



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Local Homeless Coordinating Board | March 6, 2023



Thank you, Andrea Evans & Brenda Jewett!



- Andrea served on the LHCB since 2017.
 - Director of the Chronic Homelessness Initiative at Tipping Point Community for 5 years.
 - Brought policy expertise to the LHCB.
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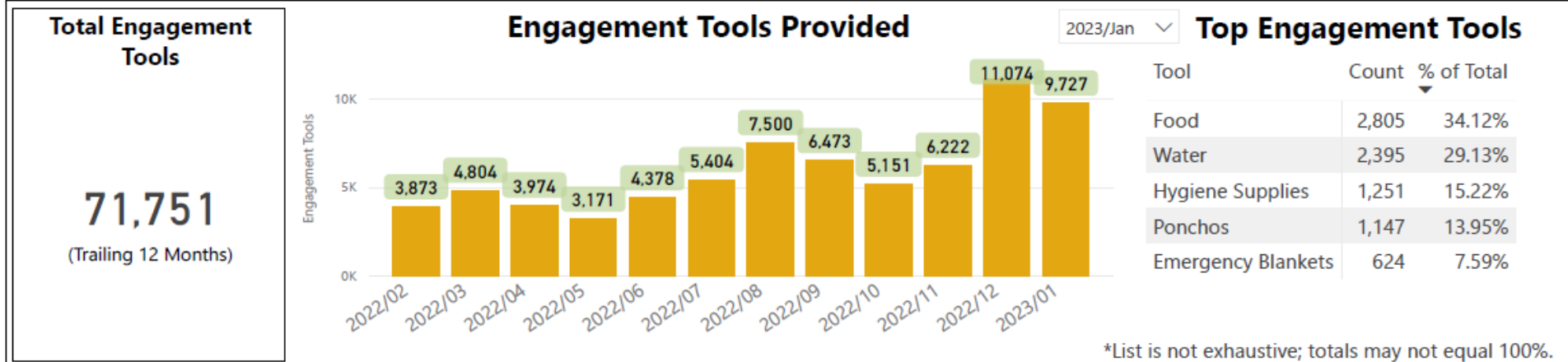
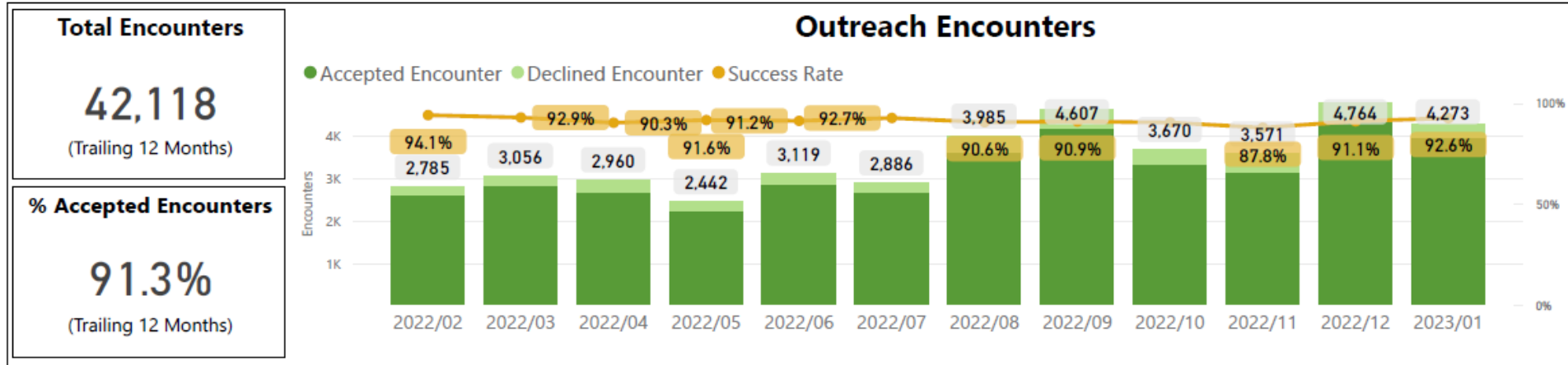
- Brenda served on the LHCB since 2017.
- Strong advocate for families.
- Cochaired many subcommittees and worked on numerous CoC appeals panels.



