



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | October 5, 2023



Welcome to Marion Sanders

- Started as HSH's **Chief Deputy Director** in September.
 - Background in **public administration** and **social work**.
- Leader in LA County services:
 - Deputy Director of **Homeless Outreach Program Integrated Care System (HOPICS)**
 - Helped create the **South LA Coordinated Entry**
- Focus on **equity** and **inclusion** – 2022 Urban Leaders Fellow with the State of Indiana.



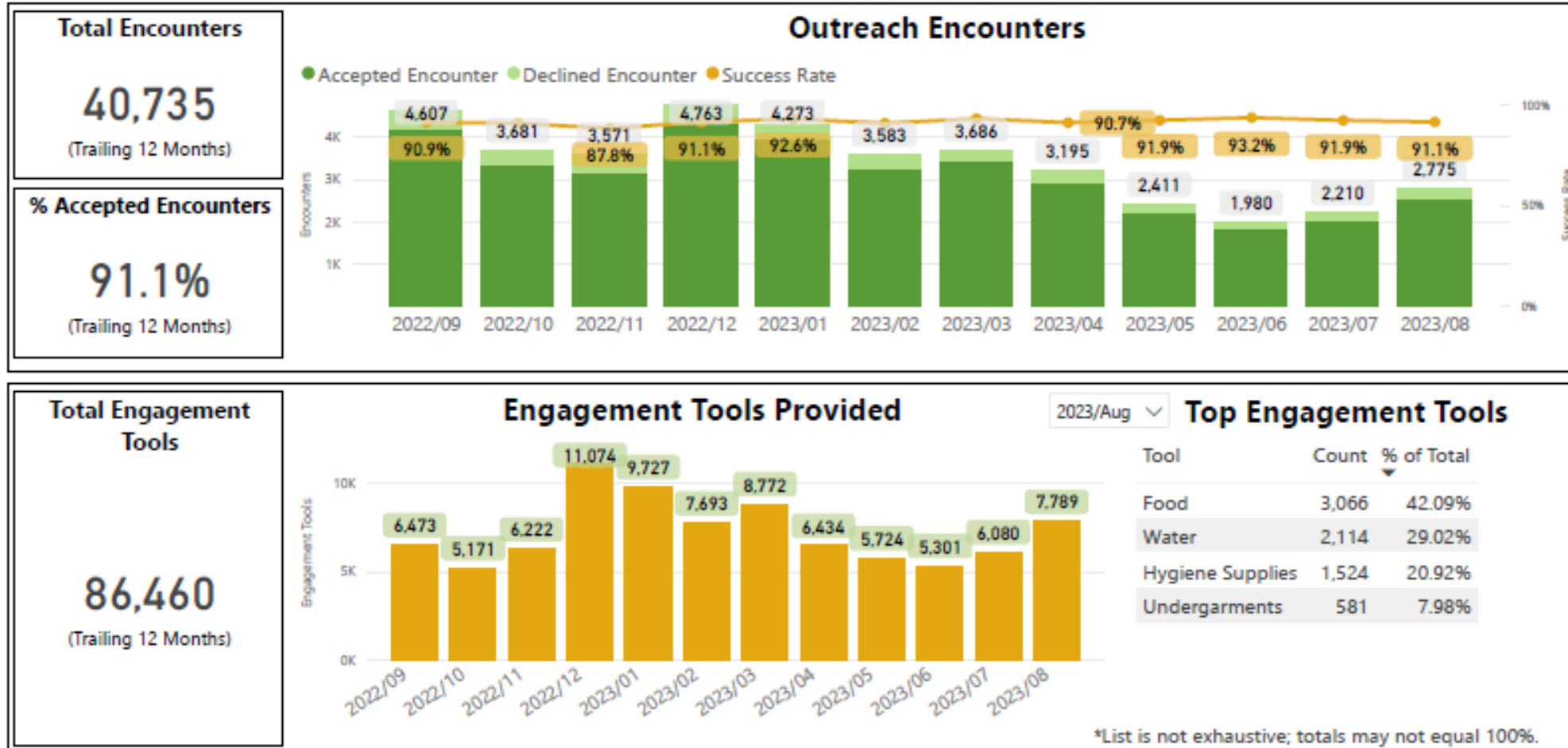


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Homelessness Response System: Updates and Data*

