



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | February 12, 2024



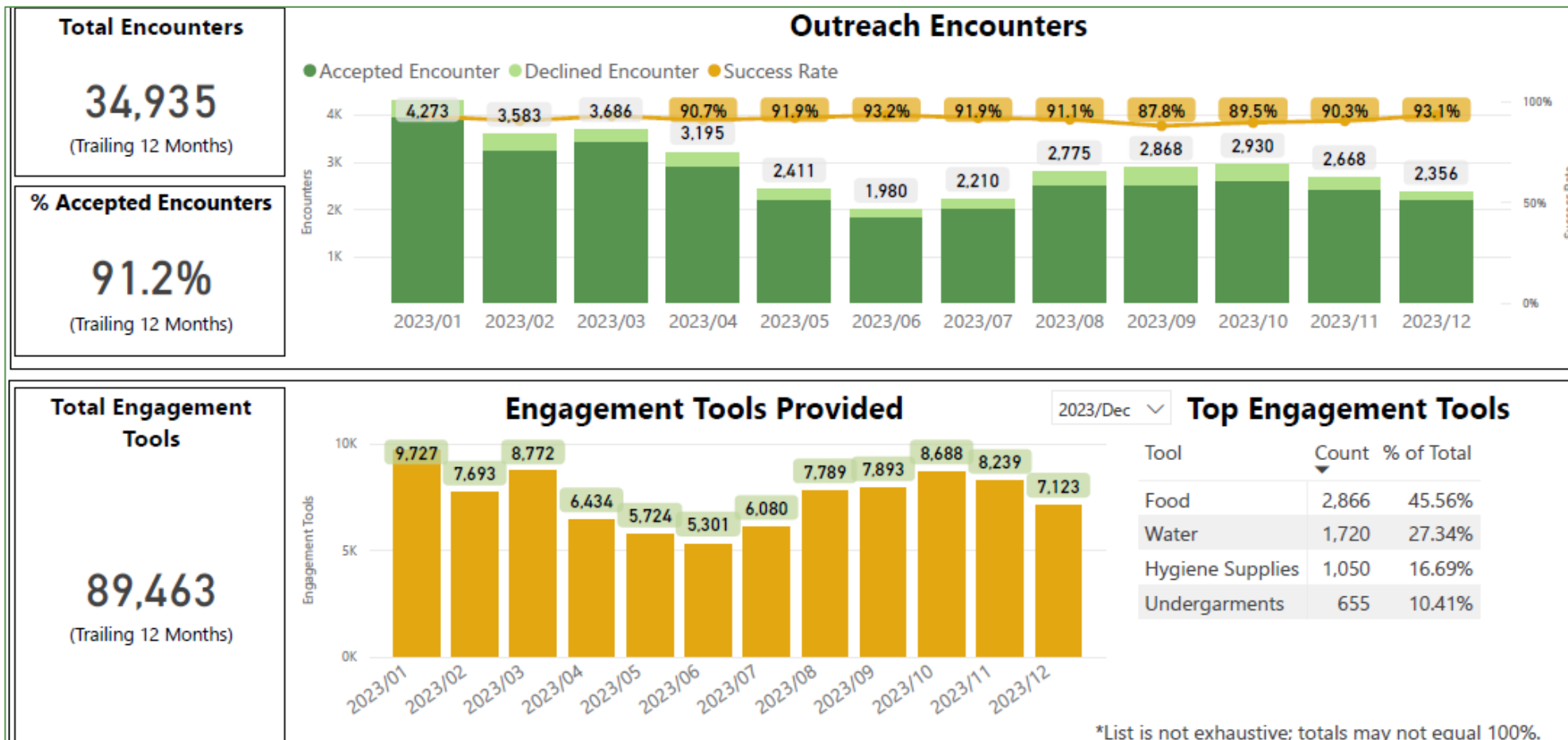


DEPARTMENT OF
HOMELESSNESS AND
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Homelessness Response System: Updates and Data*

