



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

**Homelessness Oversight Commission | May 2, 2024**



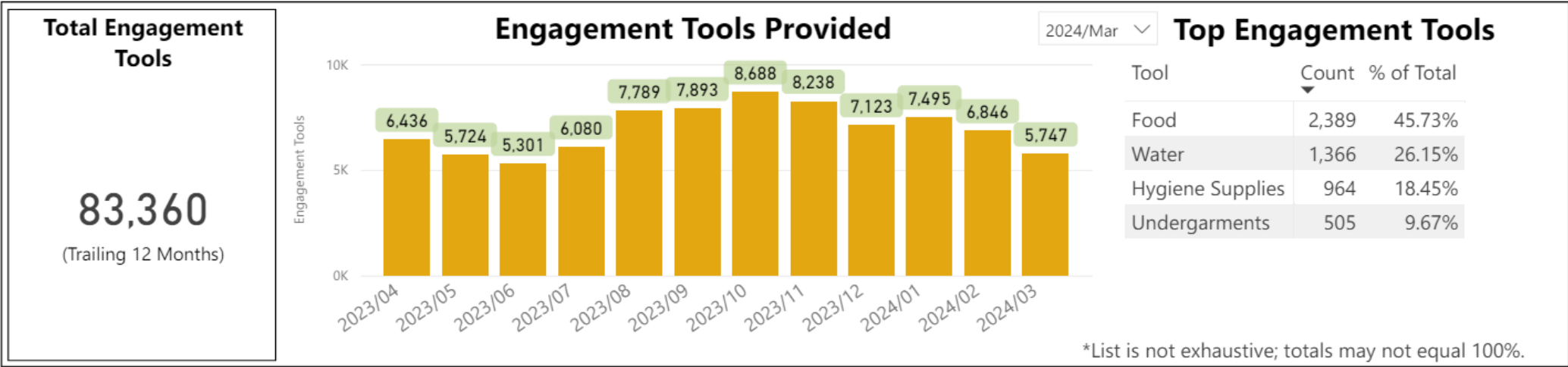
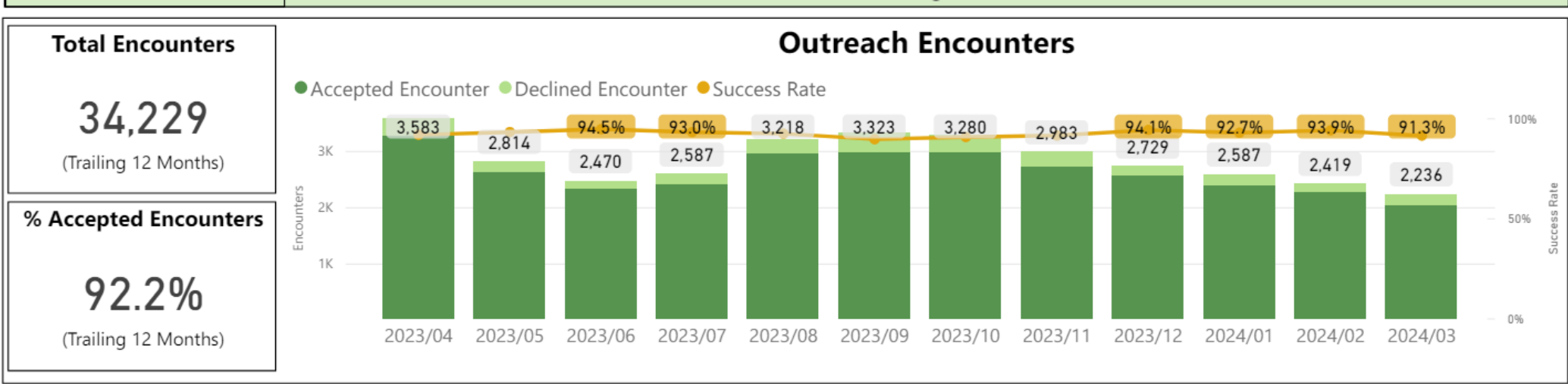


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# Homelessness Response System: Updates and Data\*

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

# Outreach



Email: [dhsh@sfgov.org](mailto:dhsh@sfgov.org) | Follow: [@SF\\_HSH](https://twitter.com/SF_HSH) | Learn: [hsh.sfgov.org](https://hsh.sfgov.org) | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)

Data through March 31, 2024.

[Link to online dashboard.](#)



