



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | April 4, 2024



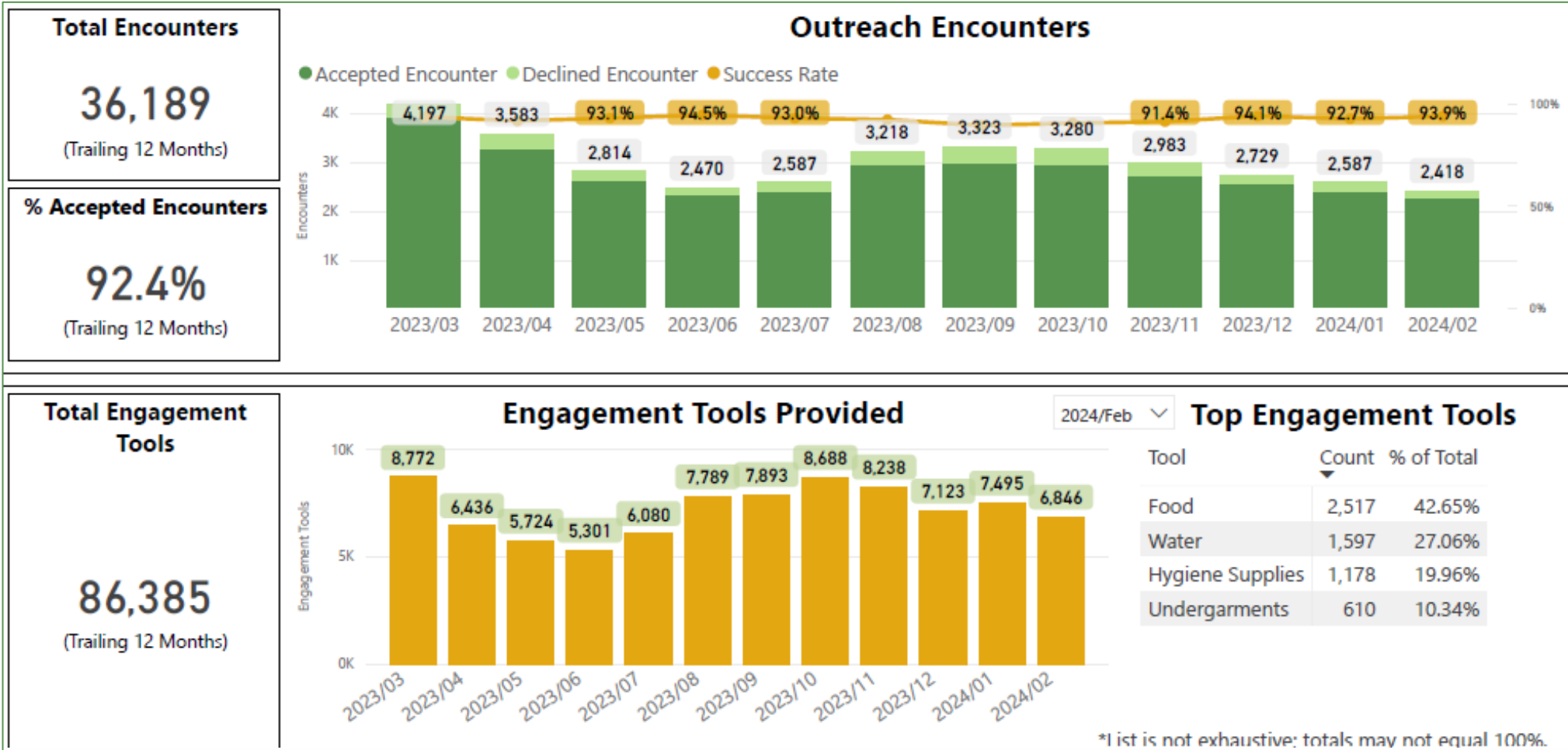


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Homelessness Response System: Updates and Data*

**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 Feb. 29, 2024.

[Link to online dashboard.](#)

Outreach: Program Updates

- Continued progress on **staffing up SFHOT** despite major expansions to staffing level (**8 new positions** added in January agreement):

