



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | August 7, 2023



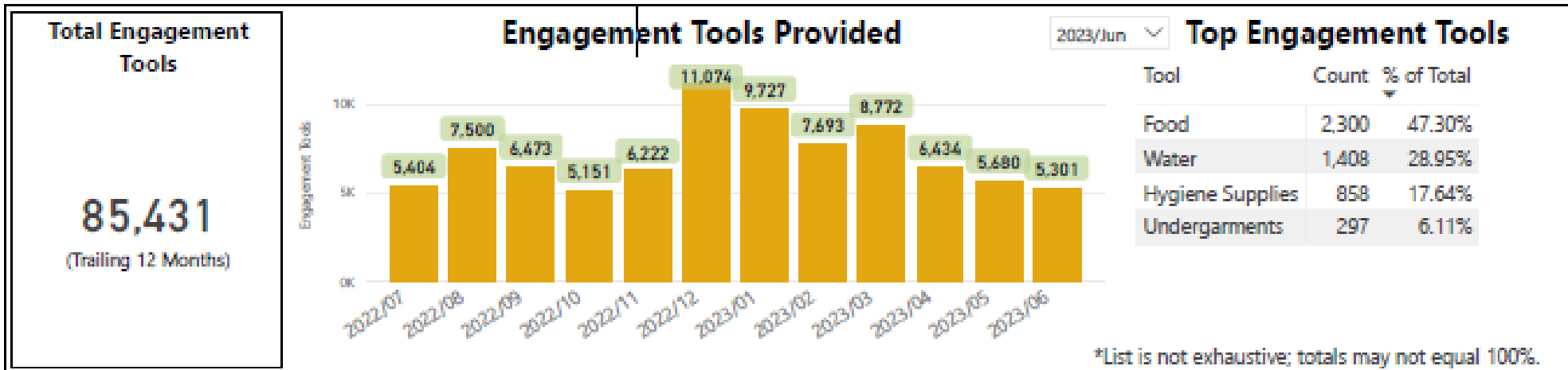
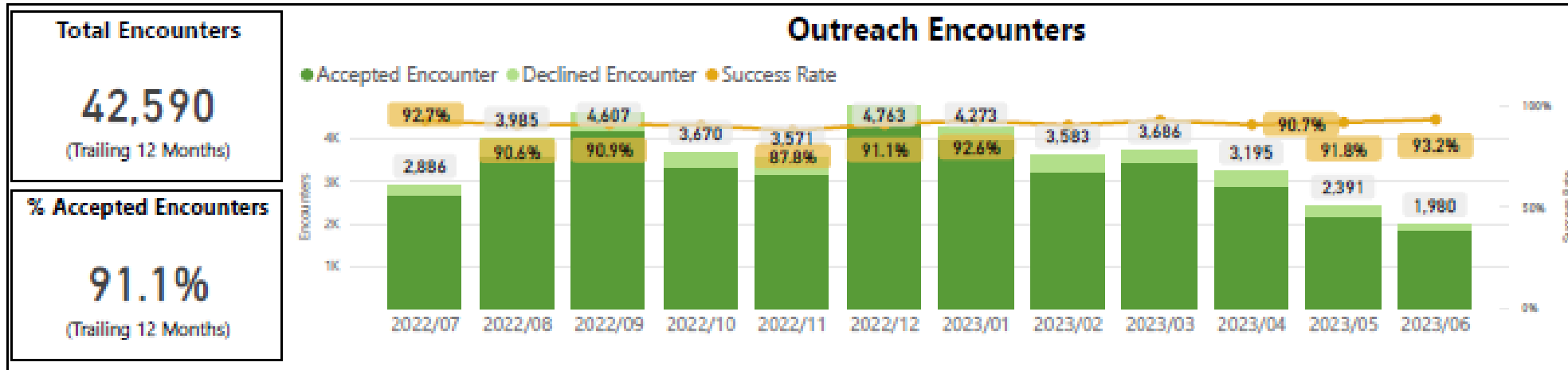


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Homelessness Response System: Updates and Data*

**All data is from the Online Navigation and Entry (ONE) System unless otherwise noted. All dashboards are located in HSH's [Data Hub](#).*

Outreach



Data through June 30, 2023.

[Link to online dashboard.](#)

