Local Homeless Coordinating Board
All members presented.
Minutes get posted to the website

Motion to approval the minutes
November minutes are approved- unanimously

Point in Time Count-HSH Valerie Kaplan presenting

Valerie Kaplan: The Point-in-Time Count is an effort to measure the prevalence of homelessness in our community and collect information on individuals and families residing in emergency shelters and transitional housing, as well as people sleeping on the streets, in cars, in abandoned properties, or in other places not meant for human habitation.

All communities receiving federal funding for homelessness are required to conduct a point in time count at least every other year. The last point in time count took place in San Francisco in January of 2017.

Point-in-Time (PIT) Counts of all persons experiencing homelessness are required to take place during the last 10 days of January by the US Department of Housing and Urban Development.
PIT Count: increases community understanding of homelessness, impacts funding for homeless services, and meets federal data reporting requirements, generates data regarding individuals and families experiencing homelessness in our community.

HSH works with a consultant, Applied Survey Research (ASR), to conduct the PIT Count. ASR is non-profit social research firm who has conducted the SF PIT Count since 2009. Volunteers from the general public as well as partners from various city departments.

The street count is a visual count of the city's unsheltered homeless population.   On the night of the count volunteers are deployed from 4 sites throughout the city in teams of 2-3. Each team is assigned a specific route that they either walk/drive. The teams count the number of homeless individuals and families they see along their route being careful to count only their assigned area. Once the teams have completed their route they return to their deployment center to hand in their data collection forms.

The four deployment centers for the 2019 are-the Library (our Civic Center location), St. Ignatius in the Sunset, Mission High School in the Mission, and Carver Elementary School in the Bayview.

The 2019 Count will take place on Thursday, January 24th from 7pm-12am. Prior to the count there will be a one hour training at each deployment center and the training is mandatory for all count volunteers.

The count in Golden Gate Park actually takes place at dawn on January 25th for safety reasons—the count in the park is conducted by the Homeless Outreach Team with the support of park rangers.

A count of individuals and families staying in shelters, transitional housing, safe havens, resource centers, stabilization rooms, residential programs, hospital, or county jails. The sheltered count is the night of January 24th (corresponds with the Street Count)

A designated point of contact at each site fills out an online survey indicating the number of individuals they are serving on the night of January 24th. The survey consists of interviews are conducted with both sheltered and unsheltered homeless individuals and families. Surveys will be conducted with individuals throughout the city over the course 2-3 weeks following the PIT count.

Surveys are conducted at each site a point of contact is identified in advance of the count. We provide the site with instructions for the data we need them to collect in advance of the count so they can prepare.

For 2019, we will be using an online survey (hosted by survey monkey) rather than a PDF form to collect information from the sites. Surveys are conducted by individuals with lived experience of homelessness. Surveyors are recruited from our providers and trained by ASR to administer the surveys. Survey quotas are determined by ASR using shelter and street count information.

A separate youth count is also conducted to improve data on the extent of youth homelessness. Trained youth counters who are currently or recently experienced homelessness. In 2013, it was recognized that little was known about the population of homeless youth under the age of 25 in SF. Since that time, San Francisco has conducted a dedicated homeless youth count, in conjunction with its general Point-in-Time Count efforts to improve data on the extent of youth homelessness. There are supplemental survey questions for youth.

Ralph-Thank you for the detail description of the Board.

Sophia Isom- Will the count make any reference to foster care youth?

Valerie Kaplan Commented that the Pit will currently does not have questions that are related to foster care youth.

Del Seymour: Commented that the rest of the United States uses a method that includes a daytime PIT count. And that many people who are experiencing homelessness are experienced at hiding during the evening and the count should be expanded to include a daytime count.
Requests a newer methodology that includes people in SROS. Also requested that count includes those with lived experience to work the count and who are better able to navigate and identify those who are homeless. That these workers could easily be found through providers and have a stipend-paid.

Erik Brown: Asked if the survey or Count could include information about individuals who were no homeless and in San Francisco because of the fires.

Valerie Caplan: Responded that the survey had not been drafted to include the information.