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

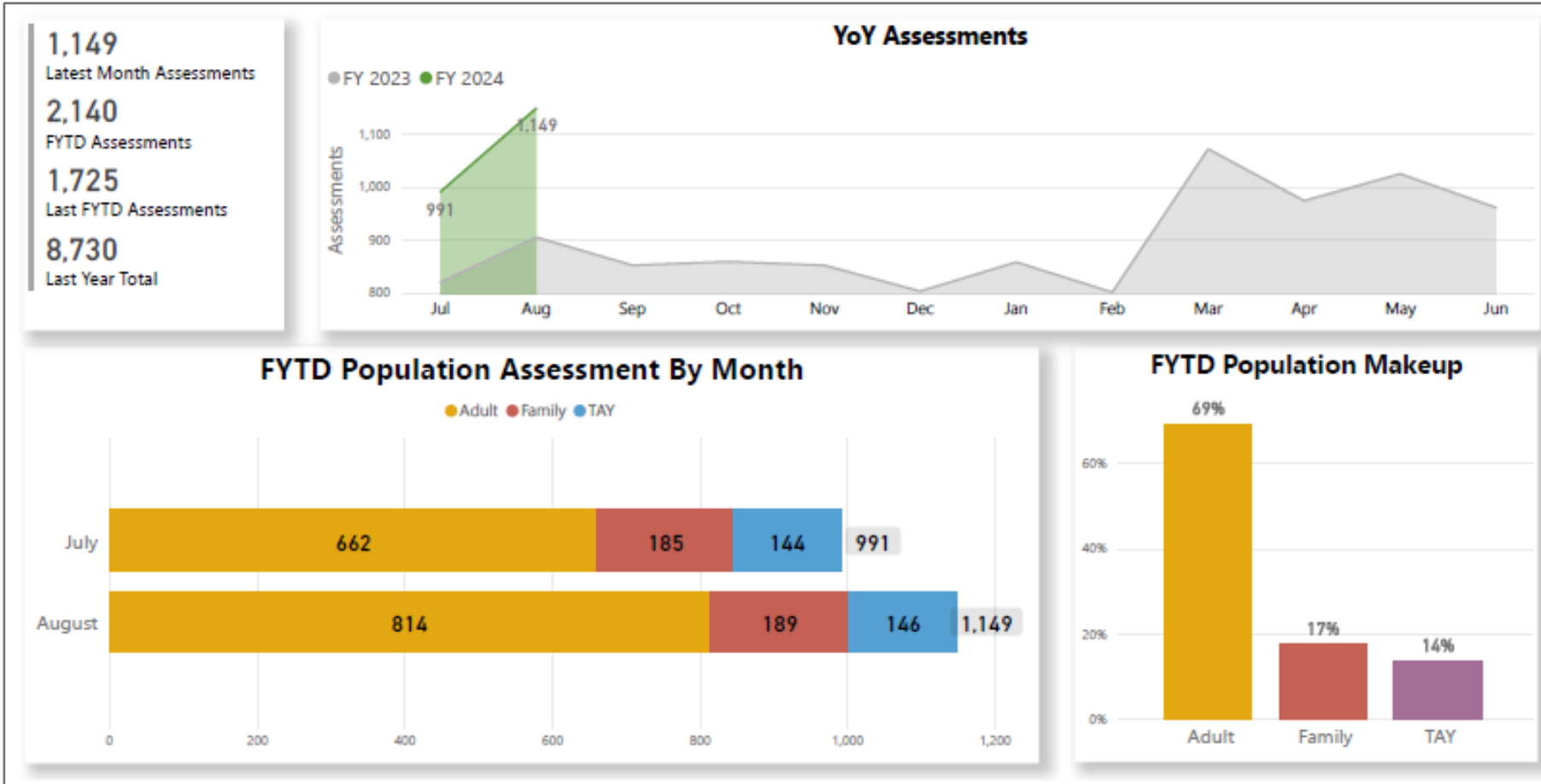
Outreach



Data through August 31, 2023.

[Link to online dashboard.](#)

Coordinated Entry Assessments



Data through August 31, 2023

Includes new assessments and re-assessments.

[Link to online dashboard.](#)

Program Updates: Coordinated Entry

- **LYRIC Youth Access Point** has reopened and is now located at the HYPE Center (198 Potrero Ave.)
 - Hours and more information on the [HSH website](#).
- Next **LHCB Coordinated Entry Committee meeting**: October 10
 - Updates on referrals/prioritization to rapid re-housing and emergency housing vouchers.

