Director’s Report

Local Homeless Coordinating Board
March 7, 2022
Thank you Sophia Isom for your service on the LHC B committee and for your courage, compassion and common-sense.
Problem Solving – Homeward Bound

Data through January 31, 2022

Homeward Bound Placements

Homeward Bound Placements by Population (FY2022)

Population % Breakout (FY2022)

http://hsh.sfgov.org
Problem Solving

Data through January 31, 2022

**Clients**
- 216 Unique Clients Resolved
- 3,709 Unique Problem Solving Clients

**Services**
- 241 Total Resolutions
- 5,160 Total Conversations
- $655,601 Total Financial Assistance
- $2,720 Average Assistance Per Resolution

**Resolutions by Month**
- Jul: 21
- Aug: 32
- Sep: 31
- Oct: 44
- Nov: 45
- Dec: 34
- Jan: 34

**Top 5 Financial Assistance**

<table>
<thead>
<tr>
<th>Assistance</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent</td>
<td>$524,685</td>
</tr>
<tr>
<td>Rental Assistance after Move-in</td>
<td>$58,014</td>
</tr>
<tr>
<td>Furniture, such as a bed, which makes it possible for a person to move into a shared living situation</td>
<td>$23,189</td>
</tr>
<tr>
<td>Transportation costs for housing, employment, or appointments with other entities helping with Problem Solving (bus tokens, passes, taxi rides, etc.)</td>
<td>$23,004</td>
</tr>
<tr>
<td>Contribution to rent costs of another household (non-lease agreements) if it will allow the participant to move into the unit or maintain/return to the unit</td>
<td>$10,292</td>
</tr>
</tbody>
</table>

**Population: Clients Resolved**
- Family 11.62%
- Youth 31.54%
- Adult 56.85%

**Population: All Problem Solving Clients**
- Youth 15.16%
- Family 16.12%
- Adult 68.72%

[http://hsh.sfgov.org](http://hsh.sfgov.org)
Coordinated Entry

Data through January 31, 2022

Assessments

Assessments by Population (FY2022)

Population % Breakout (FY2022)

http://hsh.sfgov.org
Coordinated Entry & Housing Demographics

Data from July 1, 2021 to December 31, 2021. New data available quarterly.

Percent by Race

Race is incomplete for 9% of clients (3% Data Not Collected; 6% Doesn’t Know / Refused)

Percent by Ethnicity

Ethnicity is incomplete for 1% of clients (1% Data Not Collected; 1% Doesn’t Know / Refused)

Percent by Sexual Orientation

Sexual Orientation is incomplete for 6% of clients (4% Data Not Collected; 2% Refused)

Percent by Gender

Gender is incomplete for 0% of clients (0% Data Not Collected; 0% Doesn’t Know / Refused)

http://hsh.sfgov.org
Housing

Data through January 31, 2022

Housing Placements

Placements by Population (FY2022)

Population % Breakout (FY2022)

http://hsh.sfgov.org
Permanent Supportive Housing Vacancies

Data as of February 22, 2022

Total Vacancies
852

Units Ready for Referral
559

Offline Units
293

New Buildings (Within Last 4 months)

<table>
<thead>
<tr>
<th>Building</th>
<th>Open Date</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tahanan</td>
<td>Nov/21</td>
<td>145</td>
</tr>
<tr>
<td>Kinney</td>
<td>Jan/22</td>
<td>30</td>
</tr>
</tbody>
</table>

10.1% Vacancy Percentage*

* Calculated for existing site based buildings.

Referral Status

- No Referral: 45.63%
- Referral in Progress: 34.57%

Offline Vacancies

- Hold for Transfer: 92
- Maintenance: 88
- Janitorial: 42
- Temp Occupied: 23
- Medical Examiner: 16
- Ready for Referral: 9
- Property Hold: 3
- Delayed: 4
- Excessive Property: 3
- Pest Control: 3
- Ready for Inspection: 3
- (Blank): 2

Building Type

- No Referral: 344
- Referral in Progress: 176
Challenges with Decreasing Vacancies in PSH:

- Units staying offline for too long for repairs
- Placements delayed by documentation barriers
- 1:1 referral process
- Lack of capacity within Housing Navigation services
Steps taken to address vacancy challenges