Kelley Cutler-Commented the SF Hot team and Park Ranger- Larkin Street have successfully incorporation of people with lived experience into the count.

Valerie Kaplan: Those great points and youth count are volunteers are compensated and conducted with people with lived experience with the surveys and other areas of the count.

Del Seymour: Question about the slide in the changes to count and tents and whether they are considered a location. Requested that there be additional language added in future counts concerning location and tents.

Kelley Culter: Concerns of how HSOC (Healthy Streets Operation Center) will impact the PIT numbers? We have HSOC and doing tracking of people across the city and going to count. People who are experiencing homelessness will have a different perspective about the PIT Count that could be detrimental to the communities numbers. Concern that people have become better at hiding and not being seen because of HSOC methods of dealing with encamped people.

Andrea Evans- Question how the data can be better used to get a sense of people experiencing homelessness and how this different data sets will interact and assessment and where. That the data would give a perfect opportunity to intersect with the ONE System data.

Megan Owens: HSH is still working on building out the ONE System as a standalone data point. Further that the ONE system is data is not a comparable supplement to PIT data and that they are not interchangeable.

Kelley Cutler: How can the administration of the count be improved so that we are not turning away volunteers at the door? How many volunteers do we need for the count?

Valerie Kaplan: The numbers of volunteers that are needed should be closer to 500. We had close to 750 last count. To your point Kelley we are trying to prevent people from going to the sites without registering and making sure that people who registered will assist. For those who have not RSVP and did not registered -we will have to do our best. The age restriction is for for those over 18 years old and this is not an occasion to bring your family to learn about homelessness.

Del Seymour: Comments that HSOC should place a hold on sweeps for the week and having them not participate and that the count is a serious process that the community should not see this as an occasion to invade the space of being who are experiencing homelessness.

Public Comment

Karen Garesion- Commented on the importance of the PIT and PIT count in relationship to food security within San Francisco. Moreover how the numbers are importantly linked to another.

Malia Chavez- Asking and acknowledge the changes to information that be collected and different opportunities to count families. That more presence with the school district at drop off and food pantries and other benefit offices would increase the accuracy for families in the PIT. That families tend to hide very well as well as the stigma of being homeless and have a number that

Consider that SF should have an independent PIT count and something to consider in the future

Henry from YPAC : Has worked with on the Youth Survey last year and requested that changes be made with the survey system. Concern that youth surveyors while paid often completed applications quickly and without regard for the data. Suggested that the process include social service setting and have that extended to outreach on the street. That youth organization such as the Lyric work with surveyors and help to train and mentor them.

Randy True- Wants to know the connection of the PIT count and ONE System and that it would be a perfect opportunity to integrate the two sources of data to get a more complete picture of the state of homelessness in the city. That this year offers a unique opportunity and that would unique opportunity this year and that would be a missing an opportunity to do so and that they two should be rethink the decision about not parsing and understanding the data.

Ralph Payton: Responded that the ONE System has been the combination of many data sources. That would be an interesting and in the future and ONE System will be something that we can look at.

Morenike D. O'Neal- from SFUSD acknowledges the difficulty with collecting data and trying to find those who are hidden. Further that the school district has the same issues identifying those who are hidden in plain sight or those who are doubled up and tripled up and don't realize they are eligible for services . Getting the word out to families is sometimes hard because the definitions change and what the resources within the system are so varied. And is not clear what is available to them and making other choices than staying in cars.

Andrea Evans- Understands the position of the department but the PIT offers an important opportunity and to get information about if they been screened for housing and the way to ask a question and would be interesting and we have 4,000 people that we are being assed and we can feel better about the outreach that have been done.

Morenike D. O'Neal SFUSD- The process of rebuilding the department has been a challenge and about rebuilding relationship with state, the community and most importantly our families. We have had to relearn what it takes and good partners with the city and families. Many SF families and lost faith in SFUSD and honestly say they lost faith and we had to rebuild that trust. Even the story of giving our children book bags with targets on them not understanding the imagery that our children already have

targets that society places on them. We are in the process of rebuilding with our partners as well which includes evaluation the systems that share information.

