



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Director's Report

**Homelessness Oversight Commission | August 1, 2024**



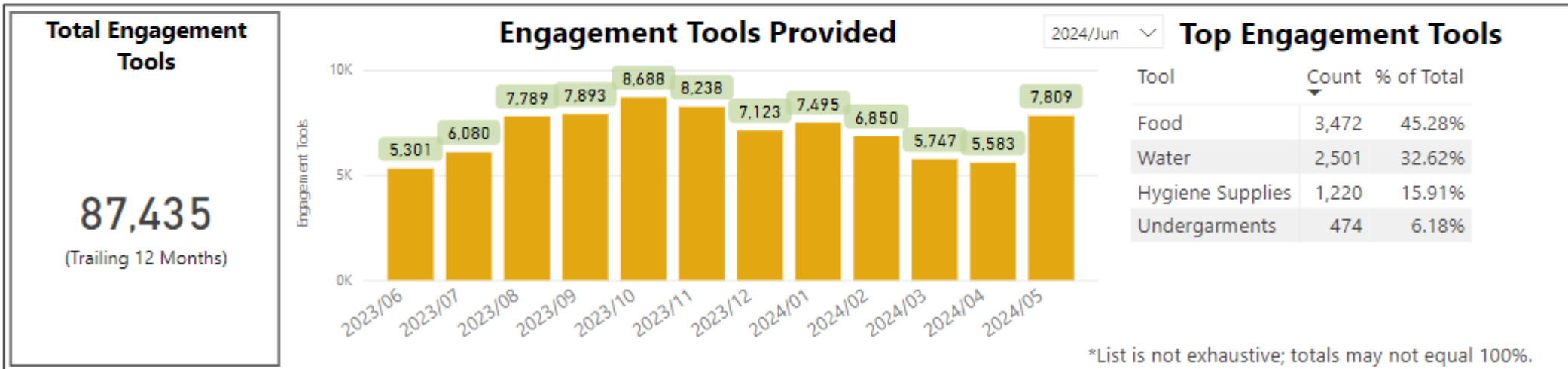
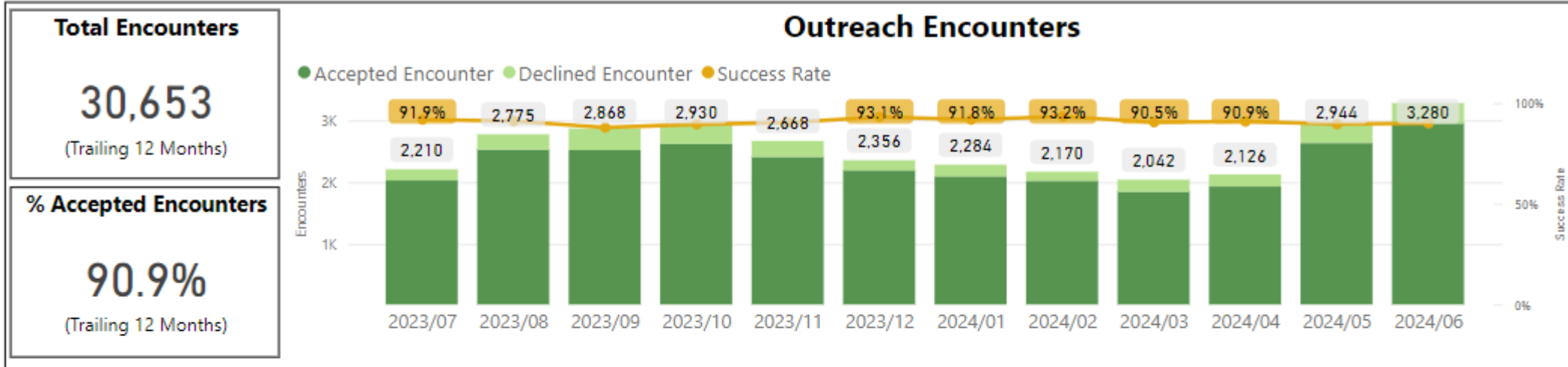


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# Homelessness Response System: Updates and Data\*

*\*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, 2024.

[Link to online dashboard.](#)

# Program Updates: Outreach

- In FY 2023-24, SFHOT made:
  - **2,456** shelter placements
  - **2,355** Coordinated Entry Access Point referrals
  - **65** housing placements
- In May, HSH established a **community referral process** with the **Latino Task Force** to support connections to services, including shelter for Latinx people experiencing homelessness in the Mission.

## Outreach Success Story

In July, the HOT outreach team encountered a young adult that was new to the area. SFHOT engaged the individual and learned that they had only been in San Francisco for a short time. SFHOT offered relocation assistance and supported reunification of the individual with their family in California.

