Noelle Simmons: I am presenting as the acting director today.

In September, the outreach teams connected with over 3000 people living unsheltered in the community. 94% were successful, meaning that the client engaged with the outreach worker and received an engagement tool and, or a service connection.

Coordinated Entry provider partners assessed 640 people through the coordinated entry system. The first quarter total was over 1800 assessments.

Problem solving through Homeward bound in September united 18 people bringing the first quarter total count of exits from homelessness through Homeward bound to 56.

Last month, the board requested additional information about vacancies in our permanent supportive housing portfolio. HSH currently has 804 vacant units in the portfolio with 305 offline units. Some offline units are held for transfers from other permanent supportive housing units, either to accommodate an ADA request or to execute a life safety transfer. 499 of the vacant units are ready to be occupied of those 25% units have a referral that is already in process. HSH added 317 new units to the portfolio in last six months.

The challenges include units staying offline for too long for repairs placements or delays due to documentation barriers. The one-on-one referral process was labor intensive.

Working with providers two significant changes were made to expedite the housing placement process. First moving to piloting a batch referral process in the SIP rehousing system. Second effective mid-September piloted a new documentation policy within the SIP housing system.

Department is working with Episcopal Community Services and Interfaith council to launch its annual Interfaith Winter Shelter program beginning on November 21st.

HSH is working with Dolores Community Services to reopen shelter, including Jazzie's Place. The timeline has been slightly delayed, but is likely to reopen in January.

The Board of Supervisors has recently authorized the acquisition of three new properties. Bringing the total of 237 units of permanent supportive housing into the portfolio.

HSH will soon be issuing a solicitation for information, for services to launch the flex pool for the Bayview with the goal to launch that program early in 2022.

The emergency housing voucher program brings 906 new vouchers to San Francisco HSH jointly with the San Francisco Housing Authority.

Any household who receives a voucher will have that voucher permanently if they are eligible. However, vouchers cannot be reissued after September 23rd, 2023. Our current plan is for 27.5% of the vouchers to go to families 20% to go to TAY 37.5% to go to the general population adults and 15% to go to people who are fleeing violence.

Our first goal is to address racial inequities and homelessness caused by structural racism. Second, we are hoping to reduce homelessness by targeting a significant portion, approximately two thirds of vouchers to people who are experiencing literal homelessness. Third, to decrease the inflow into homelessness by targeting approximately one third of the vouchers to people who are at imminent risk of homelessness.

Problem solving just completed its first program monitoring process. There have been over 1400 problem solving conversations and 96 resolutions, meaning an individual is successfully diverted from the homelessness response system. That is about nearly a 7% resolution rate.

CoC application process. On October 25th, the Board of Supervisors voted on our 2021 ranked list of projects as part of our collaborative application and was approved. I want to thank the members of the ranking review panel as well as the LHCB for putting forward a strong application that can bring as much as 57 million in funding requests to our tier one and tier two projects as well as our DV bonus project.

The U S Interagency Council on Homelessness is in the process of creating a new federal strategic plan to prevent and homelessness. They will be hosting a San Francisco input session that is scheduled for November 17th.

Del Seymour: Thank you for the detailed report. Have a personal question about why we have not reached a higher capacity in our congregate shelters?

Noelle Simmons: We share your frustration. Know we are working with the department of public health and following guidance about what is deemed to be in the best interest of our shelter guests given the ongoing COVID pandemic.

Del Seymour: I am disappointed that this Board made it aware to HSH that when the Secretary of HUD was here for a visit that we wanted to be included representing our community and that did not happen. We need the same recognition and respect from the department on matters like this.

What does HSH need to get fully staffed? What does the department need to function smoothly and complete the necessary work?

Noelle Simmons: I believe we currently have about 50 vacant positions, down from about 65 at the beginning of the fiscal year. So we are making progress.

Andrea Evans: Question about the EHV. I want to commend the department for focusing on people who are literally homeless. I think this is one of the best opportunities that the city has had to really get people permanently housed. Want to offer our support to you and the housing authority and hopefully we see more vouchers and can build on this foundation.

The data and the Housing Placements. What programs are included in the total number? it's not clear what is contributing to that big number. It would be interesting to know what proportion is coming from SIP housing and what's coming from other sources.

Also I want to see that data broken down by demographics and understanding of race, ethnicity for placements as well as for coordinated entry.

Noelle Simmons: We can also look at your other requests to different SIP from other parts of our system.

Del Seymour: There needs to be a one pager about the EHV process so that everyone can understand the process.

