



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | September 5, 2024





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 in HSH's [Data Hub](#).*

Outreach

Total Encounters

32,024

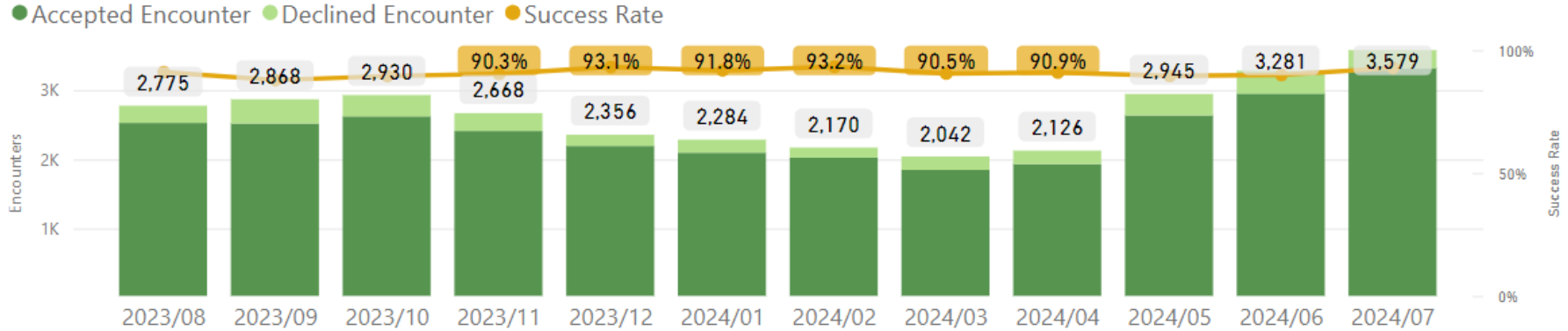
(Trailing 12 Months)

% Accepted Encounters

90.8%

(Trailing 12 Months)

Outreach Encounters

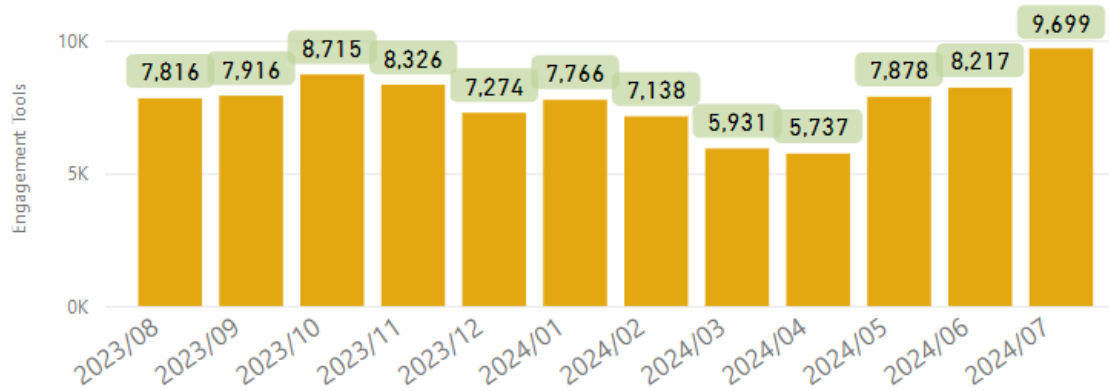


Total Engagement Tools

92,413

(Trailing 12 Months)

Engagement Tools Provided



2024/Jul

Top Engagement Tools

Tool	Count	% of Total
Food	4,384	49.63%
Water	3,087	34.95%
Hygiene Supplies	1,362	15.42%

*List is not exhaustive; totals may not equal 100%.

Data through July 31, 2024.

[Link to online dashboard.](#)

Program Updates: Outreach

• In July 2024, the San Francisco Homeless Outreach Team (SFHOT) made:

- **262** shelter placements
- **213** Coordinated Entry Access Point referrals
- **4** housing placements

• At the August 8th SFHOT event with the Gubbio Project, our staff worked with 19 clients and made 4 shelter placements including one to Mission Cabins.