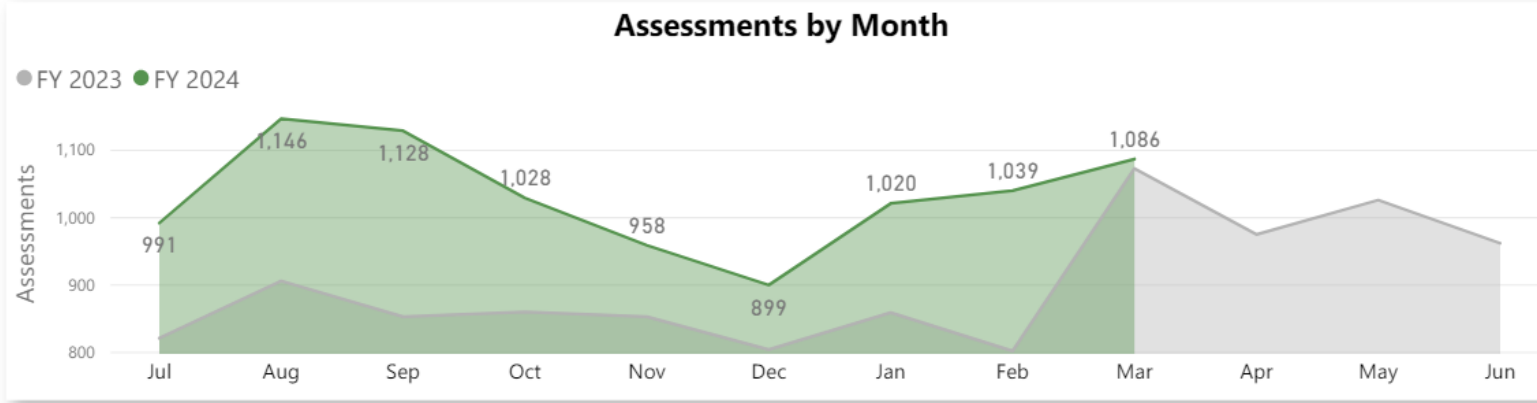
# Coordinated Entry Assessments

1,086  
Latest Month Assessments

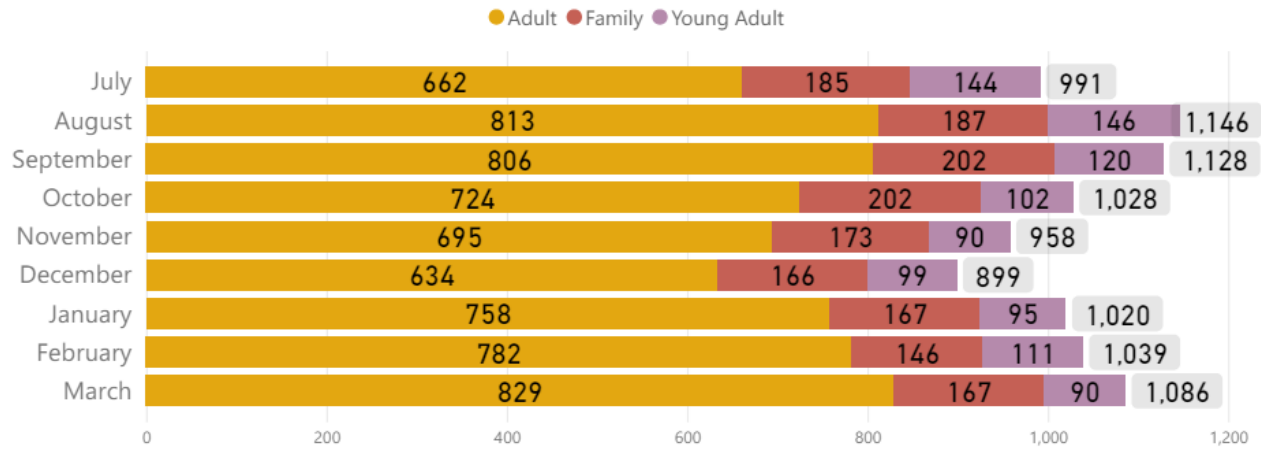
9,295  
FYTD Assessments

7,822  
Last FYTD Assessments

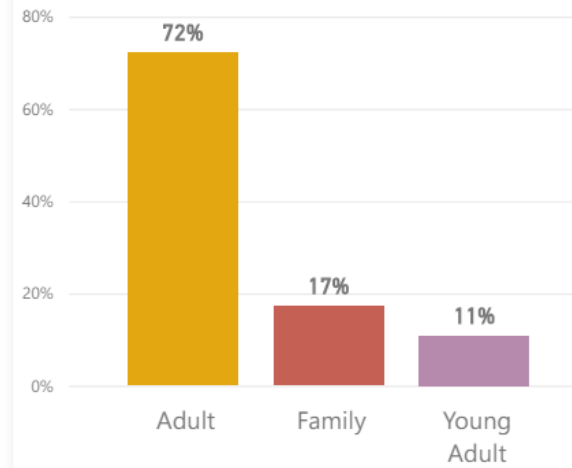
8,730  
Last Year Total



**FY 2024: Population Assessment by Month**



**FYTD Population Makeup**

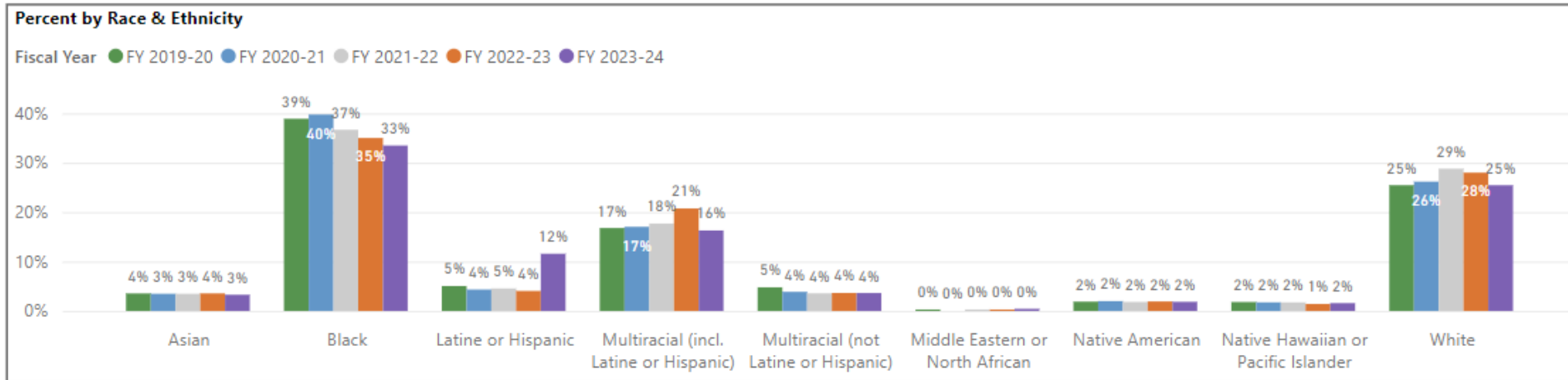


*Data through March 31, 2024*

*Includes new assessments and re-assessments.*

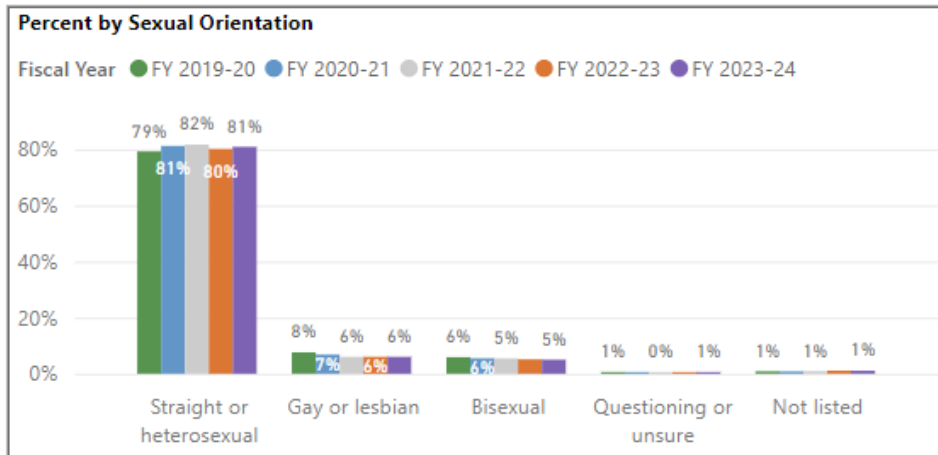
[Link to online dashboard.](#)

