



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

**Homelessness Oversight Commission | September 7, 2023**



# New Commission Member: Welcome Dena Aslanian-Williams



- **Realtor** and member/former president of the **West of Twin Peaks Central Council**.
- Holds seat for community member who has participated in a **merchants', small business, or neighborhood association**.

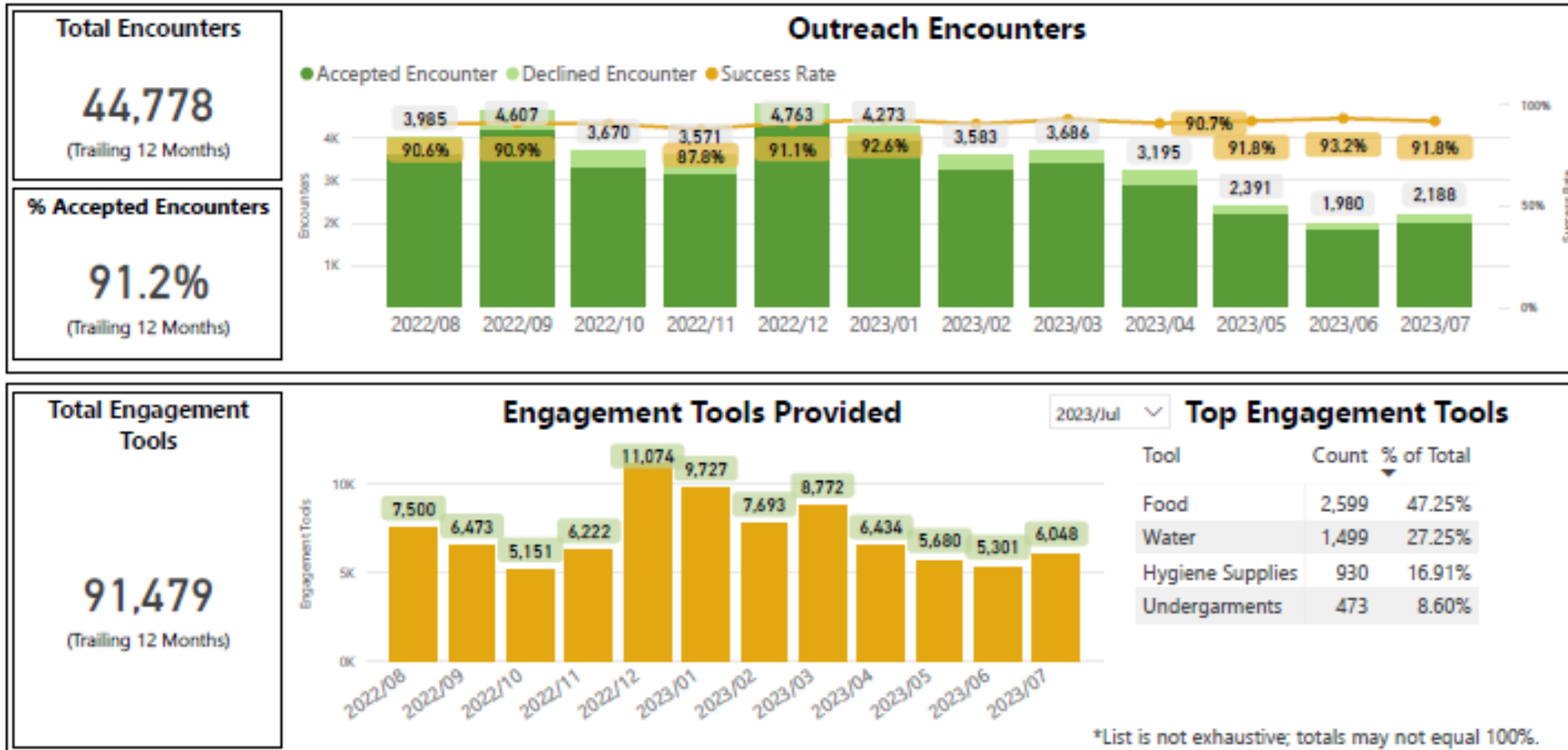


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# Homelessness Response System: Updates and Data\*

*\*All data is from the Online Navigation and Entry (ONE) System unless otherwise noted. All dashboards are located in HSH's [Data Hub](#).*