Hires since Feb. 1

9 case managers

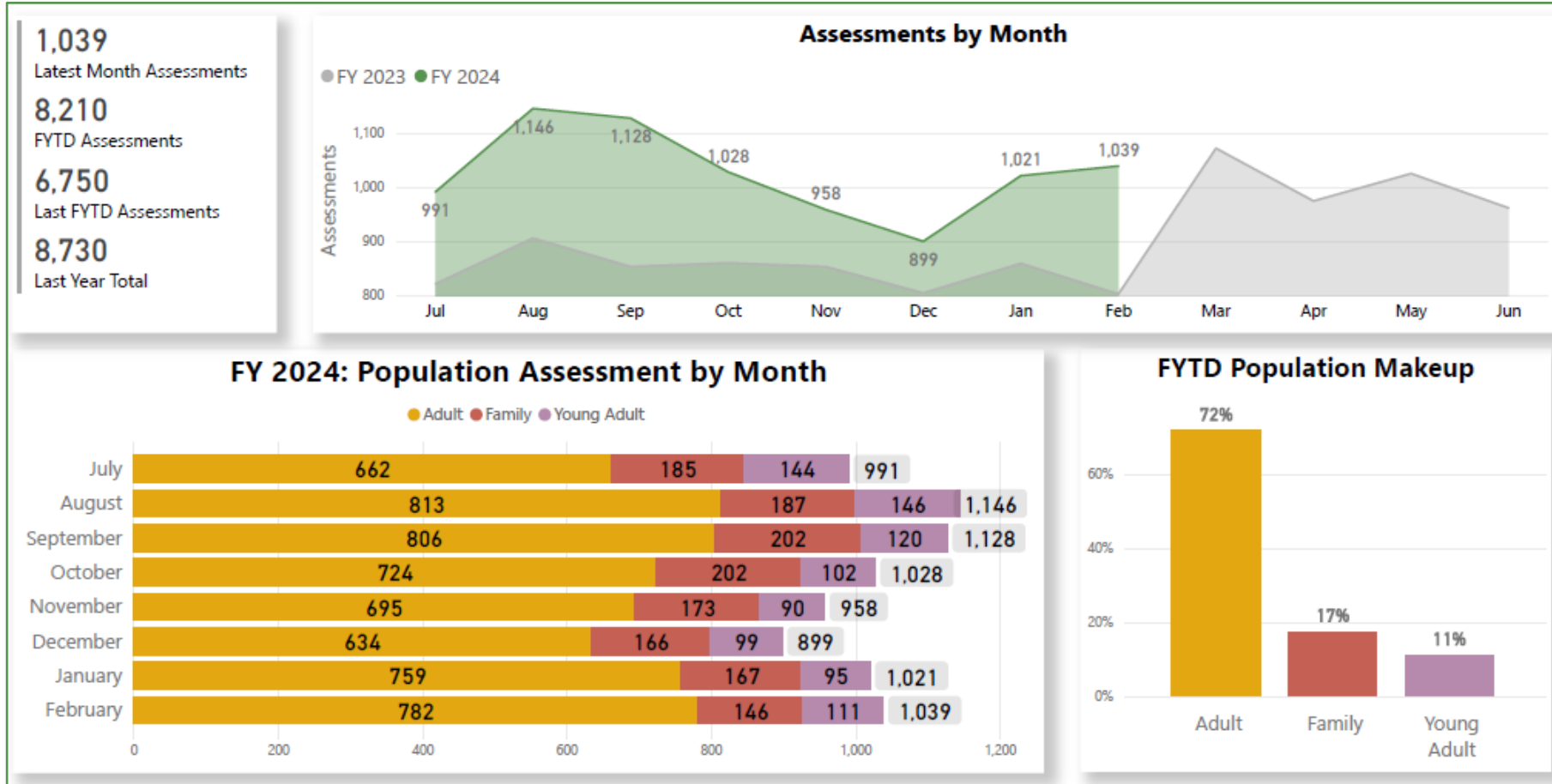
9 outreach workers

Vacancies in March

2 case managers

3 outreach workers

Coordinated Entry Assessments



Data through Feb. 29, 2024

Includes new assessments and re-assessments.

[Link to online dashboard.](#)

Program Updates: Coordinated Entry

- Coordinated Entry Redesign Implementation Committee nominated **two new co-chairs**:
 - Denise Riggins (DISH) and Michael Henry (Catholic Charities)
 - Leading implementation of the redesign recommendations and strengthening community engagement.
- **Project Homeless Connect** event on March 20:
 - HSH and CE providers served **179 households**.
 - First PHC event with **housing navigation services** for households prioritized for permanent supportive housing (in addition to Coordinated Entry assessments for new clients).



Access Point staff and LHCB Co-Chair Del Seymour Project Homeless Connect event.

Homelessness Prevention

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Prevention

Clients Served Between 7/1/2023 and 2/29/2024

Date of Assistance

7/1/2023
2/29/2024

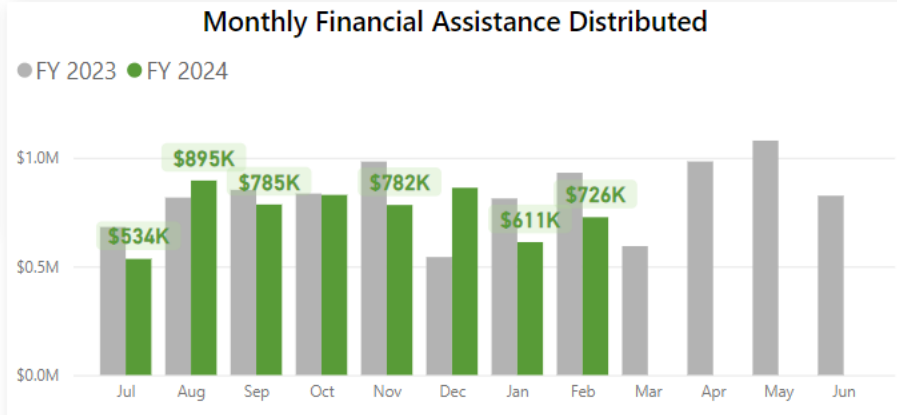
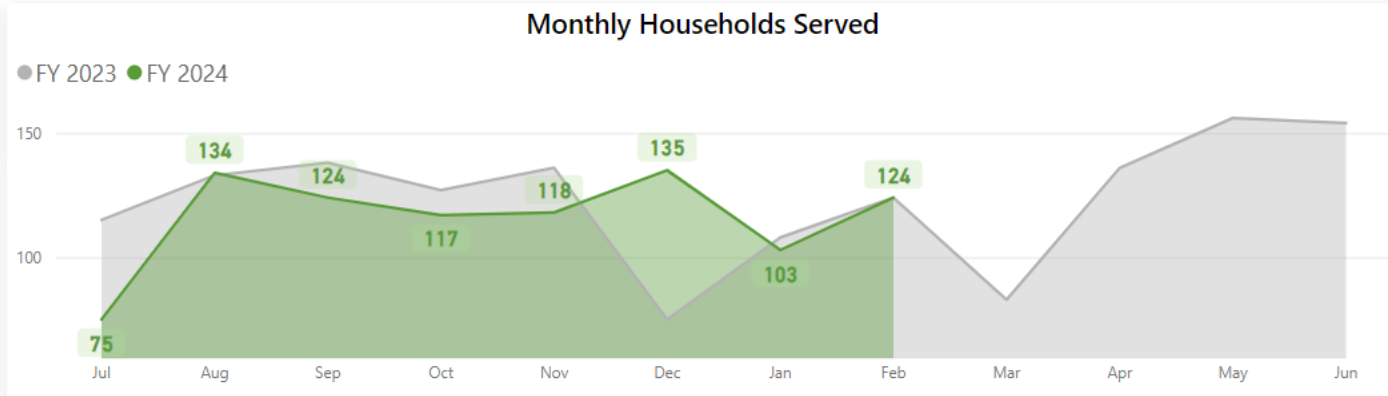
Total Households Served