# Coordinated Entry: Demographics

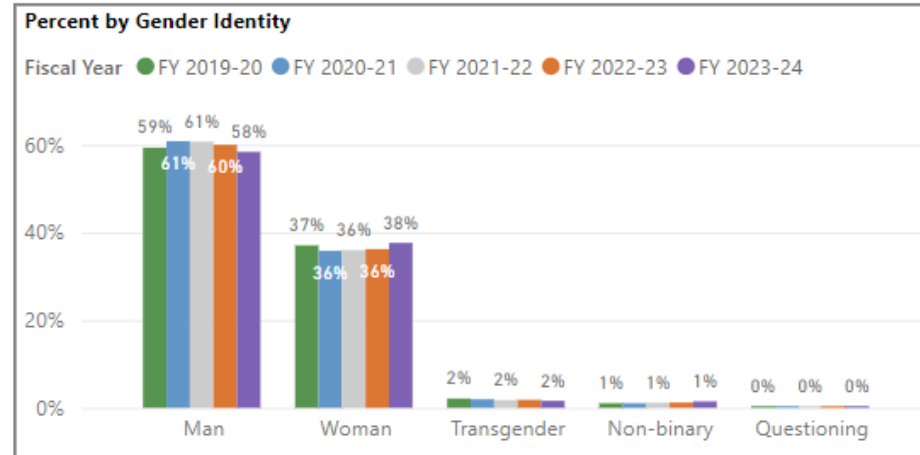


*Data through March 31, 2024*

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



Sexual Orientation is incomplete for 7% of clients (5% Data Not Collected; 0% Prefer Not to Answer)



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

*Includes new assessments and re-assessments.*

[Link to online dashboard.](#)

# Program Updates: Coordinated Entry

- Local Homeless Coordinating Board Coordinated Entry committee meeting second Tuesday of the month.
- Established the Coordinated Entry Implementation Group and its subcommittee. The work to date includes:
  - New Coordinated Entry Governance Charter approved in January 2024
  - New Coordinated Entry Mission and Values statements to be presented at the Local Homeless Coordinating Board public meeting in May
  - **Upcoming milestone:** Exploring and identifying changes to Coordinated Entry prioritization

# Homelessness Prevention

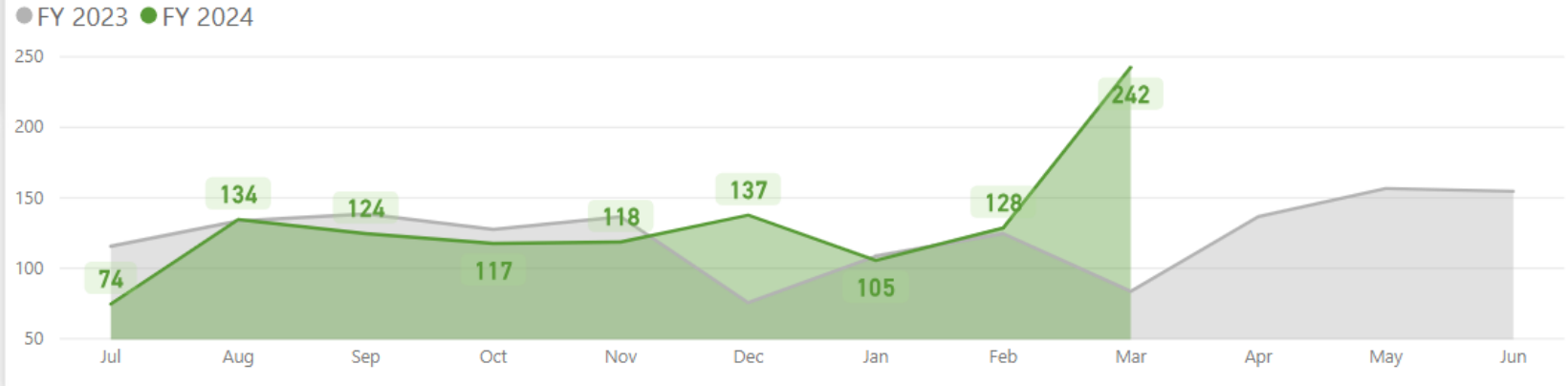
## Date of Assistance

7/1/2023 3/31/2024

## Total Households Served

1,156

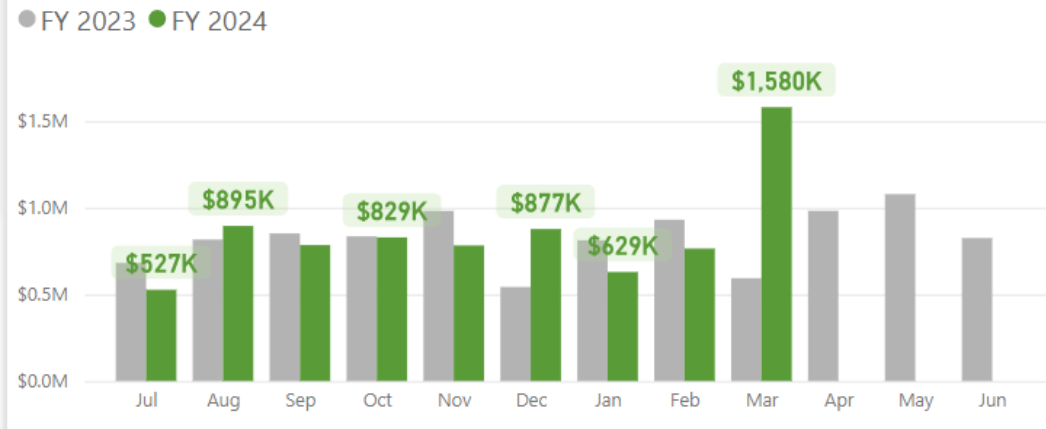
## Monthly Households Served



## Total Financial Assistance Distributed

\$7,668,174

## Monthly Financial Assistance Distributed



## Types of Financial Assistance

| Assistance Type                 | Amount      |
|---------------------------------|-------------|
| Back Rent                       | \$3,915,120 |
| Move in Assistance              | \$1,537,699 |
| Future Rent                     | \$1,181,567 |
| Stipulated Agreement Assistance | \$1,033,788 |
| Other                           | \$0         |