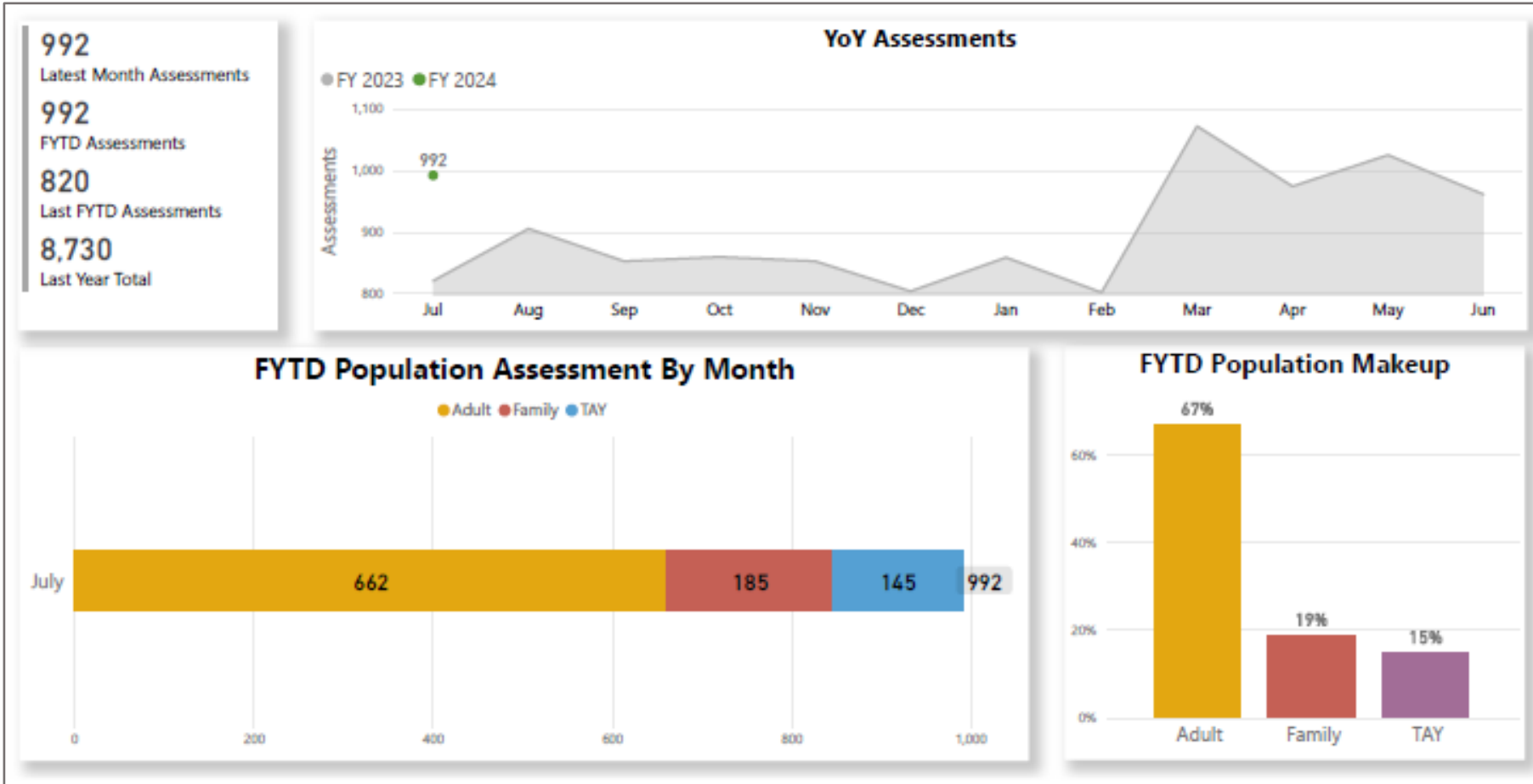
# Outreach



Data through July 31, 2023.

[Link to online dashboard.](#)

# Coordinated Entry Assessments



*Data through July 31, 2023*

*Includes new assessments and re-assessments.*

[Link to online dashboard.](#)

# Program Updates: Coordinated Entry

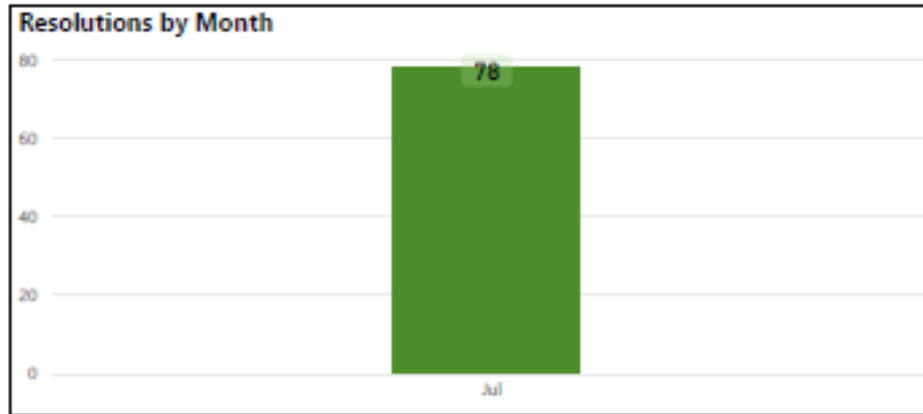
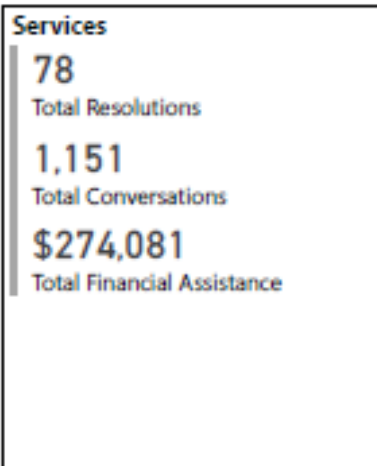
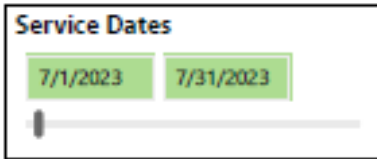
## • **Multi-Disciplinary Team (MDT): FY2022-23 Impact**

- Visited **11 sites** with **1240 total guests**
- **650 guests** met with **Coordinated Entry (ECS)**
- **100 guests** applied for **CAAP or GA benefits**
- **30 guests** enrolled in **Home Safe** for nursing PSH (partnership with HSA)
- **100 guests** enrolled in **SSI advocacy** (partnership with HSA)
- **64 guests** enrolled in **rapid re-housing**

