



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | March 21, 2024



In Memory of Maurilio León



- CEO of Tenderloin Neighborhood Development Corporation
- Dedicated to fostering opportunity, equity, and generational change for immigrants, low-income families, and communities of color.

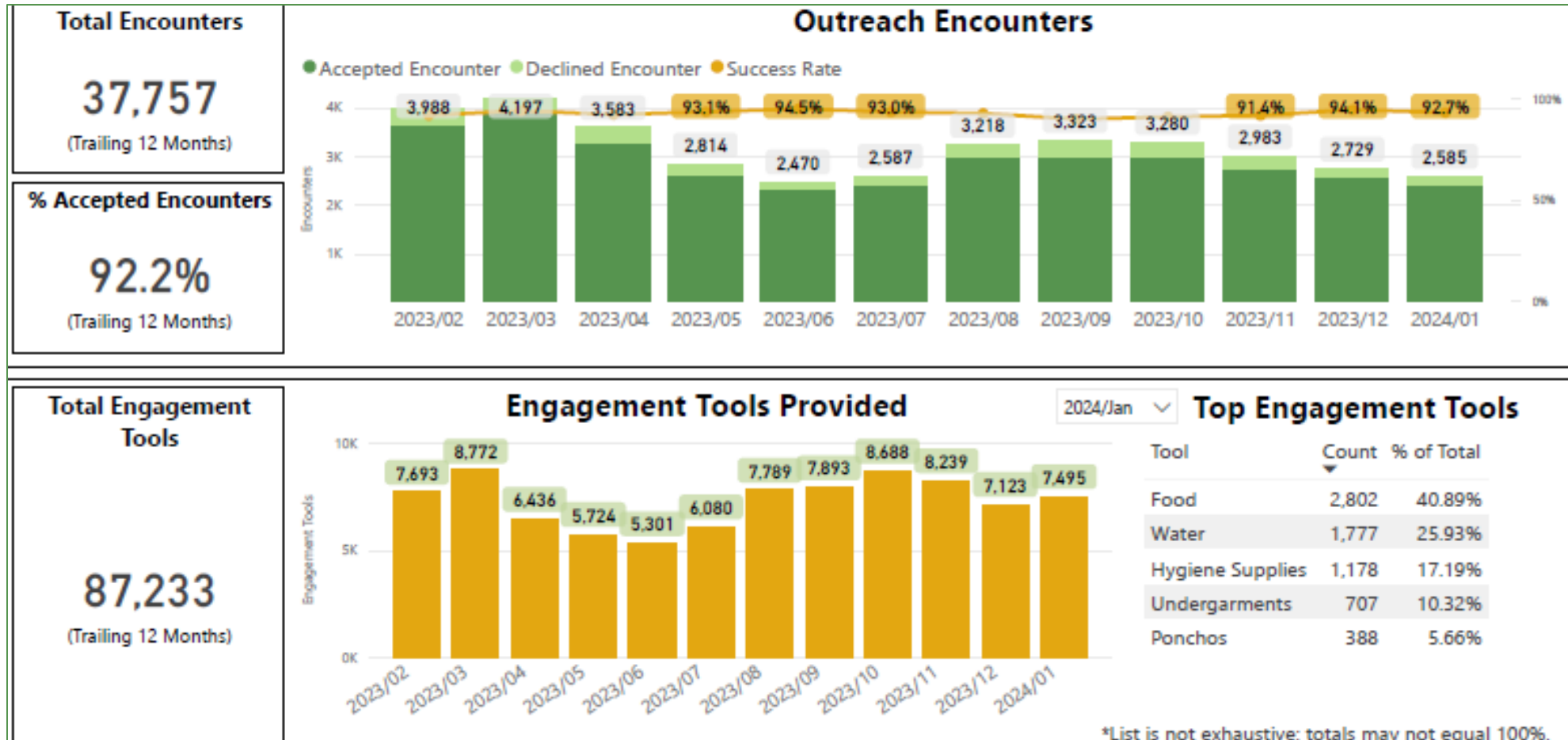


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Homelessness Response System: Updates and Data*