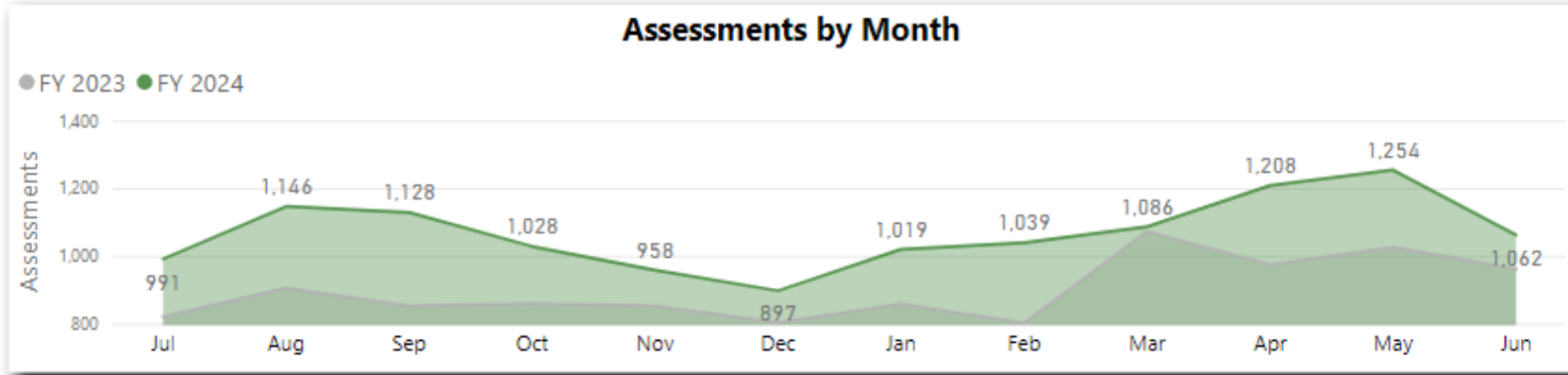
# Coordinated Entry Assessments

1,062  
Latest Month Assessments

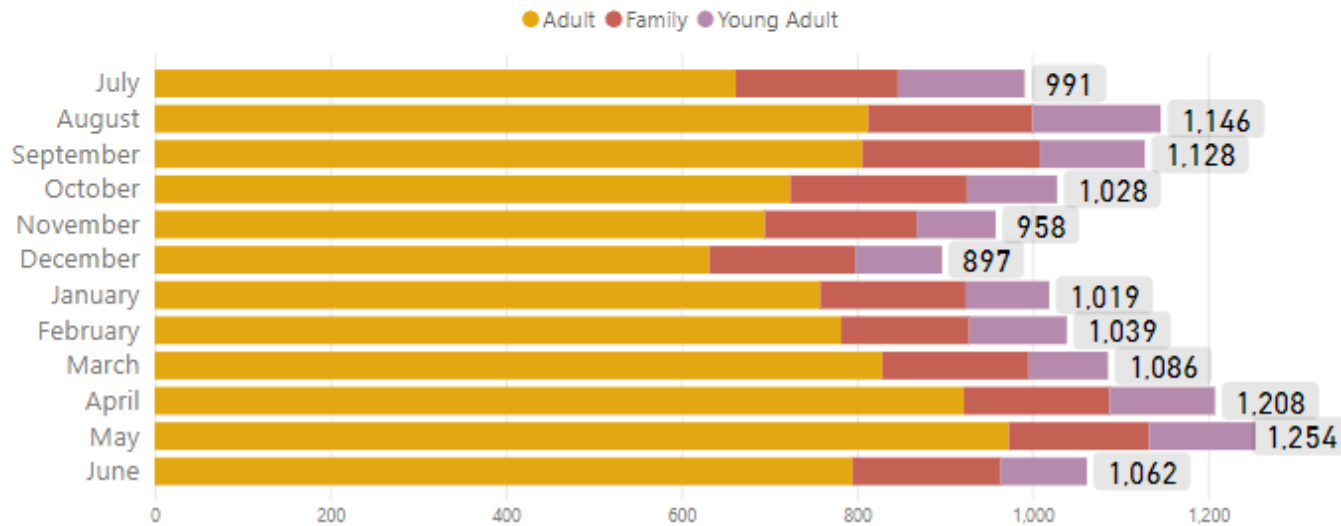
12,816  
FYTD Assessments

10,782  
Last FYTD Assessments

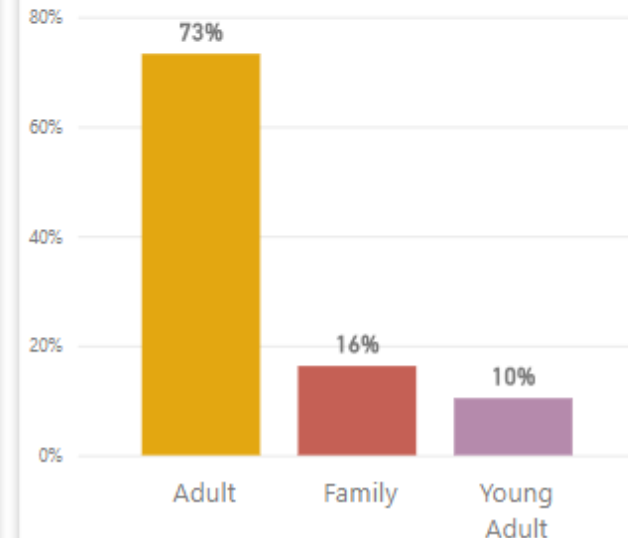
10,782  
Last Year Total



### FY 2024: Population Assessment by Month



### FYTD Population Makeup



*Data through June, 2024*

*Includes new assessments and re-assessments.*

[Link to online dashboard.](#)

# Program Updates: Coordinated Entry

• **Coordinated Entry Adult Access Point SF Pretrial Diversion** which focuses on helping justice-involved individuals get connected to Coordinated Entry will be **moving offices** next month.

- **New Office Location: 1200 Folsom Street**

• **Update to MTA Fee Waiver Partnership**

- HSH and MTA have provided **fine and fee waivers** and **free MUNI Access Passes** to people experiencing homelessness for almost 2 years.
- In order to protect against fraud, as of July 24, 2024 those seeking a waiver of **\$5,000+** will need to complete **additional verification** and could result in up to a **10-day delay**.