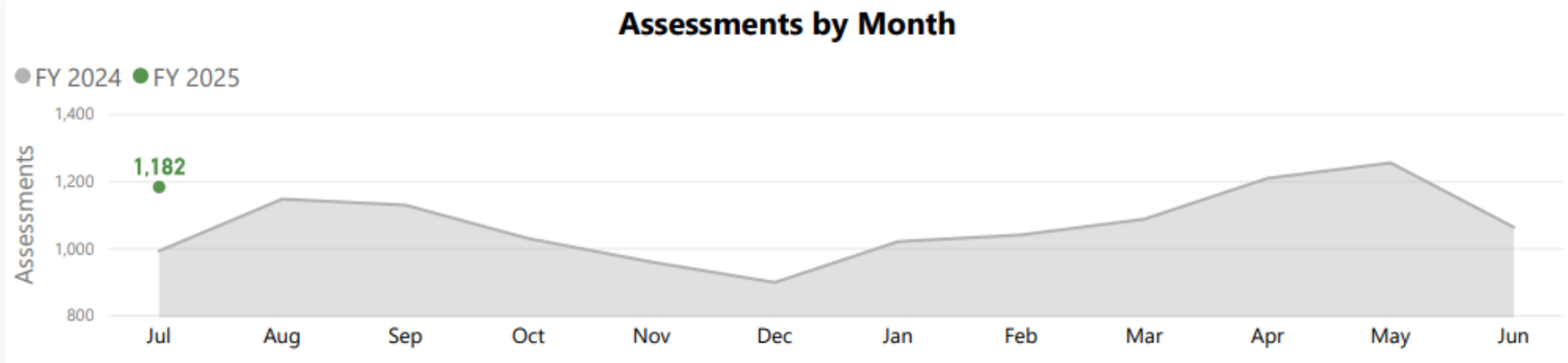
Coordinated Entry Assessments

1,182
Latest Month Assessments

1,182
FYTD Assessments

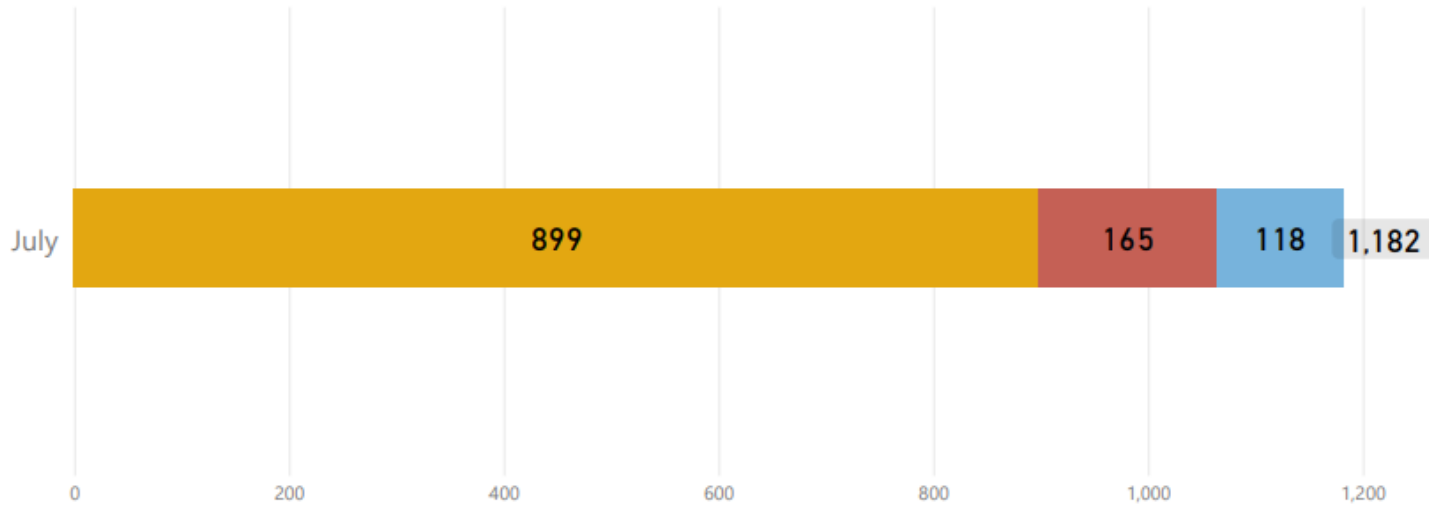
991
Last FYTD Assessments

12,816
Last Year Total

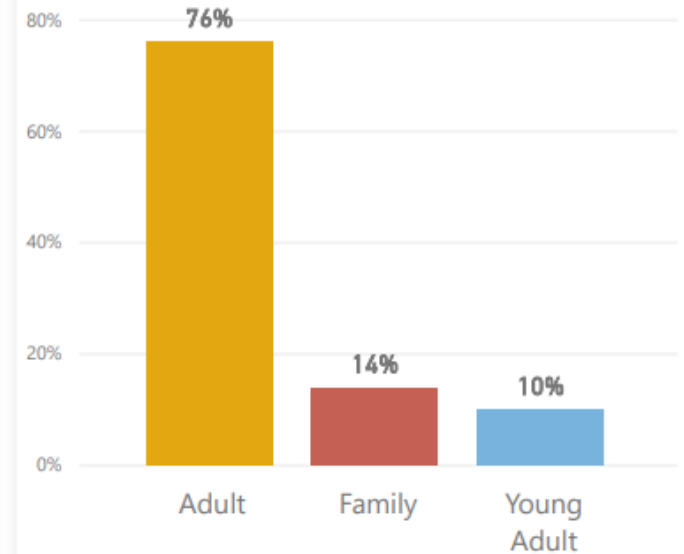


FY 2025: Population Assessment by Month

● Adult ● Family ● Young Adult



FYTD Population Makeup

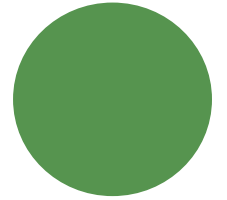


Data through July 31, 2024.

[Link to online dashboard.](#)

Coordinated Entry

- Soft launch of the **Coordinated Entry for Survivors Assessment Tool** to prioritize survivors of violence seeking services from the Homelessness Response System.
 - **Fifteen assessments were completed in July.**
- HSH hosted a successful **leasing fair** at the Aarti (pictured), which resulted in every open unit getting matched.



Homelessness Prevention

Date of Assistance

7/1/2024

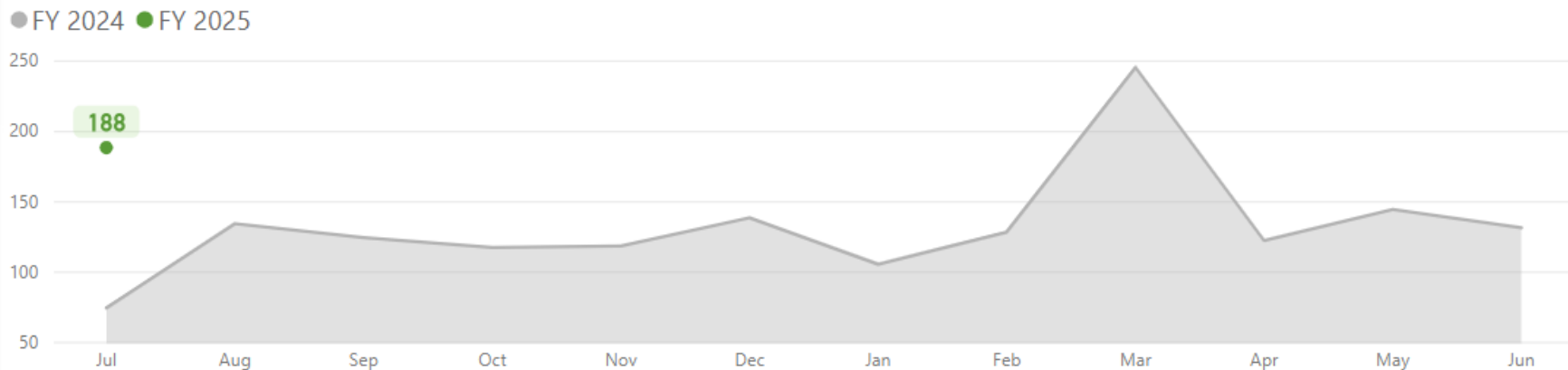
7/31/2024

H

Total Households Served

188

Monthly Households Served



Total Financial Assistance Distributed

\$1,267,126

Monthly Financial Assistance Distributed



Types of Financial Assistance

Assistance Type	Amount
Back Rent	\$510,395
Stipulated Agreement Assistance	\$367,273
Move in Assistance	\$224,483
Future Rent	\$164,973

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

Prevention:

San Francisco Emergency Rental Assistance Program (ERAP) Data

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

Data is for those who applied in July 2024.

Households Served: 298

- Below 30% of Area Median Income (AMI): **86%**
- Experienced homelessness: **53%**
- At risk of displacement: **69%**
- Received eviction notice: **10%**
- Identify as people of color: **80%**

Average Assistance

\$5,165

Total Distributed

\$332,269

Problem Solving Resolutions

Service Dates

7/1/2024 7/31/2024

Households

81

Unique Households Resolved

1,327

Households Served

Services

85

Total Resolutions

\$272,277

Total Financial Assistance

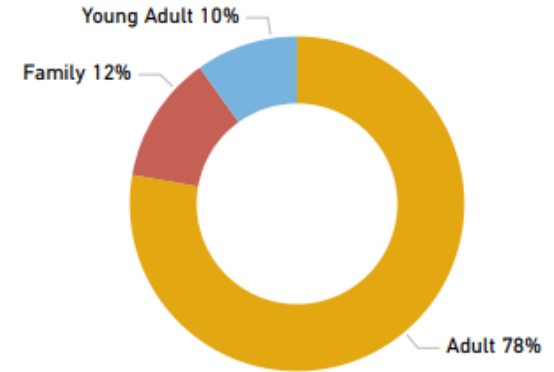
1,574

Total Conversations

Resolutions by Month



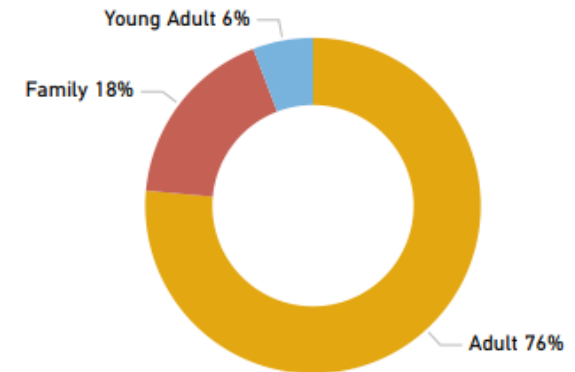
Population: Household Type Resolved



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	\$202,701
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$27,548
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$17,044
Rental assistance after move-in	\$8,811
Contribution to rent or utility costs of another household (non lease agreements) if it will allow the participant to move into the unit or maintain/return to the unit	\$6,911

Population: All Problem Solving Household ...



Data through July 31, 2024.

[Link to online dashboard.](#)

Housing Inventory Dashboard

Total Units

13,532

Total Beds

17,836

Measure By

- Units (#)
- Units (%)
- Beds (#)
- Beds (%)

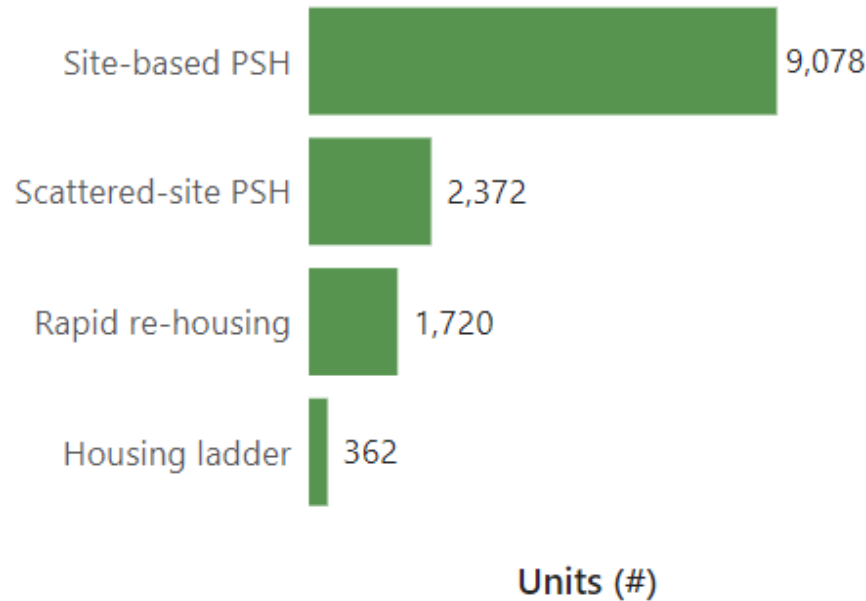
Compare By

- Program Type
- Household Type

Household Type

All ▼

Inventory by Household Type



Total Chronic Units (#)

2,134

Total Veteran Units (#)