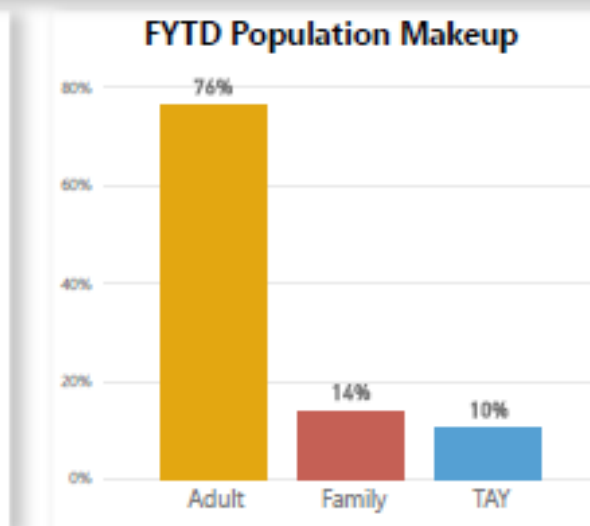
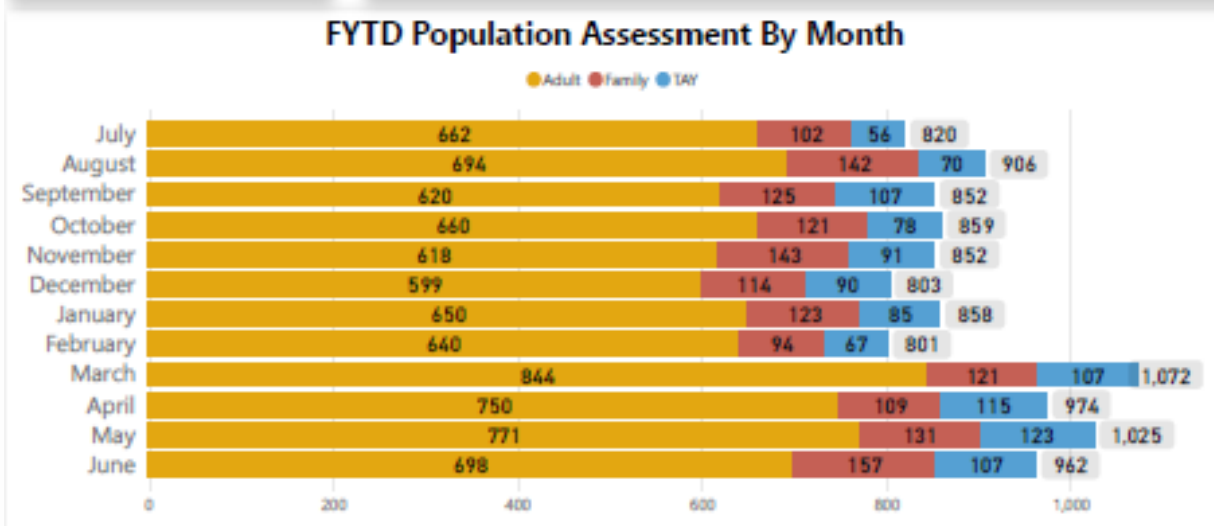
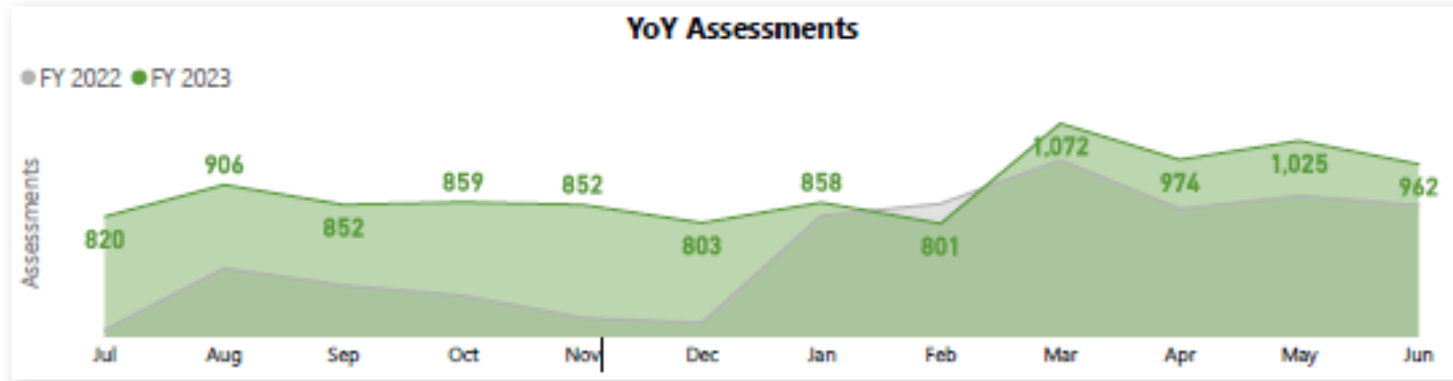
Coordinated Entry Assessments

962
Latest Month Assessments

10,784
FYTD Assessments

8,730
Last FYTD Assessments

8,730
Last Year Total



Data through June 30, 2023

[Link to online dashboard.](#)

Program Updates: Coordinated Entry

- Revised **definitions of homelessness** policy going to the LHCB:
 - LHCB Coordinated Entry meeting in August
 - Full LHCB in September
- Next Multidisciplinary Team (MDT): **Sanctuary** in August.

MDT at Pier 94 in June 2023:

5 guests enrolled in Home Safe

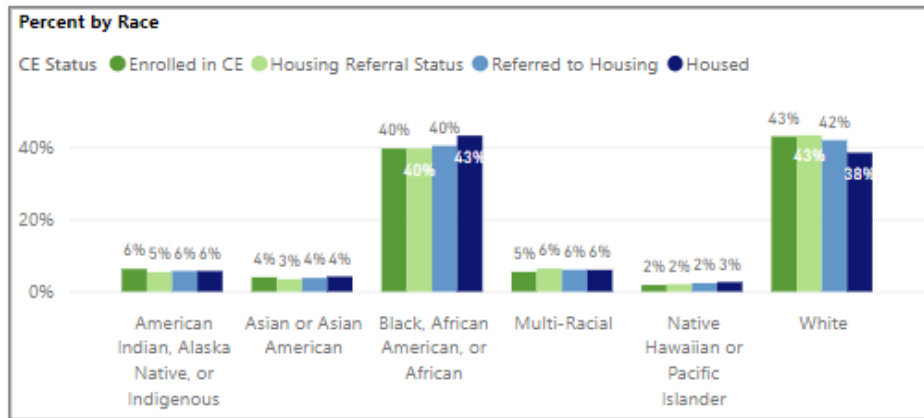
7 enrolled in HDAP for SSI advocacy

14 applied for HSA benefits

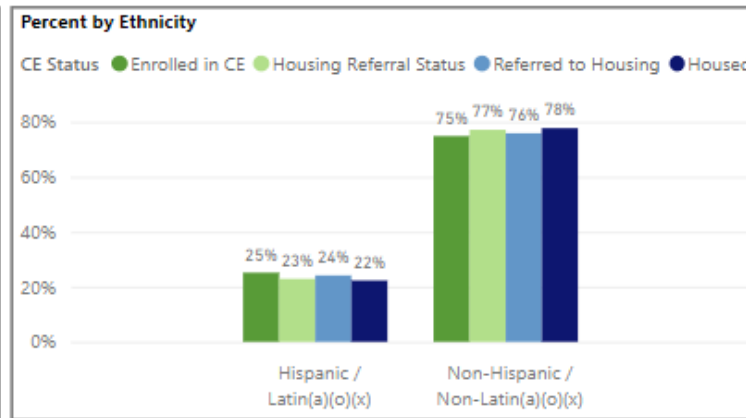
8 enrolled in IHSS

10 enrolled in rapid re-housing

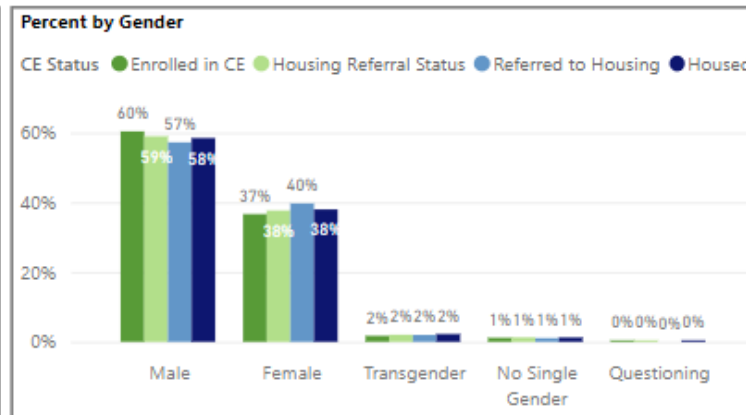
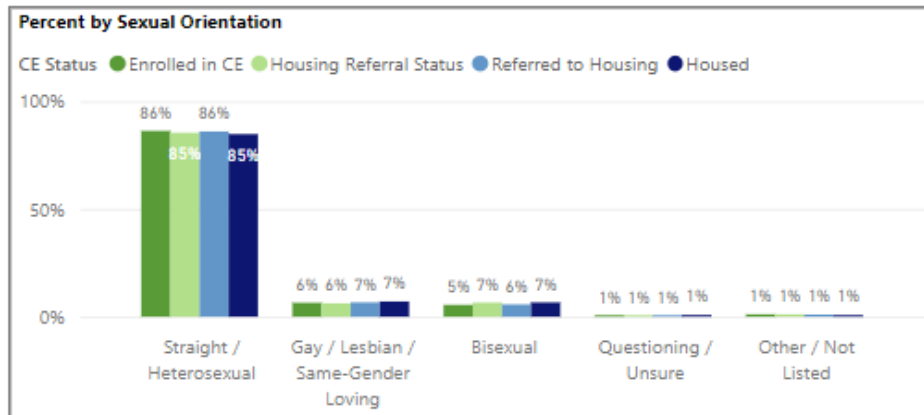
Coordinated Entry & Housing Demographics



Race is incomplete for 5% of clients (2% Data Not Collected; 3% Doesn't Know / Refused)

