



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | October 10, 2024





Congratulations Sarah Locher!

- Starting October 14, 2024, Sarah will promote to become HSH's **Deputy Director for Planning, Performance, and Strategy**

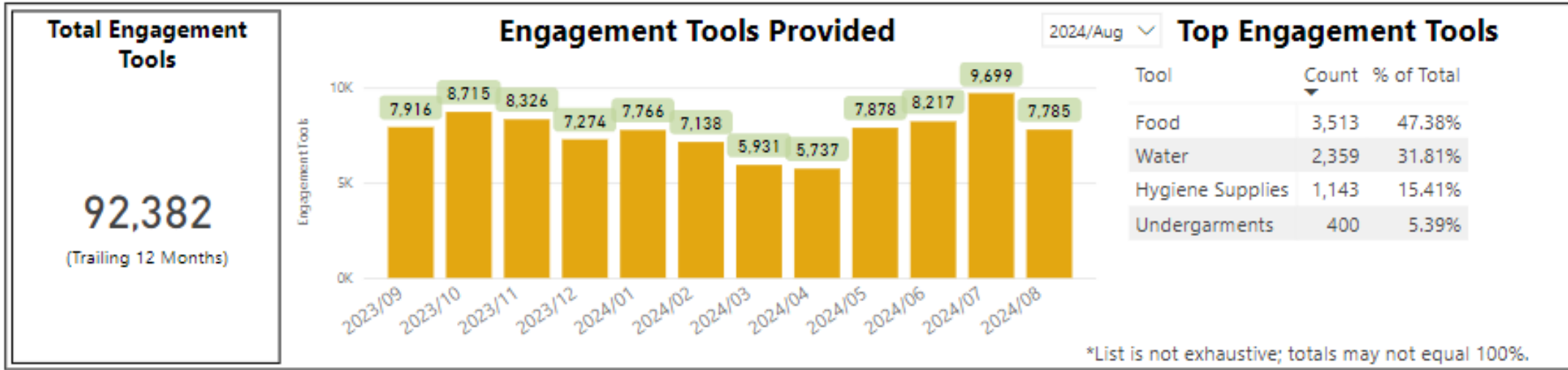
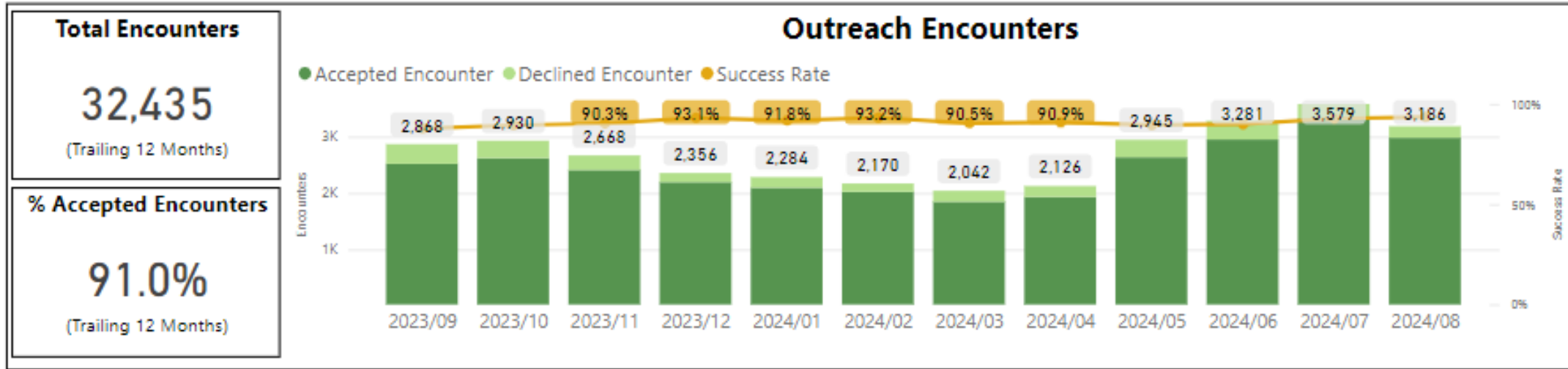


DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

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



Data through August 31, 2024.

[Link to online dashboard.](#)

Program Updates: Outreach

197
Latest Month
404
Current Fiscal Year To Date
370
Latest Fiscal Year To Date
9%
Percentage Change



*Adult Primary CE Assessment or Family Housing Prioritization Assessments

259
Latest Month
528
Current Fiscal Year To Date
380
Last Fiscal Year To Date
39%
Percentage Change



252
Latest Month
465
Current Fiscal Year To Date
359
Last Fiscal Year To Date
30%
Percentage Change



Program Updates: Outreach

Project Homeless Connect

- On September 11th, Family, Youth, Adult, and Victim Service Provider Access Points came together to serve 115 households who came to **Project Homeless Connect's Community Day of Service.**



