



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

**Local Homeless Coordinating Board | May 1, 2023**



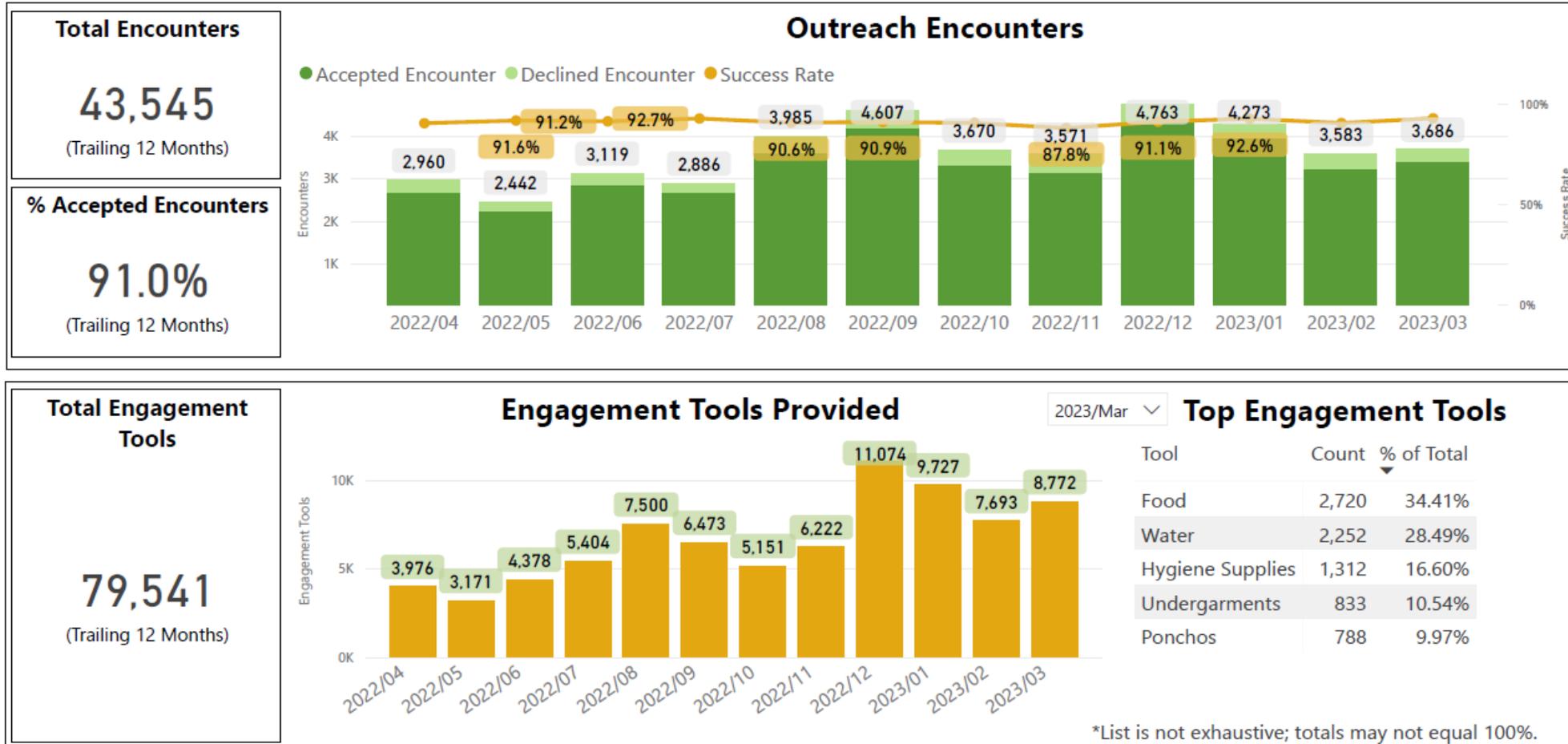


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# Homelessness Response System Data and Updates