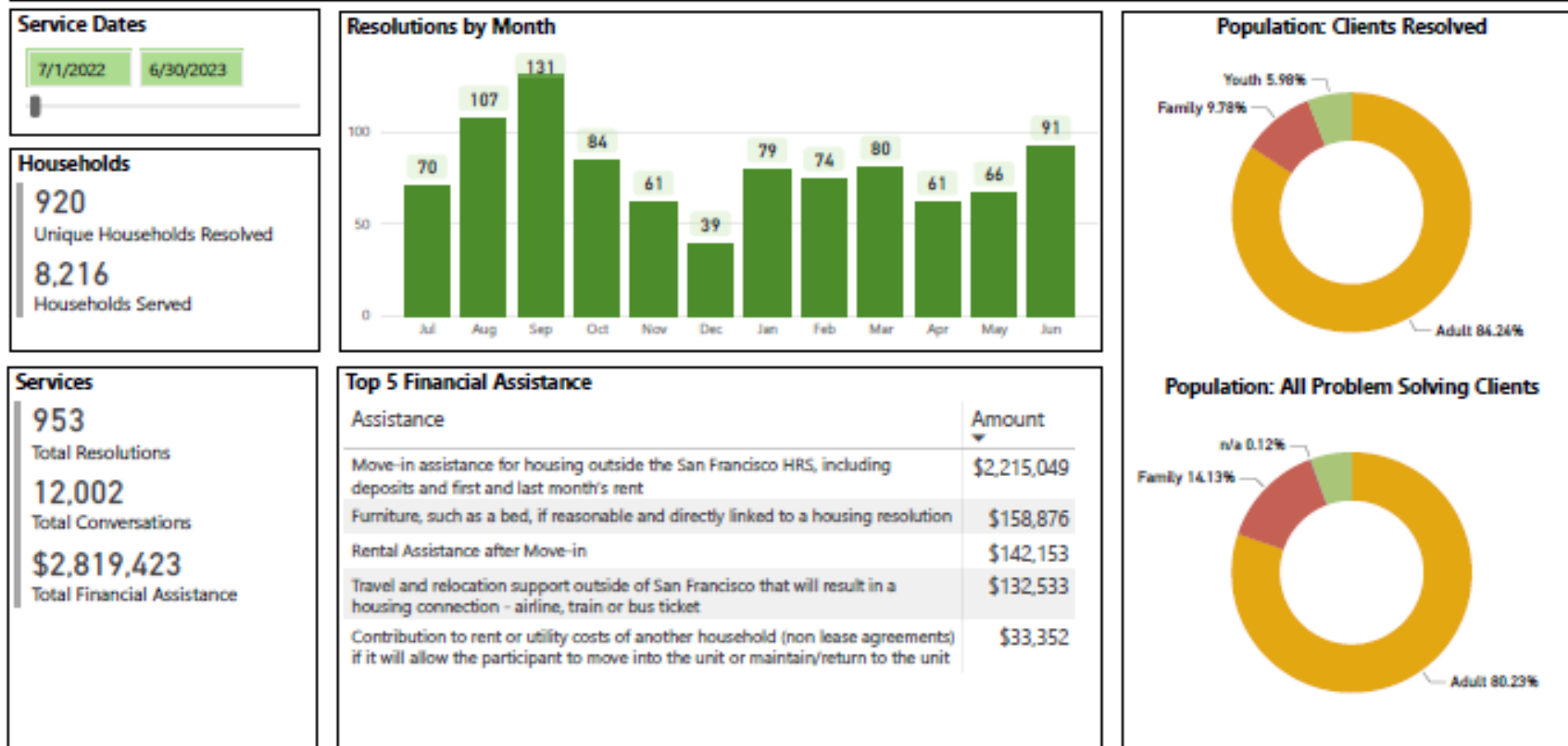


Ethnicity is incomplete for 2% of clients (1% Data Not Collected; 1% Doesn't Know / Refused)



- *Data for FY2022-23*
- *New data available quarterly.*
- *Additional breakouts by population and time frame available on the HSH website.*
- [Link to online dashboard.](#)

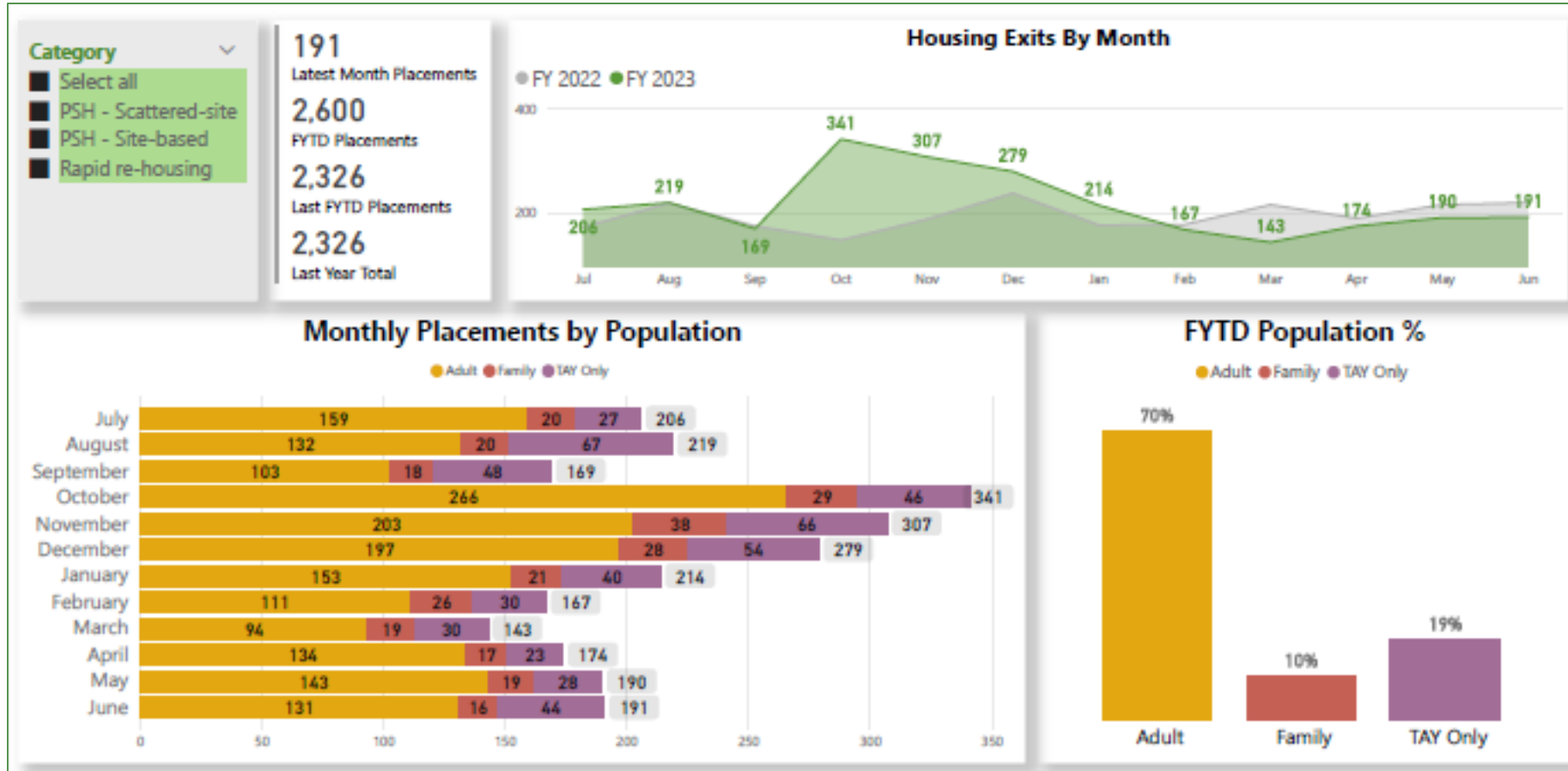
Problem Solving Resolutions



Data through June 30, 2023.

