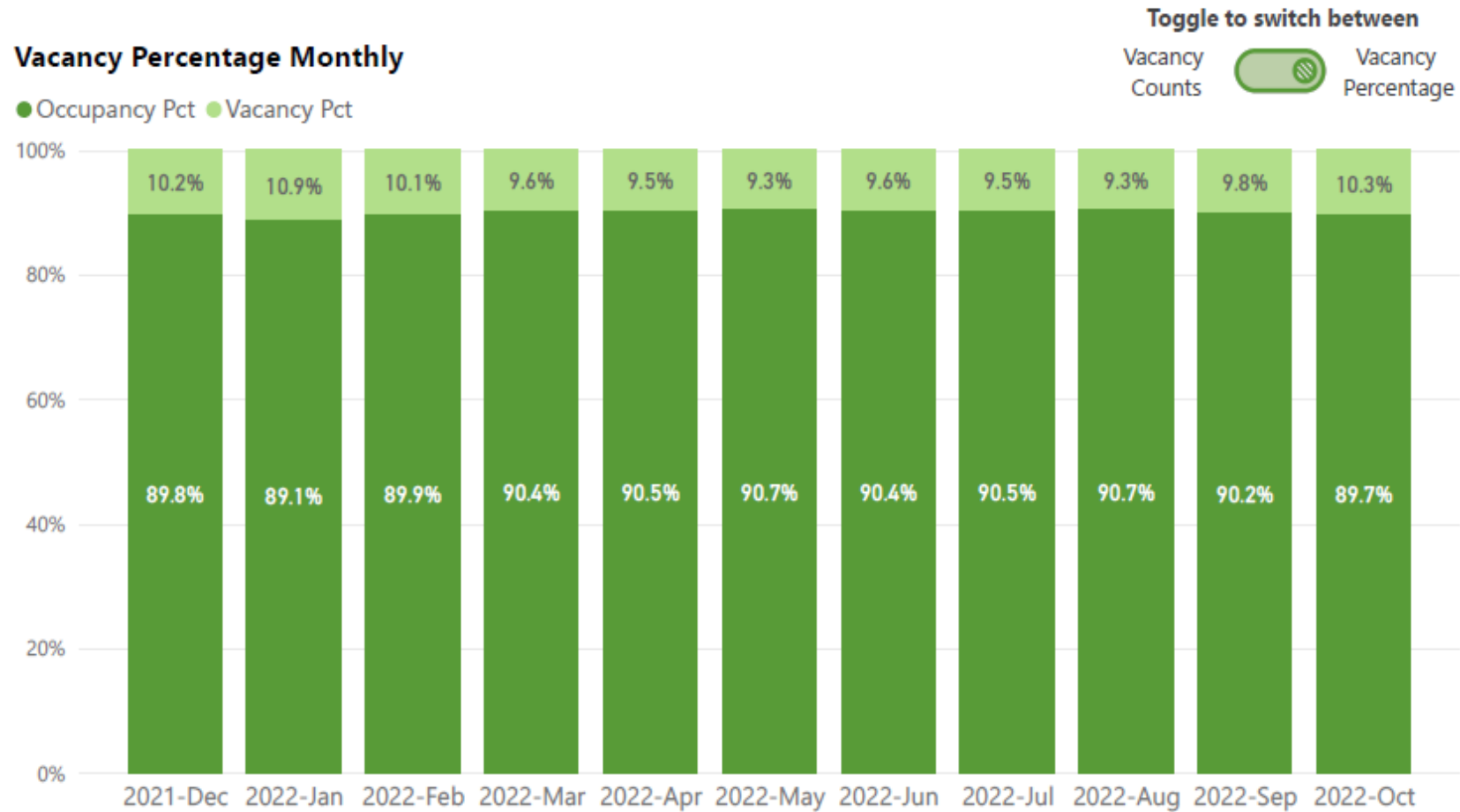
● Offline ● Online



Toggle to switch between
 Vacancy Counts Vacancy Percentage

Monthly data snapshots through October 20, 2022

Housing Vacancies over Time



Monthly data snapshots through October 20, 2022.