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Homelessness Response System Data and Updates

Outreach



Data through Jan. 31, 2023

Street Wellness Response Team: January Update

Total Number of Encounters (January): 565

- **Average response time:** 13 minutes | **Average time on call:** 42 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

- **94** ambulance transports to hospital.
- **87** non-ambulance transports to various locations.
- **326** remained in community.

Data from Jan. 1 – Jan. 31, 2023. Breakout data included for calls with available information.

Coordinated Entry - Assessments

858

Latest Month Assessments

5,951

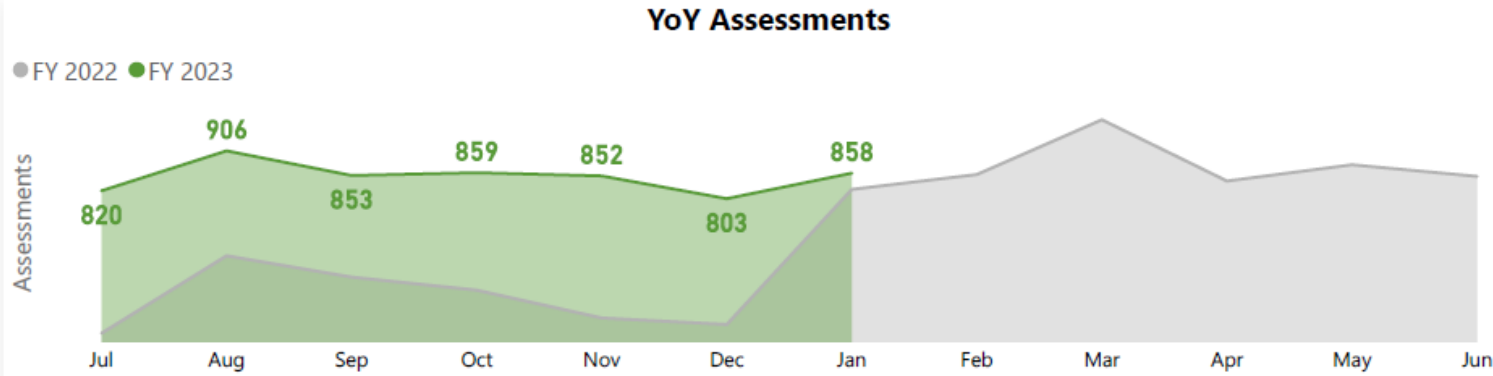
FYTD Assessments

4,334

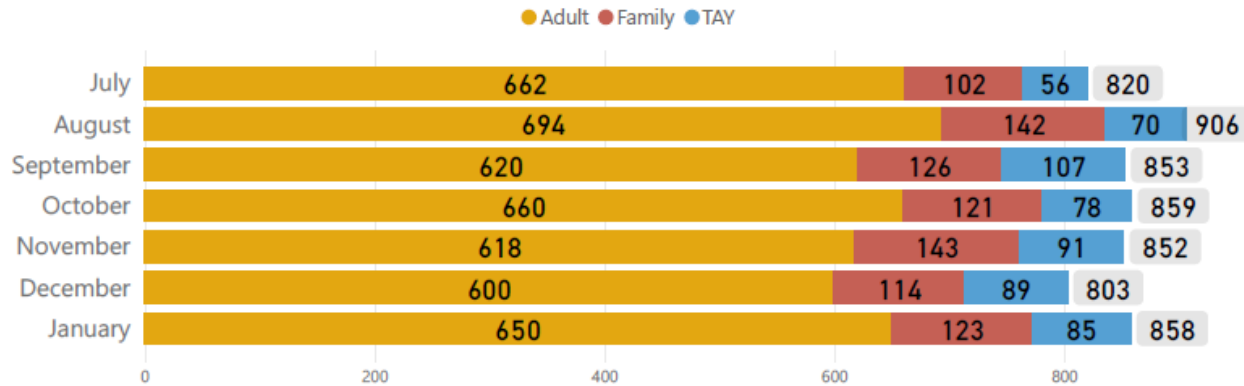
Last FYTD Assessments

8,730

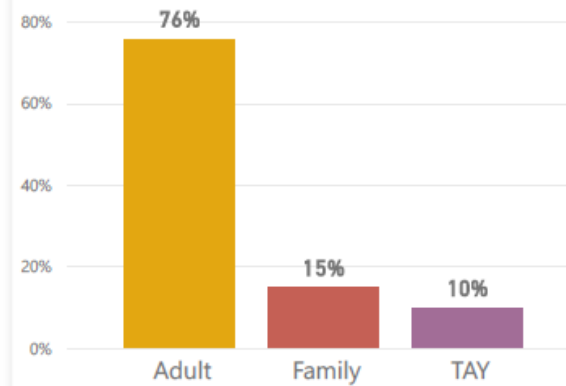
Last Year Total



FYTD Population Assessment By Month



FYTD Population Makeup



Data through Jan. 31, 2023

Program Updates: Coordinated Entry

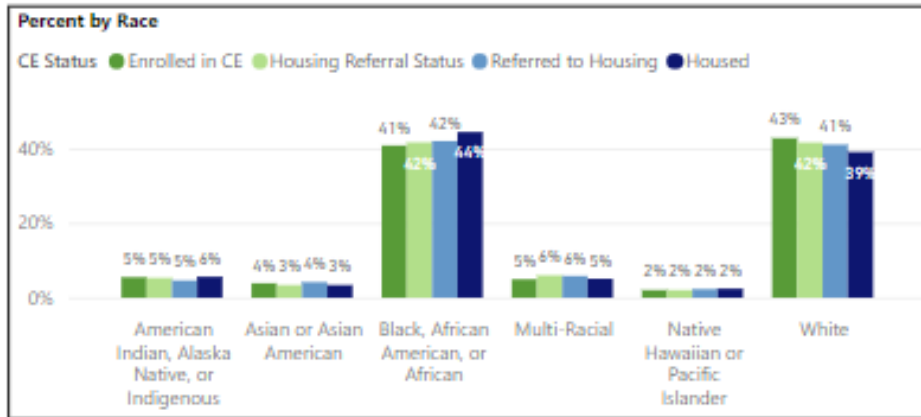
- **HOPE System:** new data system for **Victim Service Providers**.
 - Developed through Bitfocus with input from survivors and providers,
 - Addresses challenge that Victim Service Providers cannot enter data into the ONE System.
- **Listening sessions for survivors of community violence:**
