Homelessness Response System
Data and Updates
Outreach

Total Encounters
38,309
(Trailing 12 Months)

% Accepted Encounters
92.4%
(Trailing 12 Months)

Outreach Encounters

Total Engagement Tools
55,444
(Trailing 12 Months)

Engagement Tools Provided

Top Engagement Tools

Data through Oct. 31, 2022

*List is not exhaustive; totals may not equal 100%.
Street Wellness Response Team: October Update

Total Number of Encounters (October): 701

- **Average response time:** 14 minutes | **Average time on call:** 33 minutes

Origin of call: **30% dispatch**

- **150% increase** in rate of calls coming from 911 rather than on-views since summer 2022.

Result of encounter

- **45** ambulance transports to hospital.
- **102** non-ambulance transports to various locations.
- **487** remained in community.

Program Highlights: Outreach

- **New HOT phone line** to go live this month.
- **Shelter Self-Referrals:** Planning in process.
- **HOT** participating in [Project Homeless Connect Day of Service](#) on Dec. 14, 2022
- HOT stabilization program winding down through end of year – clients moving into non-congregate shelter.

New HOT Client Number:

(628) 652-8000
Problem Solving & Prevention

**Prevention:** Entered agreements with **two new providers** for Targeted Homelessness Prevention:
- Mission Neighborhood Centers (Chinese, Russian, and Spanish capacity)
- Young Community Developers (youth and re-entry focus)

**Problem Solving:**
- **SF Pretrial Diversion** will be an Access Point for justice-involved people.
- **Housing Location Assistance** services for households who need help navigating private housing market started on Nov. 28, 2022.
- Solicitation of Interest issued for **Problem Solving provider who is not an Access Point** to reach community who might not interact with Homelessness Response System.

Restructuring to improve ONE System data for Problem Solving: reporting "under construction" in November 2022.
Coordinated Entry - Assessments

Data through Oct. 31, 2022
Program Highlights: Coordinated Entry

- **Reasonable Accommodation toolkit**: developed templates and tools for programs that need help implementing a policy at their site.

- **Woman, Inc. training** in November at Adult and Youth Access Points on how to refer survivors to their services and other domestic violence shelter resources.

- **Next Door - Multidisciplinary Team** (connects shelter guests to services/benefits):
  - Coordinated Entry assessed **24% of guests.**
  - **Doubled number of Housing Referral Status guests.** (30% of all guests).
  - **Success Story**: Team helped a client apply for CAAP and moved into a unit within one week.
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.
Housing – Placements

Data through Oct. 31, 2022
Current Housing Vacancies

Total Vacancies: 1,243

Online Units Ready for Referral: 890

Offline Units: 353

Data snapshot as of November 23, 2022

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**Buildings in Lease Up Phase**

- **53 Colton (Jazzy Collins)**: Open Date Jun/22, Capacity 96
- **1064-68 Mission**: Open Date Jun/22, Capacity 256
- **1321 Mission St (Panoramic)**: Open Date Jul/22, Capacity 160
- **Mission Bay SB9**: Open Date Jul/22, Capacity 140
- **Casa Esperanza****: Open Date Aug/22, Capacity 25
- **Mission Inn**: Open Date Aug/22, Capacity 52
- **681 Florida**: Open Date Aug/22, Capacity 39

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**Referral Status**

- No Referral: 62%
- Pending Referral: 40%

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**Offline Vacancies**

- Maintenance: 147
- Hold for Transf.: 113
- Janitorial: 26
- Temp Occupied: 25
- Ready for Ref.: 11
- Property Hold: 8
- Delayed: 6
- Excessive Prop.: 6
- Ready for Insp.: 5
- Medical Exam.: 4
- (Blank): 2

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10.4% Vacancy Percentage*

* 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.
"Pending Referral:" Move-in Timelines

Average Time:
Referral to Move-in

Site-Based: 5 months
Scattered-Site: 8 months

**New site-based buildings:** By design, referrals for new sites takes longer than existing sites

- During lease-up, HSH send referrals at least 60 days prior to building completion date to allow enough time for interviews and documentation.
- In existing sites, referrals sent when unit is ready for occupancy.

