



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Home by the Bay: Year 1 Progress Report

Homelessness Oversight Commission

October 10, 2024





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Overview: Home by the Bay

Vision & Values

Advancing racial equity and housing justice in our community, ensuring that everyone has the housing, supports, community, and opportunities they need to thrive.

Core Values

- *Equity and Justice*
- *Quality*
- *Innovation*

Informed by **Active Engagement.**



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Progress Updates: *Home by the Bay's* Five Goals

FY 2023-24 Progress: Goal #1



GOAL #1

Decreasing Homelessness: Reduce the number of people who are *unsheltered* by 50% and reduce the *total* number of people experiencing homelessness by 15%.

Between the February 2022 and January 2024 PIT Counts, the number of people who were **unsheltered** was **reduced by 1%** and the **total number** of people experiencing homelessness **increased by 7%**.

FY 2023-24 Progress: Goal #2



GOAL #2

Reducing Racial Inequities and Other Disparities: Demonstrate measurable reductions in racial inequities and other disparities in the experience of homelessness and the outcomes of City programs for preventing and ending homelessness.²

In the first year HSH:

- **Defined measures** to track racial inequities and other disparities through the life of the Plan and beyond;
- **Established baseline data;** and
- **Identified 12 areas** to monitor carefully in FY 2024-25.

FY 2023-24 Progress: Goal #3

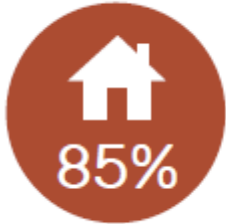


GOAL #3

Increasing Number of People Exiting Homelessness: Actively support at least 30,000 people to move from homelessness into permanent housing.

Between July 2023 and June 2024, **5,256 people** were supported to move **from homelessness to permanent housing.**

FY 2023-24 Progress: Goal #4



GOAL #4

Supporting People to Succeed in Housing: Ensure that at least 85% of people who exit homelessness do not experience it again.

83% of people who exited homelessness between July 2021 and June 2022 **did not return** to the homelessness response system **within 24 months.**

FY 2023-24 Progress: Goal #5



GOAL #5

Preventing Homelessness: Provide prevention services to at least 18,000 people at risk of losing their housing and becoming homeless.

Between July 2023 and June 2024, **prevention services** were provided to **8,235 people** at risk of losing their housing and becoming homeless



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Progress Updates: *Home by the Bay's* Expansion Targets

System Expansion Targets: Shelter

Shelter Beds

Between July 2023 and June 2028, the goal is to add **1,075 new shelter beds**.

In FY 2023-24, HSH added **498 new shelter beds**



System Expansion Targets: Housing

Permanent Housing

Between July 2023 and June 2028, the goal is to add **3,250 new units of permanent housing.**

In FY 2023-24, HSH added **282 new units of permanent housing**



System Expansion Targets: Prevention

Prevention Services

Between July 2023 and June 2028, the goal is to **expand prevention services** to serve **4,300** additional households.

In FY 2023-24, HSH added capacity to serve **600 additional households**





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Selected Accomplishments: *Home by the Bay's* Action Areas

Five Strategic Action Areas

Advancing Racial
equity and
housing justice

Enhancing System
performance and
capacity

Strengthening
response to
unsheltered
homelessness

Increasing
successful and
stable entries into
permanent housing

Preventing people
from experiencing
homelessness

Achieved in Partnership

The **Year 1** Home by the Bay Goals were **achieved in partnership** with:

- Office of Mayor London N. Breed
- San Francisco Board of Supervisors
- People with Lived Experience
- San Francisco Adult Probation Department
- San Francisco Department of Emergency Management
- San Francisco Department of Public Health
- San Francisco District Attorney's Office
- San Francisco Health Plan
- San Francisco Human Services Agency
- San Francisco Public Defender's Office
- San Francisco Unified School District
- San Francisco Sheriff's Department
- Mayor's Office on Disability
- Mayor's Office of Housing and Community Development
- Mayor's Office of Transgender Initiatives
- Office of the Controller

Advancing Racial Equity & Housing Justice

- Concluded our groundbreaking, four-part **Racial Equity Training** for all HSH staff; and
- **Developed equity measures** based on the intersectional identities of those we serve to allow leadership to monitor the impact of HSH policies on those most marginalized by society

Enhancing System Performance

- Launched Mayor London Breed's **Safer Families Plan** to reduce family homelessness;
- Launched the **HOPE system**, a coordinated entry system for survivors of violence; and
- **Met or exceeded** accuracy goals for key client data elements systemwide.

Strengthening Response to Unsheltered Homelessness

- Opened **60 non-congregate cabins** at the Mission Cabin Program;
- Reinstated a **self-referral process** for adult shelters to reduce barriers to shelter access;
- Piloted the **RESTORE Project** to provide shelter and real-time substance use treatment and medication assistance to people who are homeless;
- Housed **72** individuals through the **Street to Home** program; and
- Established two new four-person **neighborhood encampment resolution teams** in the **Mission** and **Tenderloin** neighborhoods.

Increasing Stable & Successful Entries into Permanent Housing

- Supported PSH providers in navigating San Francisco's **emergency services**;
- Expanded the **Permanent Housing Advanced Clinical Services (PHACS)** team to **100% of PSH sites**;
- Launched the **Enhanced Care PSH pilot**; and
- **Reduced** transfer move-in times **by 71%** since 2022.

Preventing People from Experiencing Homelessness

- In partnership with the Mayor's Office of Housing and Community Development, provided over **8,000** households with homelessness prevention services, including back rent, move in assistance, future rent, and stipulated agreement
- Engaged **11,000** households in **problem solving services** and **resolved over 1,200** households' homelessness crisis; and
- Launched the **Shallow Subsidy** program, which provides a smaller subsidy to reduce rent burdens on low-income households and prevent a return to homelessness.



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What's Next

HBTB Core Initiatives & Subpopulations

HSH Core Initiative	HSH Subpopulations
Racial Equity Metrics & Framework	Families
Performance Measurement and Contracting	Transitional Age Youth
Equip HSH and Provider staff for high standard of care	Older Adults
Coordinated Entry Redesign	Individuals with Acute Care Needs
Citywide Homeless Outreach (Many Right Doors)	Survivors of Violence
Vehicular Homelessness	Justice Involved
Shelter Expansion & Improvement	TGNCI
Improvements to PSH	Veterans
Housing Pipeline and Placements	HSH Internal Work to Support Strategic Plan
Problem Solving & Prevention Expansion	Authentic engagement for People with Lived Experience
Workforce Services in the Homelessness Response System	Fiscal Strategies and Multi-year Procurement Plan