864

Total Young Adult Units (#)

759

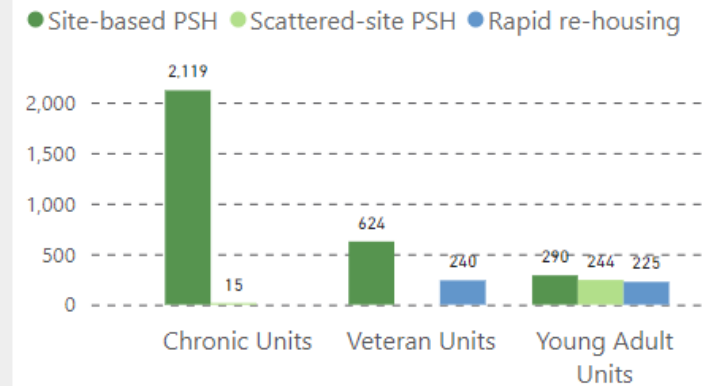
Measure By

- Units (#)
- Units (%)
- Beds (#)
- Beds (%)

Compare By

- Program Type
- Household Type

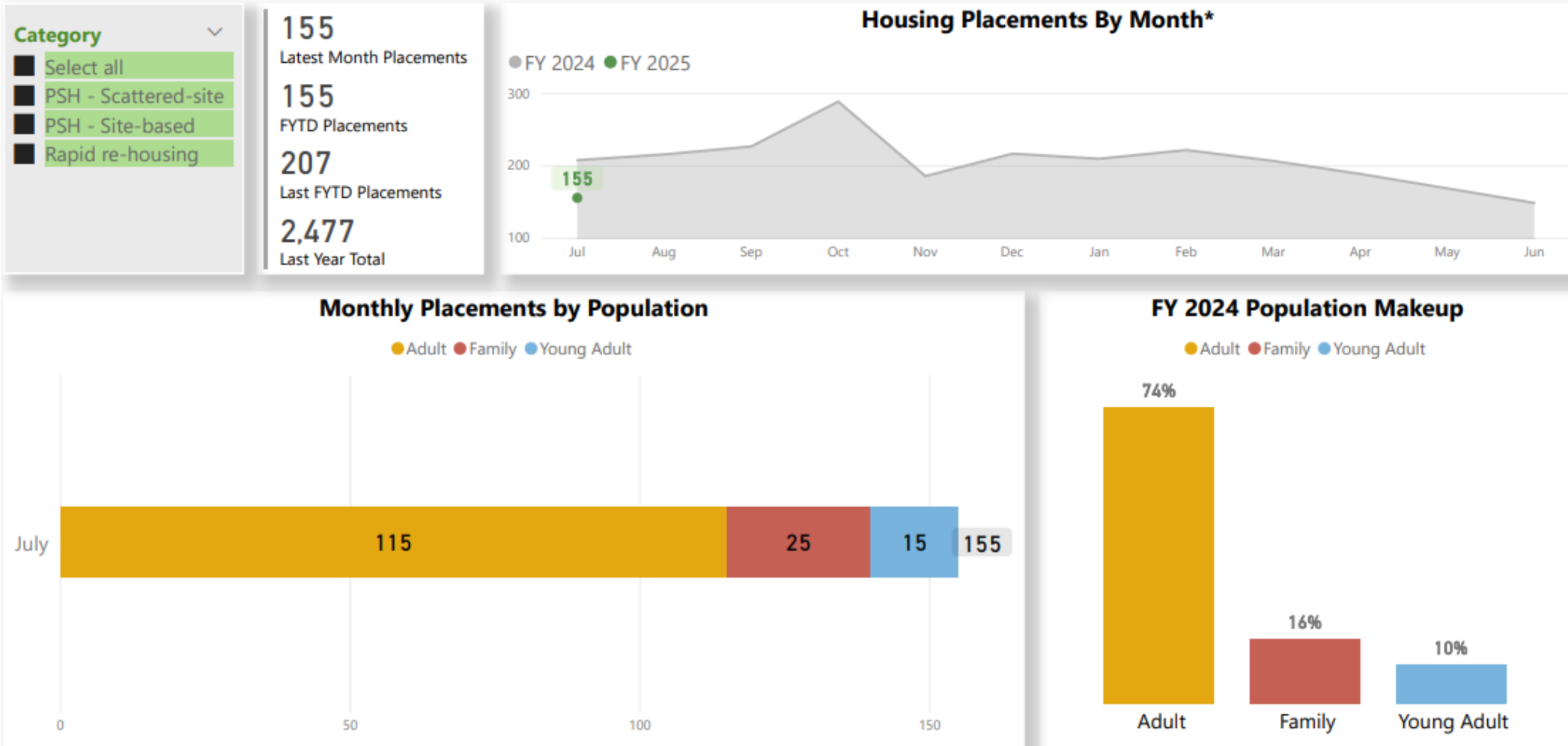
Units (#)



Data as of August 20, 2024.

[Link to online dashboard.](#)

Housing Placements



Excludes transfers.

Data through July 31, 2024.

[Link to online dashboard.](#)

Housing Program Updates

Scattered-Site Housing Program

- The **Flexible Housing Subsidy Pool Program for Women** will begin accepting referrals this month.
- HSH is facilitating **working groups** to provide input on the implementation of new rapid rehousing subsidies for families.

Housing Provider Trainings in August

- Corporation for Supportive Housing training on **crisis intervention** and **de-escalation**.
- HSH training on **money management** programs
- HSH training on the **DPH Permanent Housing Advanced Clinical Services (PHACS) team** and behavioral health services.
- HSH hosted a **Youth Housing Provider Data Roundtable** for Support Service, DPH and Property Management Providers

Money Management Program

- **Money Management** is a strategy to address chronic non-payment of rent across the permanent supportive housing portfolio
- HSH **launched an expansion** of the program this fiscal year to now serve a total of > 3,200 tenants.
- It is an opt-in, voluntary program

Program Expansion

- Now serving 1,150 additional tenants.
- Now available for transitional aged youth (TAY) and families
- Three providers: Lutheran Social Services, Conard House and THC

Tenant brings check or debit card to the third party rent payment program



The program pays rent and other bills on the tenant's behalf



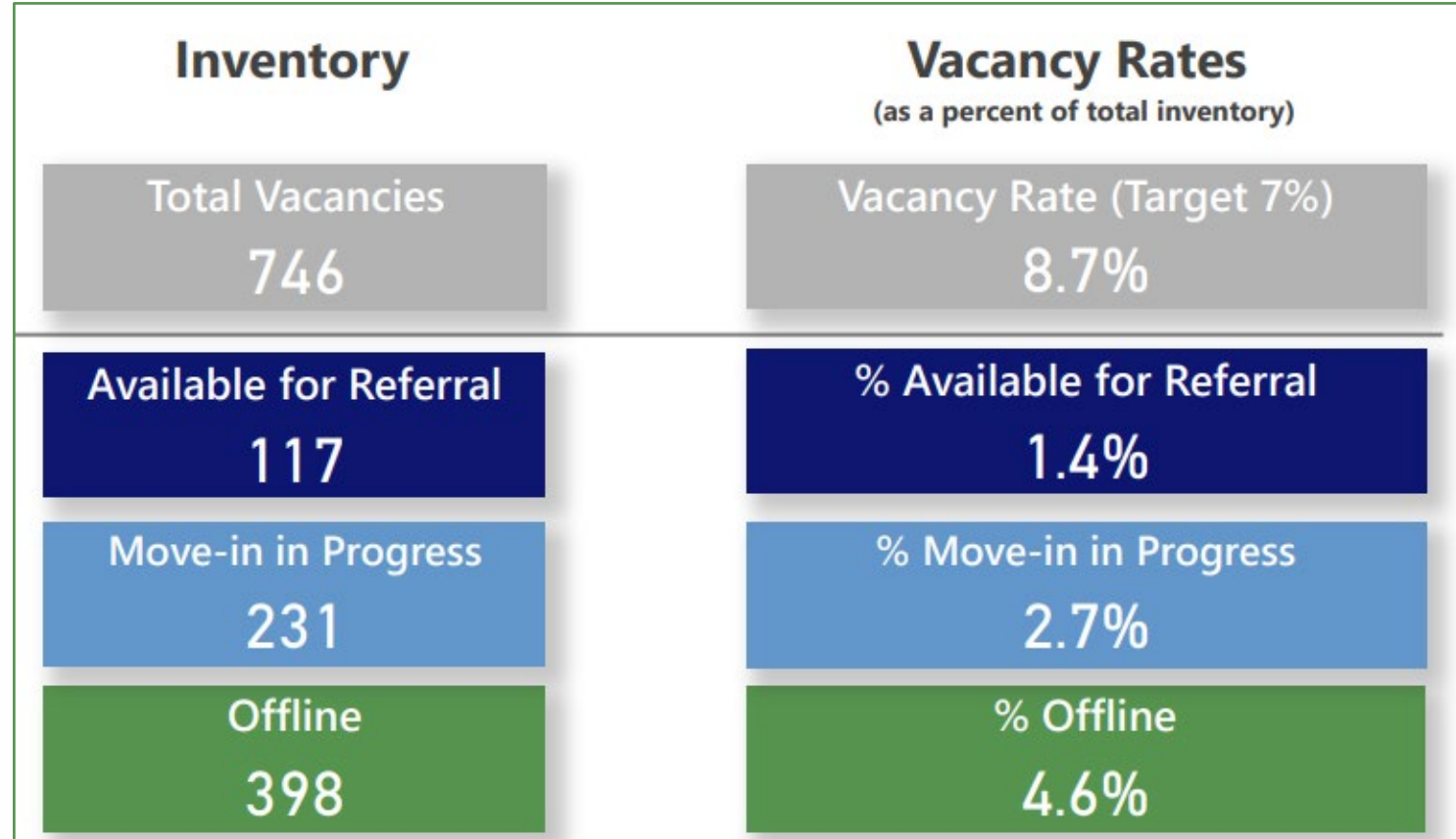
The program returns remaining money to the tenant.