 - Held by HSH, DPH, and **Ujima** (national center on violence against women in Black community) in Western Addition, Bayview, and Potrero Hill in February.
 - Ujima generating recommendations to fill **gaps in response to community violence**.
- **Gender Based Violence and Housing Symposium:**
 - Office of Sexual Harassment and Assault Response and Prevention (SHARP) and HSH hosting community gathering on March 10.
 - Discuss **barriers** faced by survivors of violence to **access city-funded housing**.
 - Present Community Needs Assessment from Safe Housing Working Group.

Program Updates: Coordinated Entry

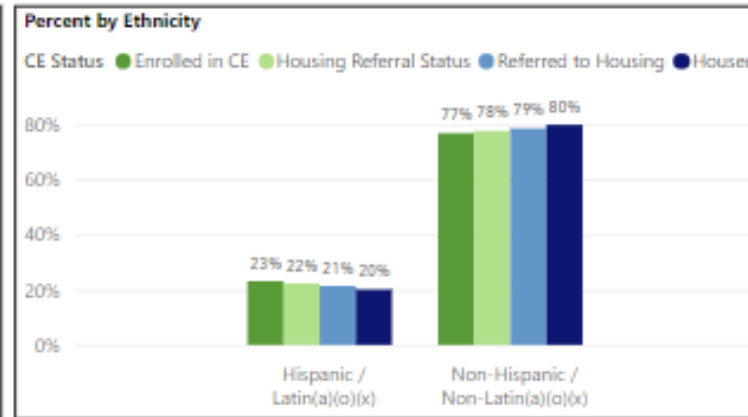
Multi-Disciplinary Team (MDT) continuing work in shelters:

- Kinney Hotel: January
 - First time incorporating **In-Home Supportive Services (IHSS)** as part of MDT.
 - Assessed 9 of 19 guests: **6 identified as Housing Referral Status**; 3 receiving Problem Solving.
 - Connected 6 guests to CAAP, SSI, or CalFresh.
- A Woman's Place: January
 - Also offered In-Home Supportive Services.
- Baldwin Navigation Center: February
 - Data available at April LHCB meeting.
 - First site where **rapid re-housing** and **Flex Pool** were incorporated as housing options – will increase options moving forward.
- **Steering committee** established with members from HSH and HSA to strengthen collaboration on the expanding MDT.

