DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission| June 1, 2023
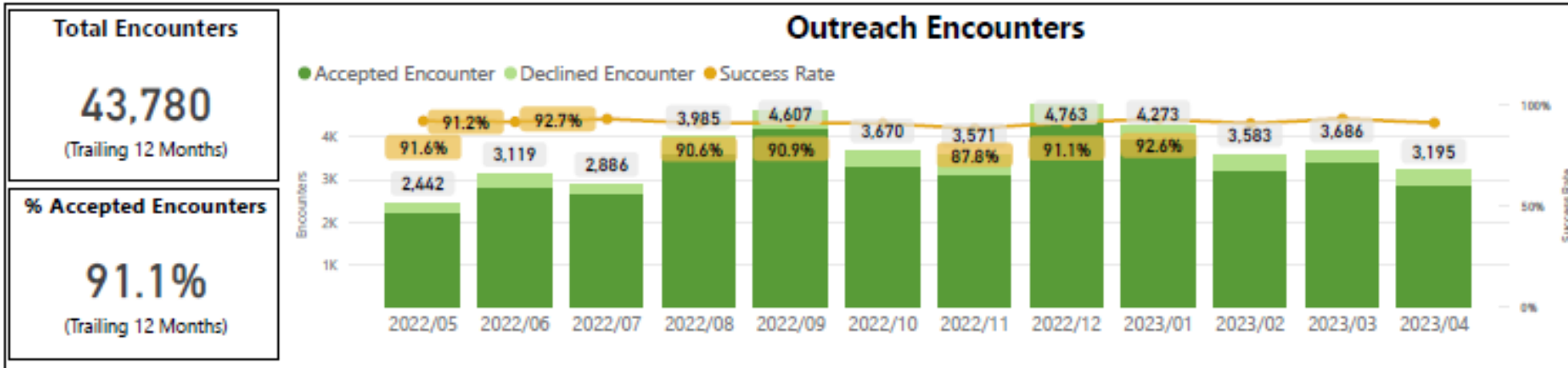
Homelessness Response System Data and Updates

Outreach

Total Encounters

43,780
(Trailing 12 Months)

% Accepted Encounters

91.1%
(Trailing 12 Months)

Outreach Encounters

● Accepted Encounter ● Declined Encounter ● Success Rate

Month	Value	Success Rate
2022/05	2,442	91.6%
2022/06	3,119	91.2%
2022/07	2,886	92.7%
2022/08	3,985	90.6%
2022/09	4,607	90.9%
2022/10	3,670	
2022/11	3,571	87.8%
2022/12	4,763	91.1%
2023/01	4,273	92.6%
2023/02	3,583	
2023/03	3,686	
2023/04	3,195	

Total Engagement Tools

81,999
(Trailing 12 Months)

Engagement Tools Provided

2023/Apr ⌄

Month	Engagement Tools
2022/05	3,171
2022/06	4,378
2022/07	5,404
2022/08	7,500
2022/09	6,473
2022/10	5,151
2022/11	6,222
2022/12	11,074
2023/01	9,727
2023/02	7,693
2023/03	8,772
2023/04	6,434

Top Engagement Tools

Tool	Count	% of Total
Food	2,480	41.76%
Water	2,056	34.62%
Hygiene Supplies	947	15.95%
Undergarments	456	7.68%

*List is not exhaustive; totals may not equal 100%.

Data through April 30, 2023.

Full report can be found here: https://hsh.sfgov.org/about/research-and-reports/hrs-data/homelessness-response-system-monthly-report/
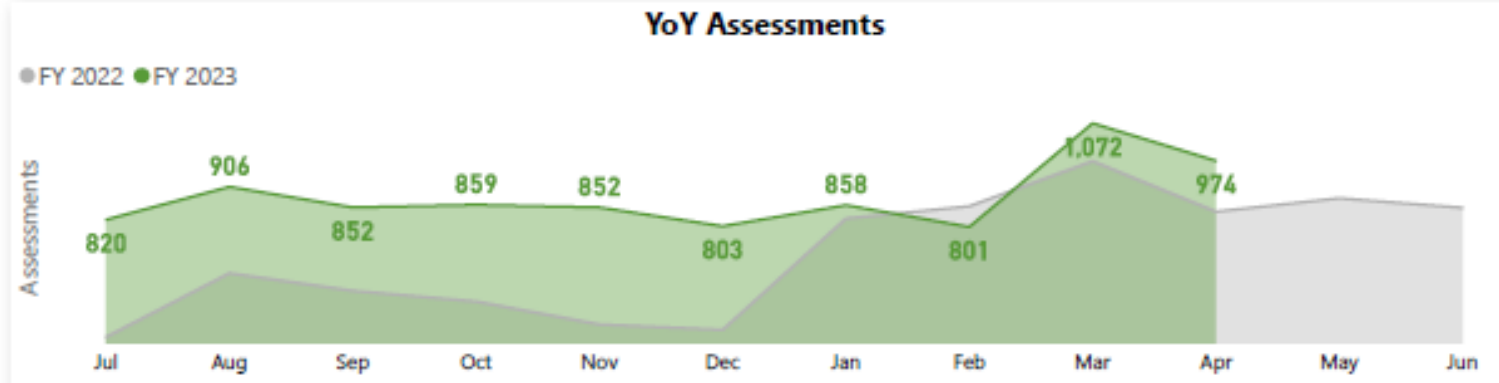
Coordinated Entry Assessments