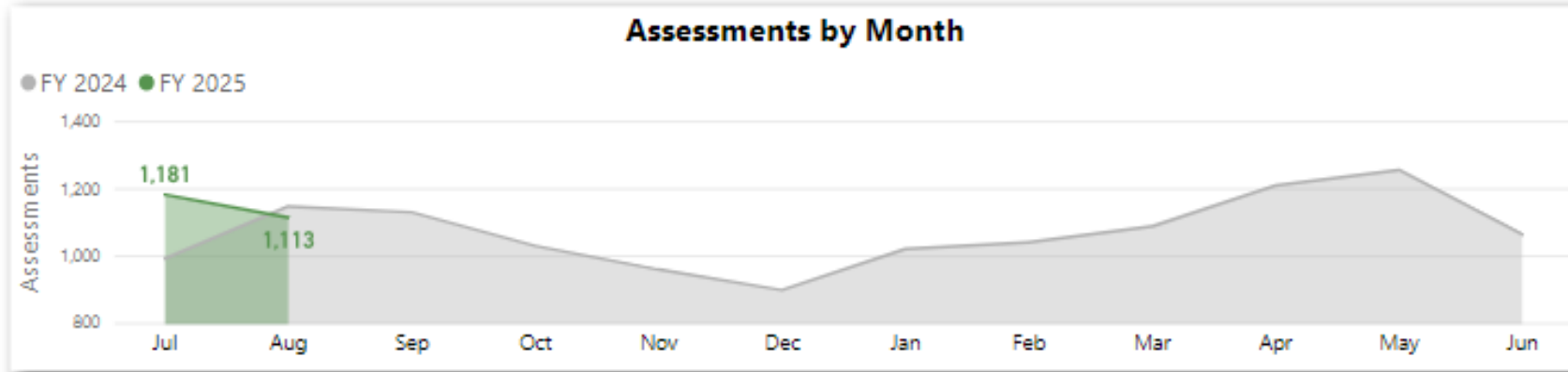
Coordinated Entry Assessments

1,113
Latest Month Assessments

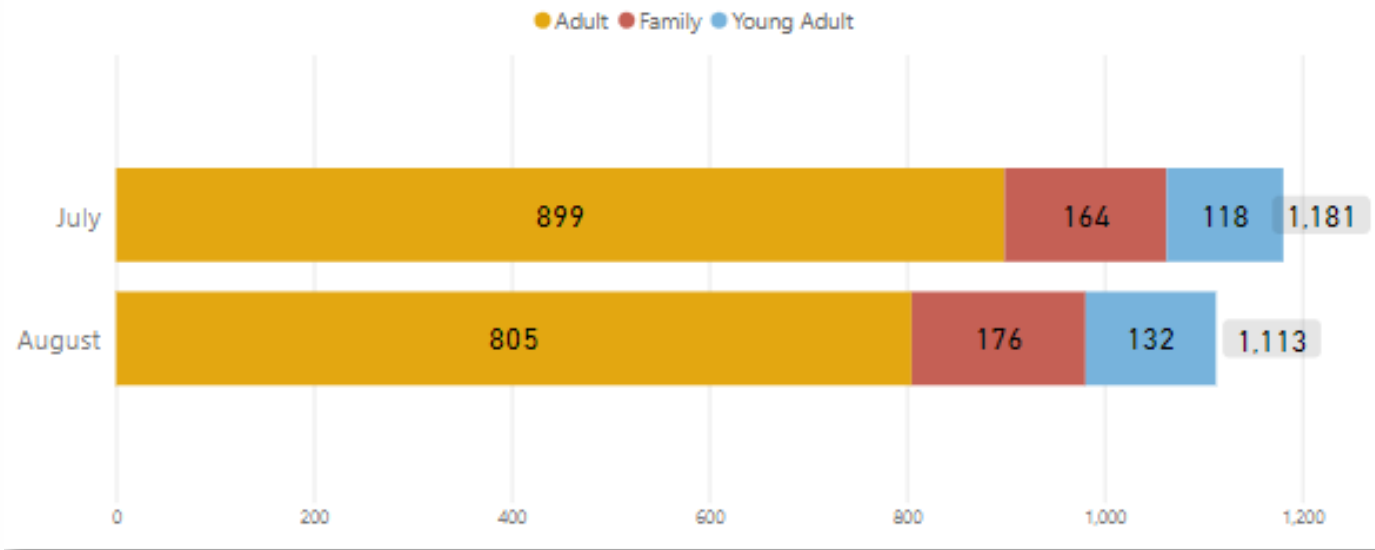
2,294
FYTD Assessments

2,137
Last FYTD Assessments

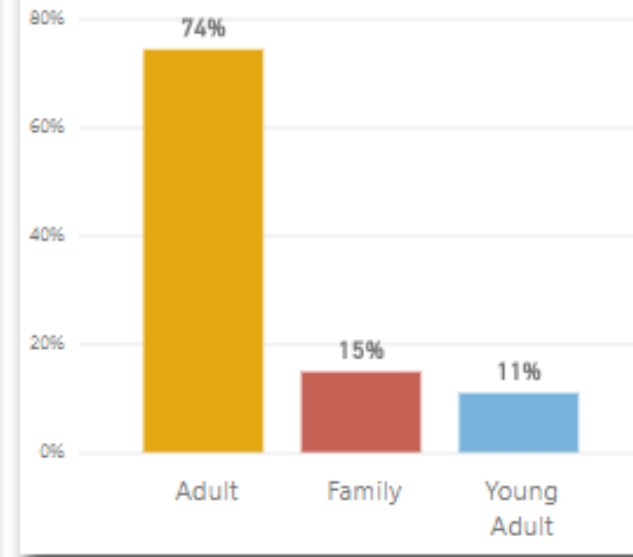
12,816
Last Year Total



FY 2025: Population Assessment by Month



FYTD Population Makeup



Data through August 31, 2024.

[Link to online dashboard.](#)




Program Updates: Coordinated Entry

Launched Coordinated Entry for Survivors

- Access Points specializing in serving survivors
- A new assessment tool that is designed to center and prioritize survivors of violence seeking services from the Homelessness Response System.
- Access Point information and printable flier are available on the [HSH website](https://www.hsh.sfgov.org).

Access Points for Survivors of Violence

Victim Service Providers in partnership with HSH, now offer Coordinated Entry services focused on the privacy and safety needs of survivors. These Access Points offer housing assessments, shelter connections, and resources for survivors of various types of violence.

Access Point	How	Visit	Current Hours*	Staff Contact
 Asian Women's Shelter (AWS) Access Point	By phone		Monday through Friday from 9am to 5pm ◦ leave voicemail after hours	Vanessa Lantz
 Safehouse (SH) Access Point	In-person	1089 Mission St., San Francisco, CA, 94103	Monday from 1pm to 7:30pm Tuesday, Thursday, Friday from 1pm to 5pm & 6pm to 11pm	Angel Eueda
 St. Vincent De Paul - Riley Center (SVDP) Access Point	In-person	1175 Howard St., San Francisco, CA 94103	Thursday from 9am to 12pm & 1:30pm to 4pm	Marvin Paddock

San Francisco Department of Homelessness and Supportive Housing

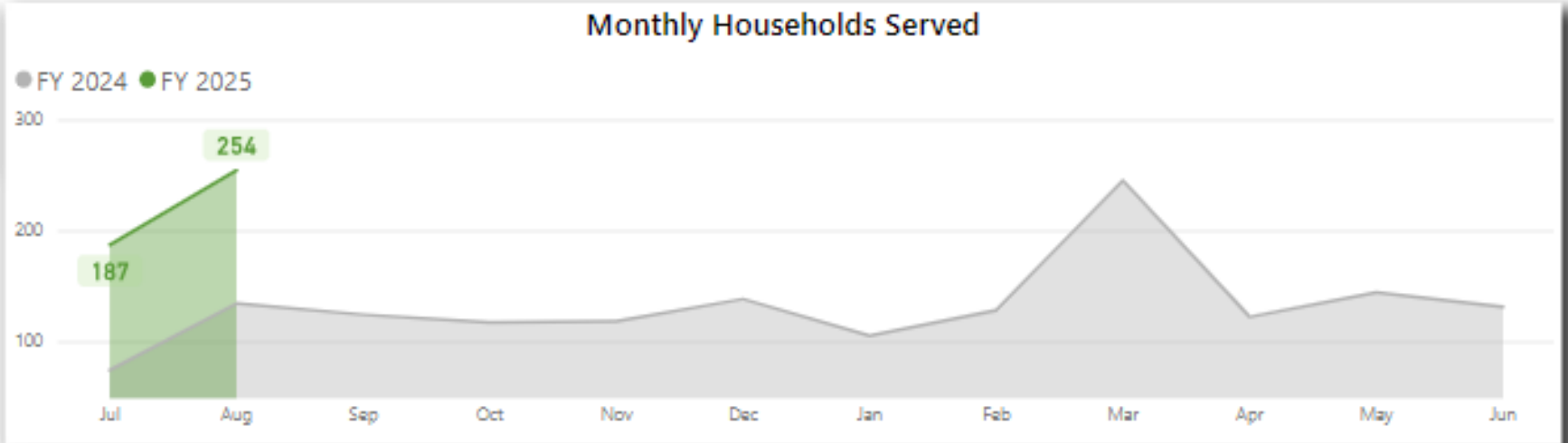
Visit Our Website [hsh.sfgov.org](https://www.hsh.sfgov.org)

*Hours subject to change. Please refer to HSH website.

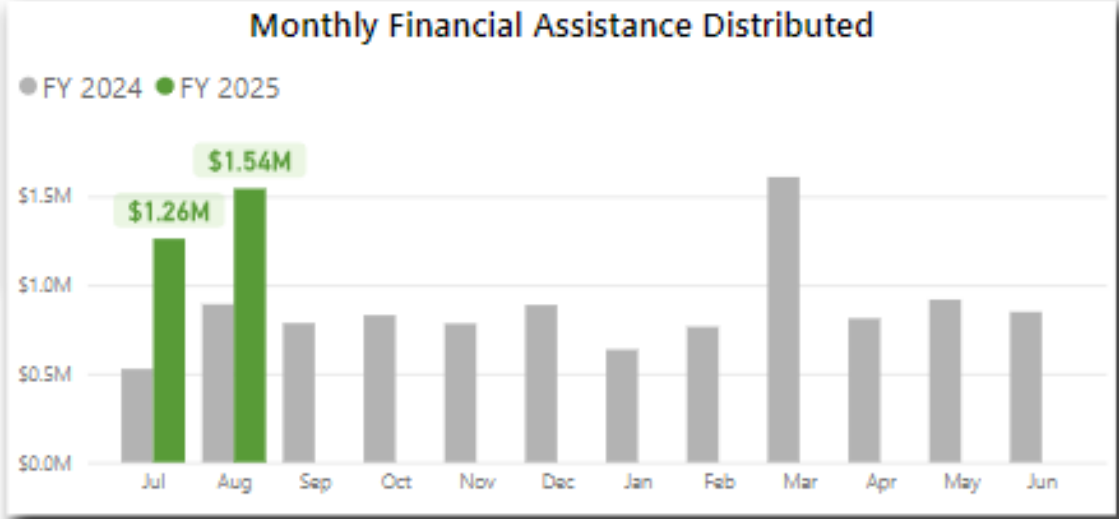
Homelessness Prevention

Date of Assistance
 7/1/2024 8/31/2024

Total Households Served
 441



Total Financial Assistance Distributed
 \$2,803,988



Types of Financial Assistance

Assistance Type	Amount
Back Rent	\$1,279,949
Stipulated Agreement Assistance	\$663,535
Move in Assistance	\$459,436
Future Rent	\$401,069

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 August 2024.