Del Seymour: Asked about the feasibility of an AirPort Count because there are many people who are experiencing homelessness who are able to stay in the airport without being harassed. Should the count be expanded to include it in the future?

Megan Owens: PIT does not include the airport. The count does include BART and Muni every year and is part of the standard methodology that has been used.

Vote:
Motion to approve the methodology
James, Ralph
Approved by all members

Rakita O'neal
Problem Solving is a strategy that addresses and prevents homelessness by helping people to return immediately to housing, without having to enter temporary shelter or a housing program; and utilizes safe and available permanent and temporary housing options.

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 and provides ongoing support.

Problem solving works in conjunction with coordinated entry and where the problem solving conversation begins. It may offer a range of supports including eviction prevention, relocation assistance (Homeward Bound), family reunification, mediation, move-in assistance, and flexible Problem Solving funds. Participants might receive assistance that helps them find housing.

Definition of Success within Problem Solving: A person experiencing homelessness spending one or more nights in a safe location outside of the homeless response system. This strategy to address and prevent homelessness by helping people to return immediately to housing without having to enter temporary shelter or a housing program. In other communities it is sometimes also called diversion, shelter diversion, or even prevention.

In the course of a PS conversation, the specialist is looking to determine if it's possible to preserve someone's current housing, return to a rental or family/friend situation they recently left, whether they may have housing and support in another community, or find shared housing or a room rental and will also explore whether those situations are safe.
For the family or individual, Problem Solving strongly utilizes a strength based approach, personal strengths and resiliency, giving people some immediate assistance with their housing situation that they continue to direct while avoiding the negative impacts of time in shelter or on the streets.

For the household it includes a strengths-based/empowerment driven approach; provides help right away; they get a "yes, I can help you now" instead of a "no" or a wait list. The model keeps the person or household in charge of driving their solutions. The goal is to keep clients from entering the HRS (Homeless Response System) unnecessarily and from being labeled homeless and prevents the negative impacts of time in shelter or on the street.

For the community the approach saves shelter and housing programs for those with highest needs who have no other options, it supports resolution of homelessness at much lower cost than shelter, Navigation Centers or housing programs.

When we look at what a good problem solving work it includes: a belief that it can work and people can find their own solutions, comfort with people living in safe, doubled-up situations, knowing that an unknown outcome is not necessarily a bad outcome, being comfortable with trying creative solutions. And there is an understanding knowing everyone will receive the conversation but it might not be the right fit, and that's ok.

The Homeward Bound program, now housed under the Coordinated Entry/ Problem Solving Team, was designed to help reunite people experiencing homelessness in San Francisco with family and friends willing and able to offer ongoing support to end the cycle of homelessness.

Ralph Payton: There has been a gap in the services that the Department has had regarding Problem Solving. On one hand I am encouraged by the work that is being done with Problem Solving but also want to acknowledge that within the community, our providers have been doing this work. And am wondering if this is just a rebranding or is this really something new?

Rakita O'Neal: I think that as we assist folks they will understand that we are building a community of trust. The goal is to assist them and to keep them from entering the homeless response system. We know that it is a big change in approach and has it's a fundamental shift that way that we address the issue. To start the process we used Community Board's in training and teaching people the language of problem solving and trusting people to tell us what they need in the problem solving conversation and knowing that an unknown outcome is okay. Everyone is trying to create a solution.

Del Seymour-Front line staff that are working with approach and change….Do they share the same enthusiasm as you?

Rakita O'Neal: Our providers have been trained and will continue to be trained. The same week that i took on the position we started training with staff because it is valued and important. The trainings highlight the importance of language in problem solving.

Kelly Cutler- Also questioned how this is different than case management and questioned whether this is just about resources. And whether a provider with a case management has been doing this same work?

Rakita O'Neal: The definition of success maybe a low barrier. The reality is that we have never done this before and is experimental. We have set for ourselves a goal is to see how folks are problem solved and want to see about a 10% drop in the overall number from our PIT Count numbers. People should not be stuck and waiting for housing if there is none available. We are trying to conversations with people so that we can connect them to other services. It might be having a conversation and realizing that a client needs a gift card so that they are able to buy groceries and stay housed without entering the system.