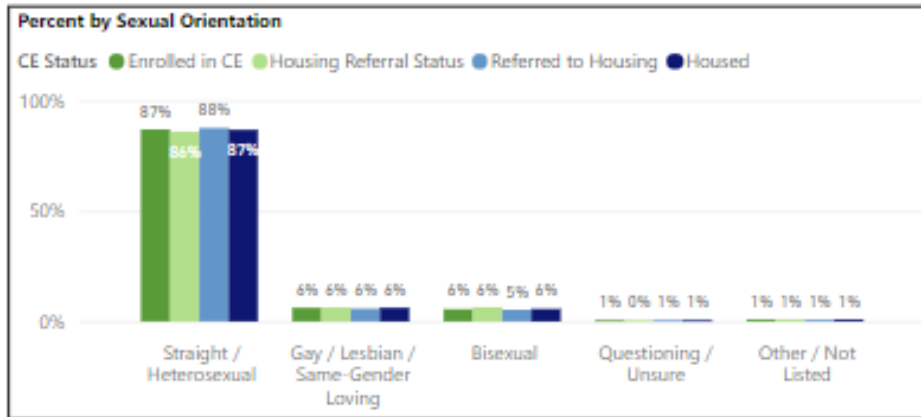
Coordinated Entry & Housing Demographics



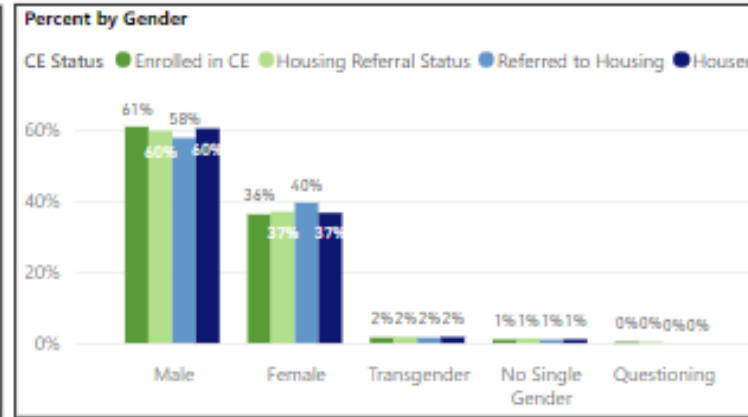
Race is incomplete for 6% of clients (2% Data Not Collected; 3% Doesn't Know / Refused)



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)

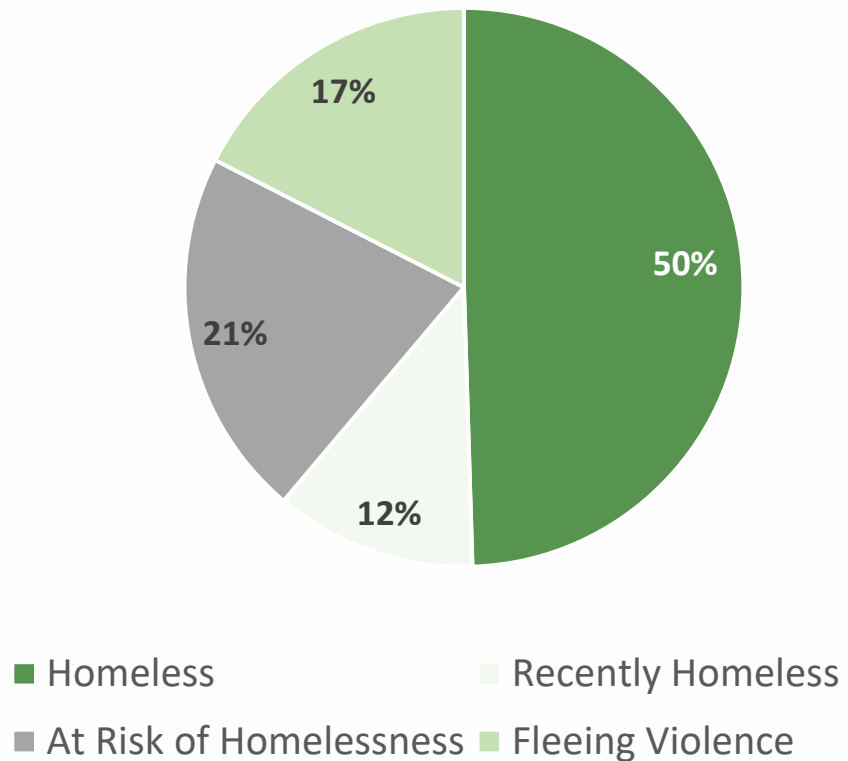


Gender is incomplete for 1% of clients (1% Data Not Collected; 0% Doesn't Know / Refused)