918

Total Financial Assistance Distributed

\$6,023,884

This report includes prevention assistance funded and administered by HSH. It does not include ERAP assistance administered by other City departments (i.e. MOHCD)



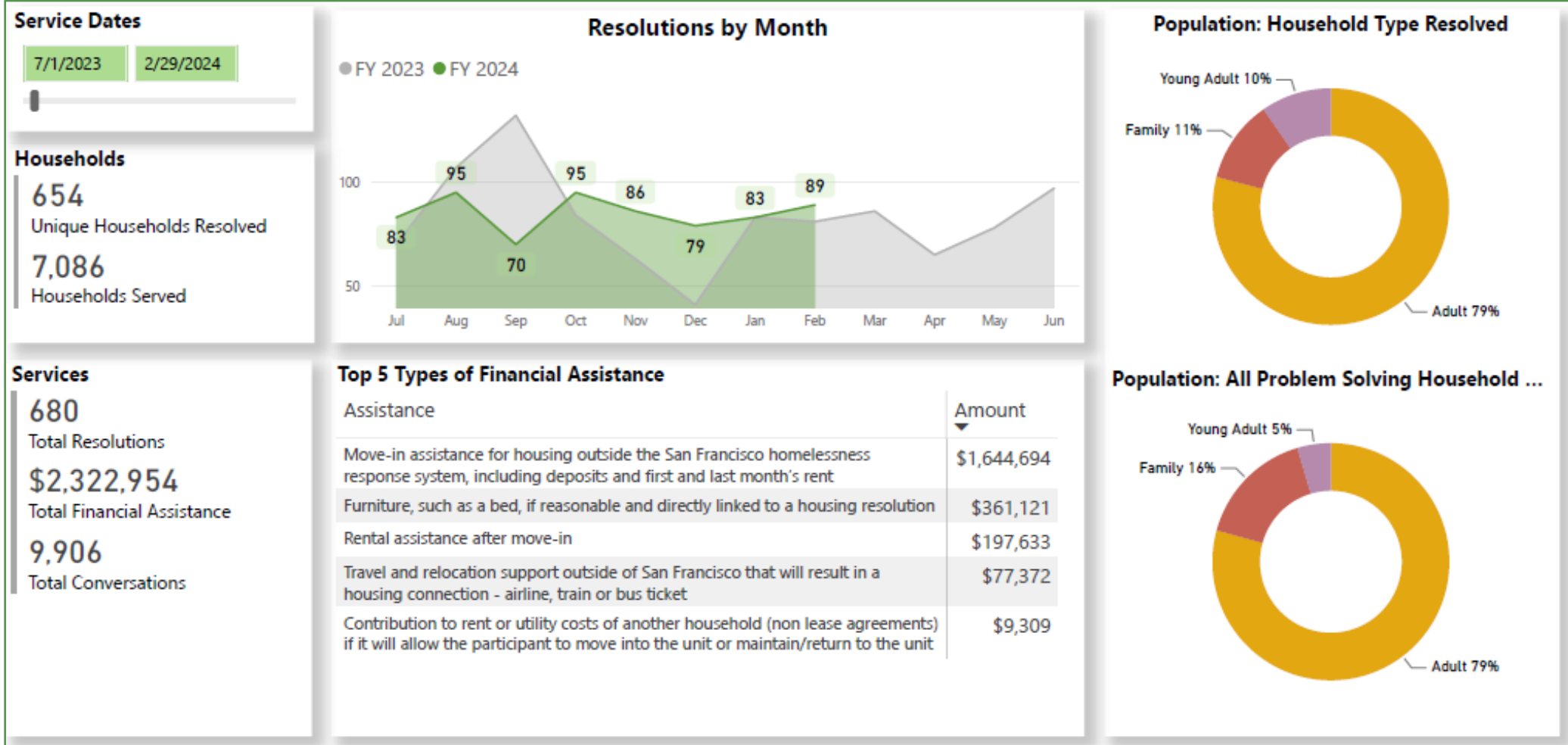
Types of Financial Assistance

Assistance Type	Amount
Back Rent	\$3,051,379
Move in Assistance	\$1,242,939
Stipulated Agreement Assistance	\$904,101
Future Rent	\$825,465
Other	\$0

