



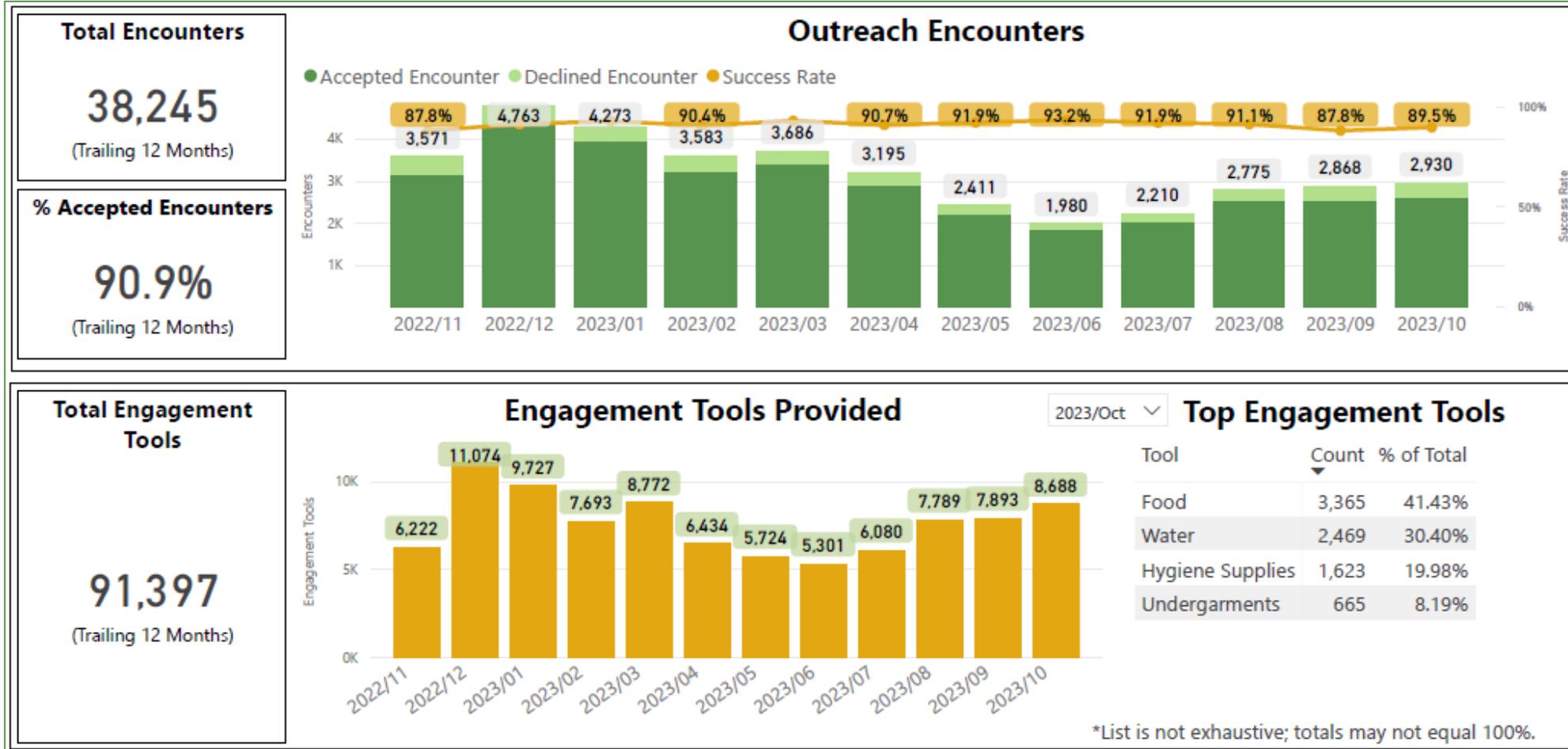
DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | December 7, 2023



Outreach



Data through Oct. 31, 2023.

[Link to online dashboard.](#)

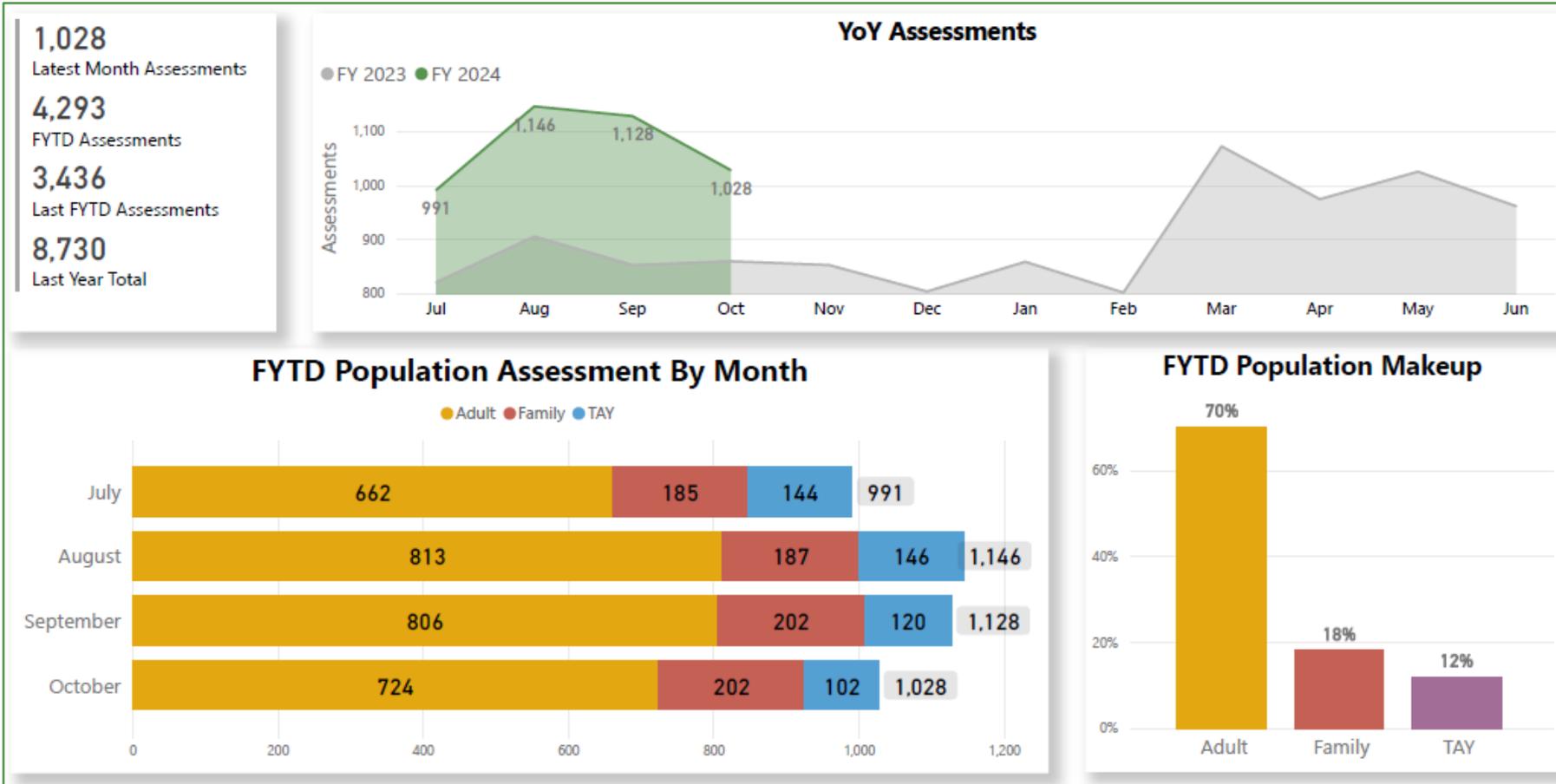


DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

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](#).*

Coordinated Entry Assessments



Data through Oct. 31, 2023

Includes new assessments and re-assessments.

