HSH Non-Profit Provider Conference

December 2018
Program Leads Session

http://hsh.sfgov.org/
Introductions

- Who is in the room?
- Meet two people you don’t know
  - What’s one thing you are working on that you are excited about?
  - What’s one thing that would improve the system for people experiencing homelessness?
Session Agenda

- Welcome and Introductions
- System Vision and Partner Roles
- Core components of system
  - Coordinated Entry and Problem Solving
  - Shelter and Outreach
  - Housing
- Small Group Discussions
- Report Out
Through the provision of coordinated, compassionate, and high-quality services, the Department of Homelessness and Supportive Housing strives to make homelessness in San Francisco rare, brief, and one time.
Core Components of the System

- Coordinated Entry
- Street Outreach
- Problem Solving
- Temporary Programs & Shelter
- Housing
- Housing Ladder
Partner Roles

- Excel in resource delivery
- Use all resources
- Partner with HSH at all points
- Use most effective practices
Coordinated Entry and Problem Solving

• Vision
• Where we are
• Partner roles
Coordinated Entry

- Why CE?
- How is it going?
Problem Solving

✓ What is Problem Solving?
✓ Why now?
✓ How is it going?
Partner Roles in 2019

• Coordinated Entry
  - Partners operating access points
  - All partners support/understand/promote

• Problem Solving
  - Access points providing problem solving
  - All partners promote/use concepts
Outreach and Shelters

- Vision
- Where we are now
- Interaction with CE and Housing
- Partner roles
Outreach

- SF Homeless Outreach Team (HOT)
- Encampment Response Team (ERT)
- Larkin and HYA for youth
- Mobile Access (for Coordinated Entry)
- HSOC – Multi-agency response center includes SFPD, DPW, DPH, and many others
Shelters and Navigation Centers

- **Emergency Shelters**
  - Adults and TAY – 1203
  - Family units - 200

- **Navigation Centers**
  - Time Limited ~230
  - Path to Housing ~265

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Interaction with CE and Housing

- General shelter not through CE
- Nav Centers accessed through CE or paired to priority status (housing path)
- People in shelter connected to CE
- Outreach programs able to perform CE functions or get people to access points
Partner Roles

- Shelter
- Outreach
Housing

- Vision
- Where we are now
- Partner roles
What we mean by Housing

- Rapid Rehousing
- Permanent Supportive Housing
- Scattered Site Supportive Housing
- Housing Ladder

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Rapid Rehousing

- Help establishing tenancy
- Short to medium term support
- Connections to employment
- Goal to take over rent
- Can be within San Francisco or outside

New initiatives:
- 400+ Heading Home for families
- 500 Rising Up for Youth
- 40 for Adult

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Permanent Supportive Housing

- Mainstay of HRS and model programs – thanks to your efforts
- Excited to work with providers to standardize contracts and develop more meaningful outcome metrics.
- Working to diversify funding – NPLH and Medi-Cal
- Adding additional Housing Navigation/Stabilization roving team for priority status individuals
- More than 1,500 units in PSH pipeline through 2024
Moving On Initiative (MOI)
- Subsidies to people who have been in PSH
- Supports resident goals
- Creates flow/new openings
- Up to 300 vouchers in pipeline
Partner Roles

- Unit turnover/filling vacancies
- Communication with partners and HSH program managers
- Sharing expertise—learnings and best practices (e.g. programming)
Homelessness Response System
COordinated Entry
ACCESS Points

Problem Solve + Assess + Prioritize + Refer

Person or Family Seeking Help
Encampments
Street Outreach
Mainstream Systems

Temporary Shelter
Rapid Rehousing
Permanent Supportive Housing
Housing Ladder
Other Independent Housing
Time for Questions?
Breakout Sessions

- What is most game-changing about the system approach and vision described?
- What are our agencies best set up for now and what changes will our organizations need to make?
- What help will we need from HSH or others to reach these goals?
- What messages will we take back to our staff from today?
Report Back on Breakout

- Most game-changing?
- Changes we need to make?
- Help from HSH?
- Messages to take back to staff
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