



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

**Homelessness Oversight Commission | November 2, 2023**



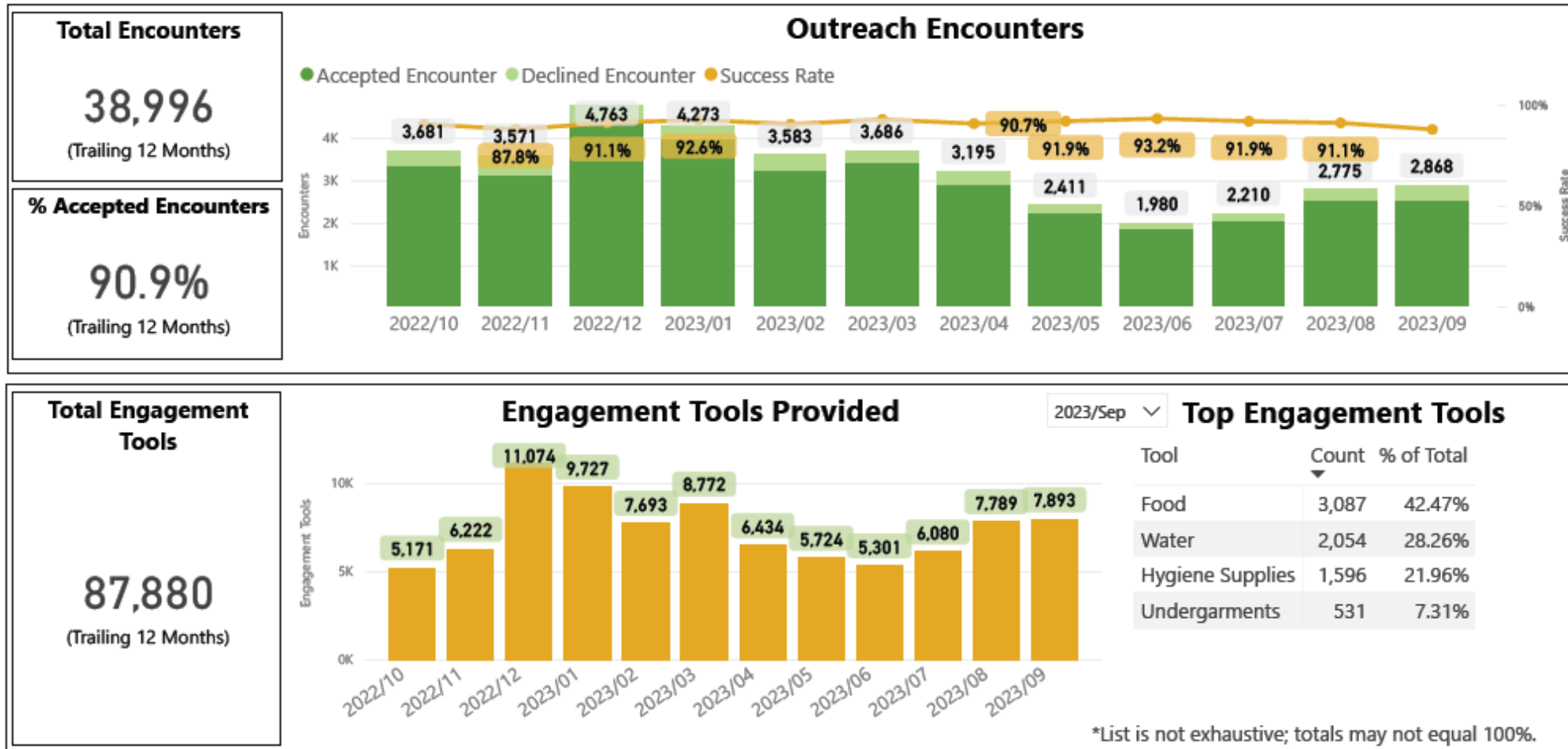


DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# 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](#).*

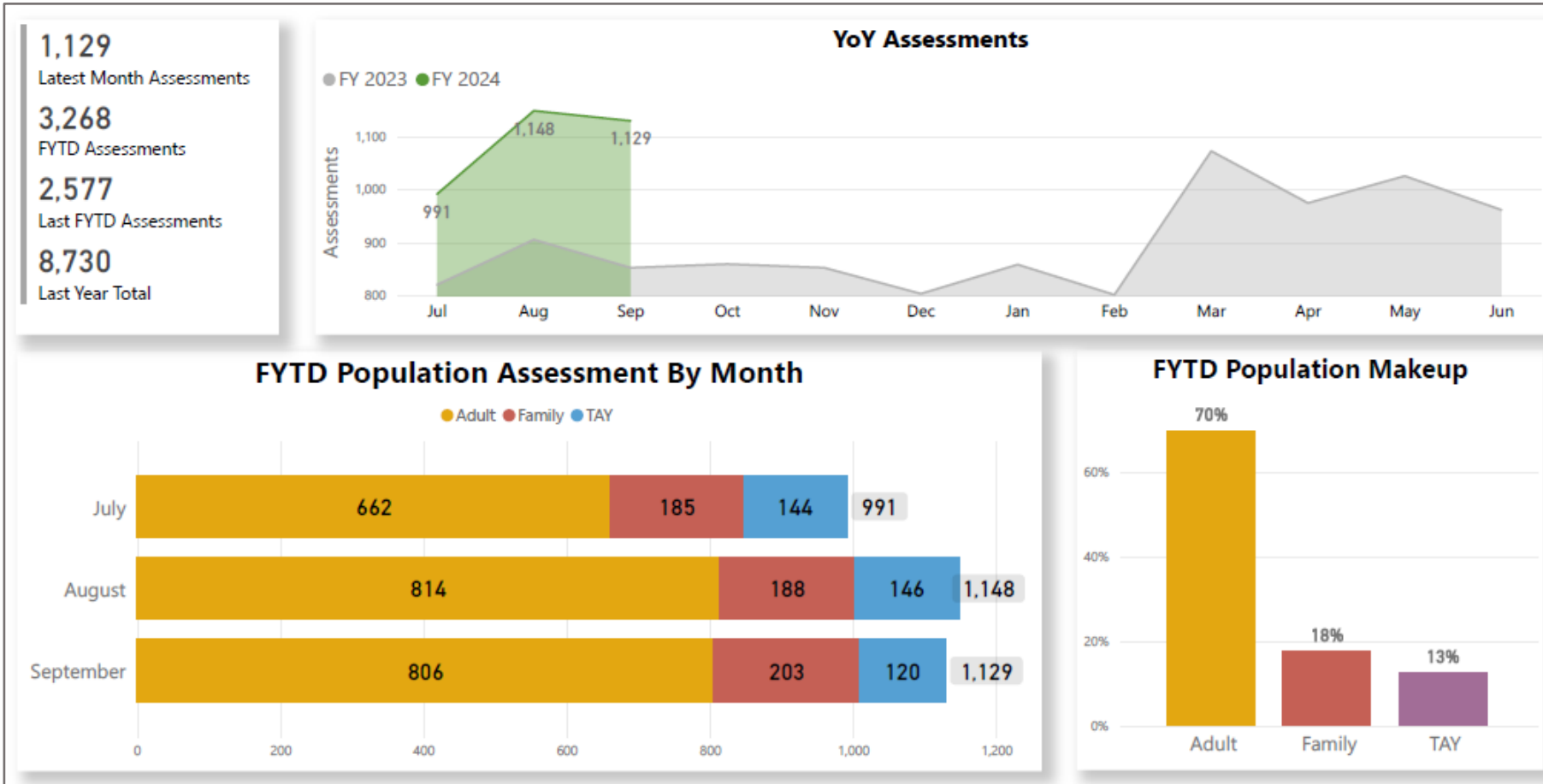
# Outreach



Data through  
Sept. 30,  
2023.