Housing Vacancies

Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial/Maintenance	170
Recently Vacated	137
Property Hold	42
Hold for Transfer	33
Coroner Hold	16
Total	398

Monthly data snapshots through August 22, 2024.



Total inventory: 8,595 units.

Effective Strategies to Reduce Vacancies

Reduced
Documentation
Requirements

Standards for
Offline Units

Unit Level
Inventory
Tracker

Improved
Housing Quality

Created Housing
Placement Team

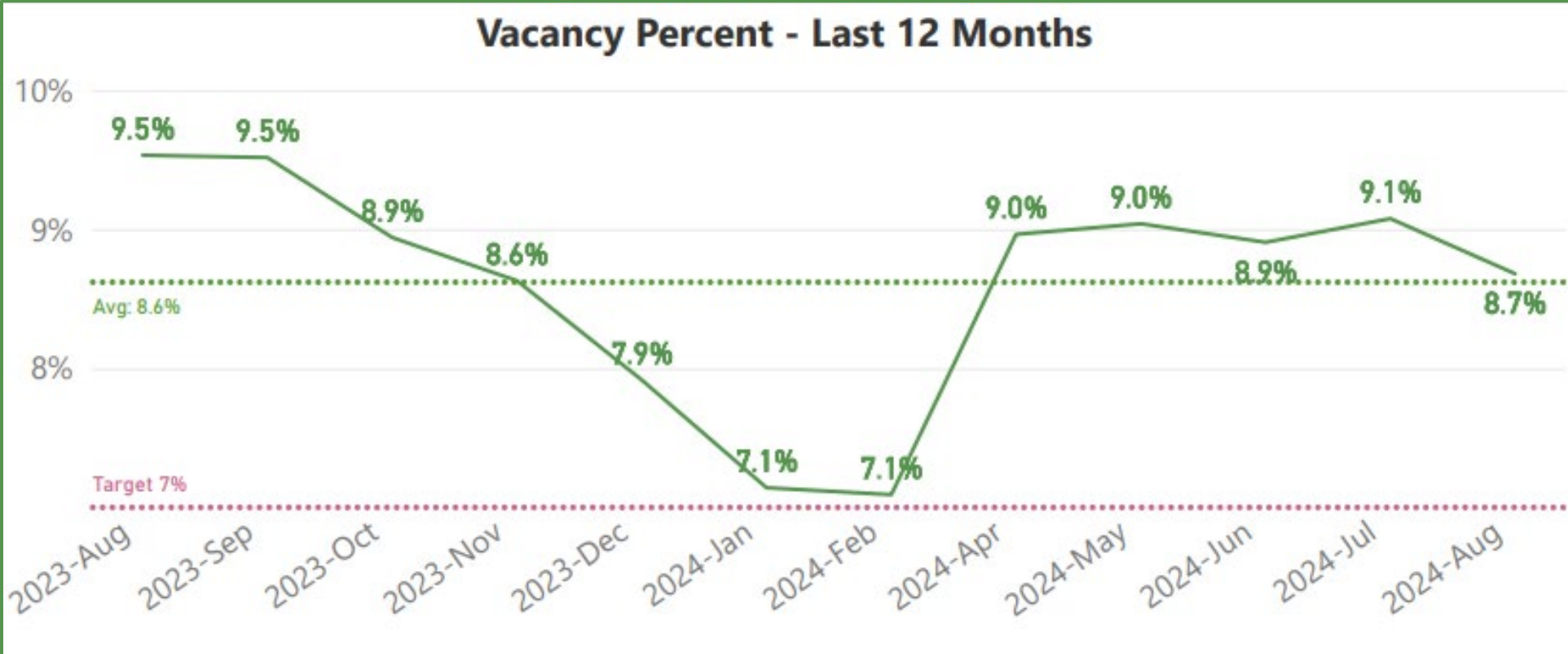
Increased Wages
for Provider Staff

Updated Service
Outcome
Objectives

Street to Home

Housing Vacancies: Proactive Referrals

- Improved data allows “proactive referrals,” based on anticipated vacancy.
 - Using proactive referral outreach period to gather income documentation before unit match. Pilot: 76% of clients were fully "document ready" within two weeks of referral, up from 34% baseline.



New Actions to Reduce Vacancies & Offline Units

Move	Move all clients with “Housing Referral” status staying in shelters to permanent supportive housing .
Educate	Educate providers in “ Dedicated Plus ” buildings to <u>not</u> request proof of chronic homelessness and continue working with HUD to convert all CoC units to Dedicated Plus.
Limit	Limit offline units to 3% of their building units . (Currently it is close to 4.5%)
Improve	Improve monitoring of offline units by separating those that need serious rehab vs. janitorial and minor repairs .
Cap	Cap the number of weeks providers may set aside a unit for internal transfers .
Ensure	Ensure that providers properly classify units when residents move out.
Conduct	Conduct site visits when a building’s offline units exceed 4% for over 30 days .

FY 2023-24 Eviction and Exit Annual Report

Under Admin Code 20.500 HSH is required to submit an annual report on **Evictions and Exits from site-based permanent supportive housing** to the Board of Supervisors. HSH submitted the **FY23-24 report** on August 30, 2024.

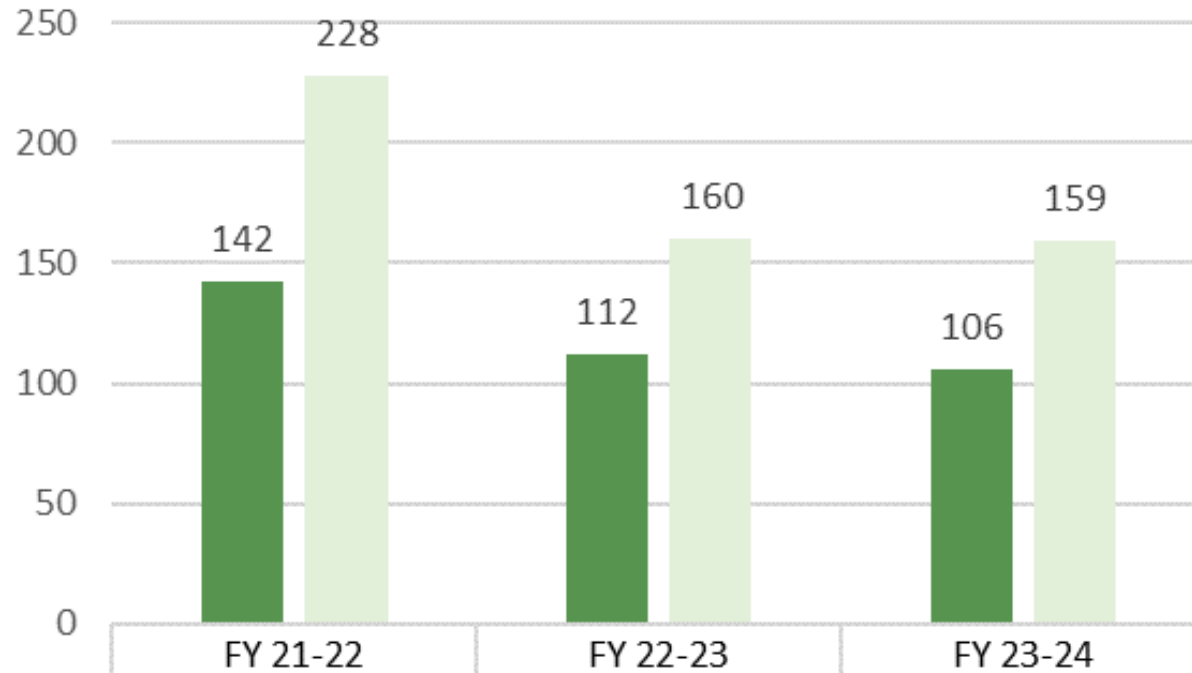
The FY 2023-24 Report shows a **continued decrease in evictions** from supportive housing with 106 households (1.17%) evicted across 152 sites serving 9,041 households.

