Director's Report

Local Homeless Coordinating Board | November 7, 2022
Homelessness Response System
Data and Updates
Outreach

Total Encounters

37,956
(Trailing 12 Months)

% Accepted Encounters
92.7%
(Trailing 12 Months)

Outreach Encounters

Engagement Tools Provided

Top Engagement Tools

Data through Sept. 30, 2022
Street Wellness Response Team: September Update

Total Number of Encounters (September): 577

• **Average response time:** 16 minutes | **Average time on call:** 38 minutes

Origin of call: **30% dispatch**

• **150% increase** in rate of calls coming from 911 rather than on-views since July.

Result of encounter

• 32 ambulance transports to hospital. | 78 non-ambulance transports to various locations.
• 31 other referrals.
• 370 remained in community.

*Data from Sept. 1 – Sept. 30, 2022. Breakout data included for calls with available information.*
Program Highlights: Outreach

• The Homeless Outreach Team is settling into new headquarters at 555 Stevenson.

• New HOT phone number will be rolled out this month for clients requesting outreach.

New HOT Client Number:
(628) 652-8000
Problem Solving

Clients
- 323 Unique Households Resolved
- 2,743 Unique Households Served

Services
- 405 Total Resolutions
- 3,673 Total Conversations
- $766,346 Total Financial Assistance
- $1,892 Average Assistance Per Resolution

Service Resolutions by Month
- FY 2022: 86
- FY 2023: 151, 168

Top 5 Financial Assistance
- Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month’s rent: $596,539
- Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket: $42,707
- Rental Assistance after Move-in: $34,974
- Furniture, such as a bed, if reasonable and directly linked to a housing resolution: $15,749
- Car repair, registration, smog tests, insurance, or payment, if reasonable and directly linked to housing resolution: $13,923

Population: Households Resolved
- Adult: 81%
- Family: 14%
- Youth: 5%
- Mixed: 0%

Population: Households Served
- Adult: 83%
- Family: 13%
- Youth: 4%
- Mixed: 1%

Data through Sept. 30, 2022
Coordinated Entry - Assessments

Data through Sept. 30, 2022
Program Highlights: Coordinated Entry

- **Mission Access Point** opening November 7:
  - First-ever Mission Access Point for adults – operated by Dolores Street Community Services

- **Safe Housing Working Group**: produced recommendations for Victim Service Providers and the Homelessness Response System
  - Recommendations will be presented to the LHCB.

- **Multi-Disciplinary Team**: successful month at Taimon Booton Navigation Center in October due to more collaboration with case managers.
  - Multi-Disciplinary Teams connect shelter guests with HSH, DPH, and HSA services.
Coordinated Entry & Housing Demographics

- Data for Q1 FY2022-23 (July 1, 2022 – Sept. 30, 2022)
- New data available quarterly.
- Additional breakouts by population and time frame available on the HSH website.
Emergency Housing Voucher Rollout

Interim Progress Report:

- **771** referrals submitted
  - 85% to goal
- **712** vouchers issued
- **364** households housed

Data as of October 24, 2022.
Housing – Placements

Data through Sept. 30, 2022
Current Housing Vacancies

Total Vacancies: 1,350
Online Units Ready for Referral: 1,013
Offline Units: 337

Buildings in Lease Up Phase

<table>
<thead>
<tr>
<th>Building</th>
<th>Open Date</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>53 Colton (Jazzy)</td>
<td>Jun/22</td>
<td>96</td>
</tr>
<tr>
<td>1064-68 Mission</td>
<td>Jun/22</td>
<td>256</td>
</tr>
<tr>
<td>1321 Mission St.</td>
<td>Jul/22</td>
<td>160</td>
</tr>
<tr>
<td>Mission Bay SB9</td>
<td>Jul/22</td>
<td>140</td>
</tr>
<tr>
<td>Casa Esperanza**</td>
<td>Aug/22</td>
<td>25</td>
</tr>
<tr>
<td>Mission Inn**</td>
<td>Aug/22</td>
<td>52</td>
</tr>
<tr>
<td>621 Honda</td>
<td>Aug/22</td>
<td>39</td>
</tr>
</tbody>
</table>

Referral Status

- No Referral: 44.64%
- Pending Referral: 35.34%

Building Type

- No Referral: 655
- Pending Referral: 358

Data snapshot as of October 20, 2022

Vacancy Percentage

10.3%

*Calculated for existing site based buildings.

**Clients have signed occupancy agreements and will sign tenant lease agreements once the Provider has entered into a master lease agreement with the City.
Vacancies in PSH: Offline Units

• There are currently 337 PHS units offline.

• 35% of offline units have been offline for less than 8 days.

• 50% of offline units have been offline for less than 60 days.

• The other 50% that are offline more than 60 days are the ones that need more significant repair and require more attention.