## MTA Fine & Fee Waiver Program

- 43,000 people served
- 35,000 tickets and fines dismissed

*Data reflects the initial 23 months of the program.*

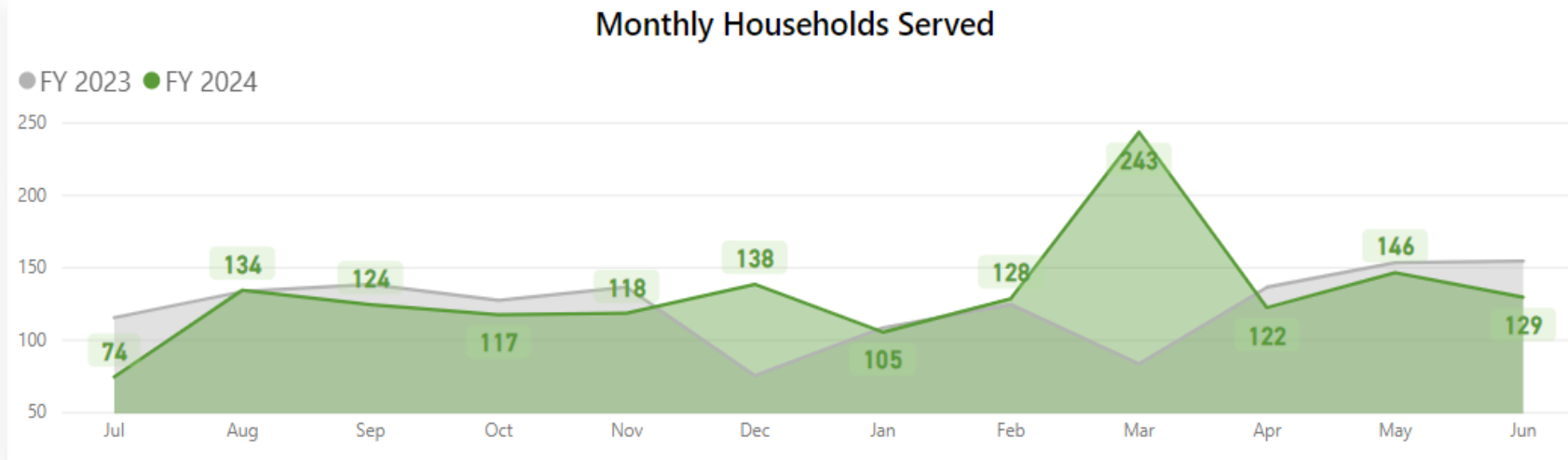
# Homelessness Prevention

## Date of Assistance

7/1/2023 6/30/2024

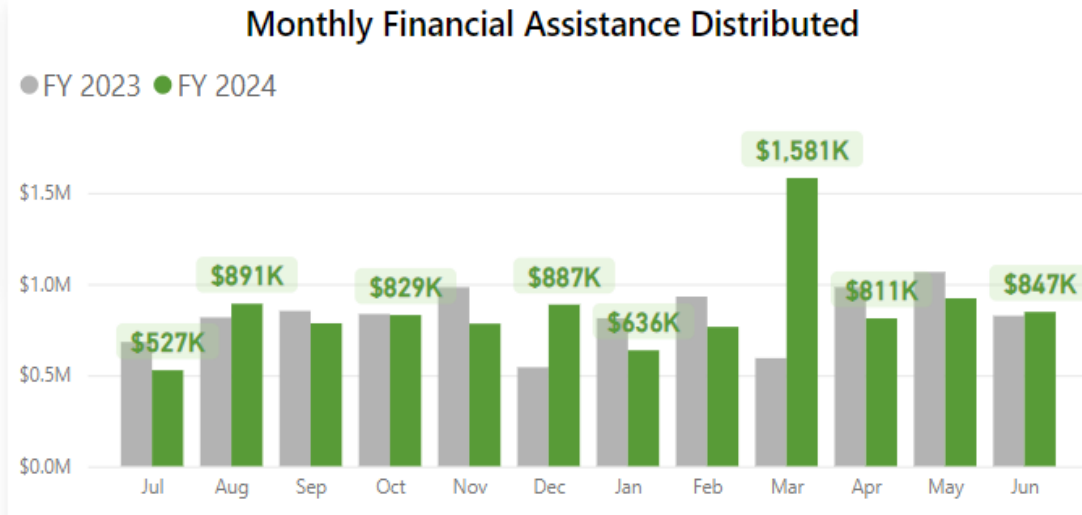
## Total Households Served

1,530



## Total Financial Assistance Distributed

\$10,262,282



## Types of Financial Assistance

Assistance Type	Amount
Back Rent	\$5,036,889
Move in Assistance	\$2,096,579
Stipulated Agreement Assistance	\$1,575,547
Future Rent	\$1,553,267
Other	\$0

This report includes prevention assistance funded and administered by HSH. It does not include ERAP assistance administered by other City departments (i.e. MOHCD)

Data through June 30, 2024

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

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

Data is for Fiscal Year 2023-24.

Households Served: 4,339

- Below 30% of Area Median Income (AMI): **81%**
- Experienced homelessness: **63%**
- At risk of displacement: **72%**
- Received eviction notice: **8%**
- Identify as people of color: **80%**

Average Assistance

\$6,246

Total Distributed

\$27.1 m



# Problem Solving Resolutions

## Service Dates

7/1/2023 6/30/2024

## Households

1,070

Unique Households Resolved

10,784

Households Served

## Services

1088

Total Resolutions

\$3,270,093

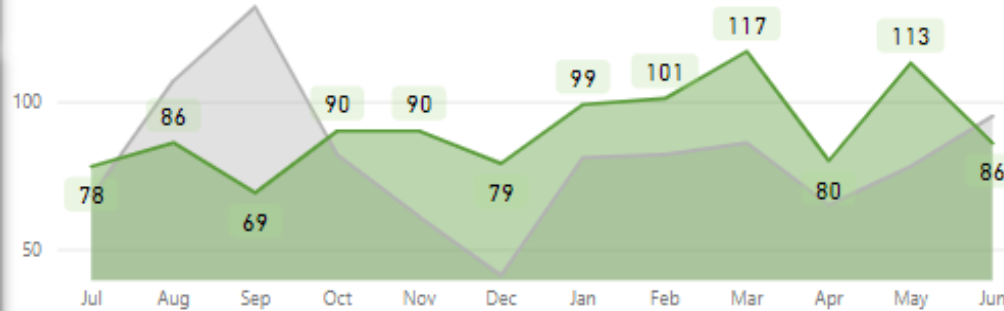
Total Financial Assistance

16,287

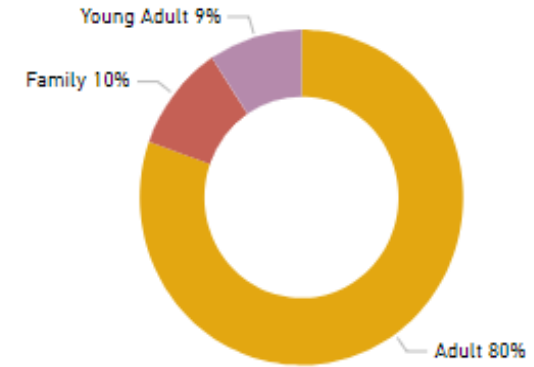
Total Conversations

## Resolutions by Month

FY 2023 FY 2024



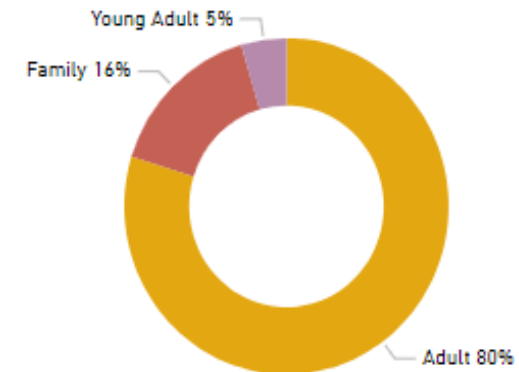
## Population: Household Type Resolved



## Top 5 Types of Financial Assistance

Assistance	Amount
Move-in assistance for housing outside the San Francisco homelessness response system, including deposits and first and last month's rent	\$2,598,772
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$263,374
Rental assistance after move-in	\$200,158
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$145,205
Travel and relocation support outside of San Francisco that will result in a housing connection- food stipend	\$15,962

## Population: All Problem Solving Household ...



Data through June 30, 2024.