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

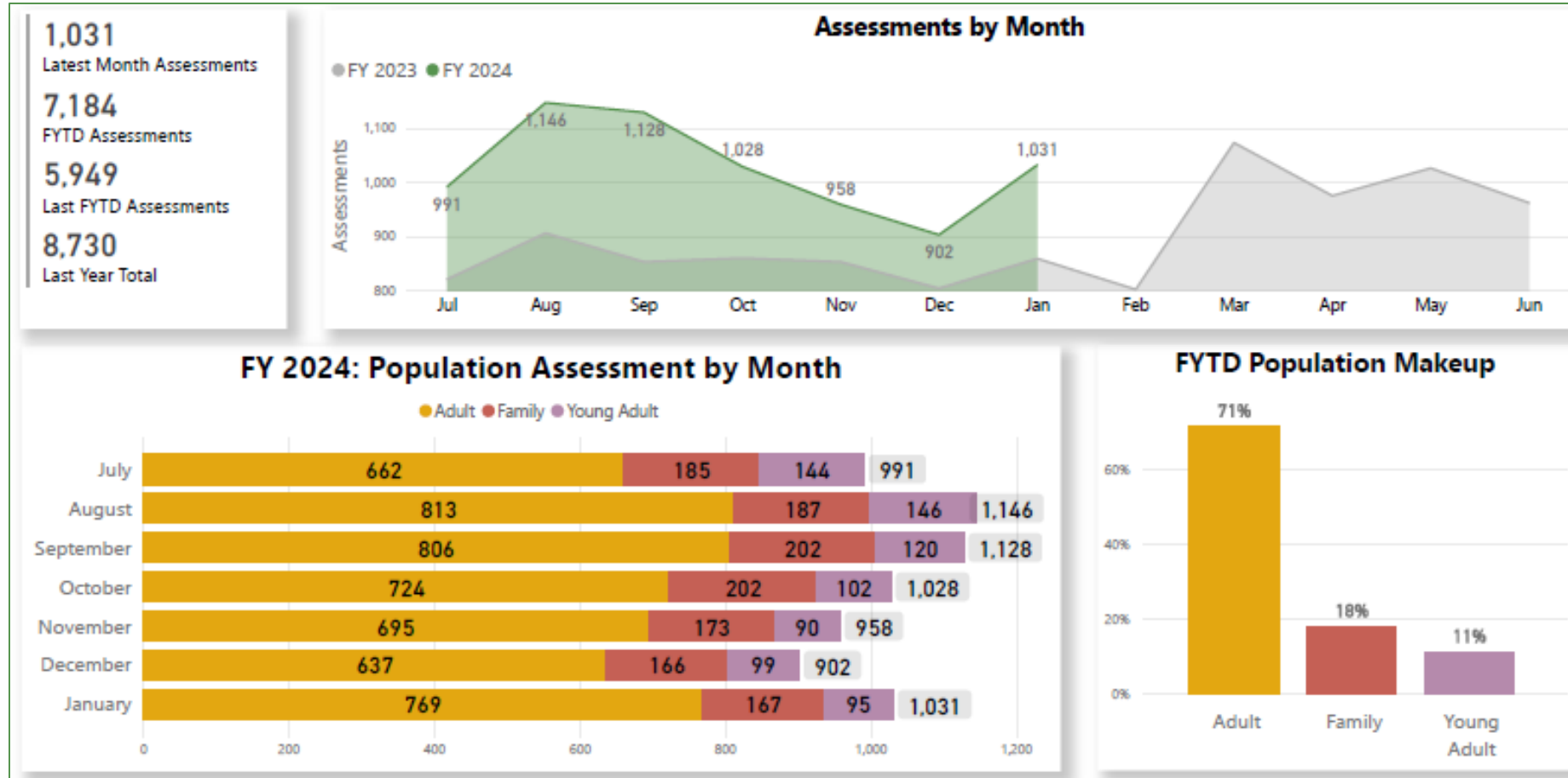
Outreach



Outreach: Program Updates

- Implementation of outreach work for **two Encampment Resolution Fund state grants** started in late January.
- Focuses on encampments in:
 - **Polk alleyways** between Van Ness and Larkin (~16 blocks).
 - Request pending with the state to **expand to the entire Tenderloin**.
 - Entire **Mission** neighborhood.
 - Includes development of a list of unhoused people to **move into the Mission Cabin site**.
- Grant includes funding for **4 outreach workers** in each focus area.
- Proposal for **third Encampment Resolution Fund** grant focused on the **Bayview** submitted to the State last week.

Coordinated Entry Assessments



Data through Jan. 31, 2024

Includes new assessments and re-assessments.

[Link to online dashboard.](#)

Program Updates: Coordinated Entry

- New Access Point: **San Francisco Pretrial Diversion Project**
 - 236 8th St. Suite E | (415) 522-7592 | Monday to Friday 8:30AM – 4PM
 - Focused on **justice-involved people**.
 - Receives referrals from **community partners** and the Sheriff's Department.
- **Safe Housing working group** update:
 - Developing a **new Coordinated Entry assessment tool** for survivors of violence – **designed for and by survivors**.
 - Assessments includes questions about **experiences of violence, disability, and equity factors**.
 - Next steps: develop a guide, train staff, **soft launch in spring/summer 2024**.

Prevention: San Francisco Emergency Rental Assistance Program (ERAP) Data

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

Time frame: Clients that applied in FY 2023-24 to date (July 1, 2023 - Feb. 21, 2024).

Households Served: 1,495

- Below 30% of Area Median Income (AMI): **81%**
- Experienced homelessness: **68%**
- At risk of displacement: **71%**
- Received eviction notice: **7%**
- Identify as people of color: **79%**