[Link to online dashboard.](#)

Housing Placements

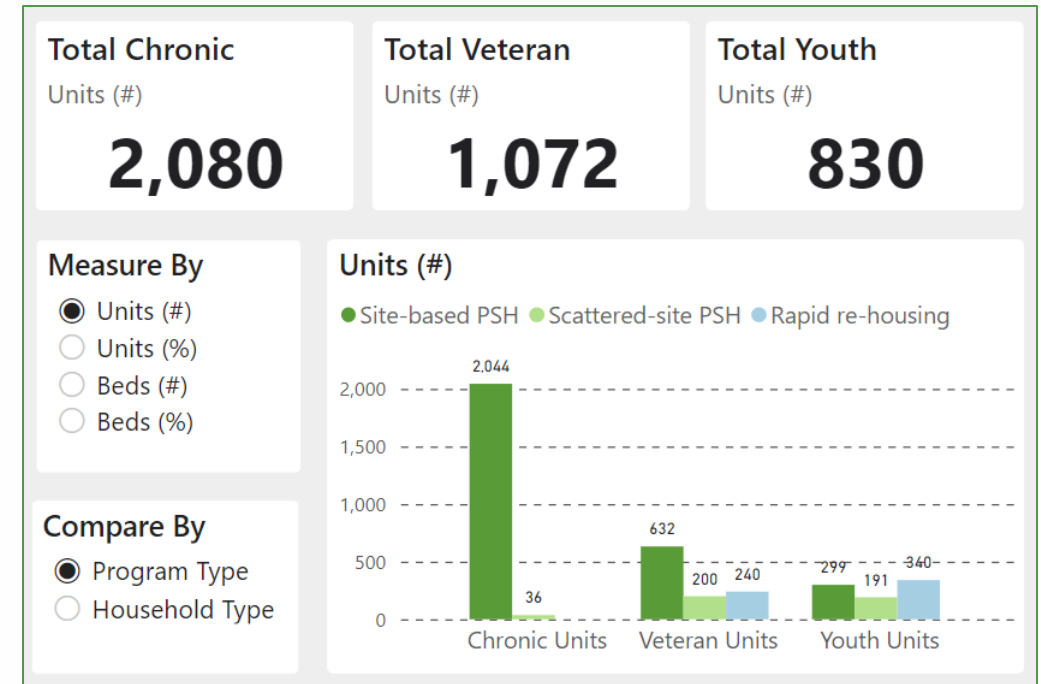
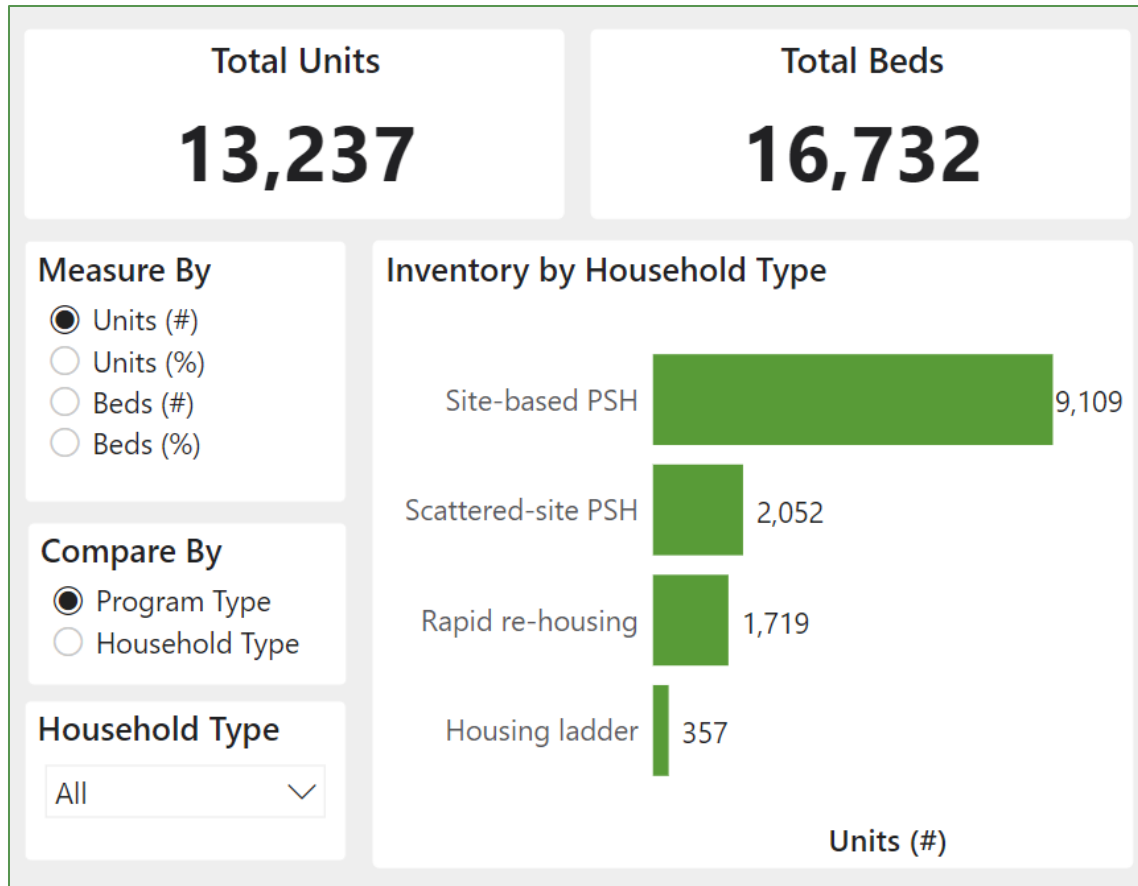


Data through June 30, 2023.