# Outreach

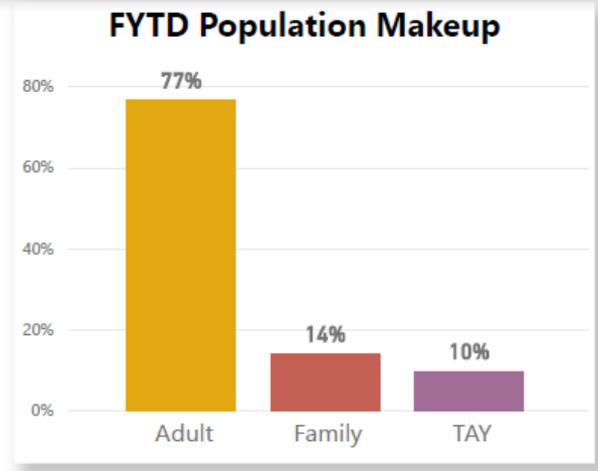
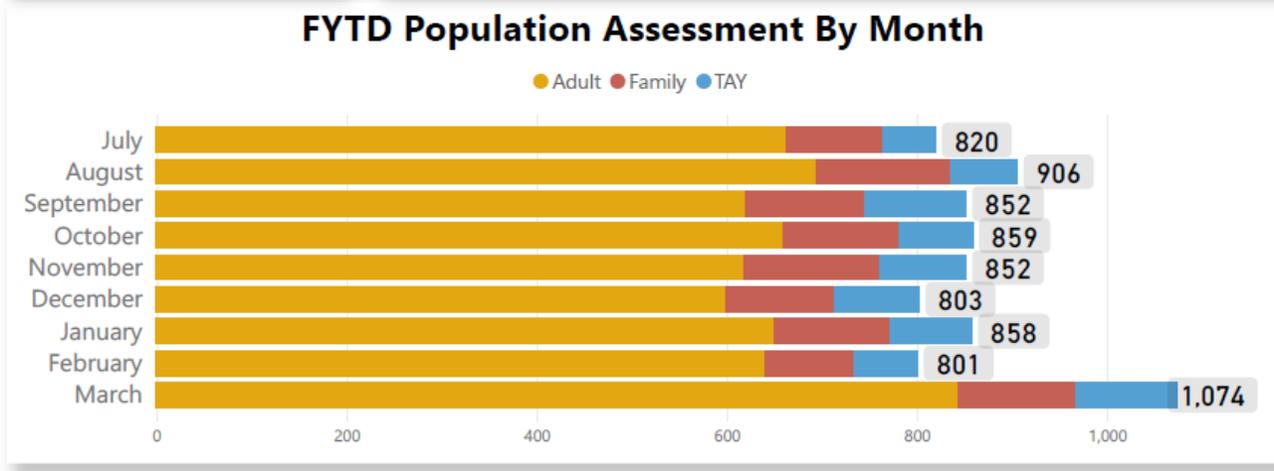
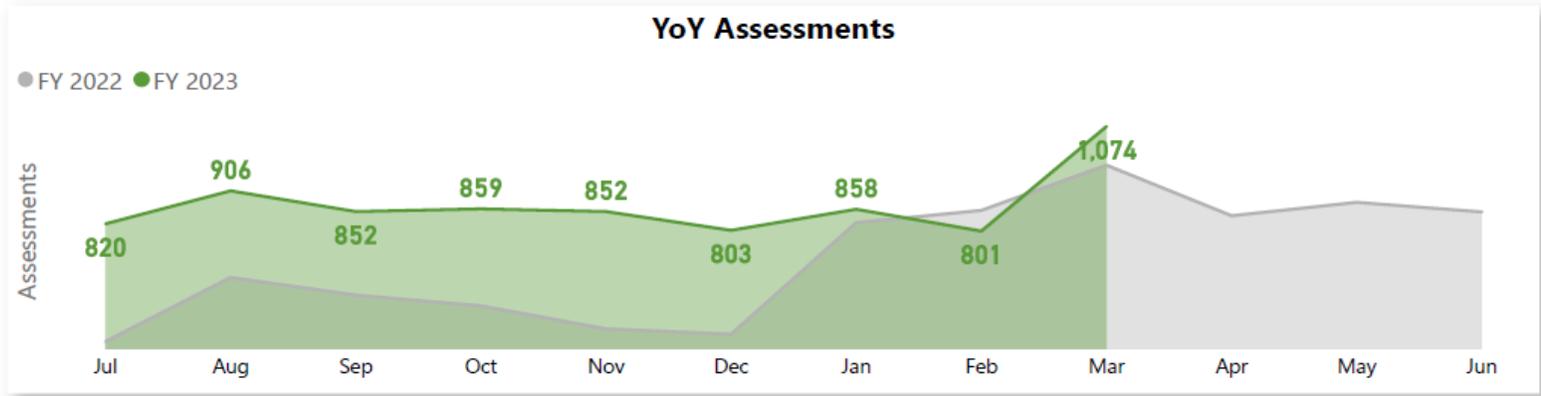
The **Homeless Outreach Team** contract is up for procurement with submissions due by May 17, 2023. [Learn more on the HSH website.](#)



Data through March 31, 2023.

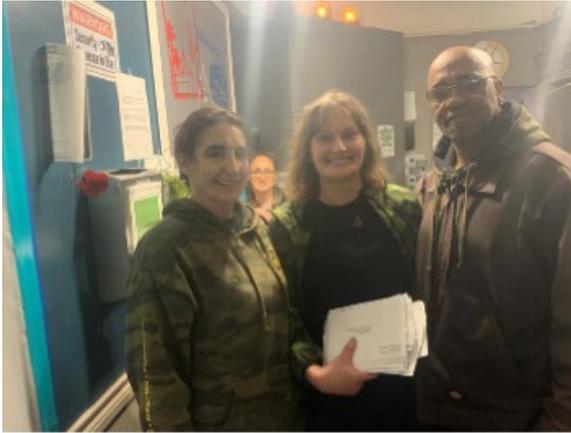
# Coordinated Entry - Assessments

**1,074**  
 Latest Month Assessments  
**7,825**  
 FYTD Assessments  
**6,162**  
 Last FYTD Assessments  
**8,730**  
 Last Year Total



*Data through March 31, 2023*

# Program Updates: Coordinated Entry



Urban Alchemy staff at the 711 Post MDT event.

- **Multi-Disciplinary Team** linking shelter guests to housing and benefits went to 711 Post:
  - 81 guests met with CE.
  - 17 guests became Housing Referral Status.
  - 14 guests had problem solving conversations; 30 additional guests unknown to Coordinated Entry became Problem Solving Status.
  - Upcoming MDTs at 33 Gough and Pier 94 RV site.
- **Safe Housing Community Needs Assessment** report [available on the HSH website](#). Includes 26 recommendations approved by the LHCB.
- **New referral process** started in April for **victim service providers** to refer into the **new rapid re-housing** program for survivors of violence (38 households).