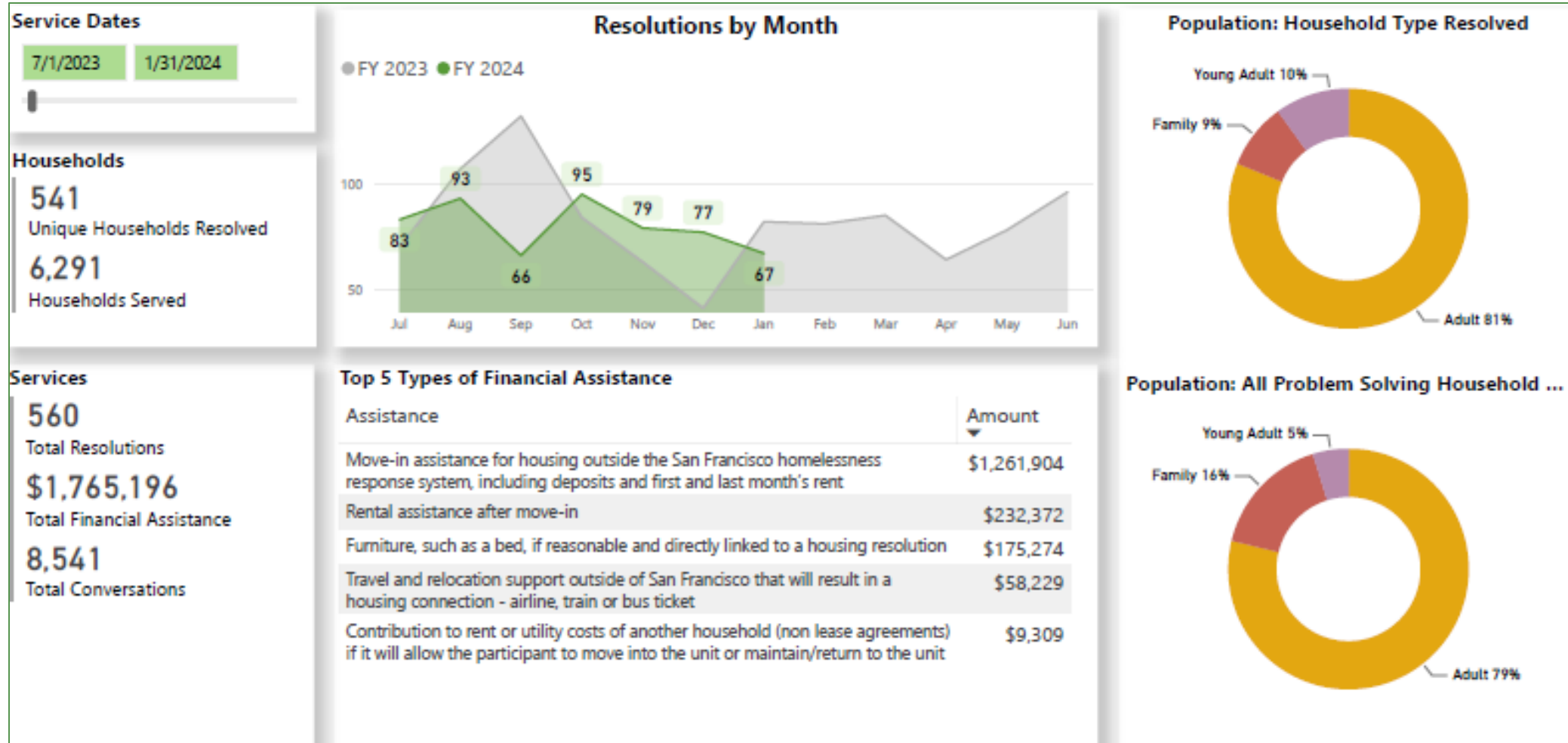
Average Assistance

\$6,094

Total Distributed

\$9.1 m

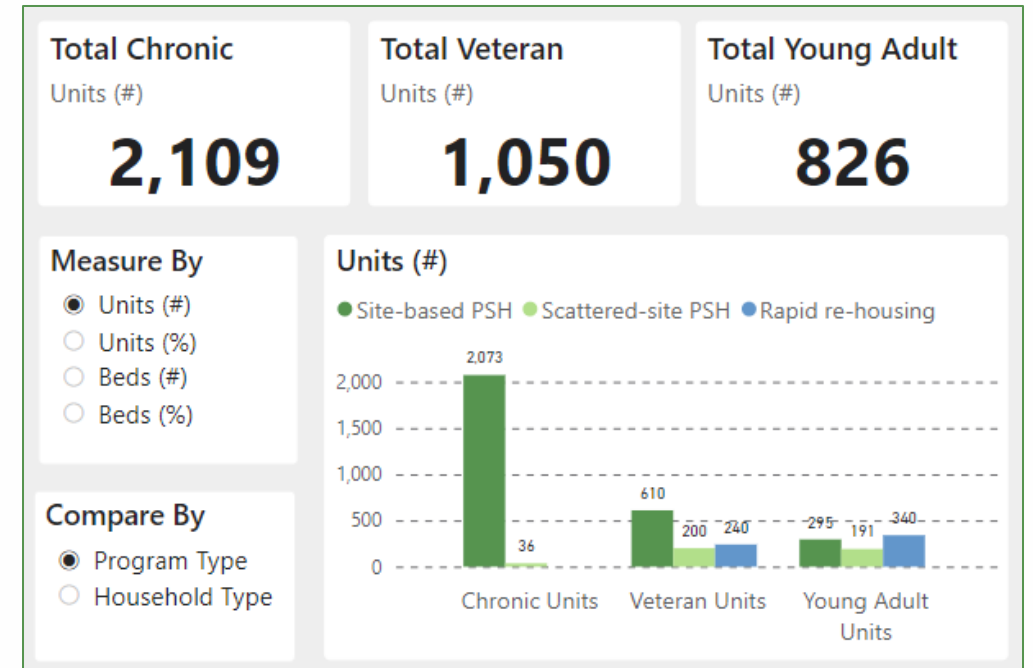