974
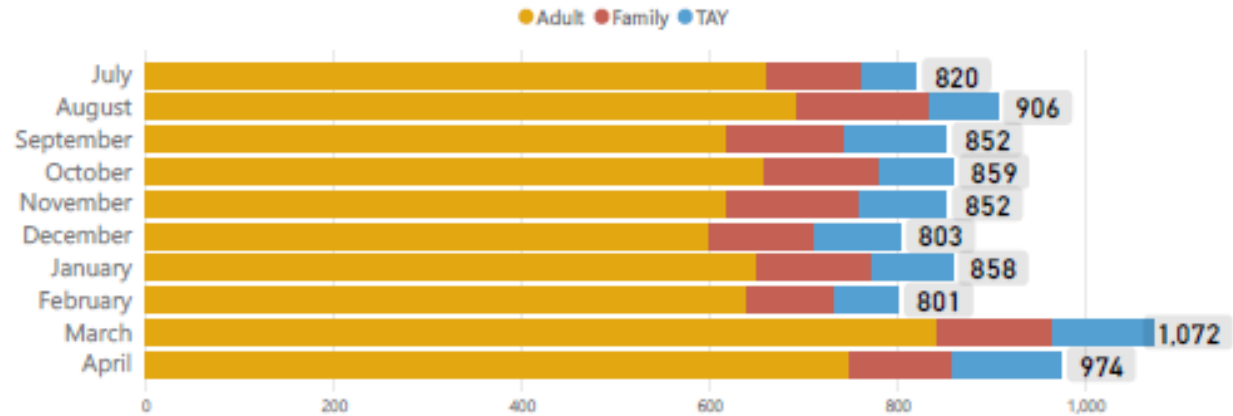Latest Month Assessments

8,797
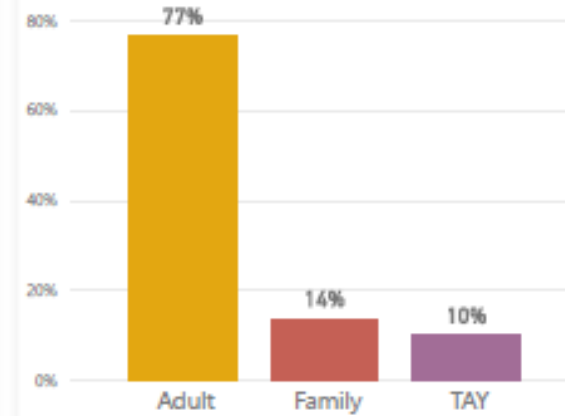FYTD Assessments

7,003
Last FYTD Assessments

8,730
Last Year Total

YoY Assessments

● FY 2022 ● FY 2023

Month	FY 2023	FY 2022
Jul	820	
Aug	906	852
Sep	859	
Oct	852	
Nov		
Dec	803	
Jan	858	
Feb	801	
Mar	1,072	
Apr	974	

FYTD Population Assessment By Month

● Adult ● Family ● TAY

Month	Total
July	820
August	906
September	852
October	859
November	852
December	803
January	858
February	801
March	1,072
April	974

FYTD Population Makeup

Adult	Family	TAY
77%	14%	10%

Data through April 30, 2023

Full report can be found here:
https://hsh.sfgov.org/about/research-and-reports/hrs-data/homelessness-response-system-monthly-report/

Program Updates: Coordinated Entry

Lyric and SVDP staff at the Project Homeless Connect Event.

- **Project Homeless Connect** event on May 10th:
  - St. Vincent de Paul and Lyric staff engaged with 35 clients.
- **Rapid re-housing for survivors**: 17 of 38 slots have been filled.
  - Referrals made through victim service providers and Coordinated Entry.
  - 12-24 months of rental assistance and services.
- Bayview Navigation Center **Multi-Disciplinary Team**:
  - 33 guests became known to CE.
  - 36 guests enrolled in rapid re-housing.
  - 5 guests enrolled in IHSS.
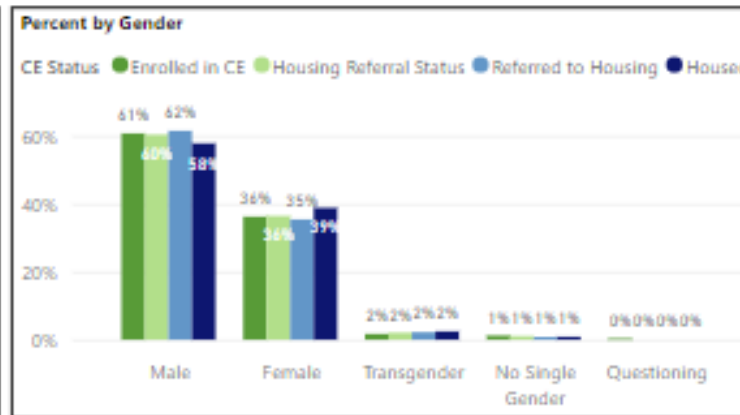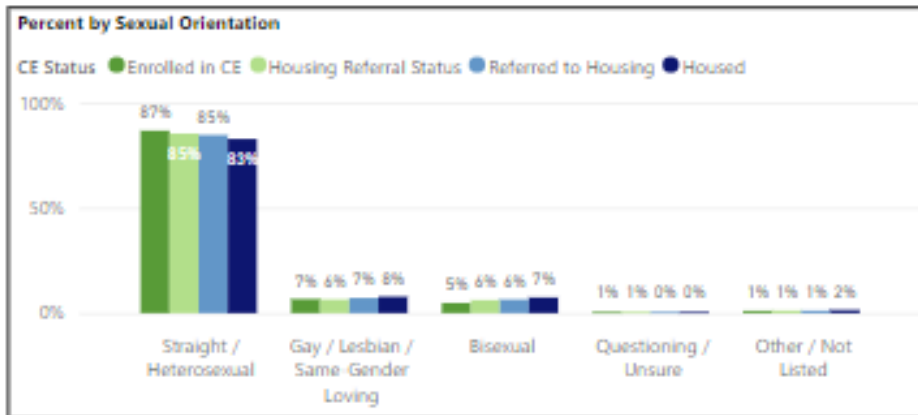 - 3 guests enrolled in nursing-supported PSH.