# Problem Solving Resolutions

**Service Dates**

7/1/2022 4/1/2023

**Households**

709  
Unique Households Resolved

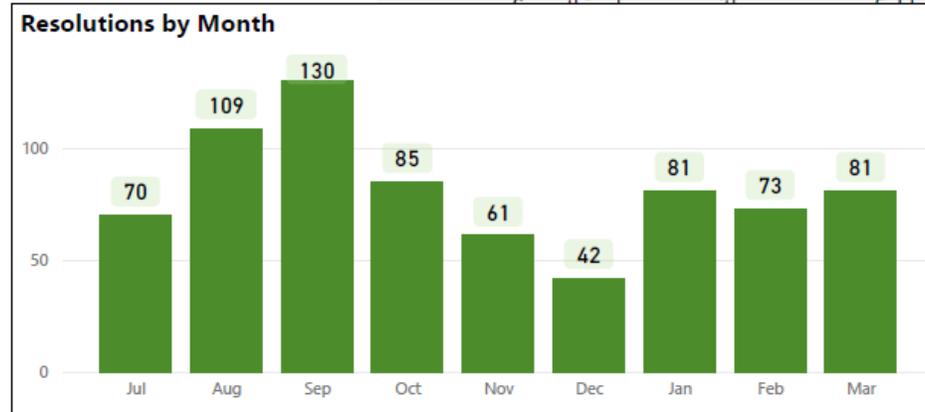
6,378  
Households Served

**Services**

749  
Total Resolutions

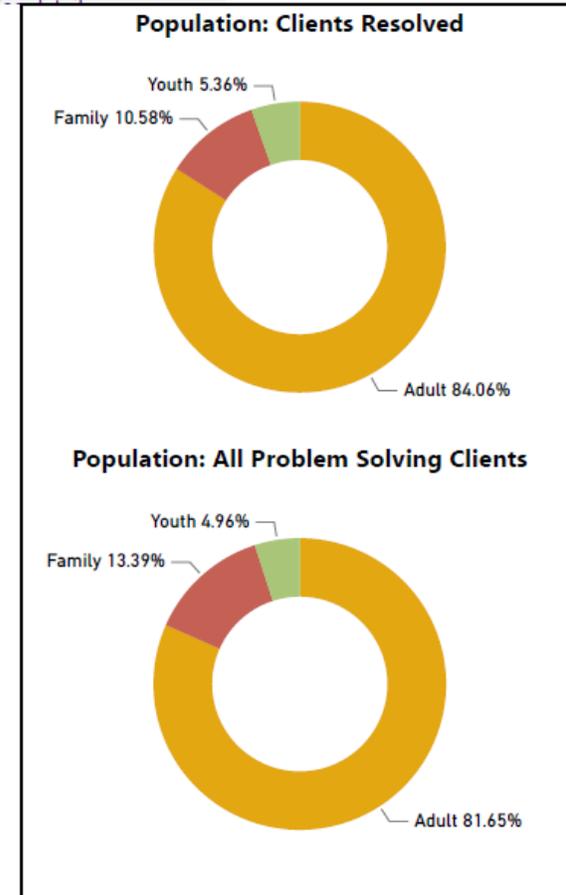
8,971  
Total Conversations

\$2,113,996  
Total Financial Assistance



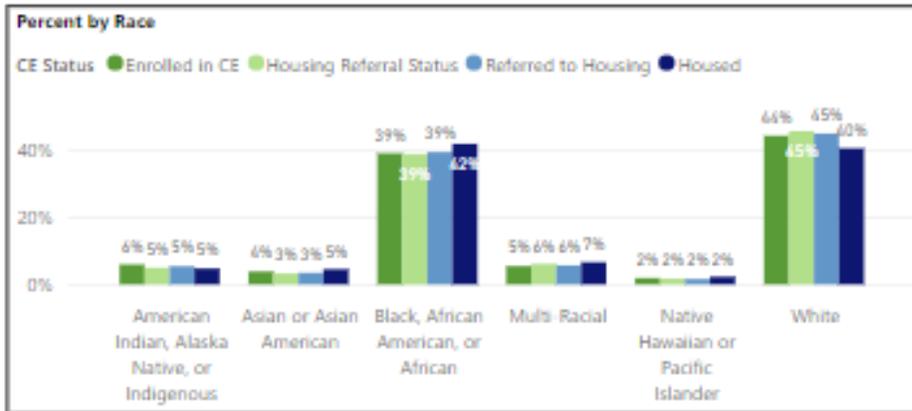
**Top 5 Financial Assistance**

| Assistance  | Amount      |
|---|-------------|
| Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent  | \$1,660,960 |
| Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket  | \$104,445   |
| Rental Assistance after Move-in   | \$102,381   |
| Furniture, such as a bed, if reasonable and directly linked to a housing resolution   | \$95,998    |
| 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    |