Problem Solving Resolutions

Service Dates

7/1/2023 | 8/31/2023

Households

143
Unique Households Resolved

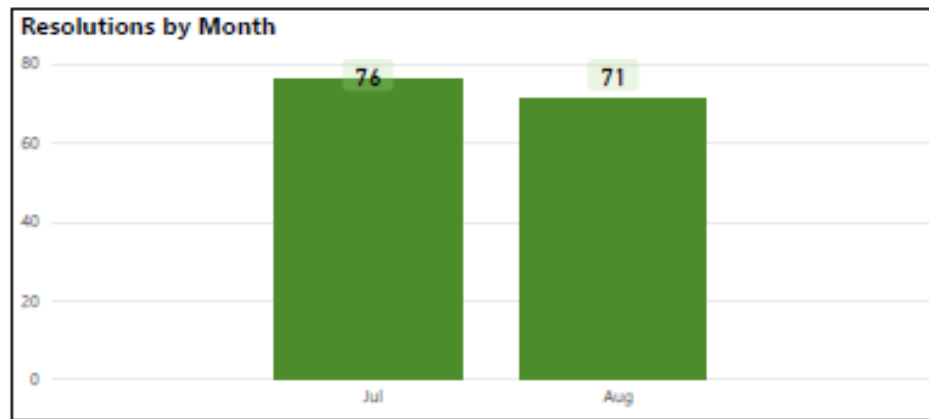
2,048
Households Served

Services

147
Total Resolutions

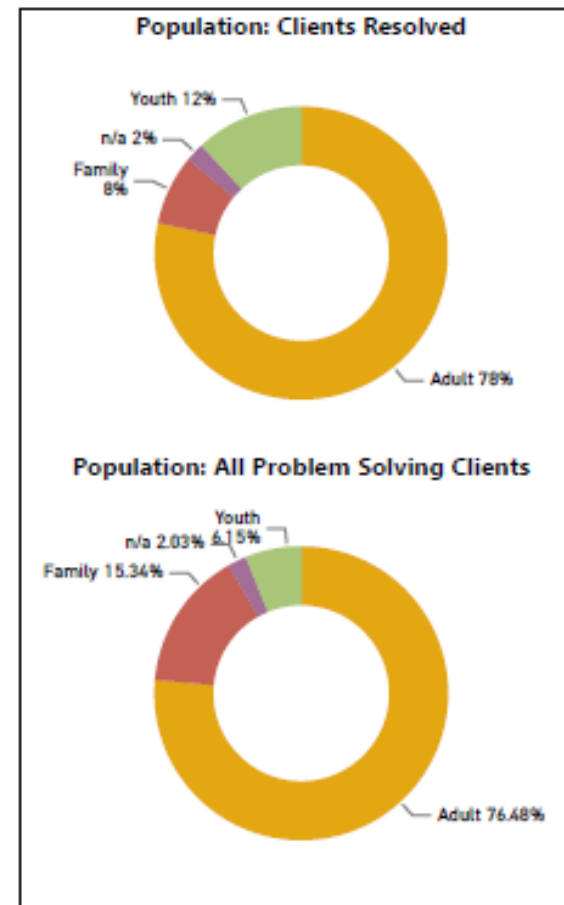
2,505
Total Conversations

\$509,155
Total Financial Assistance



Top 5 Financial Assistance

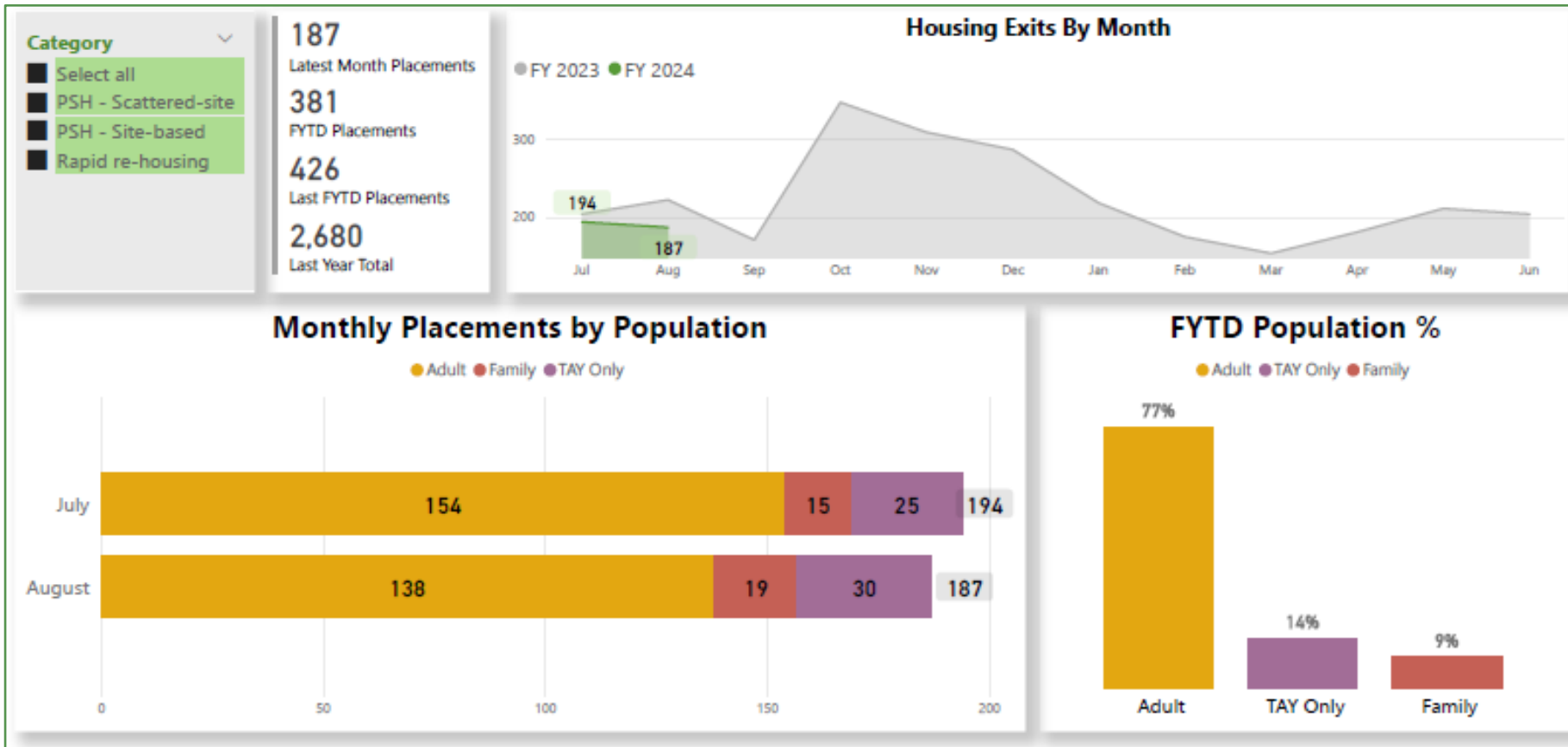
Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$355,398
Rental Assistance after Move-in	\$88,197
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$39,834
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$14,836
Grocery cards if the food assistance will allow client to obtain or maintain a housing resolution	\$4,700



Data through August 31, 2023.

[Link to online dashboard.](#)

Housing Placements



Data through August 31, 2023.

Six additional placements in September through the housing ladder.

[Link to online dashboard.](#)

Program Update: Street to Home

- Piloted June 9 - June 30, 2023.
- Fall 2023: full implementation stage
- On average, **1-2 weeks** to:
 - Outreach an eligible person living on the streets
 - Invite them to view a unit.
 - Sign a lease.
 - Move in to a long-term home.
- Proactive, **low-barrier** placement model.
 - Reduced documentation burdens.