Households Served: 518

- Below 30% of Area Median Income (AMI): 84%
- Experienced homelessness: 57%
- At risk of displacement: 70%
- Received eviction notice: 9%
- Identify as people of color: 84%

Average Assistance

\$5,165

Total Distributed

\$3,012,297

Problem Solving Resolutions

Service Dates

7/1/2024 8/31/2024

Households

177
Unique Households Resolved

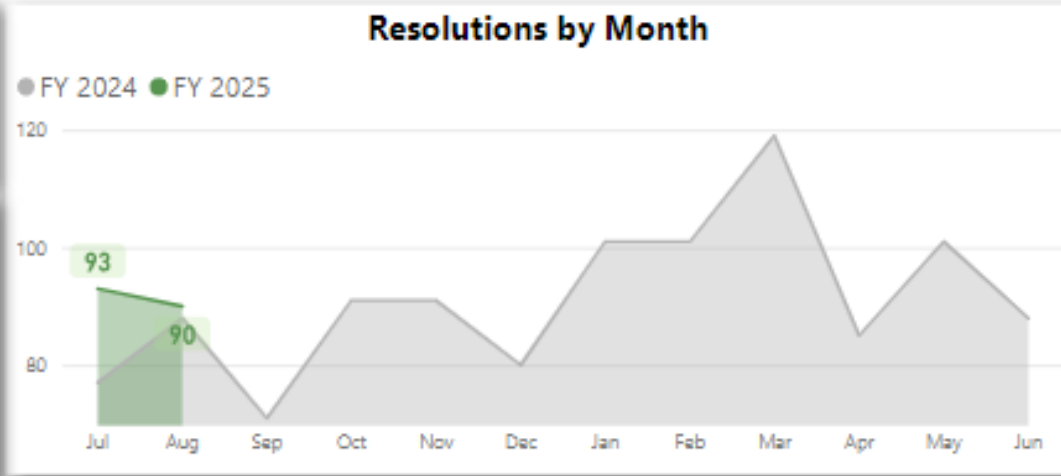
2,482
Households Served

Services

183
Total Resolutions

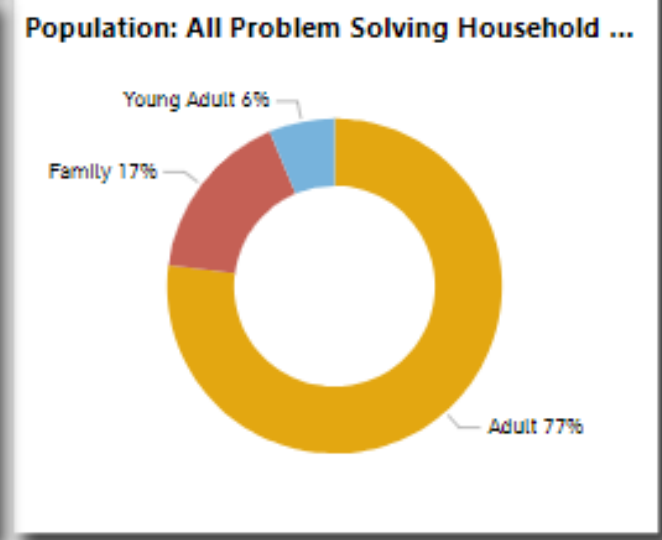
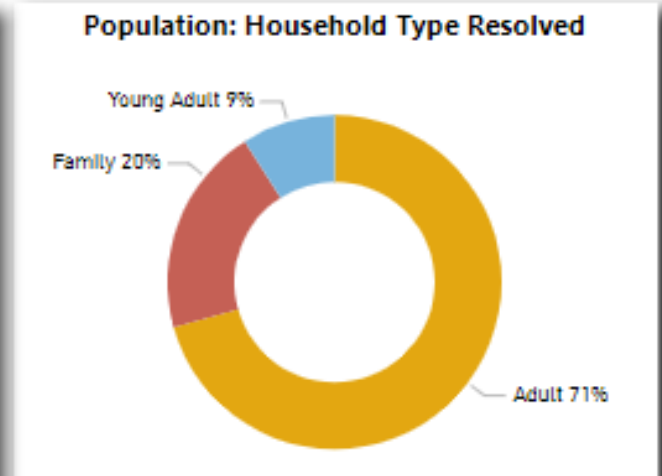
\$667,308
Total Financial Assistance

3,182
Total Conversations



Top 5 Types of Financial Assistance

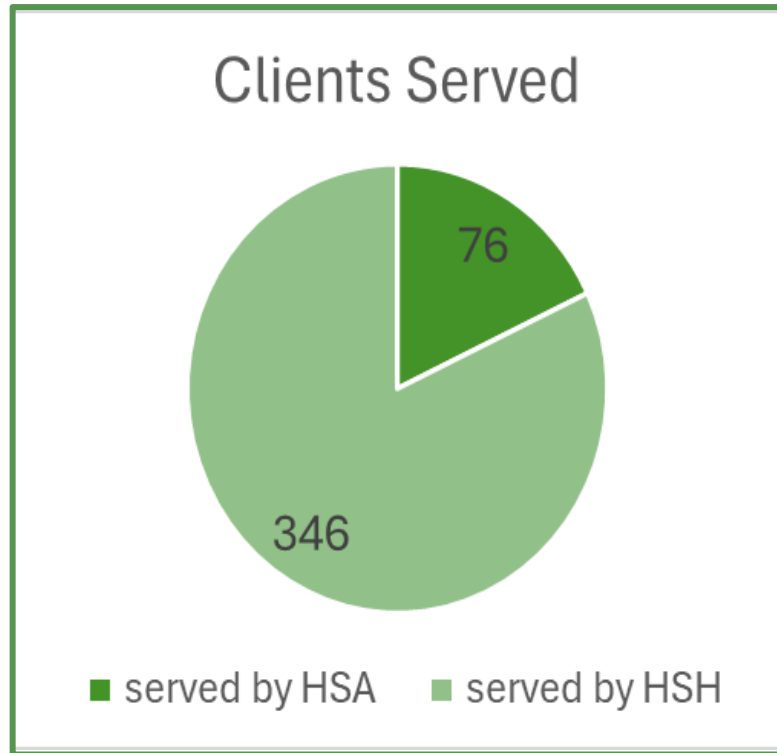
Assistance	Amount
Move-in assistance for housing outside the San Francisco homelessness response system, including deposits and first and last month's rent	\$451,354
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$106,590
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$64,930
Rental assistance after move-in	\$11,317
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	\$10,911



Data through August 31, 2024.

[Link to online dashboard.](#)

Relocation Assistance: FY 23-24 Annual Report



Cost

Total =
\$180,882

Average per
individual =
\$429

[Read the first annual Homeward Bound Report here.](#)

