



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | January 4, 2023



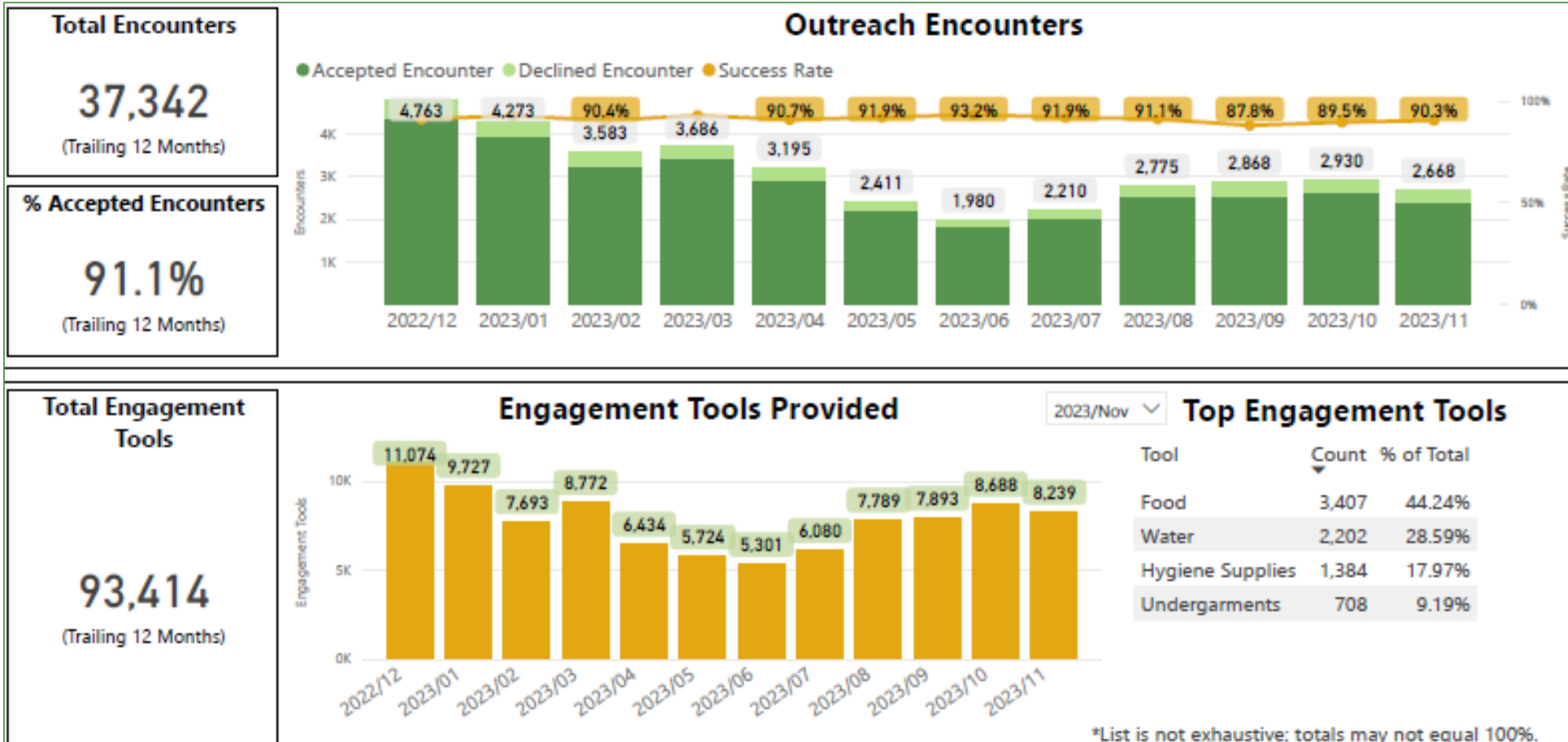


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Homelessness Response System: Updates and Data*