Placements as of Sept. 26

- 15 placements
- 14 remained stably housed

Program Updates: Emergency Housing Vouchers

Median days from
issuance to lease-up

US: 96

SF: 57

Households w/ lease
180 days post-
issuance

US: 64%

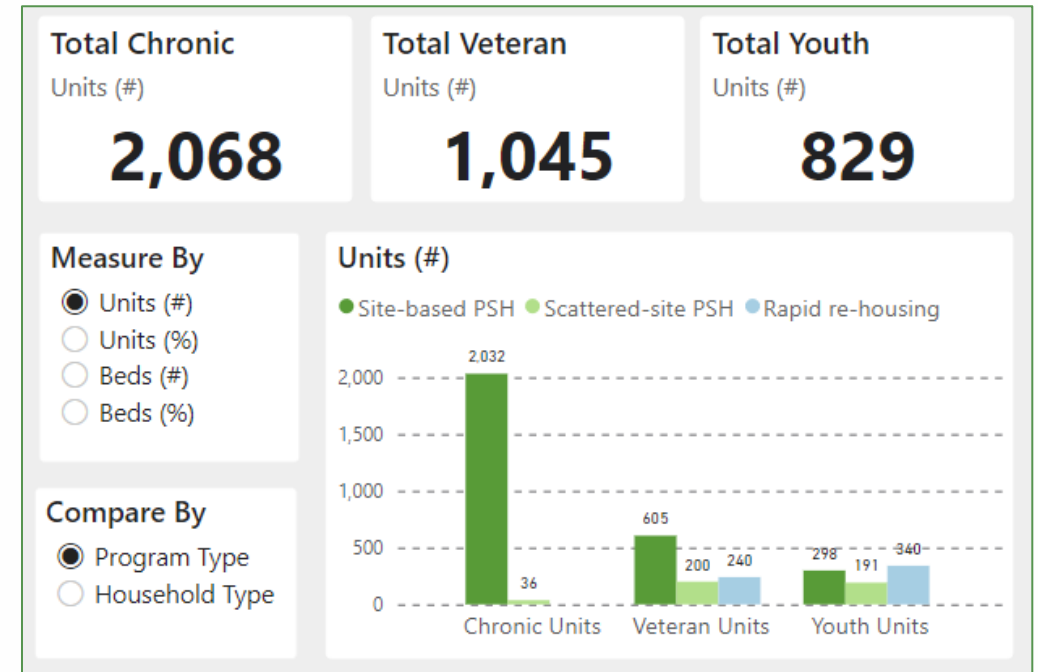
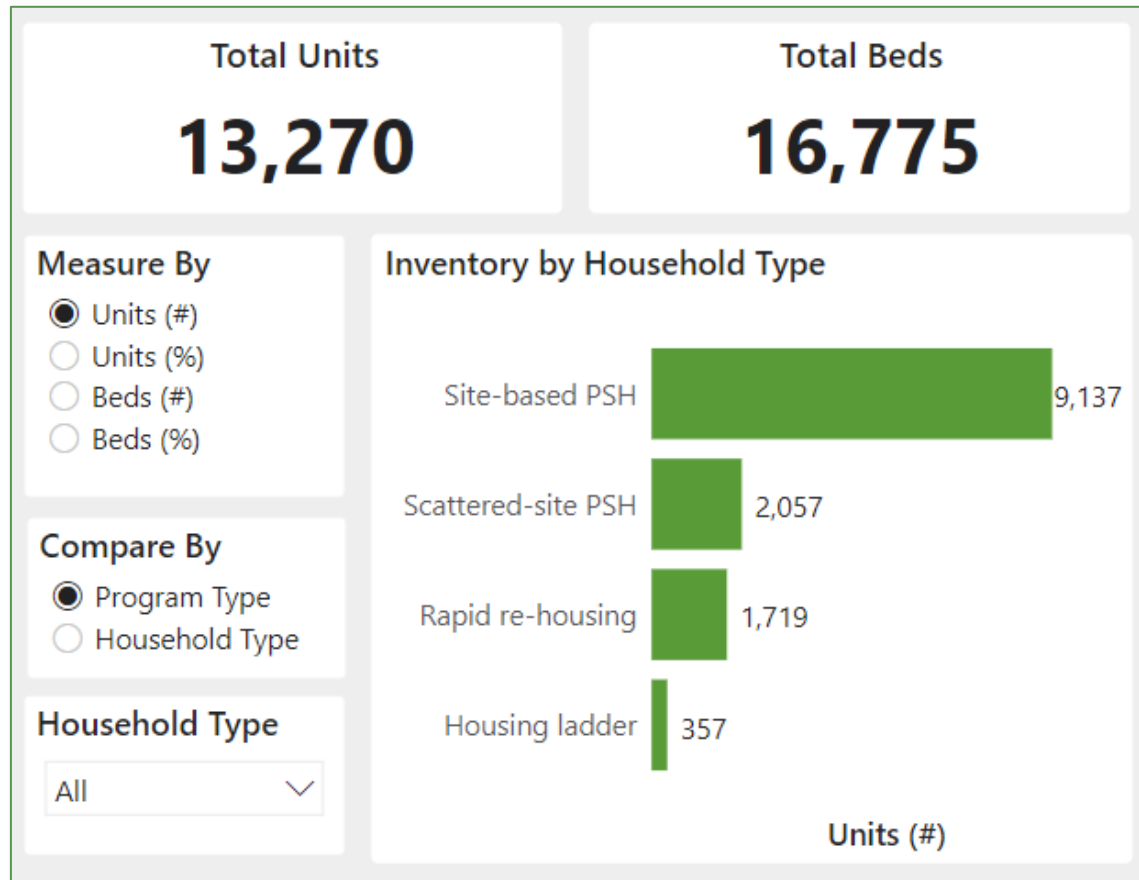
SF: 77%