Coordinated Entry & Housing Demographics
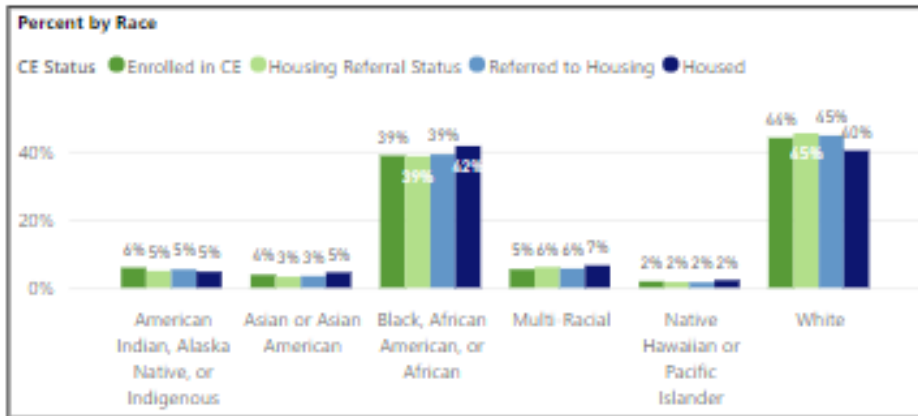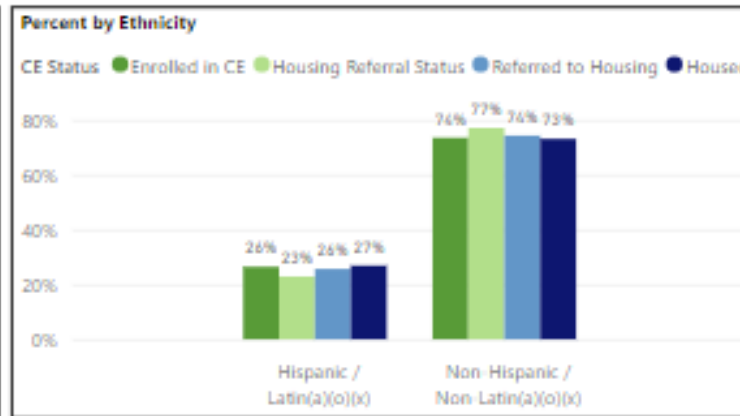
- *Data for 2023 Q1 (Jan. to March)*
- *New data available quarterly.*
- *Additional breakouts by population and time frame available on the HSH website.*

Data can be found here:
https://hsh.sfgov.org/about/research-and-reports/hrs-data/coordinated-entry-demographics/

Coordinated Entry & Housing Demographics
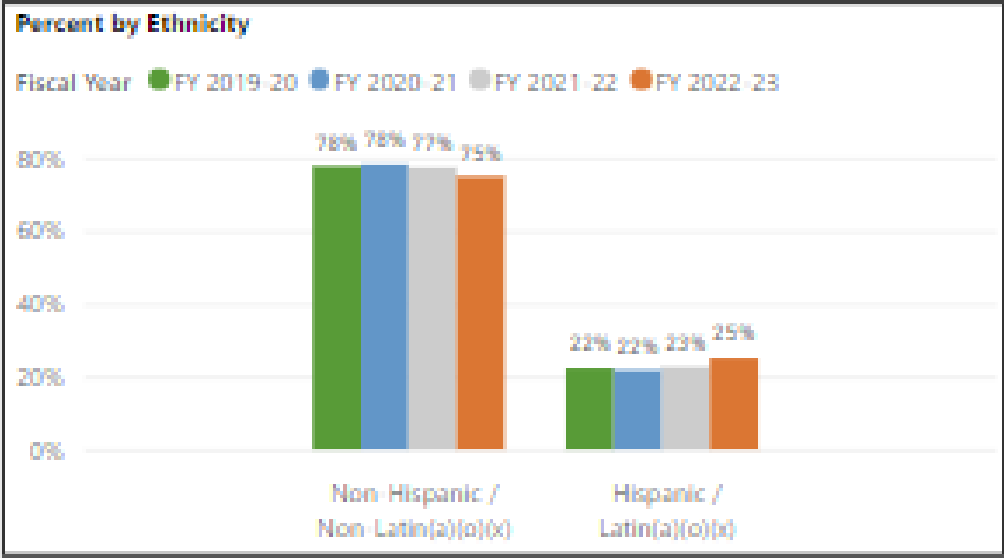
- **Ethnicity:** *2023 data through March 31.*

- **Age:** *shown for Q1 2023.*

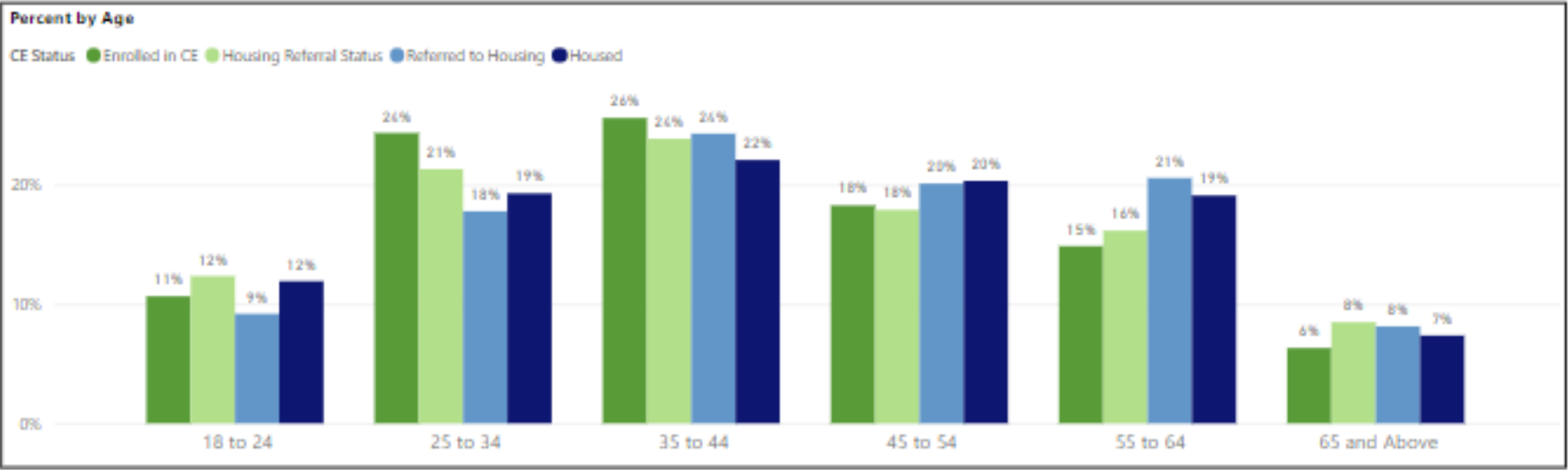- **Additional breakouts** *available on the HSH website, with new functionality for age & comparison across fiscal year.*