[Link to online dashboard.](#)

# Relocation Assistance

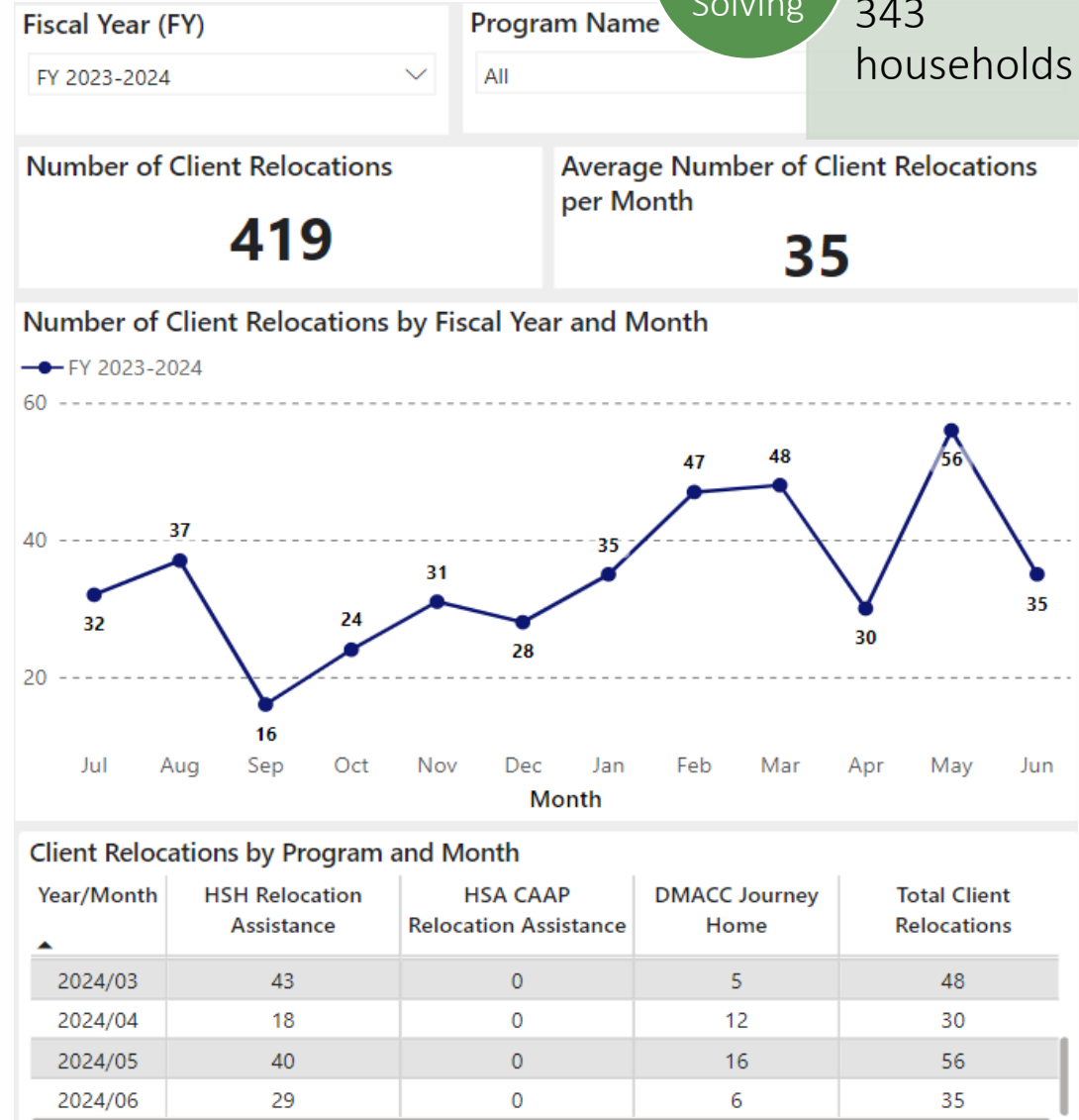
San Francisco offers three programs that help people experiencing or at risk of homelessness reunite with support networks and stable homes outside the city.

- **Problem Solving Relocation Assistance:** Offered by the Department of Homelessness and Supportive Housing for unhoused clients.
  - *This program started in **July 2022** as the successor to the longstanding Homeward Bound program.*
- **County Adult Assistance Program (CAAP) Relocation Assistance:** Offered by the [Human Services Agency](#) for CAAP recipients.
  - *This program started in **April 2023**.*
- **Journey Home:** Offered by **HSA and HSH** as part of the Drug Market Agency Coordination Center (DMACC) for unhoused people and people with substance use disorders.
  - *This program started in **September 2023**.*

New citywide Relocation Assistance dashboard is live on the [HSH website](#).