[Link to online dashboard.](#)

Program Updates: Coordinated Entry

- New **Coordinated Entry Governance Charter** for general oversight body for the system presented at the December 4 Local Homelessness Coordinating Board (LHCB) meeting:
 - Decision-making authority.
 - Membership composition to include people with lived experience.
 - Developed in partnership with HSH staff and external Coordinated Entry Implementation Committee.
- **The Multi-disciplinary Team (MDT)** worked at **Central Waterfront** and **Hospitality House** this fall:
 - 20 guests met with Coordinated Entry.
 - 36 guests met with a Human Service Agency eligibility worker for benefits.
 - Bay Area Legal Aid enrolled 6 guests.
 - In Home Support Services (IHSS) enrolled 2 guests and Home Safe enrolled 2 guests for nursing-supported housing.
- **Housing Disability Advocacy Program (HDAP)**: state-funded program requiring permanent housing while clients apply for SSI and similar benefits (long process).
 - Social worker and attorney help with benefit enrollment; HSH provides housing. **Many enrollments through MDT.**
 - Tracking on client outcomes since May 2022 through November 2023.
 - Of **107 clients** in the program: **74 housed** | 20 with referrals | 7 need a referral | 6 were unable to be located.

Prevention: San Francisco Emergency Rental Assistance Program (ERAP) Data

Data includes Mayor's Office of Housing and Community Development and HSH clients.

Time frame from **Feb. 27, 2023** (ERAP steady state reopening) to **Nov. 21, 2023**.

Households Served: 1,705

- Below 30% of Area Median Income (AMI): **84%**
- Experienced homelessness: **71%**
- At risk of displacement: **72%**
- Received eviction notice: **16%**
- Identify as people of color: **77%**