Problem Solving Resolutions

Service Dates

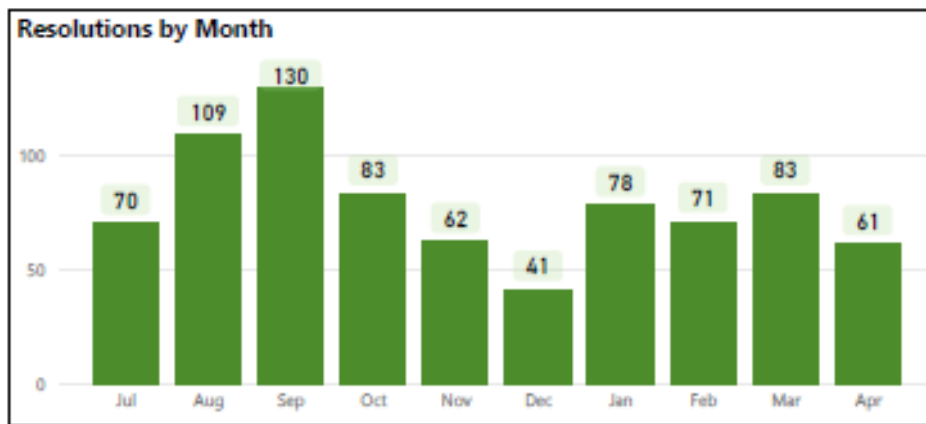7/1/2022   4/30/2023

Households

764
Unique Households Resolved

6,972
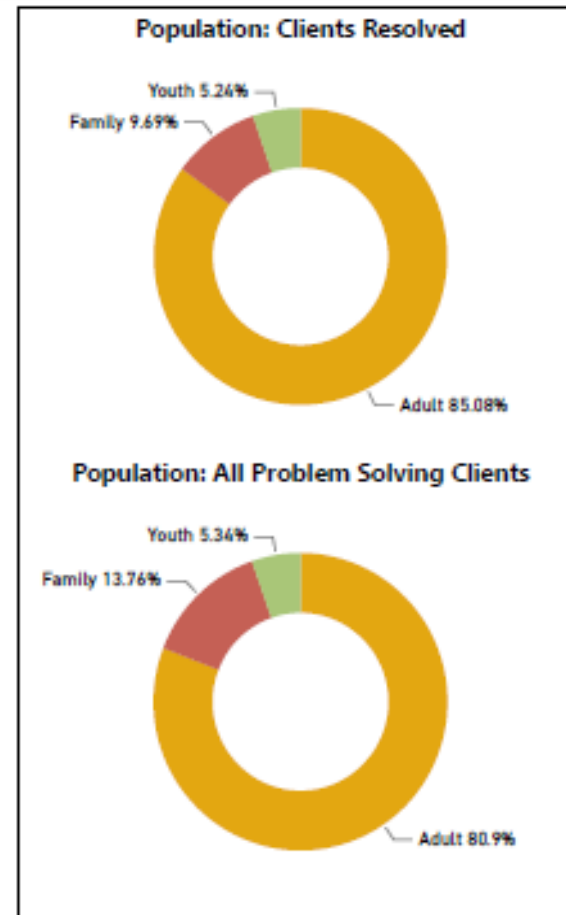Households Served

Services

797
Total Resolutions

9,990
Total Conversations

$2,295,977
Total Financial Assistance

Resolutions by Month

Month	Resolutions
Jul	70
Aug	109
Sep	130
Oct	83
Nov	62
Dec	41
Jan	78
Feb	71
Mar	83
Apr	61

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	$1,813,861
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	$113,483
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	$109,296
Rental Assistance after Move-in	$100,670
Contribution to rent or utility costs of another household (non lease agreements) if it will allow the participant to move into the unit or maintain/return to the unit	$26,272

Population: Clients Resolved

- Youth 5.24%
- Family 9.69%
- Adult 85.08%

Population: All Problem Solving Clients

- Youth 5.34%
- Family 13.76%
- Adult 80.9%

Data through April 30, 2023

Full report can be found here:
https://hsh.sfgov.org/about/research-and-reports/hrs-data/homelessness-response-system-monthly-report/

Housing Placements

Category
- Select all
- PSH – Scattered Site
- PSH – Site Based
- RRH – Scattered Site

154 Latest Month Placements
2,187 FYTD Placements
1,876 Last FYTD Placements
2,309 Last Year Total

Housing Exits By Month
● FY 2022 ● FY 2023

204, 218, 166, 339, 307, 278, 212, 166, 143, 154

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

Monthly Placements by Population
● Adult ● Family ● TAY Only

Month	Total
July	204
August	218
September	166
October	339
November	307
December	278
January	212
February	166
March	143
April	154

FYTD Population %
● Adult ● TAY Only ● Family

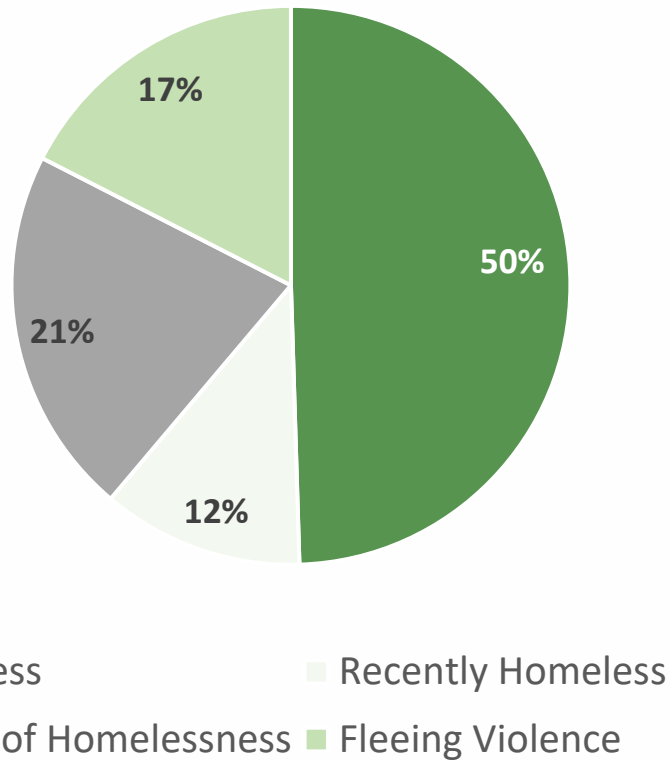| Adult	TAY Only	Family
70%	19%	10%

Data through April 30, 2023.