- In March 2022, HSH will implement low-barrier documentation policy across all adult PSH programs
  - Policy piloted with SIP housing process in Fall 2021
  - Will expand to TAY and Family programs shortly
- Piloted batch referral process with SIP housing process
- Added three new Access Points with Housing Navigation Services
- Developed a Vacancy Tracker
- Deployed HSH Housing Subsidy Team to Tenderloin Linkage Center
- Created and distributed a policy outlining length of time units can be offline

http://hsh.sfgov.org
Tenderloin Emergency Initiative: Progress & Outcomes

Data as of February 20, 2022

**Linkage Center:**
- 10,321 visits to Linkage Center
- 1,478 connections to services
- 75-80 showers provided daily

**Throughout the Tenderloin:**
- Over 340 shelter placements from the streets and the Linkage Center
- 123 people in the housing process
- Connected 1,613 people to services
- 9,842 grams of Fentanyl seized
- 1,548 tons of waste cleaned up

http://hsh.sfgov.org
More Information

EMERGENCY INITIATIVE
SF.gov/information/
Learn-About-Tenderloin-Emergency-
Initiative

LINKAGE CENTER
SF.gov/Location/
Tenderloin-Linkage-
Center

http://hsh.sfgov.org
Program Highlights: Outreach

- **Street Ambassador Services**

  - HSH released a *Solicitation of Interest* in February for Street Ambassador Services

  - Will support *new* and *existing* programs in highly impacted areas

  - Expand *provider capacity* for these critical services

  - For more information please visit: [https://hsh.sfgov.org/get-involved/procurements/](https://hsh.sfgov.org/get-involved/procurements/)
Program Highlights: Shelter

- Bryant Navigation Center
  - Will reopen on March 9, 2022
  - Will serve up to 61 guests at COVID-capacity
  - Serve the TGNCI community and cis-gender women
  - St. James Infirmary is the selected provider for this program

- Dolores Street and Jazzie's Place
  - Will reopen in late March 2022
  - Serve up to 53 guests at COVID-capacity
  - Jazzie's Place will accept referrals from Community Partners serving LGBTQ+ guests
Program Highlights: Shelter

- **Adante Hotel**
  - Will open in March 2022
  - Former SIP hotel
  - **Hybrid** non-congregate COVID overflow and winter shelter
  - Will serve up to **93 guests**

- **33 Gough Cabin Pilot Program**
  - Replace 44 tent spots with **70 non-congregate cabins**
  - First guests will begin moving into cabins in early March 2022

- **FY21-22 Interfaith Winter Shelter**
  - Will close **March 26, 2022**
Program Highlights: Shelter

- **Baldwin Hotel at 74 6th Street**
  - Proposal to convert the Baldwin Hotel as a **non-congregate SAFE Navigation Center** for adults in Summer 2022
  - Will serve up to **160 adults**
  - HSH has begun community engagement process with first meeting on **March 8, 2022**
    - For more information please visit: [https://hsh.sfgov.org/get-involved/notices/](https://hsh.sfgov.org/get-involved/notices/)
  - Board of Supervisors approval will be required
**New Programs:** HSH working on opening nine new sites this spring/summer:

- 1321 Mission
- 3061 16th Street
- 5630 Mission Street
- 835 Turk (pictured right)
- 1064-1068 Mission
- Mission Bay South Block 9
- 53 Colton
- 681 Florida
Program Highlights: Housing

- **Documentation Policy Rollout:**
  - HSH implementing low-barrier documentation policy across all adult PSH programs in March
  - Policy piloted with SIP housing process in fall 2021
  - Will extend to TAY and family programs soon

- **CoC and ESG Desk Guide:**
  - Key tool for Continuum of Care subrecipients
  - Includes policies and procedures related to Continuum of Care program
  - Available on the HSH website

http://hsh.sfgov.org
Updates to Coordinated Entry Standards for Survivors of Violence

• HSH will bring recommended updates to the Coordinated Entry Written Standards as pertains to Survivors of Violence to LHCB CE Sub-Committee on March 8, 2022