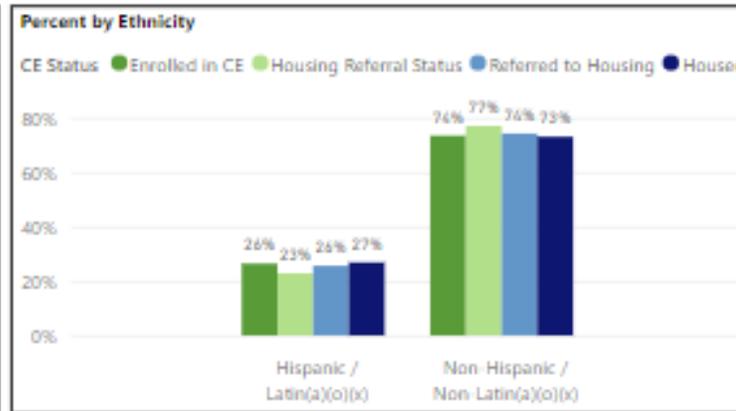


*Data through March 31, 2023*

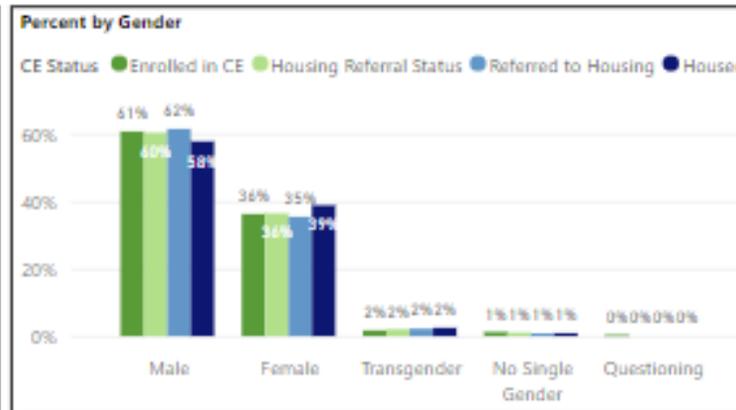
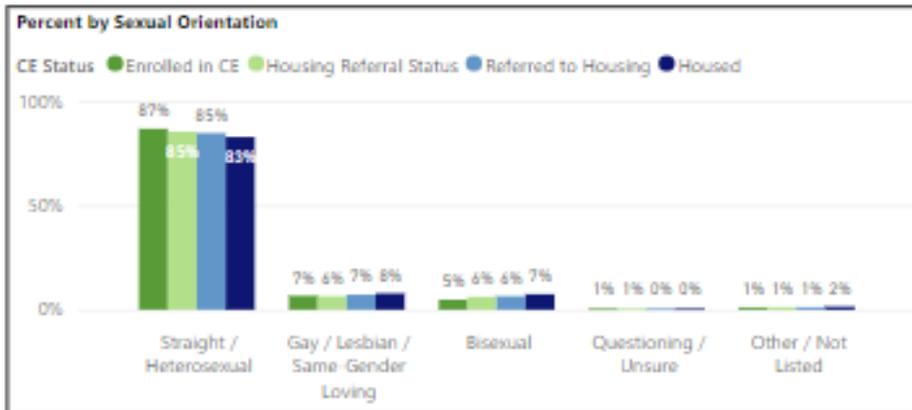
# Coordinated Entry & Housing Demographics



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

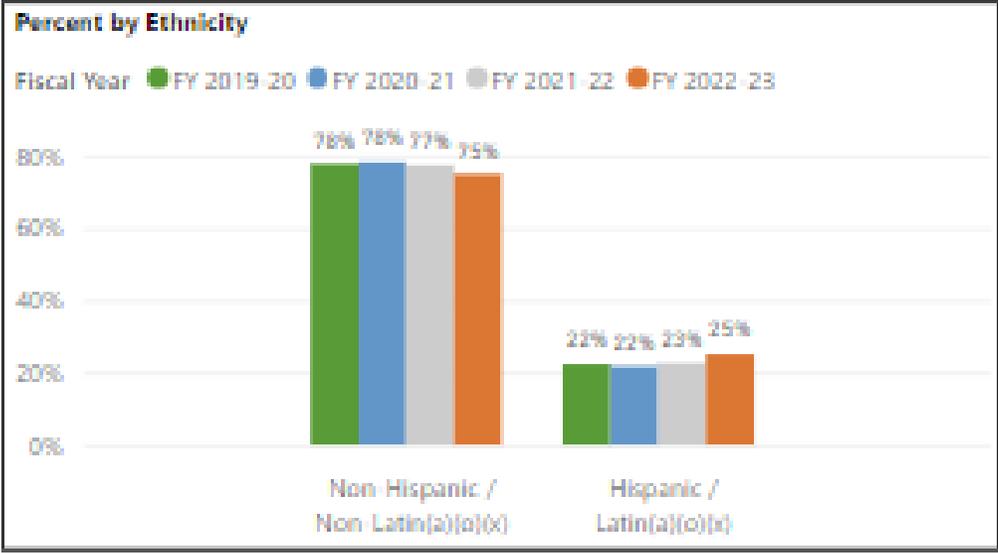


Ethnicity is incomplete for 2% of clients (1% Data Not Collected; 1% Doesn't Know / Refused)