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

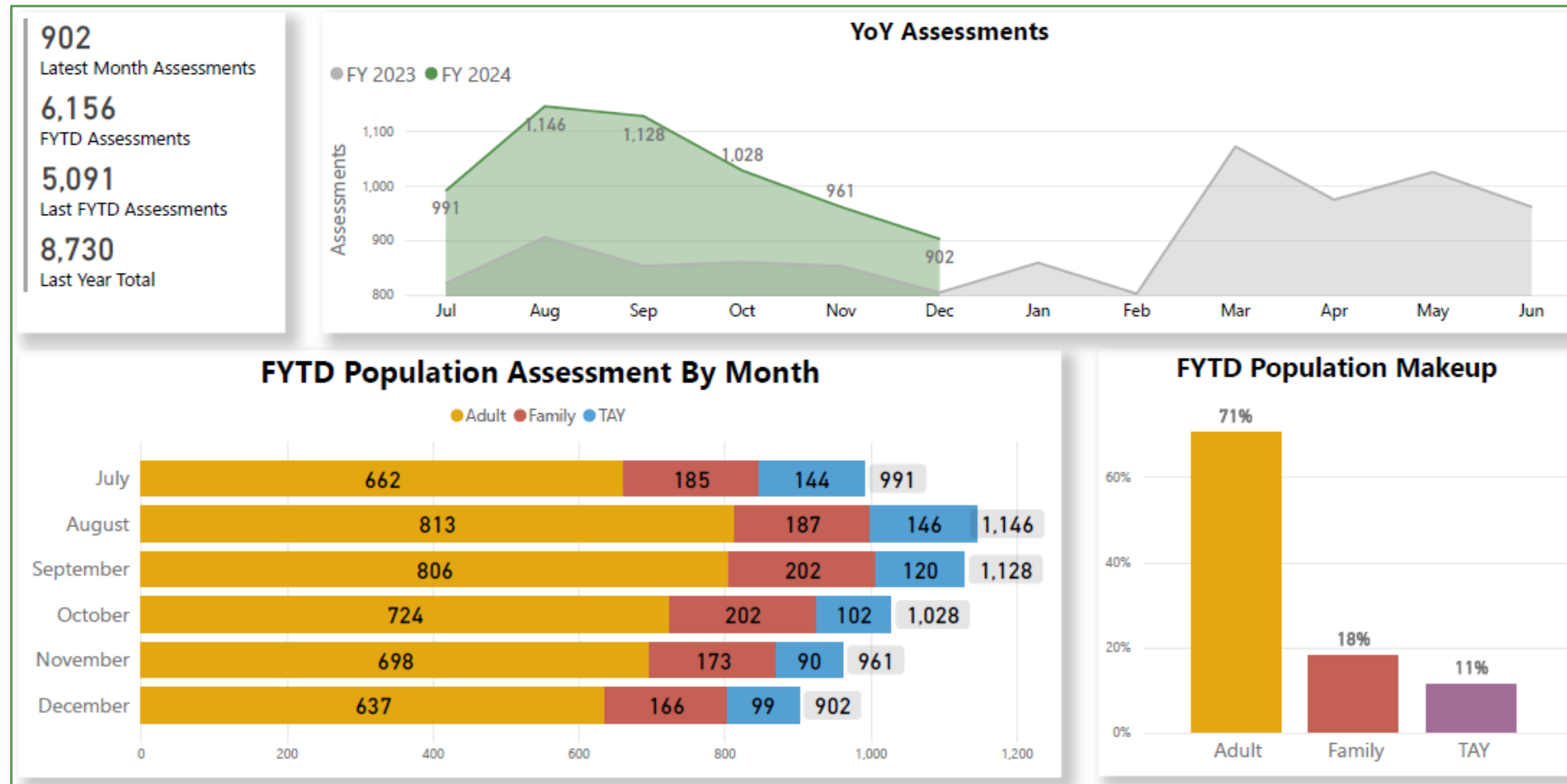
Outreach



Data through
Dec. 31,
2023.

[Link to
online
dashboard.](#)

Coordinated Entry Assessments

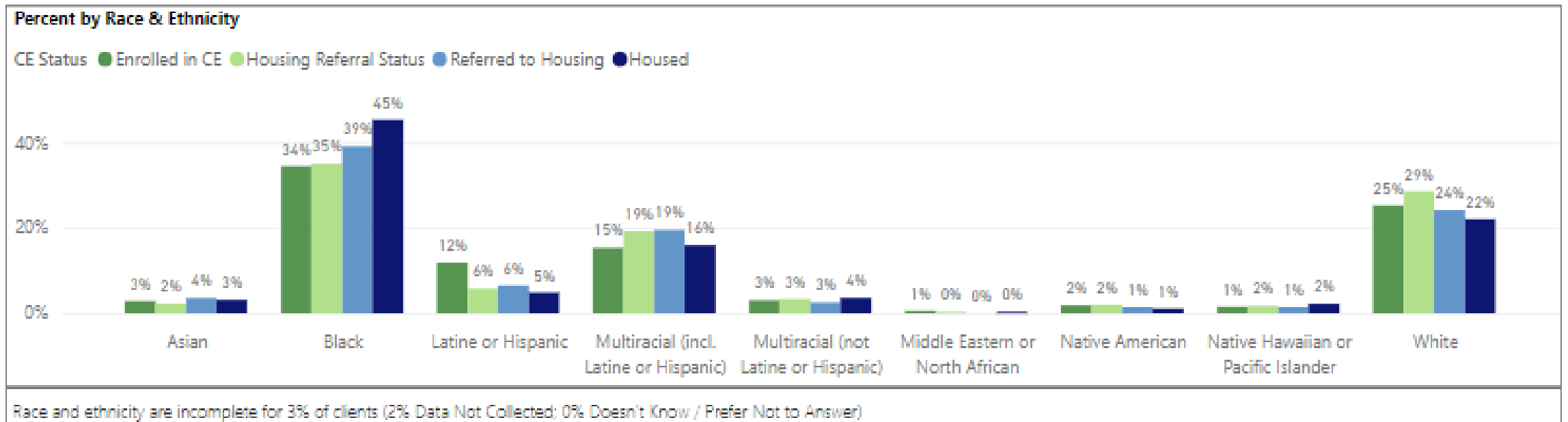


*Data through
Dec. 31, 2023*

*Includes new
assessments
and re-
assessments.*

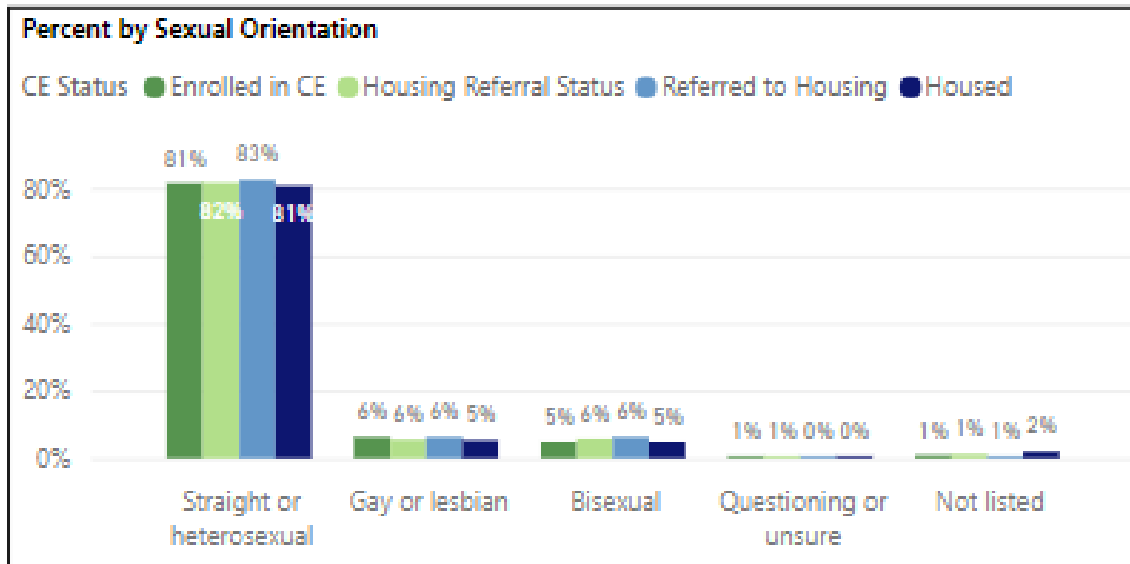
[Link to online
dashboard.](#)