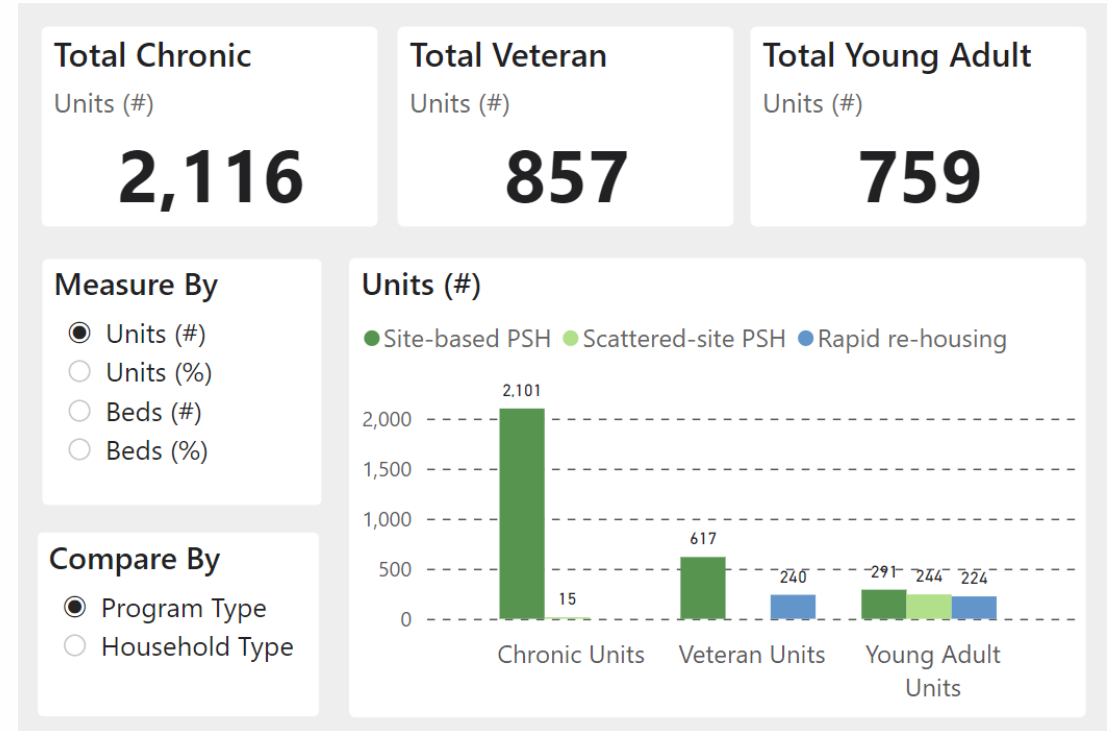
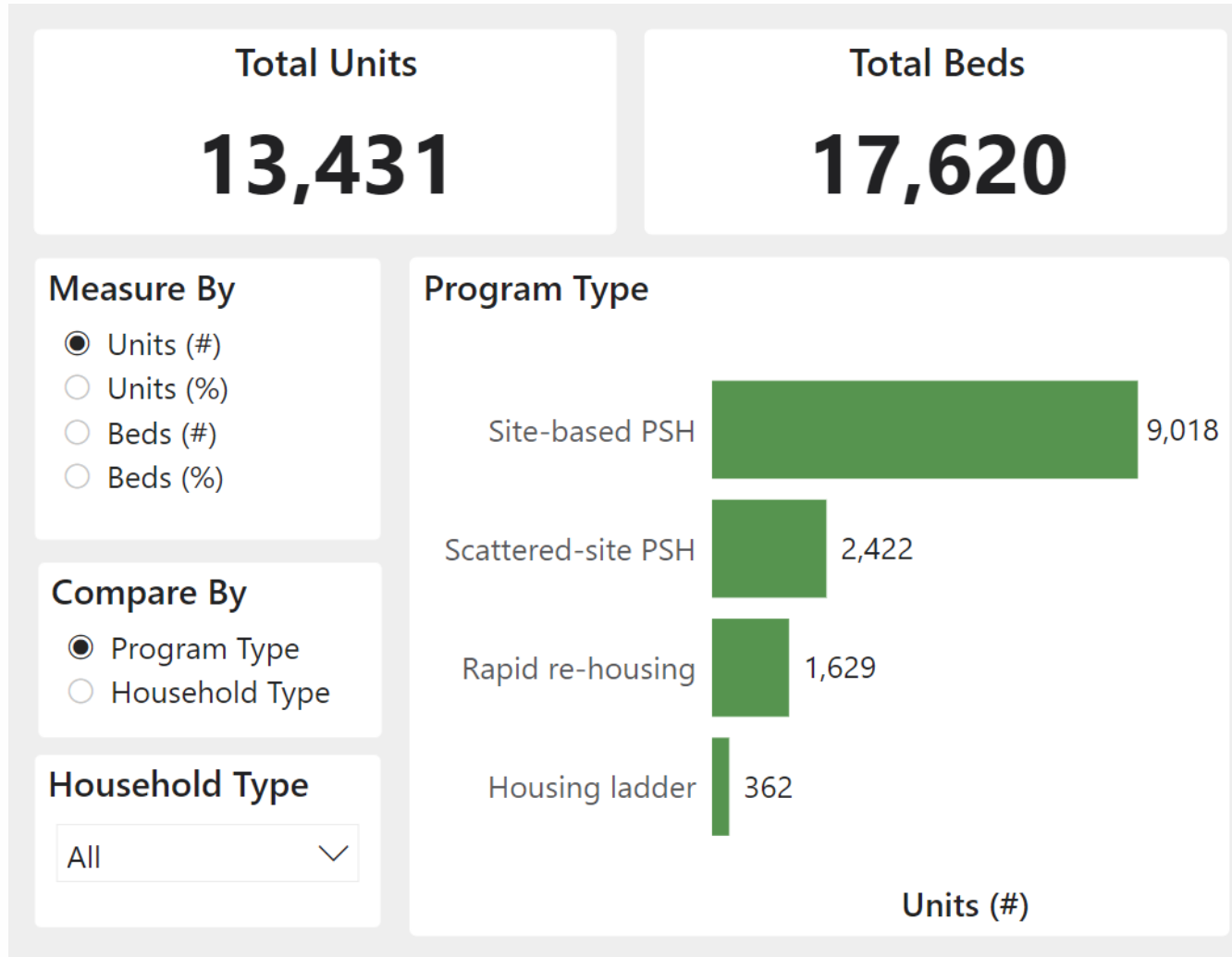


SAN FRANCISCO
HUMAN SERVICES AGENCY



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Housing Inventory Dashboard



Data as of September 3, 2024.
[Link to online dashboard.](#)