Number of PSH sites	Households	Households issued written notices of eviction	Households issued unlawful detainer filings	Households evicted	% of households evicted
152	9,041 ¹	1,253 ²	159	106	1.17%

¹ The total number of households served (9,041) does not match the sum of households per building (9,326), due to some households having accessed more than one permanent supportive housing site during FY23-24.

² The total number of households issued eviction notices (1,253) does not match the sum of households per building (1,260), due to some households having accessed more than one permanent supportive housing site during FY23-24.

Evictions and Exits: Evictions and Unlawful Detainers

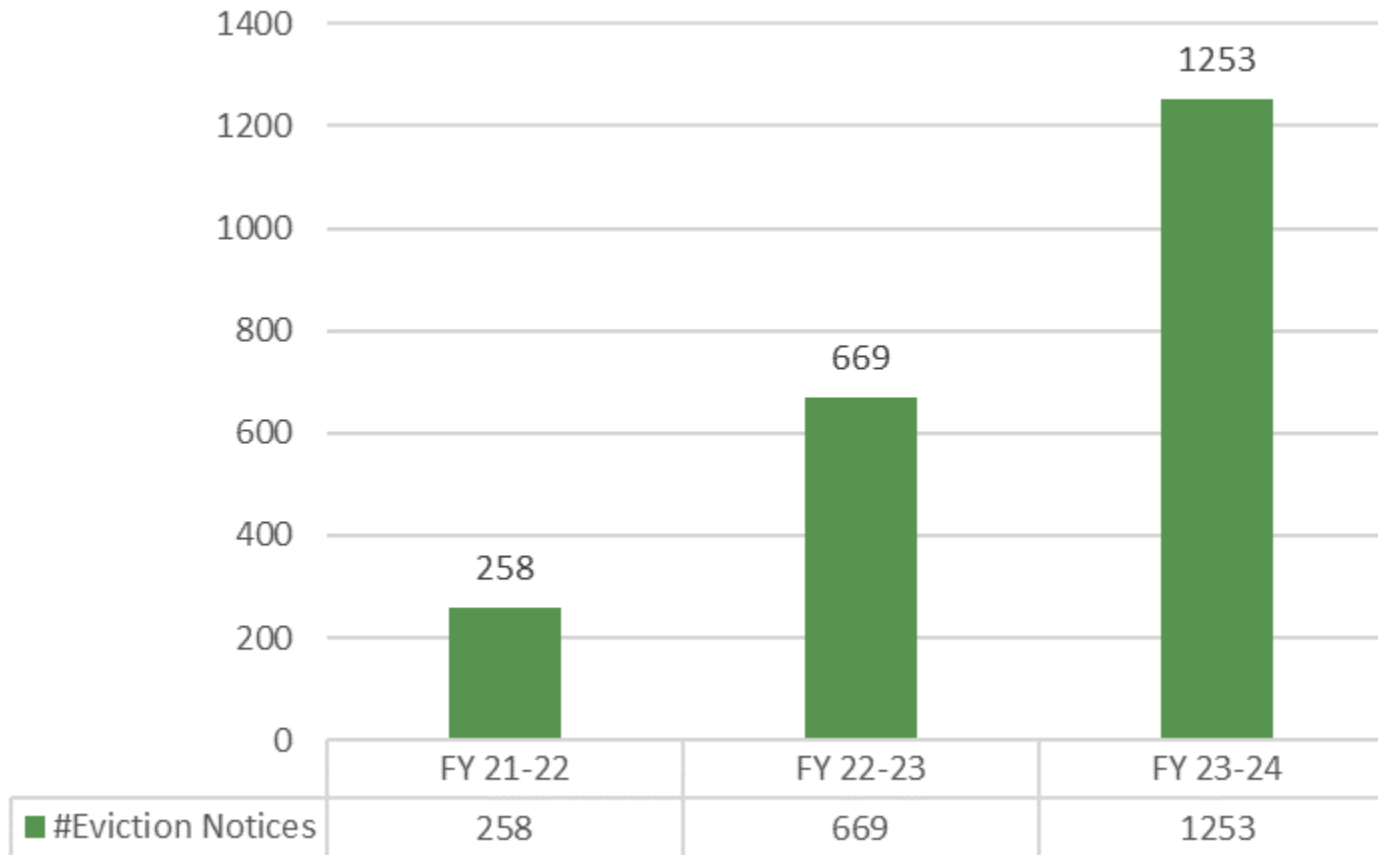


Sustained **decrease**
in **Evictions** and
Unlawful Detainers.

#Evictions	142	112	106
#Unlawful Detainers	228	160	159

#Evictions #Unlawful Detainers

Eviction and Exits: Eviction Notices



Sustained **increase** in **Eviction Notices**, with a significant increase from FY22-23 to FY 23-24.

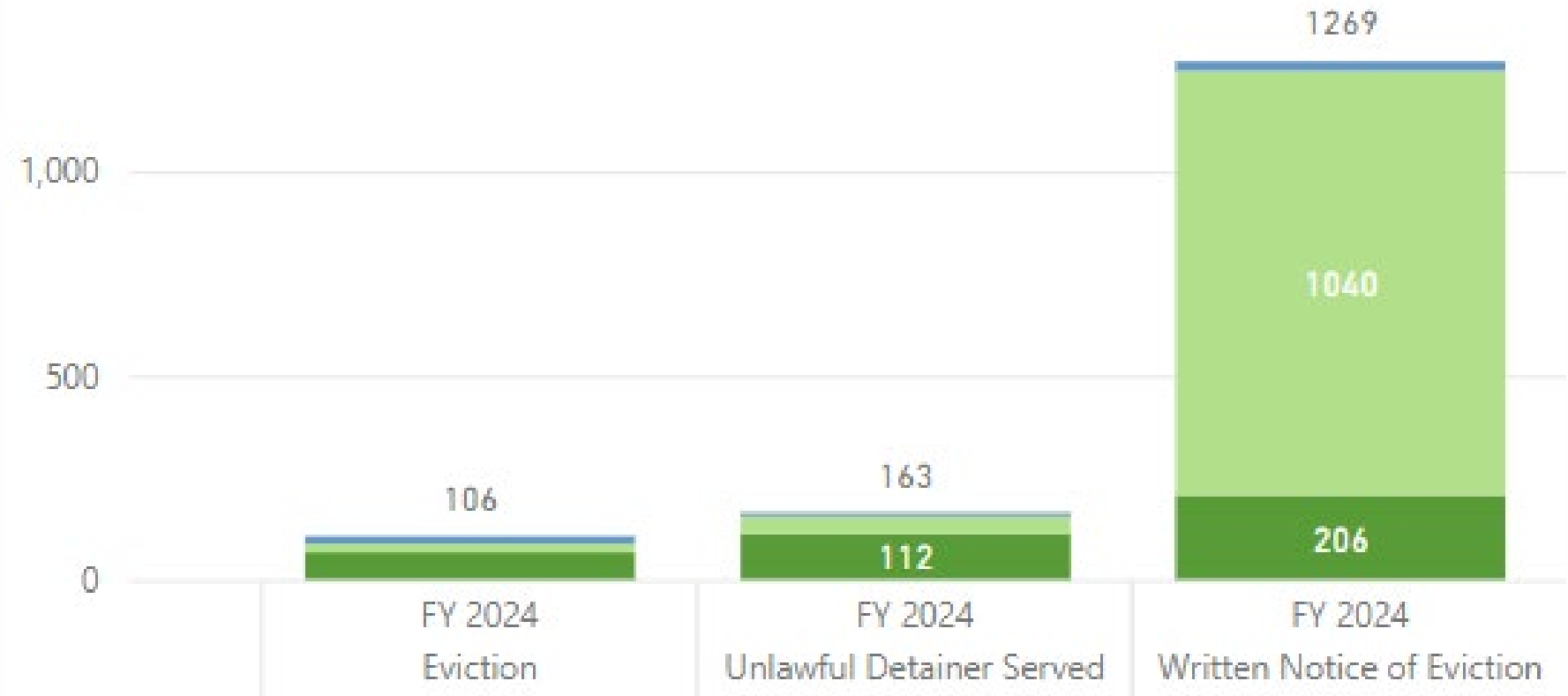
Eviction and Exits: FY 23-24 Count by Reason

Majority of evictions, **63%** in FY23-24 were due to **Lease Violation**.