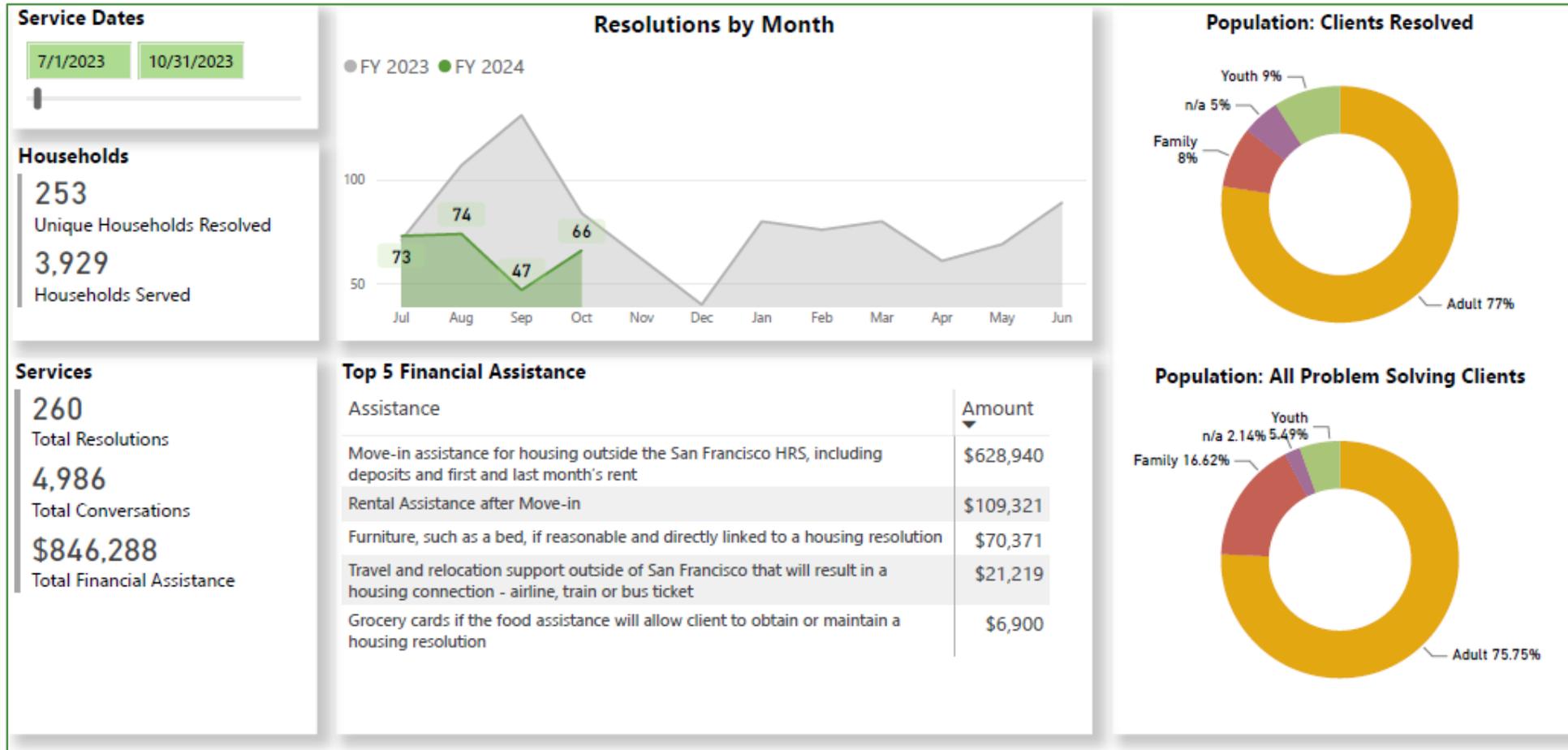
Average Assistance

\$6,228

Total Distributed

\$10.6 m

Problem Solving Resolutions



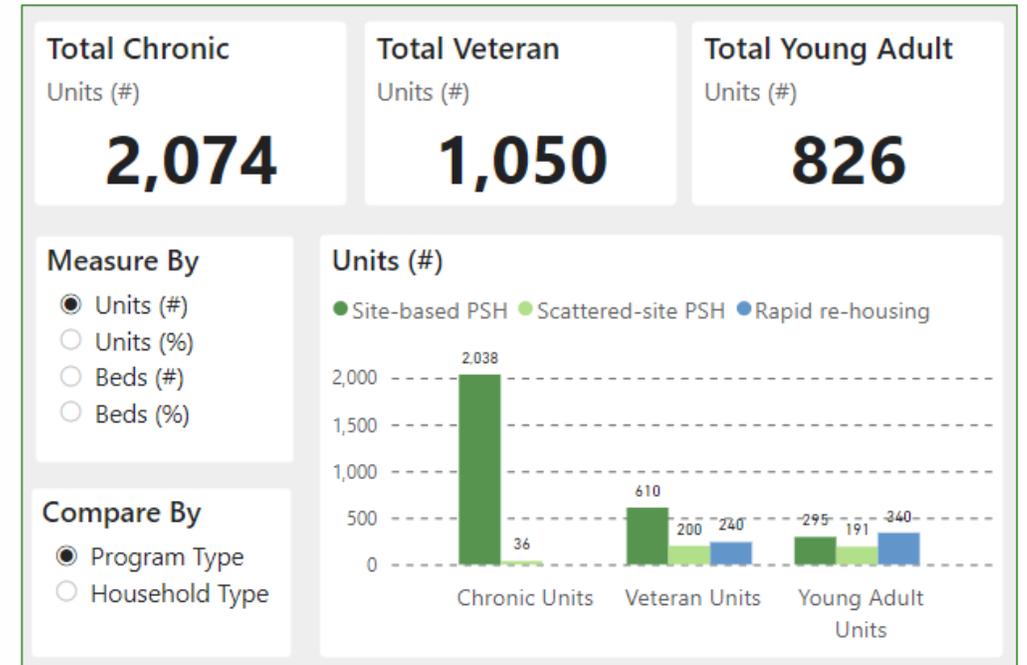
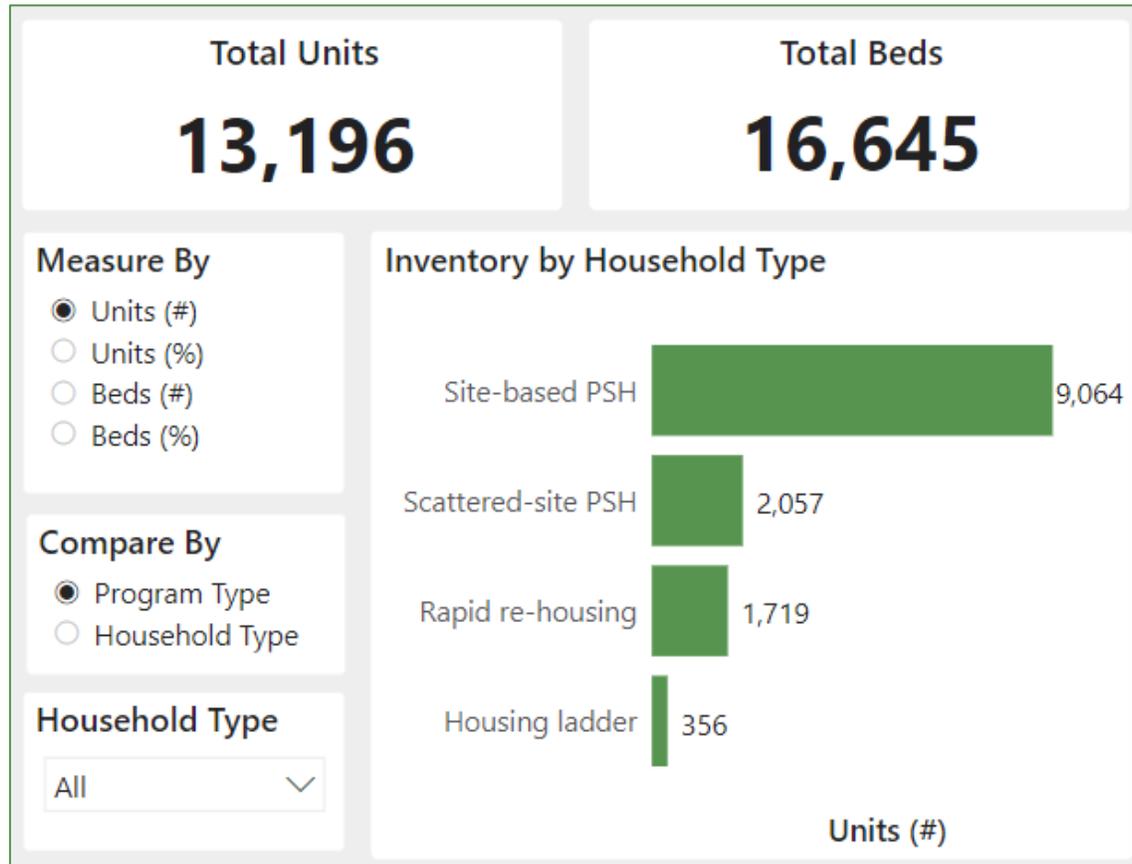
Data through Oct. 31, 2023.

[Link to online dashboard.](#)

Program Updates: Problem Solving and Prevention

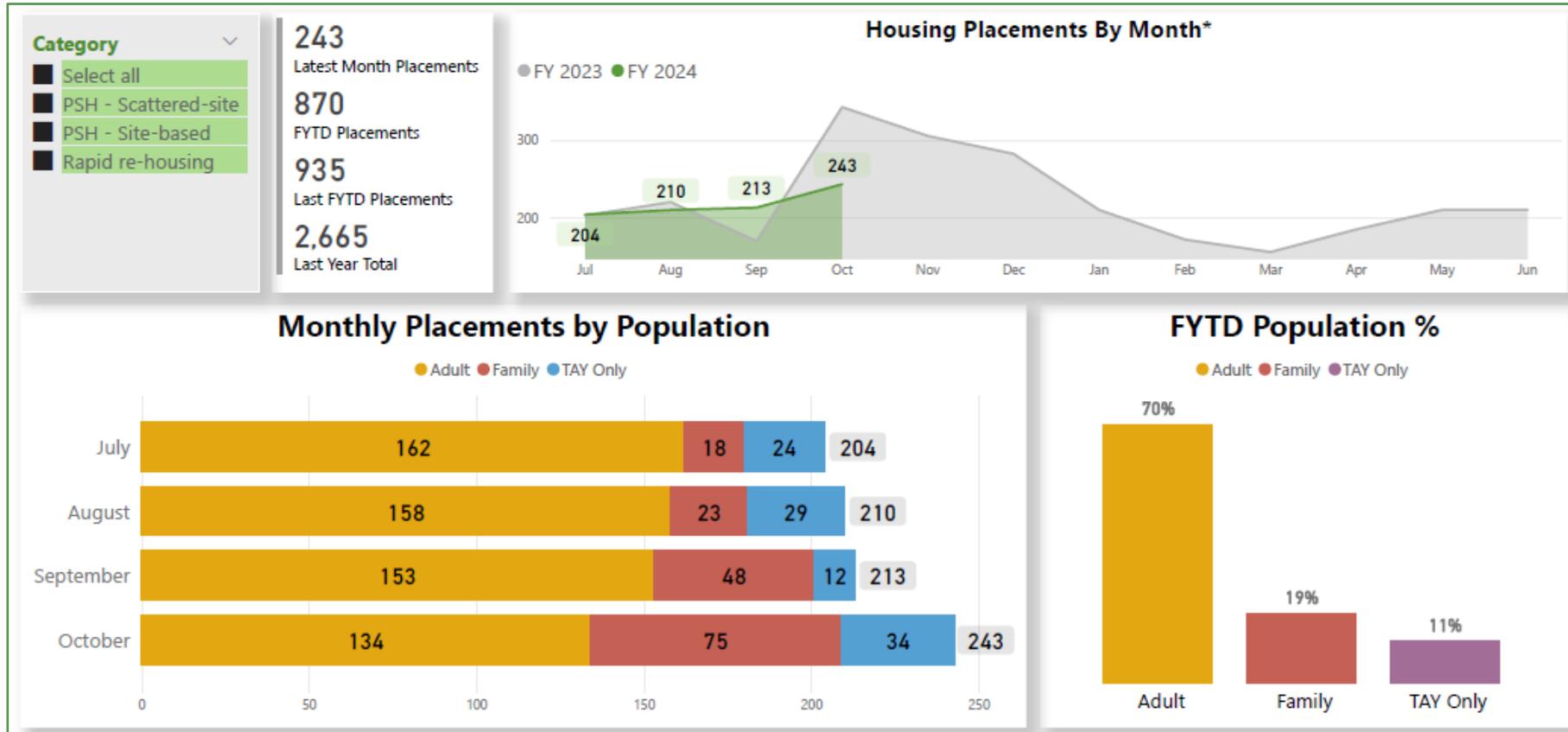
- Housing problem solving has launched **outside HSH-funded Access Points** with two providers (Glide and Hospitality House) in five locations.
 - [Get more information on the HSH website.](#)
- San Francisco Emergency Rental Assistance Program (ERAP):
 - Working with a consultant for a **program evaluation.**
 - Identifying process improvements.

