



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

**Local Homeless Coordinating Board | February 6, 2023**



# In Memory of Rob Strahan



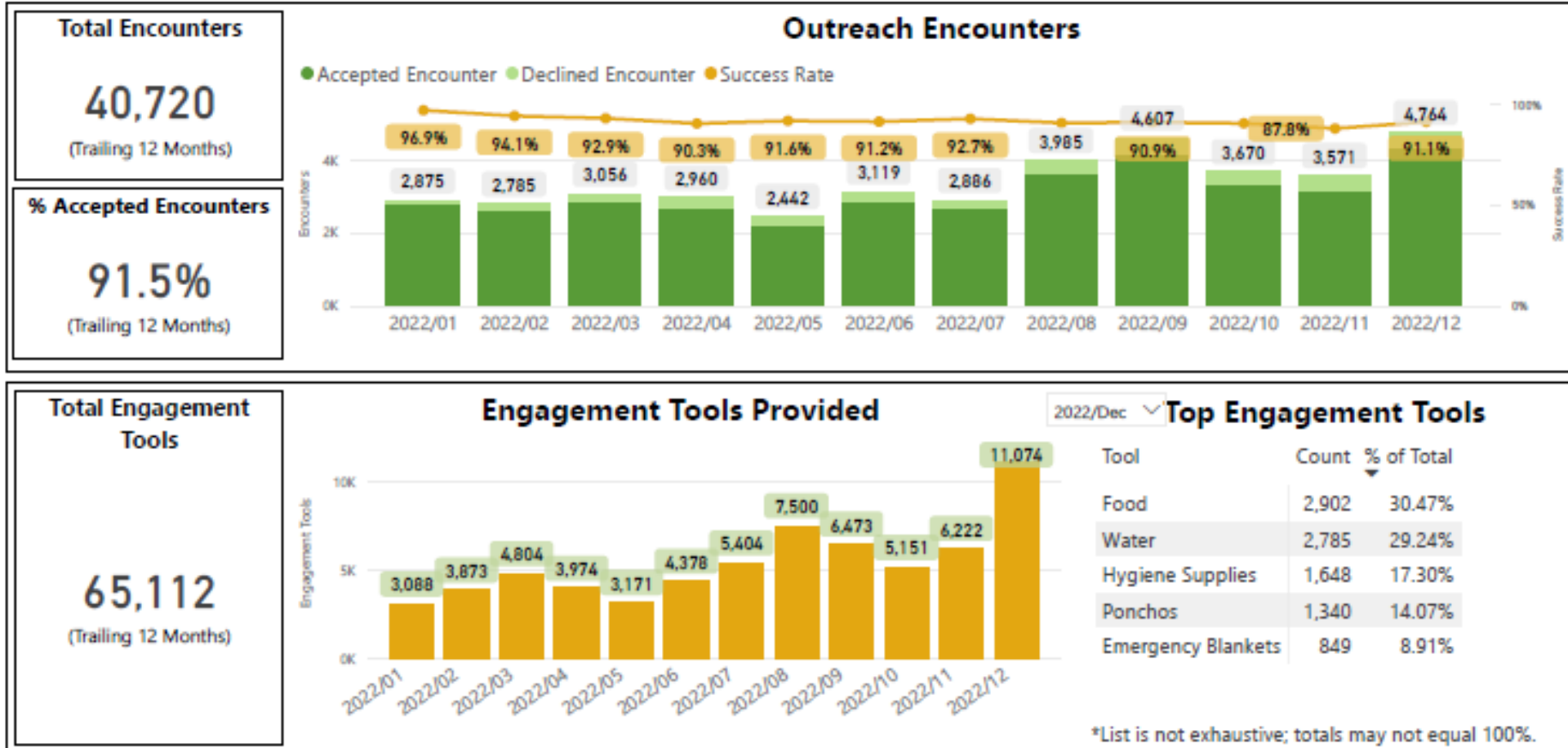
- Thank you to Rob, who led Catholic Charities' work at the Bayview Access Point.
- Condolences to Rob's loved ones, coworkers, and everyone at HSH who he worked with and inspired.



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# Homelessness Response System Data and Updates