## • **Started FY2023-24 at MSC South:**

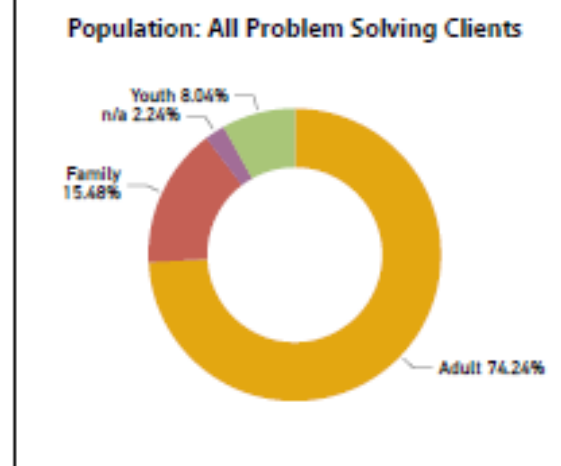
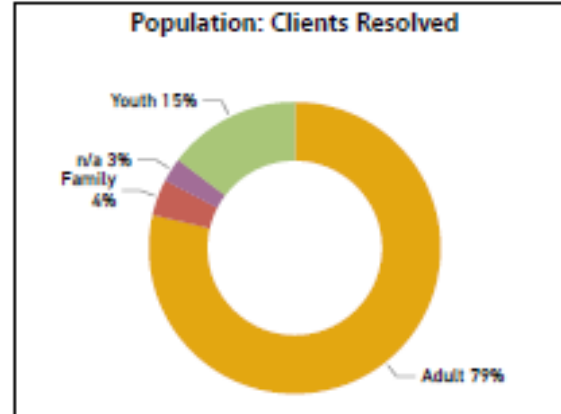
- Most guests were unknown to CE; **decreased guests not in ONE System by 43%**
- Increased **Housing Referral Status** and **Problem Solving Status** guests by **36%** and **33%**, respectively

# Problem Solving Resolutions



**Top 5 Financial Assistance**

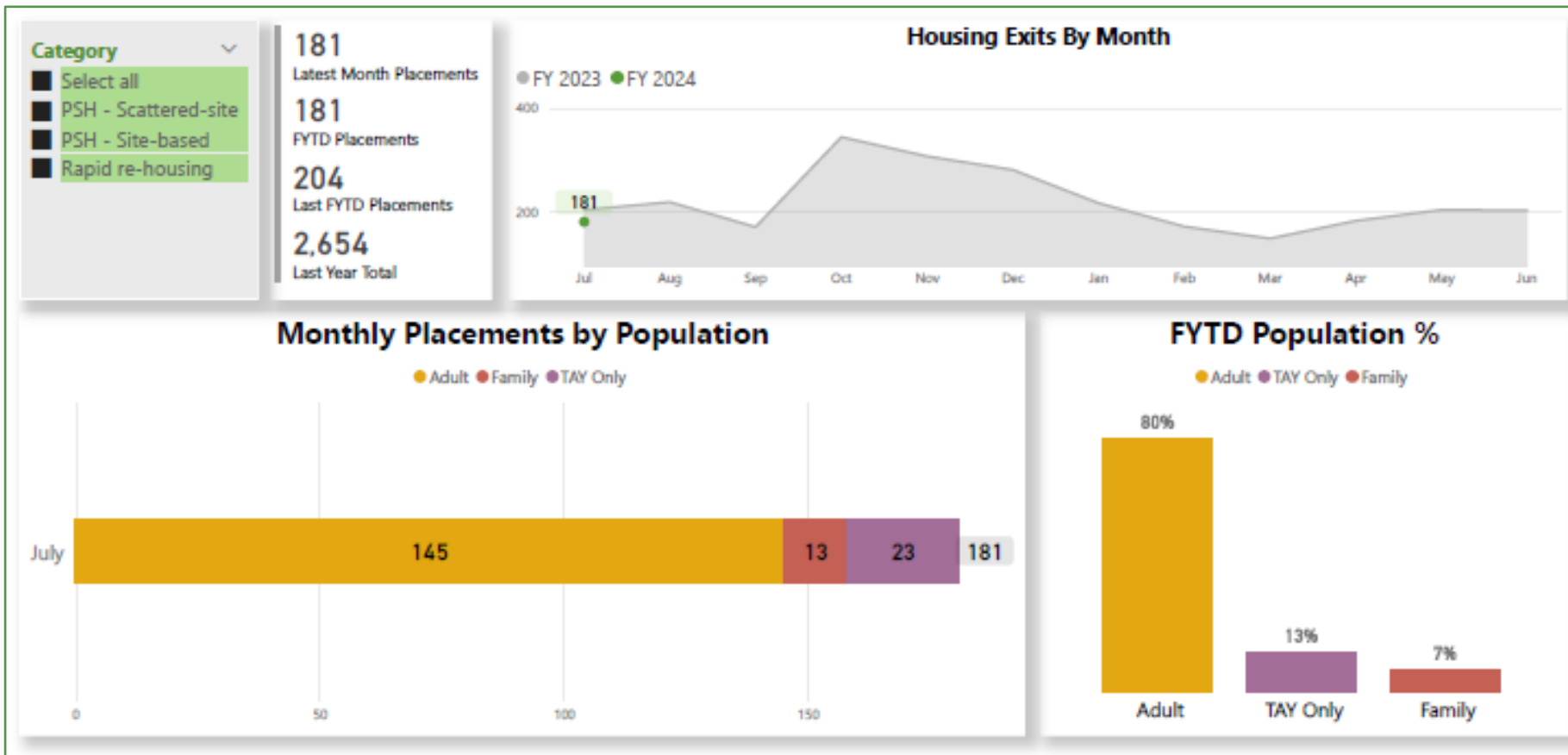
Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$187,163
Rental Assistance after Move-in	\$43,666
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$30,258
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$6,916
Grocery cards if the food assistance will allow client to obtain or maintain a housing resolution	\$2,550



Data through July 31, 2023.