Housing Inventory Dashboard



- *Data as of Nov. 17, 2023.*
- [Link to online dashboard.](#)

Housing Placements



Placements into HSH's **overall portfolio of 13,196 units**. Excludes transfers.

Data through October 31, 2023.

Three additional placements in October through the housing ladder.

[Link to online dashboard.](#)

Housing Vacancies

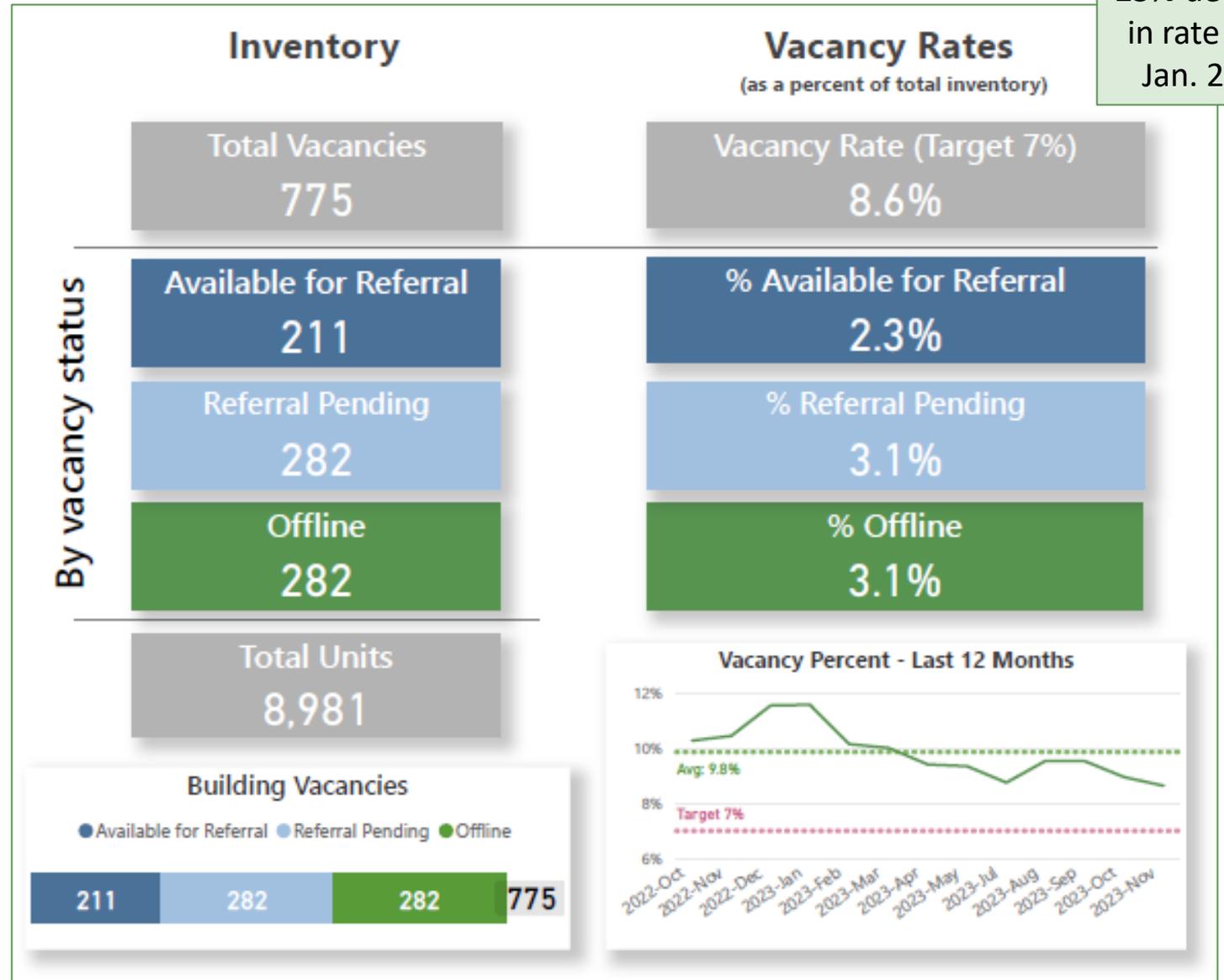
Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial/Maintenance	184
Property Hold	51
Hold for Transfer	29
Coroner Hold	18
Total	282

Excludes 1 site in lease-up phase with 58 units and 22 vacancies. 16 of these lease-up vacancies were available for referral.

Monthly data snapshots through November 21, 2023.

25% decrease in rate since Jan. 2023.