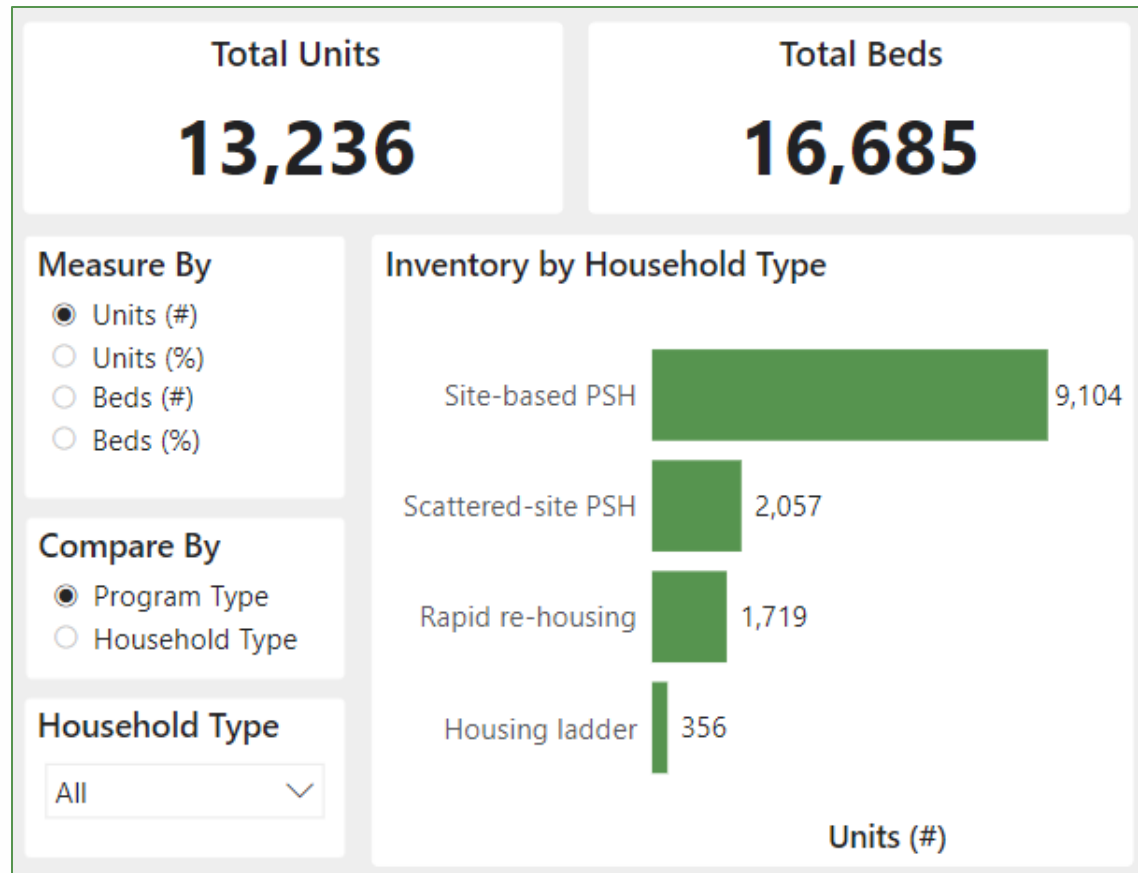
Problem Solving Resolutions



Data through Jan. 31, 2024.

[Link to online dashboard.](#)