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

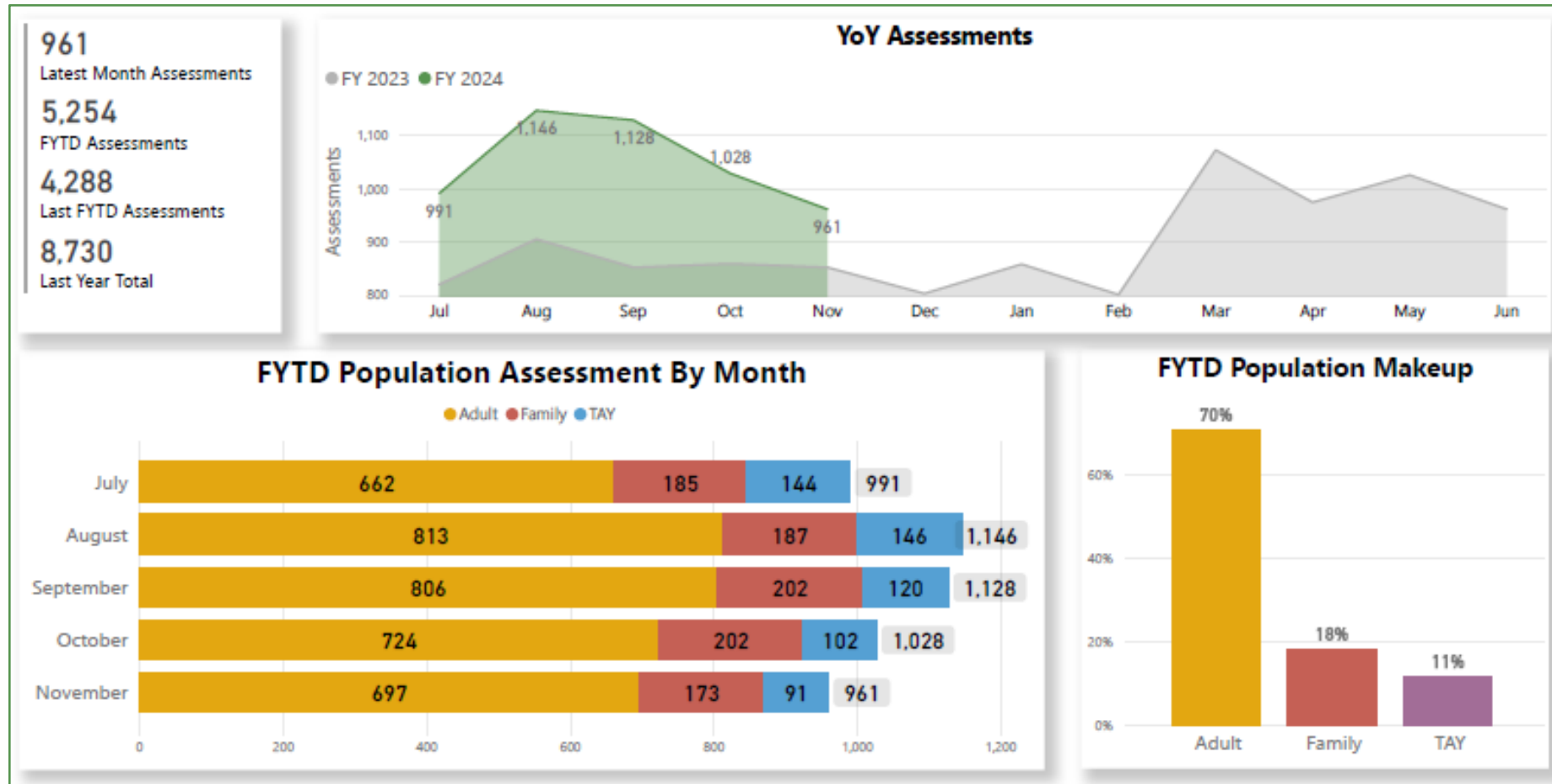
Outreach



Data through Nov. 30, 2023.

[Link to online dashboard.](#)

Coordinated Entry Assessments



Data through Nov. 30, 2023

Includes new assessments and re-assessments.

[Link to online dashboard.](#)

Program Updates: Coordinated Entry

- At adult shelters visited by the **Multi-disciplinary Team** in 2023:
 - Reviewed **~1,300 guests' Coordinated Entry status** and **HSA benefits checks**
 - **38% reduction** in guests unknown to Coordinated Entry
 - **15% increase** in Problem Solving Status guests
 - **24% increase** in guests with a pathway to permanent housing.
- Family rapid re-housing **range update.**

Project Homeless Connect (December Event): Met with over 150 clients

Success Story: Youth client was assessed, accepted a housing offer, and applied to the unit within one hour!

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 **Dec. 18, 2023**.