Kelley Cutler: Can you explain capacity and navigation services?

Noelle Simmons: Think the main capacity restriction is that ECS our main navigation service provider and they are focused on the SIP hotels and rehousing currently that is navigation capacity that would otherwise be in the community and supporting placements through our community queue.

Public Comment:

Mary Kate Bacalao: Want to support what Andrea shared we really appreciate the focus on equity and the priority placed on families.

I am still trying to understand the vacancies within the system. The numbers constantly fluctuate and the sharing of the explanation about new acquisitions is new to the community. I hope the department can continue to work with the community and figure out the roadblocks and provide us with more context.

I also have a question about the family flex pool and when that will be activated.

Brian Edwards: It would be helpful if the department's presentation was available for download beforehand.

As a community if the PSH vacancies explanation does not make sense then we need to challenge the department it as the gap in permanent supportive housing vacancies seems to be getting bigger not smaller.

Del Seymour: What is the referral process to access into Dolores and Jazzie's Place once they open?

Noelle Simmons: We will get that information for you.

Public Comment:

The SIP rehousing data relates to the seven demobilization sites. Previously the City reported data and those showed destinations of people from the SIPS. The data showed the majority of people were not rehoused. This data presented today does not reflect that anymore. What happened with that older data? It is not accessible? Why is the data starting over again now and not including that prior data?

Kristin Evans. The earlier data that was previously on the COVID data tracker, showed absolute numbers of people. The majority had not been rehoused and exited to the street or a congregate shelter.

At the hearing at the budget and finance committee last week HSH presented that people declining services was less of an issue. Now I am hearing there is a bottleneck related to processing people? How can we remove that roadblock?

As I have talked to people in shelter and on the streets about the vaccination rate, we need to do a better job at vaccine access. There needs to be a resource sheet about where people on the streets can get vaccinated and there needs to be barriers lowered about identification.

Del Seymour: You have me thinking that there should be a separate department solely around addressing the needs of people who are homeless and the supportive housing work as a separate department. The needs of those people are distinct and separate.

Andrea Evans: There are a couple comments about vacancies and I am requesting more details about this from the department. I would like to know whether these changes are having any effect?

Sarah Locher: Wanted to return and give an update about the PIT Count we are committed to having check-ins on the PIT through January when the unsheltered picked count would occur. We appreciate the extra time dedicated to this and would like to review the pit methodology for approval

The unsheltered count covers the entire geography of San Francisco plus administrative data for all the people in shelter on the same night for a full census of the number of homeless persons. In addition to that, we combine that with sampling for over a thousand surveys that we conduct in the two weeks following the night of the PIT.

We proposed for consistency and comparability over time to keep much of that the same this year. There are a couple of minor changes that we are still working with HUD with and our vendor and updating a couple of the ways that the demographic questions are collected to better match the latest guidance from HUD on the ONE System.

There is the opportunity to select multiple genders as well and will allow us to really be able to compare more directly what we see in the overall PIT count versus what we see in all our HMS data and for individual served in various program areas.

We wanted to respond to the comments received to minimize or limit the usage of community volunteers in the street count. We've been researching other west coast communities discussing this with our vendor ASR and been reviewing HUD guidance.

We want to continue to leverage the PIT count process as a meaningful opportunity for the community to engage in and develop around homelessness. Typically relied on outreach workers, primarily SF hot to conduct about 10% of the routes where we segment off routes that we identify as being particular hotspots. The remaining routes in the city, we rely really heavily on volunteers in the community. In 2019 had well over 500 volunteers after 700 or so were recruited and signed up expressing interest.

We'd like to minimize the number of general volunteers that are recruited this year as much as possible and maximize using outreach workers.

Due to COVID restraints both HSH and our providers have been heavily impacted we will be planning that if we need to recruit volunteers, we'll do so in a tiered approach and will probably stagger or hold on recruitment to the larger public.

There has not been updated guidance though we continue to work with the San Francisco department of public health, our vendors and seeking guidance from HUD.

Del Seymour: Thank you for the presentation and incorporating the ideas into your presentation. Please us the LHCB to further provide guidance from the Board. Using City Employees and Urban Alchemy and the Coalition who know where people are in the count.

Sarah Locher: Thank you for your comment Dell. We will definitely be evaluating all of our processes.

Del Seymour: Why is Hispanic or Latino separated as its own question?

Sarah Locher: The census made this change. Maybe in 2010 where they split ethnicity from race we are waiting to see whether this will remain or will be changed back?