In FY23-24, **82%** of all **eviction notices** were issued for **non-payment of rent** while only **20%** of **evictions** were due to **non-payment of rent**.

Count by Reason

Reason ● Lease Violation ● Nonpayment of Rent ● Nonpayment of Rent and Lease Violation



Data may differ from report totals as some households received unlawful detainers or notices for multiple issues.

Eviction and Exits: Non-Payment of Rent

Non-payment of rent increased significantly across the permanent supportive housing portfolio during and following the COVID-19 pandemic.

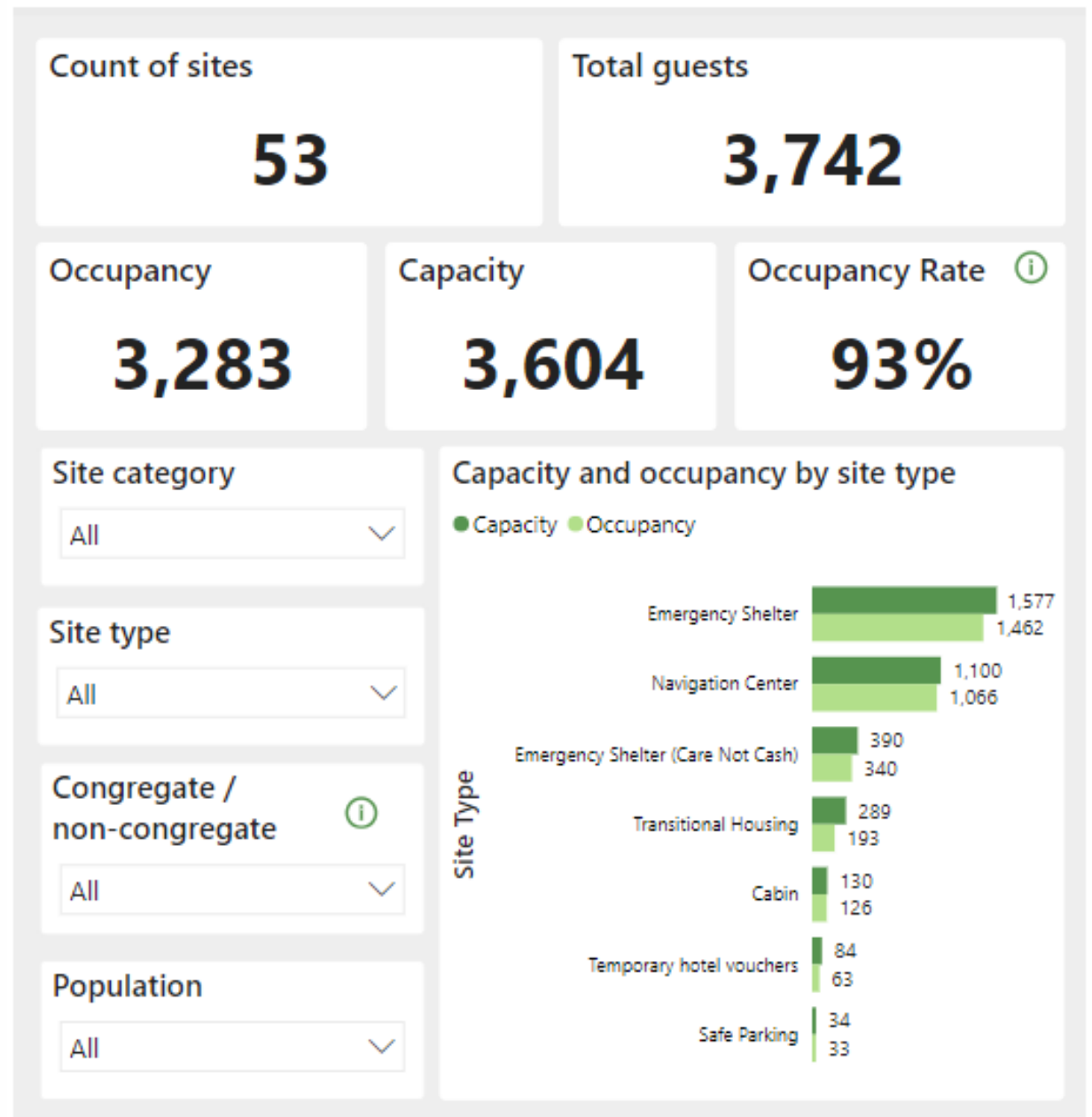
In 2023, HSH **issued guidance to housing providers** related to **non-payment of rent**, which emphasized engagement with tenants **prior to issuance** of an **eviction notice**, including:

- Rent reminders
- Payment plan
- Money management referrals
- Rent relief applications (SF ERAP)
- Benefits advocacy

Eviction notices remain an **effective tool** providers can employ to bring tenants to the table to mitigate issues and retain housing.

HSH Shelter Inventory

- Snapshot as of August 26, 2024.
- [Public dashboard](#) available on HSH website; refreshes daily Monday – Friday.
- Ability to filter for specific programs and populations served.



Shelter Inventory Information

Accessibility in Shelters

- HSH uses the standard of at least 5% of the beds across the system meeting Americans with Disabilities Act (ADA) standards.
- HSH hired an ADA Coordinator as an in-house expert on ADA issues.

Pets and Shelter Access

- All shelters accommodate service animals
- All except three also accommodate pets.
 - Hospitality House, A Woman's Place, and Lark Inn do not allow pets due to their small space.

Inventory Set Asides

- **Adult Shelter Reservation System** – 451 beds
- **CAAP** – 391 beds
- **DPH RESTORE** – 20 units
- **HSA Journey Home and HSH COVID overflow** – 14 units shared between the two needs.
- **CalWORKs** – 24 units for families

Dolores Street Adult Shelter

- Mission Action reports that anecdotally they believe on average they are turning away **3 to 5 individuals every week** for the walk-in general dorms.

San Francisco Police Department (SFPD)

Shelter Allocations

- Generally, we allocate 2-5 beds per day to SFPD, pending availability and needs across the system.
- SFPD allocations are for afterhours and weekends.

Month →	May 2024	June 2024	July 2024
Allocation	52	63	57
Placement	13	17	17
Utilization Rate	25%	27%	30%

Adult & Family Shelter Waiting Lists

Adult Shelter Waiting List

Currently 152 people on the waiting list

553 people joined the wait list in July

Average time on waiting list = 11 days (for people who accepted placement offers)