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Problem Solving Resolutions

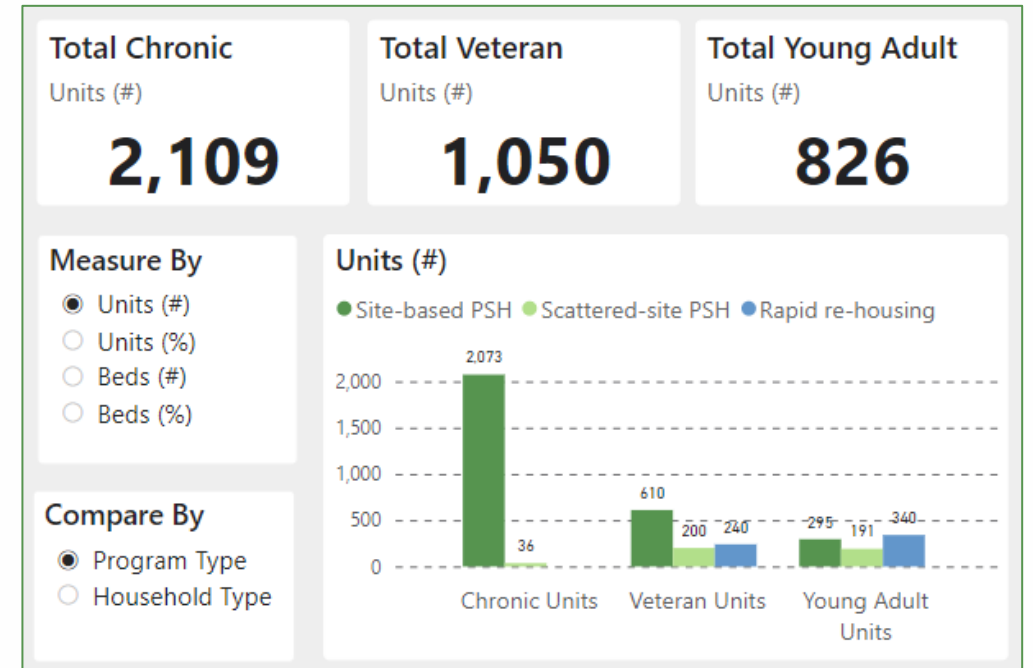
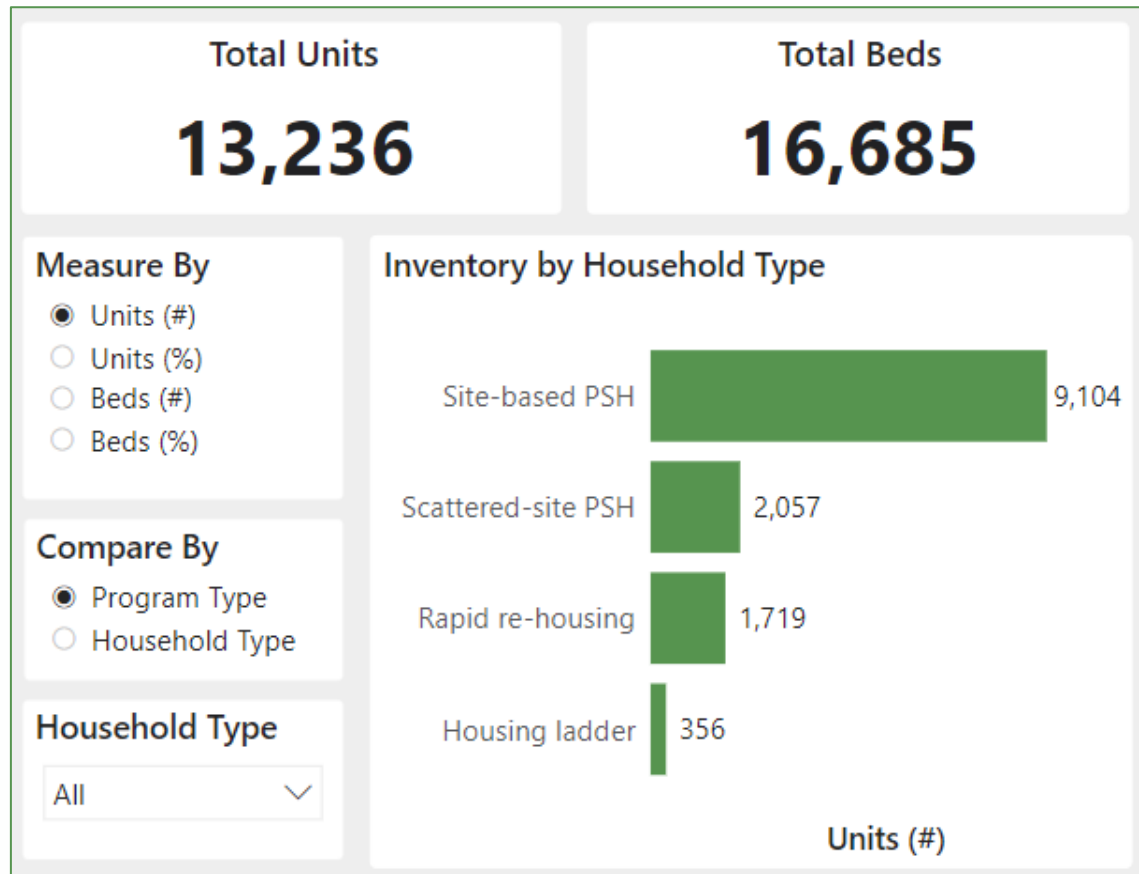
Relocation assistance dashboard coming soon.



Data through Feb. 29, 2024.