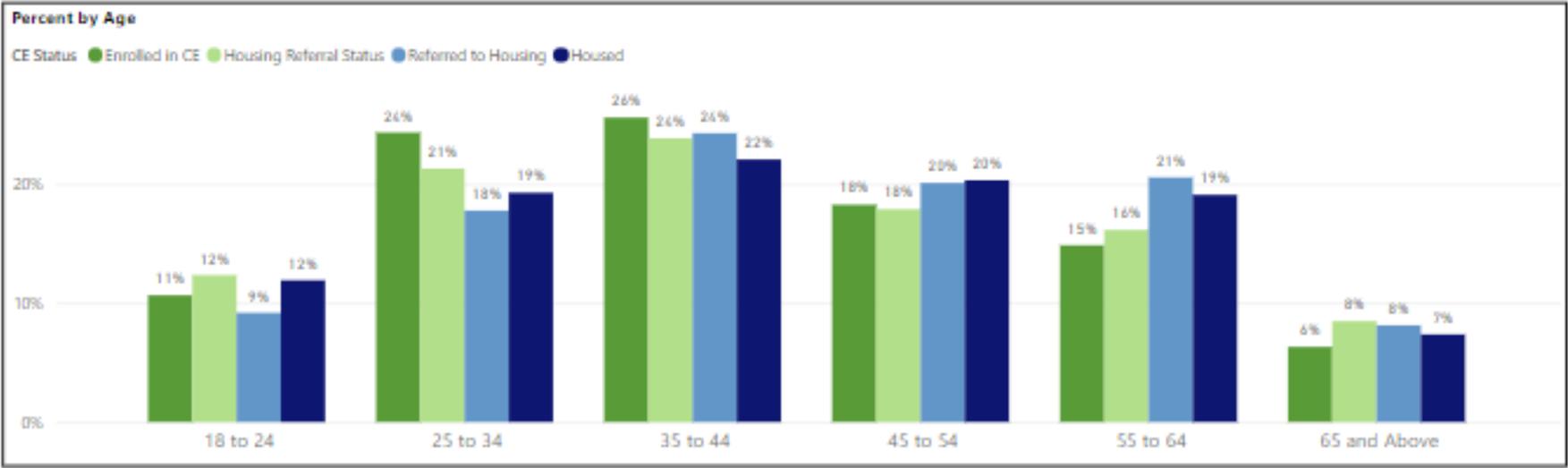


- *Data for 2023 Q1 (Jan. to March)*
- *New data available quarterly.*
- *Additional breakouts by population and time frame available on the HSH website.*

# Coordinated Entry & Housing Demographics

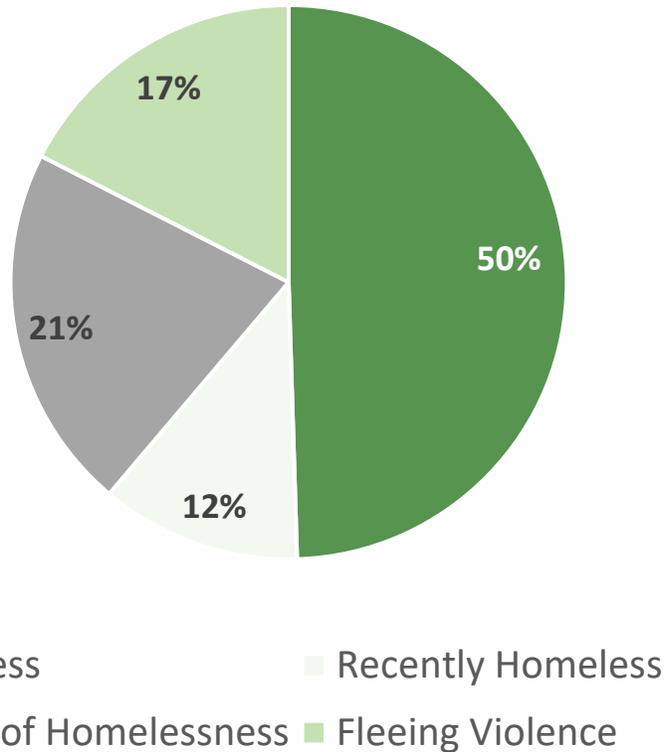


- **Ethnicity:** 2023 data through March 31.
- **Age:** shown for Q1 2023.
- **Additional breakouts** available on the HSH website, with new functionality for age & comparison across fiscal year.



# Emergency Housing Voucher Rollout

Housed EHV Recipients

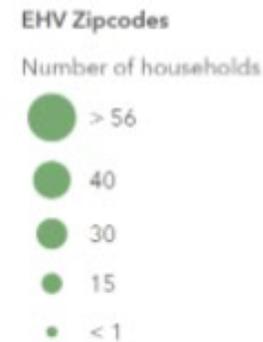
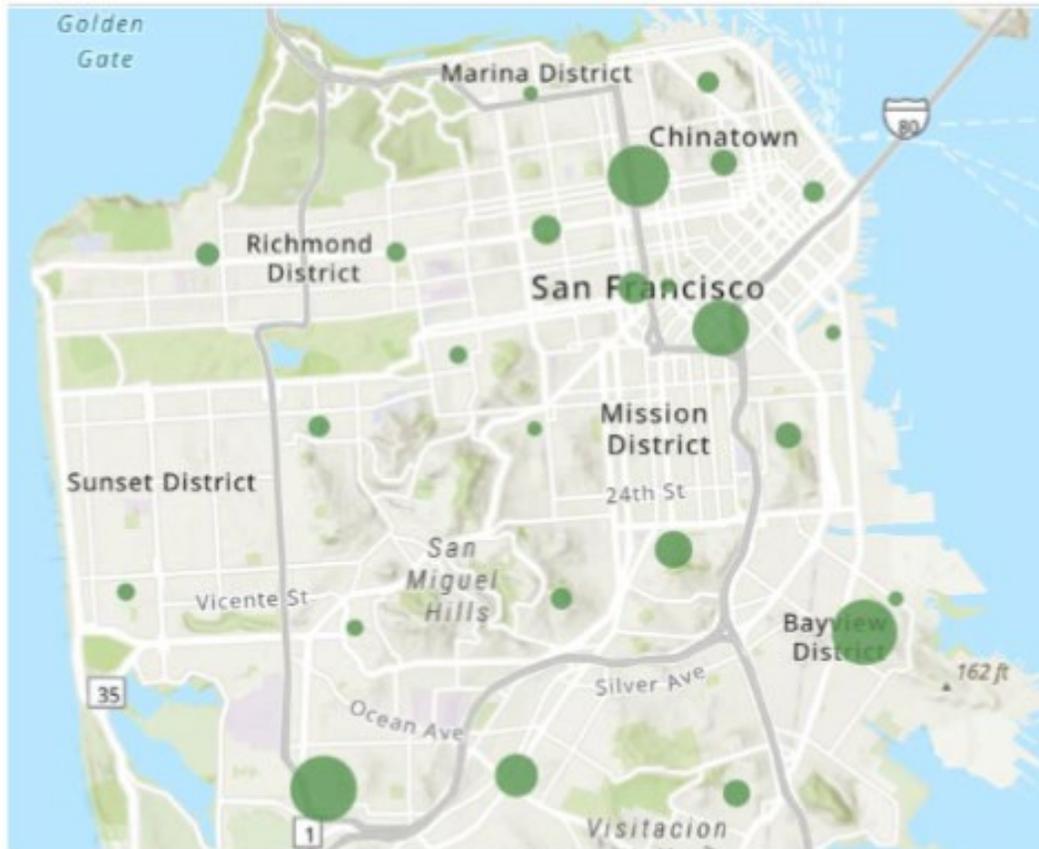