- *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

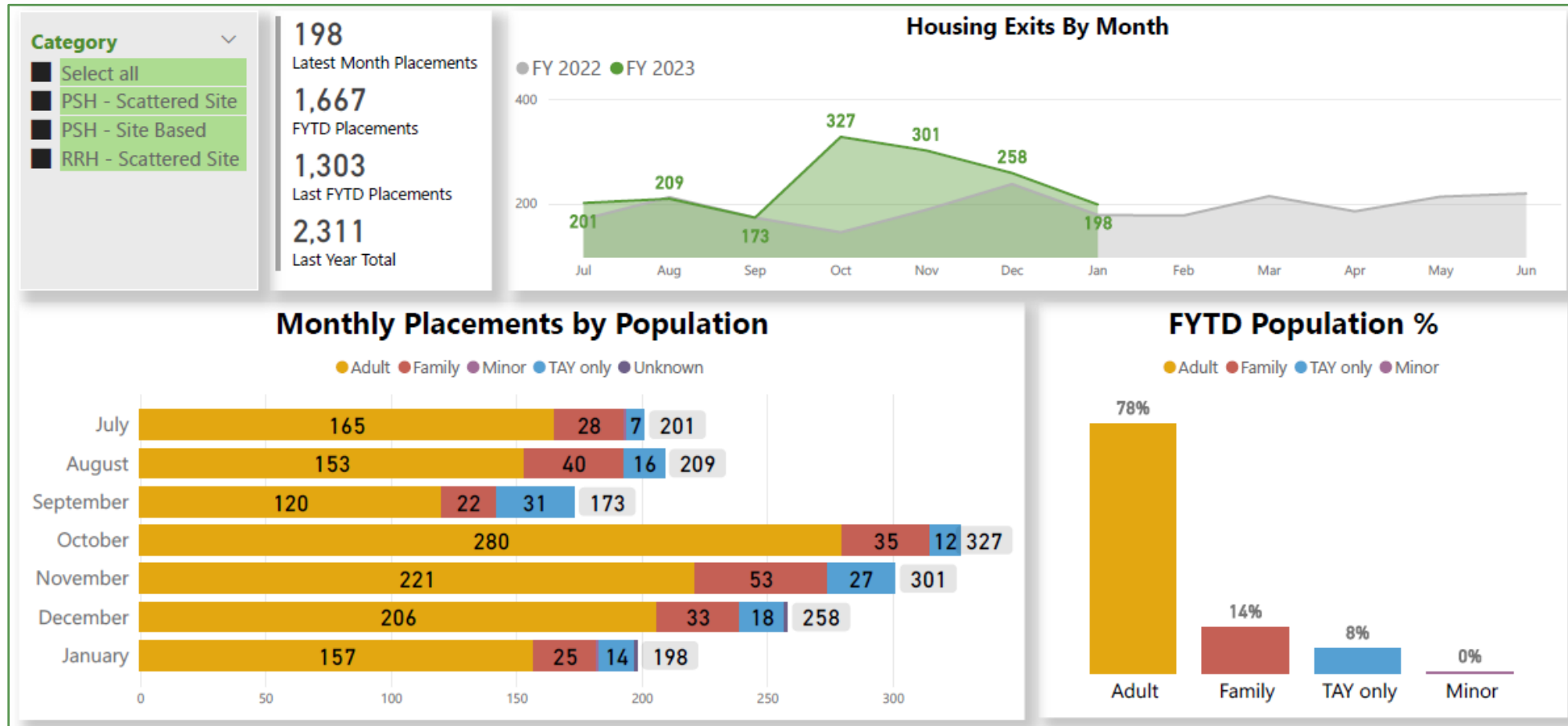


Interim Progress Report:

- **866** referrals submitted
- **787** vouchers issued
- **532** households housed
 - *Includes 191 families.*

Data as of February 24, 2023.