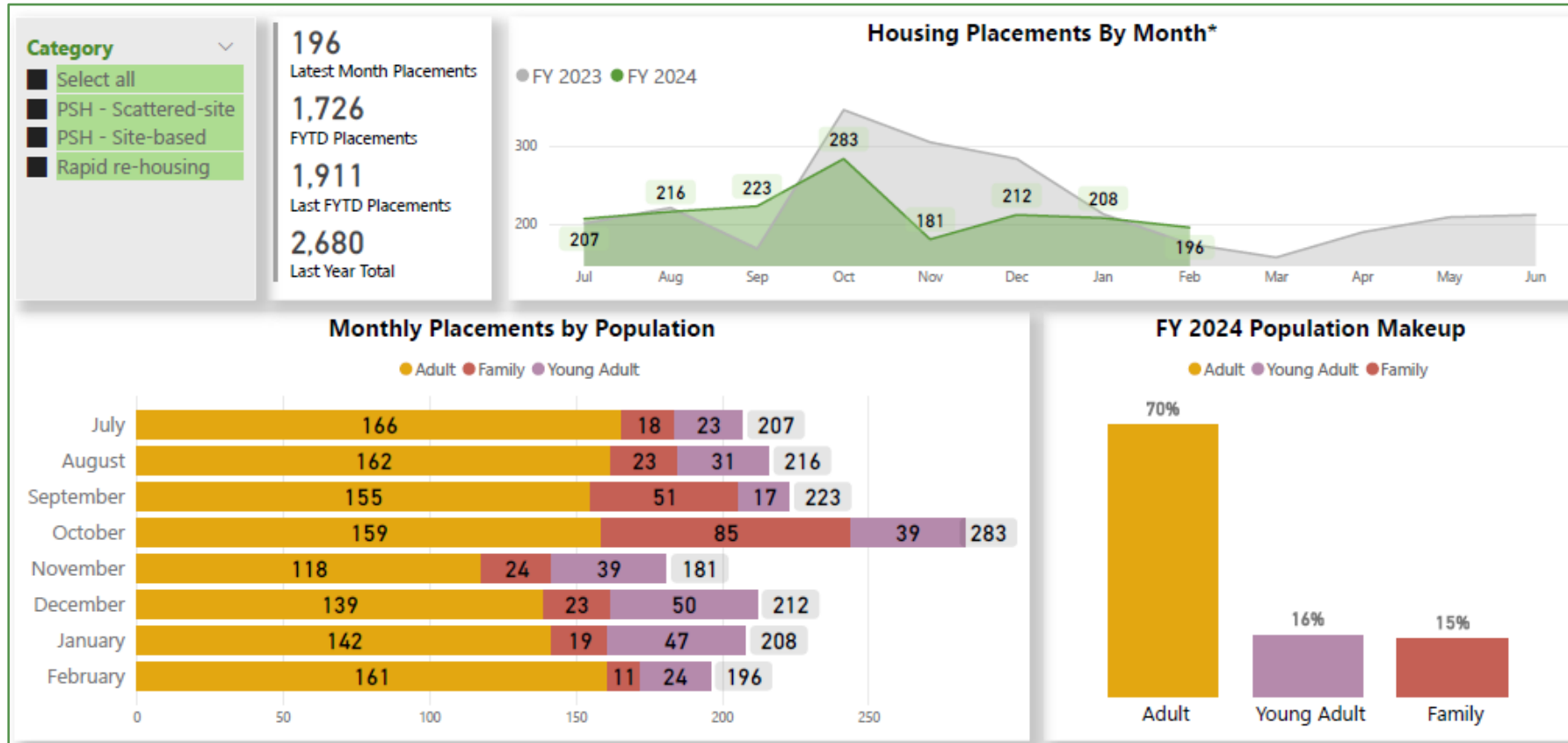
[Link to online dashboard.](#)

Housing Inventory Dashboard



- *Data as of Feb. 28, 2024.*
- [Link to online dashboard.](#)

Housing Placements



Placements into HSH's **overall portfolio of 13,236 units**. Excludes transfers.

Data through Feb. 29, 2024.

4 additional placements in February through the housing ladder.

[Link to online dashboard.](#)

Emergency Housing Vouchers (EHVs)



Characteristics of Households Issued Vouchers*

Population	Households	Pct	Prior Living Situation	Households	Pct
Adult	452	42%	At risk of homelessness	186	17%
Family	373	34%	Homeless	641	59%
Young Adult	260	24%	Other	23	2%
Total	1,085	100%	Recently homeless	235	22%
			Total	1,085	100%