[Link to online dashboard.](#)

# Housing Placements



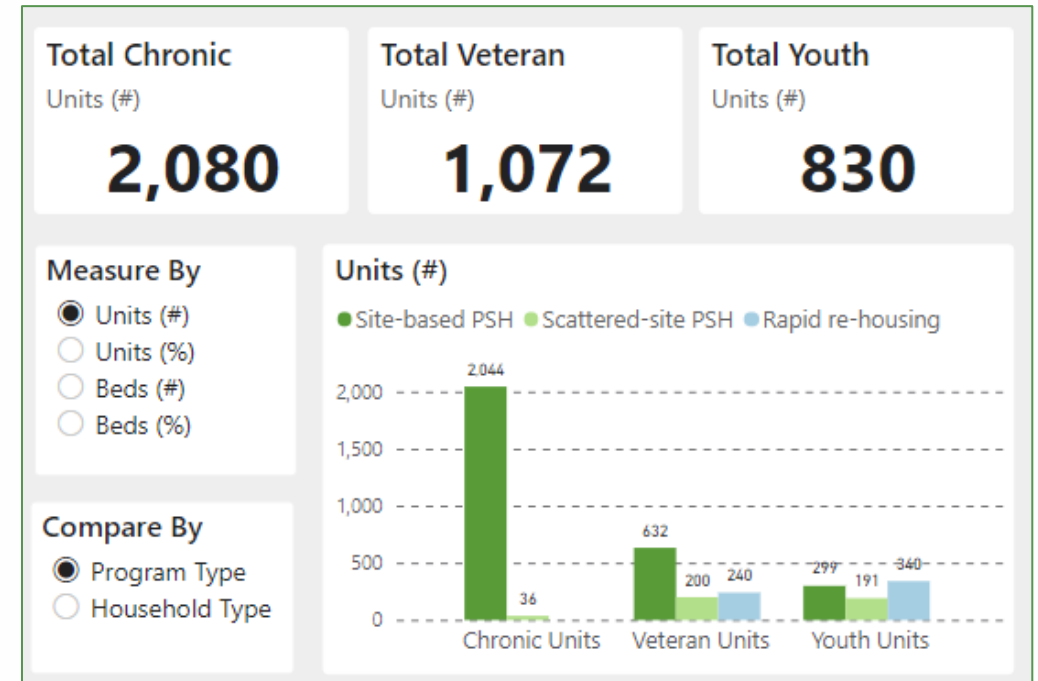
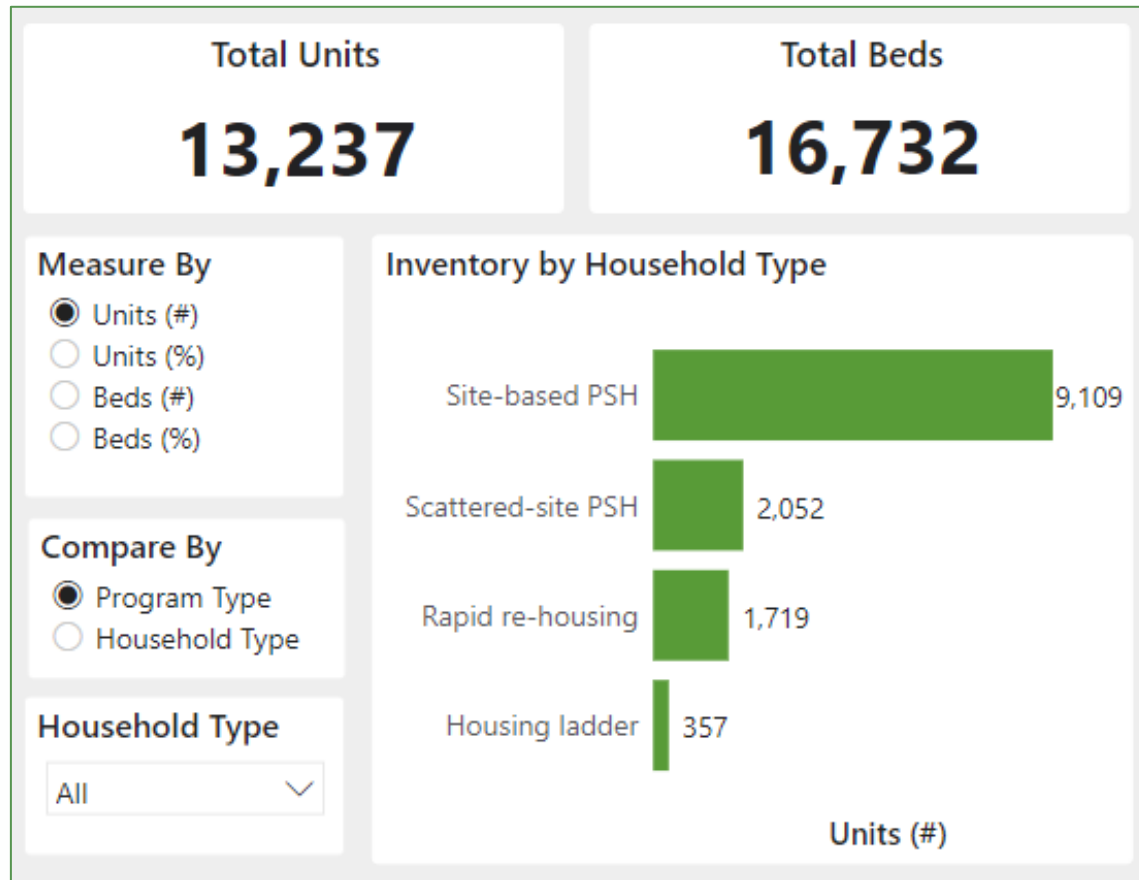
*Data through July 31, 2023.*

*Three additional placements in July through the housing ladder.*

[Link to online dashboard.](#)