Households Served: 1,967

- Below 30% of Area Median Income (AMI): **85%**
- Experienced homelessness: **72%**
- At risk of displacement: **73%**
- Received eviction notice: **14%**
- Identify as people of color: **78%**

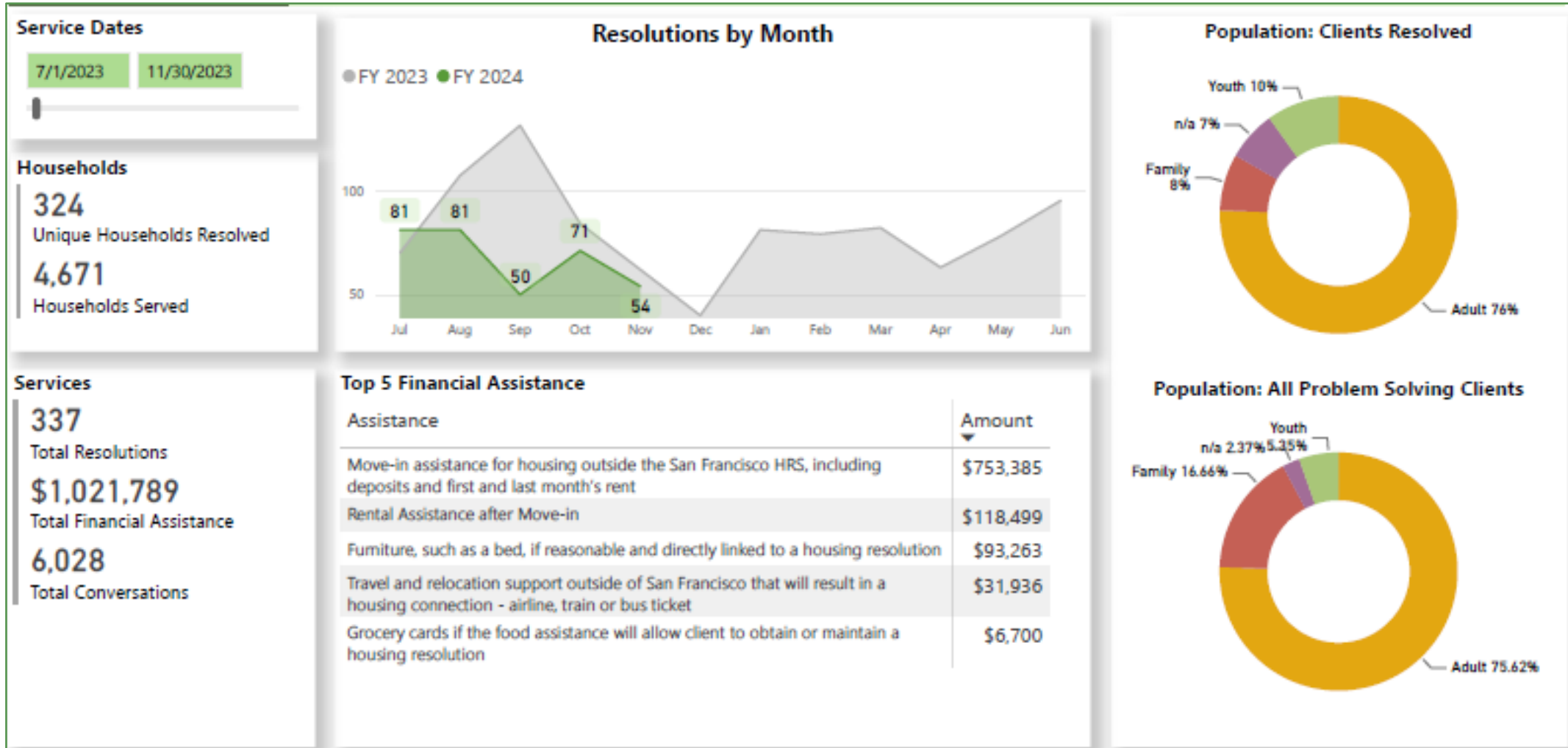
Average Assistance

\$6,293

Total Distributed

\$12.4 m

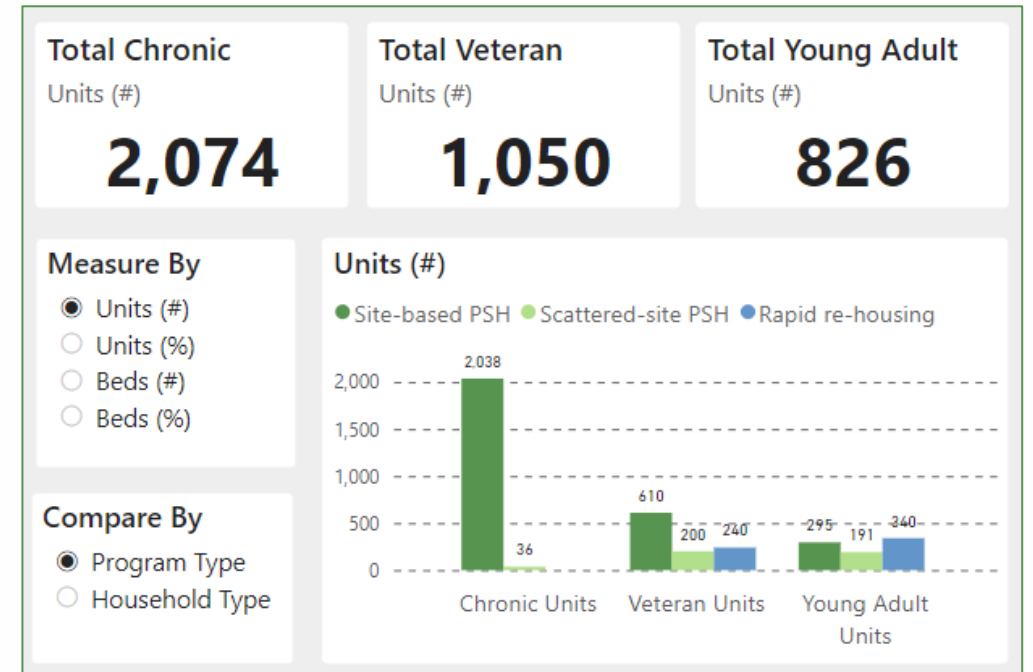
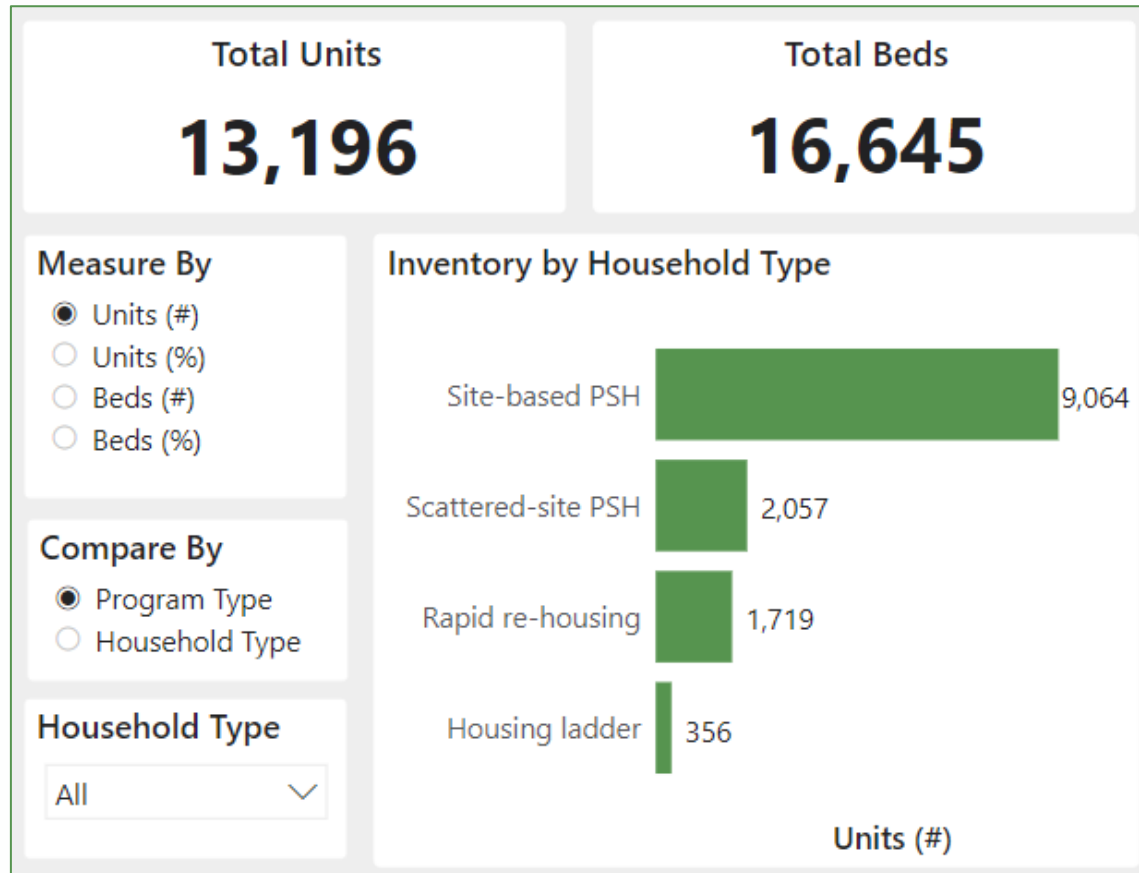
Problem Solving Resolutions



Data through Nov. 30, 2023.