Housing – Placements



Data through January 31, 2023

Housing Vacancies

Inventory

Total Vacancies**
912

Offline
371

Online: No Referral
307

Online: Referral Pending
234

Total Units
8,999

Total Online
541

Vacancy Rates

Vacancy Rate
10.1%

Rate of Offline Vacancies
4.1%

Rate of No Referral Vacancies
3.4%

Rate of Pending Referral Vacancies
2.6%

Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial/Maintenance	194
Hold for Transfer	106
Property Hold	26
Ready for Referral	19
Temp Occupied	9
Coroner Hold	7
Ready for Inspection	4
Delayed	3
Medical Examiner Hold	3
Total	371

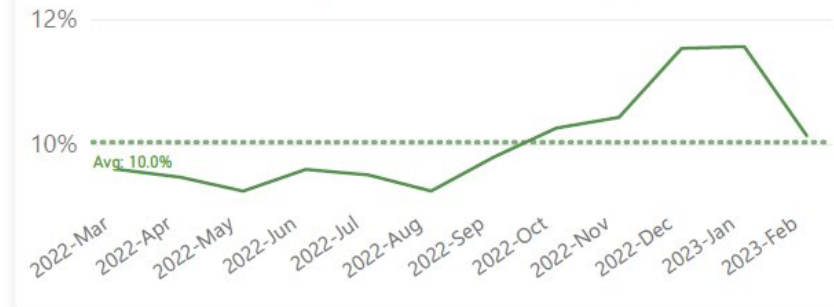
Monthly data snapshots through February 22, 2023.

Existing Building Vacancies

● No Referral ● Pending Referral ● Total_offline



Vacancy % MoM (Last 12 Months)



Program Highlights: Housing

- SOI released for the **Ending Transgender Homelessness Flexible Housing Subsidy Pool** program:
 - 50 slots with supportive services for transgender and gender non-conforming people exiting homelessness.
 - [Available on the HSH website](#) and due on March 24, 2023.
- **Youth PSH:** Casa Esperanza and Mission Inn (75 units)
 - Master leases effective March 1; all available units are filled.
- **Family PSH:**
 - Casa Adelante (681 Florida – 39 units) will complete move ins in March.
 - City Gardens (333 12th St. - 193 units) will start lease up in the spring.

Program Highlights: Adult Housing

🔑 Maceo May Apartments:

- 104 units for veterans – mix of CoC, VASH, and affordable units on Treasure Island.
- 🔑 Construction completed in February; move ins starting.

🔑 Gotham (835 Turk)

- Master lease effective March 1

🔑 The Margot (1321 Mission)

- Final adult move ins to be completed in March.



HSH Housing team and partners at Maceo May.

Program Highlights: Housing

- Updates on **service linkages for PSH residents**:
 - **In-Home Supportive Services**: Department of Disability and Aging Services Collaborative Caregiver Support Team (CCST) connects PSH residents to supportive services to help with daily living – improves resident housing stability as well as PSH provider staff satisfaction.
 - Expanded to 66 PSH sites in winter 2022-23; further expansion planned.
 - **Permanent Housing Advanced Clinical Services (PHACS)**: DPH-led interdisciplinary medical and behavioral health providers that coach and train PSH residents and service providers.
 - Serving 69 PSH sites with ~5,300 residents by winter 2023; expanding this year.
- **Family Housing Ladder** open waitlist: HSH processing the 88 applications received.

Program Updates: Shelter

• **Inclement weather** shelters:

- Activation in February and into March due to wet and cold weather.
- Information in the Department's email blasts and [posted on the HSH website](#).

• **Hotel vouchers:** Compass Family Services to launch program for pregnant people and families (called "Urgent Accommodation Vouchers") in **early March**.

- Referring entities can get access to hotel vouchers with roving case management for families unable to get immediate shelter placements.

• **Pregnant people pilot** at Hamilton Family Emergency Shelter now accepting self-referrals for **pregnant couples** as well as the pregnant person.

• **Provider input sessions** in March to prepare for **enhanced shelter case management** rollout.



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Additional Updates

Chief Equity Officer Update

- HSH and Equity in Action are reconvening the **BIPOC provider group** in March.
- **Hiring updates:**
 - Equity officer will begin on March 6 | Recruitment for equity analyst under way.
- **Staff listening sessions** in March to inform racial equity professional development sessions.
- Second Racial Equity training will take place in May 2023.

HSH is Hiring!

- HSH has open positions currently listed on the [DHR website](#):
 - Privacy and Data Sharing Officer
 - Health Partnerships Analyst
 - ADA Coordinator
 - Encampment Resolution Team Clinical Supervisor
 - Commission Secretary
- More positions approved in FY2022-24 budget will be posted in coming months.





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Questions?

Thank you.