No additional placements in April through the housing ladder.

Full report can be found here:
https://hsh.sfgov.org/about/research-and-reports/hrs-data/homelessness-response-system-monthly-report/

9

Emergency Housing Voucher Rollout

Housed EHV Recipients

- 50% (Homeless)
- 17% (Fleeing Violence)
- 21% (At Risk of Homelessness)
- 12% (Recently Homeless)

Legend:
- ■ Homeless
- ■ Recently Homeless
- ■ At Risk of Homelessness
- ■ Fleeing Violence

Interim Progress Report:

- **1,003** *referrals submitted*

- **876** *vouchers issued*

- **617** *households housed*

Data as of May 24, 2023.
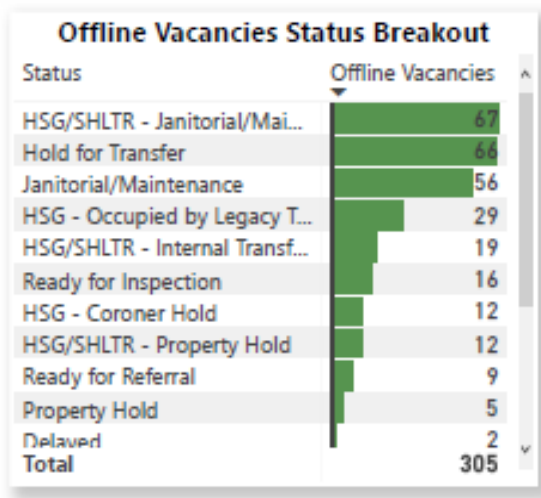
Program Updates: Housing

Housing Quality Work:

- Rolling out **elevator repair funds** for buildings owned by private landlords and master leased by nonprofits.

- **$5 million in capital repair**s will be available in early FY2023-24.

- Started **Housing Quality Standards inspections** in **local portfolio** in FY 2023-24.

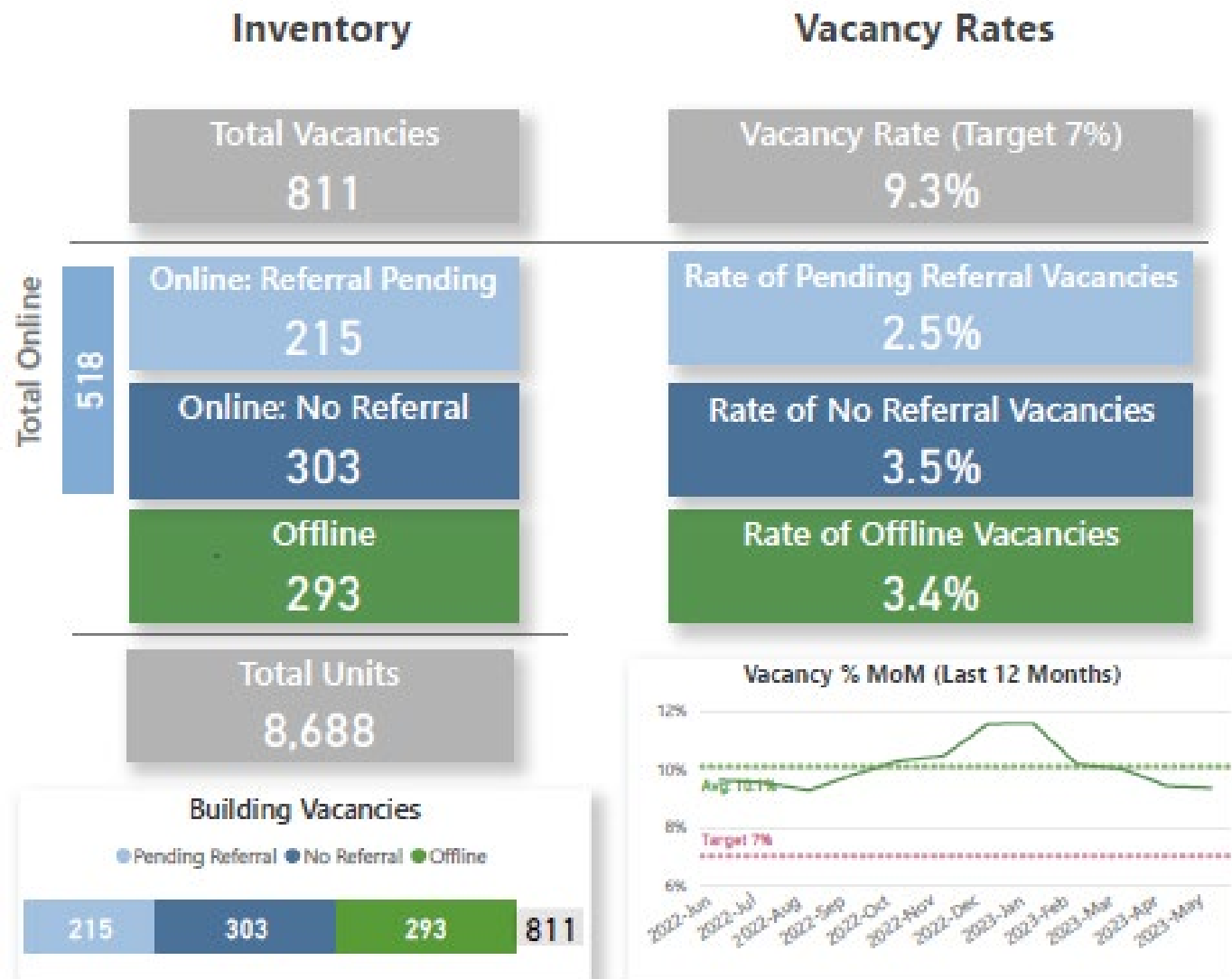- Investments in FY2022-24 budget in **wage increases** to improve **property management**.

1174 Folsom Street:

- Approved to apply for **Homekey** funding.

- Acquisition legislation: summer.