Andrea Evans: Can you say more about what HUD's guidance on a 2023 count maybe and HSH's view of it?

Sarah Locher: I personally don't have a firm idea about a 2023 count but would want it to be a full count for consistency. Logistically it would be a challenge but would allow for 2022 to be seen more as an anomaly and then continue on the odd years moving forward.

Kelley Cutler: There have consistently been issues with families over the years. What work has been done to connect with providers more?

Sarah Locher: We have not yet reengaged the family and TAY providers but will and have feedback from 2019.

Sophia Isom: It would be great to hear more about families at a future meeting.

Del Seymour: I always say that the night of the count there are 2000 plus people who are visitors in SRO's that are not counted and we need a means to be able to count them and include them in our numbers.

Public Comment:

Jamie S. I was wondering if HSH has ever considered making the question about the causes of homelessness a multifactor question so people could give more than one reason?

Mary Kate Bacalao: I know that the City's guidelines for the count and definitions are somewhat broader than the federal guidelines. And there was some controversy about whether or not we count the people who are in jails and hospitals and rehab facilities were counted. I'm just not clear on which guidelines we're using?

We need to remove ourselves from political pressures to have lower numbers and see this as an opportunity with the new resources that we have and to use this window to capture the minds of the voting public.

Brian Edwards: We need a more accurate way to determine what is happening on the streets. Since we all know the PIT Count does not reflect that and is most certain an undercount.

Cannot be made political and we need an accurate number. No one will lose their jobs over this so why not make it accurate?

Why do we have to wait for the PIT count to get a number of the people on the streets? We need to make sure we have a constant number so that we can use those numbers to make sound policy.

Charles Minor: I apologize, I did not realize it would be an actionable item, so we will have to, bring it back in December to make it an actionable item.

Kelley Cutler: Requests that agenda items be moved to allow time for HSOC presentation.

Board votes to change agenda and move item five and seven

Carlos Watkins: So my name is Carlos Watkins. I'm a human rights organizer with the coalition on homelessness.

HSOC created in the Mission police station was the intend of eliminating 10 encampments in the Mission and for the city to create a coordinated multi-department effort to respond to 911 calls regarding encampments with six or more tents. HSOC's was created to decrease the visibility of homelessness without having permanent solutions.

Carlos Watkins: The poor performance of HSOC is evident in the number of placements or acceptance rate as it is called. It is around 30%. Currently there is no way to access the shelter waitlist for these people.

The information for the report came from advocates, twitter users account of situations, and public records requests including DPW bag and tag logs and the city's data shelter, allocation summaries.

Carlos Watkins: Wanted to give some additional context to what an HSOC resolution. Around 7am HSOC workers go through encampments and wake people in their tents. HOT Team does not have access to any specific shelter offers at that time. They solely take names and information. It is a hard experience for people to go through and is very aggressive. Then, DPW begins its cleaning operation and began telling people to pack their belongings, handing out trash bags, and having people move.

The issue is that the Hot Team does not get their placement information until after 9 and in the meantime, there is a chaotic atmosphere. Between 9 and 11 a limited number of shelter beds are being offered and cleaning is happening. Folks are being kind of harassed and told to move.

Tyler Kyser: There’s simply just not enough beds and by the time beds are being offered people have already been displaced.

Carlos Watkins: Sam Dodge was quoted as saying that they only bring enough for about 40% of the residents that we make the encampment.

When there are adequate resources, we see is that there's a high acceptance rate of 76%. And that's even amidst the chaos of the resolution that I talked about.

Another thing that we looked at was property confiscation. From analyzing DPW bag and tag logs for January and February with every HSOC resolution and we found that there was not a single bag and tag done during that time having a solution everything was thrown away.

In conclusion what we know is that there is a low success rate, because of the structure that speeds people through it's traumatic, it's violent, it's quick, not enough time for meaningful outreach and connection to service and HSOC don't have enough beds in the first place. This is about cleaning and displacement and not about services. This is a sidewalk shuffle of people that creates more trauma and becomes a very ineffective use of resources.

We should stop all these investments and priorities of criminalizing folks of being homeless and spend that money on permanent support housing.

Sophia Isom: I think you guys really have identified a lot of the crucial issues that need to be addressed. So thank you.

Del Seymour: Your report identifies other city departments and they are involved in HSOC and know that you should be bringing this presentation to other city departments.