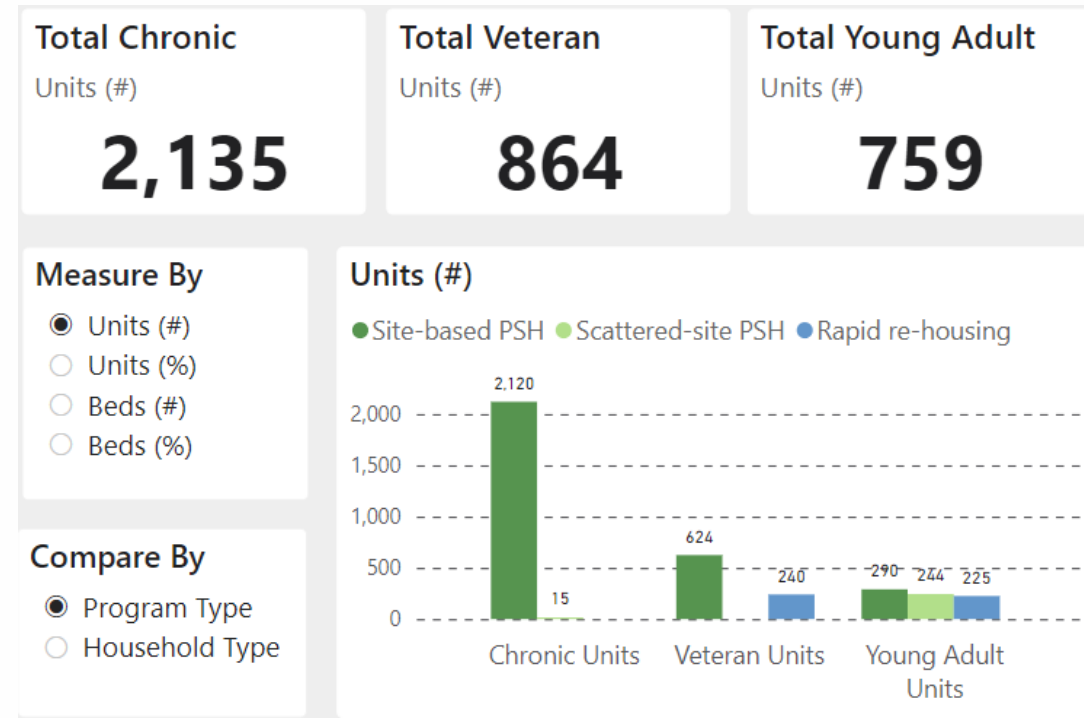
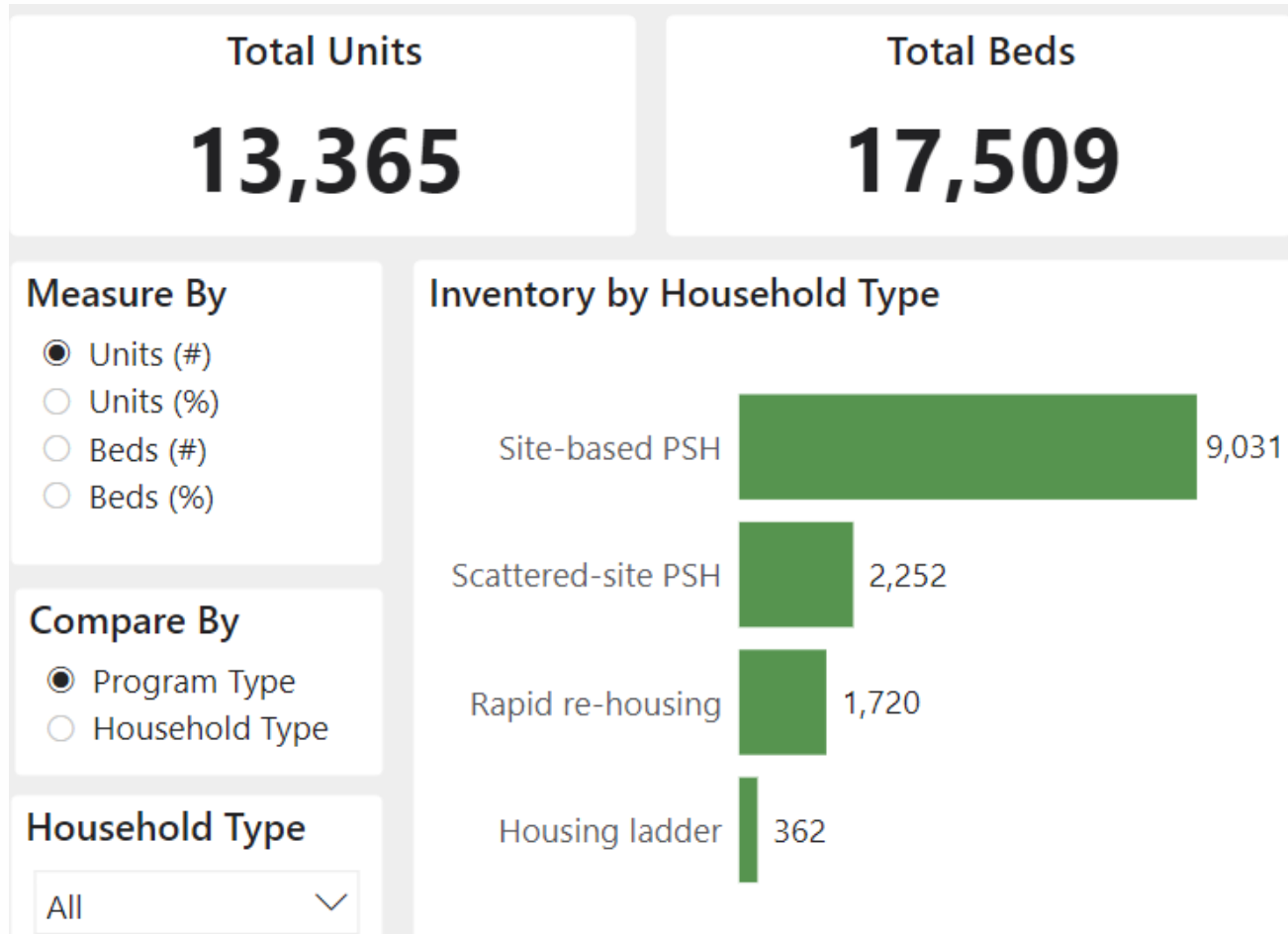
343 households



# Program Updates: Relocation Assistance

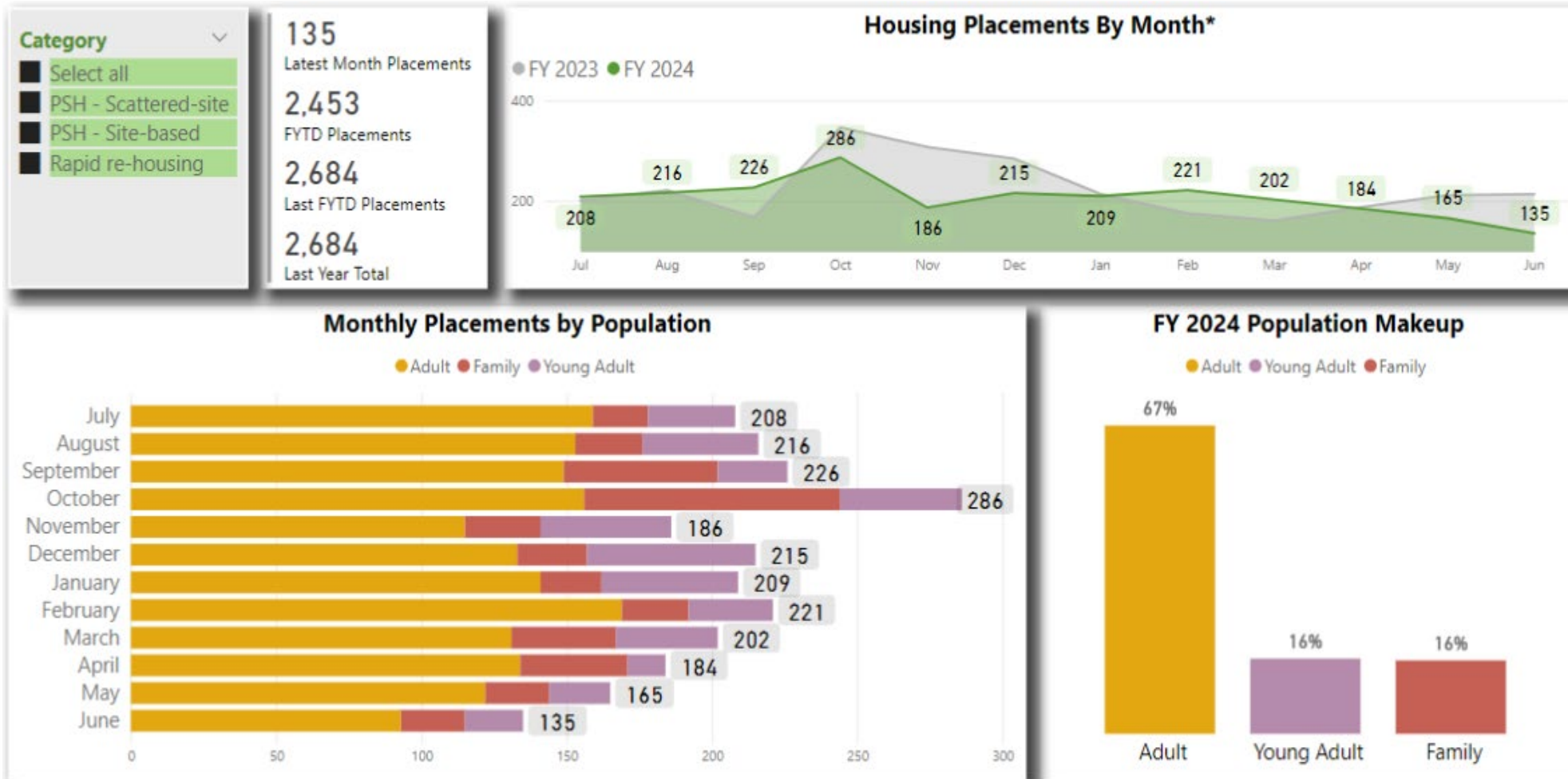
- HSH is working to **expand access** to **relocation assistance programs** across the **Homelessness Response System** to ensure that anyone experiencing homelessness and engaged with HSH funded services has a pathway home.
- HSH will be working with our non-profit partners over the coming month to support this expanded access to Relocation Assistance, including:
  - Ensure relocation assistance are part of every Problem Solving conversation at **Coordinated Entry Access Points**;
  - Incorporate relocation assistance services as a resource for case managers in **Shelter** and **Housing** to offer as part of their intake and care planning.
  - Explore **nontraditional partnerships** with stakeholders outside our system of care (churches, etc.)