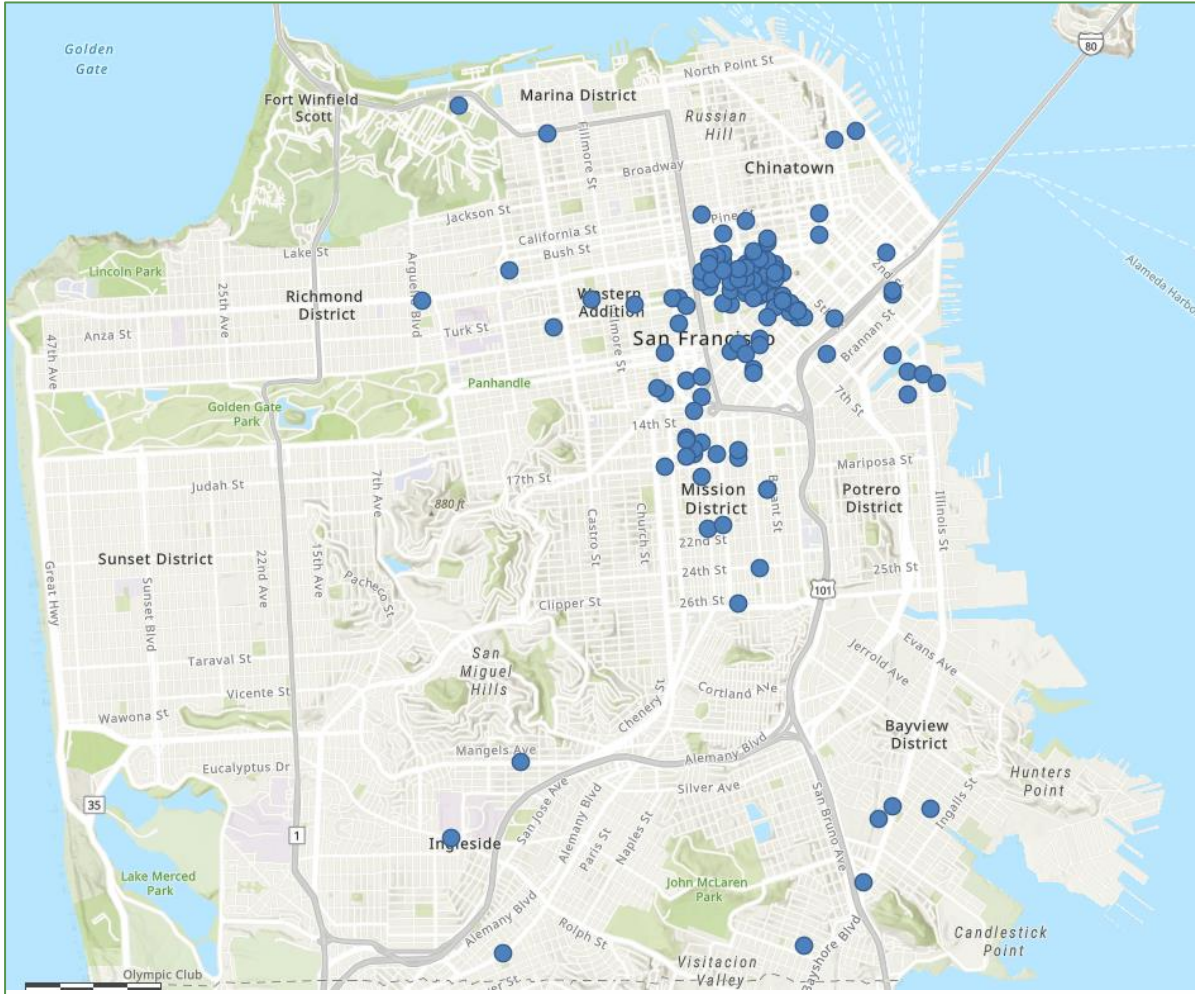


# Housing Inventory Dashboard



- *Data as of July 28, 2023.*
- [Link to online dashboard.](#)

# Site-Based PSH: Ownership Structure & Locations

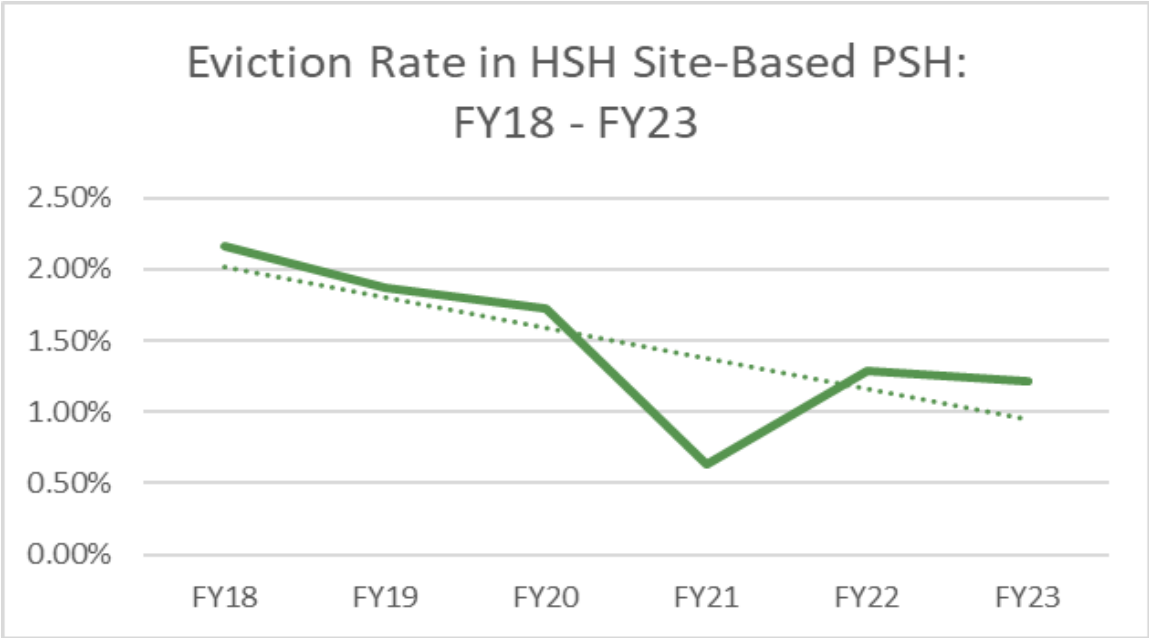


Site-Based PSH Ownership Structure	% Units
<b>Nonprofit Owned</b>	50%
<b>Master Lease - Nonprofit</b>	35%
<b>Master Lease - City</b>	7%
<b>City Owned</b>	6%
<b>Privately Owned</b>	1%
<b>Ground Lease - Nonprofit</b>	1%

Map: Data from the 2022 Housing Inventory Count. Excludes 3 sites on Treasure Island. Table: Data from the HSH housing team.