FY 2022-23 Evictions by Agency

Agencies*	# Households Evicted	# of Households Served <i>Portfolio Total: 9,043</i>	% Agency Households Evicted
Conard House	15	355	4.2%
Mission Housing Development Corporation	5	204	2.5%
Tenderloin Housing Clinic	42	2,035	2.1%
Delivering Innovation in Supportive Housing (DISH)	15	741	2.0%
Total FY 2022-23 Evictions: 110 Average Eviction Rate: 1.22%			
Chinatown Community Development Center	2	217	0.9%
Episcopal Community Services	10	1,318	0.7%
Five Keys Charter Schools & Programs	1	153	0.7%
Swords to Plowshares	1	174	0.6%
Tenderloin Neighborhood Development Corporation	5	966	0.5%
Mercy Housing	4	790	0.5%
Homerise	4	1,056	0.4%

FY 2022-23

Evictions by Agency

*For meaningful analysis of top eviction rates, **agencies serving less than 1% of households in the PSH portfolio excluded from main table due to the small sample size.***

Agencies with No Evictions	# Households Served <i>Portfolio Total: 9,043</i>
Abode Services	72
Bayview Hunters Point Multiservice	20
Bridge Housing	93
Catholic Charities	66
Community Forward SF	84
Curry Senior Center	3
Dolores Street Community Services	132
Glide Community Housing	21
Housing for Independent People	10
Mary Elizabeth Inn	57
Reality House West	99
TODCO	69

Agency	# Households Evicted	# of Households	% of All PSH Households
Lutheran Social Services of Norcal	3	31	0.3%
Bernal Heights Neighborhood Center	1	11	0.1%
John Burton Advocates for Youth	1	31	0.3%
Salvation Army	1	51	0.6%

Demographics of Evicted Clients, FY 2022-23

Gender	# Evicted Clients	% Evicted Clients	% All Clients
Man	76	71%	62%
Woman	24	22%	33%
Transgender	4	4%	2%
Data not collected	2	2%	2%
Non-binary	1	1%	1%
Doesn't know or prefers not to answer	0	0%	0%
Questioning	0	0%	0%

Sexual Orientation	# Evicted Clients	% Evicted Clients	% All Clients
Straight or heterosexual	81	76%	59%
Gay or lesbian	7	7%	5%
Data not collected	7	7%	26%
Bisexual	6	6%	3%
Not listed	3	3%	1%
Questioning or unsure	2	2%	1%
Prefers not to answer	1	1%	4%

Data covers all clients actively enrolled in site-based PSH in FY 2022-23. There were:

- **107 unique clients** from 106* households evicted in FY 2022-23.
- **10,278 unique clients** with active enrollments in site-based PSH in FY 2022-23.

Demographics of Evicted Clients, FY 2022-23

Mental Health Condition	# Evicted Clients	% Evicted Clients	% All Clients
Yes	62	58%	38%
No	28	26%	44%
Data not collected	17	16%	15%
Client doesn't know	0	0%	2%
Client prefers not to answer	0	0%	1%

Age**	# Evicted Clients	% Evicted Clients	% All Clients
Under 18	0	0%	8%
18 to 24	1	1%	5%
25 to 34	21	20%	9%
35 to 44	37	35%	14%
45 to 54	26	24%	18%
55 to 64	17	16%	24%
65 and Above	5	5%	22%
Unknown	0	0%	1%

**Age at eviction; if not evicted, age at end of fiscal year.

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Demographics of Evicted Clients, FY 2022-23

Race & Ethnicity	# Evicted Clients	Evicted Clients	All Clients
Black	48	45%	34%
White	28	26%	28%
Multiracial (incl. Latine)	16	15%	20%
Latine	2	2%	3%
Data not collected	5	5%	3%
Native American	3	3%	2%
Multiracial (not Latine)	3	3%	3%
Asian	1	1%	5%
Client Doesn't Know/Prefers Not to Answer	1	1%	1%
Native Hawaiian or Pacific Islander	0	0%	2%

Data covers all clients actively enrolled in site-based PSH in FY 2022-23. There were:

- **107 unique clients** from 106* households evicted in FY 2022-23.
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Program Updates: Housing

• Housing procurement updates:

Active Procurement for Youth PSH

Request for Qualifications (RFQ) #142 issued

Responses due Dec. 5

Upcoming Procurements

Second youth Supportive Housing site

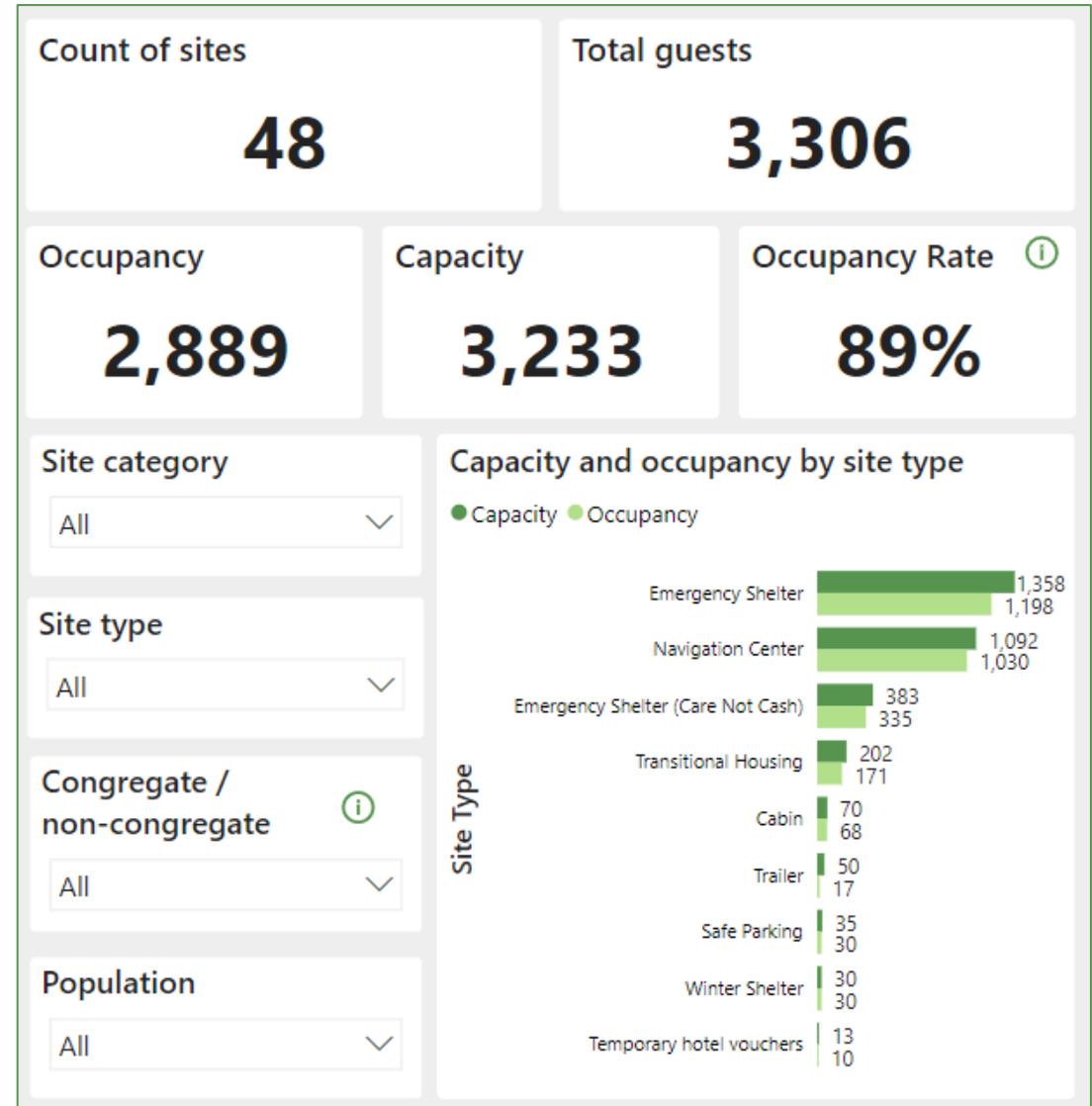
Scattered-site Supportive Housing for women

Shallow subsidy program

- HSH reconvening the "**Safety in PSH**" workgroup with nonprofit and other city partners – next meeting in December.
- **Emergency Housing Vouchers** issuance and housing move-ins continue:
 - **706 households** moved in as of November 14, 2023.
- **25 street-to-home move ins** as of Nov. 17 (program started fully on Sept. 1.)