Data for clients moved in between Sept. 1 and Nov. 30, 2022.
<table>
<thead>
<tr>
<th>Building</th>
<th>Number of Open Units (Nov. 23)</th>
<th>Number of Placements Per Week*</th>
<th>Estimated Date of Full Occupancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>835 Turk St. - Adults</td>
<td>15</td>
<td>10-12</td>
<td>December 2022</td>
</tr>
<tr>
<td>1321 Mission St. - Adults</td>
<td>42</td>
<td>9</td>
<td>February 2023</td>
</tr>
<tr>
<td>1321 Mission St. – Families</td>
<td>5</td>
<td>3</td>
<td>December 2022</td>
</tr>
<tr>
<td>3061 16th St. - TAY</td>
<td>1</td>
<td>n/a - nearly at capacity.</td>
<td>December 2022</td>
</tr>
<tr>
<td>5630 Mission St. - TAY</td>
<td>16</td>
<td>3</td>
<td>January 2023</td>
</tr>
</tbody>
</table>

*The number of placements per week is limited by provider capacity to intake tenants while maintaining a healthy and stable housing community.  
Lease up for 333 12th Street (200 units for families) will start in March 2022.
Additional Details on Vacant Units

- Differences between supportive housing sites:
  - Certain PSH sites are more challenging to fill and retain tenants.
  - **Common reasons:** location, safety concerns in the neighborhood, age/type of building, lack of amenities like private bathrooms.

- Offline Units: **49%** vacant for more than **60 days**.
  - **142 held for maintenance** – increased property management investments will support this work.
  - **112 held for transfers** – not truly "offline" as they have a matched transfer referral (ONE System cannot track transfer referrals).

- **Unit-Level Inventory project** in the ONE System (under way) will help improve occupancy, vacancy, and referral data – Phase 2 pilot rolling out at 25 sites.
Housing Vacancies over Time

Monthly data snapshots through November 23, 2022
Housing Vacancies over Time

Monthly data snapshots through November 23, 2022.
Emergency Housing Voucher Process: Referral Timelines

- Added to queue: 10 days
- HSH refers to SFHA: 64 days
- Voucher issued: 95 days
- Move in: Complete.

Average referral timelines for households who have completed the move-in process, excluding victims' service providers (n = 353 households as of Nov. 28, 2022). Households have 180 days to search for housing once the voucher is issued, with options to request a 60-day extension and get a reasonable accommodation after 240 days.
Emergency Housing Voucher Rollout

Interim Progress Report:

- 793 referrals submitted
- 731 vouchers issued
- 392 households housed

Data as of November 18, 2022.
Program Highlights: Housing

- **Acquired PSH sites:**
  - 1321 Mission Street is now officially "The Margot;" master lease in effect on Dec. 15, 2022.
  - **Four other lease and property management agreements** in the legislative process this winter.

- **Continuum of Care** team started a new **income recertification** and **Housing Quality Standards** inspection process in November:
  - Resumed this important record-keeping process now that COVID-19 waivers have expired.
HSH Shelter Inventory

- Snapshot as of November 28, 2022.
- Public dashboard available on HSH website; refreshes daily Monday – Friday.
- Ability to filter to drill down on specific programs and populations served.
Program Updates: Shelter

• **Pregnant person pilot** in Hamilton Family Emergency Center:
  • Launched on Nov. 17 – six beds set aside for low barrier 14 day placements.
  • Clients or service providers can call 24/7 phone line to request placement: *(628) 250-0016.*
  • **Goals:** stabilize to address initial crisis and connect to services/programs (Coordinated Entry, HSA benefits, prenatal care)

• Bond proposal to transition Nextdoor to family shelter:
  • **Input sessions:** 11/2 and 12/7 for providers | 11/17 for families & advocates.
  • Using input for design development with DPW.

• **Oasis updates:**
  • Slated to close by January 2023 so owners can sell the property.
  • **HSH continues to explore extensions and purchase of site,** but preparing for closure by placing families into PSH, Rapid Rehousing, or family shelter (some shelter placements temporary while awaiting housing placement).

• **Buena Vista Horace Mann:** capacity expanded from 30 people (9 families) to 45 people (13 families); further expansion to 60 people being explored.
Program Updates: Shelter

- **Interfaith Winter Shelter** open **Nov. 21, 2022 to March 6, 2023**:  
  - Access through self-referrals/walkups.  
  - Overnight shelter from 6PM – 7AM daily, operated by ECS.  
  - Rotating locations with capacity for **30-80 adult guests**.

- **Hospitality House** reopened on Nov. 18 with capacity for 22 men.  
  - Congregate site open overnight, evening, and weekends.