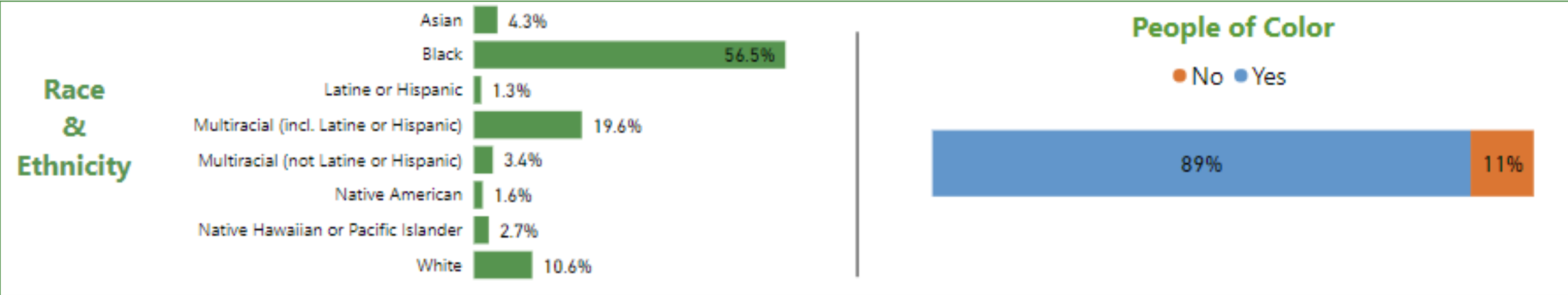
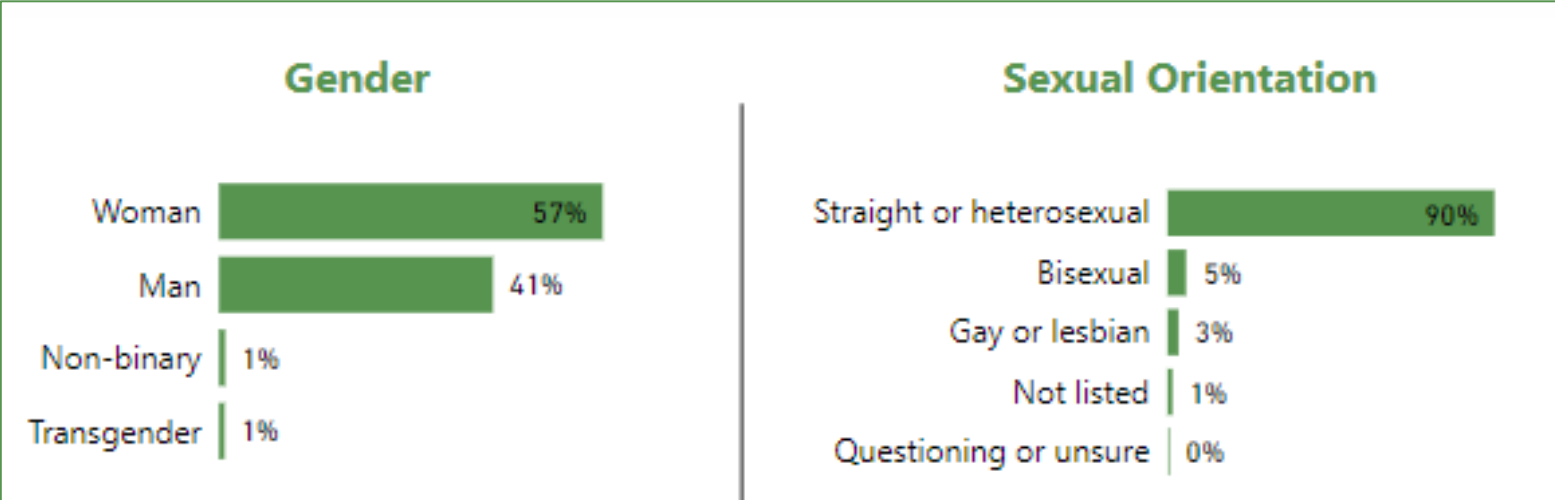
33% (431) of **referrals** went to people staying in District 10.

34% (334) of **move-ins** were people staying in District 10 upon referral.

Public dashboard tracking referrals, move ins, and demographics now live.

Data as of March 25, 2024.

Demographics of Households Issued EHVs



Data as of March 25, 2024.

Housing: Program Updates

🔑 Housing Quality Standards (HQS) inspections:

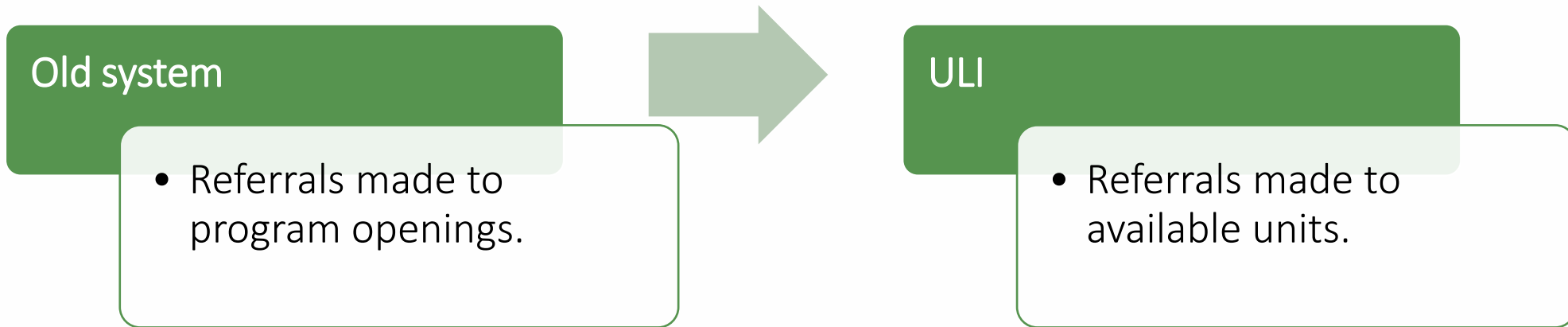
- Policy will be issued in early April about housing inspections of **locally funded units**.
- Part of HSH strategy to **ensure housing quality** across the portfolio (federally funded units already receive these inspections).
- HSH is:
 - **Distributing a brochure** to tenants about what to expect.
 - **Updating program participant rules** outlining rental subsidy eligibility and compliance.

🔑 Permanent supportive housing enhanced services agreement:

- Pilot for onsite services for people with **complex medical** and **behavioral health needs** for **40-60 tenants** at the Kelly Cullen Community PSH site.
- Addresses **need for enhanced services** for PSH residents with acute health needs.
- Agreement with **Cardea Health** before the Homelessness Oversight Commission today and slated to start in spring 2024.