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

Data through March 31, 2024

# Problem Solving Resolutions

## Service Dates

7/1/2023 3/31/2024

## Households

**761**  
Unique Households Resolved

**7,905**  
Households Served

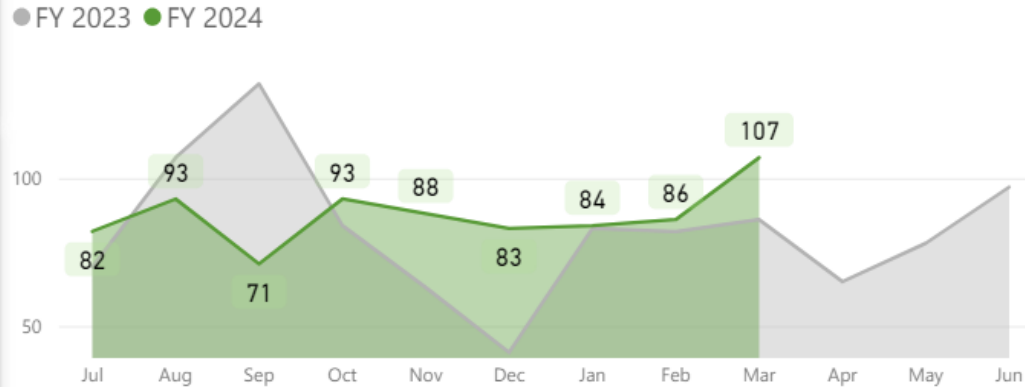
## Services

**787**  
Total Resolutions

**\$2,503,363**  
Total Financial Assistance

**11,293**  
Total Conversations

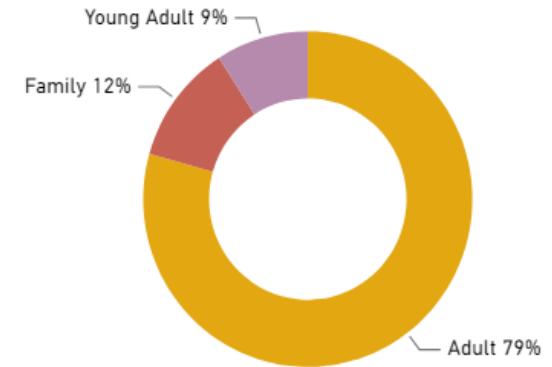
## Resolutions by Month



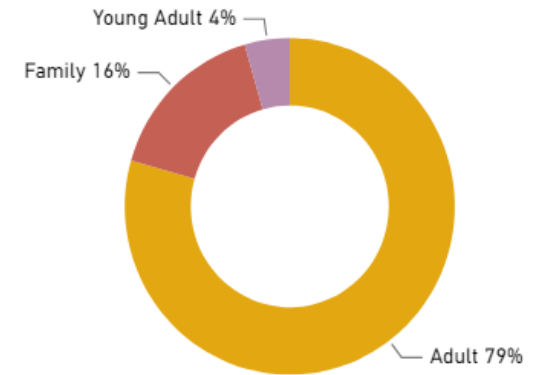
## Top 5 Types of Financial Assistance

| Assistance  | Amount      |
|---|-------------|
| Move-in assistance for housing outside the San Francisco homelessness response system, including deposits and first and last month's rent | \$1,928,095 |
| Furniture, such as a bed, if reasonable and directly linked to a housing resolution   | \$238,233   |
| Rental assistance after move-in   | \$188,147   |
| Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket            | \$103,249   |
| Travel and relocation support outside of San Francisco that will result in a housing connection- food stipend                             | \$10,888    |

## Population: Household Type Resolved



## Population: All Problem Solving Household ...



Data through March 31, 2024.

[Link to online dashboard.](#)