Coordinated Entry & Housing Demographics

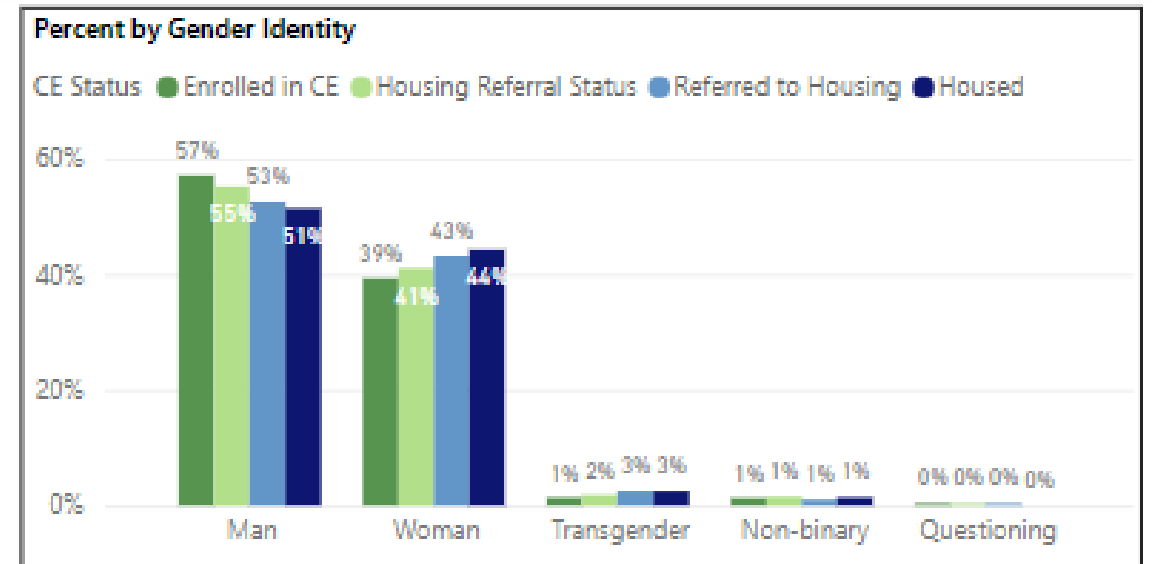


- Data from **October 1 – December 31, 2023**. New data available quarterly.
- Additional breakouts by population and time frame available on the HSH website. | [Link to online dashboard](#).

Coordinated Entry & Housing Demographics



Sexual Orientation is incomplete for 6% of clients (4% Data Not Collected; 0% Prefer Not to Answer)



Gender is incomplete for 1% of clients (1% Data Not Collected; 0% Doesn't Know / Prefer Not to Answer)

- Data from **October 1 – December 31, 2023**. New data available quarterly.
- Additional breakouts by population and time frame available on the HSH website. | [Link to online dashboard.](#)

Program Updates: Coordinated Entry

- Opening **140 adult rapid re-housing opportunities** in February 2024.
 - Referrals through Coordinated Entry in partnership with the **Multi-Disciplinary Team**, **SFHOT**, and **Behavioral Health Services**.
- **Multi-Disciplinary Team** tentative schedule at non- and semi-congregate sites in winter/spring 2024:
 - February: Adante
 - March: Cova
 - April: 685 Ellis

Prevention:

San Francisco Emergency Rental Assistance Program (ERAP) Data

Data includes Mayor's Office of Housing and Community Development and HSH clients.

*Time frame from **Feb. 27, 2023** (ERAP steady state reopening) to **Jan. 23, 2024**.*

Households Served: 2,248

- Below 30% of Area Median Income (AMI): **83%**
- Experienced homelessness: **66%**
- At risk of displacement: **72%**
- Received eviction notice: **12%**
- Identify as people of color: **77%**

