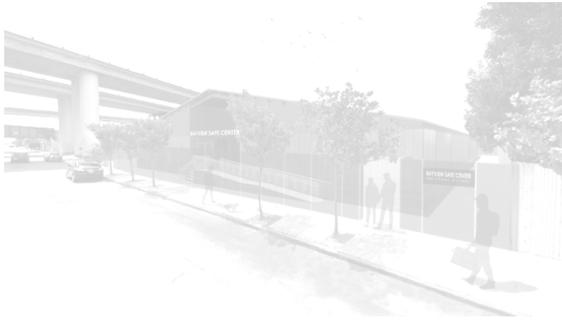




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**Bayview SAFE Navigation Center  
Frequently Asked Questions  
Revised: August 8, 2019**

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**Project Overview**

The mission of the Department of Homelessness and Supportive Housing (HSH) is to make homelessness in San Francisco rare, brief and one-time through the provision of compassionate, coordinated, and high-quality services. HSH is seeking a lease for 1925 Evans Avenue to construct an approximately 200-bed SAFE Navigation Center for people experiencing homelessness.

The proposed shelter will replace Providence Shelter at 1601 McKinnon Avenue in the Bayview and will have additional amenities such as laundry facilities and medical and social services.

The project would include sleeping areas, case management offices and community space.

**How many shelter beds does HSH currently fund?\***

- Shelter: 1,842 beds
- Navigation Centers: 495 beds
- Transitional Housing: 473 beds
- Stabilization: 96 beds

\*Shelter system funded by HSH. There are some additional shelter resources funded by other City partners.

**What is a SAFE Navigation Center?**

- SAFE Navigation Centers are essential to reducing unsheltered homelessness and assisting clients.
- San Francisco has opened 8 Navigation Centers and currently has 6 in operation.
- SAFE Navigation Centers build off of the best aspects of Navigation Centers and make them more scalable, sustainable and cost-effective.
- The City is looking to expand SAFE Navigation Centers in neighborhoods across the city.

**Why was this site selected? Who will it serve?**

- The City selected this site to add shelter capacity due to the closing of the Providence Shelter; it will replace these beds and nearly double the shelter capacity.
- Per the 2019 Point in Time (PIT) Count, District 10 has 29% of the people sleeping on the streets in San Francisco and fewer than 7% of all housing and shelter for people experiencing homelessness.
- The proposed site has many attributes that make it a good location including:
  - Proximity to where homeless people are living unsheltered.
  - Significant square footage.
  - Proximity to public transportation.
  - Ease of street access for construction and operations.



**How many people will stay at the Bayview SAFE Navigation Center and how will it be accessed?**

- The Bayview SAFE Navigation Center will offer approximately 200 shelter beds.
- Approximately 150 shelter beds accessible via the shelter reservation system.
- Approximately 50 beds accessible via community outreach and Coordinated Entry.
- There will be a small dorm with its own facilities that can be used for families or special populations.
- There will be no walk-ins permitted, so there will be no lines outside of people trying to get into the center.

**What types of services are provided at a SAFE Navigation Center?**

- A SAFE Navigation Center builds off of the service model of our current Navigation Centers and employs a low-barrier, high-service model.
- Key components of the services include:
  - Onsite case management to link people with the unique services needed to help them exit homelessness including health care, benefits counseling, mental health care, substance use treatment, employment services and housing assistance.
  - Roving services that are brought onsite regularly include: Coordinated Entry assessments for housing prioritization, medical nursing services, behavioral health assistance and benefits navigation.

**What are the cultural norms /rules at SAFE Navigation Centers?**

- SAFE Navigation Centers have a welcoming and dignified culture that focuses on the following components:
  - No violence
  - No drug dealing or use
  - Client safety
  - Client privacy
  - Eligible couples placed together
  - Allows pets
  - Provides storage for belongings
  - 24/7 access
  - No set meal times
  - Trauma-informed services
  - Use of restorative justice practices
  - Builds client leadership

**What amenities are offered at SAFE Navigation Centers?**

- Meals
- Privacy
- Space for pets
- Outdoor space within the facility
- Community space
- Laundry
- Private services/counseling space
- WiFi

**What are the impacts of SAFE Navigation Centers on neighboring communities?**

- SAFE Navigation Centers are an asset to a community.
- Neighbors of existing Navigation Centers report a reduction in homelessness in the area.
- Neighborhoods immediately surrounding Navigation Centers have experienced either significant decreases in crime or stable levels of crime according to San Francisco Police Department data.
- Clients staying at SAFE Navigation Centers have 24/7 access which has a positive impact on the neighborhood because it does not require people to line up outside the center.
- People can enter the site when they return and have no reason to linger in front of the facility. Additionally, meals will be served, and a robust array of social services will be provided on site.
- People staying at the SAFE Navigation Center will have many of their needs met onsite including services, medical care, meals and laundry.