Full Launch of Unit Level Inventory

- Unit level inventory (ULI) **fully functional** in the Online Navigation and Entry System for all **site-based permanent supportive housing**.
- **Infrastructure change** for more accurate tracking of inventory, referrals, enrollments, occupancy, unit characteristics, funding sources, eligibility, and vacancies in a single system.
- *Vacancy reporting not available this month during the transition.*

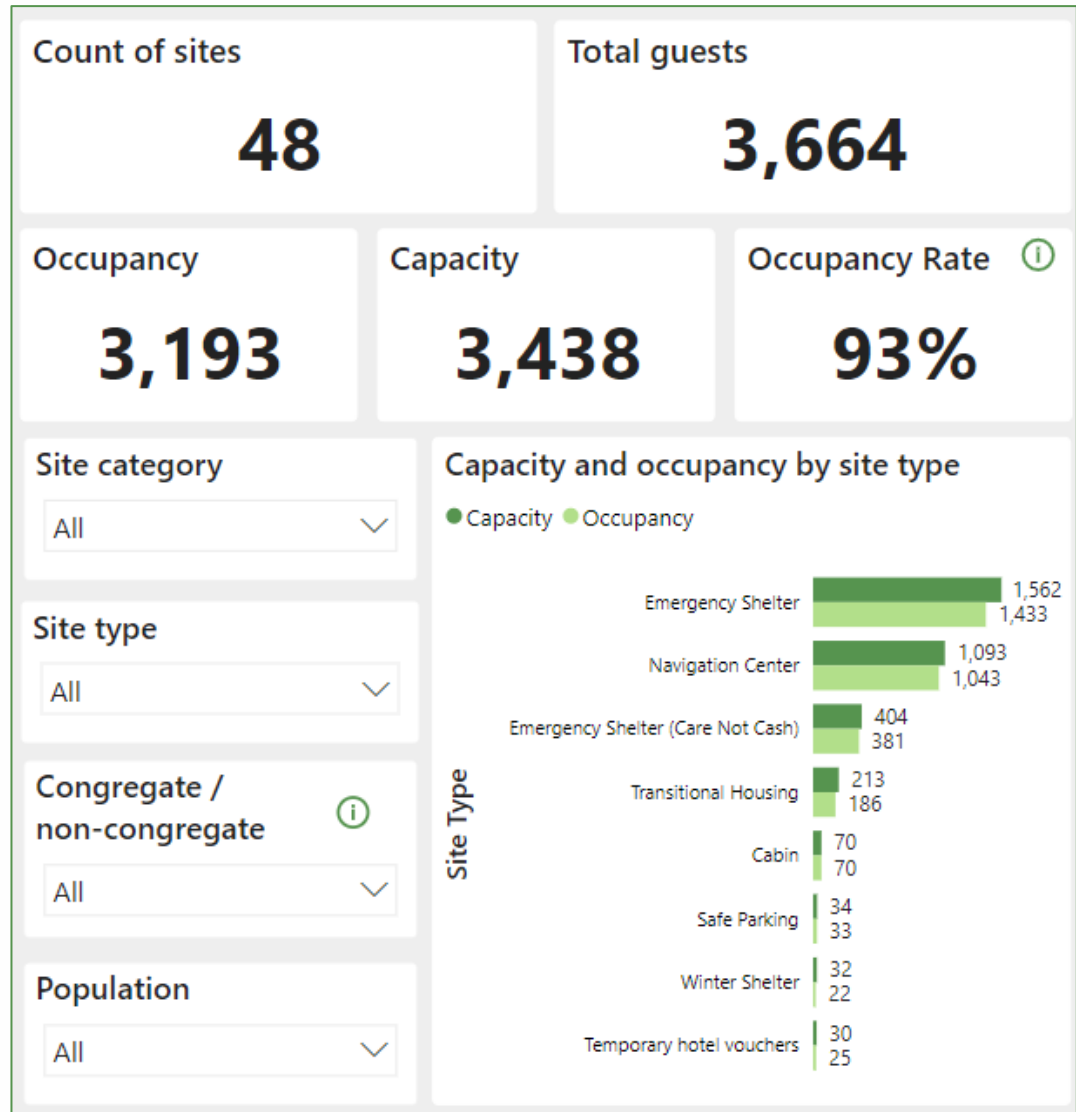


High Vacancy Properties: Update and Next Steps

- **High vacancy building:** more than **10%** of units are vacant, with **at least 10 vacant units**.
- At the beginning of 2024, high vacancy buildings accounted for **41%** of total vacancies.
- Currently, high vacancy buildings comprise **35%** of total vacancies
- By July 1, we expect to have fewer than **10** high vacancy properties, and for them to comprise less than **25%** of total vacancies
 - Continue using **targeted strategies** for high vacancy properties
 - Employ an **early warning indicator system** to identify properties that are at risk of becoming high vacancy and continue to reduce the list

HSH Shelter Inventory

- Snapshot as of **March 25, 2024**.
- **Public dashboard** available on HSH website; **refreshes daily Monday – Friday**.
- **Ability to filter** to drill down on specific programs and populations served.



Lake Merced: Outreach and Housing Placements Update

Working with SFMTA (including monthly meetings) to coordinate outreach before enforcement of new parking restrictions, including near Lake Merced.