# Housing Inventory Dashboard



*Data as of July 3, 2024.*  
[Link to online dashboard.](#)

# Housing Placements



*Placements into HSH's overall portfolio of 1,934 units. Excludes transfers.*

*Data through June 30, 2024.*

[Link to online dashboard.](#)

# Housing Program Updates

## Family Housing Ladder

- Referrals for **31 slots** of **Family Housing Ladder** began in July.
- 40 applications received through the public Family Housing Ladder application process.

## Workforce Collaboration

- HSH, OEWD and workforce partners (Goodwill, Hospitality House, Success Centers and ECS) facilitated a **training** for **scattered-site housing partners** on **workforce development programs**.

## Corporation for Supportive Housing (CSH) Trainings for PSH Providers

- June 2024: Training on **trauma-informed supervision**.
- August 2024: Training on **crisis intervention** and **de-escalation**.

# Young Adult PSH: FY 2023-24 Highlights

- TAY PSH providers supported **46** Young Adult PSH tenants to **"move on"** from PSH into stable housing placements with less intensive services.
  - This supports both young adults seeking more autonomy in housing and opens PSH slots for vulnerable young adults in need of higher levels of support services.
- **Larkin Street's Young Adult Court Collaborative** (PSH Scattered Site) program released a documentary called **"Just Free: Systems Impacted Youth Surviving San Francisco"** in collaboration with partners including Felton Institute and the Office of Public Attorney.
- **First Place For Youth** sites hosted **First Aid Workshops** where tenants received certifications.



# Housing Updates: Elevator Modernization Project NOFA

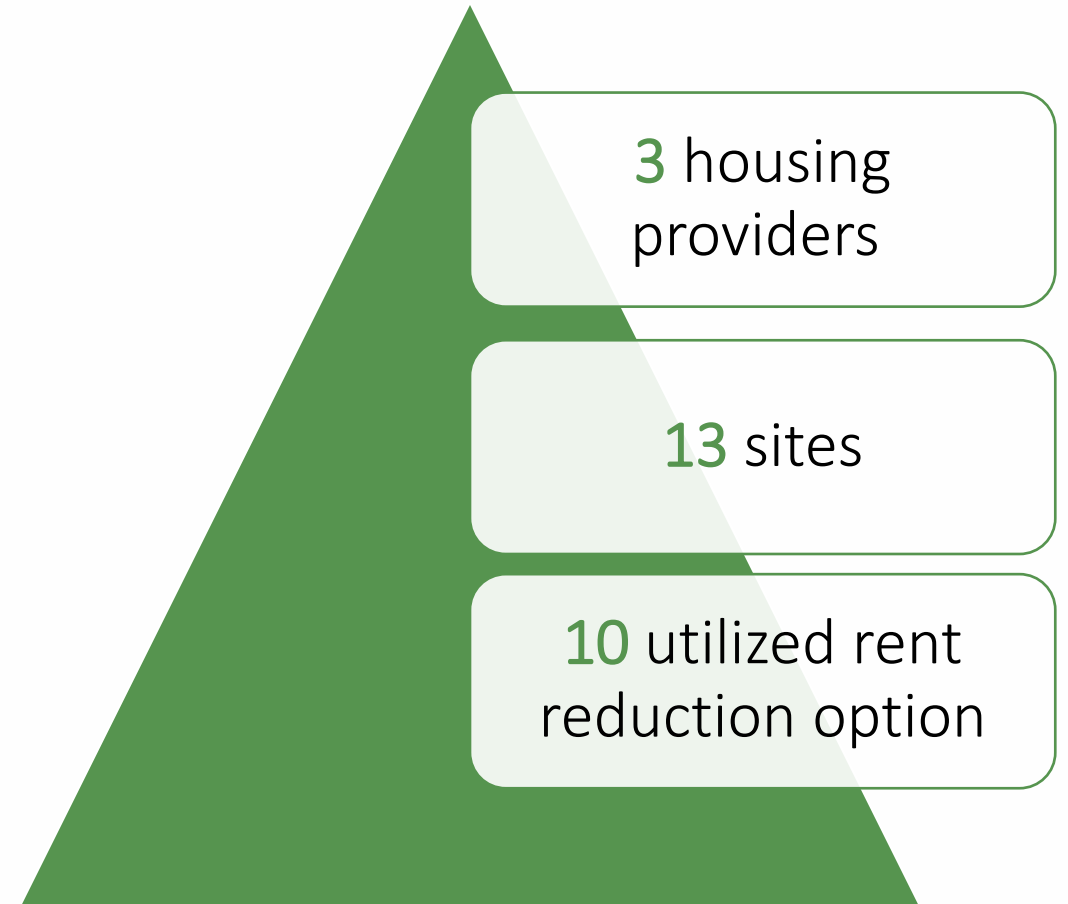
**Total Funding Available:** \$10 Million

**Notice of Funding Availability (NOFA):**

- Released February 15, 2024
- 13 applicants

**Next Steps:**

- First batch of Agreements anticipated to come to the HOC in **October 2024**.



