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## Proposed Upper Market SAFE Navigation Center at 33 Gough Street Frequently Asked Questions (FAQs)

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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. To learn more about HSH's comprehensive Five-Year Strategic Framework visit: <http://hsh.sfgov.org/research-reports/framework/>

HSH is seeking a temporary lease for 33 Gough Street to provide temporary shelter and related services to people experiencing homelessness in San Francisco. While this project is still tentative, HSH started the official community engagement process in January 2020 to ensure early collection of input and feedback from the community.

### What is a Navigation Center?

- Navigation Centers are a form of Temporary Shelter that are low-barrier and high-service, have 24/7 access, and connect clients to resources and services to help them exit homelessness.
- Clients are referred to a Navigation Center through the Homeless Outreach Team (HOT) and Coordinated Entry. For the Upper Market SAFE Navigation Center, clients will be referred via HOT and other first responders. No walk-ins are permitted.
- HSH has opened eight Navigation Centers since 2015, currently has six in operation and has three in the pipeline.

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

- Navigation Centers employ 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, medical nursing services, behavioral health assistance and benefits navigation.

### What are the cultural norms /rules at Navigation Centers?

- Navigation Centers have a welcoming and dignified culture that focuses on the following components:
  - No violence
  - No drug dealing or use onsite
  - Client safety
  - Client privacy
  - Eligible couples placed together
  - Allowing pets
  - Client input, complaint and grievance process
  - Providing storage for belongings
  - 24/7 access
  - No set meal times
  - Trauma-informed services
  - Use of restorative justice practices
  - Building client leadership
  - Good Neighbor Policy

### What amenities are included at Navigation Centers?

- Meals
- Privacy
- Space for pets
- Outdoor space within the facility



- Congregate space separate from sleeping areas
- Schedule of additional client activities
- Case management
- Wi-Fi
- Access to benefits
- Laundry

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

- A Navigation Center is 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 a decrease in crime or stable levels of crime according to San Francisco Police Department data.
- Clients' ability to access Navigation Centers 24/7 has a positive impact on the neighborhood because it does not require people to line up outside the Center.
- People staying at the Navigation Center will have many of their needs met onsite including: social services, medical care, meals and laundry.

**Whom will the proposed Upper Market SAFE Navigation Center serve?**

- The proposed Navigation Center will serve unsheltered adults.
  - 2019 Point in Time (PIT) Count tells us that over 8,000 people experience homelessness in San Francisco on any given night, with over 5,000 people sleeping outside in doorways, parks, vehicles or wherever they can find.
  - The Upper Market SAFE Navigation Center will focus on providing a safe and dignified alternative to the streets for people who are unsheltered in the adjacent neighborhoods.

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

- The proposed Upper Market SAFE Navigation Center at 33 Gough Street will offer approximately 200 beds for people experiencing homelessness.
- All beds will only be accessible through the HOT Team or other first responders.
- People cannot self refer to the SAFE Navigation Center.

**Why 33 Gough Street?**

- Significant square footage
- Proximity to public transportation
- Currently vacant
- Will be developed into affordable housing
- City will lease the site temporarily and activate the area prior to the housing development
- Proximity to neighborhoods with significant unsheltered homelessness

For more information on the proposed Upper Market SAFE Navigation Center at 33 Gough Street, please visit our website at: <http://hsh.sfgov.org/overview/notices/>