Kelly Cutler: I still not understanding the distinction between the case management and problem solving?
What is the difference between case management and problem solving? What is the city providing more resources and what is the different and people on the front lines will have that.

Rakita O'Neal: Our partnership with ECS and Holly and Josh have produced examples where clients may have their own reasonable solutions to preventing their homelessness like needing assistance with getting a bed staying with relatives to get themselves away from the homelessness system.
The standard for who is eligible is that within the last 7 nights the client must have been presenting in SF. Youth and formerly wards of the state and living outside of the county or school district will have access as well. Within Problem Solving, there is more client flexibility around where the a family with children has localized childcare and are eligible for problem solving because they are receiving a continual resource within the city.

James Joyce- What is the stats about Homeward Bound and who is returning and for how long. What is considered a success for Homeward Bound?

Rakita O'Neal- Eligible based on 5 years but that it is not a rigid standard and that clients are given flexibility and the best of the clients are taken into account. What we are trying to do is to keep the system moving. We don't want people stuck in the system.

We have the training and a consistent message and then conversation and sit with. City wide already and how hard that it has to be. Here in SF and access point and experimenting and utilizing and how much it takes. Either assistance or getting them signed up for food stamps and experiencing and using the resource in their tool kit and it takes through.
If someone who is at another drop in and listening and someone who is not a problem and the actual resources and been doing it for years and other than HB and but how will these resources be available.

Public Comment-
Jeremy- Expressed his concern about the Problem Solving situations where we cut down the conversation too early. It is important to realize that case management is a big part of the community

and that case managers have built up trust the trust does not is more that the actual intake process and involves the relationships that case managers have created.

Angela (Homeless Prenatal Program)-I want to understand that people need to know the difference between case management and Problem Solving. I want to also know both the budget and resources that have been allocated for Problem Solving. The community has heard gas and food and paying a PGE bill will all be available for clients. How much of the budget is there going to be for Problem Solving. At what point to we do work and what point to we refer people to Problem Solving and what point to we stop?

Rakita O'Neal agreed to share the Problem Solving budget with the Board at a later meeting.

Holly Aversano: As a part of the Problem Solving Team at ECS, we have been piloting Problem Solving and I can help answer the difference between case management and Problem Solving because i have work on both. The main difference this is that Problem Solving offers immediate resources and not saying case management and easy job. But Problem solving gives you the immediate resources to assist a client wherever they are in their housing crisis and to move them forward.   In Problem Solving, we are having conversations with clients and moving them forward, keeping them out of the Homelessness Response System with resources that are immediate to their needs.

Malia Chavez- Comments that this is really about resources and our family resources center and community. It appears that the department tis merely funding case management work. What is hard to understand is where does it the resources start and stop?   When should case managers be seeking assistance of Problem Solving and when should they not. I have questions about when it appropriate when it is an appropriate resource and we need to better understand that.

Emily Cohen presenting for Jeff
[Emily Cohn Presentation on the HSH Update](#)

Exits from Homeliness:
· 691 Total Clients exited homelessness
· 201 served through Problem Solving
· 490 Placements
· 18% of problem solving goal
· 30% of housing goal
October Outreach Hotspots
· Street Outreach Attempts-751
· Successful Outreach Engagements-601
· Referrals-986*
· Linkages with Services-340
Temporary Housing
· 311 Shelter Wait List Request 1,232

- · 311 Available Beds vs New Waitlist Requests 26 311 Beds available-17 New Waitlist requested
- · Occupancy rate for shelters 93.04%
- · Bed utilization by shelter (see slide)

Problem Solving
- · 201 clients served through Problem Solving Methods
- · 18.2% of goal
- · 42 monthly exits

Housing
- · 490 Housing placements- 305 of FY 2019 Goal
- · 403 Permanent Supportive Housing Placements 35.6% of FY 2019 Goal
- · 87 Rapid Rehousing Placements 20.6% of FY 2019 Goal