- HUD's deadline to issue turnover EHV's that have **already been used** was September 30, 2023
 - Voucher turnover due to eviction, death, relinquishment, and other reasons.
- Goal of over-issuance is to ensure **100% of the 906 vouchers** are leased up.
 - **Over 50 applications** from **Lake Merced outreach event**.
- Post-Sept. 30, HSH staff will focus on **supporting lease-ups** (ex. housing location, landlord incentives)

Program Updates: Housing

- **Permanent Supportive Housing (PSH) services assessment** under way: focus groups completed with residents and staff in August 2023.
- Feedback from Mercy Housing on **improved systems quality**:
 - "Recently all our referrals that successfully moved in to our Casa de la Mision Senior Community has been **very smooth**."
 - Navigators also have been **more than willing to stay** during the interview, and assessment process to make sure **new residents feel at ease** when moving in.
 - In addition, it appears that the **screening process has improved** as new residents have demonstrated independence.
 - These positive changes from the screening process to actually moving in have not only **helped residents settling in to a new environment** but also allowed Mercy Housing staff to **provide the best possible services** to meet resident's needs."

Housing Inventory Dashboard

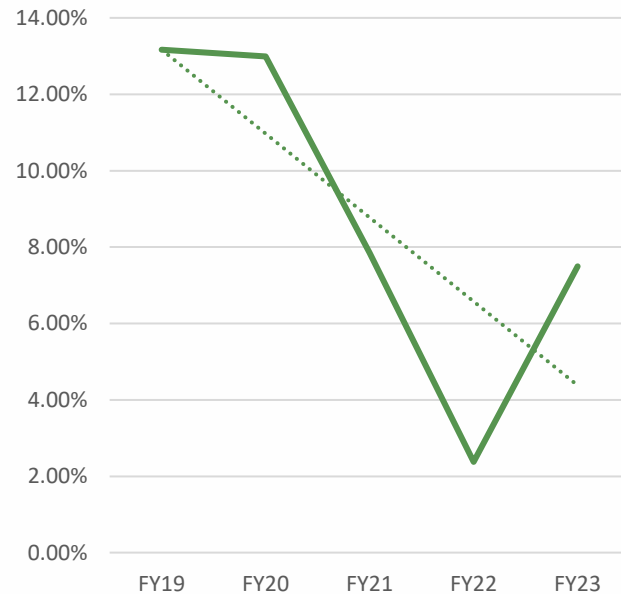


- *Data as of Sept. 14, 2023.*
- [Link to online dashboard.](#)

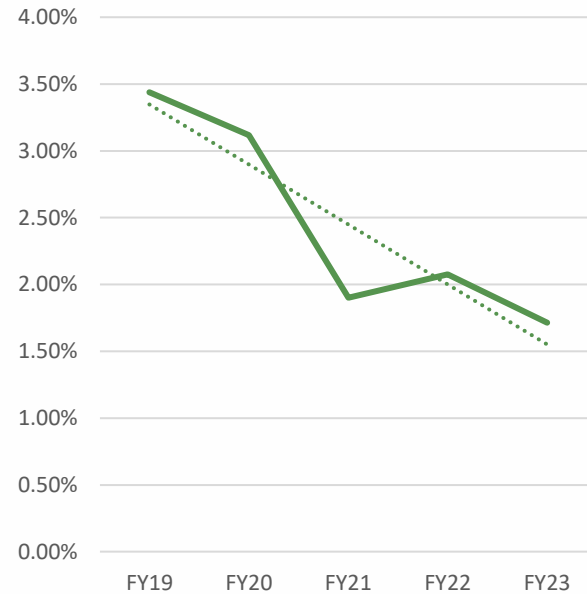
Evictions in PSH

Closer analysis shows decreases in rate of **written notices of eviction** and **unlawful detainers** (with FY2020-21 as an outlier)

Rate of Written Notices of Eviction in HSH Site-Based PSH: FY19 - FY23



Rate of Unlawful Detainer Filings in HSH Site-Based PSH: FY19 - FY23



Eviction Rate in HSH Site-Based PSH: FY19 - FY23



FY 2022-23 Evictions by Provider

Data spotlight:

"Reasons for Exit" field required as of June 14, 2023.

Response Options:

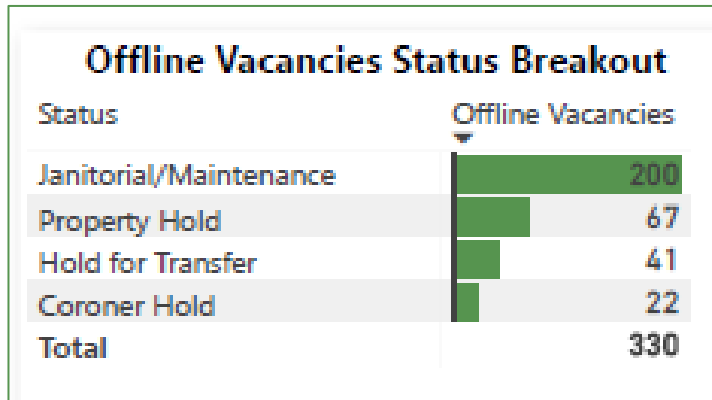
Exit to institutional setting; Unit relinquished; Unit abandonment/client unseen; Eviction; Death; Other