# Evictions in PSH

• FY2022-23 annual eviction report shows continued decrease in eviction rate in PSH since 2017.



FY 2022-23 Evictions in Site-Based PSH					
Number of PSH sites	Households	Households issued written notices of eviction	Households issued unlawful detainer filings	Households evicted	% of households evicted
151	9,046	678	155	110	1.22%

# Strategies to Reduce Evictions in PSH

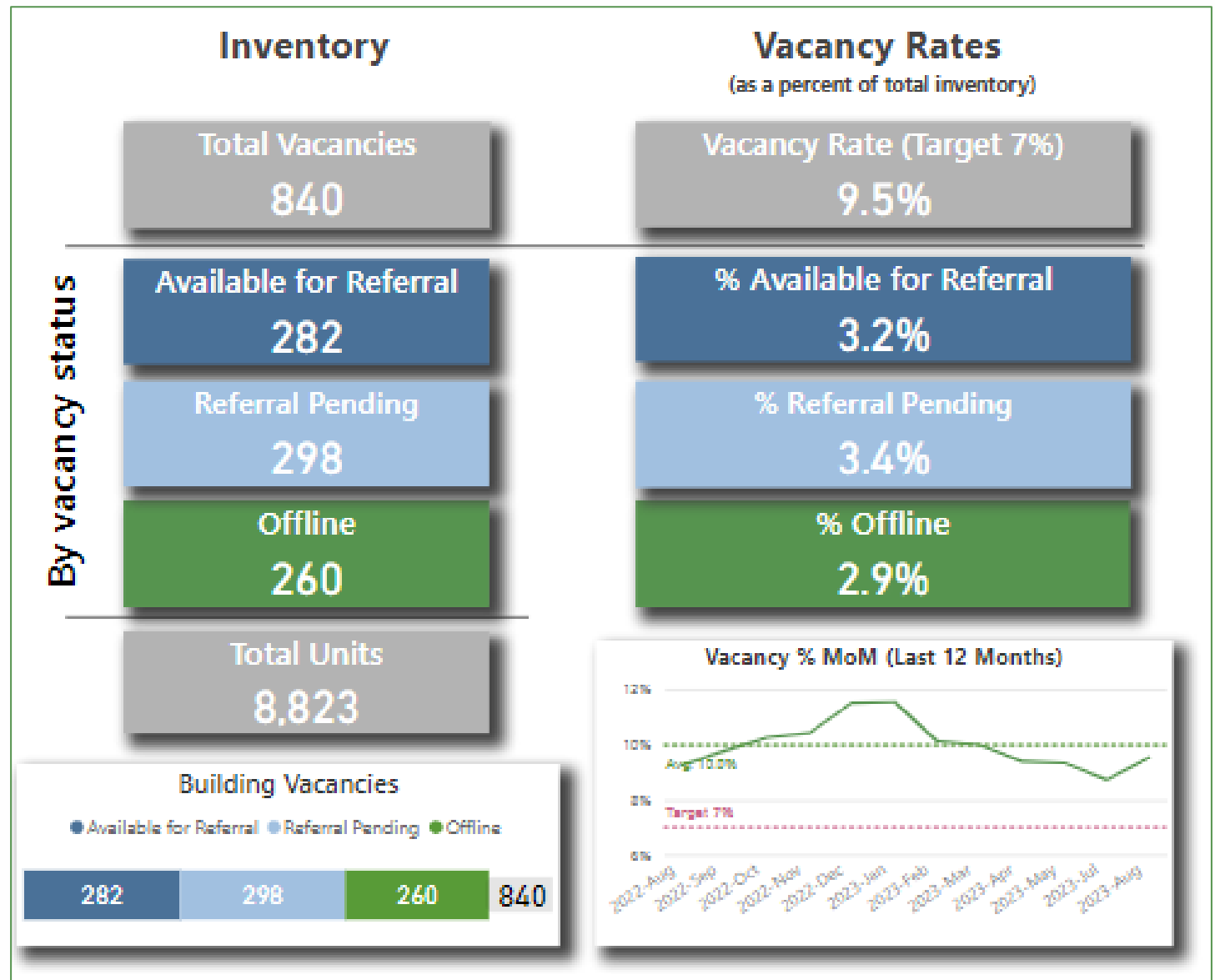
- **Improved data tracking** in the ONE System:
  - Unit-level inventory allows us to analyze evictions data over the year.
- **Non-payment of rent** guidelines
- **Money management** support:
  - Expansion of this supportive service in the FY23-25 budget
- Streamlining and **improving transfer policy**:
  - Transfer Request Office
  - Working to make it **easier to transition from site-based to scattered-site PSH**: more appropriate placement/opens site-based units for higher-acuity tenants.

# Housing Vacancies

## Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial/Maintenance	164
Property Hold	59
Hold for Transfer	45
Coroner Hold	20
<b>Total</b>	<b>288</b>

- 161 vacant units in lease-up phase buildings (City Gardens and Diva Phase 2) not included in inventory or vacancy percentage.
- Monthly data snapshots through August 29, 2023.



# Program Updates: Shelter

## 🔑 Hotel vouchers:

- **Youth** program opened in August with referrals from youth providers.
- Program for **survivors of domestic violence** will launch in September.

## 🔑 Active RFP to re-procure shelter meals, transportation, and advocacy services

- Applications due by Sept. 18.