[Link to  
online  
dashboard.](#)

# Coordinated Entry Assessments

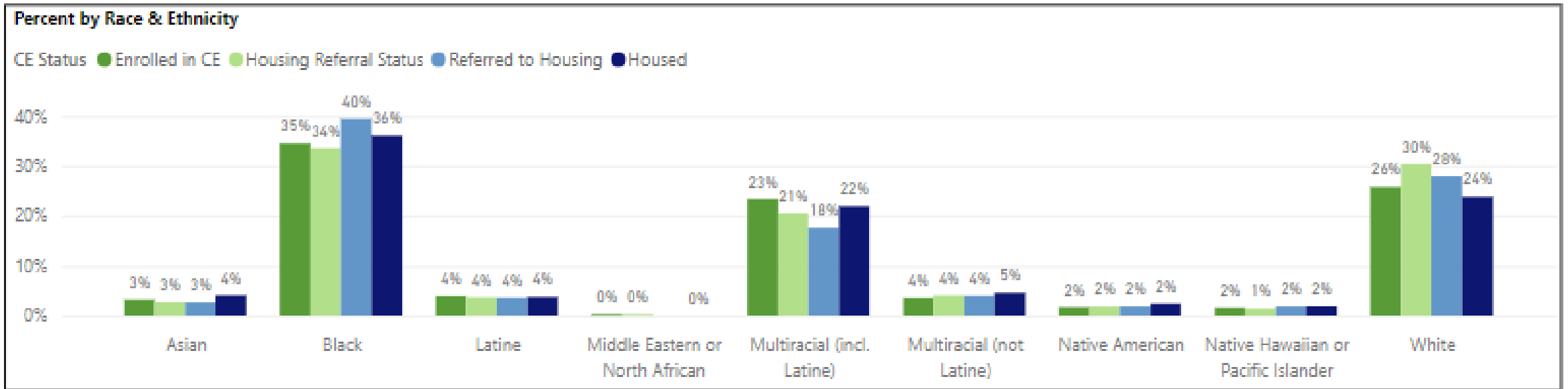


*Data through Sept. 30, 2023*

*Includes new assessments and re-assessments.*

[Link to online dashboard.](#)

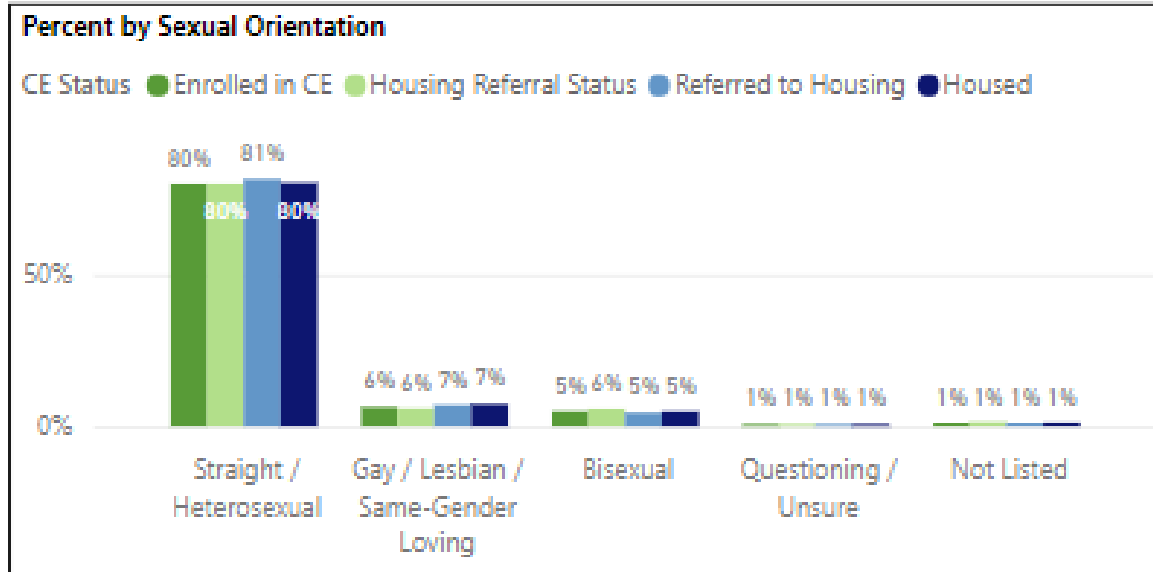
# Coordinated Entry & Housing Demographics



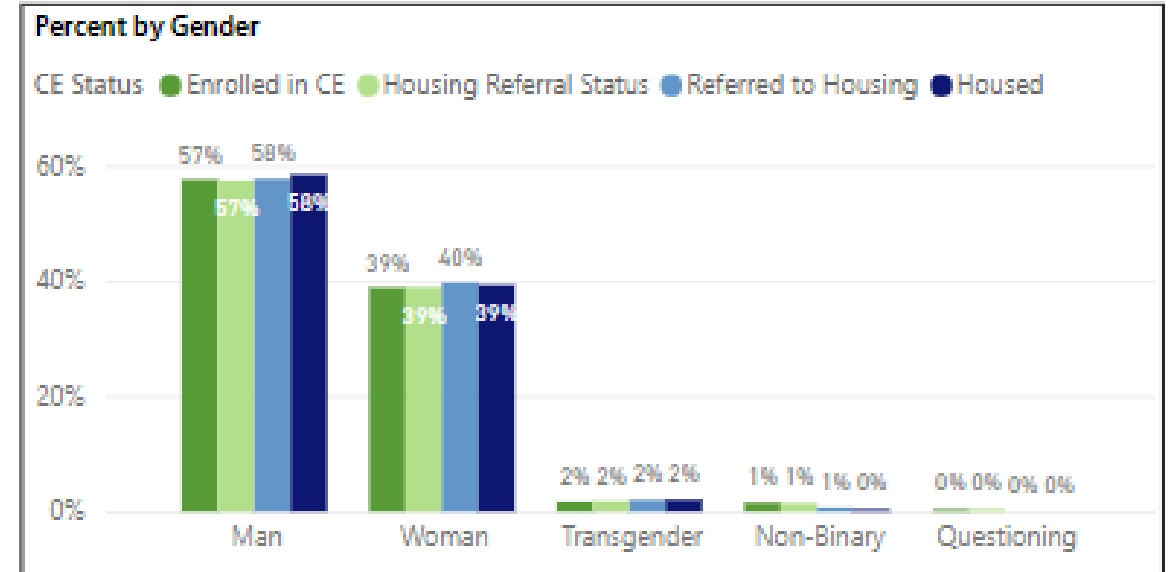
Race and ethnicity are incomplete for 2% of clients (1% Data Not Collected; 0% Doesn't Know / Prefer Not to Answer)