Program Highlights: Housing

• New Site-Based PSH:

- Taking **5 master lease agreements** to the Board of Supervisors for acquired PSH sites: 1321 Mission, 5630 Mission, 835 Turk, 333 12th Street, and 3061 16th Street.
- Move ins continuing at the **7 PSH sites that opened this summer/fall.**

• **Continuum of Care** team started a new **income recertification** and **Housing Quality Standards** inspection process for all PSH programs funded through the CoC program.

- Thank you to all partners who participated in this process!

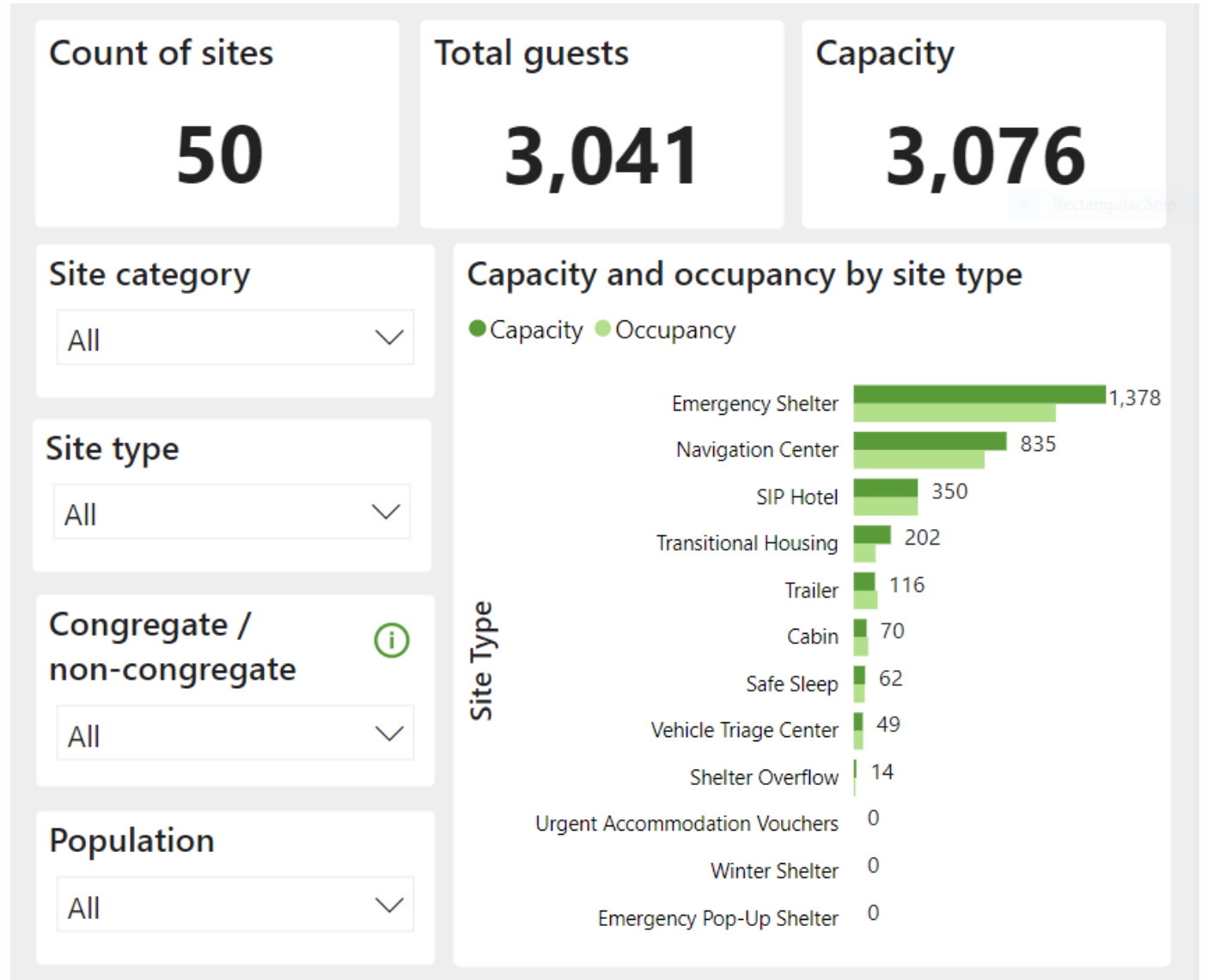
• **Scattered sites** team working with Family Rapid Rehousing to extend subsidies and other program supports for families at risk of returning to homelessness.