Cost Drivers for Permanent Supportive Housing

Higher staffing levels

24/7 staffing

Dedicated property management

Support services

Insurance requirements and associated costs

Damages

Stringent requirements

Insurance for PSH is 20% higher than affordable housing

Significant maintenance costs

Older buildings

Water damage

Minimal security deposits

Furnishings

Furniture

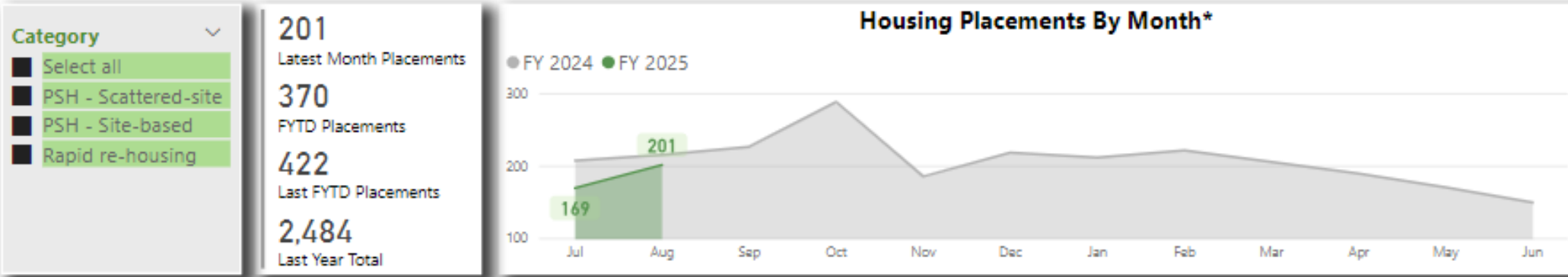
Household items

Minimal tenant rent revenue

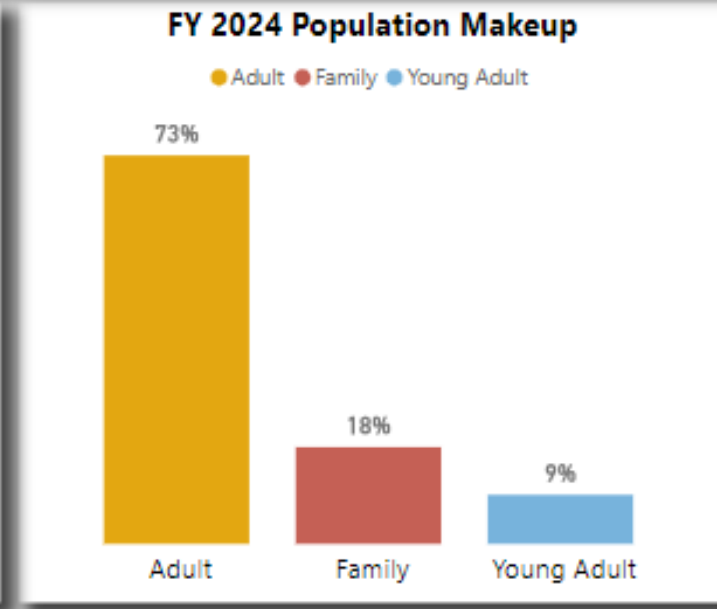
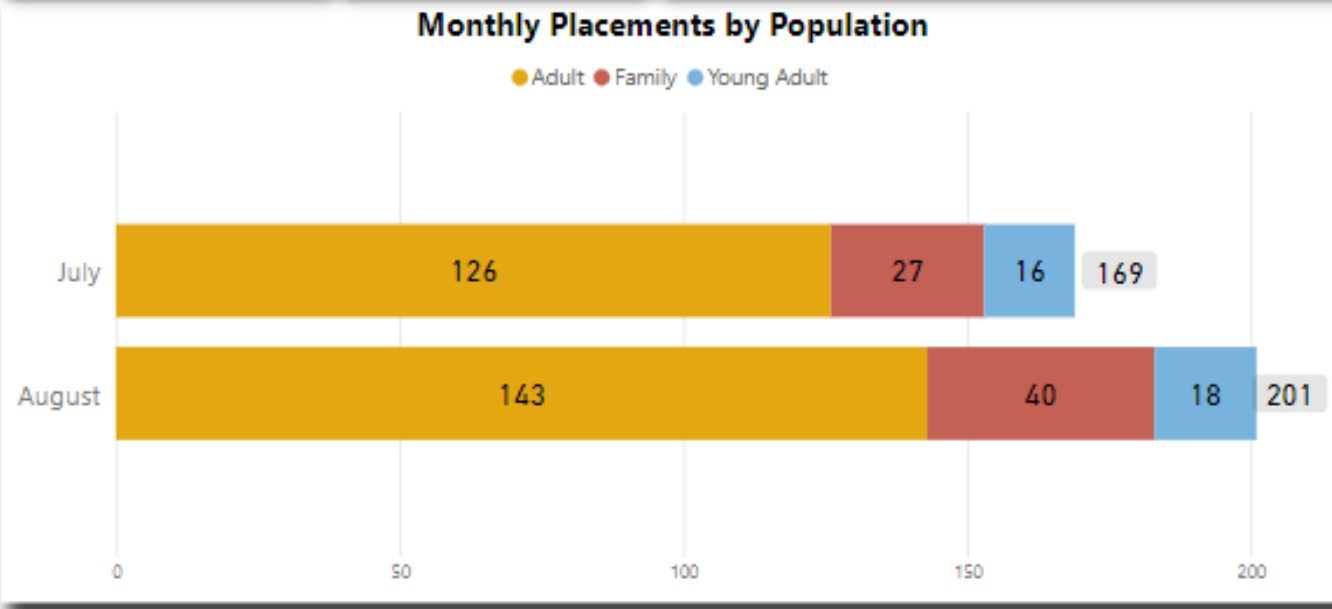
Extremely low incomes

Nonpayment of rent

Housing Placements



Excludes transfers.



Data through August 31, 2024.

[Link to online dashboard.](#)

Housing Program Updates

Housing Provider Trainings in September

- Corporation for Supportive Housing's training **"From Homelessness to Housing"** on September 24th offered participants the opportunity to work through common scenarios during the tenant transition to supportive housing.
- Corporation for Supportive Housing is also working on a **Property Management /Supportive Services toolkit for housing providers.**

Now matching referrals to **600 7th Street** which includes:

- 100 units for homeless adults
- 20 units for homeless families with children



Continuum of Care (CoC) Funding Application

- Application deadline: October 30, 2024
- Funding competition among ~450 Continuums of Care
- HSH developed a Priority Rank List of projects
- Local Homelessness Coordinated Board approved the list on October 7

Annual
Renewal
Demand

\$52,294,908

CoC Bonus

\$5,283,781

CoC
Planning

\$1,500,000

Housing Vacancies

Inventory

Vacancy Rates

(as a percent of total inventory)

By vacancy status

Total Vacancies
711

Vacancy Rate (Target 7%)
8.2%

Available for Referral
112

% Available for Referral
1.3%

Move-in in Progress
249

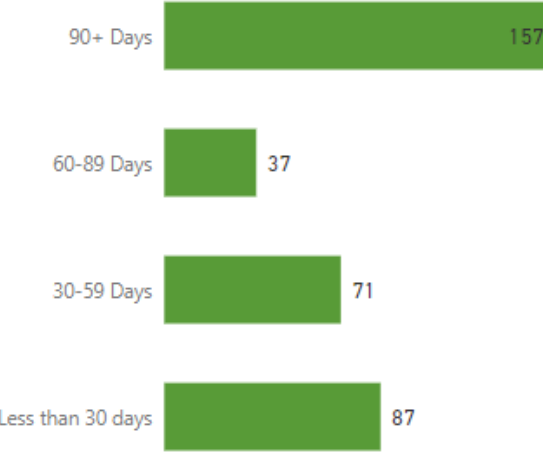
% Move-in in Progress
2.9%

Offline
350

% Offline
4.1%

Total Units
8,623

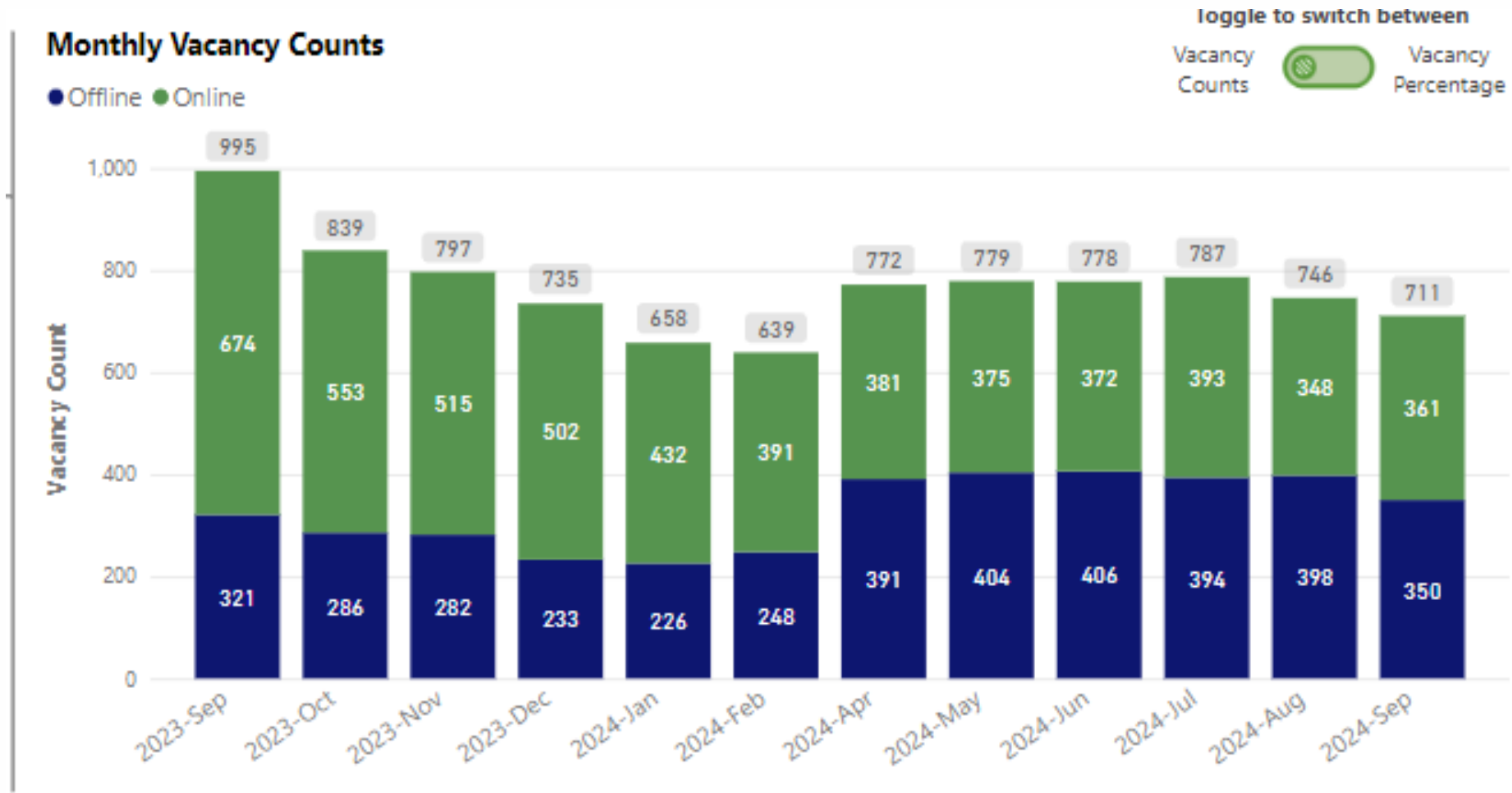
Number of Units by Categories of Days Offline