- *Data from July 1, 2023 – September 30, 2023. New data available quarterly.*
- *Additional breakouts by population and time frame available on the HSH website. | [Link to online dashboard.](#)*

# Coordinated Entry & Housing Demographics



Sexual Orientation is incomplete for 7% of clients (5% Data Not Collected; 2% Prefer Not to Answer)

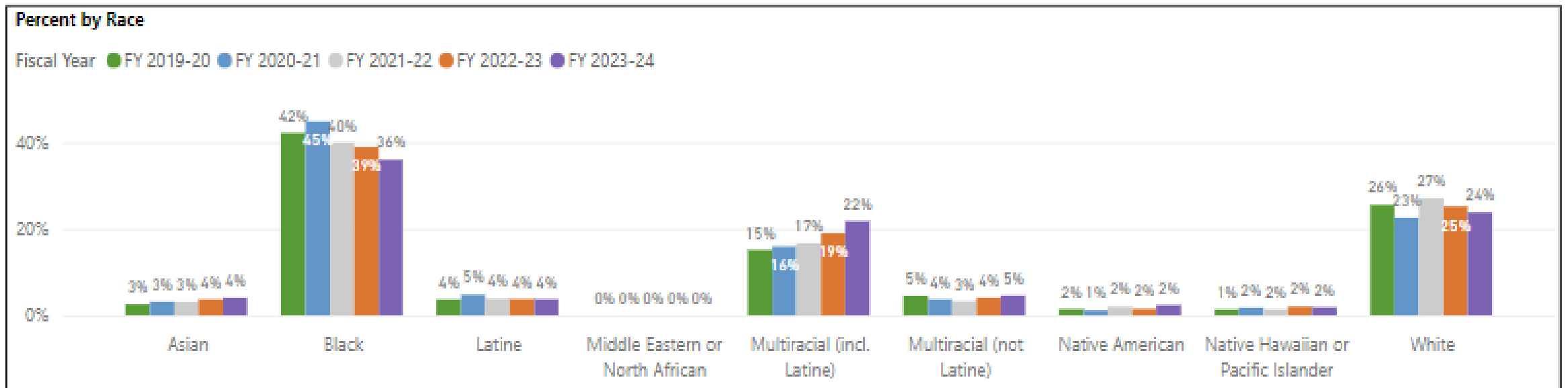


Gender is incomplete for 1% of clients (0% Data Not Collected; 0% Doesn't Know / Prefer Not to Answer)

- *Data from **July 1, 2023 – September 30, 2023**. New data available quarterly.*
- *Additional breakouts by population and time frame available on the HSH website. | [Link to online dashboard.](#)*

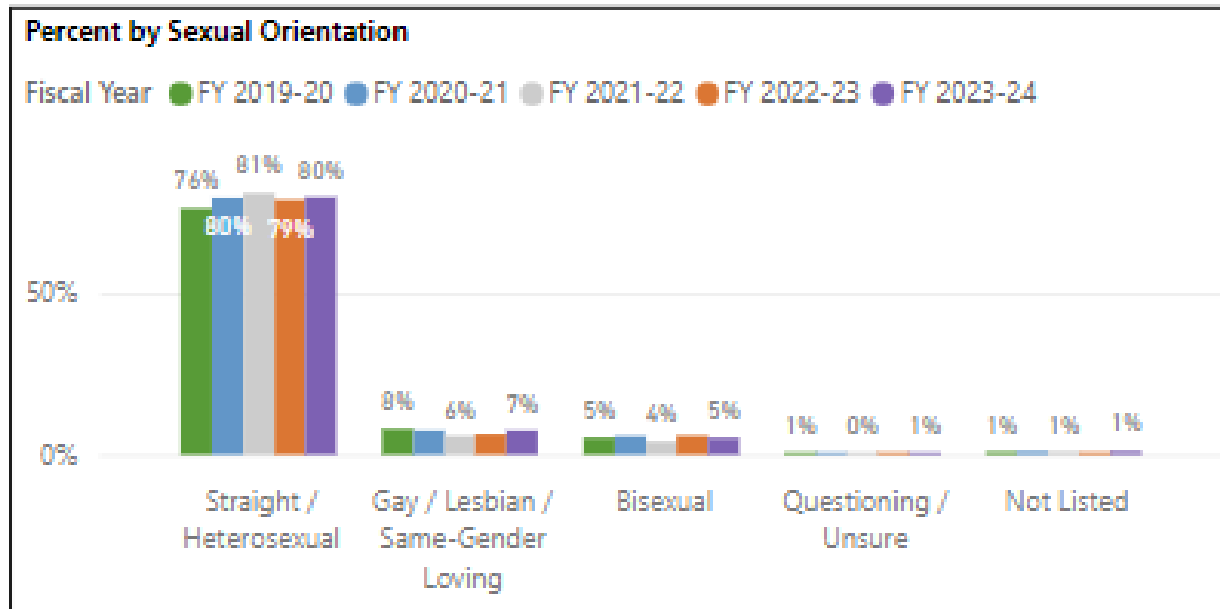
# Households Moved into Housing by Fiscal Year: Race & Ethnicity

- *Data from July 1, 2019 through Sept. 30, 2023.*
- *Additional breakouts available on the HSH website.*
- [Link to online dashboard.](#)

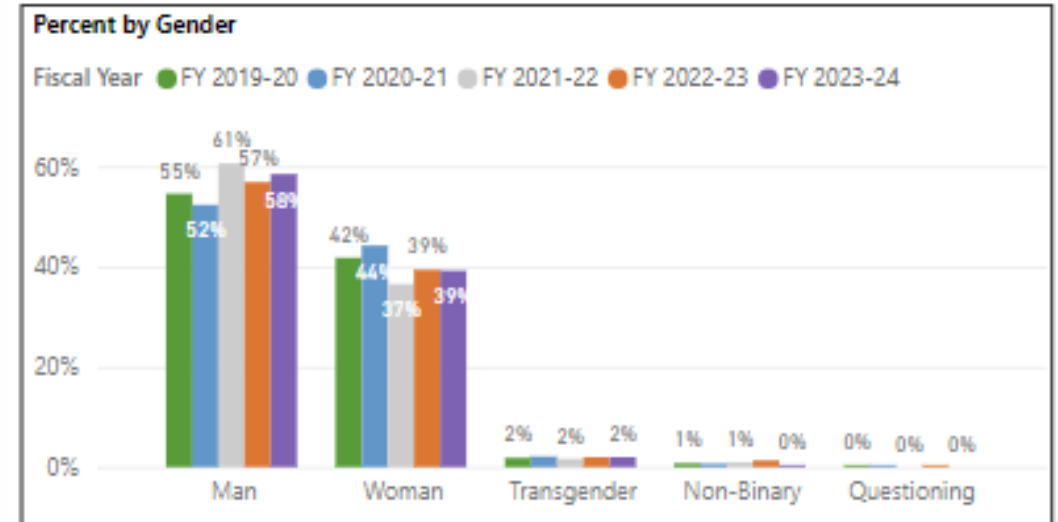


Race and ethnicity are incomplete for 2% of clients (1% Data Not Collected; 0% Doesn't Know / Prefer Not to Answer)

# Households Moved into Housing by Fiscal Year: Sexual Orientation and Gender



Sexual Orientation is incomplete for 7% of clients (5% Data Not Collected; 2% Prefer Not to Answer)