[Link to online dashboard.](#)

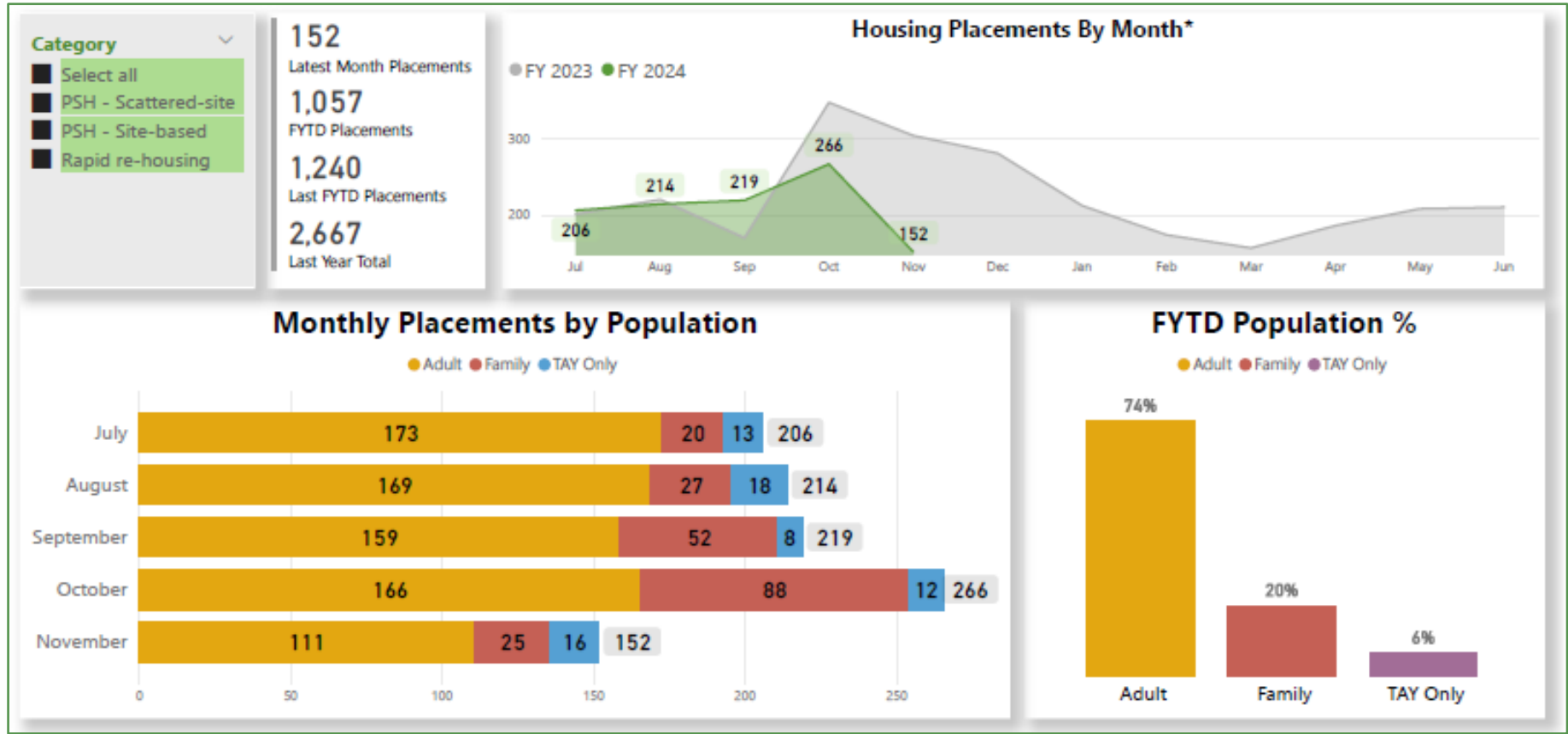
Housing Inventory Dashboard



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

Housing Placements

Emergency Housing Voucher (EHV) update:
741 households moved in as of Dec. 15, 2023.



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

Data through November 30, 2023.

Three additional placements in November through the housing ladder.