## Interim Progress Report:

- **970** referrals submitted
- **882** vouchers issued
- **564** households housed

*Data as of April 19, 2023.*

# Emergency Housing Voucher Rollout

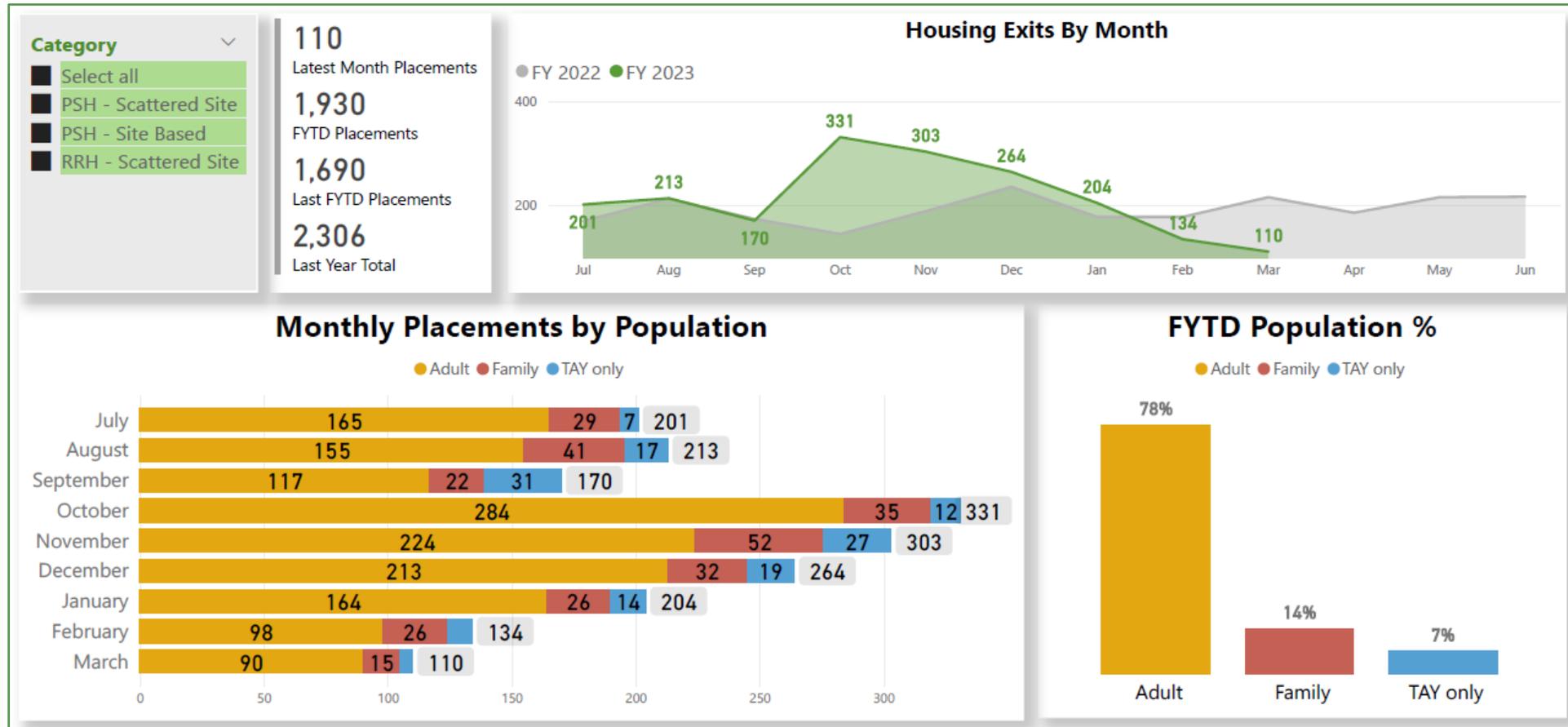


## Move In Locations:

- 🔑 **87%** of households used their vouchers **in San Francisco**
- 🔑 **12%** moved to **other Bay Area cities**
- 🔑 **1%** used their voucher outside the Bay.

*Data as of April 13, 2023.*

# Housing – Placements



Data through March 31, 2023.

Additional 2 placements through the housing ladder.

# Housing Vacancies

| Status                      | Offline Vacancies |
|-----------------------------|-------------------|
| Janitorial/Maintenance      | 94                |
| HSG/SHLTR - Janitorial/...  | 89                |
| Hold for Transfer           | 60                |
| HSG/SHLTR - Internal Tra... | 20                |
| HSG/SHLTR - Property H...   | 13                |
| Ready for Referral          | 13                |
| Temp Occupied               | 11                |
| HSG - Coroner Hold          | 8                 |
| Delayed                     | 3                 |
| Property Hold               | 3                 |
| <b>Total</b>                | <b>318</b>        |

- 40 vacant units in new building (City Gardens) not included in inventory or vacancy percentage.
- Monthly data snapshots through April 18, 2023.