# Outreach



Data through Dec. 31, 2022

# Street Wellness Response Team: December Update

Total Number of Encounters (December): 473

- **Average response time:** 14 minutes | **Average time on call:** 38 minutes

Origin of call: 50% dispatch

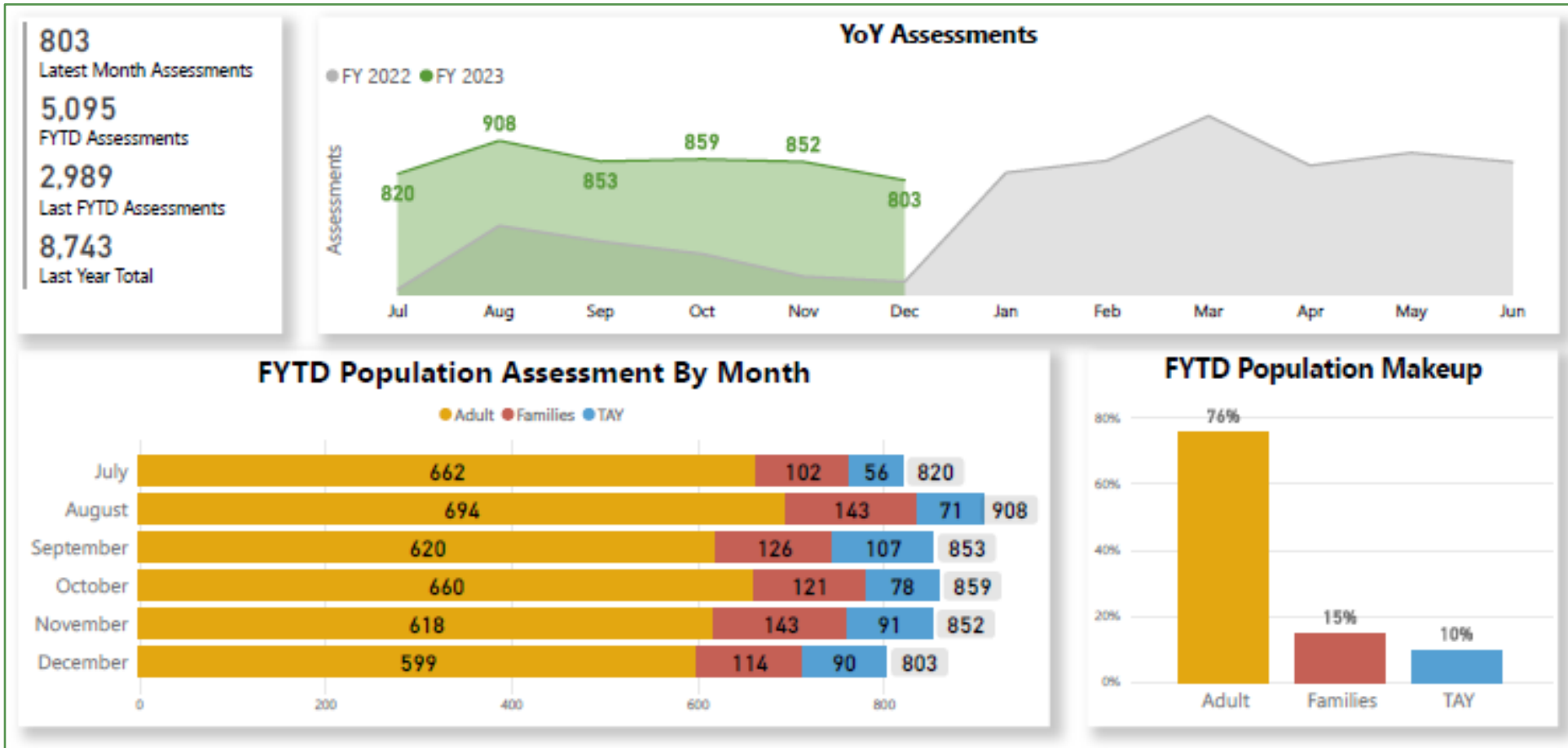
- **Steady increase** in rate of calls coming from 911 rather than on-views
- **Context:** Dispatch accounted for 12% of calls in July 2022 and 30% in October 2022.

Result of encounter

- **98** ambulance transports to hospital.
- **95** non-ambulance transports to various locations.
- 234 remained in community.

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

# Coordinated Entry - Assessments

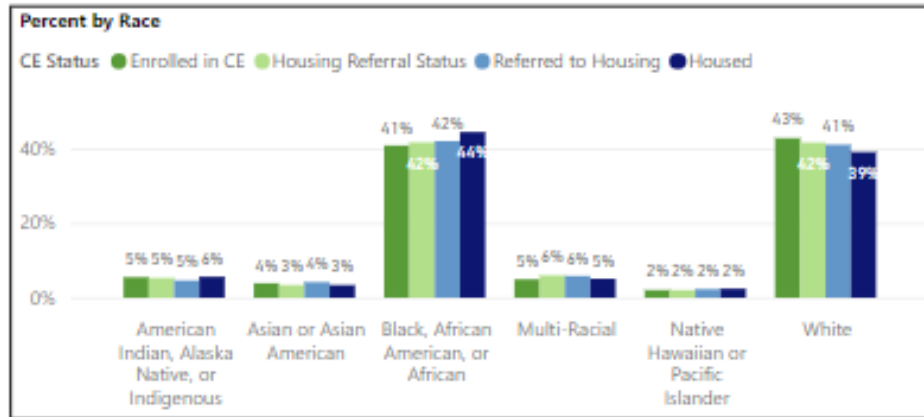


*Data through Dec. 31, 2022*

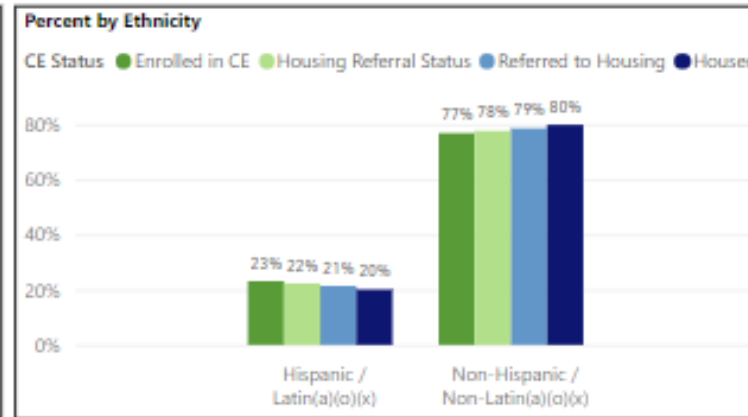
# Program Updates: Coordinated Entry

- New Housing Referral Status ranges became effective on January 26, 2023.
- Family and Adult, and Youth PSH eligibility has narrowed.
- Youth RRH has expanded.
- Ranges are **interim** until the **Coordinated Entry Redesign Process** is complete, which may result in changes.