[Link to online dashboard.](#)

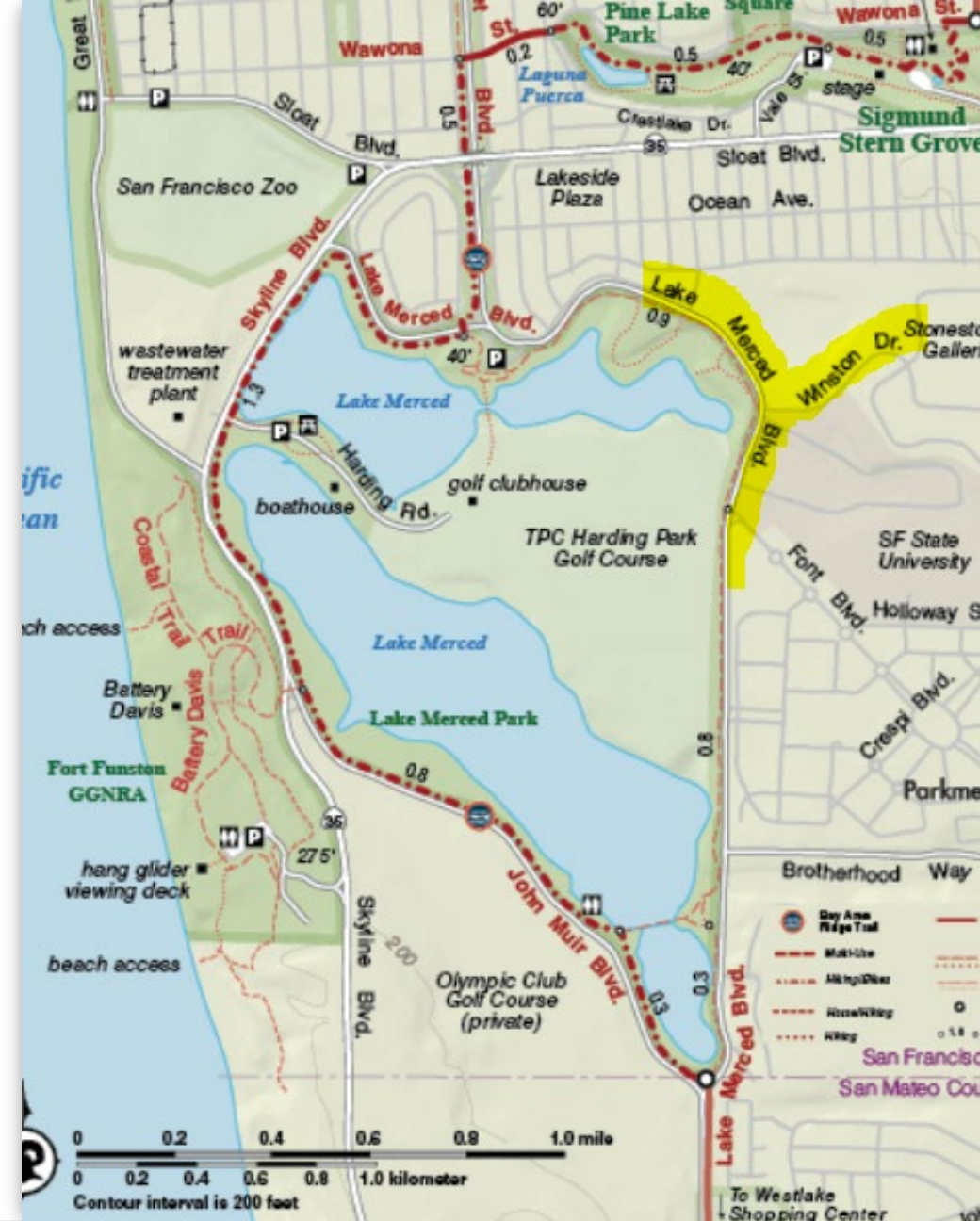
Lake Merced: Outreach and Housing Placements Update

SFMTA project required 120+ unhoused people living in RVs and vehicles to relocate.

Housing Outcomes for 61 Households

Status	Total	Site-based PSH	Scattered-site PSH	Rapid re-housing
Moved In	26	5	7 <i>Incl. 1 EHV</i>	14
Enrolled i.e., waiting for move in	31	-	27 <i>Incl. 15 EHV</i>	4
Pending Referral	4	1	2	1

Data as of Dec. 19, 2023



Housing Vacancies

32% decrease in vacancy rate since January 2023.



