



888 Post St. Youth Health and Wellness Program FAQs

What is the proposed project at 888 Post Street, who will it serve?

- The Health and Wellness Program will be located at 888 Post, a 29,670 square foot, three-story building owned by the City of San Francisco.
- The Lower Polk TAY Navigation Center operated by 3rd Street Youth Center and Clinic (Third Street) occupies the second and third floors, and the Health and Wellness Program will occupy the 1st floor.
- The served population is defined as TAY, ages 18 to 27, who are experiencing homelessness.

Homelessness in San Francisco

- San Francisco & the Bay Area are in the middle of a housing affordability crisis.
- 8,323 people are unhoused in San Francisco alone.
- Of those, 4,355 are unsheltered.
- Every day, the city provides housing & shelter to over 15,000 people, yet we are still unable to meet the need across our community.

Youth Homelessness in San Francisco

- Transitional Age Youth are those aged 18-24.
- In San Francisco, there are approximately 1,193 homeless TAY.
- Sheltered homeless youth increased 75% between 2022 and 2024.
- Unsheltered homeless youth decreased 9% between 2022 and 2024
- 38% identify as part of the LGBTQ+ community.

What type of social services are available to guests?

- Workforce Development: Provide workforce development support through a dedicated Job Development Specialist position, in partnership with Human Services Agency's (HSA) Workforce Development.
- Provide life skills group lessons on nutrition, hygiene, conflict resolution/violence prevention, housing search and tenancy, financial literacy, and other topics appropriate for youth.
- Access Point: Offer Coordinated Entry assessment and problem-solving.
- Offer 1:1 case management by a trained staff member in the form of strength-based support to identify short- and long-term goals, information, and linkages to community resources.
- Collaborate with HSH in developing a short-term Health and Wellness specific individual service plan model.
- Case Management staff shall provide individual and group health and wellness counseling and prevention services from a harm-reduction and trauma-informed care approach.
- Provide a space for counselors and clinicians offering prevention, assessment, crisis intervention, treatment, and linkage services for primary medical and behavioral health needs in partnership with DPH.
- Operations staffing shall provide program monitoring, frequent wellness checks, safety/de-escalation of guests, janitorial services, and maintenance services.

What type of amenities are available for guests?

- The Health and Wellness program shall provide the served population with the following amenities 7 days a week 365 days a year to support personal hygiene and maximize their ability to live and work in the community.
 - 24/7 staffing, including program monitors and safety/de-escalation staff;
 - Access to bathrooms and storage for belongings¹;
 - Access to showers, sinks, and laundry;
 - Clothing Closet: Client access to free clothing items (socks, undergarments, coats, etc.);
 - Hair Salon;
 - Dining Area with access to healthy snacks, tables and chairs for eating, microwaves, coffee maker, tea, etc.;
 - Provision of hygiene and personal supplies including razors, toothbrushes, soap, shampoo, first aid, and harm reduction supplies;
 - Computer workstations for client use;
 - Wi-Fi internet access and charging stations;
 - Staff work areas: Desks and/or private offices for provider employees and Department of Public Health (DPH) behavioral and medical staff (if medical clinic space is possible).
 - Shared office space available for external partner organization staff;
 - Security cameras;
 - Secured front entrance;
 - Trash, recycling, and compost area;
 - Community space;
 - Site lighting;
 - Client mailboxes; and
 - Bike racks.

Who will provide services and support to guests on site?

- Through a competitive bid process, HSH will select a nonprofit partner to operate the program
- The operator will have expertise in serving young adults

Why this property and location?

- The 1st floor is approximately 8,000 square feet and is equipped with a gated driveway and separate entrance/exit that will allow the Health and Wellness Program to operate independently from the Navigation Center.
- This property is ideal for this type of program because of its location, community space, and proximity to public transportation.

What is the site currently being used for?

- The Lower Polk TAY Navigation Center operated by 3rd Street Youth Center and Clinic (Third Street) occupies the second and third floors. The first floor is currently vacant.

¹ Bathrooms and storage for belongings may be shared with Navigation Center.



Who will be responsible for neighborhood conditions?

- The program will have shared responsibility with TAY Navigation Center and will adhere to HSH's Good Neighbor Policy maintaining a good relationship with the neighborhood including:
 - Collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
 - Have a public phone line (and/or email) available for the community to report concerns;
 - Site representative will attend all appropriate neighborhood meetings;
 - Site representative is available to respond to neighbors within 24 hours, if reasonable;
 - Minimizing the impact on the neighborhood of served population waiting to enter the site or in the immediate vicinity of the site;
 - Actively monitor the site perimeter, 7 days per week;
 - Actively discourage loitering in the area surrounding the site; and
 - Summon law enforcement, SFHOT, HSOC, and/or DPW as needed to address safety, cleanliness, and/or encampment issues on the block.
 - HSH is currently funding ambassador services to help mitigate any impacts of services, shelter and housing in the neighborhood.
 - HSH will continue to facilitate conversation and collaboration between the neighborhood association and the site operator.