Offline Vacancies Status Breakout

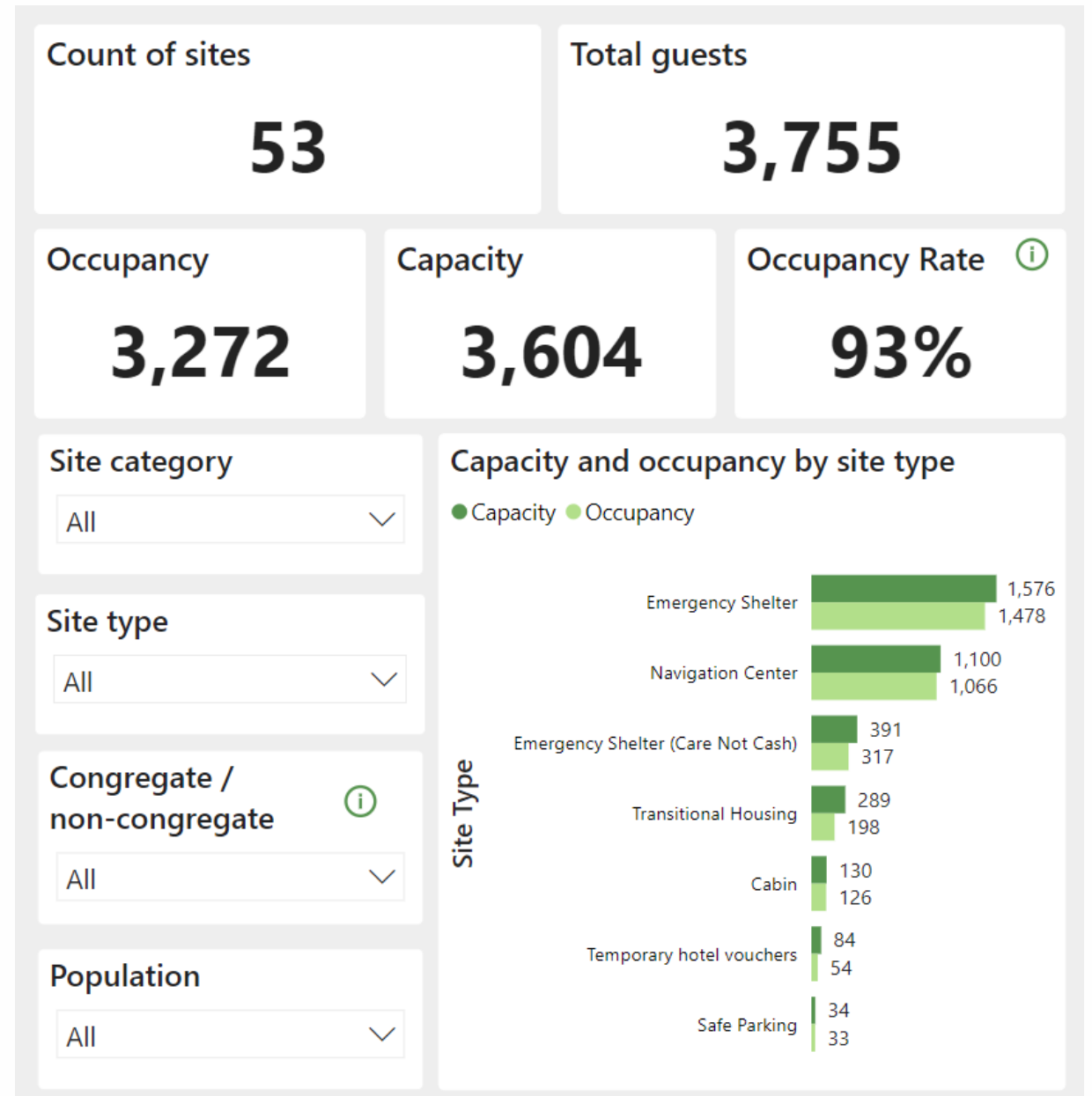
Status	Offline Vacancies
Janitorial/Maintenance	174
Recently Vacated	88
Hold for Transfer	44
Property Hold	28
Coroner Hold	16
Total	350

Housing Vacancies: Month over Month



HSH Shelter Inventory

- Snapshot as of September 23, 2024.
- [Public dashboard](#) available on HSH website; refreshes daily Monday – Friday.
- Ability to filter for specific programs and populations served.



Adult & Family Shelter Waiting Lists

Family Shelter Waiting List

There are currently 533 families on the waiting list. 74 of these families are in an HSH-funded, congregate or time-limited family shelter.

131 families joined the waiting list in August 2024.

Average time on waiting list = 42 days (for families who accepted placement offers)

In August 2024, 14 families were placed into non-congregate shelter from the waiting list.

Adult Shelter Waiting List

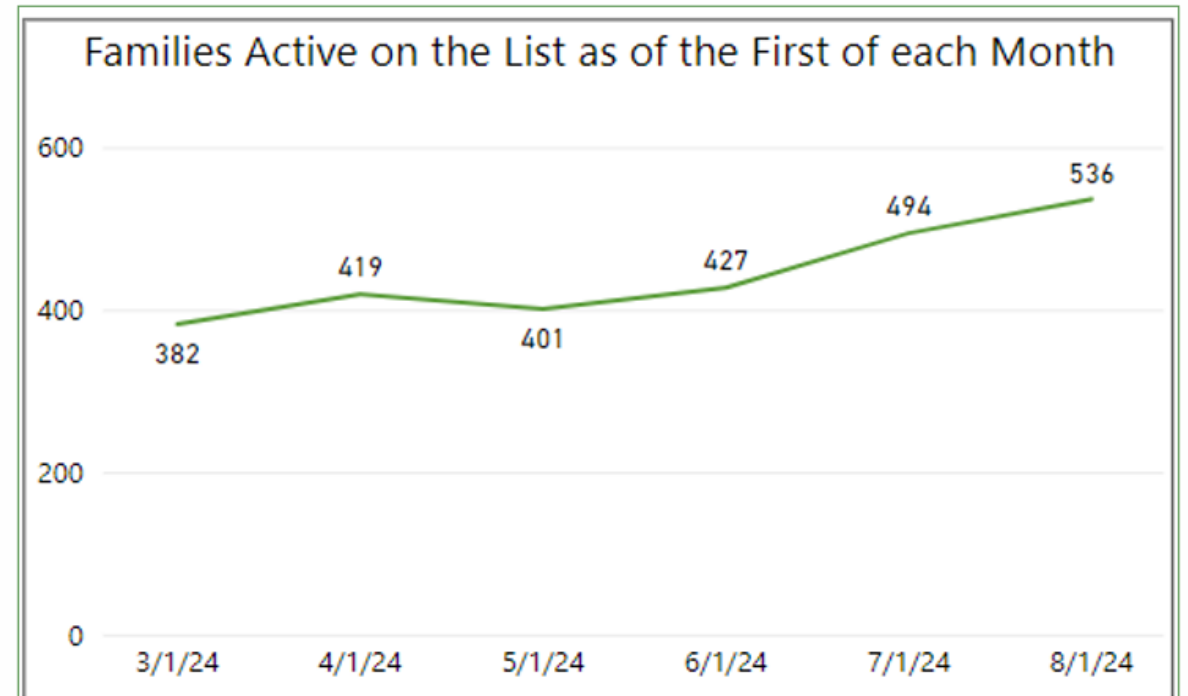
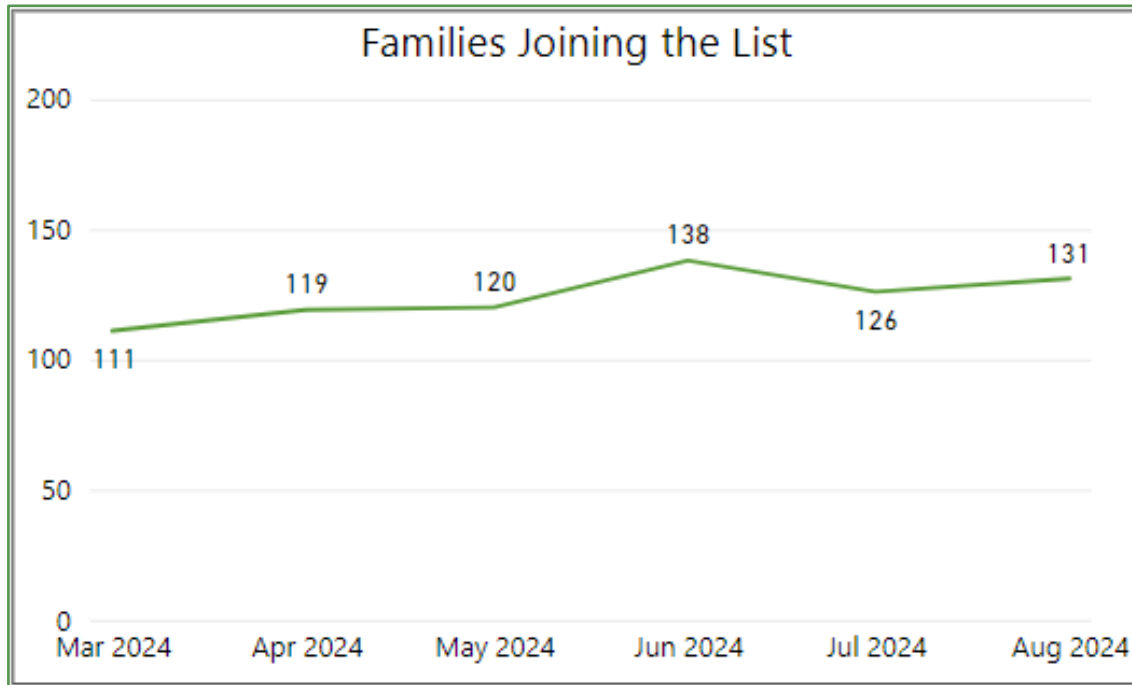
There are currently 152 people on the waiting list.