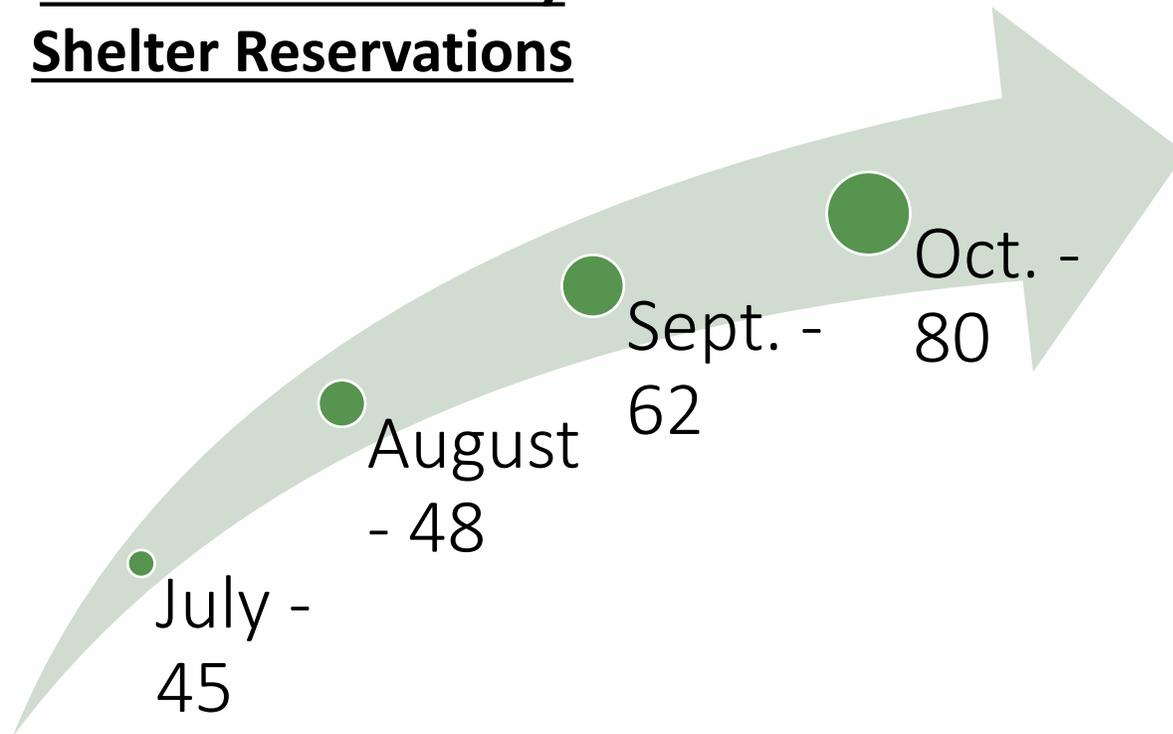
HSH Shelter Inventory

- Snapshot as of **November 28, 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 Reservation Waitlist

Number of Monthly Shelter Reservations



- Continuing the **improvements** outlined last month (increasing ratios of clients called, filling "leftover" beds)
- Increase in **number of monthly placements** since launch in summer 2023.

Program Updates: Shelter

- **Interfaith Winter Shelter** opened for the season on November 10:
 - Operated by Episcopal Community Services and runs through March.
 - Locations: Canon Kip Senior Center, St. Mary's Cathedral, St. Mark's Cathedral, and First Unitarian Universalist.
 - Self-referrals accepted – doors open at 6PM.
- **Taimon Booton Navigation Center** transitioning providers from St. James Infirmary to SF Community Health Center by the end of 2023 – no service interruption.
- **Continued shelter expansion at four congregate sites** (~300 new beds available).
- Planning for 61 additional beds at **Dolores Adult Shelter** in spring 2024.
- Oasis Family Shelter relaunched under with St Anthony's Foundation as the new owner and Providence Foundation as the ongoing operator,

Shelter Site	Beds Being Added	New Site Capacity
Dolores Adult Shelter	+ 52	91
MSC-South	+ 109	327
Next Door	+ 86	334
Sanctuary	+ 80	200

Program Area Spotlight: Shelter

- Shelter rules align with guidance in the **shelter grievance ordinance**.
 - Many rules **consistent across programs**.
 - Shelters can add **site-specific rules** approved by HSH.
- Two categories of rules:
 - **Immediate denial of service rules** are for serious health and safety violations.
 - **Non-immediate denial of service rules** are for smaller violations and do not result in immediate removal.
 - Three violations of the same rule, or five violations of different rules, leads to program exit.

Site Details	Average Denial of Service Rate: 5/23 - 10/23
Family - Congregate	7%
Young Adult - Congregate	6%
Adult – Congregate (Navigation Center)	5%
Adult - Congregate	4%
Adult – Non-Congregate	4%

Denials of services do not happen often.

At the 5 shelters with highest denial of service rates between May and October 2023, rates are between 4% and 7%.

Program Area Spotlight: Shelter

- Things clients prefer:
 - **Non-congregate shelter** with privacy and private bathrooms.
 - Options to stay close to their community.
- Feedback on **congregate shelters**:
 - Challenges:
 - **Infrastructure** (bunkbeds) | **Safety concerns** | Programs **without gender-inclusive areas** require identifying as male or female.
 - Despite this, congregate shelters are **well-utilized**. Benefits: **scale** and **capacity**.
- **No clear discrepancies in average occupancy rates** between congregate & non-congregate sites.
 - Shelters with the **top 5 average occupancy rates** from May - October 2023 (96% – 98%) are a **mix** of congregate and non-congregate adult sites.
 - System-wide occupancy rates on Nov. 28: **congregate – 91%** | **non-congregate – 87%**
- Monitoring of **shelter conditions**:
 - Regular program check ins and **annual formal program monitoring** (HSH staff).
 - **Shelter Monitoring Committee** investigates complaints and inspects shelters for compliance with the standards of care outlined in the administrative code.

Lake Merced Outreach and Housing Placements

HSH was advised by SF Municipal Transit Agency (SFMTA) of construction and parking removal on the east side of Lake Merced Blvd and Winston Dr. for a Quick Build project plan to enhance pedestrian and bike safety.