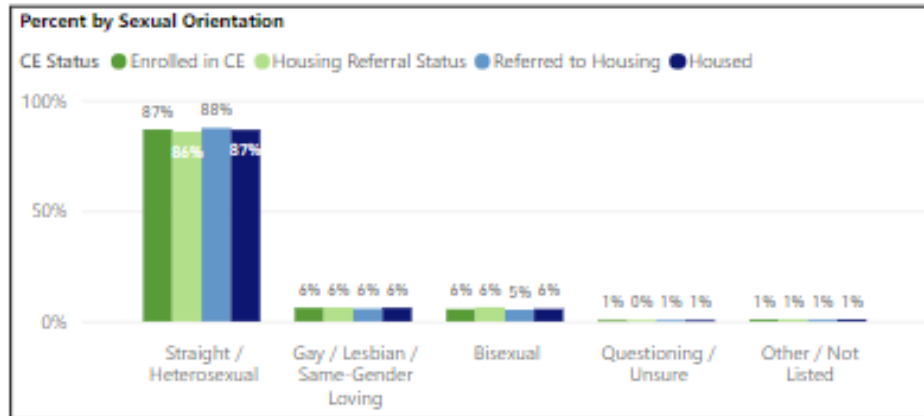
# Coordinated Entry & Housing Demographics



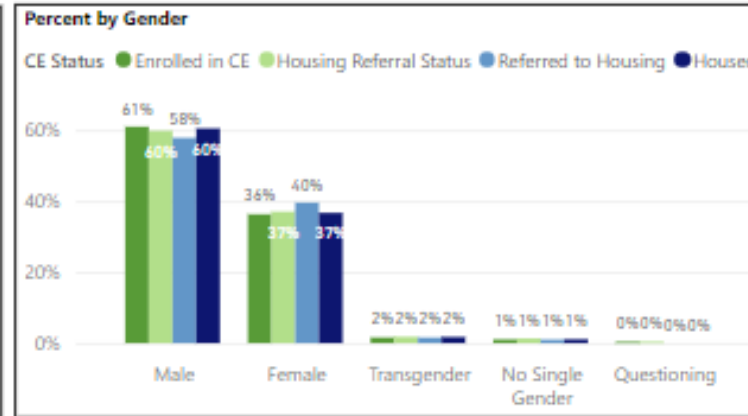
Race is incomplete for 6% of clients (2% Data Not Collected; 3% Doesn't Know / Refused)



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; 2% Refused)



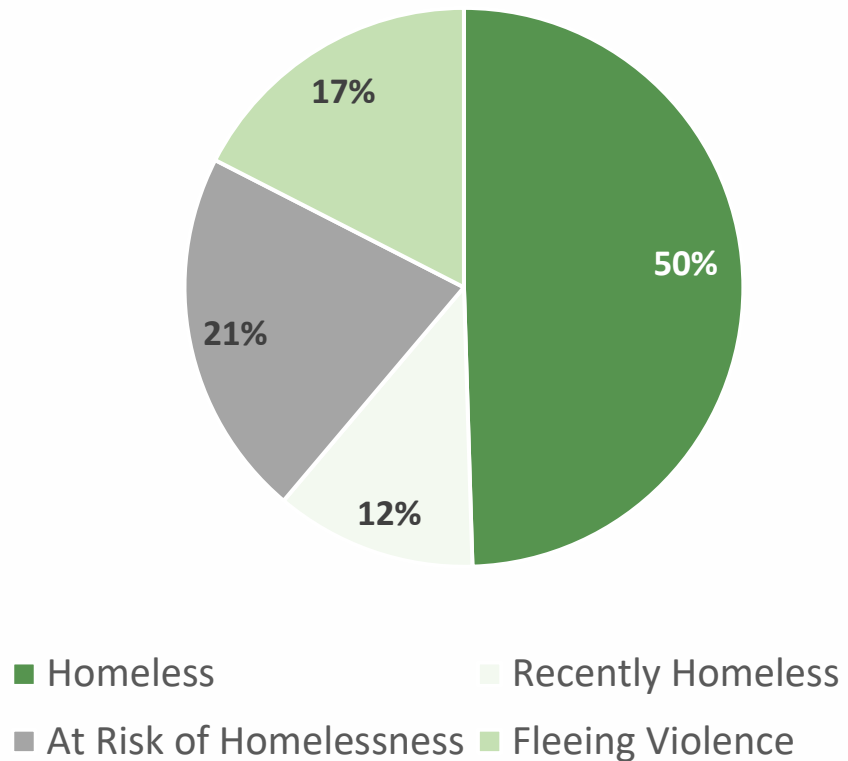
Gender is incomplete for 1% of clients (1% Data Not Collected; 0% Doesn't Know / Refused)

- *Data for 2022 calendar year.*
- *New data available quarterly.*
- *Additional breakouts by population and time frame available on the HSH website.*