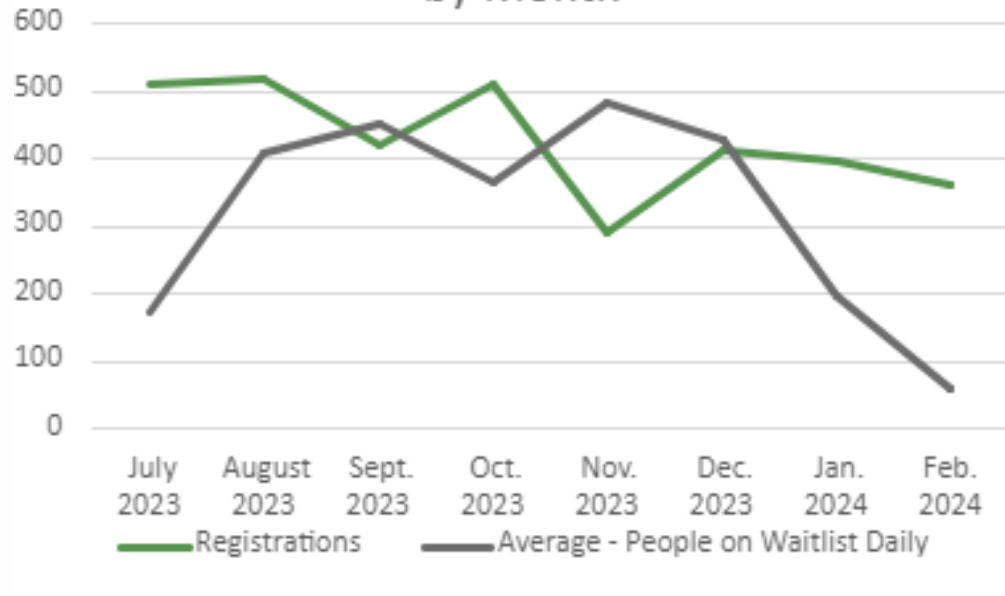
Housing Outcomes

Status	Total	Site-based PSH	Scattered-site PSH	Rapid re-housing
Moved In	36	4	15	17

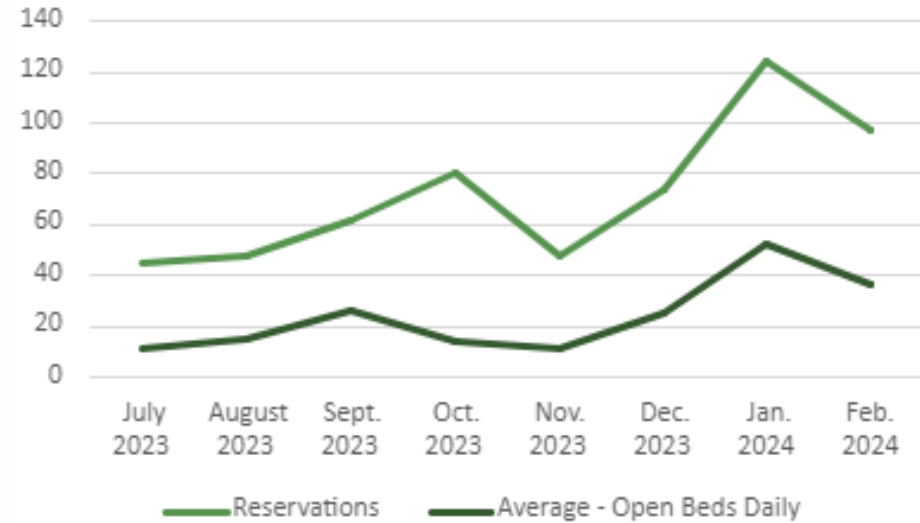


Shelter Reservation Waitlist System Improvements

Total Waitlist Registrations and Average Daily Number of People on the Waitlist by Month



Total Shelter Reservations and Average Daily Open Beds by Month



February Data

363 registrations

Registration source: 21% via phone; 79% online

97 shelter reservations

Average of 59 people on the waitlist daily

Program Updates: Shelter

- Interfaith Winter Shelter closed in late March.
 - Thank you to our partners!
- **Mission Cabin Program is opening on April 15:**
 - Priority for initial placements to people in the Mission community.
 - 70 cabins for unhoused adults.
 - Provider is Five Keys



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Additional Updates

Legislative Update

- **Grant agreement amendments in Board process:**
 - **Three amendments** heard by HOC on 3/21 going through Board process with hearings in April.
 - **Four amendments** heard by HOC in April going through Board process this spring
- **Behested payments waiver** passed Government Audit and Oversight on 3/21 and full Board on 3/26.
- Ordinance requiring a **permanent Homeward Bound relocation assistance program** administered by HSH and HSA passed the full Board on second reading on 3/26.
- Hearings: **A Place for All** and **neighborhood impacts of PSH** on 3/28; **street response teams** on 3/21

State Update

Letter of support for SB 37 (subsidies for older adults and people with disabilities) issued.

Updates from other Advisory Bodies

• **Local Homeless Coordinating Board:**

- **Four** vacant seats.
- Finalizing bylaws and voting on committee chairs.

• **Shelter Monitoring Committee:**

- **One** vacant seat.

• **Shelter Grievance Advisory Committee:**

- **Three** vacant seats.
 - Two "at large" seats dissolved in accordance with the administrative code.
 - Seat 7 (adult providers) filled by Pastor Yul Dorn
- Next meeting on April 9, 2024 from 2:30 – 4:30PM in City Hall Room #305 (hybrid)

Equity Office Updates

• **Affirming Trans Access to Housing** training:

- Training for providers extended with monthly sessions through June 2024.
- Three **additional sessions for HSH staff** added.
- Community listening sessions for feedback on the training underway.

• **Racial equity training modules #1 - #3** now on **SF Learning** online portal.

- 82% of staff have completed all modules with 86 staff using the online portal.
- Training #4 under development.



HR Update & HSH is Hiring!

- HSH's open positions are listed on the [citywide DHR website](#).
- HSH strategy for filling key vacant positions.

Positions Update

247 total FTE

49 vacant positions

48 active recruitments



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Questions?

Thank you!