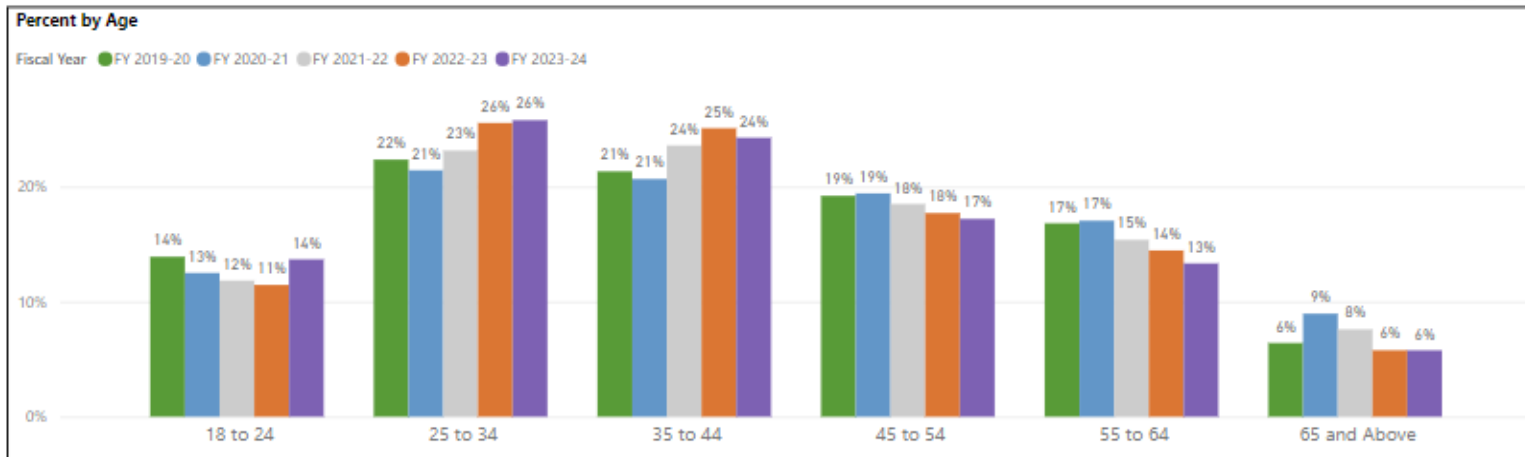
Gender is incomplete for 1% of clients (0% Data Not Collected; 0% Doesn't Know / Prefer Not to Answer)

- *Data from July 1, 2019 through Sept. 30, 2023.*
- *Additional breakouts available on the HSH website.*
- [Link to online dashboard.](#)

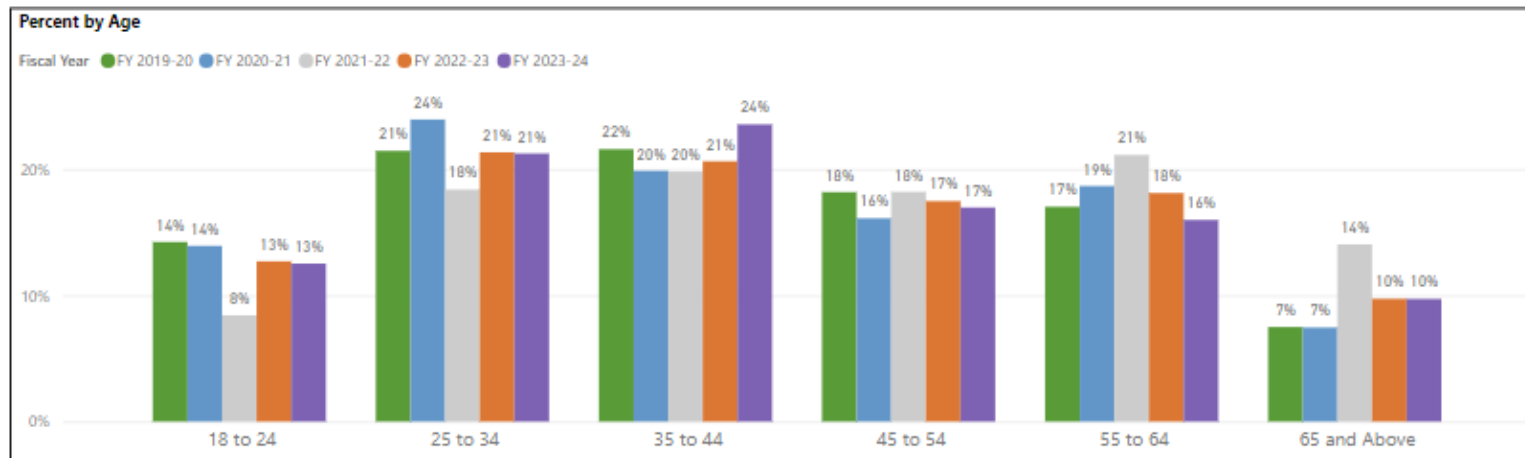


# Coordinated Entry & Housing Demographics: Age

Households Enrolled in Coordinated Entry by Age



Households Moved into Housing by Age



- Data from **July 1, 2019** through **Sept. 30, 2023**.
- **Additional breakouts available on the HSH website**
- [Link to online dashboard.](#)

# Program Updates: Coordinated Entry



*HSH staff and providers at the Project Homeless Connect event on Sept. 27, 2023.*

- Research and development underway for a **Coordinated Entry assessment** specific for **survivors of domestic violence**.
- Coordinated Entry participated in the **Project Homeless Connect** event on Sept. 27 at Bill Graham:
  - Coordinated Entry served **145 people**.
  - Dolores Street, Episcopal Community Services, Catholic Charities and LYRIC participated.

***Project Homeless Connect success story:*** *One client staying on the streets was reinstated to the housing queue and received an emergency shelter placement.*

# Program Updates: Coordinated Entry

## The Multi-disciplinary Team worked at the Sanctuary in September:

- Increased number of Problem Solving guests by 25% and number of Housing Referral Status guests by 14%.
- Enrolled five guests in SSI / SSDI advocacy through the Housing Disability Advocacy Program (HDAP).
- 18 guests met with HSA for social supports.
- 2 guests enrolled in Home Safe for nursing-supported housing.

**Client Success Story:** Sam\* was one of the top five users of a local hospital's emergency department. He has a traumatic brain injury from an injury while living outside. He was enrolled in the **HDAP program**, which provides a social worker and attorney to help with **SSI / SSDI application process**. Sam moved into housing within two months and has had **no emergency department visits**.