Andrea Evans: Thank you so much for the presentation. I am also frustrated about the oversight when it comes to HSOC but think the LHCB plays a role in this especially in the criminalization of homelessness and that sits clearly with this Board and in the scoring of the NOFO application. I think it is important that we hear this as well as other Boards and Commissions.

Del Seymour: I am hoping that we can take this information to other Boards too so that there is a trail of documentation.

Kelley Cutler: Can we put the audio on please as I think that gives lots of context and allows us to hear what people feel and are feeling. It needs to be heard and not pushed off.

Charles Minor. I apologize but the audio is not working on the presentation

Kelley Cutler: I am extremely frustrated and upset. I worked for 12 hours on this and it won't be heard.

Del Seymour: We will have this item moved till next month.

Public Comment:

This is Elly and I want to say to stop the sweeps and abolish HSOC. San Francisco needs to stop focusing on the visibility of homeliness and work on connecting people with services.

Kristen Evans: I have done a lot of outreach on the streets and was arrested and worked with countless people. The solutions that HSOC offers people are always insufficient. To say that people are declining services is an accurate as the data revealed is what we knew from firsthand experience on the street, HSOC does not have accurate resources for people on the streets. HSOC is focused on the visibility of tents.

We do sweeps in the street in the city, despite what the Mayor saying that we do not and am disappointed we were unable to hear from those on the streets about the traumatic impact of HSOC and sweeps.

Sue Brown: I live in Bayview and support Mother Brown's. I am surprised that there are not more tents in the city. Every district needs way to provide for people experiencing homelessness including tents and RV parks. SFMTA could use the bus stop electric signs for messaging communication is key. Where does all these associations and providers fit into the strategies of everything. What is the clear strategy for the city, agencies, and people? Many people want to help but don't know who and where and things are still all in pockets.

Mary Kate Bacalao: I appreciate the detail of the presentation and Andrea's comment about the criminalization of homelessness. It's absolutely key that the LHCB does that. It also, raises all of these broader questions bed availability and the lack of beds. I know they take time to stand up but also there is an issue of coordination that must be addressed and how street outreach is assisting and connecting people with beds.

Wesley Saver: I’m the senior policy manager for glide. I appreciate you prioritizing this presentation on HSOC practices. At Glide we see the impact of HSOC resolutions. They drain resources and they violate human rights. When the UN special advisor visited San Francisco, these sweeps were part of what they referred to as unacceptable and cruel practices.

Kelley Cutler: Despite not being heard today, I've been listening to repeatedly and how traumatized folks are and people in tears and it's a shame that this wasn't able to be presented during this meeting.

Anne Stuhldreher: We wanted to come here today and tell you about some new discounts that are available from the SFMTA for people who are experiencing homelessness.

There are existing discounts for people experiencing homelessness for example free muni pass called the access paths, as well as a one-time waiver of all towing and boot storage costs.

These discounts related to parking tickets, towing costs, booting costs fare, evasion, citations, they all have the same process to apply and eligibility information are available at sfmta.com/income discounts.

The programs are for any person currently experiencing homelessness in San Francisco and who has worked with a coordinated entry access points in the last six months.

People can apply by calling or visiting a coordinated entry access points, and can apply online by mail. Or can drop off a completed application at an SFMTA sales kiosk, or you can go in person to the SFMTA customer service center.

We want to remind folks about that the access pass is available. This is a free muni pass for people experiencing homelessness. As well as a one-time waiver of the boot fine, which is $505 normally.

Del Seymour: I always appreciate you coming before this Board and would like for you to send us a one-pager about the information so that we can be a resource and send it out to the community.

Andrea Evans: I just think your work is phenomenal and it's always centered on the people who really need the most help. And I'm just so grateful that you continue to find ways to make it easier for folks.

No Public Comment

Brian Edwards: Last weekend we had record rainfall and the city decided to do what's first extension of the inclement weather shelter expansion. Was late and after service providers and outreach workers had gone home for the weekend. Using Glide, Mother Browns, Urban Alchemy SF Hot Moscone full. The secret was you didn't have to have a reservation from SF Hot.

When you remove barriers, you allow folks to make shelter decisions on their own at their own pace on their own terms. And that leads to better outcomes for everyone. And shelter beds fill up.

Wesley Saver: During the pandemic there is confusion about the centralized process. It is difficult for individuals experiencing homelessness and homeless service providers to navigate. We have made the request to the Board and made the recommended changes.

Sue Brown: Why aren't they using the community to notify people about the inclement weather policy? It is something where people can be deployed in large numbers.

Letter voted on and approved.

Meeting adjourned