THE HOMELESSNESS RESPONSE SYSTEM

HSH Nonprofit Provider Conference
December 2019
The 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
Street Outreach

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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
Street Outreach
Homelessness Response System

MECCA CANNARIATO, HSH

JOSE TORRES, HELUNA HEALTH

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Outreach

1 piece = SF HOT

Rest of pieces =
• Other contracted outreach
• Informal outreach
• HSOC
• Mobile medical teams
About SF HOT

- **Focus = people most unable to navigate independently**
- Integrates best practices
- District-based teams
- Case Management program
- Special projects

Connects people to:
- Access Points
- Housing Navigators
- Temporary shelter options
- Crisis care
From 2019

- **Capacity:** Hired additional staff, added diversity and representation

- **Function:** Trained and deployed as Mobile Access Point

- **Function:** Supported vehicle encampment resolution

- **Coordination:** Streamlined process and roles with Housing Navigators and staying connected to people with Housing Referral status
For 2020
Coordination
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Temporary Shelter

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
Temporary Shelter Overview
Homeless Response System

STEVE GOOD, FIVE KEYS

ELISABET MEDINA, HSH

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Temporary Shelter Portfolio

- Adult Shelters
- Family & Youth Shelter Programs
- Navigation Centers
- Transitional Programs
Temporary Shelter Portfolio

Emergency Shelter

- Minor Youth 22 beds
- Transitional Aged Youth (18 – 24) 40 beds
- Adults 1,203 beds
  - Interfaith (seasonal) 40-100 beds
- Families
  - Family Congregate 171 beds
  - Individual Room Shelters 127 rooms
Temporary Shelter Portfolio

Navigation Centers

• Adults 575 beds
  ▪ Currently 4 providers
  ▪ 5 sites

• New sites in design and/or construction
Temporary Shelter Portfolio

Transitional Programs (longer stays)

• Transitional Aged Youth (18 – 24)
  ▪ THP + 70 units
  ▪ Other programs 182 units

• Families 33 units
Temporary Shelter Portfolio

FIVE KEYS: Navigation Center High Points

• Bayshore 128 beds
• Embarcadero (to open Dec/Jan) 200 beds

• Program high lights
  ▪ A variety of activities and programs
  ▪ Staff integrated into every role
  ▪ Case Management works closely with operations staff
Temporary Shelter Portfolio

Buena Vista Horace Mann Stay-over Program

• Partnership: SFUSD, DSCS, & HSH
• 60 beds
• Program highlights
  ▪ Families with a student in SFUSD
  ▪ Connection for families to HSH programs
  ▪ Collaboration with SFUSD School Health Programs
PROBLEM SOLVING
Homelessness Response System

JULIETA BARCAGLIONI, HSH
JOSH STEINBERGER, ECS

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What and Where of Problem Solving?

Provides opportunities to **prevent** people from entering the Homelessness Response System and to **redirect** people who can resolve their homelessness without the need for shelter or ongoing support.
Problem Solving – A Continuous Resource

• Available *continuously* throughout people’s experience of homelessness

• Available to every *youth*, every *adult*, every *family* at any point of their experience

• *All* in “Problem Solving Status” until moved to “Housing Referral Status”
Practical Lessons Learned

• Problem Solving Pilot (Adult System)
  • Nov 2018 to June 2019
  • Around 4,400 problem solving conversations; just over 400 resolutions; 9% resolution rate
• Usually takes 2-3 conversations to reach resolution
• Average resolution is just over $1,800 dol
Lessons Learned
What to Expect for 2020?

• **Improved** and **streamlined** data collection on Problem Solving across all Access Points

• **Together**, learn about and share outcomes

• Data analysis will allow greater **equity** analysis –
  • Where is problem solving working and for who?
  • Are there disparities?
Coordinated Entry
Coordinated Entry
Homelessness Response System

Claire Genese | HSH | She/Her

Tevin Giles | SF LGBT Center | He/She/They

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Coordinated Entry

Coordinated Entry is the Homeless Response System’s method of equitably prioritizing people experiencing homelessness based on vulnerability, chronicity of homelessness, and barriers to housing.