• Offline units largely due to maintenance holds; new investments in property management will help.
Housing Vacancies over Time

Monthly data snapshots through October 20, 2022

Averages
(based on reporting period above)

Monthly Vacancies
895

Online Vacancies
597

Offline Vacancies
298
Housing Vacancies over Time

Monthly data snapshots through October 20, 2022.
Program Highlights: Housing

New Site-Based PSH:
• Taking 5 master lease agreements to the Board of Supervisors for acquired PSH sites: 1321 Mission, 5630 Mission, 835 Turk, 333 12th Street, and 3061 16th Street.
• Move ins continuing at the 7 PSH sites that opened this summer/fall.

Continuum of Care team started a new income recertification and Housing Quality Standards inspection process for all PSH programs funded through the CoC program.
• Thank you to all partners who participated in this process!

Scattered sites team working with Family Rapid Rehousing to extend subsidies and other program supports for families at risk of returning to homelessness.
Program Highlights: Shelter Sites

- **Hospitality House** will reopen as a congregate overnight men's shelter with capacity for 22 guests in November.

- **SIP Site 34 (685 Ellis)** will transition under the HSH shelter team's portfolio as semi-congregate shelter in December.
  - In the future, the building will become Permanent Supportive Housing.

- **Civic Center Navigation Center** closed at the end of October. Of the guests who were on site when new intakes stopped:
  - 75% (30 guests) moved to PSH
  - 20% (8 guests) exited to the Baldwin SAFE Navigation Center

- New **Shelter Inventory** public dashboard available.
HSH Shelter Inventory

- Snapshot as of November 1, 2022.
- Public dashboard available on HSH website; refreshes daily Monday – Friday.
- Ability to filter to drill down on specific programs and populations served.
Program Highlights: Shelter Programs

- Analysis completed - **$5.5 million to rebase & enhance** shelter services:
  - **Goals**: Wage floors for frontline positions; align and enhance case management; enhance other programs.
  - Held **provider input sessions** in September.
  - Releasing notification letters to providers with more details.

- **Family input session** with families living in RVs conducted in October to gather input on future safe parking program design.

- **Provider input session** for family shelter and transitional housing on November 2 to gather input on site design for a future family shelter.
### Shelter in Place Hotel Guest Exit Destinations by Cohort

#### Guests Eligible for SIP Housing Process

<table>
<thead>
<tr>
<th>Exit Destination</th>
<th>Number of Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>1,259</td>
</tr>
<tr>
<td>Temporary Shelter</td>
<td>211</td>
</tr>
<tr>
<td>Other Institutions</td>
<td>54</td>
</tr>
<tr>
<td>Other*</td>
<td>654</td>
</tr>
</tbody>
</table>

#### Other SIP Hotel Guests

<table>
<thead>
<tr>
<th>Exit Destination</th>
<th>Number of Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>146</td>
</tr>
<tr>
<td>Temporary Shelter</td>
<td>91</td>
</tr>
<tr>
<td>Other Institutions</td>
<td>27</td>
</tr>
<tr>
<td>Other*</td>
<td>516</td>
</tr>
</tbody>
</table>

*Includes exit by client choice & safety discharges | Data through October 31, 2022 | See HSH website for more details.
Shelter in Place Hotel Guest Exits: Demographics

41% of guests eligible for the Shelter in Place housing process were older adults (60+). 46% of guests from this group who have been housed are older adults.

Data through October 31, 2022 | See HSH website for more details.
Shelter In Place Hotel Guest Exits: Demographics

Data through Oct. 31, 2022. See HSH website for more details.
Tenderloin Emergency Initiative: Progress & Outcomes

5,067 Homeless Outreach Team encounters in the Tenderloin.
- Approx. 100 encounters per week

1,551 shelter placements from the Tenderloin.
- 1,041 placements from the Tenderloin Center.

286 Tenderloin Center guests referred to housing.
- 212 placements to housing.

Data from December 13, 2021 through October 31, 2022.
Updates: Additional Initiatives
Equity Update

- **Diversity, Equity and Inclusion Training Officer** starting on November 28, 2022.

- **Internal racial equity training** for all Department of Homelessness and Supportive Housing staff conducted in October, with division follow ups in March 2023.

- **Equity in Action** – updates from consultant work:
  - Supported racial equity training
  - Developing a plan by December for targeted support for implementing the Racial Equity Action Plan
  - Will support capacity building and technical assistance for provider partners.
Planning Update

- **Strategic Planning:** started engagement process with people with lived experience, HSH staff, city partners, and oversight bodies.

- **Coordinated Entry Evaluation and Reform:** launched Phase 2 in October with the Redesign Working Group.

- **A Place For All:** launched planning to address shelter needs in coordination with Focus Strategies and the Controller's Office.
Upcoming LHCB Committee Dates

Coordinated Entry System

Second Tuesday (monthly)
1:00 – 2:00 PM

Funding Committee

November 10
12:00 – 1:00PM

Policy Committee

10:00 – 11:00 AM
**HSH is Hiring!**

- HSH has open positions currently listed on the [DHR website](#):
  - Manager of Housing Justice Initiatives
  - Senior Administrative Analyst – ONE System

- More positions approved in FY2022-24 budget will be posted in coming months.
Questions?

Thank you.