# Emergency Housing Voucher Rollout

Housed EHV Recipients

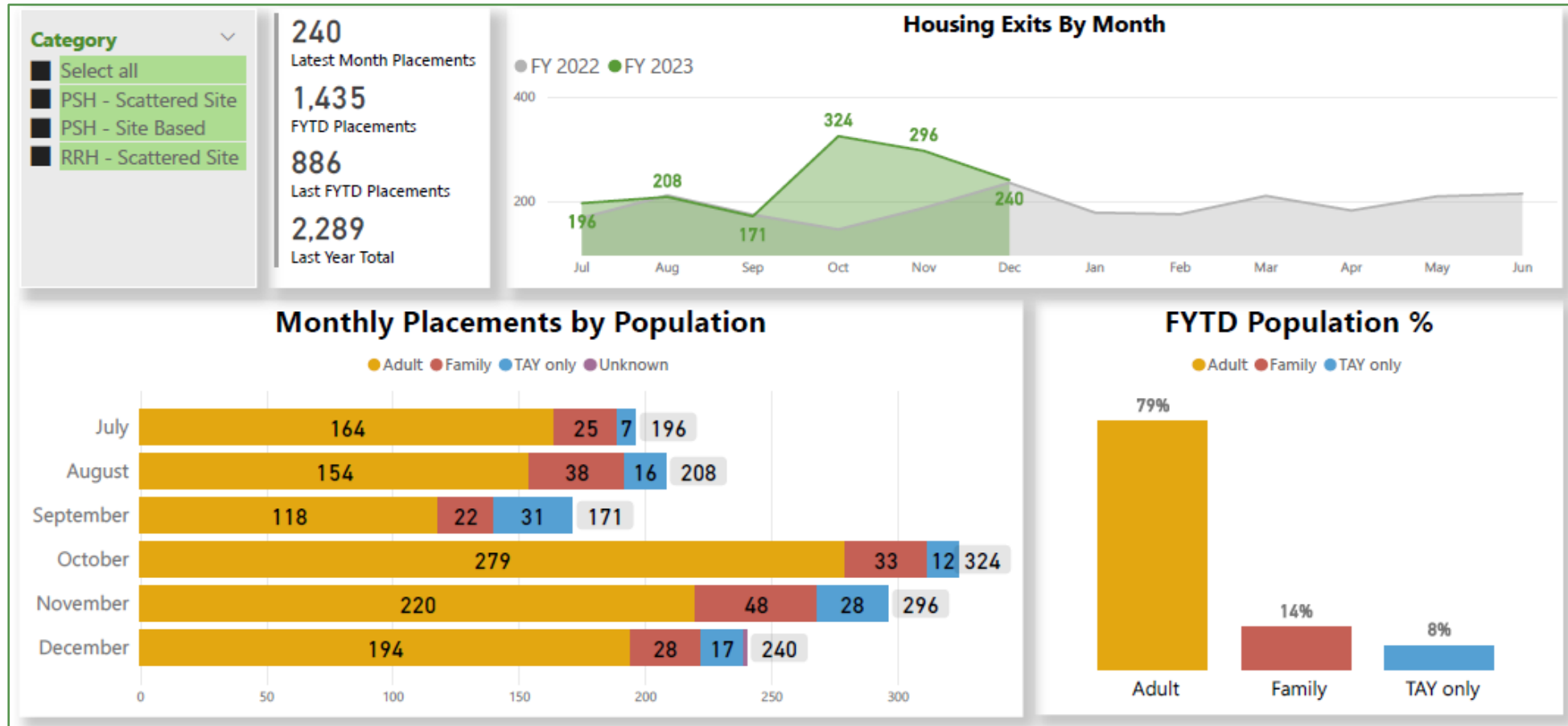


## Interim Progress Report:

- **841** referrals submitted
- **761** vouchers issued
- **505** households housed
  - *Includes 178 families.*

*Data as of January 30, 2023.*

# Housing – Placements



*Data through Dec. 31, 2022*

# Current Housing Vacancies

**Total Vacancies**  
1,040
=

**Online Units Ready for Referral**  
633
+

**Offline Units**  
407

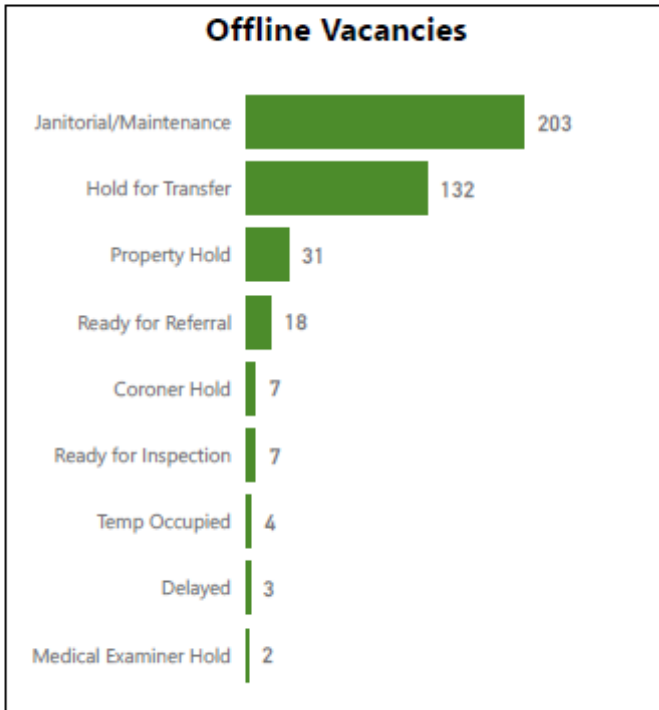
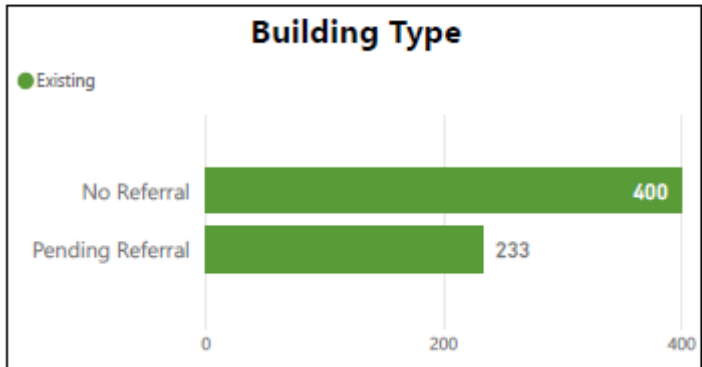
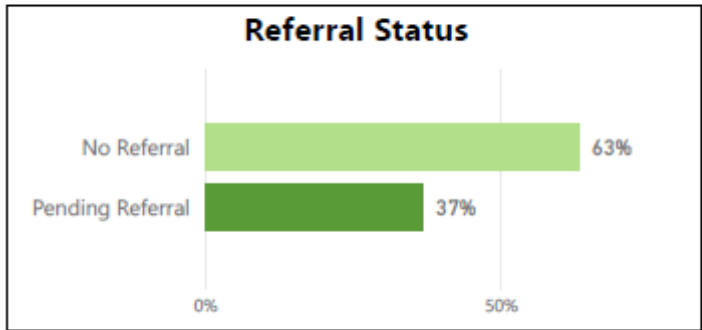
**Buildings in Lease Up Phase**

Building	Open Date	Units
There are currently no buildings in the "lease up phase", which HSH defines as the four months after the new building has opened.		