*\*Name changed for privacy*

# Problem Solving Resolutions

**Service Dates**

7/1/2023 9/30/2023

**Households**

190  
Unique Households Resolved

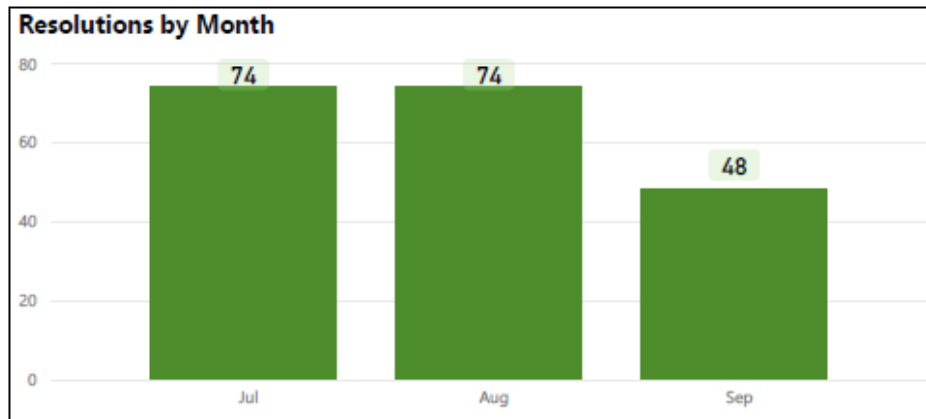
3,002  
Households Served

**Services**

196  
Total Resolutions

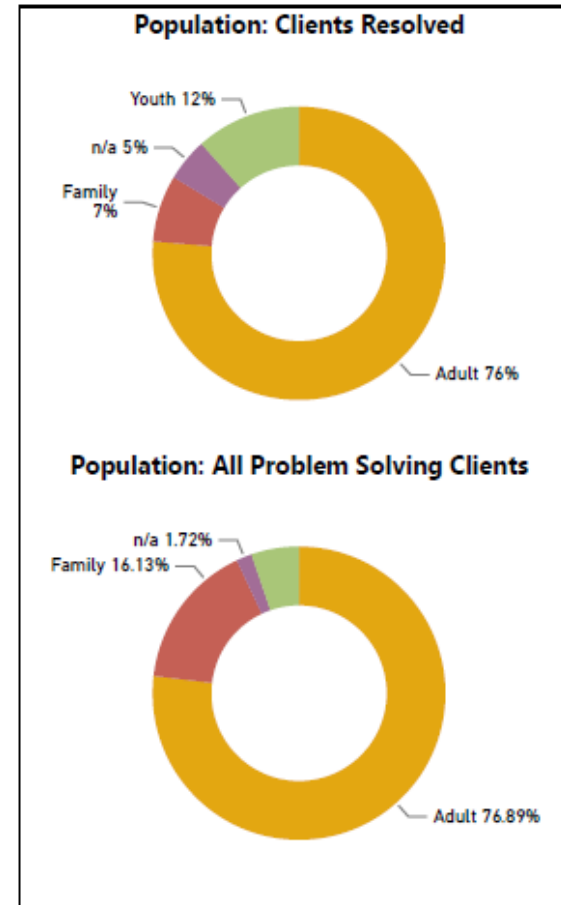
3,704  
Total Conversations

\$644,606  
Total Financial Assistance



**Top 5 Financial Assistance**

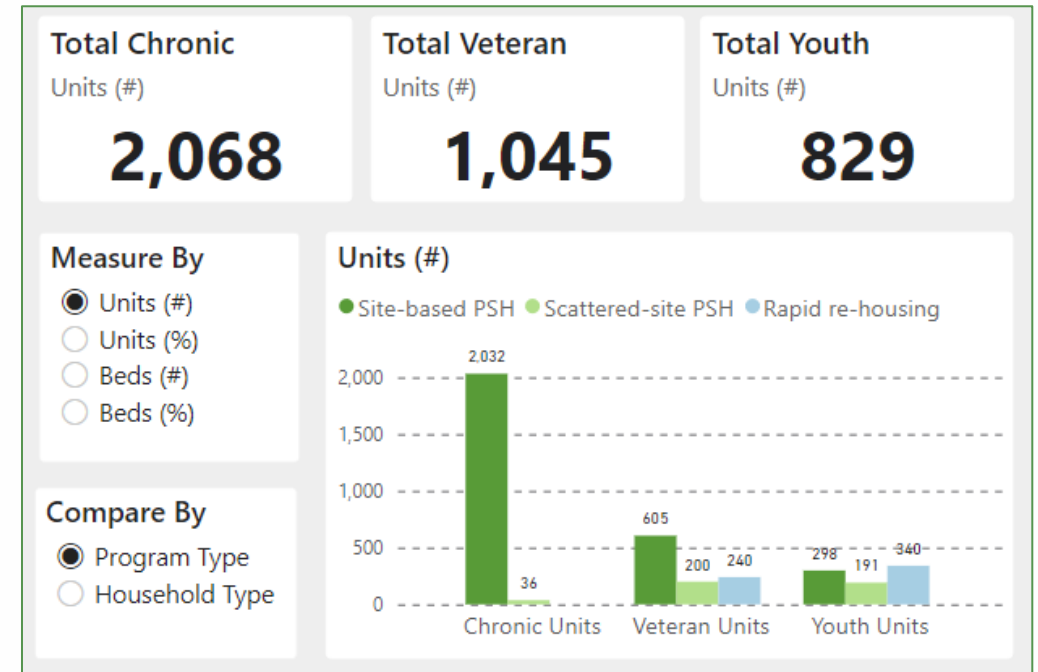
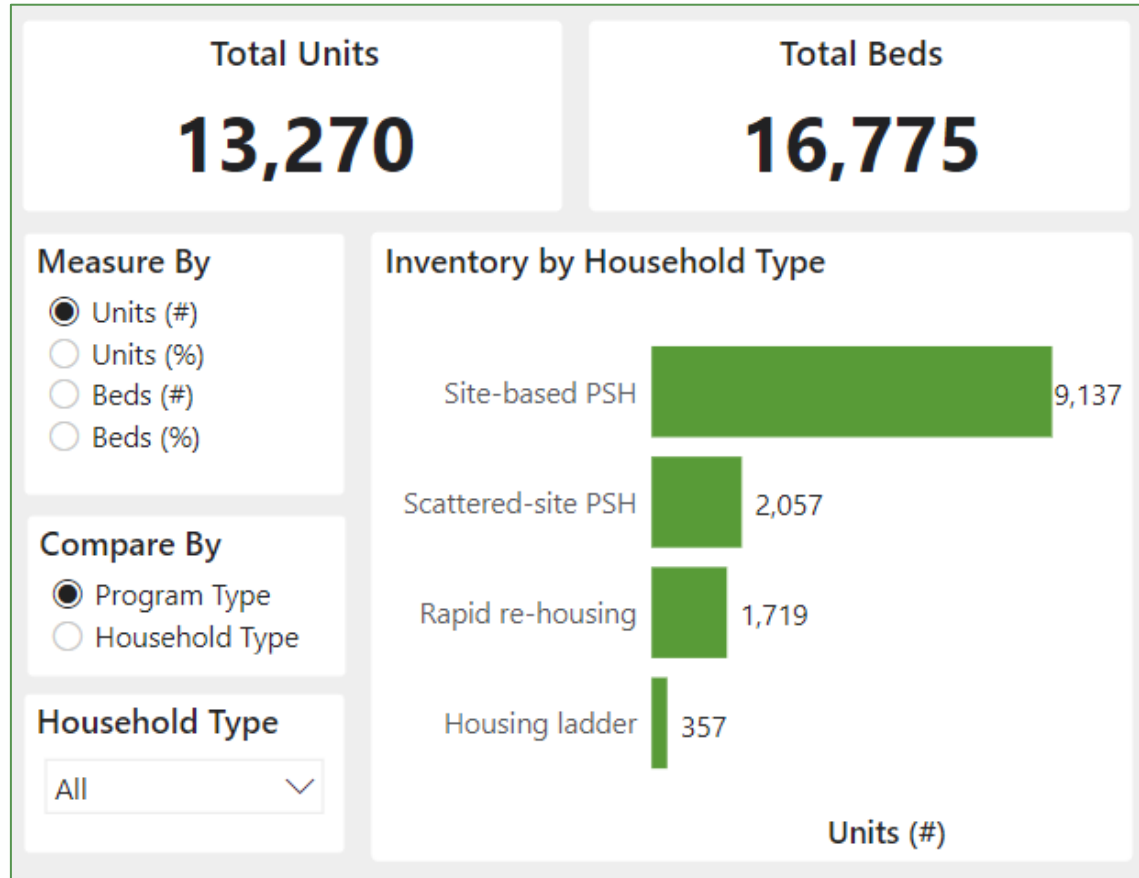
Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$477,631
Rental Assistance after Move-in	\$88,141
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$48,211
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$18,295
Grocery cards if the food assistance will allow client to obtain or maintain a housing resolution	\$4,950



Data through Sept. 30, 2023.

