Emergency Outreach
Fiscal Year 2020-2021 (Data thru 11/30/2020)

Emergency Outreach Encounters

- Total Encounters: 78,046
- Success Rate: 90.6%

*This page summarizes SFHOT activities conducted under emergency outreach protocol, which may be activated due to disaster response, inclement weather or public health emergencies.

Engagement Tools Provided

- Total Engagement Tools: 67,716

Top Engagement Tools

- Water(s): 1,479 (37.03%)
- Surgical Face Masks: 1,326 (33.20%)
- Emergency Blankets: 496 (12.42%)
- Hand Sanitizer: 401 (10.04%)
- Hygiene Kit(s): 292 (7.31%)

*List is not exhaustive; totals may not equal 100%.
Coordinated Entry
Fiscal Year 2020-2021 (Data thru 11/30/2020)

Latest Month Assessments: 663
FYTD Assessments: 3,108
Last FYTD Assessments: 3,724
Last Year Total: 7,406

Assessments

Fiscal Year • FY 2019 • FY 2020 • FY 2021

Assessments by Population (FY2021)

Population % Breakout (FY2021)
Permanent Supportive Housing Vacancies

Vacancy Summary Count

Total Vacancies
740

Units Ready for Referral
401

Offline Units
339

Referral Status

No Referral
188 (46.8%)

Referral in Pr.
213 (53.1%)

Offline Vacancies By Status

(Blank) 19.17%

Maintenance 17.99%

Hold for Transfer 12.68%

Janitorial 12.39%

Ready for Referral 11.80%

Delayed 10.62%

Property Hold 5.31%

Temp Occupied 4.13%

Medical Examiner Hold 3.24%

Ready for Inspection 1.77%

Excessive Property 0.59%

Pest Control 0.29%

Last Updated: 12/30/2020
Outreach

- Link clients with congregate/winter shelter placements (when available)
- Monitor weather. Activating emergency protocols when needed
- Complete ACE primary assessments/reassessments in the field
- Enter previously unknown clients into the ONE System
- Collaborate with family access points and act as a point of entry to CE for previously unknown families encountered during outreach
- Encourage utilization of SIP hotels/ congregate shelter by individuals with active placements encountered during outreach
- Supporting SIP hotel sites with completion of problem-solving conversations and ACE primary assessment for all clients with active SIP hotel placements
Program Highlights

**Shelter**

The CCC released the Congregate Shelter Operations Manual on 12/7/2020

- Manual delineates the policies, procedures, and rules governing both programs and operations at congregate shelter sites
- Updated rules include compliance with DPH masking guidance and clarification of the Shelter Grievance Policy
- Shelter Grievance Policy is active at congregates + pending response from CCC to Shelter Grievance Advisory Committee request to expand grievance policy to SIP shelters

The 33 Gough Sleep site opened on 12/21

- Operated by Urban Alchemy
- 44 Tent spaces available
- The CCC Guest Placement Team will manages the referral process

Next Door Shelter opened on 12/29/20

- Operated by Five Keys
- 149 beds to serve COVID negative/unknown/recovered individuals
- The CCC Guest Placement Team will manages the referral process
Program Highlights

**Coordinated Entry**

Mobilization to get everyone “doc ready”

To increase the number of referrals to housing, HSH is requesting all ONE System Users gather the following documents from all adults experiencing homelessness (including the adults in families with children) and upload them to the ONE System:

a) Homeless Response System Release of Information
b) Most recent income verification
c) State Issued ID
d) Social Security Card or SSN Verification from Social Security Administration
Coordinated Entry

Coordinated Entry has now connected hundreds of people who are active with CE with free MUNI.

All people experiencing homelessness in San Francisco can access these benefits by contacting an Access Point or www.sfmta.com/fares/access-pass.
Due to the COVID 19 Pandemic, HSH is making several key changes to Coordinated Entry. Please join us for a monthly public discussion and opportunity to give input and recommendations directly to HSH.

San Francisco Local Homeless Coordinating Board-
Coordinated Entry Meeting
Tuesday, January 12
10:00 AM
Program Highlights

Housing

• Housing Ladder
  • 23 long term residents from PSH have moved into a new housing ladder program at 270 Turk, with an additional resident to move in totaling 24 residents. The program will help open 24 units of PSH in the housing ladder

• Vouchers!
  • San Francisco will receive 100 new Mainstream Vouchers from HUD for a total of 229 Mainstream Vouchers. The SF Housing Authority involvement was critical in leading the voucher application process

• Housing Expansion for SIP hotels
  • The BOS has approved the release of close to $20 million dollars from “C Funds” to support Phase I and II of the SIP rehousing plan. The funds will support the creation of 755 housing exits, including Flex Pool Housing subsidies, Rapid Rehousing rental subsidies/workforce support and services for adults, TAY and families.
• NOFA update
  • HUD has cancelled the 2020 NOFA. The spending bill passed by Congress last week has become law. The new law directs HUD to renew all CoC grants that are expiring in 2021 without competition, with FMR increases, and to fund CoC planning grants.

• Maximizing HUD resources locally
  • HSH requested that the HUD Field Office and our HUD technical assistance team help advise HSH on strategically managing our CoC resources more effectively with the goal of utilizing all available HUD funds. With the support of HUD TA, HSH will start the process of working with grant subrecipients to maximize the use of HUD CoC funds. Each subrecipient will be presented with alternatives to help maximize the use of CoC funds in the coming year.
Coordinated Entry Committee
January 12, 2021
Virtual Meeting
10:00am-11:00am

HSH Budget Presentation
Two public meetings focused on HSH budget
1. Date TBD in mid January
2. February LHCB meeting
HSH is hiring quickly!
Check the website frequently for updates

Job Postings:
http://hsh.sfgov.org/overview/jobs/