Program Highlights: Shelter Sites

- **Hospitality House** will reopen as a congregate overnight men's shelter with capacity for 22 guests in November.
- **SIP Site 34 (685 Ellis)** will transition under the HSH shelter team's portfolio as **semi-congregate shelter** in December.
 - In the future, the building will become Permanent Supportive Housing.
- **Civic Center Navigation Center** closed at the end of October. Of the guests who were on site when new intakes stopped:
 - **75%** (30 guests) moved to **PSH**
 - **20%** (8 guests) exited to the **Baldwin SAFE Navigation Center**
- New **Shelter Inventory** public dashboard available.

HSH Shelter Inventory

- Snapshot as of **November 1, 2022**.
- Public dashboard available on HSH website; **refreshes daily Monday – Friday**.
- **Ability to filter** to drill down on specific programs and populations served.



Program Highlights: Shelter Programs

- Analysis completed - **\$5.5 million** to **rebase & enhance** shelter services:
 - **Goals:** Wage floors for frontline positions; align and enhance case management; enhance other programs.
 - Held **provider input sessions** in September.
 - Releasing notification letters to providers with more details.
- **Family input session** with families living in RVs conducted in October to gather input on future safe parking program design.
- **Provider input session** for family shelter and transitional housing on November 2 to gather input on site design for a future family shelter.

Shelter in Place Hotel Guest Exit Destinations by Cohort

Guests Eligible for SIP Housing Process

Exit Destination	Number of Guests
Housing	1,259
Temporary Shelter	211
Other Institutions	54
Other*	654

+

Other SIP Hotel Guests

Exit Destination	Number of Guests
Housing	146
Temporary Shelter	91
Other Institutions	27
Other*	516



401 Current Guests

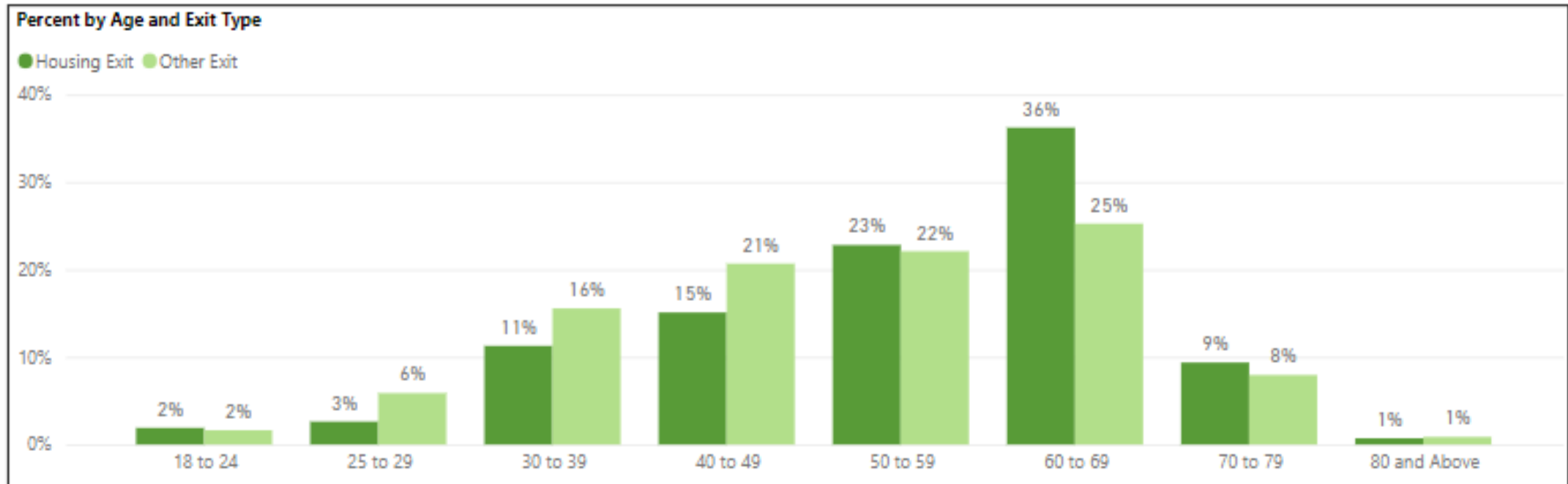
1,405 Guests Housed

2 Active Hotel Sites

*Includes exit by client choice & safety discharges | Data through October 31, 2022 | [See HSH website for more details.](#)