Housing Vacancies

Offline Vacancies Status Breakout

Status	Offline Vacancies
HSG/SHLTR - Janitorial/Mai...	67
Hold for Transfer	66
Janitorial/Maintenance	56
HSG - Occupied by Legacy T...	29
HSG/SHLTR - Internal Transf...	19
Ready for Inspection	16
HSG - Coroner Hold	12
HSG/SHLTR - Property Hold	12
Ready for Referral	9
Property Hold	5
Delayed	2
Total	**305**

- *108 vacant units in buildings in lease up at City Gardens and the National (post-fire) not included in inventory or vacancy percentage.*
- *Monthly data snapshots through May 24, 2023.*
- *Full dashboard can be found here: https://hsh.sfgov.org/about/research-and-reports/hrs-data/vacancies-in-permanent-supportive-housing/*

Inventory

Total Vacancies
811

Total Online: 518

Online: Referral Pending
215

Online: No Referral
303

Offline
293

Total Units
8,688

Vacancy Rates

Vacancy Rate (Target 7%)
9.3%

Rate of Pending Referral Vacancies
2.5%

Rate of No Referral Vacancies
3.5%

Rate of Offline Vacancies
3.4%

Building Vacancies

- Pending Referral
- No Referral
- Offline

| 215 | 303 | 293 | 811 |

Vacancy % MoM (Last 12 Months)

Reducing Vacancies to Goal Rate of 7%

- Budget investments in **property management** for quicker unit turnover and higher unit quality.

- **Housing Placement team** created (includes staff dedicated to transfers).

- Institute updated protocols for **unit refusals** and participation, coupled with increase in referrals.

- Pilot a **direct placement progra**m in partnership with HSOC.

- Pilot a **referral pipeline** for clients who are "engaged" and have high level of documentation, including unsheltered people.

- Continue to refine **pre-referral review process**, including CoC eligibility.

- Institute **self-certification** for CoC placements as permitted under HUD regulations.

- Expand **document-readiness role** of shelter case managers.

- **Revise approach to RA/ADA** to accommodate clients with the highest needs.

- Implement **monthly review of vacancies from provider reports** to improve data quality and inform work.

ONE System and Unit-Level Inventory

✏️ **Improved vacancy tracking** will be available this summer once HSH inventory is added to the **Online Navigation and Entry (ONE) System**:

- ONE System is HSH's HUD-mandated Homeless Management Information System (HMIS)
- **All site-based PSH** will be live in ONE in June 2023.
- Vacancy tracker will be "under construction" in June.

✏️ **Continued work**: add shelter bed inventory, referral functionality, information on evictions, and additional reporting/monitoring tools.

Evictions in Permanent Supportive Housing

- Tenants in CoC-funded PSH in San Francisco have a **97%** year-over-year stability rate, and after two years in PSH, **87%** of tenants remain stably housed, **exceeding the national average of 80%.**

- 2022: **142 evictions** out of **10,978 households** (1.29%) at **146 sites**.

- HSH Annual Eviction and Exit report data: **eviction rate and unlawful detainers** continue to **decrease.**
  - 2021 reflects impacts of COVID-19 policies in FY2020-21

Year	Eviction Rate	Unlawful Detainers	Evictions
2022	1.29%	228	142
2021	.63%	176	58
2020	1.73%	302	168
2019	1.87%	353	192
2018	2.1%	432	214

Key Eviction Prevention Strategies

- **Wage equity** investments set base hourly wages for:
  - Case managers ($28)
  - Property management: desk clerk ($22), janitors ($23), maintenance ($25)
- Investment in **lower case management ratios** at PSH sites:
  - 1:25 for adults
  - 1:20 for families and youth.
- **Housing placement team**: transfers, reasonable accommodations.
- Partnerships to support high-acuity tenants:
  - **Dept. Of Disability and Aging Services:** In-Home Supportive Services (IHSS)
  - **Department of Public Health:** Permanent Housing Advanced Clinical Services (PHACS), nursing, overdose prevention
  - **Adult Probation:** Home Safe (support for older adults/people with disabilities)
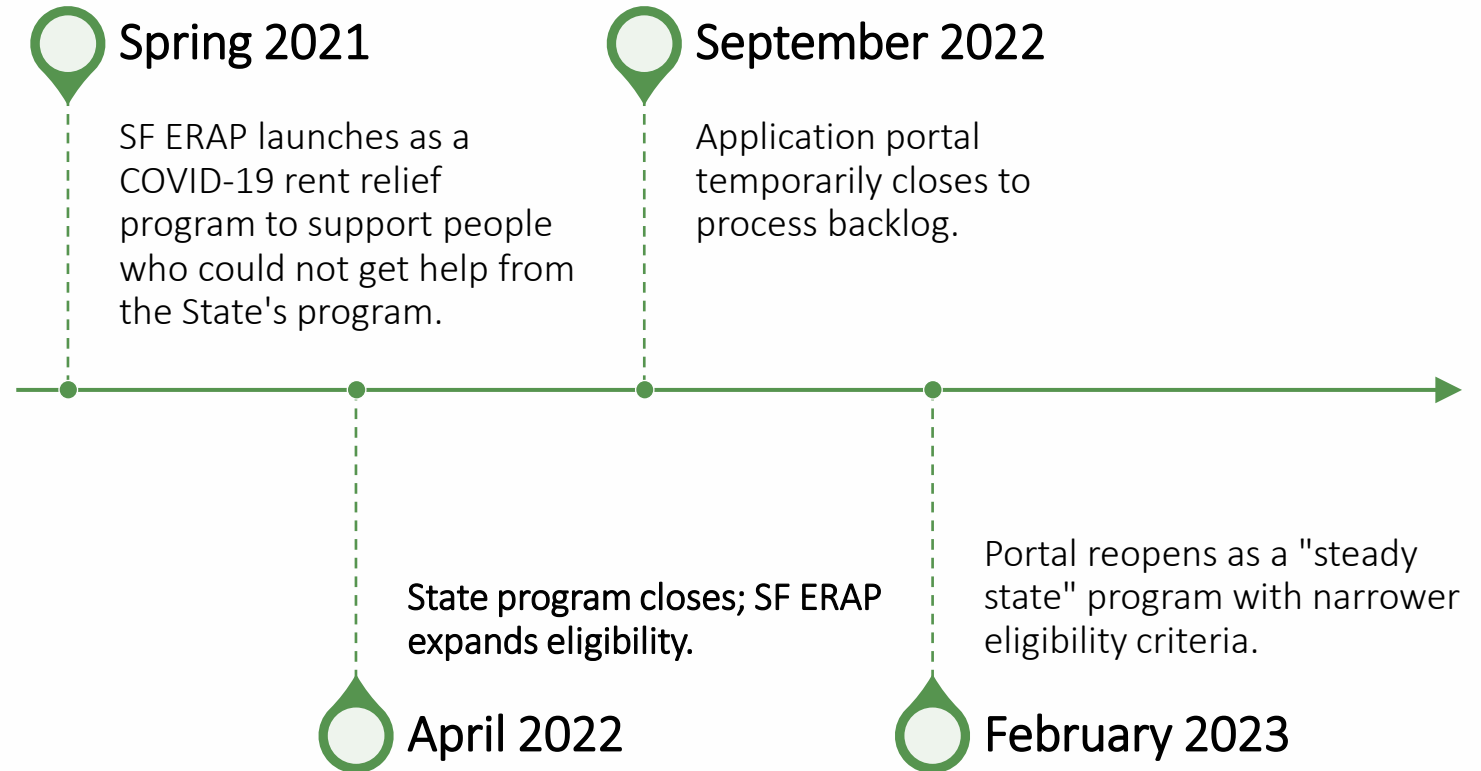
Key Eviction Prevention Strategies