## Inventory

Total Vacancies  
825

Total Online  
519

Online: Referral Pending  
235

Online: No Referral  
284

Offline  
306

Total Units  
8,778

### Building Vacancies

● Pending Referral ● No Referral ● Offline

235

284

306

825

## Vacancy Rates

Vacancy Rate (Target 7%)  
9.4%

Rate of Pending Referral Vacancies  
2.7%

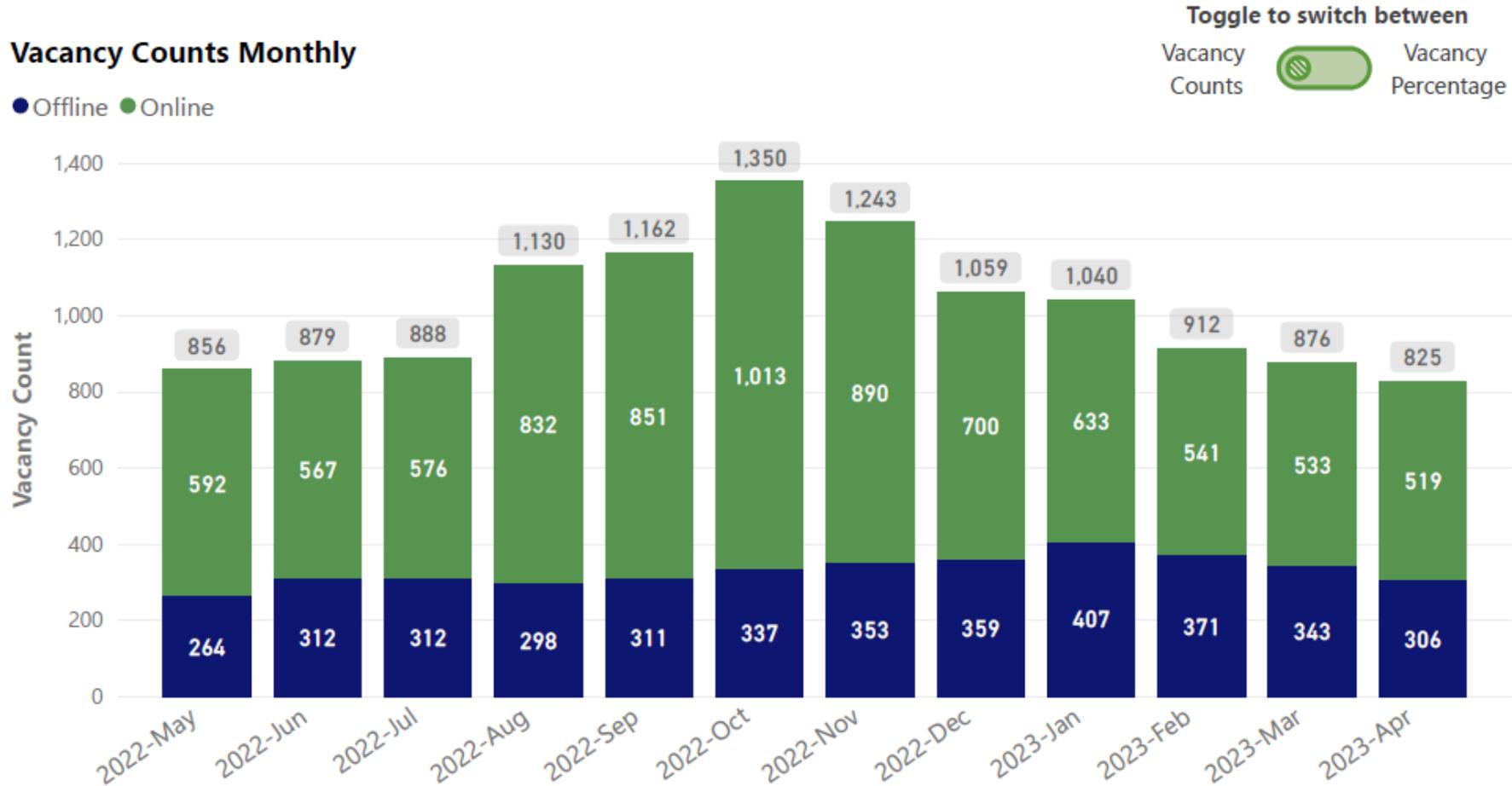
Rate of No Referral Vacancies  
3.2%

Rate of Offline Vacancies  
3.5%

### Vacancy % MoM (Last 12 Months)



# Housing Vacancies Over Time



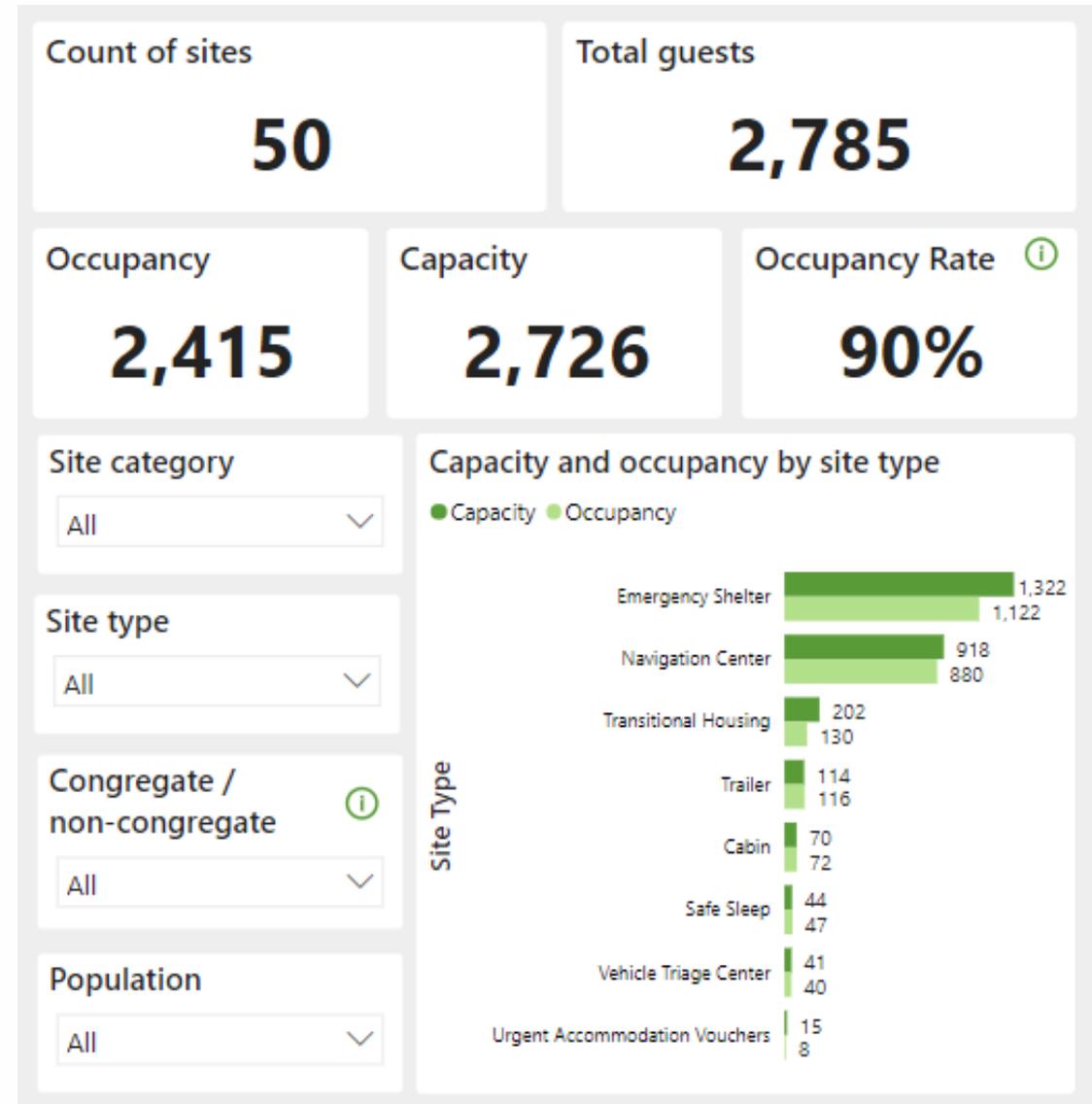
*Data through April 18, 2023.*

# Program Highlights: Housing

- **City Gardens** started accepting **referrals** in April.
- HSH started **housing quality inspections** in the locally funded PSH portfolio for quality and consistency with CoC sites: pilot with 5 sites this quarter.
- **Economic Mobility services** expanding to **all scattered-site housing programs**:
  - 3,500 households eligible for workforce development and financial coaching.
  - Partnerships with Office of Economic & Workforce Dev. and the Office of Financial Empowerment.
- Scattered sites team conducting **three focus groups** with people who live in or have lived in HSH's **scattered-site housing**:
  - Get feedback on intake, housing search, and case management.
  - Inform development of new policies and procedures.

# HSH Shelter Inventory

- Snapshot as of **April 24, 2023**.
- Public dashboard available on HSH website; **refreshes daily Monday – Friday**.
- **Ability to filter** to drill down on specific programs and populations served.



# Program Updates: Shelter

- **Oasis Family Shelter** has reopened for 14-day emergency placements and long term stays after a successful lease extension negotiation.
- **Jenning Safe Sleep** to **demobilize** by the end of June 2023.