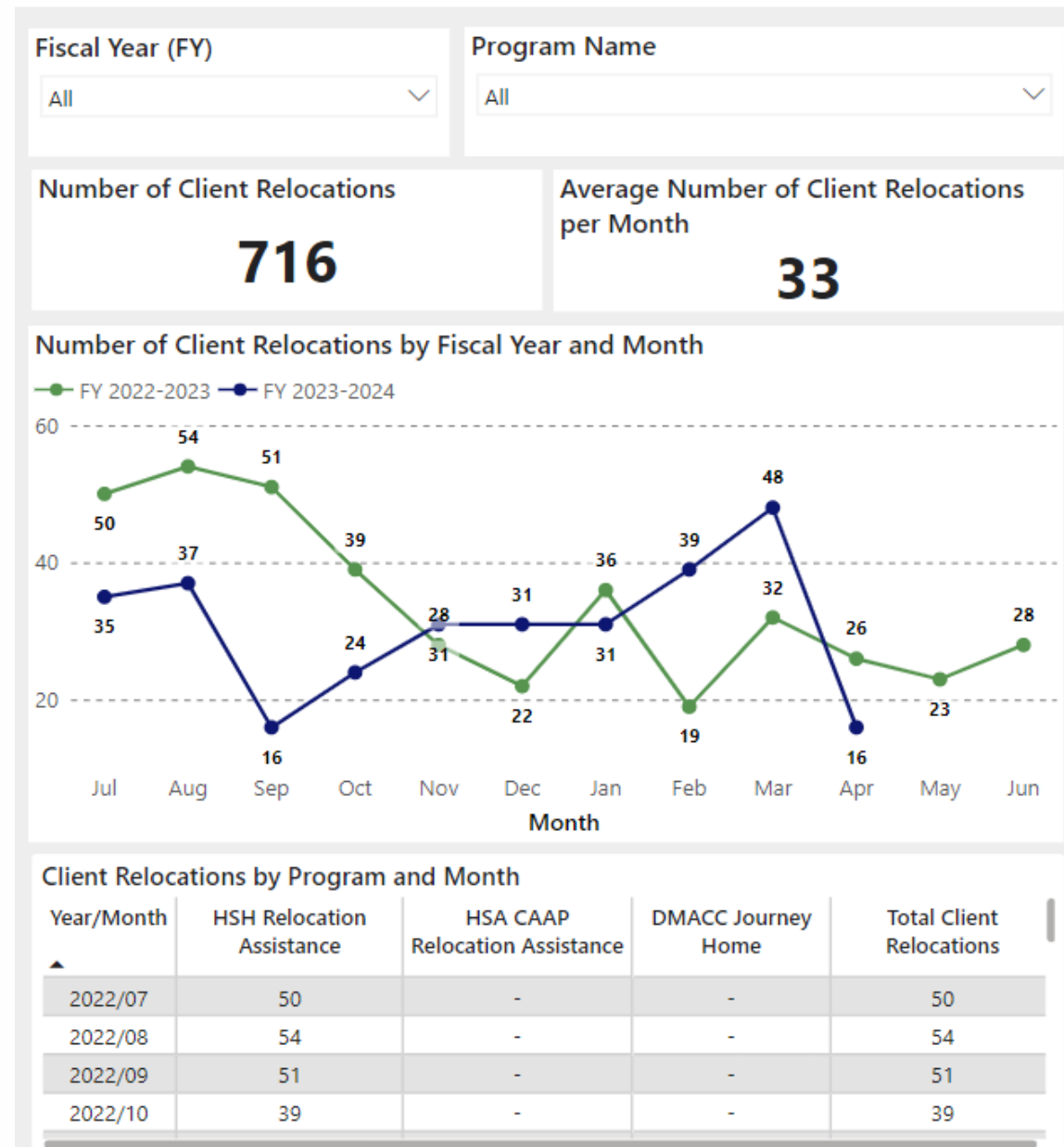


# Relocation Assistance

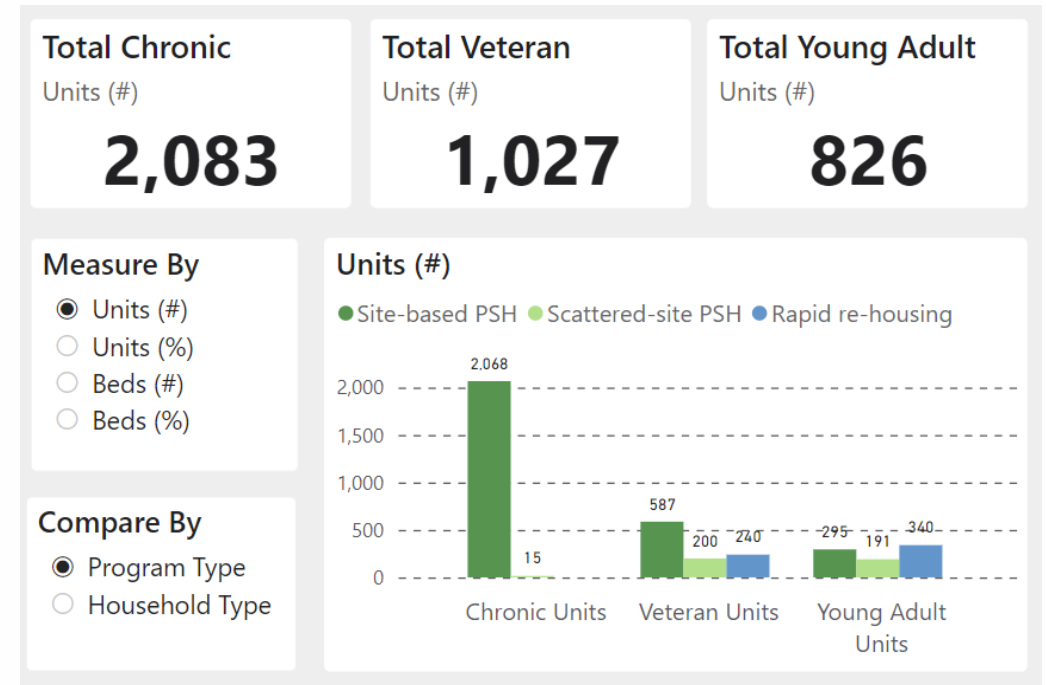
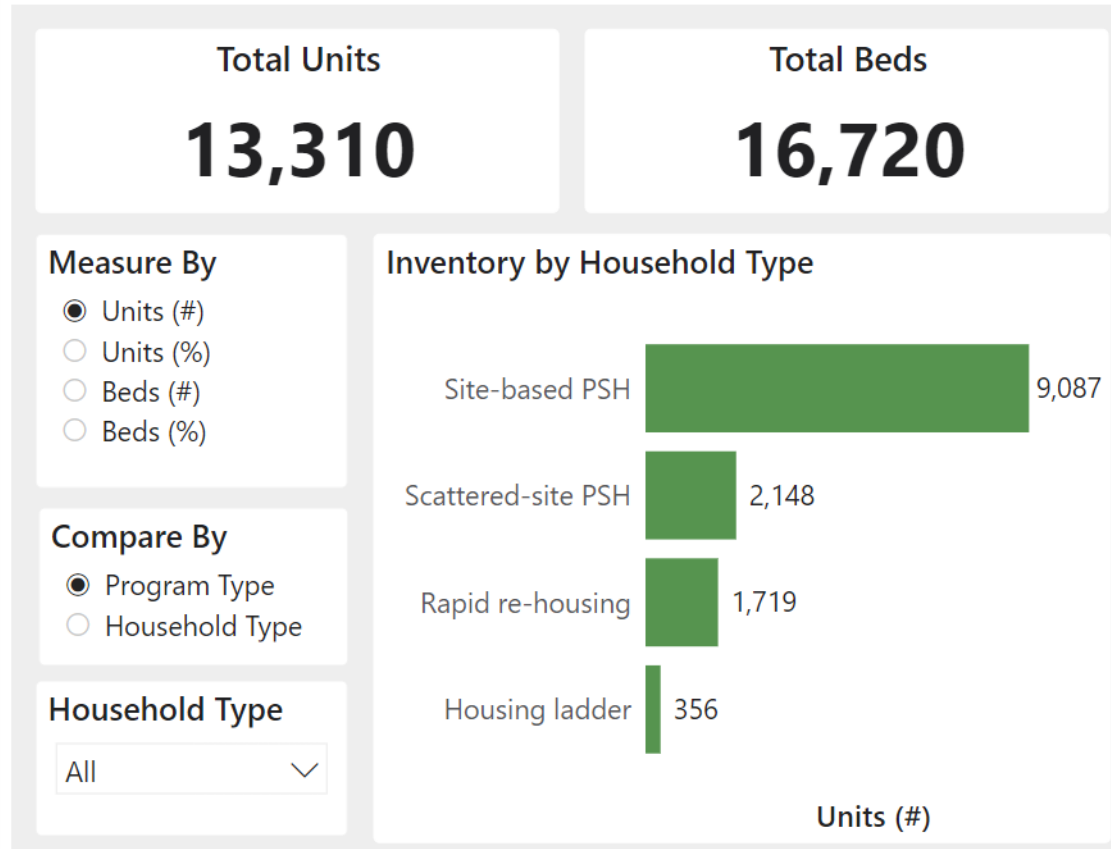
San Francisco offers three programs that help people experiencing or at risk of homelessness reunite with support networks and stable homes outside the city.

- Problem Solving Relocation Assistance:** Offered by the Department of Homelessness and Supportive Housing for unhoused clients.
  - This program started in **July 2022** as the successor to the longstanding Homeward Bound program.*
- County Adult Assistance Program (CAAP) Relocation Assistance:** Offered by the [Human Services Agency](#) for CAAP recipients.
  - This program started in **April 2023**.*
- Journey Home:** Offered by HSA and HSH as part of the Drug Market Agency Coordination Center (DMACC) for unhoused people and people with substance use disorders.
  - This program started in **September 2023**.*

New citywide Relocation Assistance dashboard is live on the [HSH website](#).