🔑 Addressing challenges with paying rent:

- Rent capped at **30% of income** across the PSH portfolio.
- HSH published **guidelines for providers** on how to handle non-payment of rent based on national best practices.
  - Goal to support tenants to **remain in compliance** with rent payment provisions of their lease to remain stably housed.
  - Provides guidance on how **tenants, case managers and property managers** can support this goal from referral to ongoing support onsite.
- ERAP prevention funds used to support PSH tenants during COVID-19 rent relief phase: assisted **2,001** tenants with **~$4 million**.
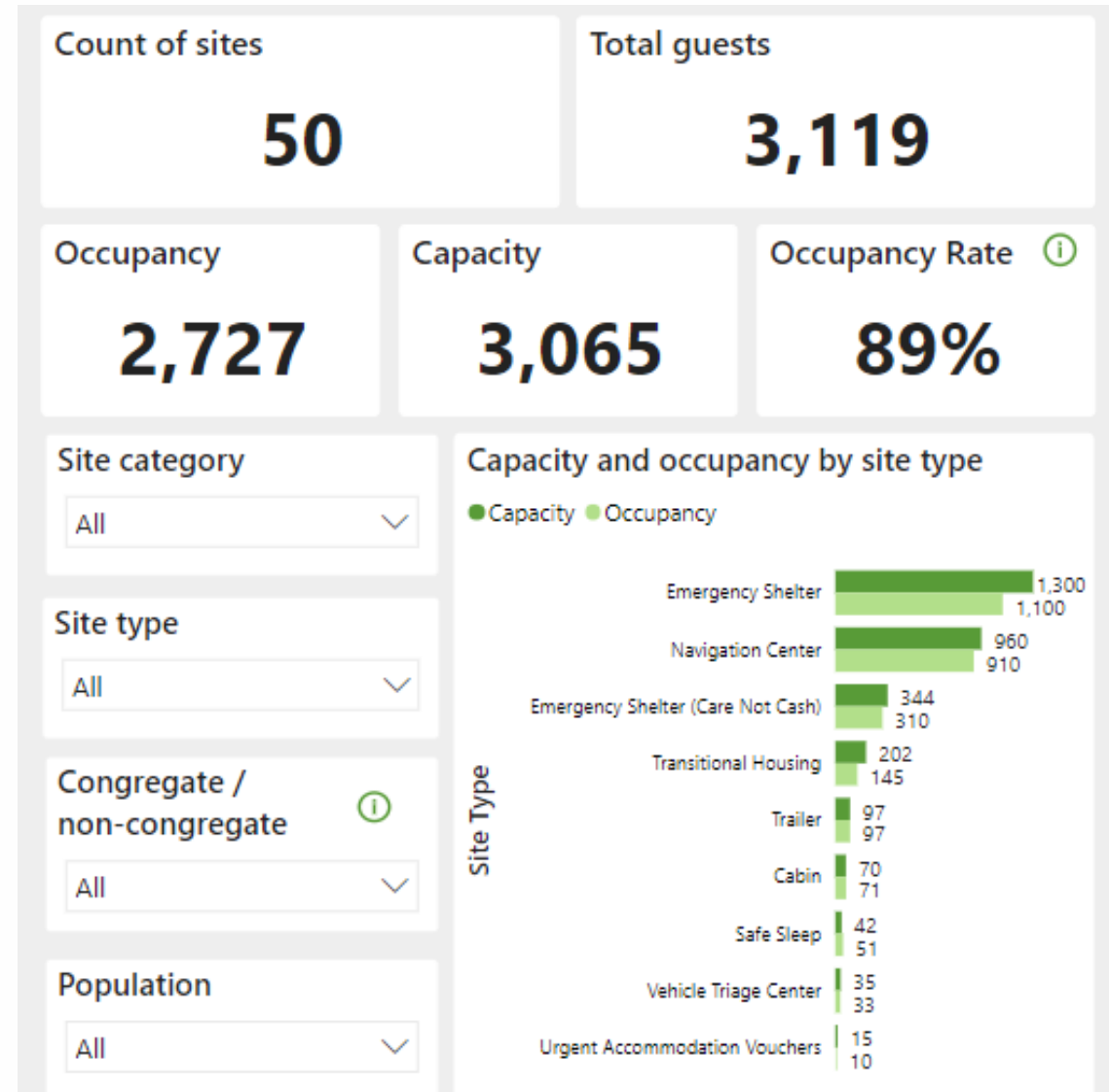
Homelessness Prevention: Program Overview

☞ ERAP is San Francisco's main **prevention program**– jointly administered by HSH and MOHCD.

☞ Since June 2021, the program has disbursed approximately **$51 million** to **over 7,000 households**.

In FY2021 – 22, HSH's providers disbursed $4.7 in ERAP funding.

Spring 2021

SF ERAP launches as a COVID-19 rent relief program to support people who could not get help from the State's program.

September 2022

Application portal temporarily closes to process backlog.

State program closes; SF ERAP expands eligibility.

April 2022

Portal reopens as a "steady state" program with narrower eligibility criteria.

February 2023

HSH Shelter Inventory

- Snapshot as of **May 30, 2023.**

- Public dashboard available on HSH website; **refreshes daily Monday – Friday.**

- **Ability to filter** to drill down on specific programs and populations served.