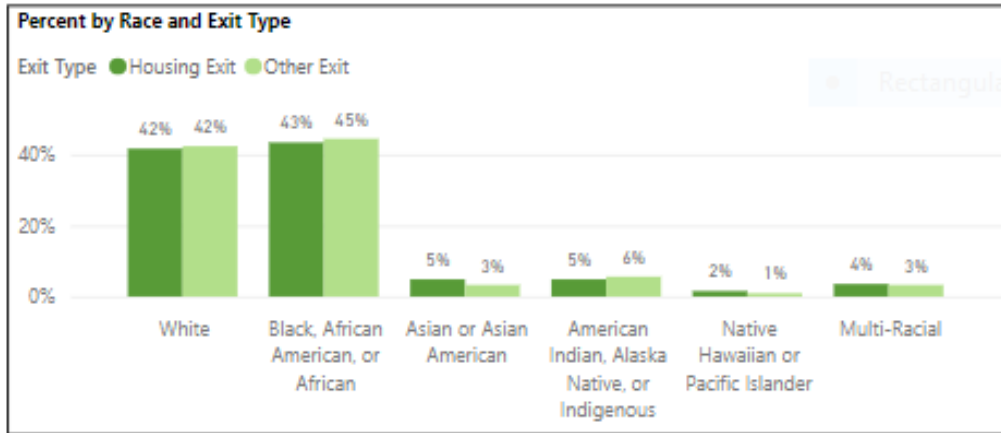
Shelter in Place Hotel Guest Exits: Demographics

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.

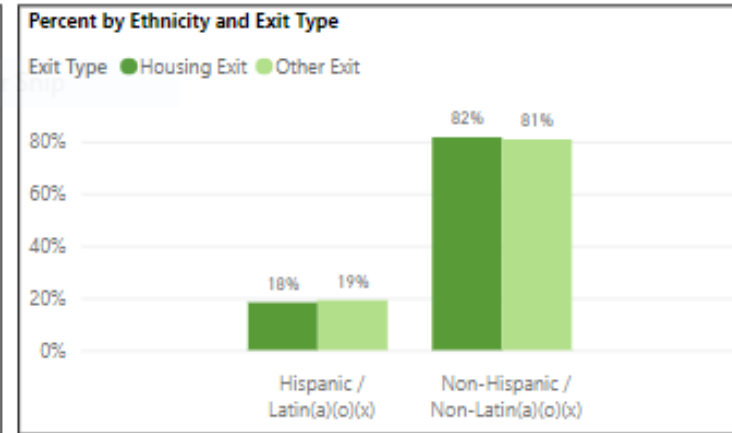


Data through October 31, 2022 | [See HSH website for more details.](#)

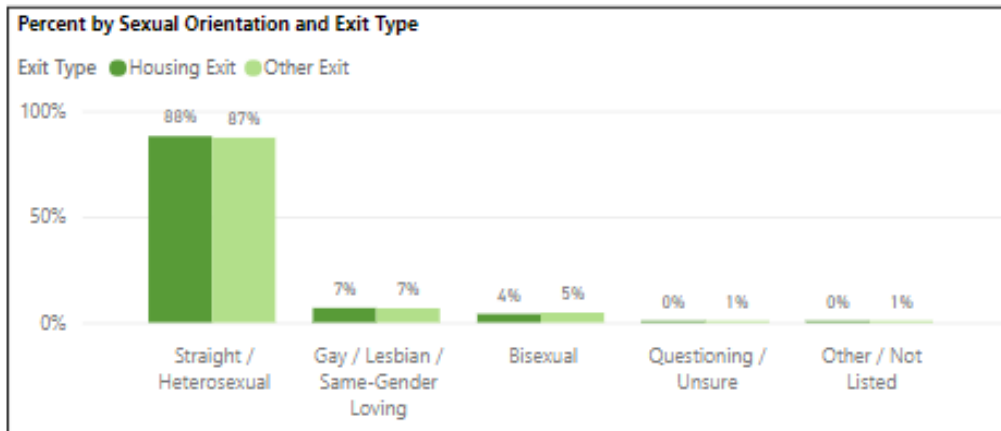
Shelter In Place Hotel Guest Exits: Demographics