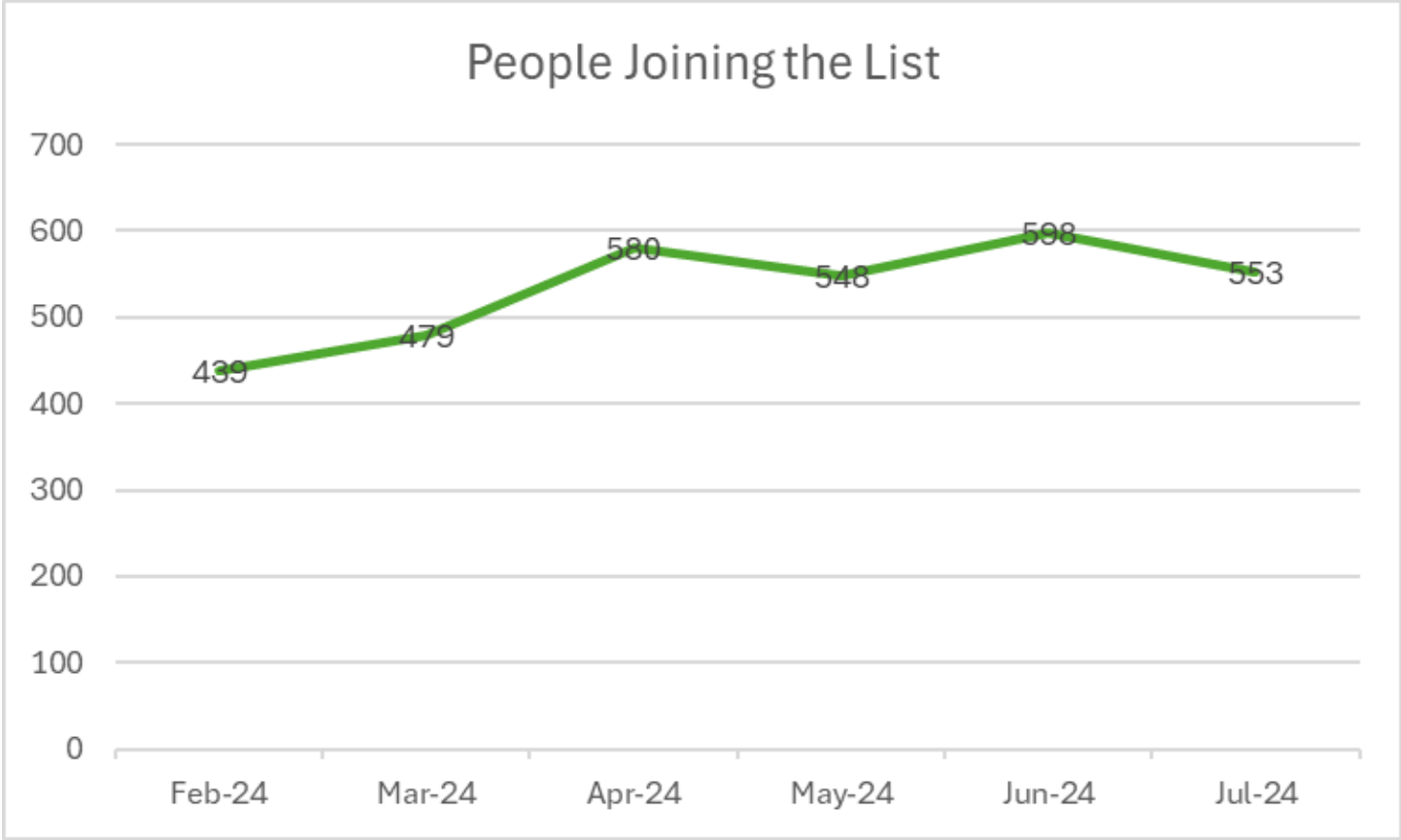
In July, 165 people were placed into shelter from the reservation system

Family Shelter Waiting List

531 families*

74 of these families are in an HSH funded family emergency shelter.

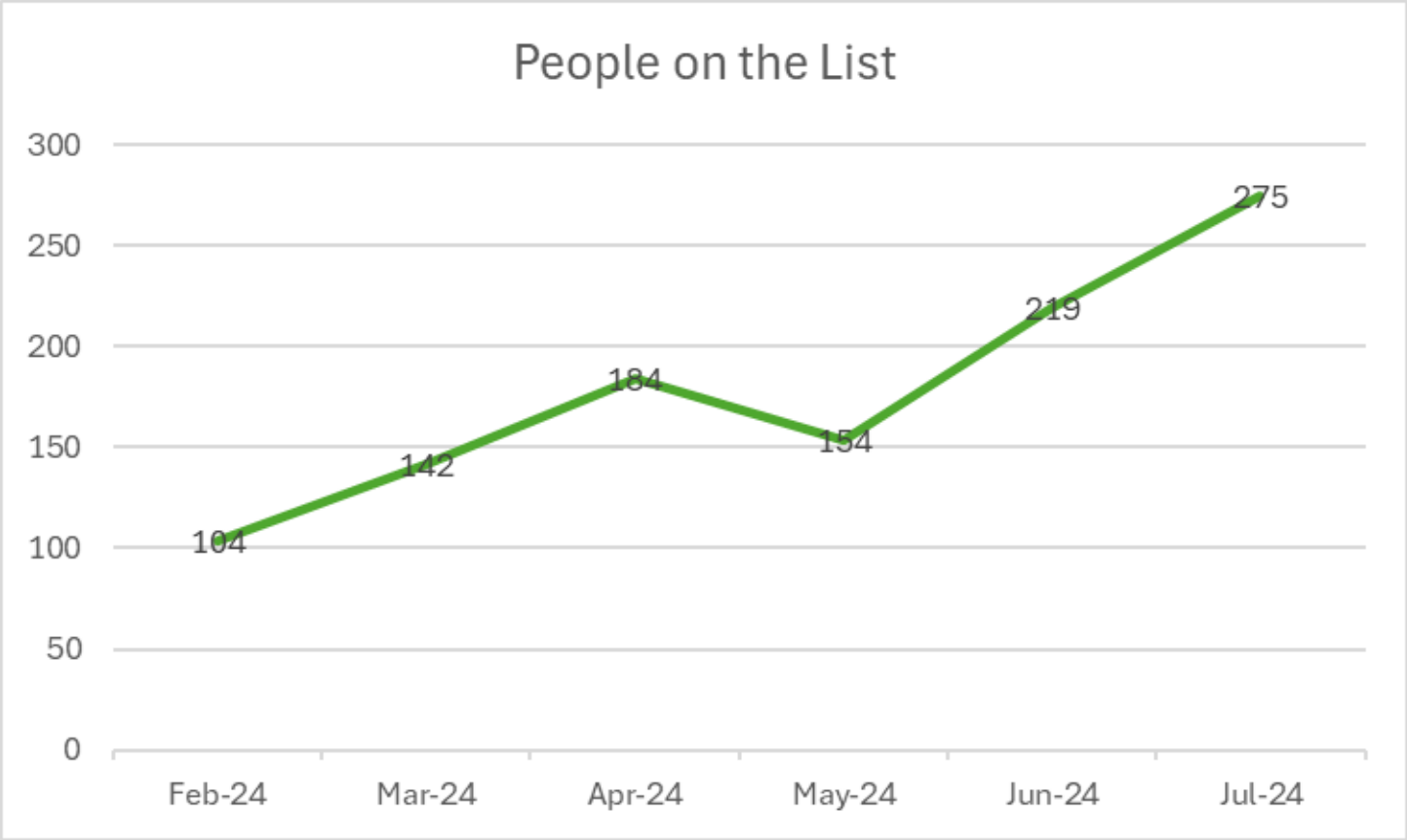
Adult Shelter Waiting List Metrics: People Joining the Waiting List



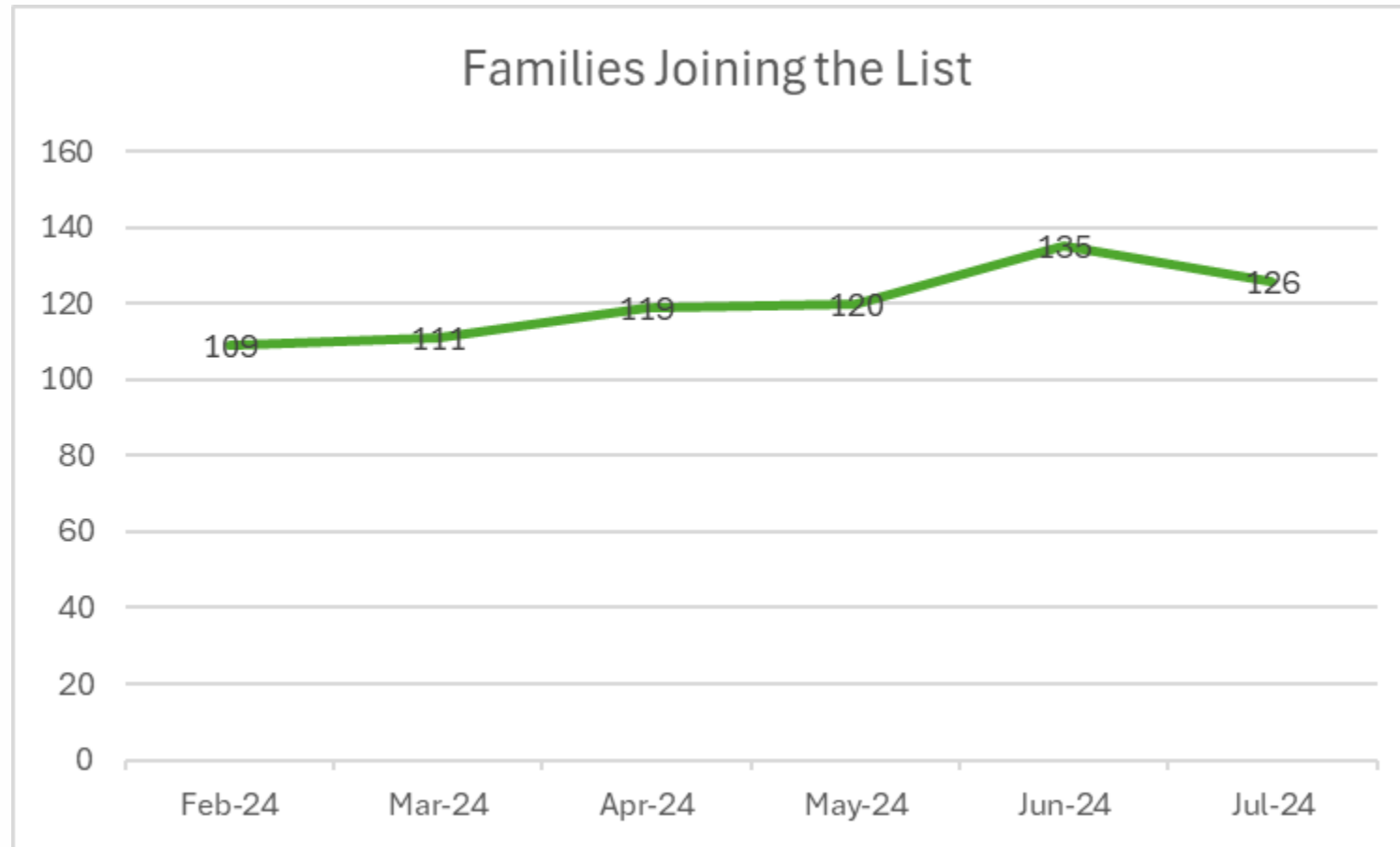
Adult Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