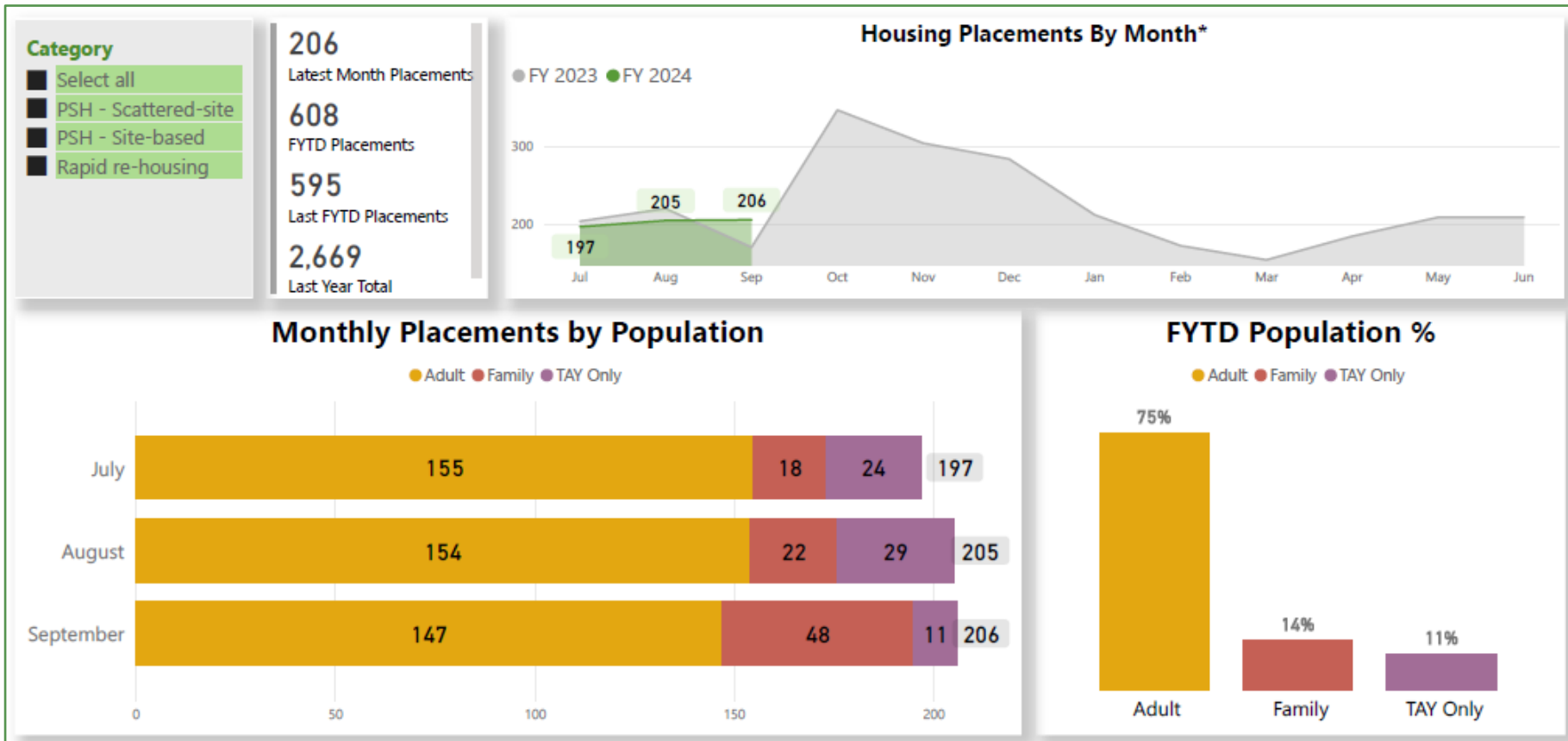
[Link to online dashboard.](#)

# Housing Inventory Dashboard



- *Data as of Sept. 14, 2023.*
- [Link to online dashboard.](#)

# Housing Placements



Placements into HSH's **overall portfolio of 13,270 units**. Excludes transfers.

Data through Sept. 30, 2023.

Eight additional placements in September through the housing ladder.

[Link to online dashboard.](#)

# Program Update: Housing Placements

## Strategies to Reduce Vacancies:

- Full implementation of **unit-level inventory**, leading to faster, more targeted placements.
- Expanding **Continuum of Care (CoC) self-certification and pre-vetting**.
- Targeted **referral management** with the San Francisco Housing Authority
- Targeting **4 high-vacancy buildings**: 140 vacancies; goal to reduce by half by Dec. 1.