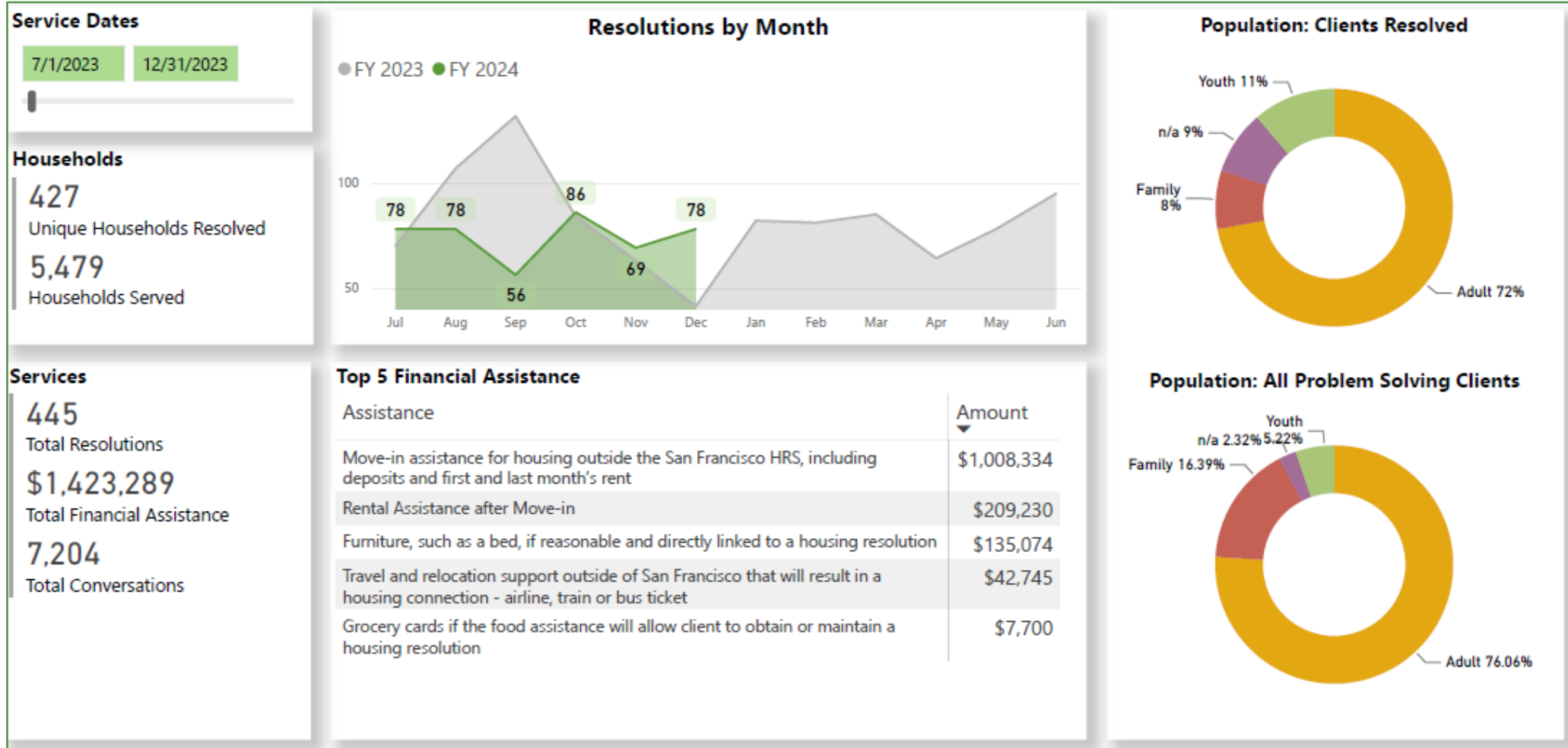
Average Assistance

\$6,382

Total Distributed

\$14.3 m

Problem Solving Resolutions



Data through Dec. 31, 2023.

[Link to online dashboard.](#)

Relocation Assistance

Since 2005, San Francisco has helped **over 11,000 households** experiencing or at risk of homelessness reunite with support networks and stable homes outside the City.

Three City programs under HSH & HSA offer **travel assistance**:

HSH: Problem Solving - Relocation Assistance

Who: People experiencing homelessness.

What: Coordination with support network + flexible assistance for moving into new community.

Where: Access points, family shelter, community locations.

7/23 - 12/23: 114 households served.

HSA: Homeward Bound

Who: County Adult Assistance Program clients.

What: Coordination with support network – expands on HSH's relocation services.

Where: CAAP office @ 1235 Mission Street

7/23 - 12/23: 10 households served.

HSA & HSH: Journey Home

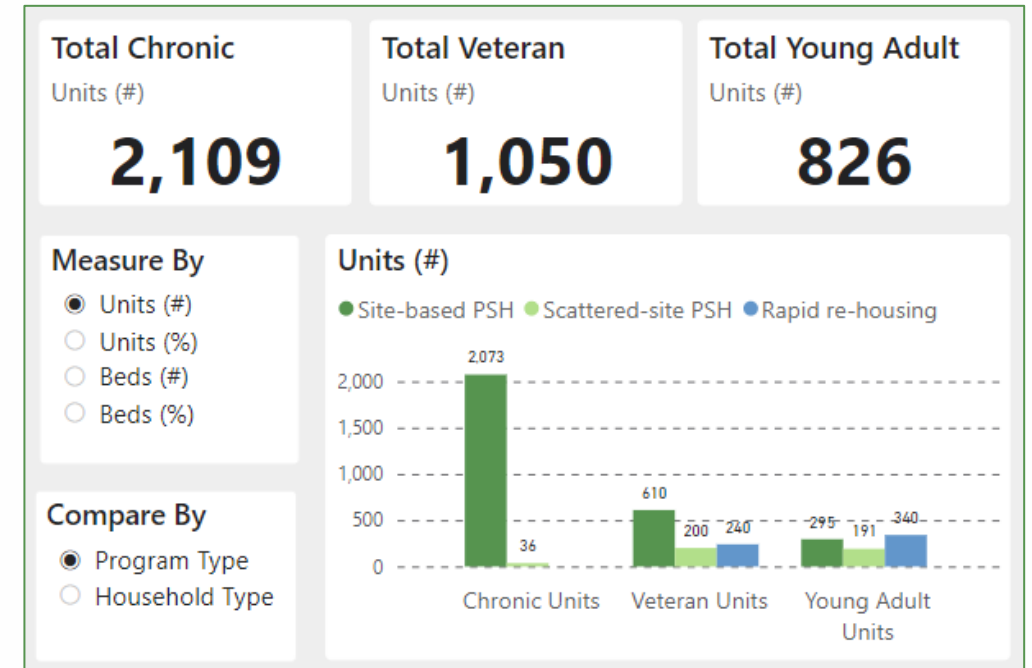
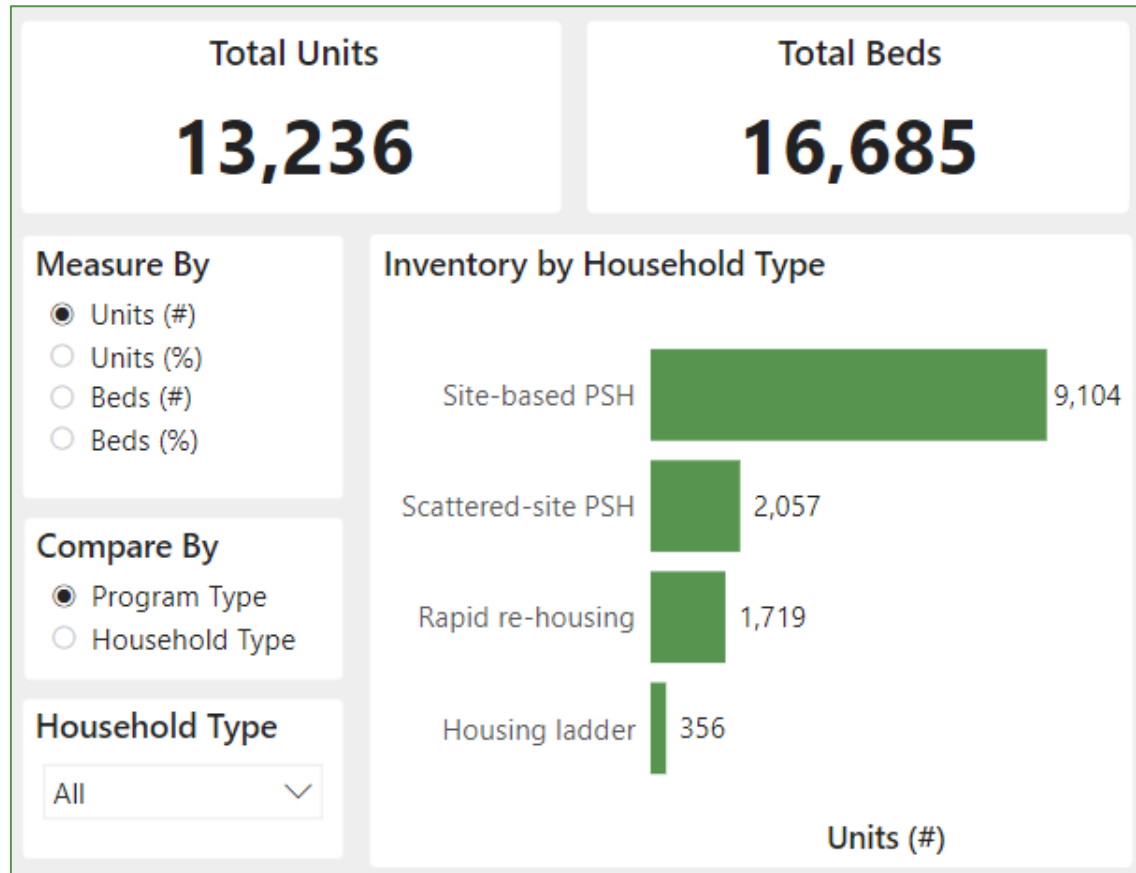
Who: People experiencing homelessness and/or with a substance use disorder.