Two placements in June through the housing ladder.

[Link to online dashboard.](#)

NEW: Housing Dashboard



- *Data as of July 19, 2023.*
- [Link to online dashboard.](#)

Housing Vacancies

Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial/Maintenance	162
Hold for Transfer	49
Property Hold	43
Coroner Hold	17
Total	271

- 169 vacant units in lease-up phase buildings (City, National, and Diva Phase 2)) not included in inventory or vacancy percentage.
- Monthly data snapshots through July 28, 2023.

Inventory

Total Vacancies
759

Vacancy Rates

Vacancy Rate (Target 7%)
8.7%

Total Online
514

Online: Referral Pending
259

Rate of Pending Referral Vacancies
3.0%

Online: No Referral
255

Rate of No Referral Vacancies
2.9%

Offline
245

Rate of Offline Vacancies
2.8%

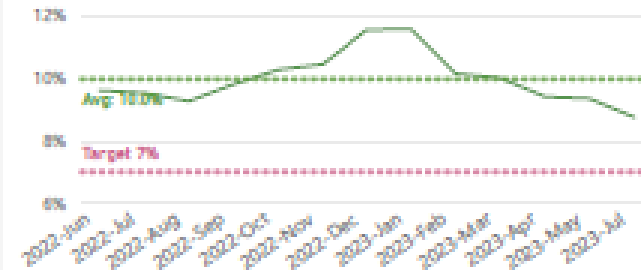
Total Units
8,694

Building Vacancies

● Pending Referral ● No Referral ● Offline

259 255 245 759

Vacancy % MoM (Last 12 Months)



Housing Placement Updates

• Strategies to reduce vacancies:

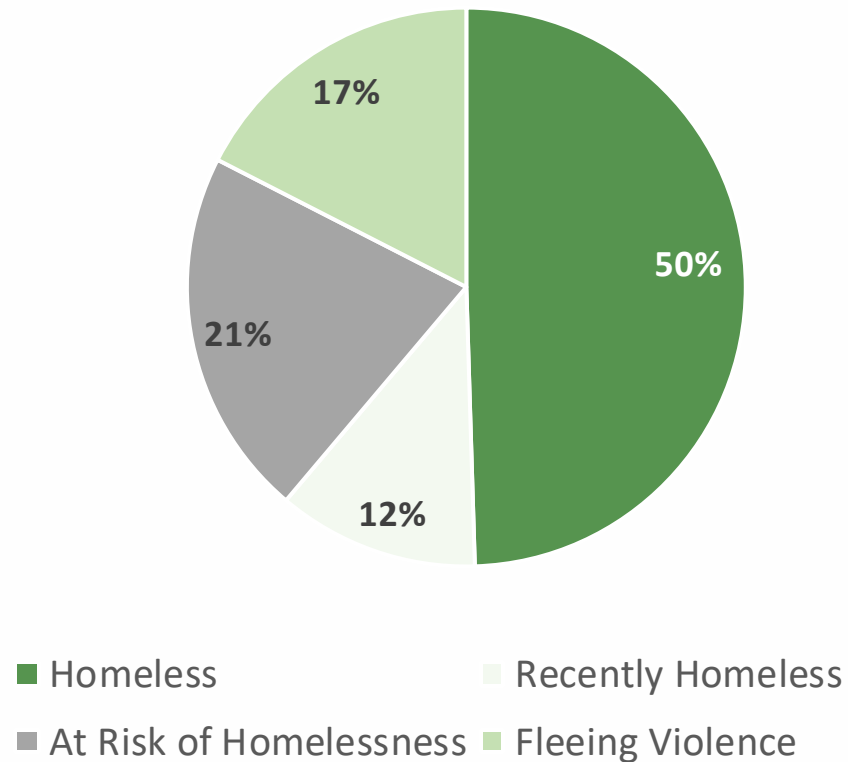
- **Updated unit refusal and participation protocol** to prioritize clients who are engaged and have not recently refused.
- Expanded role of case managers to **ensure document readiness** at time of referral.
- Completion of **unit-level inventory project** for transparency and better workflow.
- **Direct placement pilot** with Healthy Streets Operations Center complete:
 - **12 people** moved directly from the streets into housing, **evaluation** of pilot underway.

• Shelter-in-Place Hotel Program: final outcomes numbers

- Tracked guest outcomes through the end of FY2022-23.
- **Three-quarters** of guests exit to **stable locations**.
- **1,835 people**, including two-thirds of guests eligible for the SIP housing process, **moved into housing**.

Emergency Housing Voucher Rollout

Housed EHV Recipients



Interim Progress Report:

- **1,049** referrals submitted
- **938** vouchers issued
- **675** households housed

Data as of July 20, 2023.

Program Updates: Housing

- Focus groups underway with PSH residents and providers for the **PSH equity analysis**.
- New **SF Emergency Rental Assistance Program (ERAP)** policy to allow PPSH residents to access rental assistance:
 - Tenants work with providers to develop a **payment plan for back rent** that will not overburden the household.
 - Once tenant has made **three monthly payments**, provider can assist with ERAP application to pay off additional back rent.
- Lease ups under way at **City Gardens** with anticipated full lease up by October 2023.