Reasons for eviction:

Year	Rent Non-Payment	Lease Violation	Both
FY 2022-23	9 (8%)	94 (85%)	7 (6%)
FY 2021-22	3 (2%)	131 (92%)	5 (4%)
FY 2020-21	4 (7%)	47 (81%)	7 (12%)

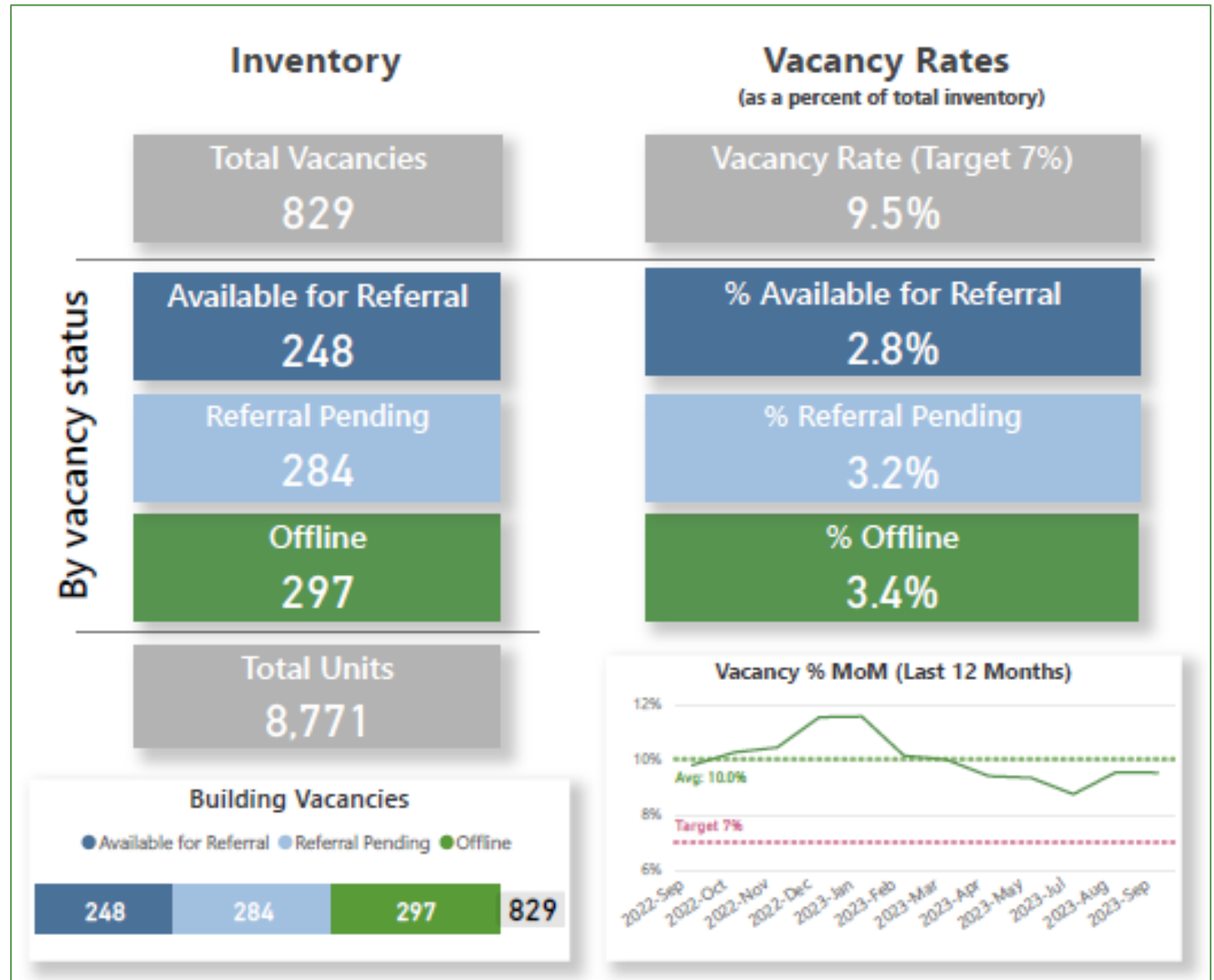
% Active Tenants Evicted	# of Supportive Services Providers
3% - 3.5%	2 providers
2% - 2.99%	3 providers
1% - 1.99%	2 providers
0.01% - .099%	8 providers
0%	17 providers

Housing Vacancies



Excludes 3 sites in lease-up phase with 372 units and 149 vacancies. 30 of these lease-up vacancies were available for referral.

Monthly data snapshots through September 29, 2023.



Program Updates: Shelter

🔑 Hotel vouchers:

- Program for **survivors of domestic violence** will launch in October – provider is St. Vincent de Paul.

🔑 Journey Home shelter placements began on **Sept 25:**

- 1- to 3-day placements for people leaving San Francisco through DMACC program to prepare for trips home.

🔑 **Hospitality House** expanded to 24/7 as of Sept. 1.