## Adult Shelter Reservation Waitlist

### Preliminary Data: August 1 - 28

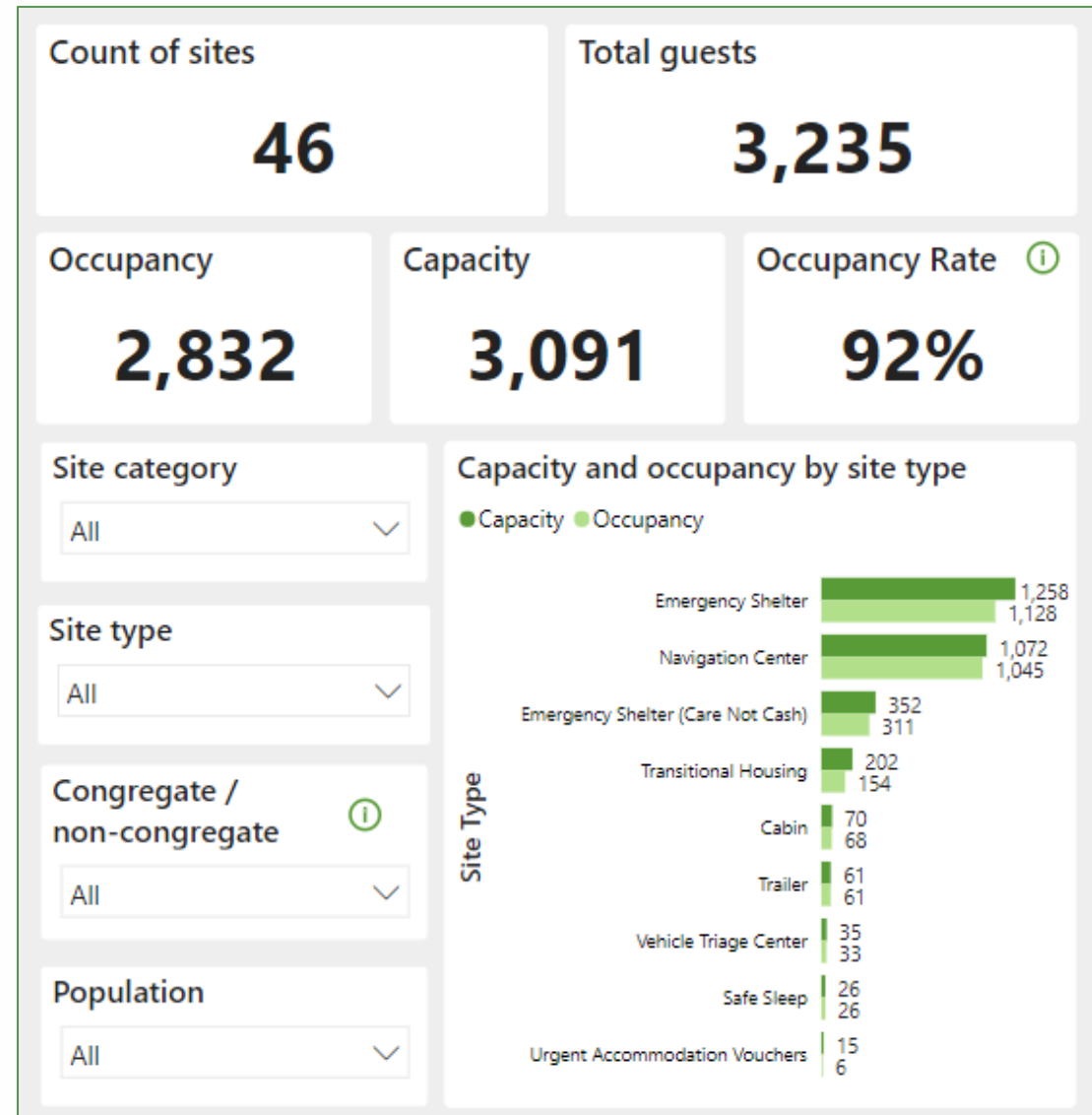
- Average daily waitlist signups: 16
- 76% of waitlist signups online and 24% by phone
- Average daily shelter reservations (weekdays): 2

### Totals as of August 28:

- 447 people are on the waitlist
- 39 people received a shelter placement in August.