- **Enhanced shelter case management** rollout:
  - **Trainings** every other week for shelter case management staff
  - **Sample topics:** housing case management approaches; case manager roles and responsibilities, Coordinated Entry 101, Accessing Public Benefits
- **Hotel vouchers:**
  - After soft launch in March, Compass Family Services **fully opened** program for pregnant people and families (called "Urgent Accommodation Vouchers") to referrals from Family Access Points in April.
  - **Young adults** and **survivors of domestic violence** voucher programs will launch in May 2023 with **Saint Vincent De Paul** as the provider.



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# Additional Updates

# Chief Equity Officer Update

- **Internal newsletter** "Equity Matters" launched.
- Diversity month: celebrating **Arab-American heritage** and a multi-faith celebration.
- **Coaching circles** continued with support from consultant Equity in Action.
- Preparing for **second round of equity trainings** in May 2023.
- Continued discussions with providers of color about **capacity building**.

# Home by the Bay Plan: Town Hall

## Event Details

May 8, 2023

5 – 6 PM

Virtual Event

*More information forthcoming via email and on the [HSH public calendar](#).*

# HSH is Hiring!

- HSH has open positions currently listed on the [DHR website](#):
  - Chief Deputy Director
  - Housing Subsidy Team Manager
  - Scattered Site Housing Programs Manager
  - Grants and Compliance Manager
  - Privacy and Data Sharing Officer
  - IT Operations Support Administrator
  - Senior Behavioral Health Clinician
  - ADA Coordinator
  - Program Support Analyst
  - Grants and Compliance Manager
  - Finance Team Analyst
  - Senior Behavioral Health Clinician



- More positions will be posted in the coming months.