• Recommendations for changes in standards include:
  • Making consistent the definition of survivors to include other forms of violence
  • Sections on survivor data management

• Public Comment will be available starting on March 8, 2022

• HSH will present final proposed changes for to the LHCB for adoption
Survivor Listening Sessions:
- HSH is partnering with National Alliance for Safe Housing (NASH) to host Survivor Listening Sessions
- Registration is on a rolling basis, learn more at: https://www.surveymonkey.com/r/SFSurvivorListening

Safe Housing Working Group:
- Working Group will advise and advance the project recommendations from Community Needs Assessment for Survivors
- Survivors interested in participating should visit: https://www.nationalallianceforsafehousing.org/sf-needs-assessment/
Program Highlights: Housing for SIP Hotel Guests

SIP Hotel Guest Exits

**HOUSING EXITS**

<table>
<thead>
<tr>
<th>Exit Type</th>
<th>#</th>
<th>% of All Exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>835</td>
<td>53%</td>
</tr>
<tr>
<td>Permanent Housing</td>
<td>653</td>
<td>41%</td>
</tr>
<tr>
<td>Permanent Housing: Flexible Housing</td>
<td>70</td>
<td>4%</td>
</tr>
<tr>
<td>Rapid Rehousing</td>
<td>83</td>
<td>5%</td>
</tr>
<tr>
<td>Reunited with Friends or Family</td>
<td>29</td>
<td>2%</td>
</tr>
<tr>
<td>Served through Problem Solving</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>835</strong></td>
<td><strong>53%</strong></td>
</tr>
</tbody>
</table>

**EXITS BY CATEGORY**

<table>
<thead>
<tr>
<th>Category</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>53%</td>
</tr>
<tr>
<td>Temporary Shelter</td>
<td>8%</td>
</tr>
<tr>
<td>Other Institutions</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>34%</td>
</tr>
</tbody>
</table>

**OTHER EXITS (SUMMARY)**

<table>
<thead>
<tr>
<th>Exit Type</th>
<th>#</th>
<th>% of All Exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary Shelter</td>
<td>121</td>
<td>8%</td>
</tr>
<tr>
<td>Other Institutions</td>
<td>52</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>568</td>
<td>36%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>741</strong></td>
<td><strong>47%</strong></td>
</tr>
</tbody>
</table>

**OTHER EXITS (DETAIL)**

<table>
<thead>
<tr>
<th>Exit Type</th>
<th>#</th>
<th>% of All Exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary Shelter</td>
<td>121</td>
<td>8%</td>
</tr>
<tr>
<td>Shelter (including Navigation Centers)</td>
<td>96</td>
<td>6%</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>11</td>
<td>1%</td>
</tr>
<tr>
<td>Other Temporary Living Situation</td>
<td>14</td>
<td>1%</td>
</tr>
<tr>
<td>Other Institutions</td>
<td>52</td>
<td>3%</td>
</tr>
<tr>
<td>Foster care home or foster care group home</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Hospital or other residential non-psychiatric medical facility</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Jail, prison, or juvenile detention facility</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Long-term care facility or nursing home</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Psychiatric hospital or other psychiatric facility</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Residential project or halfway house with no homeless criteria</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Substance abuse treatment facility or detox center</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>741</strong></td>
<td><strong>47%</strong></td>
</tr>
</tbody>
</table>

Exits per Month

Data as of: 2/28/2022

Email: dhsh@sfgov.org | Follow: @SF_HSH | Learn: hsh.sfgov.org | Like: @SanFranciscoHSH
Emergency Housing Vouchers

Data as of February 24, 2022

Interim Progress Report:

• **455** referrals submitted
  • *Over 50% of total*

• **284** vouchers issued

• **67** households housed

http://hsh.sfgov.org
HSH has several open position currently listed on the DHR website. 

Open positions include:

- Housing Ladder Program Manager
- Supervising and Senior Contracts Analysts
- SIP Senior Administrative Analyst Positions
- Stationary Engineer
- Buildings and Grounds Maintenance Supervisor
- Senior Behavioral Health Clinician
- Data and Performance Manager
- Director of Information and Technology
- Outreach Policy and Contract Analyst
Questions?

Thank you.

http://hsh.sfgov.org