11.6%

Vacancy Percentage\*

\* Calculated for existing site based buildings.



Data snapshot as of January 27, 2023

# Housing Vacancies over Time

**Reporting Period**

2/1/2022 1/27/2023

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

**Monthly Vacancies**

1,006

**Online Vacancies**

687

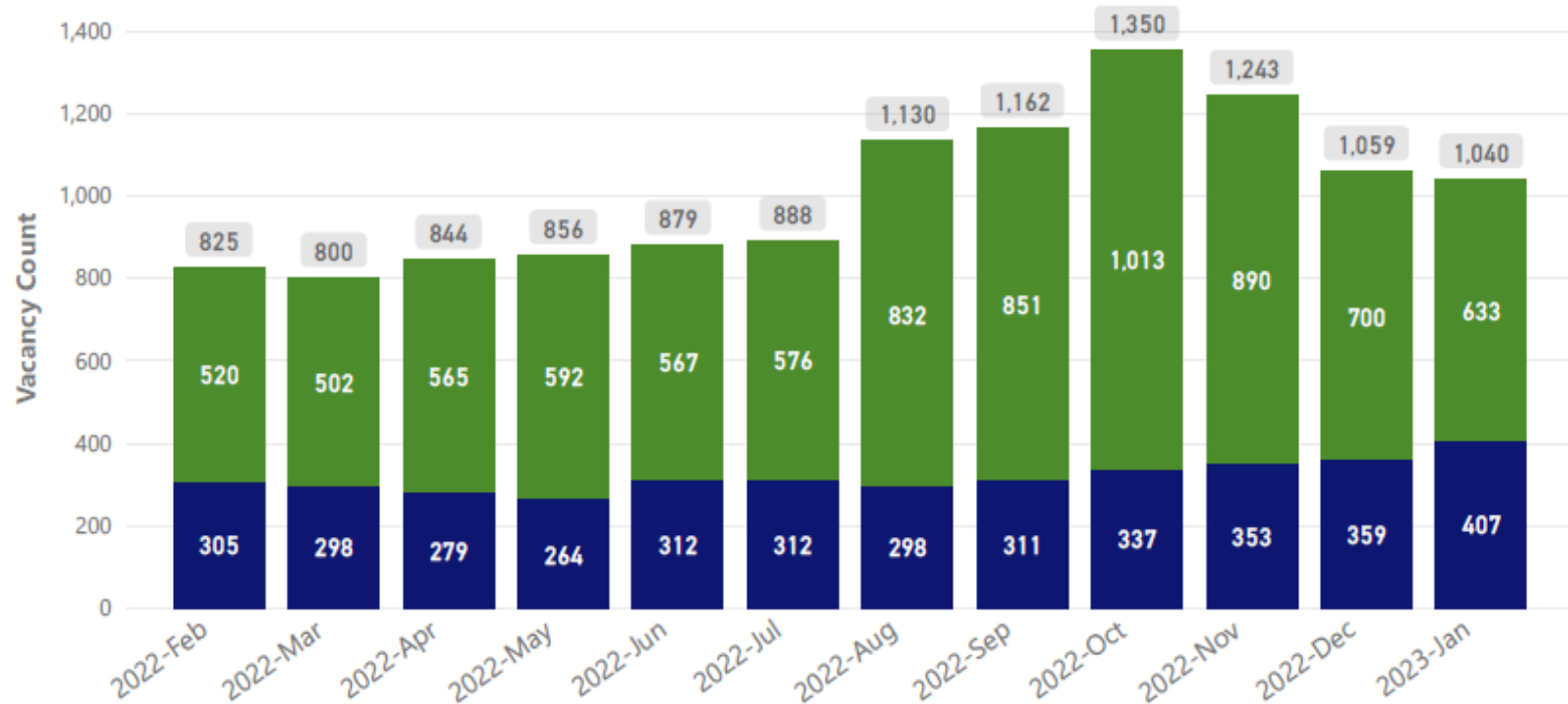
**Offline Vacancies**

320

## Vacancy Counts Monthly

● Offline ● Online

Toggle to switch between  
Vacancy Counts  Vacancy Percentage



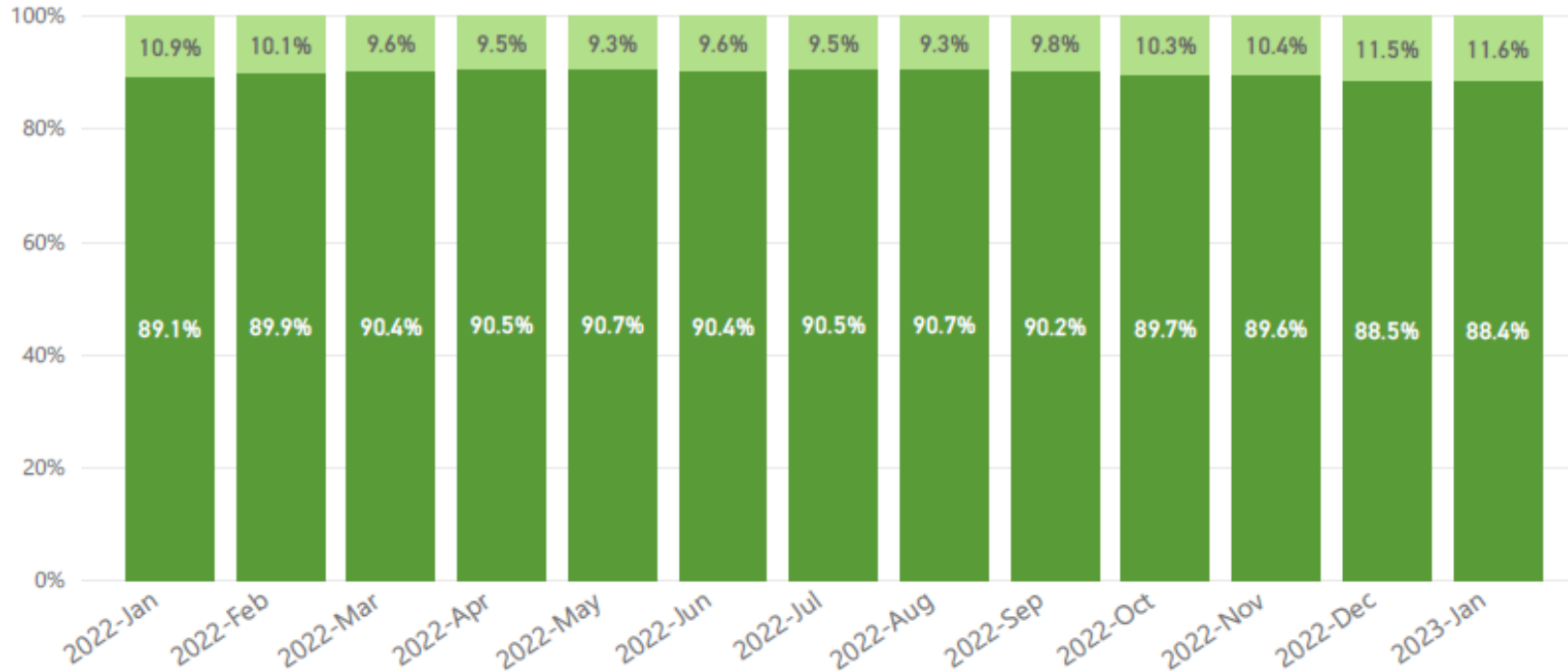
Monthly data snapshots through January 27, 2023

# Housing Vacancies over Time

## Vacancy Percentage Monthly

● Occupancy Pct ● Vacancy Pct

Toggle to switch between  
Vacancy Counts  Vacancy Percentage



Monthly data snapshots through January 27, 2023.

# Program Highlights: Housing

- HSH received approval to accept and expend **\$16.8 million** in Homekey funding for **5630 Mission Street**, our final Homekey Round 2 property.
  - In total, the City has received **\$212.6 million** in the two rounds of Homekey funding to **acquire and operate six PSH sites**.
- City Gardens will start to **lease up family units in March**.
- Full occupancy achieved in January at **1064-1066 Mission** and **Mission Bay SB 9**