629 people joined the waiting list in August 2024.

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

In August 2024, 155 people were placed into shelter from the reservation system.

Family Shelter Waiting List Metrics: People Joining and Active on the Waiting List

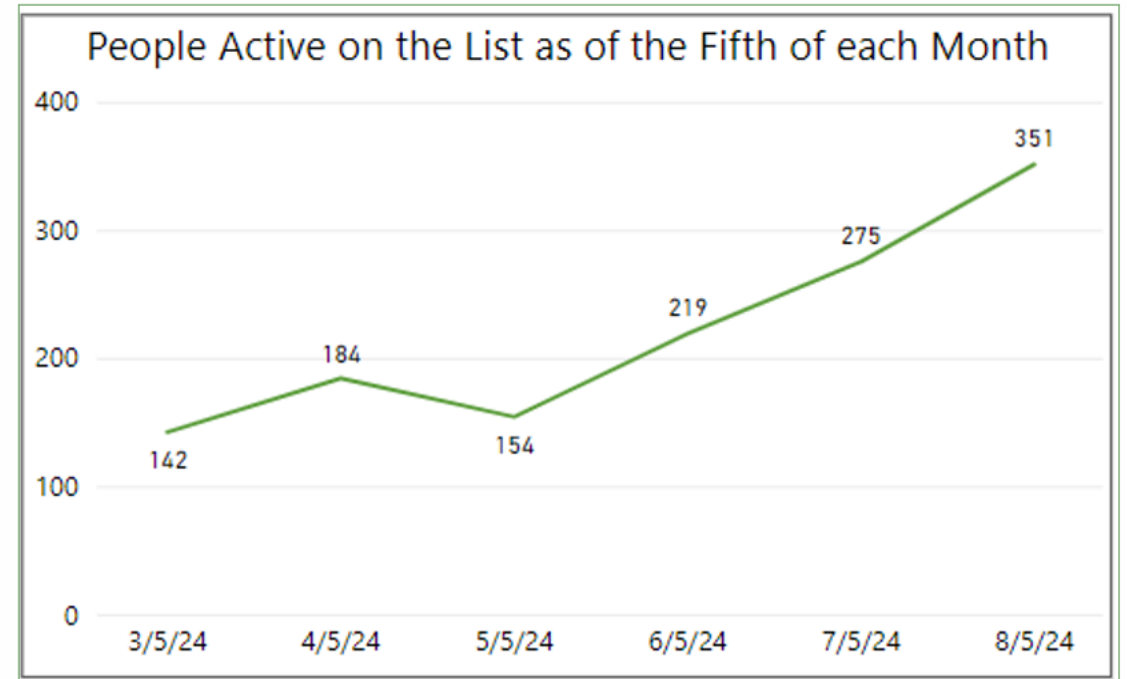
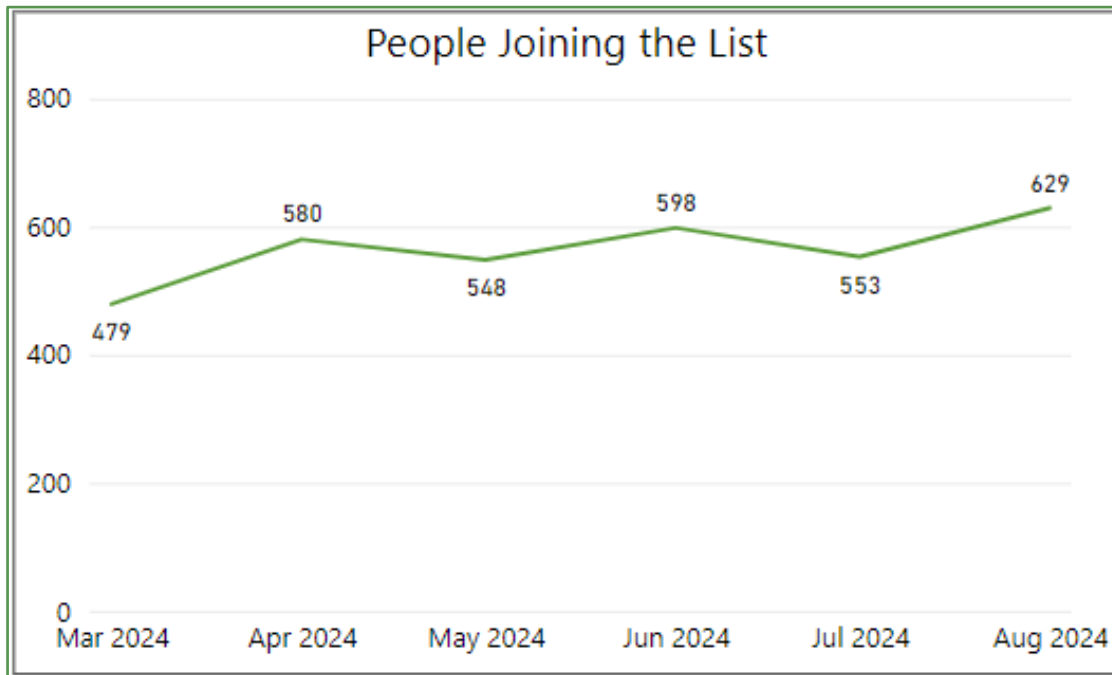


Family Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

Month	Placed into Non-Congregate Shelter	Removed from the List Without Placement*
Mar 2024	22	59
Apr 2024	19	116
May 2024	14	72
Jun 2024	16	56
Jul 2024	17	72
Aug 2024	14	94

*Reasons a family may be removed from the family shelter waiting list without being placed into shelter include not responding to a shelter offer, declining a shelter offer, or becoming housed.

Adult Shelter Waiting List Metrics: People Joining and Active on the Waiting List



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

Month	Placed into Shelter	Removed from the List Without Placement*
Mar 2024	106	319
Apr 2024	158	402
May 2024	155	446
Jun 2024	112	351
Jul 2024	165	350
Aug 2024	155	439

*Reasons someone may be removed from the adult shelter waiting list without being placed into shelter include not responding to a shelter offer within three days, declining a shelter offer, or already having a shelter bed.