- Requires ~120+ people experiencing homelessness living in parked RVs and vehicles in this area to relocate.
- Outreach began in Spring 2023 and RV households were assessed by the S.F. Homeless Outreach Team (SFHOT), and Homelessness and Supportive Housing staff (HSH).
- Tow-Away notices were posted Nov. 2nd and construction began Nov. 6th, 2023.



Policies & Procedures

- Piloted Coordinated Entry Redesign recommendations to provide Rapid Rehousing Referrals to adults and families.
- Working in partnership with the Coalition on Homelessness (COH), outreach began in Spring 2023 and RV households were assessed by the S.F. Homeless Outreach Team (SFHOT), Homelessness and Supportive Housing staff (HSH), and Catholic Charities
- Offered a variety of interventions including problem solving efforts (such as vehicle repairs), Emergency Housing Vouchers, and Permanent Supportive Housing referrals.

Outreach Events



SFHOT, HSH staff, Catholic Charities, and other providers began Coordinated Entry assessments—offering Rapid Rehousing Referrals to the families and individuals of Lake Merced, along with problem solving efforts (including vehicle repairs), and housing referrals.

Outreach Events:

- May 11, 2023
- July 13, 2023
- August 17, 2023
- September 16, 2023
- September 30, 2023

Lake Merced Data & Demographics

Total outreached to: ~140 individuals
ONE System enrollments: 128 individuals

Moved in:

- 15 RRH*
- 4 Flex Pool Subsidy
- 5 PSH

Pending Referral:

- 1 RRH
- 1 Flex Pool Subsidy
- 1 PSH

Enrolled (waiting to move in):

- 10 Flex Pool Subsidy
- 16 EHV*
- 4 RRH

Vehicle Repairs: 6

Awaiting Referrals: 18

*10 individuals hold 2 statuses, meaning they can be moved in and awaiting a referral.

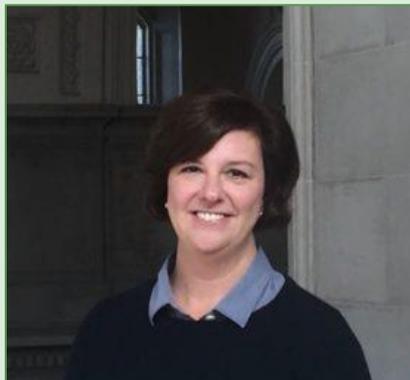


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Additional Updates

Executive Team Retreat

- Impact Center facilitated retreat
 - Promote relationship building
 - Identify key priorities
 - Develop team alignment
 - Build on a strong foundation to grow



Budget

- Mayor's Office to issue new budget instructions to departments
- Anticipating significant budget challenges ahead for the City
- City is looking for bold ideas to save money
- Mayor is deeply committed to addressing homelessness

Upcoming Legislation and Hearings

Other Legislation

- Accept and Expend for a **San Francisco Health Plan Grant** to support HSH's implementation of CalAIM through DPH.
- **State Lands Commission** hearing the sublease for the Candlestick Safe Parking site on **Dec. 5**.
- Hearing on the **"Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services"** Civil Grand Jury report on **Dec. 7** at Government Audit and Oversight Committee.

Upcoming Legislation

- New lease for **continued use of Bayshore Navigation Center** at 125 Bayshore Boulevard
- Accept and Expend for Round 3 **Homekey Award** for **685 Ellis Street**.
- **~11 grant agreement amendments** going through the Commission and the Board by end of FY 2023-24

HSH Legislation at BOS in December

Heluna Health – SFHOT Agreement

2177 Jerrold Lease

Ordinance extending streamlined contracting for homeless services

Homelessness and Behavioral Health Committee dissolved on 11/28. HSH legislation will move to other committees.

Updates from other Advisory Bodies

• **Local Homeless Coordinating Board:**

- Five open seats on LHCB as of 11/28; nominations active.

• **Shelter Monitoring Committee:**

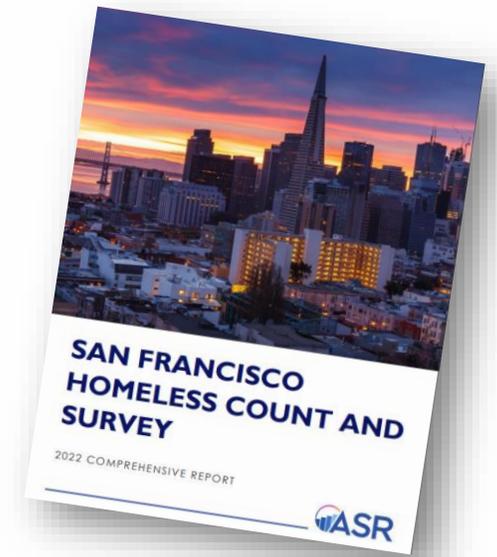
- Two vacant seats.
- Continued work with HSH on updates to the standards of care administrative code.
- Revised bylaws to call for more direct involvement from the Chair in certain complaint allegations and addition of requirements for frequency of shelter visits by members.

• **Shelter Grievance Advisory Committee:**

- Next meeting on Dec. 14 from 9:30AM - 12:30PM in City Hall Room #305
- 4 vacant seats on the committee of 15 total.

2024 Point-in-Time Count

The last full (sheltered & unsheltered) PIT count was conducted February 23, 2022.



January: PIT Count

Street count of unsheltered homelessness is scheduled for **Jan. 30**.

Data compiled in subsequent weeks for sheltered count and HIC as of the night of Jan. 30. PIT Survey administered in February 2024.

May: Initial Release

Summary data is reported to HUD; submission deadline TBD.

Key findings are released to media following the HUD submission.

July: Full Report

Full PIT Report, Youth Count Report, and Executive Summaries are published to HSH website.

Includes supplemental data not reportable to HUD and survey findings.

Equity Office Updates

- **Ending Trans Homelessness** initiative:
 - **Affirming Trans Access to Housing** training for HSH providers – first session on November 20, 2023; **monthly sessions** through March.
- **BIPOC Equity Fund:** Eight BIPOC-centering and -serving organizations awarded a total of \$800,000
- Cross-walking Home by the Bay and Racial Equity Action Plan to **synthesize external racial equity work** into one guiding document.
- Working with a consultant to apply a **targeted racial equity strategy** to **each component** of the homelessness response system.
 - Set **baseline and reduction targets** to inform equity strategy.