To date:
8,500 adults over 18 assessed
2,400 families assessed
Coordinated Entry for Youth

• Launched April 2019

• Opened five Youth Access Points and one mobile Youth Access Point

• Problem Solved and assessed 847 youth without children experiencing homelessness
Equity Goal

• Proportional representation by race, ethnicity, sexual orientation, and gender identity for assessed and housing referral status clients

• Continue to prioritize clients for limited HSH-funding based on vulnerability, barriers to housing, and chronicity of homelessness
CE for Youth: Race/Ethnicity Assessed

- **49.7%** - White
- **18.8%** - Multi-Racial
- **6.9%** - Client doesn't know
- **6.5%** - Data not collected
- **5.4%** - Client refused
- **5.1%** - Asian
- **3.0%** - American Indian or Alaska Native
- **2.9%** - Native Hawaiian or Other Pacific Islander
- **1.7%** - Non-Hispanic/Latino
- **0.1%** - Data not collected

- **75.0%** - Non-Hispanic/Latino
- **22.3%** - Hispanic/Latino
- **1.4%** - Data not collected
- **0.5%** - Client refused
- **0.0%** - Client refused
Youth Race/Ethnicity Housing Referral Status

- Non-Hispanic/Non-Latino: 72.30%
- Hispanic/Latino: 23.82%
- Data not collected: 2.22%
- Client doesn't know: 1.11%
- Client refused: 0.35%
Figure 8. SEXUAL ORIENTATION AND GENDER IDENTITY AMONG LGBTQ+ RESPONDENTS

<table>
<thead>
<tr>
<th>Breakout of Respondents Answering Yes</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sexual Orientation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bisexual</td>
<td>28</td>
<td>33%</td>
</tr>
<tr>
<td>Questioning</td>
<td>6</td>
<td>7%</td>
</tr>
<tr>
<td>Gay/Lesbian/Same Gender Loving</td>
<td>35</td>
<td>41%</td>
</tr>
<tr>
<td>Other</td>
<td>12</td>
<td>14%</td>
</tr>
<tr>
<td><strong>Gender Identity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transgender</td>
<td>14</td>
<td>16%</td>
</tr>
<tr>
<td>Genderqueer/Gender Non-Binary</td>
<td>5</td>
<td>6%</td>
</tr>
</tbody>
</table>

n = 184; Breakout n = 85

Note: Multiple response question. Percentages may not add up to 100.
CE for Youth: Gender Assessed

- Male: 56.3%
- Female: 37.6%
- Trans Female (MTF or Male to Female): 2.5%
- Gender Non-Conforming (i.e., not exclusively male or female): 2.3%
- Trans Male (FTM or Female to Male): 0.7%
- Data not collected: 0.4%
- Data not collected: 0.2%
CE for Youth: Gender Housing Referral Status

- Male: 52.5%
- Female: 40.9%
- Gender Non-Conforming (i.e., not exclusively male or female): 3.3%
- Trans Female (MTF or Male to Female): 1.7%
- Trans Male (FTM or Female to Male): 0.8%
- Data not collected: 0.6%
- Other: 0.3%
CE for Youth: Sexual Orientation Assessed

# Responses
- Gay / Lesbian / Same-Gender Loving: 12.5%
- Bisexual: 10.8%
- Not Asked: 2.4%
- Male: 2.3%
- Female: 2.2%
- Declined to Answer: 1.3%
- Questioning / Unsure: 0.7%
- Incomplete / Missing Data: 0.2%

Total: 67.5%
CE for Youth: Sexual Orientation Housing Referral Status

- Hetrosexual: 65.5%
- Gay / Lesbian / Same-Gender Loving: 13.8%
- Bisexual: 11.9%
- Not Asked: 3.0%
- Not Listed: 3.0%
- Declined to Answer: 1.4%
- Incomplete / Missing Data: 0.8%
- Questioning / Unsure: 0.3%
- Other: 0.3%
Housing
HOUSING, HOUSING & MORE
HOUSING
Homelessness Response System

LAUREN HALL, DISH
SALVADOR MENJIVAR, HSH

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Accomplishments

• Renting up and/or stabilizing 4 new affordable housing sites for families, where we have a total of **132 units for families** referred through CE