What: Safety assessment, temporary shelter. Lowest-barrier approach to quickly help people relocate.

Where: Referrals from partners, or self-referrals – call (669) 265-9373.

7/23-12/23: 13 households served.

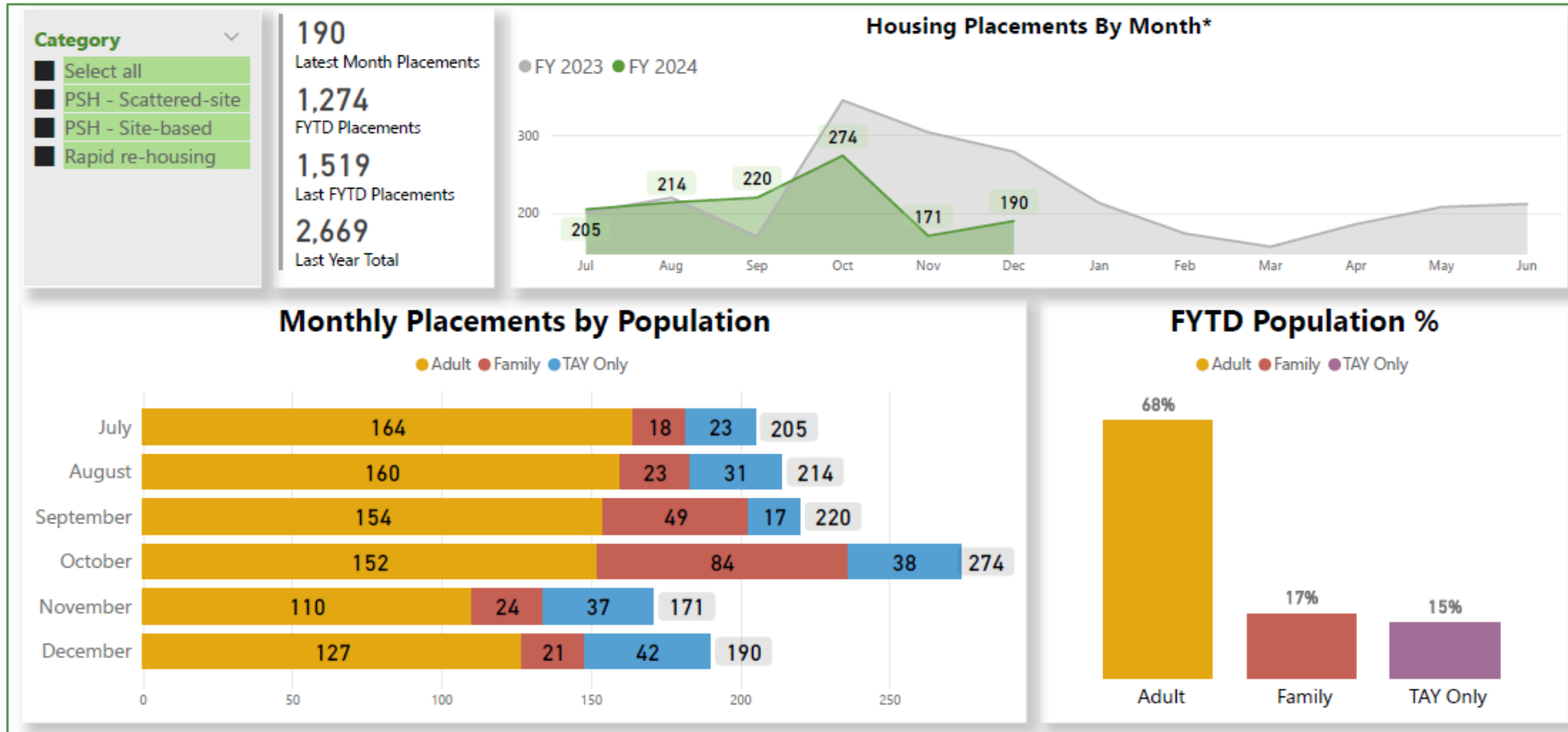
Housing Inventory Dashboard



- *Data as of Feb. 1, 2024.*
- [Link to online dashboard.](#)

Housing Placements

Emergency Housing Voucher (EHV) update:
903 households housed as of Jan. 26, 2024.