Adult Shelter Reservation Waitlist

Preliminary Data: Sept. 1 - 18

- Average daily waitlist signups: 14
- 75% of waitlist signups online and 25% by phone
- Average daily shelter reservations (weekdays): 2

As of Sept. 26:

- 377 people are on the waitlist (decrease of 70 since last month)

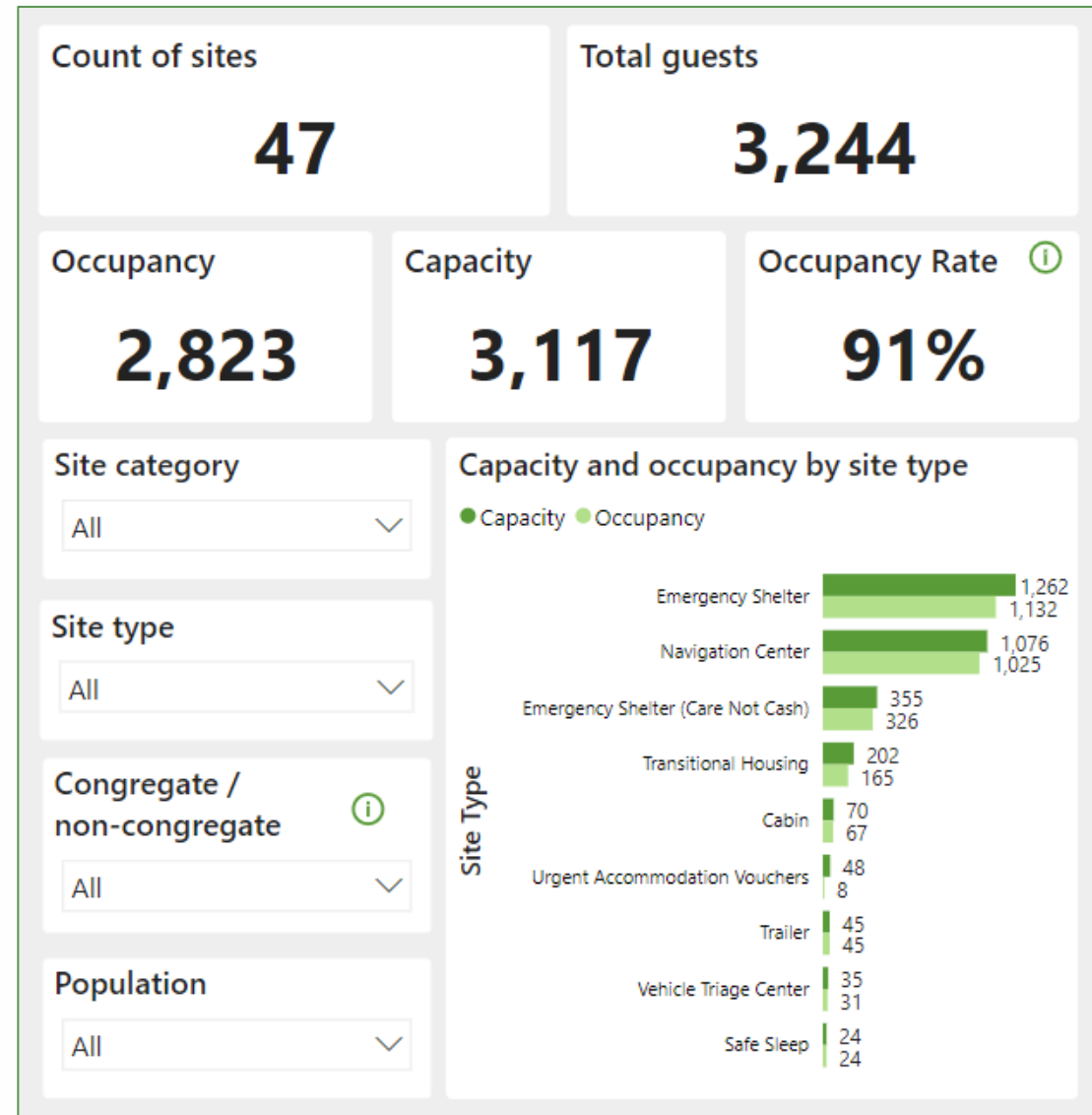
Program Updates: Shelter

- Placements to City Gardens family PSH:
 - Family shelter staff supporting referred guests with **document readiness, unit viewings, and move-in appointments.**
- Shelter reinflation:
 - Returning congregate shelter capacity at **four sites to full capacity** to prepare for additional placements this winter.
 - Total gain of **338 beds.**

Shelter Site	FY22-23 Capacity	Beds To Add in FY23-24
Dolores Adult Shelter	39	+ 50
MSC-South	218	+ 122
Next Door	248	+ 86
Sanctuary	120	+ 80

HSH Shelter Inventory

- Snapshot as of **September 26, 2023**.
- **Public dashboard** available on HSH website; **refreshes daily Monday – Friday**.
- **Ability to filter** to drill down on specific programs and populations served.



2023 Annual Cost Estimates

Resource Type	Adult	Family
Project-based PH	\$40,170	\$65,199
Scattered-site PH	\$42,781	\$59,336
RRH	\$42,781	\$59,336
Congregate Shelter	\$60,152	\$64,496
Non-congregate Shelter	\$63,912	\$72,954
Non- congregate Cabins	\$67,671	
Transitional Housing	\$-	\$50,393
Targeted prevention	\$6,524	\$6,524
Shallow subsidy	\$18,000	\$18,000
Targeted prevention (<i>cost per intervention</i>)	\$6,524	\$6,524

Program Updates: Lake Merced



Larkin St. staff near Lake Merced at an outreach event in spring 2023.

- SFMTA approved **parking changes** that may impact **100+ households** living in vehicles on Winston Drive (near Lake Merced).
 - **Delayed implementation by 3 months** to ensure more time for HSH placements
- Since spring 2023 HSH has been conducting **intensive outreach**, including housing and resource fairs.
- **Outreached to 100% of occupied vehicles** and **actively engaging with 70 households** in the area.
 - 20 EHV applications submitted (10 adults, 10 families)
 - ~70 Coordinated Entry assessments
 - HOT helped repair 6 vehicles, working on 2 additional vehicles.