- Enhancements for equity in the PSH portfolio are rolling out. Increased funding to adult PSH providers to:
  - Reduce **case management client ratio** to **1:25**.
  - Increase **case management wages** to a minimum of **\$28/hour**.

# Program Updates: Shelter

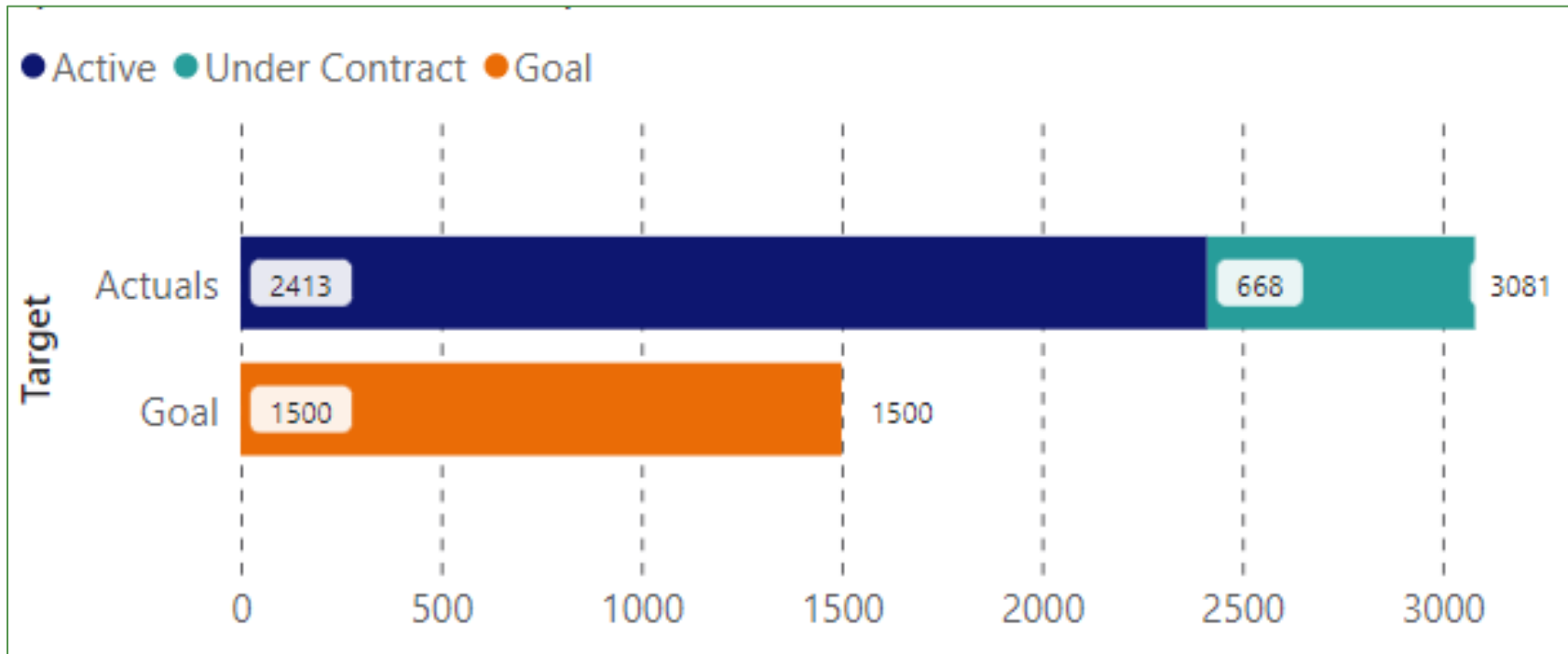
- **SIP Hotels:** Housed **1,806** guests; updated webpage available.
  - Final SIP Hotel, 685 Ellis Street, is operating as semi-congregate shelter and HSH anticipates **conversation to PSH in 2023**.
- **Inclement Weather shelters:**
  - Activation for more than half the month of January during **rain** and **cold snaps**.
  - Information in the Department's email blasts and posted on the HSH website.
- Shelter Budget **Rebase** and **Enhancement Working Group:**
  - **Standardizes case management ratios** (1:25 for adults, 1:15 for families); **sets wage floors for entry level staff** (\$22/hour for monitors; \$28/hour for case managers).
  - HSH convening a case management working group to establish clear, standardized policies, protocols, and responsibilities for case managers across sites.
- Development work and community process has begun for a **non-congregate cabin site** in the Mission; plans to open the site in late 2023.
  - HSH designing site with DPW | Community meetings in January and early February.