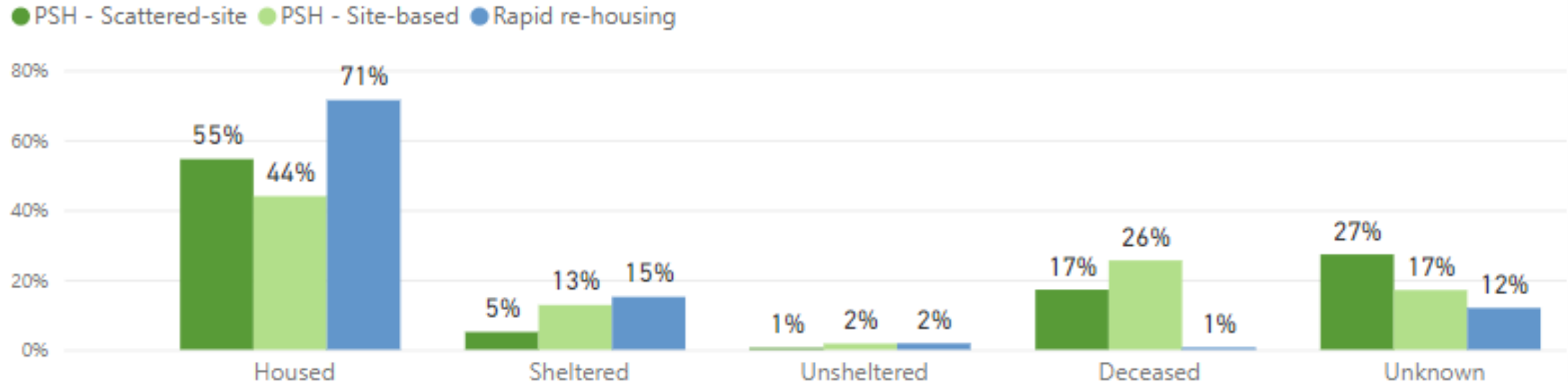


# Housing Exits

In FY 2023-24, HSH provided housing for **16,403** households. **2,851** of those households **exited housing**:

- **55%** exited to other housing placements
- **2%** exited to unsheltered homelessness
- **13%** exited to shelter
- **15%** deceased
- **16%** exit destination unknown

Housing Exit Destinations by Category and Housing Type: Exits After Moving In



# Housing Vacancies

HSH continues to implement **strategic initiatives** to **reduce vacancies** including:

- Proactive **outreach** and **document preparedness** for housing placement referrals.
- **Community outreach strategy** to fill new Harbor Haven shared housing.
- Continue to **refine referral process** based on client feedback.



# Housing Vacancies

## Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial/Maintenance	182
Recently Vacated	96
Property Hold	59
Hold for Transfer	43
Coroner Hold	18
<b>Total</b>	<b>398</b>

*No sites in active lease-up.*

*Monthly data snapshots through Jul. 17, 2024.*

## Inventory

Total Vacancies

793

Available for Referral

166

Move-in in Progress

229

Offline

398

## Vacancy Rates

(as a percent of total inventory)

Vacancy Rate (Target 7%)

9.1%

% Available for Referral

1.9%

% Move-in in Progress

2.6%

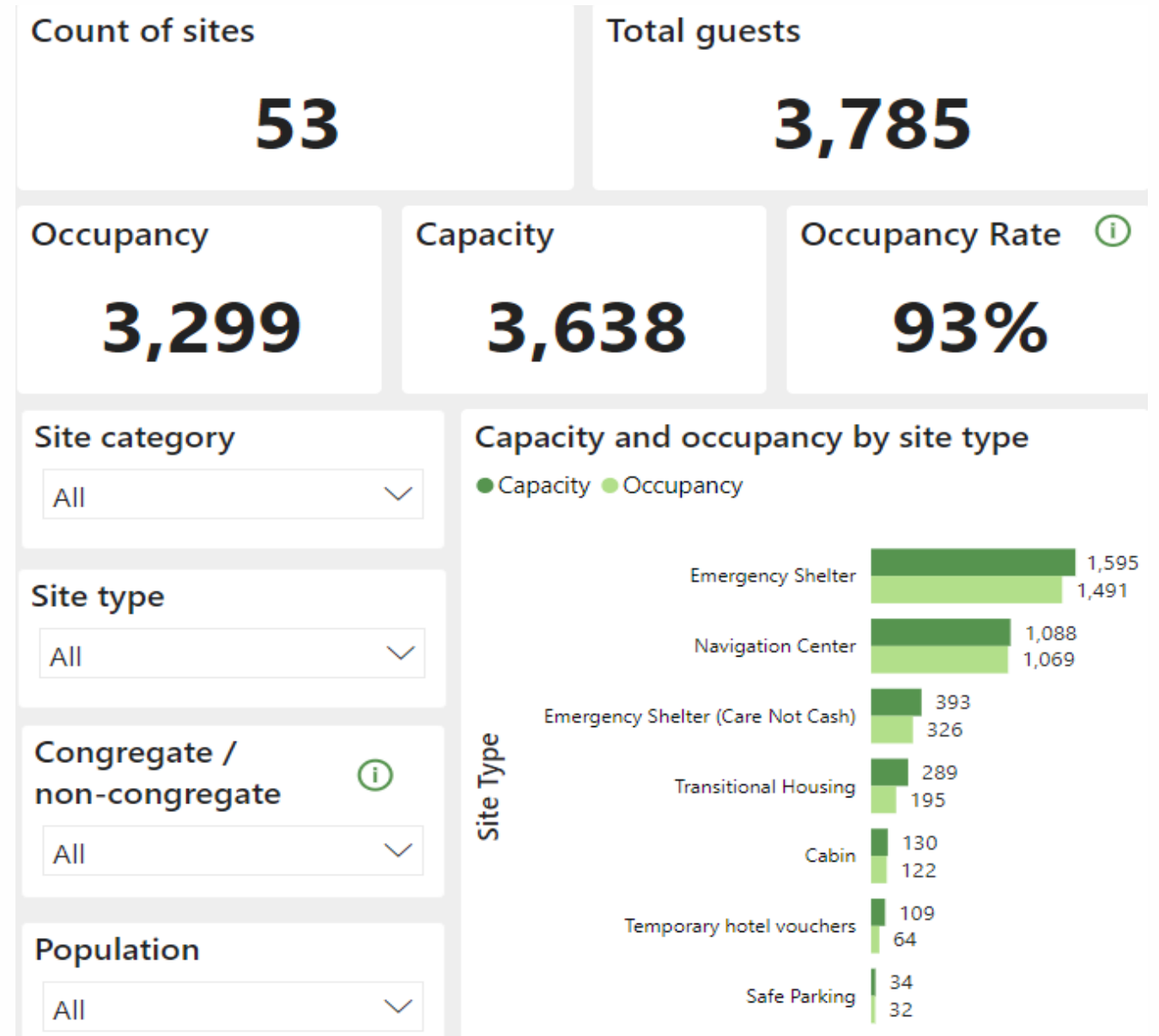
% Offline

4.6%

Total inventory: 8,671 units.