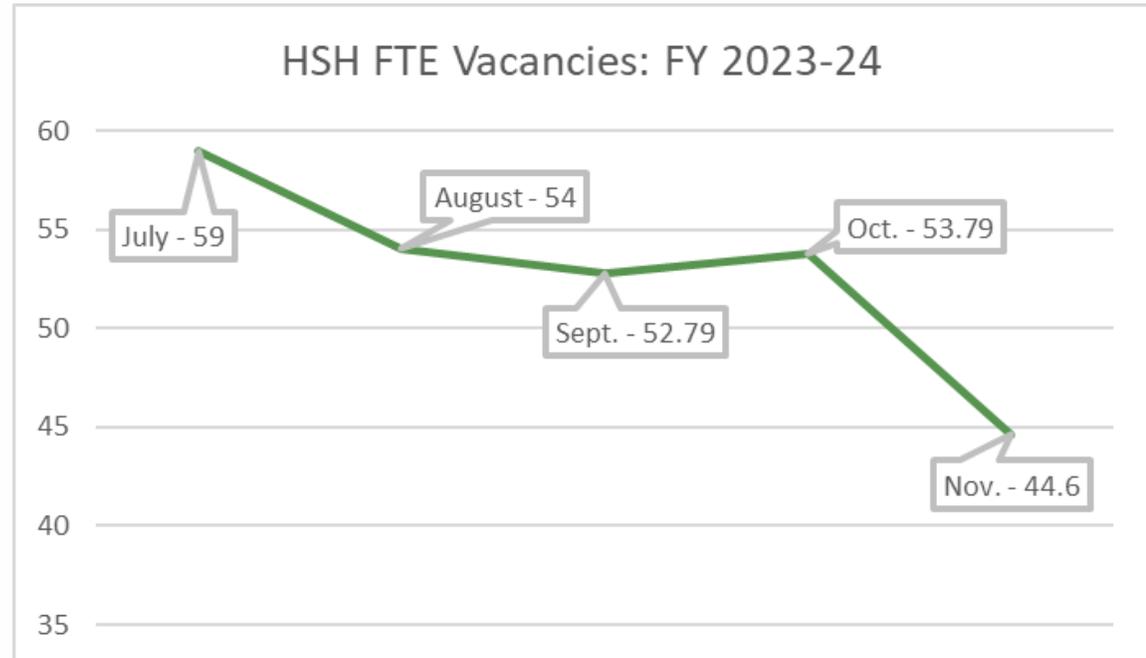
HR Update: HSH is Hiring!

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

- ADA Coordinator (2917)
- Behavioral health clinician (2930)

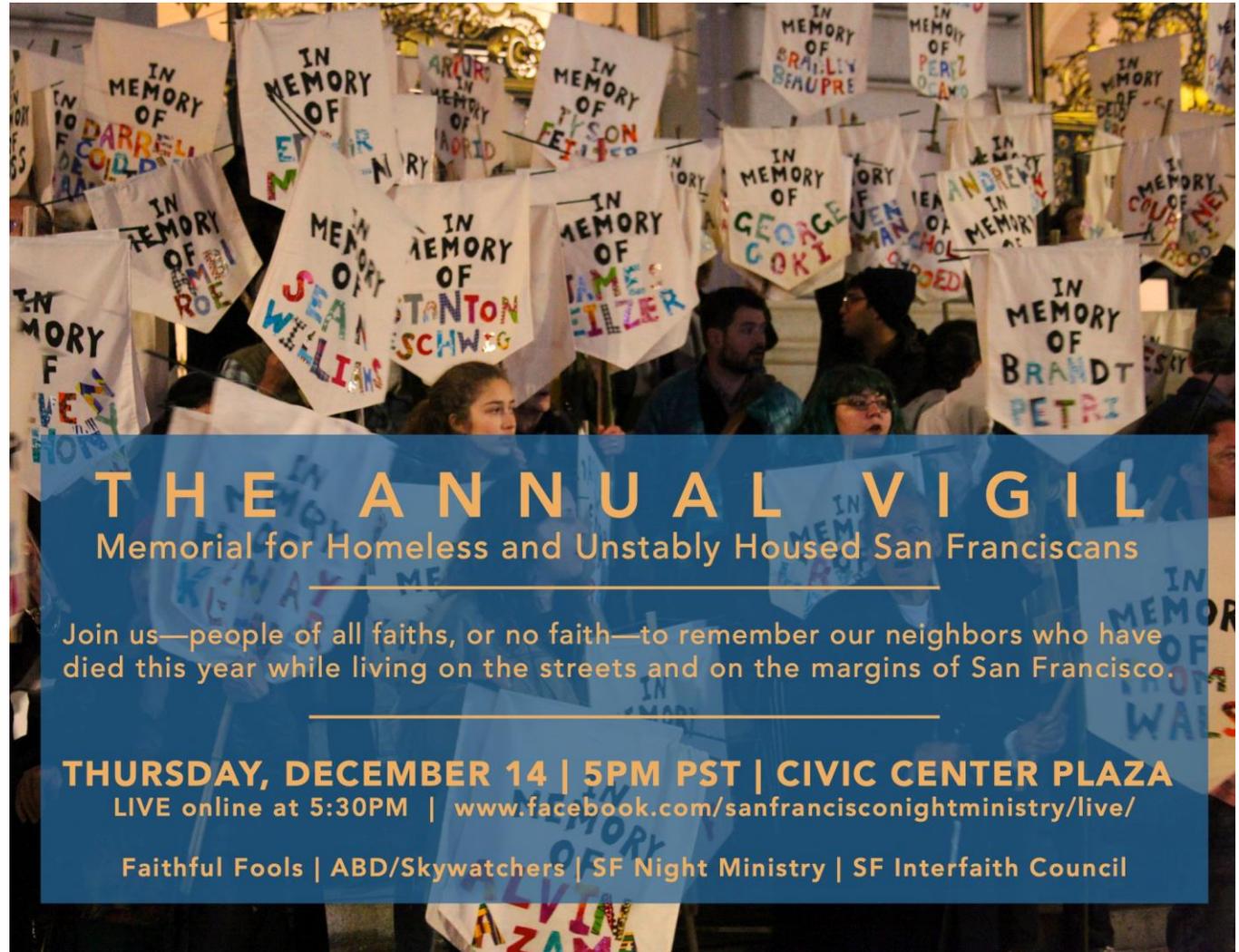
*Vacancies at HSH have been **decreasing** since the start of FY 2023-24.*

*The department has **247 total FTE**.*



Annual Vigil: Memorial for Unhoused and Unstably Housed San Franciscans

- 🗝️ December 14, 2023
- 🗝️ 5PM at Civic Center Plaza



THE ANNUAL VIGIL

Memorial for Homeless and Unstably Housed San Franciscans

Join us—people of all faiths, or no faith—to remember our neighbors who have died this year while living on the streets and on the margins of San Francisco.

THURSDAY, DECEMBER 14 | 5PM PST | CIVIC CENTER PLAZA

LIVE online at 5:30PM | www.facebook.com/sanfranciscosnightministry/live/

Faithful Fools | ABD/Skywatchers | SF Night Ministry | SF Interfaith Council



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Questions?

Thank you!

Appendix

Pay Equity Update

- Follow up on SFHOT contract item from November
 - The subcontractor is being paid at the same rate as Heluna Health staff.
- In partnership with providers, HSH has enhanced contracts to set wage floors in our system of care. These wage floors are intended to improve equity and staff retention:
 - Case Managers = \$28/hour
 - Maintenance workers = \$25/hour
 - Janitors = \$23/hour
 - Shelter monitors and desk clerks = \$22/hour