• **Over 1,000 people moved into PSH**

• The Bristol Hotel providing independent housing *(Housing Ladder)* to **57 households** who have successfully maintained tenancies in PSH

• Collaborating to roll out CE for adults across the portfolio → In process: An accomplishment and still a challenge

• Nonprofit advocacy to Controller resulted in **larger allocation of funding**, allowing nonprofits to deal with some of the staffing issues

• Increased collaboration across housing nonprofits through Supportive Housing Provider Network and other forums
Accomplishments

• Overall **strong outcomes** from Supportive Housing providers

• **Maintaining the current portfolio and opening new units** of PSH and Housing Ladder

• CoC improvements & impact: **Supporting 1,468 households** through 22 community based agencies with $46 MM annual award

• **36 adults are receiving RRH subsidy now**; 4 slots available

• **93 youth have a RRH subsidy now**; 177 available

• **343 families are receiving RRH subsidies**; 168 open subsidies for new families
• Confluence of factors, including glitches in CE, has created an increase in vacancies in PSH
• Difficulty hiring and filling all open positions and developing new teams
• Limitations with the ONE System
• SFHA underperformance
Challenges

- **Higher acuity of residents** requires more resources and better coordination between HSH-DPH-Providers
- **Communication and coordination** between HSH and Housing Providers has faced challenges
- Developing and streamlining **policies and protocols** (ongoing process):
  - across portfolios; and/or
  - across populations; and/or
  - across modalities.
Projections And Hopes for 2020

• **Opening 300 master leased PSH units** with ERAF funding

• **4 new PSH programs proposed** under this year’s 2019 NOFA application. If awarded, would add just under $4 million dollars in federal assistance to households experiencing homelessness

• **Increased communication, coordination and accountability** between HSH and Housing Providers. Decrease “siloing” of resources/strategizing

• **Fully staffed and adequately funded nonprofits** including a more collaborative budget processes
Projections And Hopes For 2020

• **Developing and streamlining policies and protocols**, for example Transfer Policies (ongoing process):
  • across portfolios; and/or
  • across populations; and/or
  • across modalities.

• Participate in rent up of **six new affordable housing sites with a total of 208** set aside for homeless households:
  • 1296 Shotwell (Seniors)
  • Ed Lee Apartments (Vets)
  • 1950 Mission Street (Families)
  • 735 Davis (Seniors)
  • 1950 Mission (Families)
  • 2050 Folsom (TAY)
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Housing Ladder
HOUSING LADDER PROGRAM
Homelessness Response System

STEPHANY ASHLEY, Brilliant Corners
DEE SCHEXNAYDER, HSH

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To date, the **Moving ON Initiative Program** has created movement for single adults and families in supportive housing who demonstrated their readiness for lower-level of care an opportunity to move on with Housing Choice Vouchers to create space for people on the streets.

**Newly housed over 380 MOI participants:**

- 192 Single-Adults w/HCV
- 90 Families (with minor children) w/HCV
- 45 Single-Adults moved into RAD units

The **Bristol Hotel “Step-Up” Housing Program**, leased-up 57 newly restored units of subsidized housing for residents transitioning from PSH to independent living and limited support service.
New and exciting projects for 2020 in the pipeline.....

• Abigail Hotel (62 units)

• 270 Turk Street (24 units)

• 811 Mainstream Vouchers (99 HCV)
MOI Successes & Challenges to Date

• MOI participants reported feeling much better after moving into independent housing.

• MOI participants reported an increased sense of self-worth or pride.

• MOI participants also reported feeling healthier because of the move, both physically and mentally. (Largely attributed to having their own kitchens & bathrooms)

• Some MOI participants reported feeling more isolated after moving out of their PSH buildings, because they had been actively involved in their PSH community.

• Participants who believed they were going to “move on” but never received a voucher reported great frustration and stress due to this process.

• Some participants were not successful in their housing and had to berehoused several times.
(My favorite thing about living in my own home)... “is the freedom to have a key to my own door from the street...it is independence. It is back to the life that I was used to before I became homeless.” – MOI program participant
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