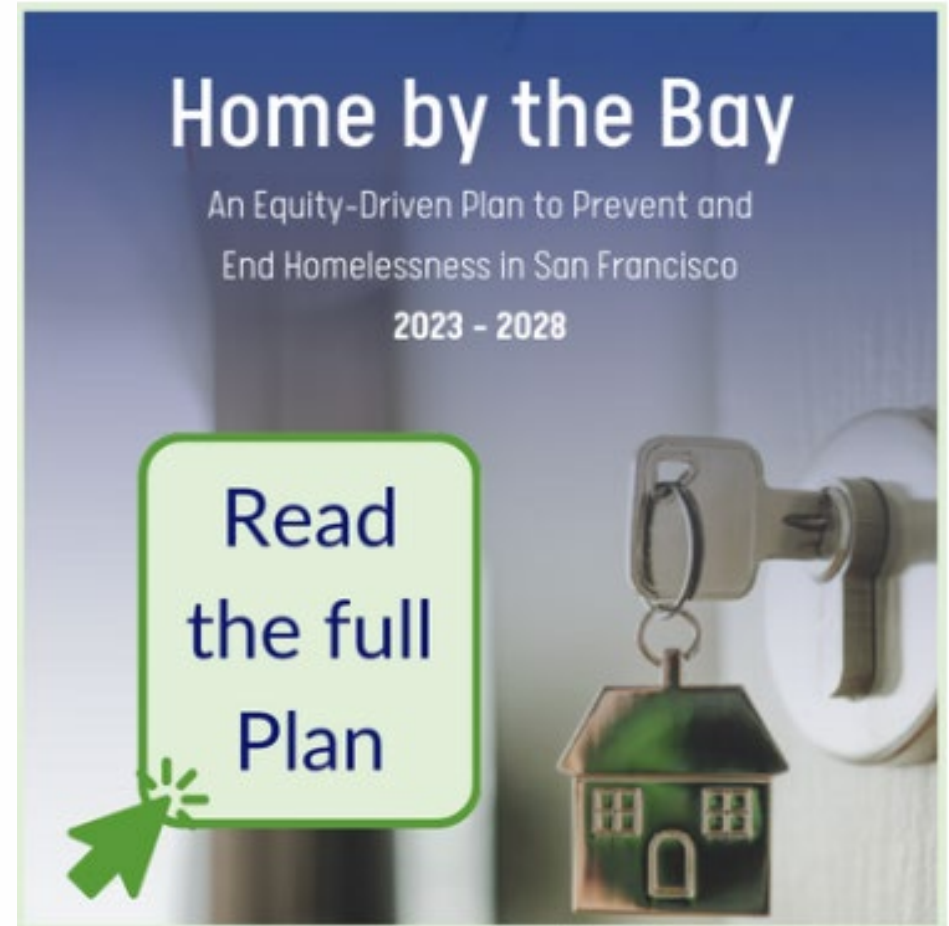
Client Denial of Shelter Placement

Why did the client decline placement?		
Choices	Count	%
Client already has a shelter placement	708	35%
Client prefers non-congregate setting	503	25%
Client didn't provide a reason	345	17%
Concerned about personal safety at shelter	99	5%
Prior negative experience at a shelter	73	4%
Location of shelter	71	4%
Reason: Other	229	11%

• The largest percentage of those denying shelter **already have another placement (35%)**

Home by the Bay Success: Shelter Expansion

- HSH is on track to meet our 2028 Home by the Bay shelter production goal early, exceeding it in May 2025.
 - By May 2025: 4,560 beds.
- This success is driven by the Safer Families Plan which funded nearly 400 emergency shelter beds.
- **HSH will double its original goal.**





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Additional Updates

Legislative Update

Legislation heard in September:

- Ground Lease for 42 Otis TAY PSH

Upcoming Legislation in October:

Introductions:

- Apply for **2024 HUD Continuum of Care** annual grant
- Grant Agreement Amendments:
 - St. Vincent de Paul – MSC South Shelter
 - Compass – Urgent Accommodation Vouchers for Families and Pregnant People
 - HomeRise – 5th and Harrison Transitional Housing

Upcoming Legislation in October (cont.):

Hearings:

- **1174 Folsom** Ground Lease and grant agreement with Abode Property Management.
- Grant Agreement Amendment – Mission Neighborhood Centers for homelessness prevention.
- Accept and Expend – **Round 3 Homekey Grant** for 685 Ellis Street.
- Behested Payment Waiver for the Mayor's Office and HSH for homeless services.
- Amendments to Shelter Standards of Care: Proposed amendments from the Shelter Monitoring Committee and general clean-up.
- Supervisor Preston's Ordinance re: Street Teams Required Reporting
- **Buena Vista Horace Mann (BVHM) Family Stayover Program Joint Use Agreement** (through June 2025) - Board of Education

"SF Nonprofits Work" Campaign

**NONPROFITS
WORK**

The City and County of SF depend on nonprofits to provide critical support to people during times of socio-economic hardship.

This campaign shines a light on the impact of SF nonprofits and highlights how our social safety net would not exist without them.

In October, HSH is partnering with 107 nonprofits to share this digital campaign.

This includes:

- Social media posts
- Spotighting clients, employees & administrators
- HSH led earned media
- Stakeholder engagement resources



“SF Nonprofits Work” Campaign

The foundation of San Francisco's social safety net are impactful nonprofits that support the physical, mental and social well-being of those in need. “SF Nonprofits Work” campaign shines a light on their impact.



**BUILT BY COMMUNITY.
REAL ACCOUNTABILITY.
GOV'T PARTNERSHIPS.
FASTER PROGRESS.
COLLECTIVE IMPACT.**

San Francisco

**NONPROFITS
WORK**

#SFNonprofitsWork #SocialSafetyNet



**Last year, the
City and its
nonprofit partners
provided
temporary shelter
and transitional
housing to 9,990
people.**

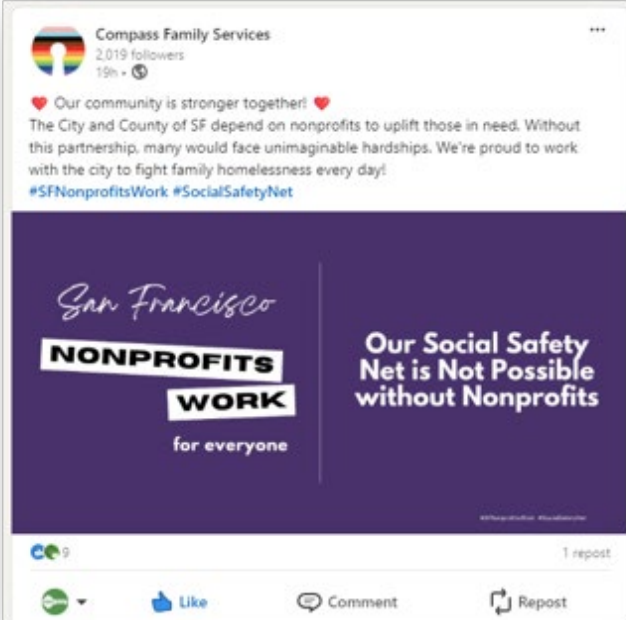
**NONPROFITS
WORK**

#SFNonprofitsWork #SocialSafetyNet

"SF Nonprofits Work" Campaign

**NONPROFITS
WORK**

On October 1st, first day of the campaign there were over **60 posts** across Facebook, Instagram, LinkedIn and X



Required Reporting Update

Sexual Orientation and Gender Identity (SOGI) Report


- Identifies gaps in the current service provision
- Offers recommendations to address the specific needs of the LGBTQ+ community
- [Read here](#)

Language Access Ordinance (LAO) Report


- Examines the impact of language barriers on access to housing services
- Analyzes the HSH's compliance with LAO
- [Read here](#)

Equity Office Updates

- **Affirming Trans Access to Housing:** launched and completed an 8-part new training symposium for over 600 attendees (CBOs and HSH staff)
- **RFP #149 HRS capacity building:** 24 applicants have been furthered to be reviewed and rated by the evaluation panel by October 16th.

18X 

- TGNCI+ people are **18x more likely to experience homelessness**
- 1 of every 2 TGNCI+ residents in SF has been homeless.

1 in 3 

- Nearly 1 in 3 TGNCI+ people in SF experienced housing discrimination in the past year. **This number was 40% for Black TGNCI+ people.**

Leaders of the ATAH Training Symposium



Anjali Rimi
Equity Officer, HSH
she/they



Shane Zaldivar
Manager of Training and Education, OTI
she/her

Updates from other Advisory Bodies

• **Local Homeless Coordinating Board:**

- All seats are filled
- Next meeting: Monday, October 9, 11:00AM, Room 416 City Hall

• **Shelter Monitoring Committee:**

- 1 vacancy
- Next meeting: October 16, 2024, 10:00-11:30AM
- Hot topic: Recommendation for updates to the [Shelter Training Manual](#) coming soon.

• **Shelter Grievance Advisory Committee:**

- 5 vacancies
- Next meeting on Tuesday, December 10th, 2024, 2:30 – 4:30PM, Room 305



HR Update & HSH is Hiring!

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

Positions Update

256 total FTE

24 vacant positions

45 active recruitments



HR Update: Staff Vacancies Over Time

Year	Perm Budgeted Positions (AAO)	Vacant Budgeted Positions	% Vacant
FY 2018-2019	119.5	17	14%
FY 2019-2020	130.9	19	15%
FY 2020-2021	135	12	9%
FY 2021-2022	179.6	33*	18%
FY 2022-23	228.7	37.4*	17%
FY 2023-24	241	32*	13%



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Questions?

Thank you!