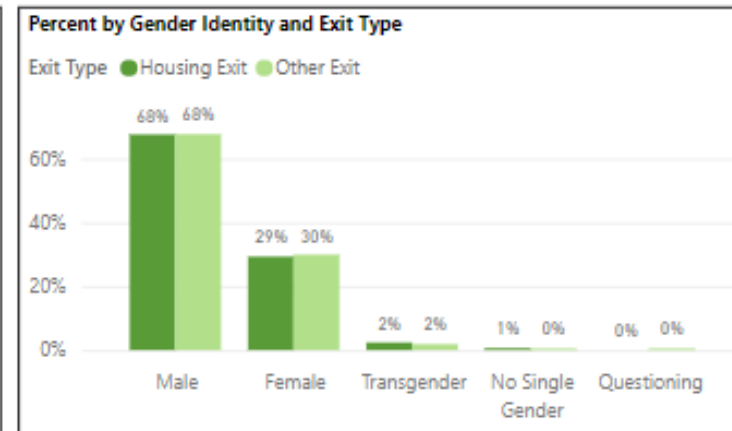
Race is "Data Not Collected" or "Doesn't Know / Refused" for 5% of guests.



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 Oct. 31, 2022.
See [HSH website](#) for more details.*

Tenderloin Emergency Initiative: Progress & Outcomes

5,067 Homeless Outreach Team encounters in the Tenderloin.

- Approx. 100 encounters per week

1,551 shelter placements from the Tenderloin.

- 1,041 placements from the Tenderloin Center.

286 Tenderloin Center guests referred to housing.

- 212 placements to housing.

Data from December 13, 2021 through October 31, 2022.



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Updates: Additional Initiatives

Equity Update

- **Diversity, Equity and Inclusion Training Officer** starting on November 28, 2022.
- Internal **racial equity training** for all Department of Homelessness and Supportive Housing staff conducted in October, with division follow ups in March 2023.
- **Equity in Action** – updates from consultant work:
 - Supported racial equity training
 - Developing a plan by December for targeted support for implementing the Racial Equity Action Plan
 - Will support capacity building and technical assistance for provider partners.

Planning Update

- **Strategic Planning:** started engagement process with people with lived experience, HSH staff, city partners, and oversight bodies.
- **Coordinated Entry Evaluation and Reform:** launched Phase 2 in October with the Redesign Working Group)
- **A Place For All:** launched planning to address shelter needs in coordination with Focus Strategies and the Controller's Office

Upcoming LHCB Committee Dates

Coordinated Entry System

Second Tuesday
(monthly)

1:00 – 2:00 PM

Funding Committee

November 10

12:00 – 1:00PM

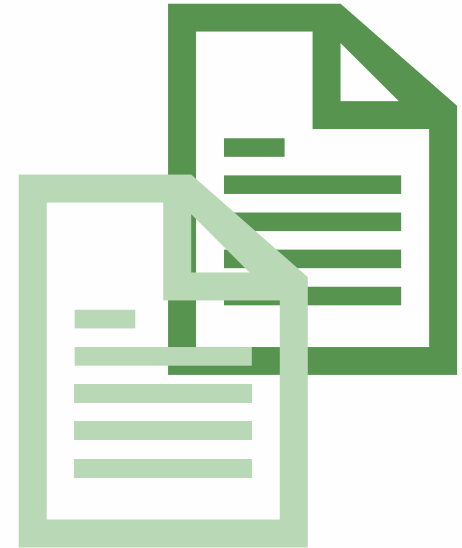
Policy Committee

Second Tuesday:
March, June, Sept.
Dec.

10:00 – 11:00 AM

HSH is Hiring!

- HSH has open positions currently listed on the [DHR website](#):
 - Manager of Housing Justice Initiatives
 - Senior Administrative Analyst – ONE System
- More positions approved in FY2022-24 budget will be posted in coming months.





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Questions?

Thank you.