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Additional Updates

Local Legislative Update

- **October 10:** Port Commission hearing on new MOU for Embarcadero SAFE Navigation Center.
- **October 13 (TBC):** Homelessness and Behavioral Health Committee
 - Three grant agreement amendments with **Episcopal Community Services:** Henry Hotel, Housing First Hotels. Cova Non-Congregate Shelter
 - Hearing on implementation of the Homelessness Oversight Commission
- **Upcoming Introductions:**
 - Five Keys - 685 Ellis shelter services

September Recap

Hearings: Strategic Plan, Care Court, and Accidental Overdoses

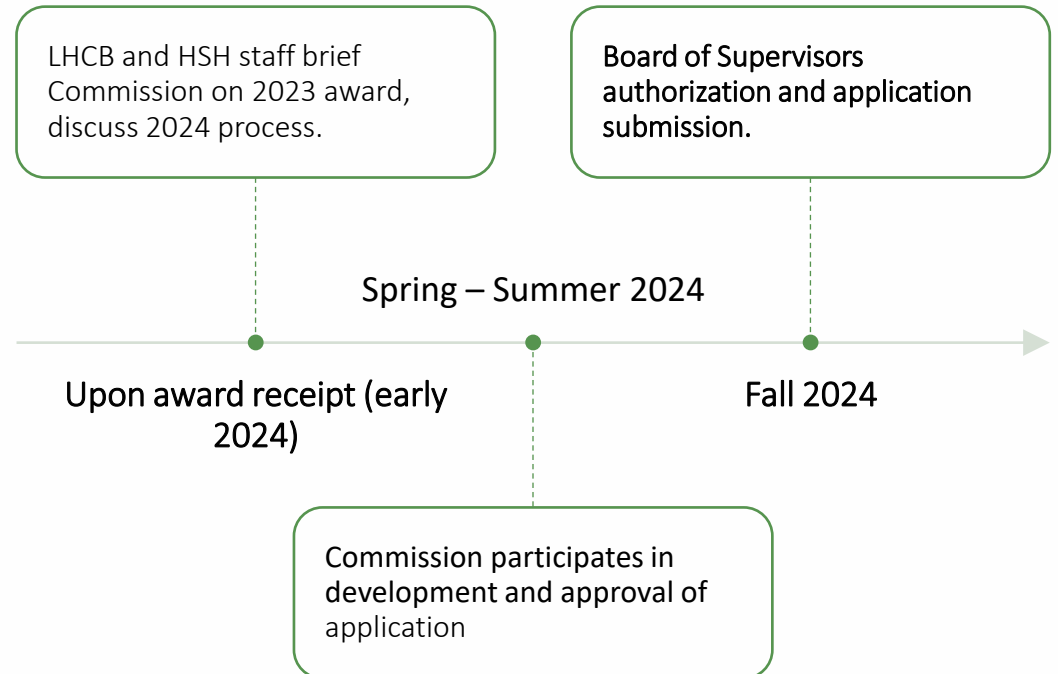
Introductions: Behested Payments Waiver

Approvals: 42 Otis Acquisition, various grant agreement amendments.

2023 Continuum of Care Competition

- Annual application for HUD **federal funding**:
 - 2022 competition: **\$53,021,237** for **38 renewal** and **2 new** projects
- HSH application **approved by Local Homeless Coordinating Board** on Sept. 11.
 - Authorization from the **Board of Supervisors** to apply for these funds on Sept. 26.
- Application submitted on September 28:
 - Grants to **22 providers** with a **focus on housing**.
 - **\$51.8 mil.** in **annual renewal funds** for projects already funded thru. CoC.
 - **\$5.5 mil.** in **bonus funds** for 5 proposed projects
 - \$1.5 mil. in planning

2024 Continuum of Care Competition: Proposed Timelines & Commission Involvement



Updates from other Advisory Bodies

🔑 Local Homeless Coordinating Board:

- Four open seats on LHCB.
- 2023 HUD Continuum of Care Application submitted on Sept. 28, 2023

🔑 Shelter Monitoring Committee:

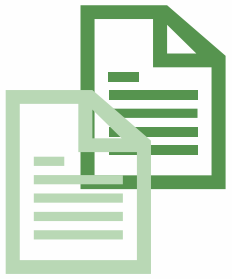
- Four vacant seats – recruitment is active.

🔑 Shelter Grievance Advisory Committee:

- All meetings now in person, with next meeting on Dec. 12 from 2:00 p.m. - 4:00 p.m.
- 6 vacant seats on the committee of 15 total.

Equity Office Updates

- **Third series** of HSH's **racial equity staff training** ongoing in September and October 2023.
 - Work to include equity-building trainings in onboarding to catch new staff up.
- Leading HSH's work on the **Ending Trans Homelessness** initiative:
 - Helping with **program design** and **gathering community input** for the new permanent supportive housing site for TGNCI+ young adults
 - Planning trainings for providers about serving TGNCI+ clients: "**Affirming Trans Access to Housing.**"



HSH is Hiring!

HSH has open positions listed on the citywide [DHR website](#):

- Contracts manager (0923)
- It Operations Support Administrator II (1092)
- Behavioral health clinician (2930)
- Privacy and data sharing officer (1824)

September
Staffing Update

247 total
FTE

53 positions
vacant



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Questions?

Thank you!