



Project Room Key Case Study

Agency – San Francisco Department of Homelessness and Supportive Housing

Nonprofit Provider – Five Keys

Overview

San Francisco Department of Homelessness and Supportive Housing's (HSH) Nonprofit provider partner, Five Keys opened and is managing two hotel sites in San Francisco.

All guests are adults and include: individuals, couples, pets, people who have recovered from COVID19 and veterans. Five Keys serve San Francisco's most vulnerable unhoused adults.

Additional services being provided include:

- Daily meals; breakfast, lunch and dinner
- Medical services provided by DPH
- Weekly laundry service provided by Purple Tie
- Homebridge services
- Behavioral health services; therapy and crisis management
- Harm reduction/safety planning services safer injection kits – in partnership with DOPE Project Harm reduction Therapy Center
- Miracle Friends - human companionship and regular check-ins with guests
- Care management services
- Clothing donation closet
- Daily wellness checks

Guest Stories

One man has been homeless for 20 years. He is in his mid-sixties with a fractured hip and liver issues. Staff found him crying on the street and asked him what was wrong. He said he needed help and didn't feel safe out on the street during the pandemic. Staff called the Homeless Outreach Team and were able to get him into a hotel that same day. When the staff checked in with him that evening, he tearfully said, "this is a turning point for me. I truly feel my life is changing for the better."

A guest who has been homeless for fifteen years and has insomnia stated that this is the first time she's been able to sleep well in a decade.

Impacts

Staff at these two sites are sheltering over 450 very high-risk, vulnerable people during a dangerous time. This is decreasing their risk of contracting COVID19, as well as their risk of being a victim of crime, risk of exposure, and other dangers that come with living on the street.

Staff are doing outreach multiple times a day to check in with guests and connect them to services. Staff are connecting people with services they've never had before like physical and occupational therapy, mental health therapy, substance use and harm reduction resources, etc.

Staff did approximately 400 feedback/quality assurance surveys asking guests what they could improve. Many guests said they feel safe, staff are respectful and kind, they are sleeping well, and they are happy to be in the hotels.

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