# Housing Inventory Dashboard



- *Data as of April 23, 2024.*
- [Link to online dashboard.](#)

# Housing Placements

**Category** ▾

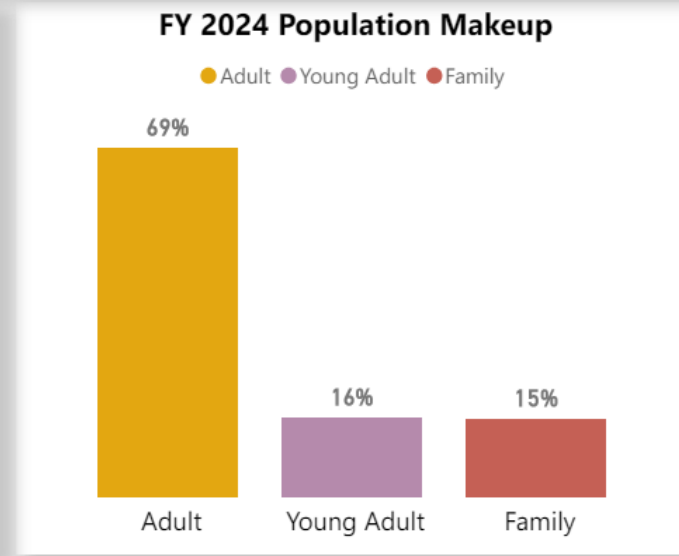
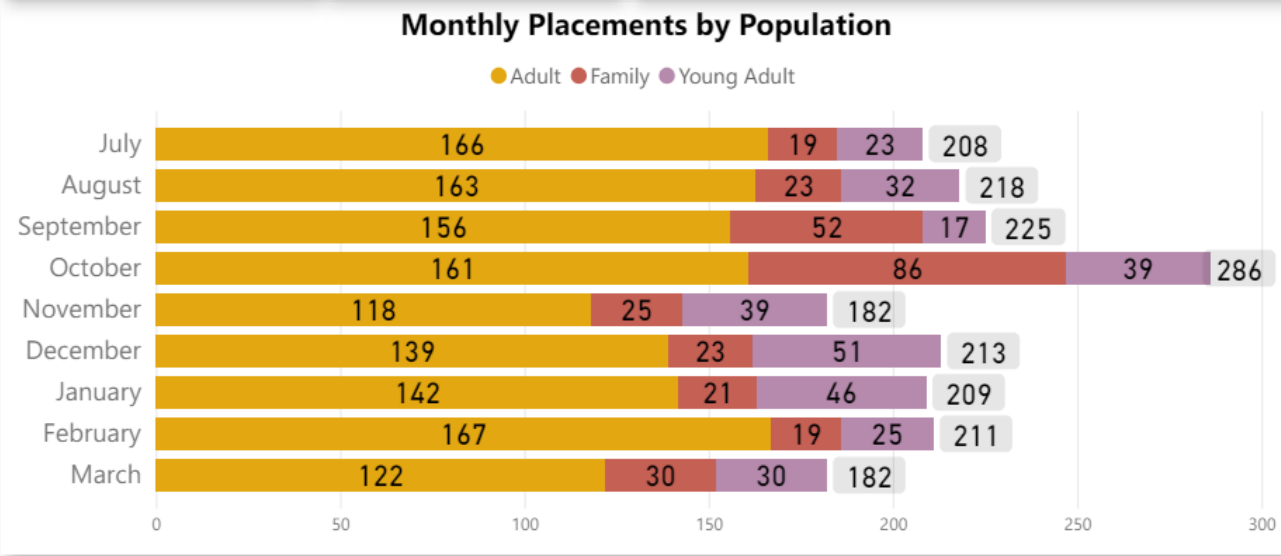
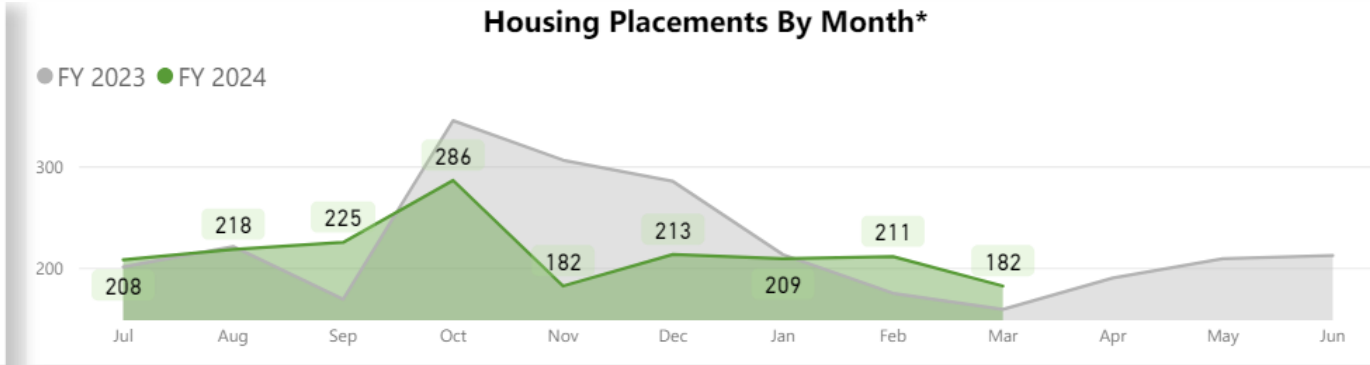
- Select all
- PSH - Scattered-site
- PSH - Site-based
- Rapid re-housing

**182**  
Latest Month Placements

**1,934**  
FYTD Placements

**2,074**  
Last FYTD Placements

**2,685**  
Last Year Total



*Placements into HSH's overall portfolio of 1,934 units. Excludes transfers.*

*Data through March 31, 2024.*

[Link to online dashboard.](#)

\*Placements excluding transfers



# Housing Program Updates

## Scattered Site Housing:

- Flexible Housing Subsidy Pool agreements have been executed and referrals to **Community Forward SF and TGI Justice Project** are set to begin in May 2024.
- HSH has made tentative awards in the **Shallow Subsidy Housing Program** for adults and families:
  - Abode Services selected for the adult program
  - Mission Neighborhood Center selected family program
- Flexible Housing Subsidy Pool for Women:
  - Community Forward SF was selected to administer this program

## Housing Quality Inspections:

- **Housing Quality Inspection** policy issued in April
  - Designed to ensure housing quality across the **project-based housing portfolio**
  - HSH is currently educating tenants about the policy
  - HSH is developing a Housing Quality Inspection policy and procedure for **scattered site** housing

# Hope House Update

84 clients enrolled in this program when we began the winddown

## 68 tenants have been rehoused including:

- 29 in Permanent Supportive Housing
- 29 in Rapid Rehousing
- 1 in veterans housing
- 1 in family housing
- 4 moved into stable housing outside of the homelessness response system
- 2 housed with problem solving assistance
- 2 other

There are currently 16 households still in the housing placement process.