	Placed into Shelter	Removed from List W/Out Placement
Feb-24	126	289
Mar-24	106	319
Apr-24	158	402
May-24	155	446
Jun-24	112	351
Jul-24	165	350

Adult Shelter Waiting List Metrics: People Active on the List Over Time



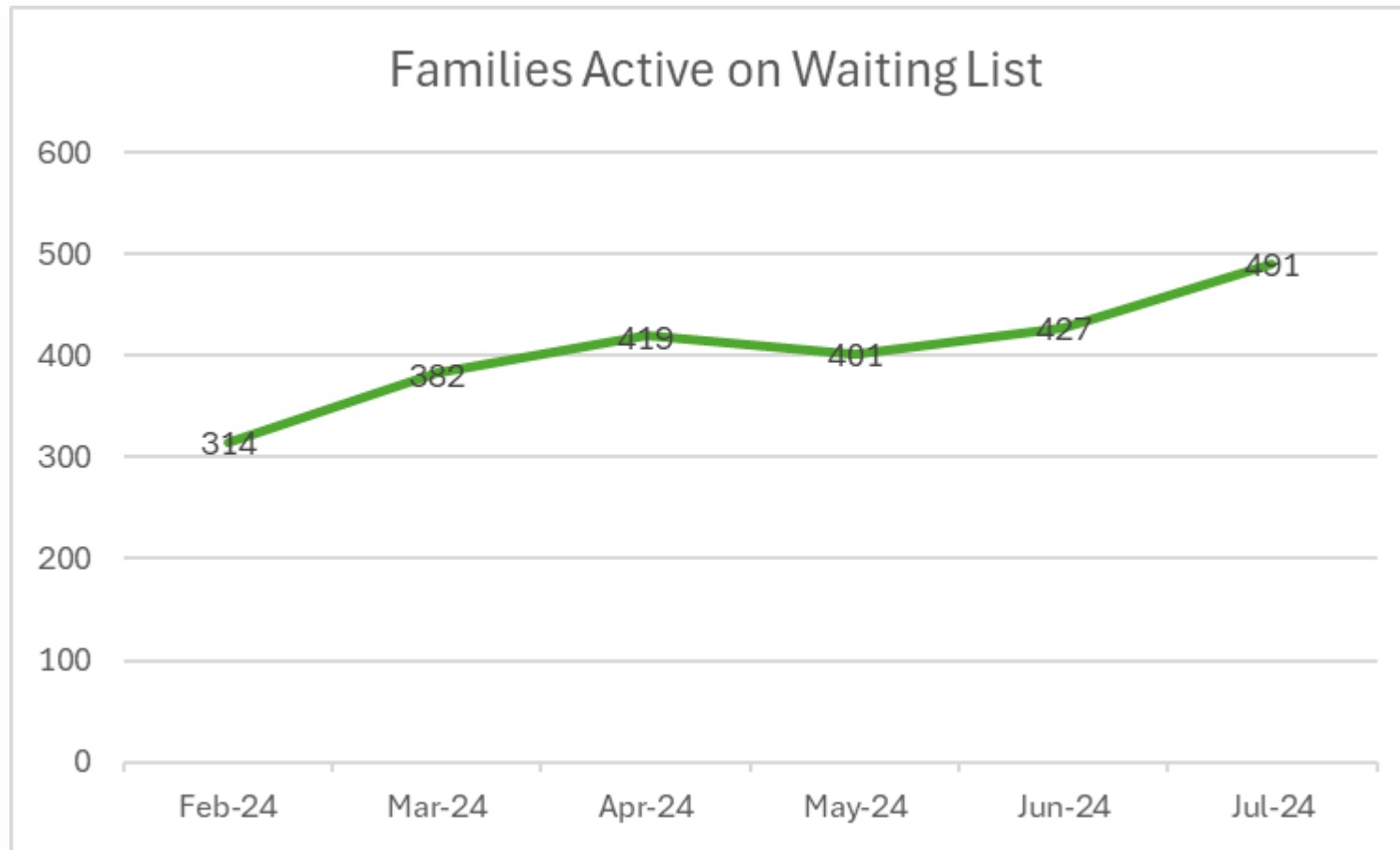
Family Shelter Waiting List Metrics: Families Joining the Waiting List



Family Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

	Placed into Shelter	Removed from List W/Out Placement
Feb-24	15	32
Mar-24	22	59
Apr-24	19	116
May-24	14	72
Jun-24	16	56
Jul-24	17	72

Family Shelter Waiting List Metrics: Families Active on the List Over Time





Addressing Vehicular Homelessness: Outreach & Housing Success

The SF HOT team assessed and referred **27 households living in RVs on Zoo Road** with 69 unique family members to permanent housing programs.

25 households moved into apartments at Park Merced as part of the rapid rehousing program.

2 households will move into permanent supportive housing.



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Additional Updates

Legislative Update

- Upcoming Legislation in **September:**
 - **Ground leases** for young adult PSH at recently acquired 42 Otis and 1174 Folsom.
 - **1 grant agreement amendment** for homelessness prevention assistance and a **new agreement** for property management services at 1174 Folsom.
 - Accept and Expend legislation for the **Round 3 Homekey Grant** for **685 Ellis Street**.
- **Behested Payment Waiver** for HSH and the Mayor's Office for homeless services.
- **Amendments to Shelter Standards of Care:** Proposed amendments from the Shelter Monitoring Committee and general clean-up.
- **Anticipated Hearings for BOS Legislation:**
 - Recovery Oriented PSH (Dorsey)
 - Street Teams Required Reporting (Dorsey)

Recovery Oriented Supportive Housing

On June 30, 2024, Supervisor Dorsey introduced an Ordinance that would amend the Administrative Code to state that it is City policy to expand the availability **Recovery Housing**.

- Recovery housing is defined as permanent supportive housing that serves those with substance use disorder and **emphasizes abstinence** from illegal substance use.

The legislation would:

- **Prohibit** the City from **expanding** its portfolio of PSH **unless 25% of the City's PSH portfolio qualifies as Recovery Housing**;
- Require HSH adopt standards and policies relating to the implementation of Recovery Housing; and
- Require the Controller's Office to conduct annual reporting on the percentage of PSH units that qualify as Recovery Housing.
- The measure does include exemptions where Housing First is a funding prerequisite (for example state funding requires a Housing First approach), and an exemption that allows projects to move forward with a majority vote of the Board of Supervisors.

Updates from other Advisory Bodies

• **Local Homeless Coordinating Board:**

- 2 vacancies
- Next meeting: September 9, 11:00AM, Room 416

• **Shelter Monitoring Committee:**

- 2 vacancies
- Next meeting: September 18, 2024, 10:00-11:30AM
- Will issue suggestions to update the [Shelter Training Manual](#) with new Harm Reduction info

• **Shelter Grievance Advisory Committee:**

- 5 vacancies
- Next meeting on Tuesday, September 17th, 2024, 2:30 – 4:30PM, Room 305

Equity Office Updates

- HSH is the first department in the City to complete a **racial equity training series** for its internal staff.
 - August 20th was the last session of the 4-part series, with cumulative attendance of 968 in-person and online across HSH teams.
- HSH Chief Equity Officer, Anthony Bush, spoke at the **Racial Equity Leaders Retreat**.





HR Update & HSH is Hiring!

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

Positions Update

256 total FTE

53 vacant positions

53 active recruitments



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Questions?

Thank you!