Placements into
HSH's **overall**
portfolio of
13,236 units.
Excludes transfers.

Data through
December 31,
2023.

Seven additional
placements in
December through
the housing ladder.

[Link to online
dashboard.](#)

Housing: New Programs

🔑 180 Jones opening:

- New building from the **Mayor's Office of Housing and Community Development (MOHCD) construction pipeline** will begin move ins in February.
- 50% of units (**35 studios**) for chronically homeless adults.
- Partial Funding: **2022 Continuum of Care bonus project award**.

🔑 Sober Living Permanent Supportive Housing:

- **Diversifying** housing options to support sobriety and treatment as **part of a Housing First approach**.
 - “Opt-in” housing for tenants of supportive housing or coming out of transitional housing.
- Supportive services and operations: **Tenderloin Housing Clinic**
- 150 units of Permanent Supportive Housing at 950 Kearny Street for **adults**.
- Commission: **March 7, 2024**

Housing: Program Update

• Procurements update:

- Providers for the **Flexible Housing Subsidy Pool for women and shallow subsidies** programs will be announced in February.
- Proposals for **Request for Qualifications (RFQ) #114** for supportive services at 1174 Folsom due on 2/27.

• **Continuum of Care** award: **\$53,794,910**

- **All 39 renewal projects funded** (\$51.98 million)
 - Includes: 29 permanent supportive housing sites, 4 rapid re-housing programs. 1 transitional housing program
- 1 new permanent supportive housing project funded – **4200 Geary** (new construction)

Lake Merced: Outreach and Housing Placements Update

- Working with SFMTA (including monthly meetings) to coordinate outreach before enforcement of new parking restrictions, including near Lake Merced.

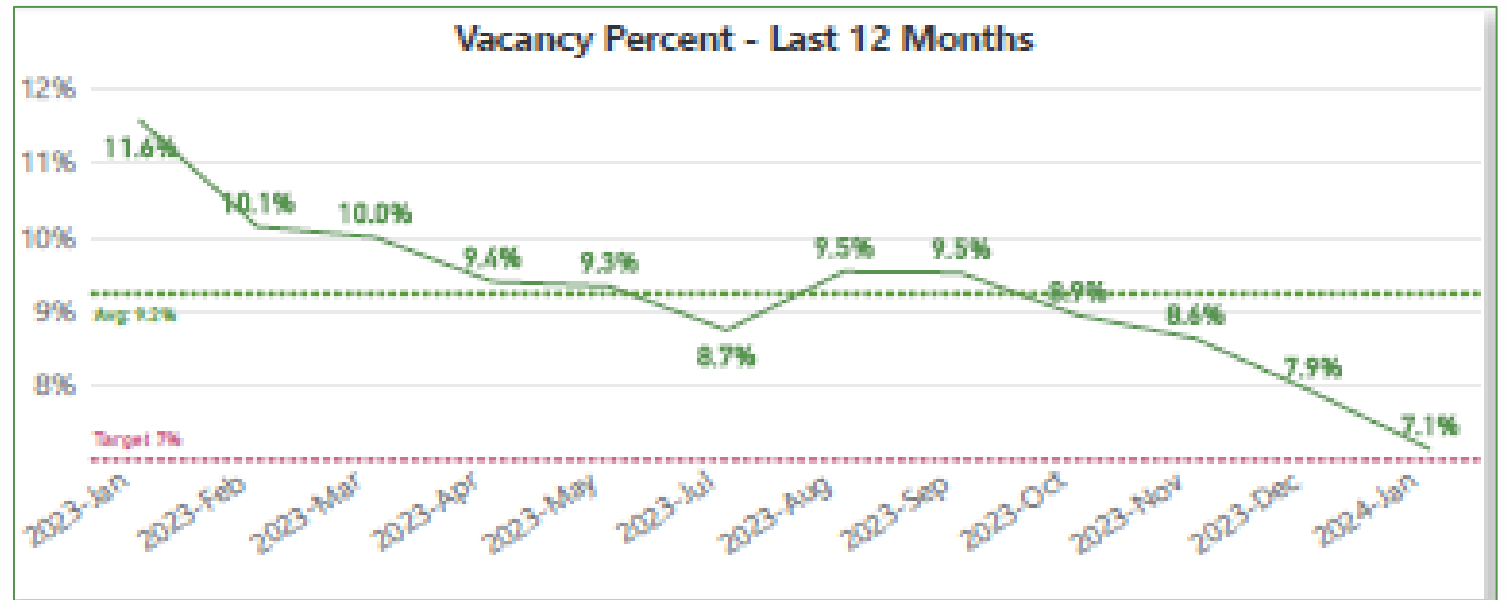
Housing Outcomes

Status	Total	Site-based PSH	Scattered-site PSH	Rapid re-housing
Moved In	25	5	8 <i>Incl. 2 EHV</i>	12
Enrolled <small>i.e., waiting for move in</small>	33	1	27 <i>Incl. 14 EHV</i>	5

Data as of 1/26/2024. 12 households awaiting referral.



Housing Vacancies



Inventory	Vacancy Rates (as a percent of total inventory)
Total Vacancies 646	Vacancy Rate (Target 7%) 7.1%
Available for Referral 183	% Available for Referral 2.0%
Referral Pending 237	% Referral Pending 2.6%
Offline 226	% Offline 2.5%

Total inventory: 9,046 units.

Status	Offline Vacancies
Janitorial/Maintenance	137
Property Hold	50
Coroner Hold	21
Hold for Transfer	18
Total	226

Excludes 1 site in lease-up phase with 58 units and 12 vacancies. 5 of these lease-up vacancies were available for referral.