# Emergency Housing Vouchers (EHVs)



## Characteristics of Households Issued Vouchers\*

| Population   | Households   | Pct         |
|--------------|--------------|-------------|
| Adult        | 452          | 42%         |
| Family       | 373          | 34%         |
| Young Adult  | 260          | 24%         |
| <b>Total</b> | <b>1,085</b> | <b>100%</b> |

| Prior Living Situation  | Households   | Pct         |
|-------------------------|--------------|-------------|
| At risk of homelessness | 186          | 17%         |
| Homeless                | 640          | 59%         |
| Other                   | 23           | 2%          |
| Recently homeless       | 236          | 22%         |
| <b>Total</b>            | <b>1,085</b> | <b>100%</b> |

\*Data only available for 1,085 of the 1,261 households issued vouchers. Excludes confidential data from households fleeing violence.

## Destinations of Households that Left the Program

Excludes 66 households with expired vouchers.

| Exit Destination              | Households | Pct         |
|-------------------------------|------------|-------------|
| Permanent Housing Situations  | 64         | 53%         |
| Other County - Voucher Ported | 29         | 24%         |
| Permanent Housing             | 16         | 13%         |
| Deceased                      | 5          | 4%          |
| Homeless Situations           | 4          | 3%          |
| Temporary Housing Situations  | 3          | 2%          |
| Institutional Situations      |            |             |
| <b>Total</b>                  | <b>121</b> | <b>100%</b> |

## District 10 Geographic Focus

Zip Codes: 94107, 94124, 94134

(Excludes confidential data from households fleeing violence)

**33%** (430) of **referrals** went to people staying in District 10.

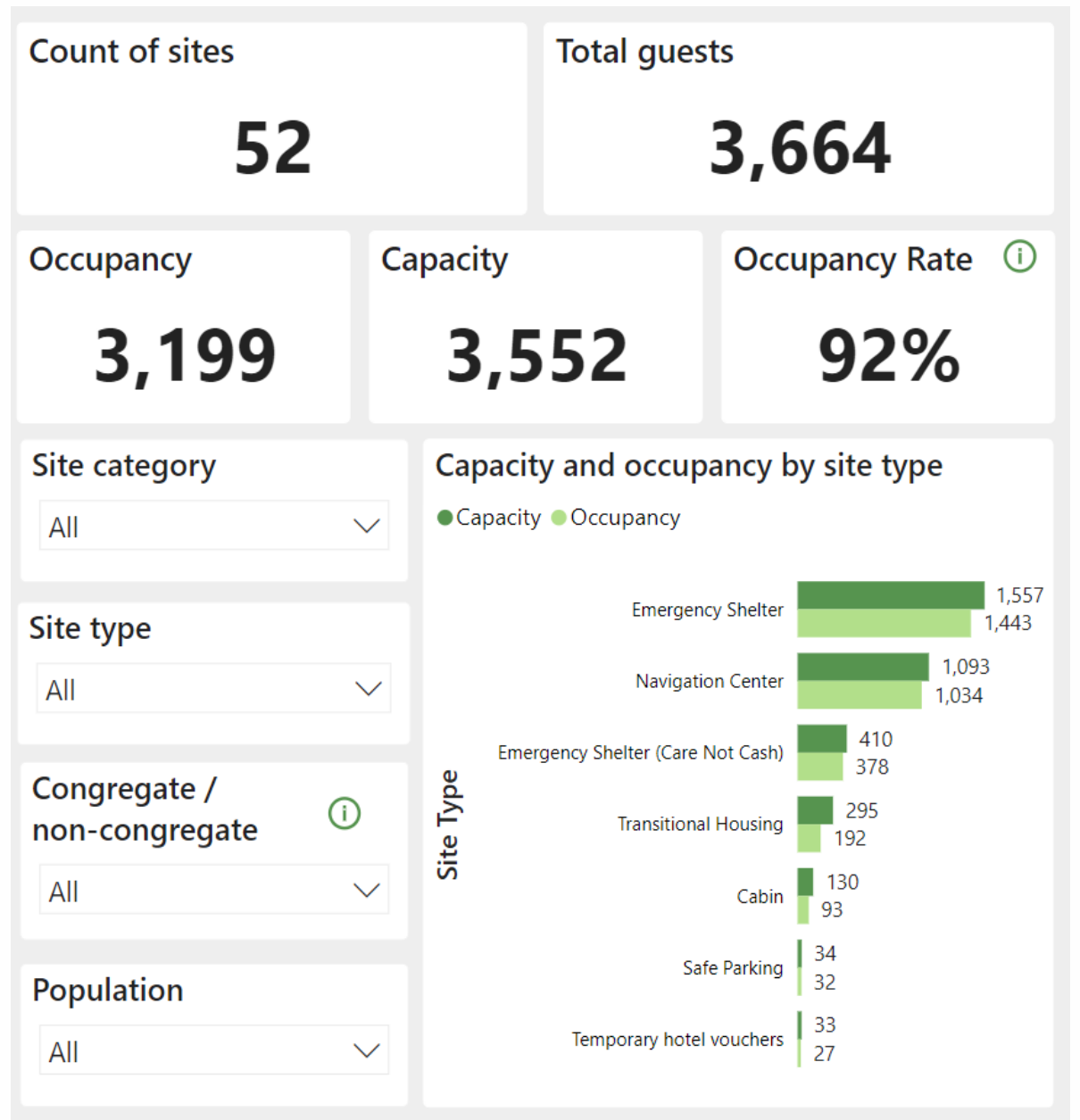
**34%** (341) of **move-ins** were people staying in District 10 upon referral.

Email: [dhsh@sfgov.org](mailto:dhsh@sfgov.org) | Follow: [@SF\\_HSH](https://twitter.com/SF_HSH) | Learn: [hsh.sfgov.org](https://hsh.sfgov.org) | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)

Data as of 4/23/2024

# HSH Shelter Inventory

- Snapshot as of **April 23, 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 to coordinate outreach before enforcement of new parking restrictions, including near Lake Merced.