# Overview: Homelessness Recovery Plan

- Guided shelter and housing expansion during the City's response to COVID-19 between **July 1, 2020**, and **Dec. 31, 2022**.
  - Met all six goals.
  - Original timeline of 2 years extended due to continued impacts of COVID-19.
- Leveraged unprecedented new resources:
  - Local **Prop C** dollars
  - State **Roomkey** and **Homekey** funding
  - Federal **FEMA** dollars.
- [More information on sf.gov.](#)

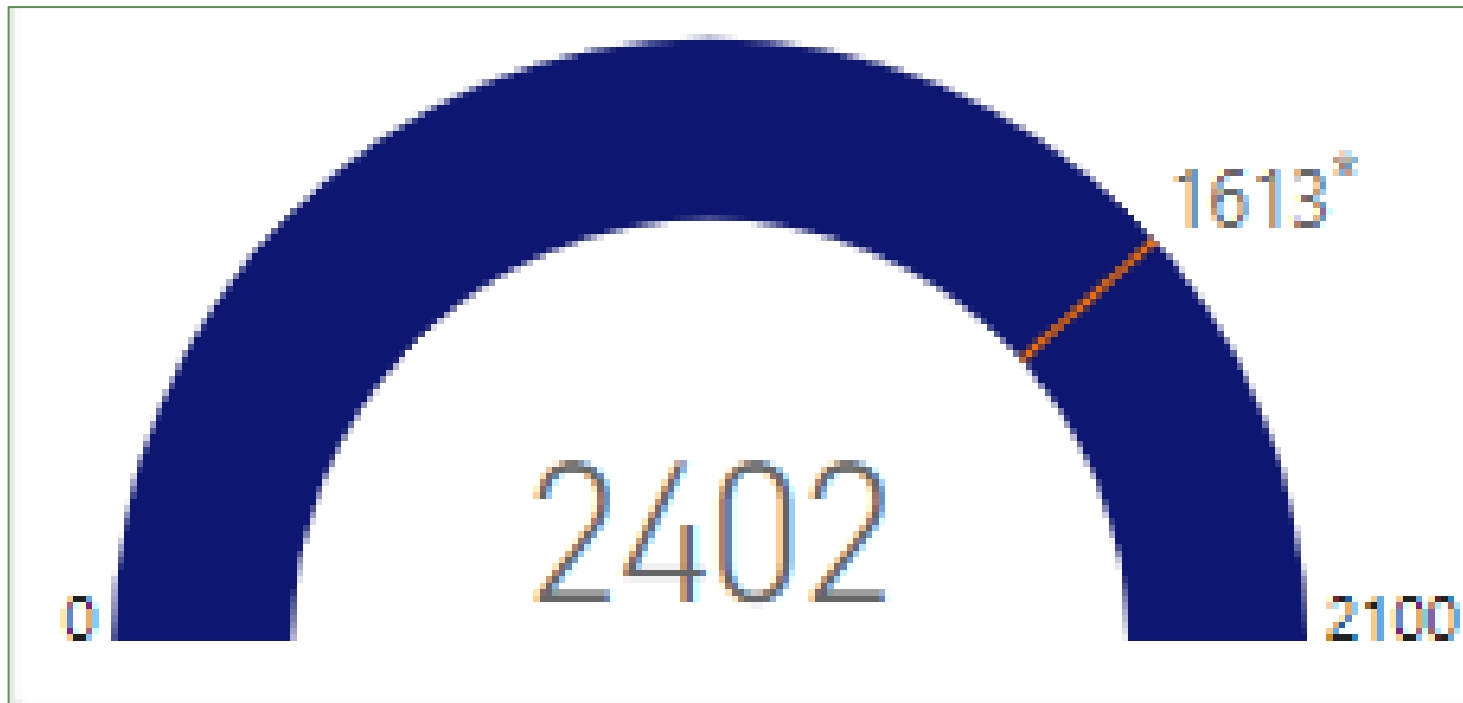


# Goal: Purchase/Lease 1,500 New PSH Units



- **Definition:** Includes all site-based or scattered site PSH opened or under contract between July 1, 2020 and Dec. 31, 2022 (including MOHCD pipeline projects).
- **Result:** Met **205%** of this goal!