Inventory	Vacancy Rates (as a percent of total inventory)
Total Vacancies 713	Vacancy Rate (Target 7%) 7.9%
Available for Referral 194	% Available for Referral 2.2%
Referral Pending 286	% Referral Pending 3.2%
Offline 233	% Offline 2.6%

Total inventory: 9,007 units.

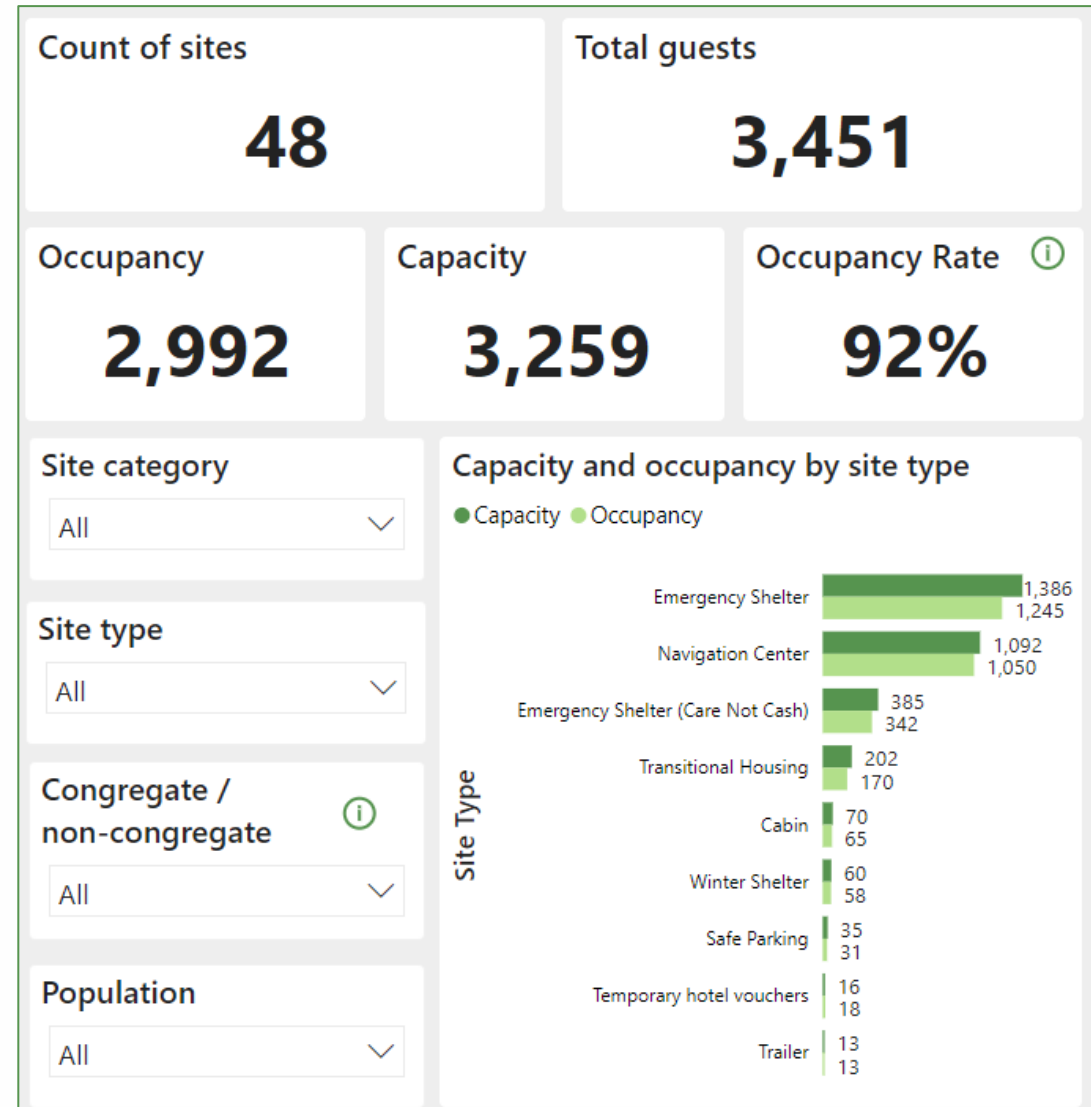
Offline Vacancies Status Breakout	
Status	Offline Vacancies
Janitorial/Maintenance	149
Property Hold	45
Coroner Hold	20
Hold for Transfer	19
Total	233

Excludes 1 site in lease-up phase with 58 units and 22 vacancies. 9 of these lease-up vacancies were available for referral.