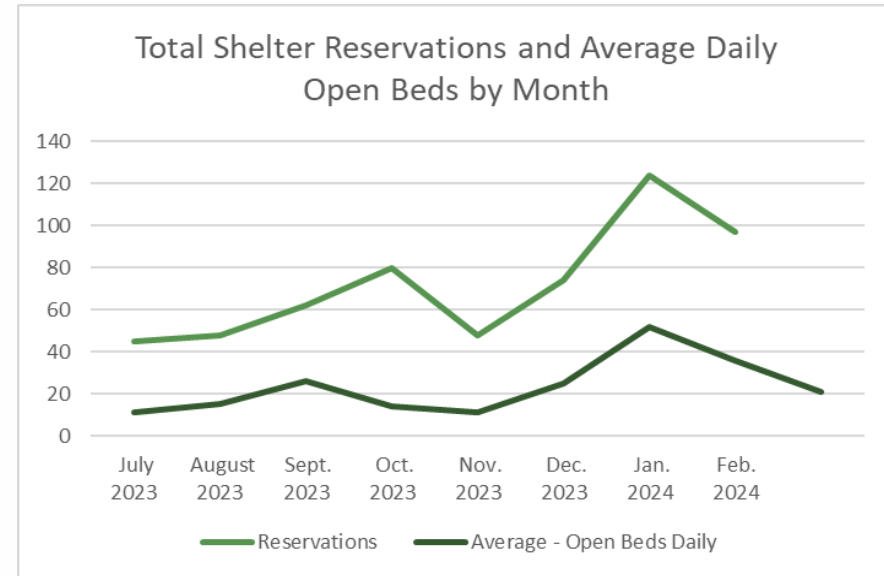
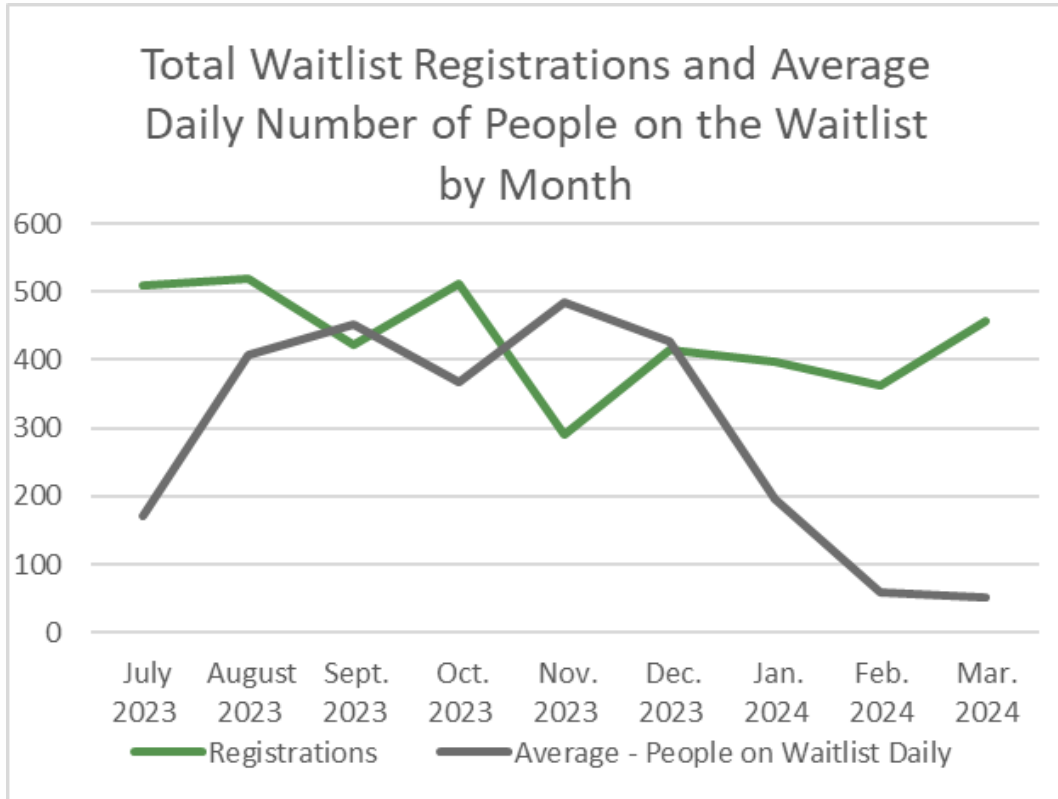
## Housing Outcomes

| Status   | Total | Site-based PSH | Scattered-site PSH | Rapid re-housing |
|----------|-------|----------------|--------------------|------------------|
| Moved In | 21    | 3              | 11                 | 7                |





# Shelter Reservation Waitlist System Improvements



## March Data

- 456 registrations
- Registration source: 20% via phone; 80% online
- 98 shelter reservations
- Average of 51 people on the waitlist daily

# Program Updates: Shelter & Outreach



• Mission Cabins opened on April 15th

- Placement priority: People experiencing homelessness in the Mission District.
- Making 5 placements daily until fully occupied.
- Operator: 5 Keys



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# Additional Updates

# Legislative Update

- **9** pieces of legislation for **grant agreements** in **Board process**:
  - **6 amendments** heard by HOC in March and April have anticipated hearings in May
  - **2 amendments** and **1 new agreement** heard by HOC in May have anticipated hearings in May and June.
- **Hearings in April:**
  - Homelessness and Supportive Housing Pre-Budget Hearing
  - Delays on Elevator Modernization NOFA
  - Family Homelessness Response System
- Upcoming legislation this summer:
  - Authorization to enter into a Grant Agreement with the **San Francisco Health Plan** for **HHIP funding**.
  - Accept and Expend for **685 Ellis Round 3 Homekey Award**

## Hearings in May

Implementation  
of the  
Homelessness  
Oversight  
Commission

# Updates from other Advisory Bodies

## 🔑 Local Homeless Coordinating Board:

- 3 vacancies
- May meeting will focus on approval of Emergency Solutions Grant desk guide and review of the Continuum of Care project portfolio.

## 🔑 Shelter Monitoring Committee:

- 1 vacancy
- Current focus of the Committee: shelter staff training, ensuring shelters respond to complaints, and shelter video systems.

## 🔑 Shelter Grievance Advisory Committee:

- 3 vacancies
- Next meeting on Tuesday, June 18th, 2024 from 2:30 – 4:30PM

# Equity Office Updates

## Strategic Planning

- Equity framework for Home By The Bay
  - Building the roadmap to equity fundamentals and dynamics into all activities and goals of the Home by the Bay plan.

## Training

- Racial Equity Training 1, 2 & 3 digitally available in SF Learning
  - 86.5% of HSH staff have completed all three modules
- Affirming Trans Access to Housing
  - 252 attendees across 5 trainings with CBOs. 2 more to go.
  - 633 expected to attend the training in total



# HR Update & HSH is Hiring!

- HSH's open positions are listed on the [citywide DHR website](#).

## Positions Update

247 total FTE

49 vacant positions

58 active recruitments



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# Questions?

Thank you!