# Goal: Reach 2,100 Beds in the Adult & Youth Shelter Systems



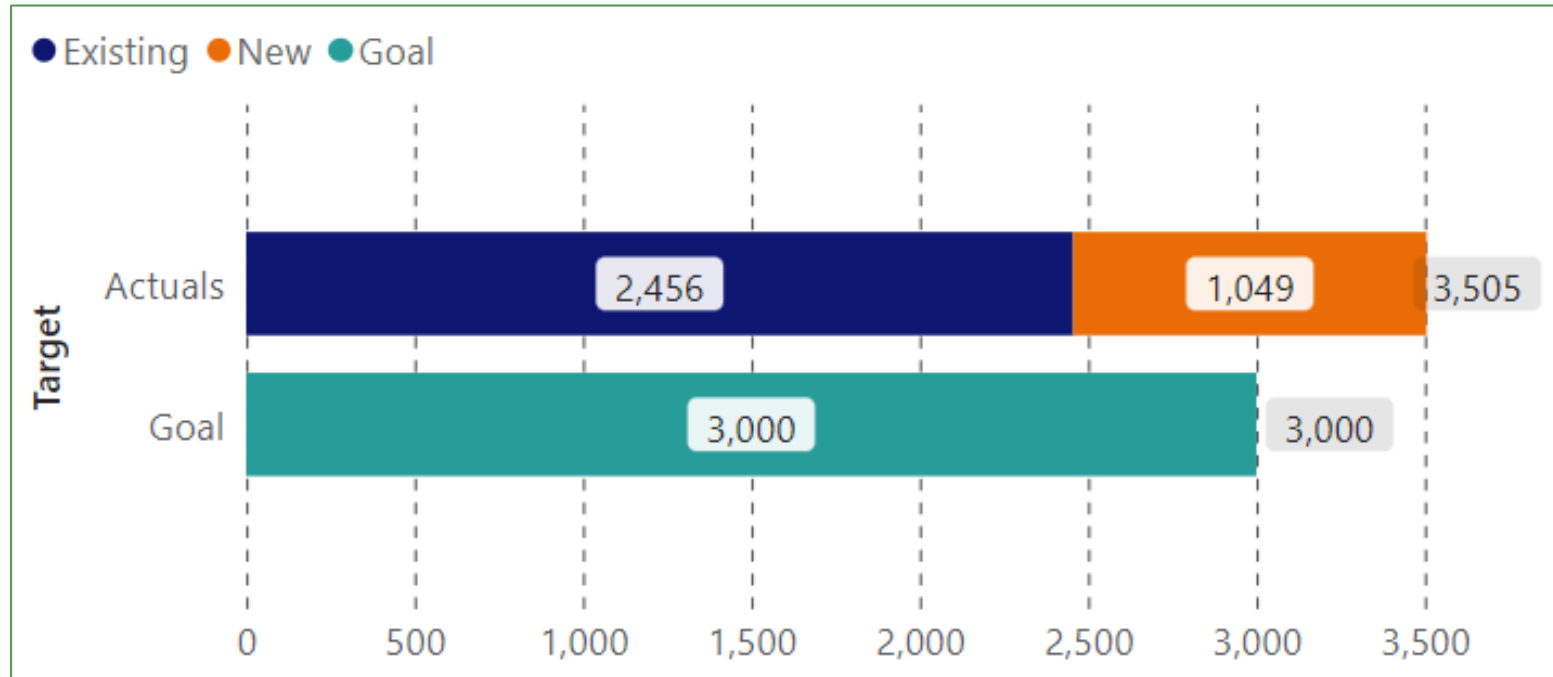
- **Definition:** Includes new or reopened beds serving adults and youth 18-24.
  - Excludes Safe Sleep, Vehicle Triage Center, Transitional Housing, and seasonal or overflow programs.
- **Result:** 114% of goal reached with 2,402 beds as of Dec. 31, 2022.

# Goal: Make 6,000 Placements to Shelter & Housing



- **Definition:** Includes adult and youth **shelter beds added** and **placements to all housing programs** between July 1, 2020, and Dec. 31, 2022.
- **Result:** **117%** of goal reached with **7,047** placements as of Dec. 31, 2022.

# Goal: Make 3,000 Placements to PSH



- **Definition:** all placements to site-based and scattered-site Permanent Supportive Housing.
- **Results:** 117% of goal reached with 3,505 placements between July 1, 2020, and Dec. 31, 2022.



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# Additional Updates

# Chief Equity Officer Update

- Monthly DEI community events will be enriched by **guest speakers**.
- **Coaching Circle** pilot begins on February 13 for emerging leaders of color.
- **Staff listening sessions** in February and March to inform racial equity professional development sessions.
- Equity in Action (consultant) is **convening BIPOC provider leaders** in February to set **goals for capacity building** with providers.

# Thank you, Alan!



- Alan Gutierrez guided the CoC as HSH's Federal Subsidy Team manager with **steadiness** and **enthusiasm** from November 2020 through winter 2023.
- Alan has spent **over a decade** working at nonprofits and at HSH.
- Thank you for your service and dedication!



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# Questions?

Thank you.