- Full dashboard available here: https://hsh.sfgov.org/services/the-homelessness-response-system/shelter/

Count of sites	Total guests
50	3,119

Occupancy	Capacity	Occupancy Rate ⓘ
2,727	3,065	89%

Site category
All ⌄

Site type
All ⌄

Congregate / non-congregate ⓘ
All ⌄

Population
All ⌄

Capacity and occupancy by site type

● Capacity ● Occupancy

Site Type	Capacity	Occupancy
Emergency Shelter	1,300	1,100
Navigation Center	960	910
Emergency Shelter (Care Not Cash)	344	310
Transitional Housing	202	145
Trailer	97	97
Cabin	70	71
Safe Sleep	42	51
Vehicle Triage Center	35	33
Urgent Accommodation Vouchers	15	10

Program Updates: Shelter

🔑Community Shelter Reservations:

- Pilot for community referrals will roll out in July 2023 – unhoused people can sign up for the waitlist via phone or a web form.

🔑Hotel vouchers for youth and survivors of violence will launch in June.

🔑Pier 94:

- Site not suitable for long-term residential inhabitants.
- HSH will wind down site by end of calendar year (like SIP process).
- Working to find a new site for the trailers.

🔑Mission Cabins:

- Provider solicitation of information posted (due June 9).

Additional Updates

Overdose Prevention

- HSH's **overdose prevention policy**:
  - Affirms the Department's commitment to Housing First and harm reduction and requires providers to adopt harm reduction models.
  - Requires providers to post informational materials about substance use treatment, naloxone, syringes, an overdose prevention and make referrals as applicable.
  - Requires providers to have an onsite overdose response policy.
  - Requires designated Department and provider staff to take an annual training on overdose prevention and harm reduction.
- Compliance checked through **annual program monitoring**.
- As of June 1, 2023, all providers are required to use **online Critical Incident Report (CIR)** form, which will enable HSH to better track overdoses.

Housing and Resources for LGBTQ+

- Demographics for people enrolled in CE available on HSH website:
  - First quarter of 2023: **137 TGNC clients (4%)** and **574 LGBQ+ clients (13%)**

- Key LGBTQ+-focused resources:
  - **Taimon Booton Navigation Center** for TGNC people (community referrals)
  - **Jazzie's Place** shelter (community referrals)
  - Two LGBTQ+-focused youth **Coordinated Entry Access Points**
  - **Initiative to end transgender homelessness**: 150 scattered-site units, new site-based PSH, and ongoing general fund investments in services.

- Additional information available in HSH's annual Sexual Orientation and Gender Identity report.

Local Legislative Update

Heard by BOS in May 2023

Grant Agreement Amendments
- Baldwin Navigation Center – Five Keys
- Youth Navigation Center – Third Street

Grants
- Authorization to apply for State Homekey for 1174-78 Folsom and 663 Clementina

BOS Hearings
- United Council of Human Services (UCHS) Audit
- Cost of City's supportive and affordable housing
- City's Community Ambassador programs (June 1)

Upcoming Items

Grant Agreement Amendments (June)
- **260 Golden Gate Family Shelter** – Hamilton Families
- **Sanctuary Shelter** – Episcopal Community Services (ECS)
- **RADCo** – Eviction Defense Collaborative
- **SFHOT** – Heluna Health
- **Crown, Winton and National PSH** – Tenderloin Housing Clinic

HSH BOS Budget Hearings (June)
- **June 15th:** 1st HSH Budget Hearing
- **June 22nd:** 2nd HSH Budget Hearing

Real Estate (July)
- Proposed Acquisition of 1174-78 Folsom and 663 Clementina for PSH for Youth
- Extension of booking agreements with three hotels providing non-congregate shelter

Upcoming Local Legislation

Grant Agreements (Hearings through Summer 2022)

- **Oasis Family Shelter** – Providence Foundation
- **Family Prevention** – Homeless Prenatal Program
- **Bayshore Navigation Center** – Five Keys
- **Master Lease Hotels** - THC
- **Housing Locator and Rental Assistance** – Brilliant Corners

Real Estate

- Lease Extension – Bayshore Navigation Center

Other Legislation

- Update and incorporate amendments from the Shelter Monitoring Committee on Article XIII: **Standards of Care for City Shelters**
- New MOU with Port of San Francisco for extended term for Embarcadero SAFE Navigation Center (Port Commission)

Hearings

- **Home by the Bay:** An Equity-Driven Strategic Plan to Prevent and End Homelessness
- Review oversight and monitoring of City contracts with **TODCO**
- SIP Hotels and **Housing First** Approach

State Legislative Update

Governor's Revised 2023- 24 Budget:

Addresses homelessness by:

- Creating mechanisms for local efforts to address homelessness.

- Increasing regional coordination on homelessness solutions.

- Holding local governments accountable for achieving outcomes related to accessing housing and remaining stably housed.

Incl. **$1 billion** of one-time General Fund for **Homeless Housing, Assistance & Prevention Program (HHAP)**:

- Focus on highest priority needs, including **unsheltered homelessness.**

- Prioritized spending on supporting **permanent housing** and activities such as Homekey; no additional Homekey funds.

State Legislation Supported by HSH

- SB 657 (Caballero): Homelessness Services Staff Training

- SB 37 (Caballero): Older Adult Subsidies

- AB 441 (Haney): Monthly Tax Distributions

- AB 1085 (Maienschein): Medi-Cal Housing Support Services

Chief Equity Officer Update

- Completed Building Equity: Addressing Interpersonal Racism sessions:
  - Series 2 of the HSH Racial Equity Training Series
  - **9 in-person sessions** with **195 staff** trained.

- AAPI heritage celebration on May 31st.

Training Topics:

- Systemic racism in homelessness and housing
- Intersectionality at HSH and beyond
- Implicit bias
- Microaggressions
- Interpersonal racism at HSH
- Aspects of white-dominant culture at HSH
- Separations and promotions data at HSH by race and ethnicity

HSH is Hiring!

☛ HSH has open positions currently listed on the DHR website:

- Chief Deputy Director
- Behavioral Health Clinician
- ADA Coordinator
- IT Operations Administrator
- Privacy and Data Sharing Officer

☛More positions will be posted in the coming months.

Questions?

Thank you!