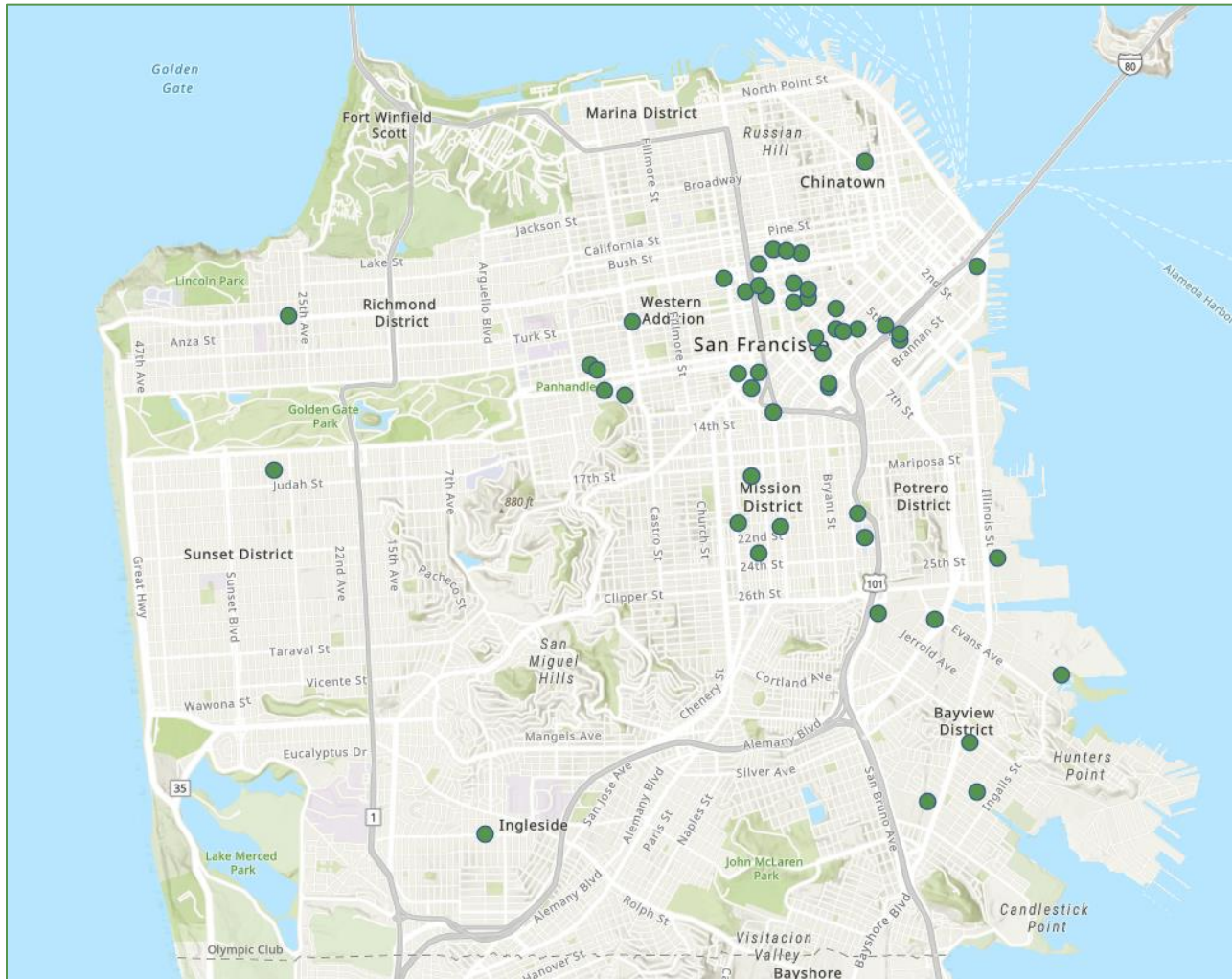
# HSH Shelter Inventory

- Snapshot as of **August 29, 2023**.
- **Public dashboard** available on HSH website; **refreshes daily Monday – Friday**.
- **Ability to filter** to drill down on specific programs and populations served.





# Locations of Shelter & Transitional Housing



- Snapshot from the [Housing Inventory Count](#) in February 2022
- Excludes SIP hotel sites open at that time.
- Housing inventory count includes a **small number of programs** that HSH does not oversee.





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# Additional Updates

# Local Legislative Update

## Homelessness and Behavioral Health Committee: September Hearings

- **9/8:** Four grant agreement amendments
  - **Brilliant Corners** – Youth rapid re-housing
  - **Five Keys** – Bayshore Navigation Center
  - **Homeless Prenatal Program** – Prevention
  - **Tenderloin Housing Clinic** – Master-lease hotels
- **9/22:**
  - Proposed **acquisition: 42 Otis** (young adult PSH)
  - Apply for **2023 Continuum of Care** funding
  - **Hotel Diva** permanent financing

Topic-Based Hearings  
(likely 9/29)

HSH Strategic Plan

Care Court (continued  
from May)

# Upcoming Local Legislation: Fall 2023

- Ordinance amending **shelter standards of care**
- Three grant agreement amendments with **Episcopal Community Services:**
  - Henry Hotel
  - Housing First Hotels
  - Cova Non-Congregate Shelter
- Grant Agreement Amendments:
  - **Larkin Street:** Rental subsidies
  - **Five Keys:** 685 Ellis
- **New Contract:** San Francisco Homeless Outreach Team
- Lease at **2177 Jerrold** (shelter)
- New sublease for Candlestick Safe Parking site.

# Other Legislative Updates

## Port Commission: **Embarcadero SAFE Navigation Center MOU**

- Proposed new agreement for two years with a two-year option to extend.
- 9/12: Informational hearing at the Port Commission.
- 10/10: Anticipated action taken by Port Commission.

## State Legislative Update

- Continuing to track bills through end of legislative session.
- Forming HSH's policy and budget priorities this fall.

# Updates from other Advisory Bodies

## • **Local Homeless Coordinating Board:**

- Continuum of Care Notice of Funding Opportunity: LHCB to report to the commission in advance of application submission on September 28, 2023.
- Four open seats on LHCB.

## • **Shelter Monitoring Committee:**

- Staffing has moved to HSH
- Introducing standards of care legislation in the fall.
- Four vacant seats – recruitment is active.

## • **Shelter Grievance Advisory Committee:**

- All meetings now in person, with next meeting on Sept. 12 from 2:00 p.m. - 4:00 p.m.
- 6 vacant seats on the committee.

# Chief Equity Officer Update

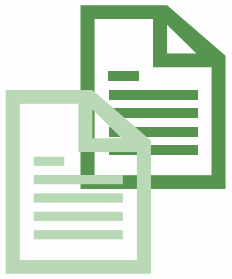
- **HSH BIPOC-led Equity Fund**: applications closed, decisions by October 2.
  - Organizations where at least 70% of the executive leadership are BIPOC, among other criteria.
  - One-year **capacity-building grants** (ex. financial and technical assistance)
- **Third series** of HSH's **racial equity staff training** in September and October 2023.
- Completed **community listening sessions** with HSH providers.

Provider Announcement:  
Project Homeless  
Connect Day of Service

Bill Graham Civic  
Center

Wednesday,  
September 27, 2023

10 AM – 3 PM



# HSH is Hiring!

HSH has open positions listed on the citywide [DHR website](#):

- Behavioral health clinician – PSH (2930)
- Senior eligibility worker – Continuum of Care intake specialist (2905)
- Privacy and data sharing officer (1824)

## August Staffing Update

247 total  
FTE

54 positions  
vacant



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# Questions?

Thank you!