*With these steps, we anticipate at least **93% occupancy rate by Feb. 2024.***

## Street to Home Placements

- 19 placements
- 18 remained stably housed
- *Data as of Oct. 19*



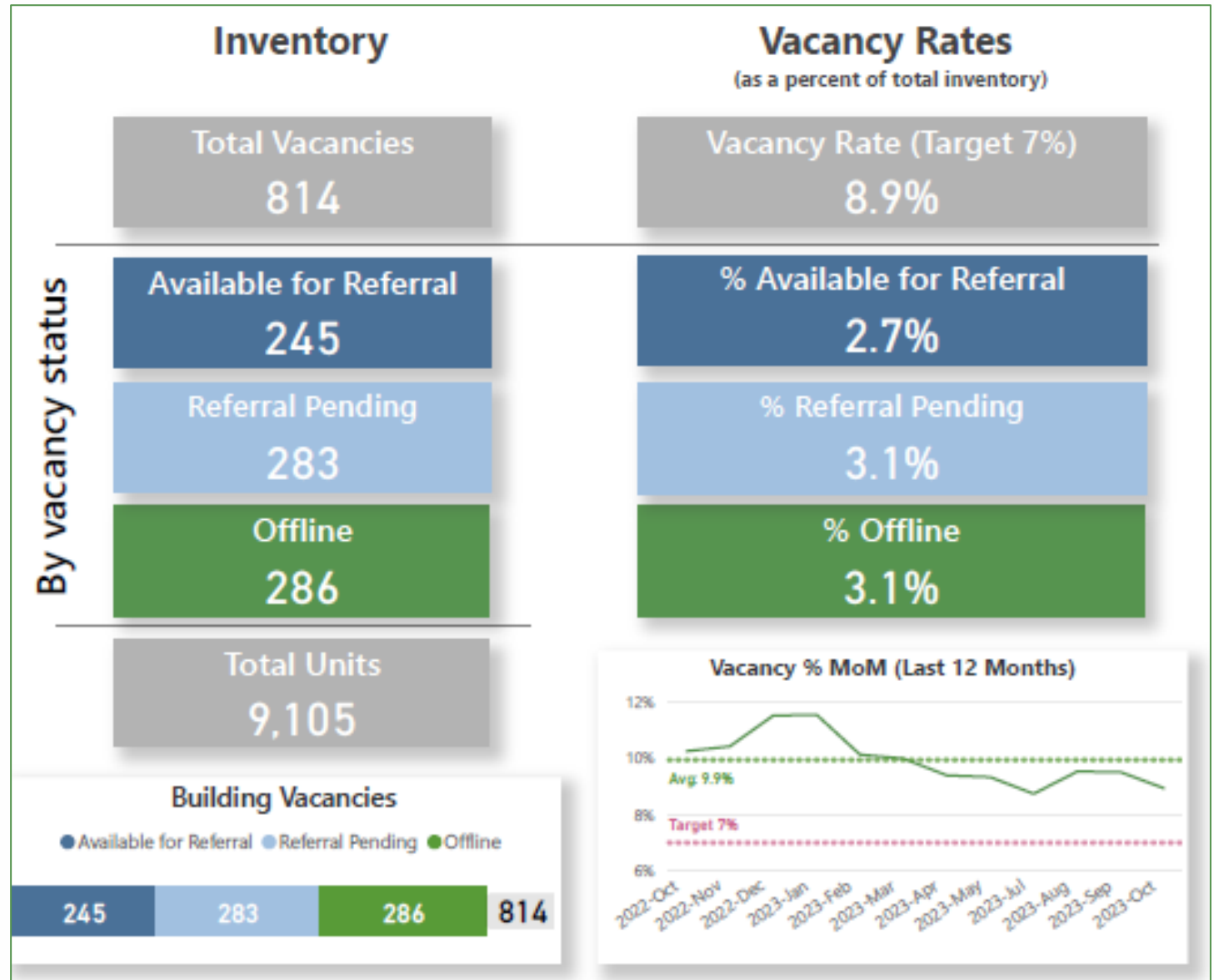
# Housing Vacancies

## Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial/Maintenance	189
Property Hold	43
Hold for Transfer	35
Coroner Hold	19
<b>Total</b>	<b>286</b>

Excludes 1 site in lease-up phase with 58 units and 25 vacancies. 24 of these lease-up vacancies were available for referral.

Monthly data snapshots through October 23, 2023.





# FY 2022-23 Evictions by Provider

**Data spotlight:**

"Reasons for Exit" field required as of June 14, 2023.

**Response Options:**

Exit to institutional setting; Unit relinquished; Unit abandonment/client unseen; Eviction; Death; Other

**Reasons for eviction:**

Year	Rent Non-Payment	Lease Violation	Both
FY 2022-23	9 (8%)	94 (85%)	7 (6%)
FY 2021-22	3 (2%)	131 (92%)	5 (4%)
FY 2020-21	4 (7%)	47 (81%)	7 (12%)

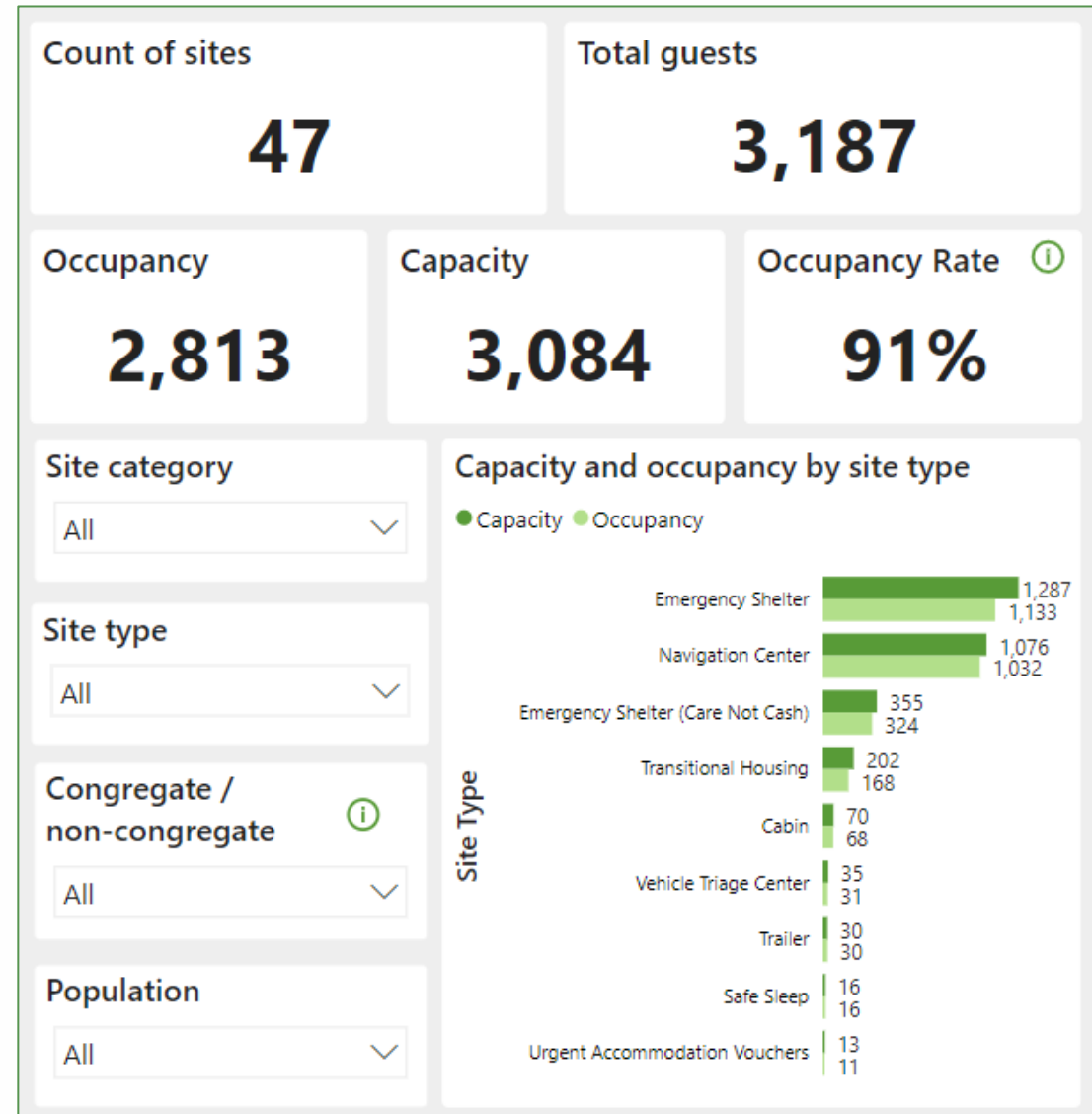
% Active Tenants Evicted	# of Supportive Services Providers
3% - 3.5%	2 providers
2% - 2.99%	3 providers
1% - 1.99%	2 providers
0.01% - .099%	8 providers
0%	17 providers

# Program Updates: Housing

- **City Gardens Family Supportive Housing:** Lease-up completed in October.
  - Reached **Homekey lease-up deadline** – Thank you to Abode/HIP and HSH staff!
- **Diva** celebrated grand opening in October, marking the **completion of building renovations** and **full conversion to PSH**.
- Providers selected for **112** of the **150 scattered-site supportive housing subsidies** dedicated to the **Ending Transgender Homelessness initiative**:
  - 50 Flexible Housing Subsidy Pool slots for **TGI Justice Project**
  - 62 Flexible Housing Subsidy Pool slots for **Community Forward SF**
- **Solicitation of Interest issued in late October** for property management and supportive services at a new youth supportive housing site.
- **Emergency Housing Vouchers** issuance and housing move-ins continue:
  - **677 households** moved in as of Oct. 19.