- **SIP Site 34 (685 Ellis Street)** transitioning to a **semi-congregate shelter** in December 2022.  
  - Site will operate as a shelter until it transitions to PSH.
### 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>1,329</td>
</tr>
<tr>
<td>Temporary Shelter</td>
<td>283</td>
</tr>
<tr>
<td>Other Institutions</td>
<td>54</td>
</tr>
<tr>
<td>Other*</td>
<td>659</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>156</td>
</tr>
<tr>
<td>Temporary Shelter</td>
<td>89</td>
</tr>
<tr>
<td>Other Institutions</td>
<td>27</td>
</tr>
<tr>
<td>Other*</td>
<td>996</td>
</tr>
</tbody>
</table>

*Includes exit by client choice & safety discharges | Data through Nov. 28, 2022 | See HSH website for more details.
Shelter in Place Hotel Guest Exits: Demographics

42% 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 November 28, 2022 | See HSH website for more details.
Shelter In Place Hotel Guest Exits: Demographics

Data through Nov. 28, 2022. See HSH website for more details.
Tenderloin Emergency Initiative: Progress & Outcomes

6,237 Homeless Outreach Team encounters in the Tenderloin.
- Approx. 124 encounters per week

1,669 shelter placements from the Tenderloin.
- 1,042 placements from the Tenderloin Center.

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

Updates: Additional Initiatives
Equity Update

- **Diversity, Equity and Inclusion Training Officer** starting on Dec. 12, 2022.

- Collecting feedback from this fall's internal racial equity training for all Department of Homelessness and Supportive Housing staff; division follow ups in March 2023.

- **Equity in Action** – Consultant releasing a work plan by January 2023 for action items for the Racial Equity Action Plan.
Homeless Housing, Assistance, and Prevention: Update

Homeless Housing, Assistance, and Prevention (HHAP) 3 update:
- San Francisco was not asked to amend our goals.
- State is set to release funds shortly.

Like all communities, asked to commit to advancing bolder goals through future rounds of Homeless Housing, Assistance, and Prevention.

Homeless Housing, Assistance, and Prevention 4 is a separate agenda item this month (Dec. 2022).
Overview: Program & Fiscal Monitoring

**Program monitoring:** ongoing monitoring with an annual assessment.
- Program manager has regular communication and check ins with providers about program delivery throughout the year.
- **Annual program monitoring assessment** and **site visit** checks that:
  - Providers are complying with HSH program standards and contract terms.
  - Assesses performance against contracted service and outcome objectives.
- Provider responds to findings in writing and develops an action plan as needed.

**Fiscal monitoring:** provider-level joint monitoring conducted by the Contracts team in coordination with 12 other City departments.
- Assesses contractors for financial health and offers capacity-building as needed.
- May involve a site visit, self-assessment, or one-year waiver if standards are met)
Strengthening Program Monitoring

- Resumed in-person site visits in FY2021-22
  - Suspended per citywide guidance in FY2019-20 and FY2020-21 due to impacts of COVID-19.

- Improving performance metrics: ongoing work to align contract objectives to system performance metrics and to standardize metrics by service area.

- Increased support and training for HSH staff:
  - Regular staff trainings provided by Contracts team.
  - Programs Agreement Management Handbook to be rolled out in early 2023 – developed with support from the Controller’s Office.
  - Hired dedicated Programs Compliance Specialist to support improved programmatic monitoring.
  - Plans to procure a software vendor in spring 2023 to develop a compliance management system, anticipated to create more efficient workflows and streamlined processes for managing grant agreements, invoices, reporting, and monitoring.
Strengthening Fiscal Monitoring

Training:
- November 2022 training for all contracts analysts on assessing grantees' financial health.
- Deep dive on assessing documents and understanding financial health as part of monitoring process.

HSH participates in the Controller's Joint Fiscal Monitoring Steering Committee.
San Francisco voters passed Prop C (with 67% of the vote) approving establishment of HSH Oversight Commission.

- **Seven members** with **four mayoral** and **three Board appointees**.
  - Members cannot serve on both bodies.

- **March 1, 2023**: Deadline for initial appointments.

- **May 1, 2023**: Earliest date commission can launch.

- **Impact on LHCB**:
  - Commission will **appoint members** of the LHCB
  - LCBH will focus on **CoC oversight responsibilities**.
  - LHCB will **advise commission**.
HSH is Hiring!

- HSH has open positions currently listed on the DHR website:
  - Manager of Housing Justice Initiatives
  - Senior Administrative Analyst – various roles.

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

Thank you.