Program Updates: Shelter

• Adult Shelter Reservation system rolled out on July 5.

• [Access information and FAQ on the HSH website.](#)

Preliminary Data: July 5 – July 24

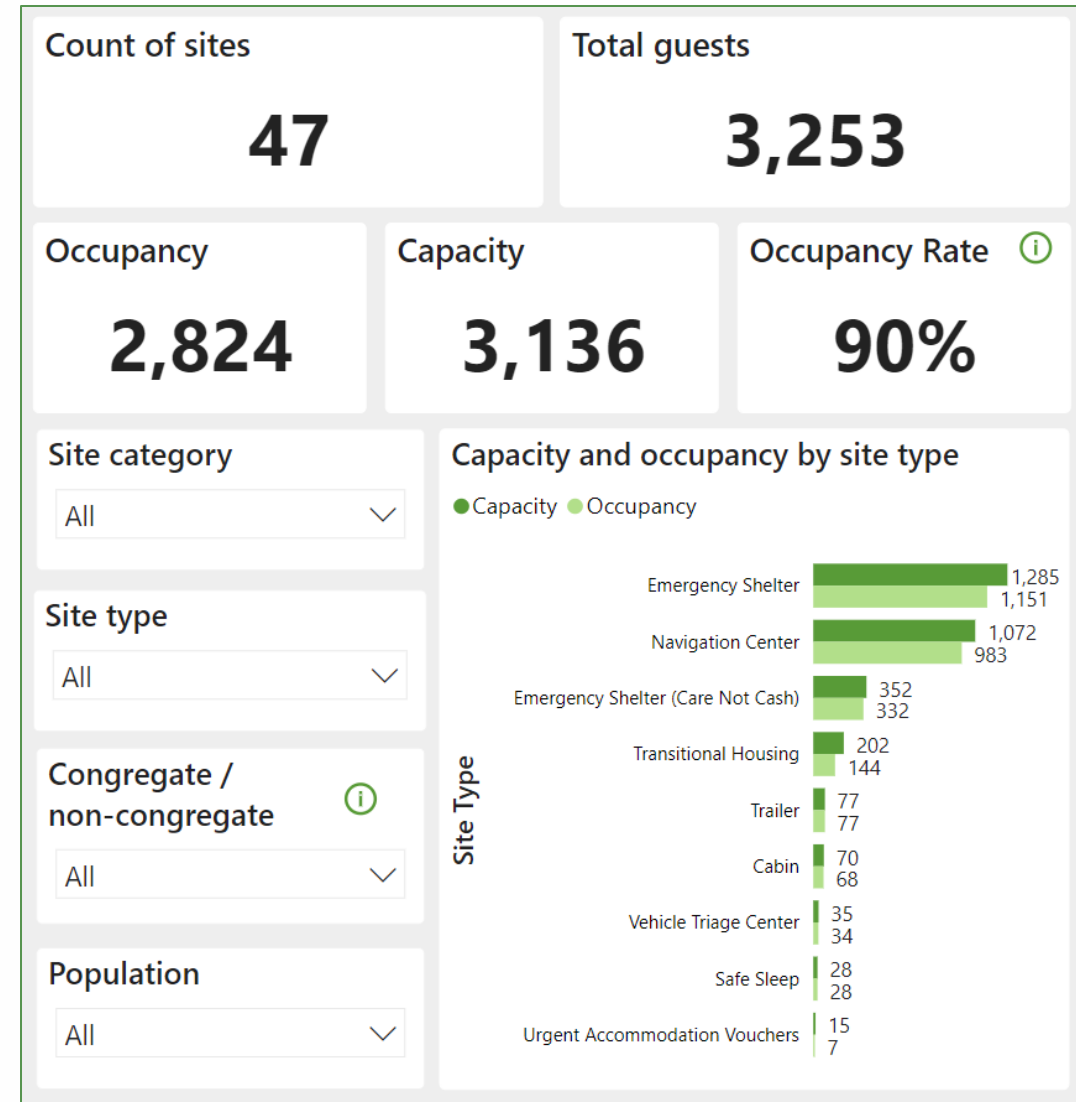
- Average **daily unduplicated waitlist signups**: 18
- **76%** of waitlist signups **online** and **24%** by **phone**
- Average **daily shelter reservations** (weekdays): 2 to 3

Totals as of July 25:

- **250** people are on the waitlist
- **33** people have received a shelter placement.

HSH Shelter Inventory

- Snapshot as of **July 28, 2023**.
- [Public dashboard](#) available on HSH website; **refreshes daily Monday – Friday**.
- **Ability to filter** to drill down on specific programs and populations served.





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Additional Updates

Local Legislative Update

Passed by the Board in July 2023

- **Booking agreements:** Adante, Cova, and Monarch non-congregate shelters.
- Providence: **Oasis Family Shelter**
- Revenue Agreement with San Francisco Housing Authority: **50 project-based vouchers** at City Gardens
- **1174 Folsom Street:** acquisition
- **Apply for Homekey funding:** 42 Otis Street
- All 2023-2025 **budget legislation**
 - Annual budget and appropriations and annual salary ordinance
 - HSH Trailing Legislation:
 - HSH Fund
 - Our City, Our Home

Introduced July 25 (Sept. Hearings)

- Four grant agreement amendments:
 - **Brilliant Corners** – Youth rapid re-housing
 - **Five Keys** – Bayshore Navigation Center
 - **Homeless Prenatal Program** – Prevention
 - **Tenderloin Housing Clinic** – Master Lease Hotels