Monthly data snapshots through Jan. 31, 20234

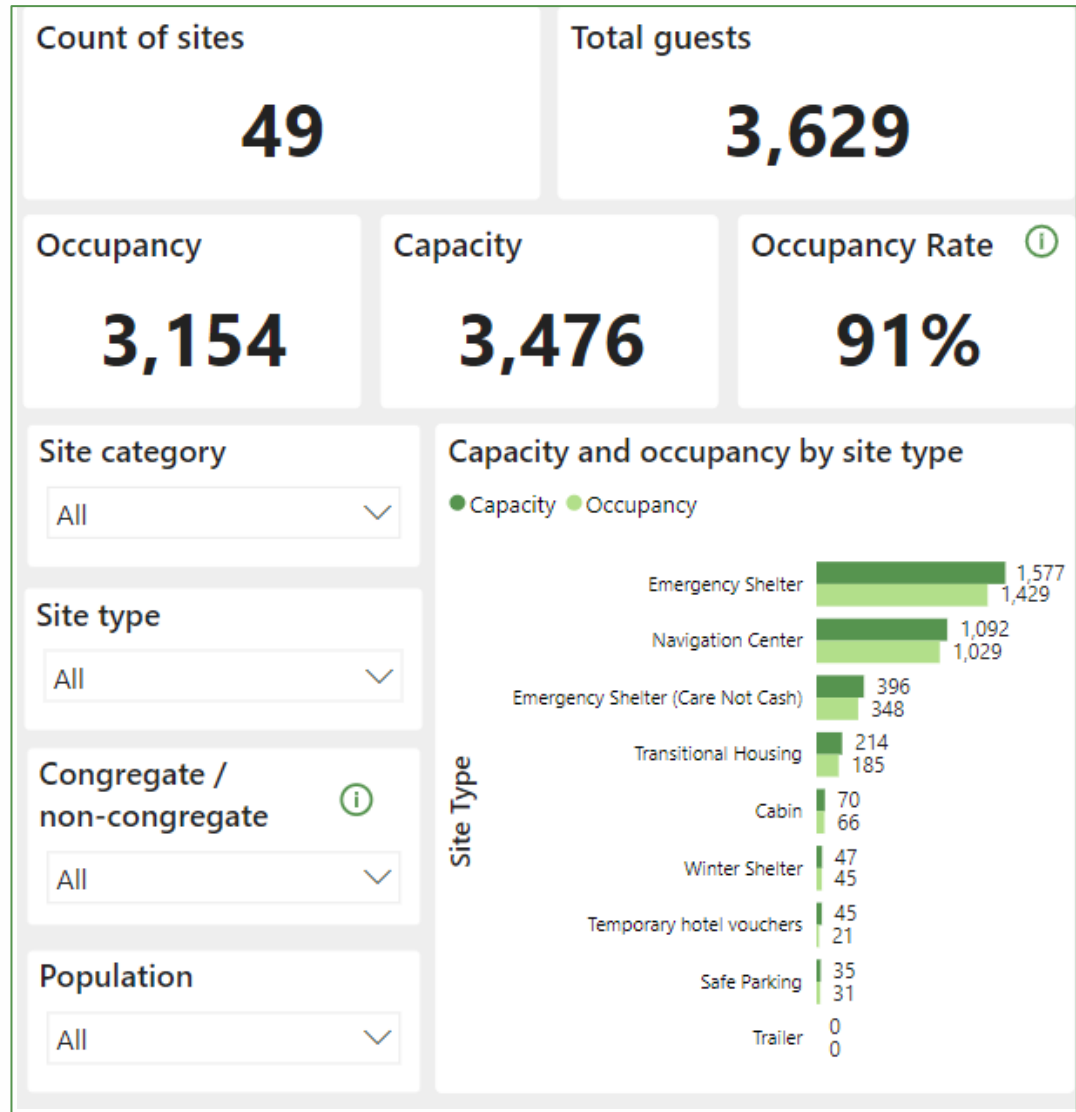
Offline Vacancies

- Standard for some units to be offline for turnover or needed repairs.
- **2.5% offline vacancy rate** is "healthy" in our systems.

Offline Reason	Maximum Length of Time Offline
Coroner Hold	30 days
Hold for Transfer	14 days
Janitorial/ Maintenance	<ul style="list-style-type: none">• Minor Maintenance: 7-14 days• Major maintenance: 30 days• Significant damage (ex. fire or flooding): 90 days
Property Hold	14 days

HSH Shelter Inventory

- Snapshot as of **January 31, 2024**.
- **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

- Increase in **family shelter occupancy rates** after implementing same-day referrals and placements
 - As of 1/30, family occupancy was at 96% and had been over 95% for a week
- Preparing to open the **Mission Cabins program** in March 2024:
 - 60 cabins with 68 beds.
 - Showers and restrooms, meals, case management, supportive services.
 - Five Keys is the provider.
- **Pier 94 program:**
 - Last guest left the site on Jan. 29.
 - Outcomes for the 114 guests in the program as of April 2023 on this slide.

Pier 94: Guest Outcomes

72% to permanent housing

12% abandoned placement

8% to other shelter

4% reunified with family

4% other

Shelter: Denials of Service (DOS)

➤ **Immediate DOS:** household can seek shelter again through HSH's normal channels (only valid at program where it was issued).

➤ **Non-immediate DOS:** households can stay in the program if they appeal through Shelter Grievance.

Programs with 10+ Denials of Service in 2023	Total DOS - 2023	% Immediate DOS	Total Guests Served 2023
Next Door	153	100%	1,058
MSC South	100	99%	1,487
Bayview SAFE Navigation Center	83	81%	801
Embarcadero SAFE Navigation Center	72	99%	486
Division Circle Navigation Center	56	98%	793
711 Post	48	98%	756
Lower Polk TAY Navigation Center	45	96%	312
Baldwin SAFE Navigation Center	45	98%	441
Sanctuary	42	64%	655
Bayshore Navigation Center	36	94%	452
Lark Inn	28	100%	236
Central Waterfront Navigation Center	27	96%	283
Adante (Site 35) Non-Congregate	25	72%	347
HI San Francisco City Center (Site 34)	22	91%	351
Taimon Booton Navigation Center	20	85%	107
Hamilton Family Emergency Shelter	19	11%	178
Dolores Street	19	89%	187
Cova (Site 38) Non-Congregate	16	75%	205
Hamilton Family Residence	16	50%	211
The Monarch (30)	15	100%	219
Compass Family Shelter	10	40%	152

Shelter: Denials of Service (DOS)

- Denial of service policies are in the shelter grievance ordinance.
- Clients provided rules and information about DOSs upon intake.