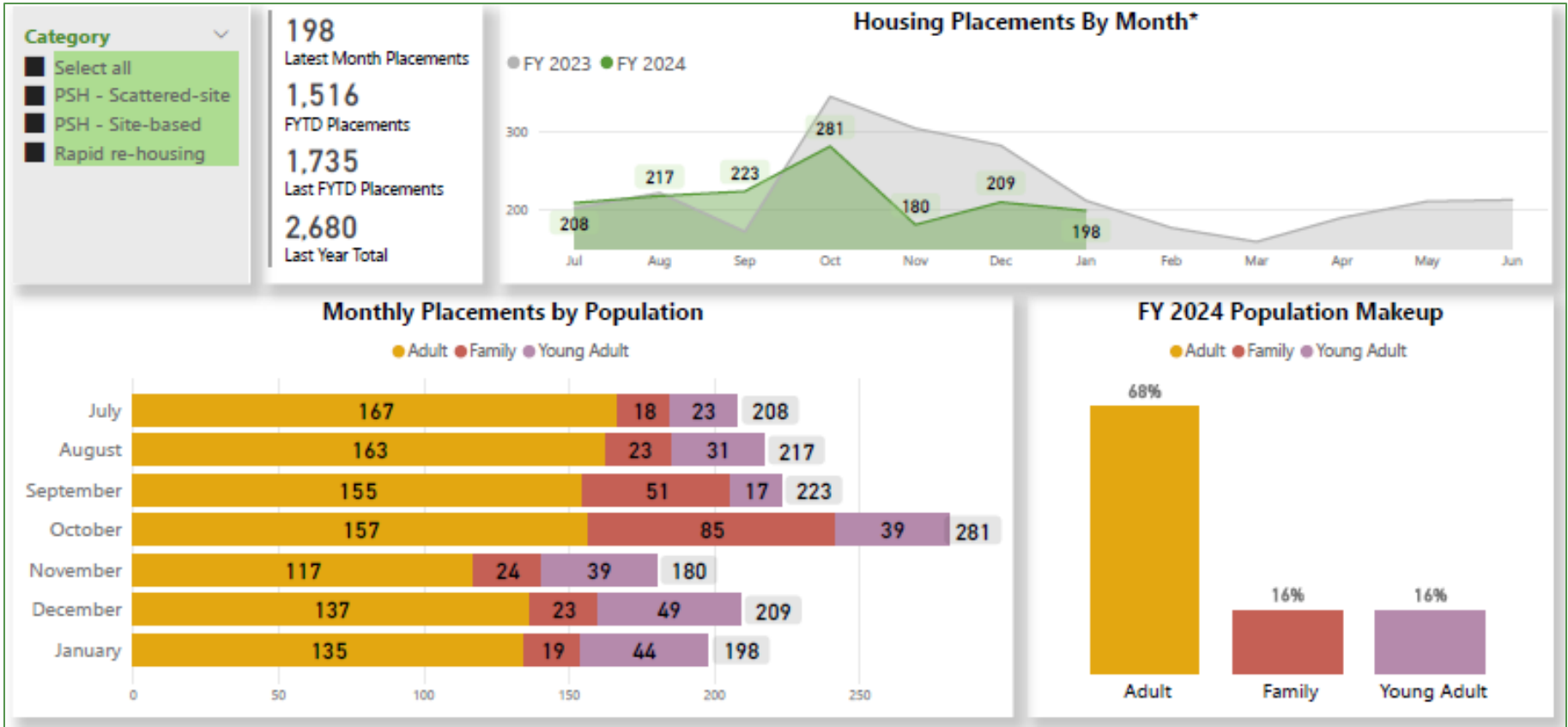
Housing Inventory Dashboard



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

Housing Placements

Emergency Housing Voucher (EHV) update:
947 households housed | Dashboard coming next month.
Data as of Feb. 28, 2024



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

Data through Jan. 31, 2024.

No additional placements in January through the housing ladder.

[Link to online dashboard.](#)

Housing: Program Updates

🔑 180 Jones opening:

- New building from the **Mayor's Office of Housing and Community Development (MOHCD) construction pipeline** starting move ins.
- 50% of units (**35 studios**) for chronically homeless adults.

🔑 Notice of Funding Availability #145 – **Elevator Modernization Project**

- **\$10 million** for elevator repairs in **permanent supportive housing SRO buildings master-leased by nonprofits**.
- Released on Feb. 16; proposals due on **May 16, 2024**.
- More information on the [HSH procurements webpage](#).

🔑 New scattered-site housing agreements for the **Ending Trans Homelessness** initiative signed on March 1: **Community Forward SF & Transgender Gender-Variant and Intersex Justice Project**.

🔑 **Sober Living Permanent Supportive Housing:**

- Committed to program model – seeking different site.

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.

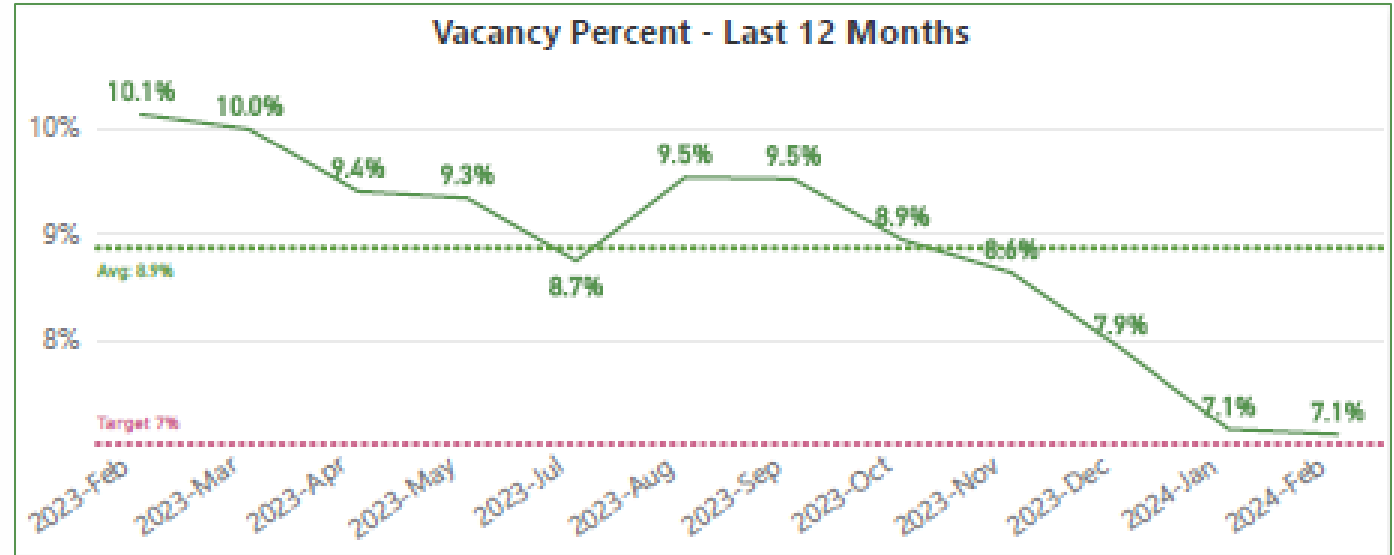
Housing Outcomes

Status	Total	Site-based PSH	Scattered-site PSH	Rapid re-housing
Moved In	30	5	13 <i>Incl. 6 EHV</i>	12

Data as of 2/22/2024. 6 individuals awaiting referral.