Upcoming Local Legislation

Agreements (Hearings in Fall 2023)

- **Episcopal Community Services:**
 - Cova non-congregate shelter
 - Housing First Hotels (PSH)
 - Henry Hotel (PSH)
- **Larkin Street:** Rental subsidies for youth
- **Five Keys:** 685 Ellis St. semi-congregate shelter
- New **Homeless Outreach Team** contract
- **Loan agreement** for Hotel Diva

Real Estate

- **Lease** – Bayshore Navigation Center
- **Lease** – Candlestick Safe Parking
- **Lease** – New D10 Shelter Site
- **Proposed Acquisition** – 42 Otis

Upcoming Local Legislation

Other Legislation

- Update and incorporate amendments from the Shelter Monitoring Committee on Article XIII: **Standards of Care for City Shelters**
- New MOU with Port of San Francisco for extended term for **Embarcadero SAFE Navigation Center** (Port Commission)
- Apply for **2023 HUD Annual Continuum of Care (CoC)** Grant

Hearings

- **Home by the Bay: An Equity-Driven Strategic Plan to Prevent and End Homelessness**
- Review oversight and monitoring of City contracts with **TODCO**
- SIP Hotels and **Housing First** Approach

Civil Grand Jury Findings & Recommendations

- "Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services" published in June 2023.

Findings	Recommendations
<p>F1: Inconsistent metrics in agreements impairs ability to evaluate programs and providers.</p> <p>HSH Response: Agree. We've been focusing on the data infrastructure to meaningfully evaluate programs. More consistent metrics is next.</p>	<p>R1.1: HSH should develop a set of performance outcomes linked to the strategic plan that should be applied across all agreements.</p> <p>R1.1 HSH Response: In progress, drawing on forthcoming Performance Measurement Plan.</p> <p>R1.2: Include measures to track outcomes for all Home by the Bay subpopulations.</p> <p>R1.2 HSH Response: Implemented. Data standards requirements already exist in all our agreements.</p>

Civil Grand Jury Findings & Recommendations

Findings	Recommendations
<p>F2: Insufficient on-site program monitoring limits ability to evaluate providers.</p> <p>HSH Response: Partially disagree. New policies being rolled out in FY23-24 to improve monitoring.</p>	<p>R2: Standardize program and fiscal monitoring.</p> <p>R2 HSH Response: We have standardized policies developed and are implementing them with teams in FY2023-24.</p>
<p>F3: City performance scorecard does not adequately report on subpopulations in the strategic plan.</p> <p>HSH Response: Wholly disagree. The City scorecard is not the place for this kind of reporting.</p>	<p>R3: Change the city performance scorecard to include all Home by the Bay plan subpopulations.</p> <p>R3 HSH Response: We will develop public reporting about some of the Home by the Bay plan's subpopulations based on the forthcoming Performance Measurement Plan, but not on the performance scorecard.</p>

Updates from other Advisory Bodies

• **Local Homeless Coordinating Board:**

- Continuum of Care Notice of Funding Opportunity: LHCB to report to the commission in advance of application submission on September 28, 2023.
- Three open seats on LHCB.

• **Shelter Monitoring Committee:**

- Staffing moving to HSH
- Introducing standards of care legislation in the fall.
- Four vacant seats.

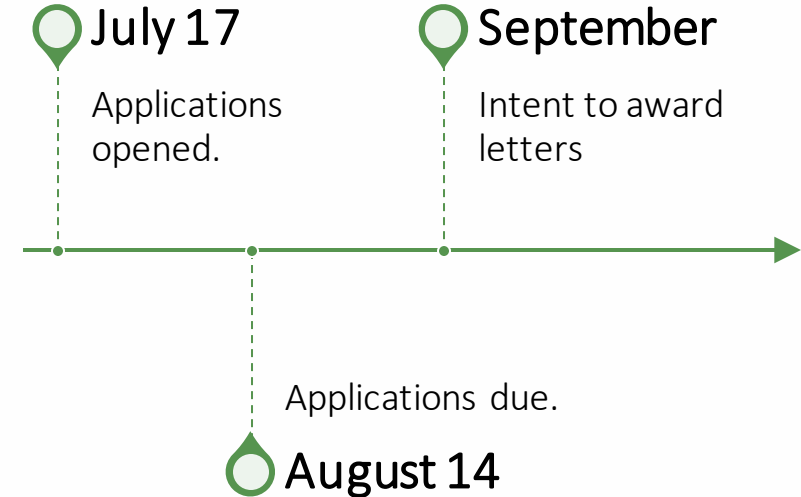
• **Shelter Grievance Advisory Committee:**

- All meetings now in person, with next meeting on Sept. 12 from 2:00 p.m. - 4:00 p.m.
- 6 vacant seats on the committee.

Chief Equity Officer Update

🔑 HSH BIPOC-led Equity Fund application open:

- Organizations where at least 70% of the executive leadership are BIPOC, among other criteria.
- One-year **capacity-building grants** (ex. financial and technical assistance)
- \$900,000 available; recommended request amount is between \$25,000 to \$100,000
- [More information on the HSH website.](#)



🔑 Preparing for the **third series** of HSH's **racial equity staff training** in September and October 2023.

HSH is Hiring!

- HSH has open positions listed on the [DHR website](#):
 - Principal HR Analyst
 - Privacy and Data Sharing Officer
 - Budget Director
 - Senior analysts:
 - Data and Performance
 - Contracts
 - Housing Placement
 - Chief Deputy Director



• More positions will be posted in the coming months.



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Questions?

Thank you!