Housing Ladder
- · 16 people excited in October
- · 35 clients went through the housing ladder programs
- · 44.9% of the housing goals have been met

1,000 Person Project (see slide)

Program Highlights

Permanent Supportive Housing:

1036 Mission
- · All 40 units are currently occupied

626 Mission Bay Blvd. North
- · 9 families have moved in during October
- · 18 families currently housed

Bryant Navigation Center
- · Opening in December

ECS Interfaith Shelter
- · St. Boniface – Nov. 18th – Dec. 7th
- · Canon Kip – Dec. 8th – Dec. 15th
- · St. Mary's - Dec. 16th – Jan. 12th
- · St. Mark's - Jan. 13th – Feb. 2nd
- · First Unitarian – Feb 3rd – Feb 23rd
- · Canon Kip – Feb 24th – March 30th
- · Capacity ranges from 40-100 people

During the poor air quality event caused the Campfire, HSH took the following steps as advised by DPH:
- · Expanded Shelter Capacity
- · MSC South and Next Door = 75 additional mats
- · November 15th – November 25th
- · Expanded Wellness Checks
- · Transported people to shelters and drop-in centers

- Provided approx. 1,700 protective masks and water

Community Events
- 12/6 Homelessness: A Discussion about the Crisis (North Beach Citizens)
- 12/7 4Corner Friday
- 12/10 Vehicular Homelessness Meeting
- 12/12 Turk Street Safety Block Meeting
- 12/19 Southern Station Community Meeting

Policy Updates

2019 State Policy Priorities:
- Maintaining the Homelessness Emergency Aid Program
- Increased funding for affordable and supportive housing
- Promotion of regional collaboration
- Increase funding for existing homeless service programs
- Support increased investments into homelessness prevention

2019 Federal Policy Priorities:
- Oppose efforts to dilute homeless service programs
- Support the Fighting Homelessness Through Services and Housing Act
- Protect & improve federal homelessness assistance programs
- Preserve HUD-VASH rental subsidies and supportive services funding
- Preserve and fund the United States Interagency Council on Homeless
- Create a new competitive joint HUD-HHS program

Departmental Update

Employment Opportunities
- 1823 Senior Administrative Analyst-Real Estate Development

New Hires
- Daniel Quach- IT Director
- Gabriel Canale- Administrative Analyst
- Allison Horky- Clinical Social Worker
- Salvador Menjivar-Director of Housing Services

LHCB Updates
- MOHCD
- YPAC
- SAFE Center Focus Group

Kim Mai Cutler: What thoughts and plans have been made concerning this extreme weather events?

Emily Cohen: What we are learning is that there needs to be a more protocols within the city and our pop up additional shelter beds we should consider smoke related events and fire as well. For the fires it

was Saint Anthony, ECS, and Saint Anthony's thinking outside of the box. I want to thank each of those organizations for taking such quick action.

Del Seymour: Questioned is there been a regional approach to the both towards the fires and homelessness?

Emily Cohen: Jeff has become the collaboration with other regional directors of agencies and is something that is recent but growing. Is information that can be included in later HSH updates to the Board.

Kelley Cutler: I have a concern about community process that is happening with the Safe Centers. What is the process and bringing everyone to the table? Because it seems like and we are at the final version and there has been a lack of community process? There is a concern with the community about what the policy for oversized vehicles is and what the process is and we are seeing stuff. Especially with the HSOC initiative and not seeing the community process and the community would have love to make comment but never see them.

Emily Cohen: We have created the Safe Center focus groups and we constantly getting feedback from the clients and the community from them. We have been holding the focused groups and we look forward to high participate and folks' voices will be heard.

Kelley Cutler: Commented that speaking freely for myself and doing the community process and so one who has been engaged in the community process when it comes to the City has not engaged with the community and will come and talked but does not listen. From working with the Hope Office I was able to learn and understand the process required to properly engage the community and question if the department properly knows how to do so?

Public Comment:

During the poor air quality emergency, distributing 1,700 masks was not sufficient enough and there needs to be more public safe public safe for people to gather like shelters or navigation centers.

Request that the department provide additional information about how problem solving related directly to pregnant woman and young families.