# HSH Shelter Inventory

- Snapshot as of **October 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

- **Hotel vouchers:** Program for **survivors of domestic violence** had a soft launch in October – referral partners will expand over the next month.
- Held **input session** on 10/25 with family shelter and access point providers on **improving family shelter access and referrals**.
- Re-launched the **Oasis Family Shelter** in partnership with St. Anthony's and Providence Foundation.

## Adult Shelter Reservation Waitlist

Preliminary Data: Oct. 1 - 20

- Average daily beds available: 20
- Average # people on waitlist: 350

Updates to the system:

- Increase ratio of people called per available bed from **1:1** to **4:1**.
- Fill "**leftover**" beds from down the list.
- Controller's Office evaluation started.

# Program Updates: Shelter

## Shelter Capacity Updates:

- Returning congregate shelter capacity at **four sites** to **full capacity** to prepare for additional placements this winter.
- Already added **17 beds** at the **Bayview Navigation Center** in August 2023.
- Planned expansion of **61 additional beds** at **Dolores Adult Shelter** in spring 2024.
- **Interfaith Winter Shelter** will open on **November 10:**
  - Overnight-only shelter at **rotating churches**, operated by **Episcopal Community Services**.
  - Locations: Canon Kip Senior Center, St. Mary's Cathedral, St. Mark's Cathedral, First Unitarian Universalist.

Shelter Site	Beds Being Added	New Site Capacity
Dolores Adult Shelter	+ 52	91
MSC-South	+ 92	310
Next Door	+ 86	334
Sanctuary	+ 80	200



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Additional Updates

# Local Legislative Update

## Fall Introductions:

- New Contract Agreement for **SF Homeless Outreach Team services**
- New lease for **continued use of Bayshore Navigation Center** at 125 Bayshore Boulevard
- New lease for a **new cabin/safe parking** site at **2177 Jerrold Street**
- Ordinance extending sunset date of **streamlined contracting** for **homeless services**

## Approvals: October Recap

Candlestick Safe Parking sublease (State hearing in December)

Embarcadero Navigation Center MOU (Port Commission)

ECS grant agreement amendments: two PSH, one non-congregate shelter

Five Keys contract amendment for 685 Ellis semi-congregate shelter

Behested payment Waiver

# 2023 State Legislation Wrap-Up

**October 14:** Last day for Gov. Newsom to approve/veto legislation.

Bill Name	Description	Status
<b><i>Bills HSH Supported at the San Francisco State Legislative Committee</i></b>		
<b>AB 1085:</b> Medi-Cal Housing Support Services <i>(Maienschien)</i>	Requires state to seek federal approval to make housing support services a Medi-Cal benefit, rather than an option for individual plans.	Governor <b>vetoed</b> , citing fiscal impact.
<b>AB-441:</b> Earned Income Tax Credit – Periodic Payments <i>(Haney)</i>	Advance monthly payments for CalEITC and other child-related tax credits.	<b>Gutted and amended</b> – now about food markets.
<b>SB-657:</b> Staff Training for Serving Older Adults <i>(Caballero)</i>	Require the Interagency Council on Homelessness to coordinate to provide gerontological training for homelessness services staff.	Governor <b>vetoed</b> , citing duplicative efforts.
<b>SB-37:</b> Subsidies for Older Adults and Adults with Disabilities <i>(Caballero)</i>	Establish a multi-year Rent Stabilization Fund to provide a mix of shallow and deep subsidies to help older adults and people with disabilities afford fair market rate rent and transition to permanent housing assistance programs.	<b>Held in Senate committee.</b>



# 2023 State Legislation Wrap-Up

Bill Name	Description	Status
<b><i>Other Bills Related to Homelessness</i></b>		
<b>SB-567:</b> Termination of tenancy ( <i>Durazo</i> )	Protects tenants statewide against illegal evictions by <b>closing loopholes in existing tenant protection laws</b> and adding <b>enforcement mechanisms</b> .	<b>Approved.</b>
<b>SB-91:</b> CEQA exemptions for supportive housing conversions ( <i>Umberg</i> )	Indefinitely exempts projects converting a motel or hotel to supportive or transitional housing from the California Environmental Quality Act (CEQA).	<b>Approved.</b>
<b>SB-326 (Eggman) &amp; AB-531 (Irwin):</b> Updating and expanding behavioral health services.	SB-326 refocuses existing funds and reframes the Mental Health Services Act as the <b>Behavioral Health Services Act</b> ; expand it to include <b>treatment of substance use disorders</b> .  AB-531 creates a <b>\$6.38 billion bond</b> to build over <b>11,150 new treatment beds and supportive housing units</b> , as well as increase <b>outpatient capacity to serve over 26,000 people</b> annually.	<b>Approved.</b>  Will go before voters on March 5, 2024 as <b>Prop. 1</b> .

# Equity Office Updates

- **Staff trainings:**
  - **Third series** of HSH's **racial equity staff training** took place in September and October 2023 with approximately 150 staff trained.
  - **Monthly new employee equity orientations** started in October 2023.
- **Ending Trans Homelessness initiative:**
  - **Affirming Trans Access to Housing** training – first session on November 20, 2023.
  - Sessions offered for HSH provider partners.
  - **Monthly sessions** through March with **over 250 signups** as of Oct. 2023.

# Updates from other Advisory Bodies

## 🔑 Local Homeless Coordinating Board:

- Four open seats on LHCB; nominations active.
- CoC application submitted on September 28.

## 🔑 Shelter Monitoring Committee:

- Three vacant seats; nominations active.
- Continued work with HSH on updates to the standards of care administrative code.

## 🔑 Shelter Grievance Advisory Committee:

- All meetings now in person, with next meeting on Dec. 12 from 2:00 p.m. - 4:00 p.m.
- 5 vacant seats on the committee of 15 total; nominations active.

# Mayor's Mid-Year Budget Reduction Instructions

Targets for **General Fund reductions** issued on Oct. 11; HSH asked to propose a **\$8.4 million reduction**.

- Eliminate **vacant positions**; reduce non-essential employee travel.
- Deactivate **unused IT licenses** and **equipment**.
- Identify **estimated spend rate** for current contracts; grantees with **underspending** may have **grant funds reallocated to other programs**.
- Propose **reductions** to **non-essential** or **underperforming agreements**.

HSH is focused on **maintaining existing programs** and **staffing** while working to meet our budget targets.



# HSH is Hiring!

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

- IS senior business analyst (1053)
- Behavioral health clinician (2930)
- Senior administrative analysts (1823):  
planning and contracts

October  
Staffing Update

247 total  
FTE

54 positions  
vacant



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Questions?

Thank you!