Housing Vacancies



Inventory	Vacancy Rates (as a percent of total inventory)
Total Vacancies 639	Vacancy Rate (Target 7%) 7.1%
Available for Referral 169	% Available for Referral 1.9%
Referral Pending 222	% Referral Pending 2.5%
Offline 248	% Offline 2.7%

Total inventory: 9,011 units.

Status	Offline Vacancies
Janitorial/Maintenance	169
Property Hold	40
Hold for Transfer	26
Coroner Hold	13
Total	248

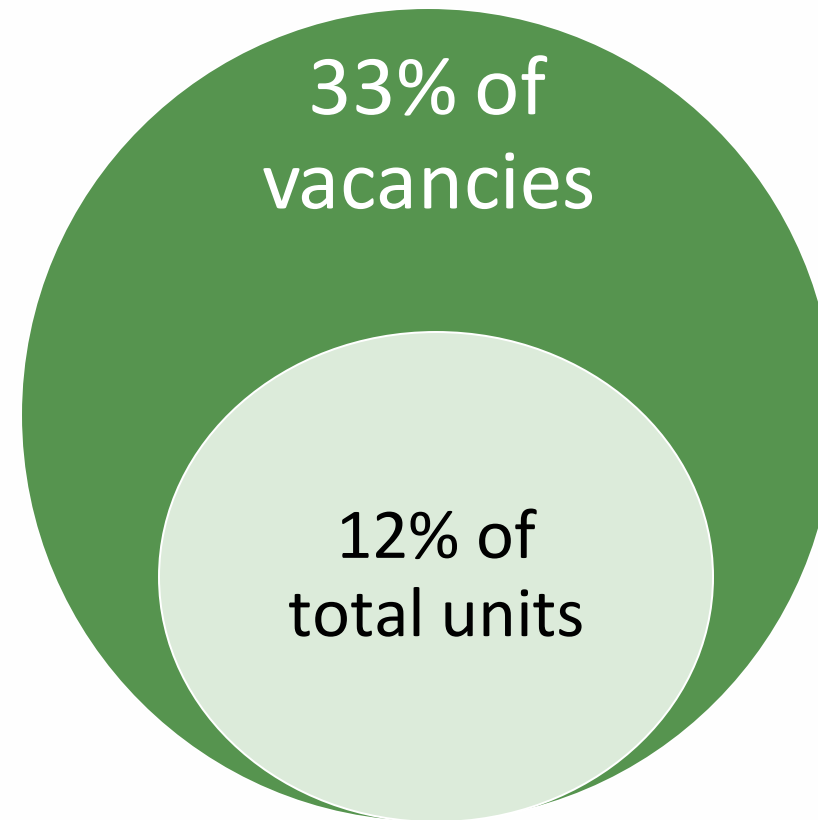
Excludes 1 site in lease-up phase with 58 units & 6 vacancies. 3 of these lease-up vacancies were available for referral.

Monthly data snapshots through Feb. 28, 2024

Reducing Vacancies

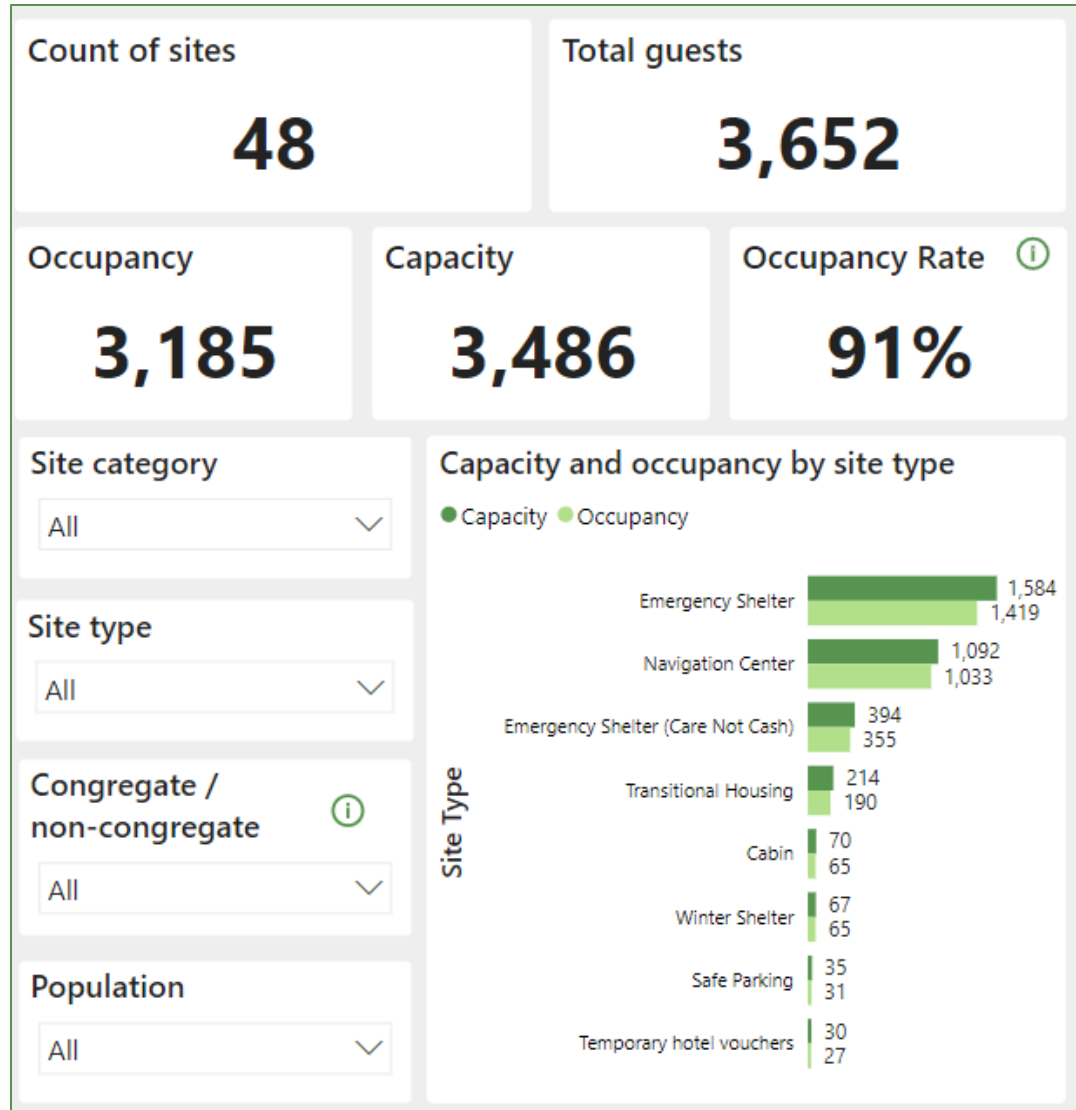
15 properties with the highest vacancy rates:

Focusing on a **small number of properties** that maintain **high vacancy rates**.



HSH Shelter Inventory

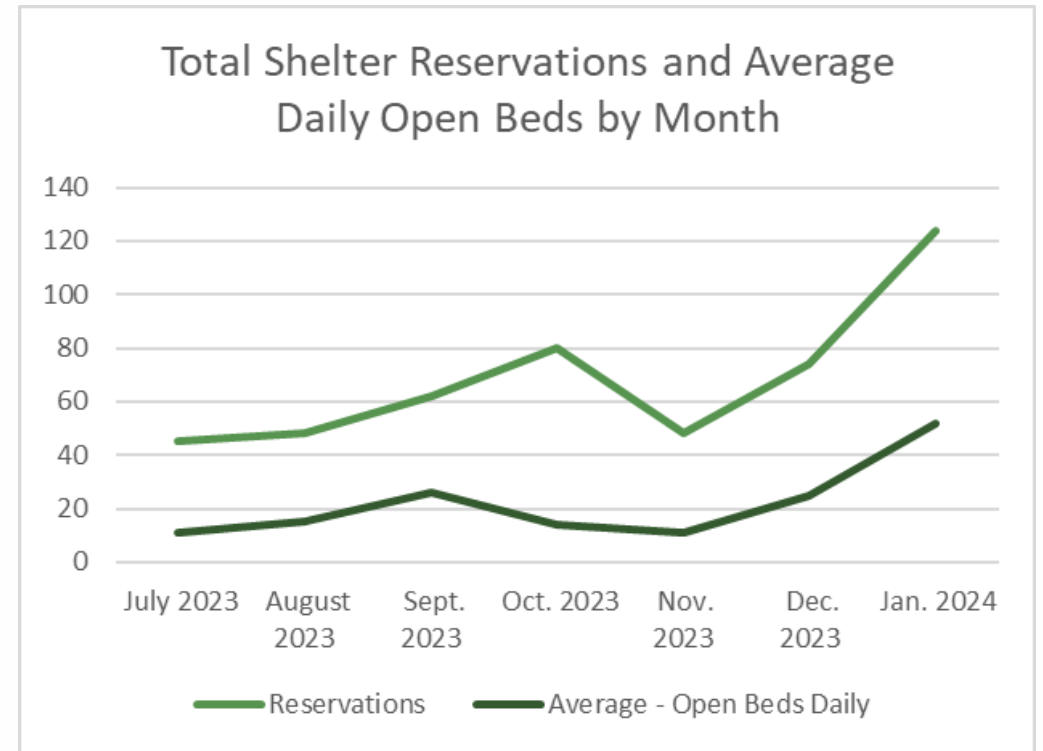
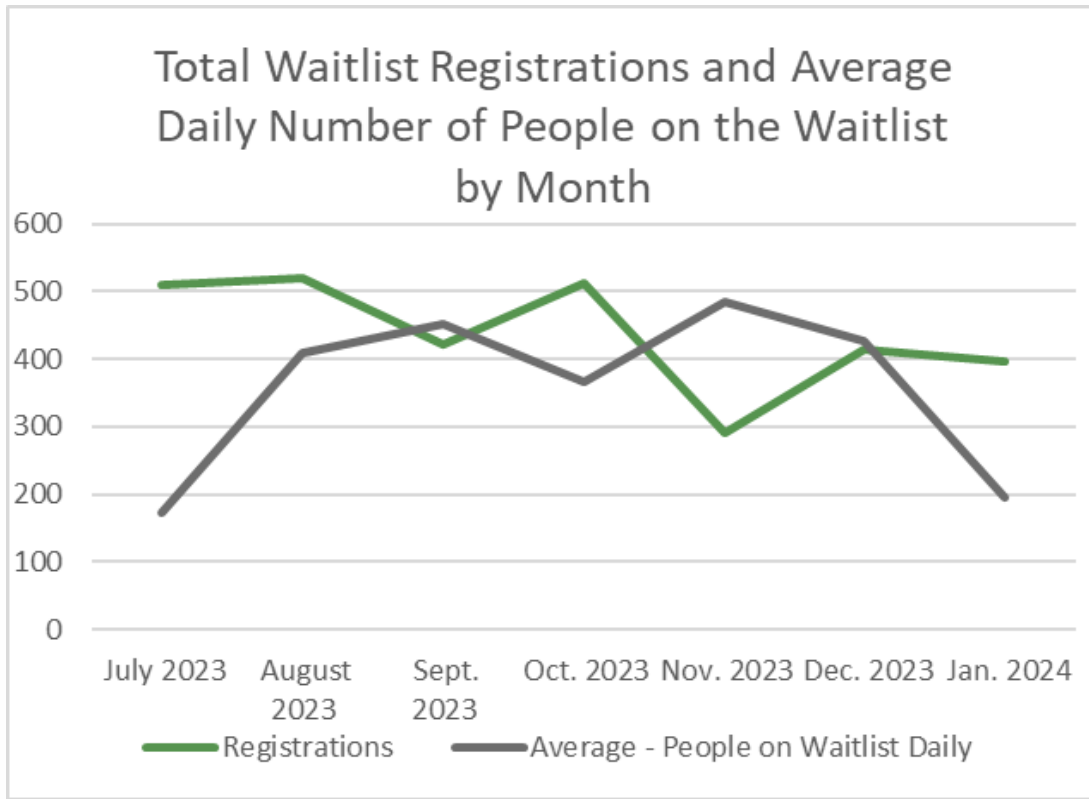
- Snapshot as of **February 27, 2024**.
- **Public dashboard** available on HSH website; **refreshes daily Monday – Friday**.
- **Ability to filter** to drill down on specific programs and populations served.