Programs with <10 Denials of Service in 2023	Total DOS - 2023	% Immediate DOS	Total Guests Served 2023
Jelani House	9	89%	65
Harbor House	7	86%	254
A Woman's Place	6	67%	81
South Van Ness Safe Sleep	6	50%	76
Transitional Housing at 5th and Harrison	5	100%	53
Hospitality House	4	100%	107
PATH	4	100%	57
Transitional Housing at G-House	4	25%	51
Kinney Hotel Emergency Stabilization	4	25%	25
Hamilton Transitional Housing	2	50%	133
Transition Housing at 1020 Haight	2	0%	16
St. Joseph's Family Center	2	50%	81
Providence Family Services Center (Oasis)	2	100%	310
Buena Vista Horace Mann	2	100%	439
Interfaith Winter Shelter	1	100%	706
Bayview Vehicle Triage Center	1	100%	74
Clara House	0	N/A	53
UCHS Jennings Safe Sleep	0	N/A	37
33 Gough Cabins	0	N/A	206
Routz/Aarti Transitional Housing	0	N/A	18
Transitional Housing at Castro Youth Housing Initiative	0	N/A	40
UCHS Pier 94 Backlands	0	N/A	137
Transitional Housing at Assisted Care	0	N/A	30
UCHS Bayview Drop-In Center	0	N/A	Data not available



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Additional Updates

Legislative Update

Upcoming Local Legislation

- **Streamlined contracting ordinance** continued to February
- New lease for **continued use of Bayshore Navigation Center** at 125 Bayshore Boulevard
- Accept and Expend for Round 3 **Homekey Award** for **685 Ellis Street**.
- Six-month continuance of **behested payments waiver** (expires April 2024)
- **Multiple grant agreement amendments** going through the Commission and the Board by end of FY 2023-24.

State Legislation

Feb. 16: Deadline to introduce bills.

More details on state bills in future Commission presentations.

Proposed State Budget Update

- Governor's proposed **\$291.5 billion budget** released in January.
- No significant cuts to **homelessness and behavioral health**; significant cuts to **affordable housing**.
- **Defers** all new discretionary spending discussions to this spring for discussion with the Legislature, based on actual revenues
- Addressing the homelessness crisis remains a **top priority** of the Administration despite **challenging budget year**.

Proposed State Budget Highlights

• Homeless Housing, Assistance, and Prevention Program:

- Maintains a total of \$1.1 billion General Fund for HHAP 5 across 2023-25.
- Delay from 2023-24 to 2025-26 of \$260 million General Fund HHAP funding.
- Top priority for HSH and SF to ensure it is in the final budget

• CalAIM Implementation:

- Maintains approximately \$2.4 billion (\$811.1 million General Fund) in 2024-25 to continue the state's transformational CalAIM Initiative.
- Maintains \$24.7 million in 2025-26 for six months of rent or temporary housing as a county opt-in benefit.

Updates from other Advisory Bodies

🔑 Local Homeless Coordinating Board:

- **Five** vacant seats.
- **Final 2023 Continuum of Care awards list** posted in late January.

🔑 Shelter Monitoring Committee:

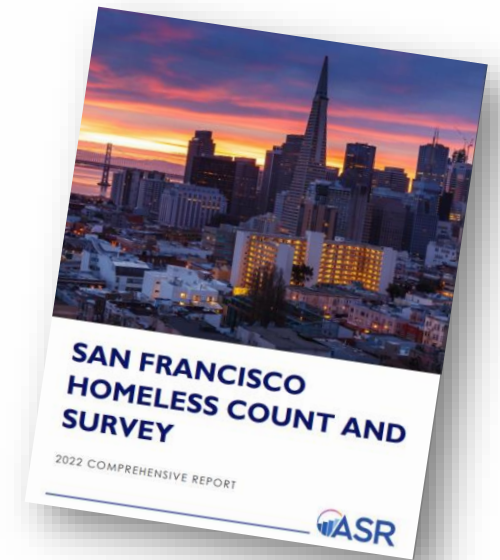
- No updates.

🔑 Shelter Grievance Advisory Committee:

- **Four** vacant seats.
- Next meeting on March 12, 2024 from 2:00 – 4:00 PM in City Hall Room #305 (hybrid)
- New SGAC Secretary Namon Little

2024 Point-in-Time Count

Unsheltered count conducted on January 30, 2024.



January: PIT Count

Street count of unsheltered homelessness is scheduled for **Jan. 30**.

Data compiled in subsequent weeks for sheltered count and HIC as of the night of Jan. 30. PIT Survey administered in Feb. 2024.

May: Initial Release

Summary data is reported to HUD; submission deadline TBD.

Key findings are released to media following the HUD submission.

July: Full Report

Full PIT Report, Youth Count Report, and Executive Summaries are published to HSH website.

Includes supplemental data not reportable to HUD and survey findings.

Equity Office Updates

• **Ending Trans Homelessness** initiative:

- **Affirming Trans Access to Housing** training for HSH providers extended with monthly sessions through June 2024.
- Community engagement sessions for provider feedback on better providing trans-affirming care.

• 3 HSH staff have started the **Trauma-informed Systems 2024** cohort:

- Trauma-informed lens for racial equity work.
- Develop internal training on these topic areas.

• **BIPOC Equity Fund contracts** in the final phase of execution.



HR Update & HSH is Hiring!

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

- HSH has open positions listed on the citywide [DHR website](#):
 - Program support analyst (2917)
- HSH personnel update

Positions Update

247 total FTE

47 vacant positions

57 active recruitments



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Questions?

Thank you!