Monthly data snapshots through Dec. 19, 2023.

HSH Shelter Inventory

- Snapshot as of **December 21, 2023**.
- **Public dashboard** available on HSH website; **refreshes daily Monday – Friday**.
- **Ability to filter** to drill down on specific programs and populations served.



Outreach & Shelter Updates: APEC

- Preparation started on **Nov. 6**; work ran through end of event on **Nov. 17**.
- **40-50 unsheltered people** in APEC focus areas (Oct. 2023 estimate).
- Conducted **increased outreach**.
- Ensured partners had **24/7 access to shelter placements**.

Daily Averages
Pre-Event
(Nov. 6 – 12)

12 beds
allocated

7
placements

Daily Averages
During Event
(Nov. 13 – 17)

22 beds
allocated

10
placements

Program Updates: Shelter

- **Temporary battery power** expected by the end of January 2024 at the Bayview Safe Parking program.
- Adult Shelter Reinflation will be completed as of January 1, 2024. This effort has brought online **327 new adult shelter beds** across four programs.
- HSH managed shelter waitlist updates as of December 2023:
 - **395 adults** on the Shelter Reservation Waitlist, **48 reservations** made in November 2023.
 - **222 families** on the individual room family shelter waitlist
 - No specific shelter waitlist for young adults. Young Adults can access TAY-specific shelter through TAY Access Points or access the Adult Shelter Reservation Waitlist.

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

Program Updates: Family Shelter Placement Reforms *(Implemented Dec. 26)*

Verification of unsheltered homelessness



Old System: Delays due to required verification



New System: No official verification required.

Referral Timeframe Changes



Old System: 72-hour holds led to unused resources



New System: Same-day referrals reduce offline units



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Additional Updates

Legislative Update

Upcoming Legislation

- **Streamlined contracting ordinance** continued to January.
- 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**.
- **Multiple grant agreement amendments** going through the Commission and the Board by end of FY 2023-24
 - **Abode Flexible Housing Subsidy Pool Amendment** will be introduced on 1/30/2023

HSH Legislation passed in December

Heluna Health – SFHOT Agreement
(Board of Supervisors)

2177 Jerrold Lease (Board of
Supervisors)

Buena Vista Horace Mann Joint Use
Agreement (Board of Education)

Bayview Safe Parking Sublease
(State Lands Commission)

Updates from other Advisory Bodies

🔑 Local Homeless Coordinating Board:

- **Five** vacant seats.
- **Thanks to James Loyce** for serving on the LHCB since 2017 (stepping down in January).

🔑 Shelter Monitoring Committee:

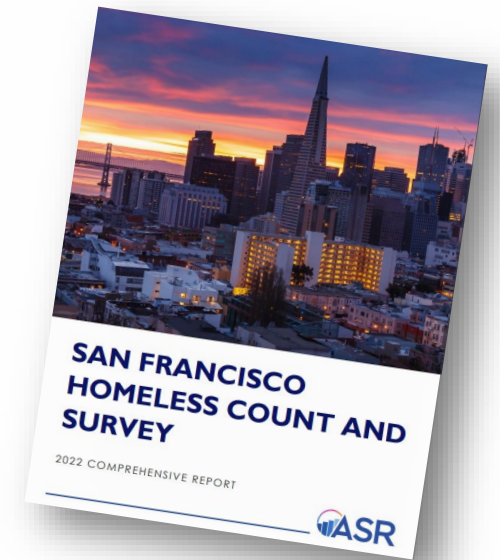
- **Two** vacant seats.
- **Officers elected:** Chair Diana Almanza, Vice-Chair Britt Creech, Secretary Angel David

🔑 Shelter Grievance Advisory Committee:

- **Four** vacant seats.
- Next meeting on March 12, 2024 from 2:00 – 4:00 PM in City Hall Room #305 (hybrid)

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**. **Commission participation encouraged!**

Data compiled in subsequent weeks for sheltered count and HIC as of the night of Jan. 30. PIT Survey administered in Feb. 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 – second session on Dec. 8, 2023; **monthly sessions** through March.

• 3 HSH staff have applied for the **Trauma-informed Systems 2024** cohort:

- Trauma-informed lens for racial equity work.
- Develop internal training on these topic areas.

• **Strategic planning work** under way:

- 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](#):

- Our City, Our Home Budget Manager (1825)
- Senior Administrative Analyst – Finance (1823)
- Behavioral Health Clinician (2930)

Positions Update

247 total FTE

48 vacant positions

56 active recruitments



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Questions?

Thank you!