Program Updates: Shelter

- Mission Cabins program will open in April 2024:
 - Location: **1979 Mission Street**
 - Provider: **Five Keys**
 - **60 cabins** to serve up to **68 people** experiencing homelessness.
 - Showers and restrooms, meals, case management, 24/7 staffing.
 - Referrals through centralized guest placement team with priority for **unsheltered people in the Mission.**
- More information to come about denials of service and coordination with DPH.

Shelter Reservation Waitlist System Improvements



January Data

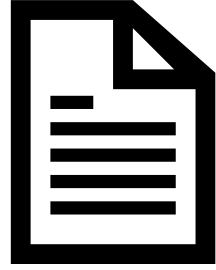
- 397 registrations
- Registration source: 21% via phone; 79% online
- 124 shelter reservations
- Average of 196 people on the waitlist daily



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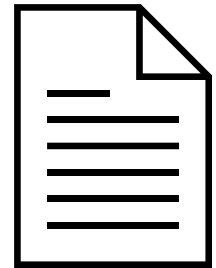
Additional Updates

Commission Review of Contracts



Agreements for new services:

- Staff presentation to Commission.



Modifications, extensions, or new agreements for cont. programs:

- Generally placed on consent agenda.

Local Legislative Update

- **Three grant agreement amendments** heard by HOC on 3/7 going through Board process.
- **Streamlined contracting ordinance** passed first reading at full Board on Feb. 27 – extended for **five years**.
- Six-month continuance of **behested payment waiver** introduced on Feb. 13.

Hearings scheduled for March:

Street Response Teams

Neighborhood and community impacts around permanent supportive housing sites

State Legislative Update:

- Deadline to introduce bills was **February 16**.
- HSH **tracking on key bills** and taking several to the City's **State Legislation Committee** this spring.

Bills for State Legislation Committee

- **AB 653**: Reduces barriers and increases support for using federal vouchers.
- **AB 1657**: \$10 billion bond to finance affordable rentals and homeownership program.
- **AB 1813**: Shallow subsidies for older adults.
- **SB 37**: Subsidies for older adults and adults with disabilities

Updates from other Advisory Bodies

• Local Homeless Coordinating Board:

- **Three** vacant seats.

• Shelter Monitoring Committee:

- **One** vacant seat.
- February meeting focused on **staff training, complaint response times, and reliability** of shelter **video systems**.

• Shelter Grievance Advisory Committee:

- **Four** vacant seats.
- Next meeting on March 12, 2024 from 2:30 – 4:30PM in City Hall Room #305 (hybrid)
- New SGAC Secretary Namon Little

Equity Office Updates

- **Affirming Trans Access to Housing** training:
 - Training for providers extended with monthly sessions through June 2024.
 - **479 provider staff** from **49 agencies** have signed up for or attended this training.
- Home by the Bay Equity Office work:
 - **Community listening sessions** under way with providers to familiarize them with the strategic plan and gather insights on how to address racial disparities.
 - Crosswalk with Racial Equity Action Plan in progress— building a **template** for each team and division's **action items**.
- 2 HSH staff have successfully completed the **Trauma-informed Systems 2024** cohort:
 - Trauma-informed lens for racial equity work.
- **Racial equity training module** now on **SF Learning** online portal.



HR Update & HSH is Hiring!

HSH's open positions are listed on the [citywide DHR website](#).

Positions Update

247 total FTE

46 vacant positions

51 active recruitments



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Questions?

Thank you!