# HSH Shelter Inventory

- Snapshot as of July 24, 2024.
- [Public dashboard](#) available on HSH website; refreshes daily Monday – Friday.
- **Ability to filter** to drill down on specific programs and populations served.



# Shelter Updates

## Family Urgent Accommodation Vouchers (hotels):

- Successfully **added 35** vouchers in May-June for **current capacity** of **50**.
- Will add an additional **80 vouchers** over the coming months for a **total capacity of 130** this Fall.

## Program Updates

- The following programs transitioned providers from as of July 1, 2024, with no interruptions to services:
  - **Central Waterfront Navigation Center:** Providence Foundation to Five Keys
  - **6th Street Storage:** Providence Foundation to Episcopal Community Services (ECS)

## RESTORE Program (DPH & HSH)

- Based on success of the program, expanded from **9 to 20 rooms** at the Adante Hotel in July.
- **RESTORE** supports unsheltered people experiencing homelessness and who have substance use disorders to stabilize and connect to recovery/treatment resources.

## Problem Solving Training for Shelter Case Managers

- On July 24th, HSH hosted a training for case managers in the Adult Shelter System on **problem-solving services** in the Homelessness Response System.

# Adult & Family Shelter Reservation Waitlist

## Adult Shelter Waiting List

Currently 152 people on the waiting list

575 people joined the wait list in June

Average time on waiting list = 12 days (for people who accepted placement offers)

In June, 112 people were placed into shelter from the reservation system

## Family Shelter Waiting List

458 families\*

77 of these families are in an HSH funded family emergency shelter.

# Lake Merced and Winston Blvd: Outreach and Housing Placements Update

- HSH has been working with SFMTA to **coordinate outreach** before enforcement of new parking restrictions near Lake Merced and on Winston Blvd.
  - SFMTA will begin parking enforcement on Winston Blvd on **August 1, 2024**.
  - In advance of enforcement beginning, SFMTA distributed notices that included HSH resource cards in multiple languages.
- On June 27th, HSH hosted an **Outreach Fair** in partnership with **multiple non-profit providers** and **HSA** to support benefits enrollment.
  - 27 households engaged
    - 25 households from Winston Blvd, 2 from nearby streets
    - 12 new CE assessments completed
  - 16 households completed benefits enrollment

## Lake Merced Housing Outcomes

23 households  
moved into housing

- 3 site-based PSH
- 13 scattered-site PSH
- 7 rapid rehousing



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# Additional Updates



# Overview: FY 2024-25 & FY 2025-26 Budget

\$ in millions	FY23-24 Adopted	FY24-25 Mayor's Proposal	FY24-25 Budget Committee	\$ Change from Mayor's Proposal	FY25-26 Mayor's Proposal	FY25-26 Budget Committee	\$ Change from Mayor's Proposal
<b>Total Budget</b>	<b>\$713.3</b>	<b>\$846.7</b>	<b>\$846.3</b>	<b>(\$0.4)</b>	<b>\$677.0</b>	<b>\$676.9</b>	<b>(\$0.1)</b>
<i>Revenue</i>	<i>\$411.2</i>	<i>\$530.5</i>	<i>\$530.5</i>	-	<i>\$370.7</i>	<i>\$370.7</i>	-
<i>General Fund</i>	<i>\$302.1</i>	<i>\$316.2</i>	<i>\$315.8</i>	<b>(\$0.4)</b>	<i>\$306.3</i>	<i>\$306.2</i>	<b>(\$0.1)</b>

# BOS Changes to HSH Budget

- **Increase of \$1.8 Million** in General Fund for **FY 2024-25**.
  - One-time \$1M addback for TAY Flexible Housing Pool slots
  - Mayor's Technical Adjustments increase of \$788K
- Decreases due to Budget & Appropriation Committee reductions.
  - **\$2.2M reduction** mostly to increase salary savings, no programmatic impact
- Net changes = **\$0.4M reduction** in FY24-25 and **\$0.1M reduction** in FY25-26 compared to Mayor's Proposed Budget.
- Board did not restore Mayor's Office reductions including:
  - **Grants and contract reductions** (including SFHOT outreach), **Nonprofit Cost-of-Doing Business (CODB)** set at 2.5% in FY25 and no CODB in FY26

# 2023 Annual Cost Estimates

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

# Legislative Update

- Legislation passed in **June** and **July**:
  - HSH participated in two **FY 2024-26 Budget Hearings** and successfully passed required **Trailing Legislation**
  - **November 2024 GO Healthy, Safe and Vibrant San Francisco Bond**
  - Short-term extensions for the **non-congregate shelter booking agreements** for the Cova, Adante and Monarch hotels through March 31, 2024
  - MOHCD **Loan Agreement** for the Granada Hotel
- Upcoming Legislation in the **Fall**:
  - **Ground leases** for young adult PSH at recently acquired 42 Otis and 1174 Folsom.
  - **1 grant agreement amendment** for homelessness prevention assistance and a **new agreement** for property management services at 1174 Folsom.
  - **Behested Payment Waiver** for HSH and the Mayor's Office for homeless services.

# Legislative Update: Commission Reform

On July 23, 2024, the Board of Supervisors approved legislation setting forth a ballot measure for Commission Reform on the November 5th ballot.

If passed by voters, the measure would:

- Amend the San Francisco Charter to establish a **Commission Streamlining Task Force**, charged with making recommendations to the Mayor and the Board about ways to modify, eliminate or combine the City's appointive boards and commissions.
  - By **September 1, 2025**: Budget and Legislative Analyst prepare a report analyzing the cost of the current system and projected financial impact of eliminating or combining bodies.
  - By **February 1, 2026**: Task Force prepare and submit recommendations
  - By **April 1, 2026**: hearing at the Board of Supervisors on the proposed recommendations.

# Updates from other Advisory Bodies

## • Local Homeless Coordinating Board:

- 2 vacancies
- The LHCB recently formed the **Lived Experience Working Group (LWEB)** as part of the LHCB Funding Subcommittee to support the local CoC annual grant competition. Members must have **lived experience** within the last 7 years or be **active program participants**.

## • Shelter Monitoring Committee:

- 1 vacancy
- Next meeting: August 21, 2024

## • Shelter Grievance Advisory Committee:

- 5 vacancies
- Next meeting on Tuesday, September 17th, 2024 from 2:30 – 4:30PM

# Equity Office Updates

## HBCU Scholar

Welcome to **Tameria Watkins**, one of the scholars from the inaugural cohort of the Historically Black College & Universities (HBCU) Summer Educational Program, through the Human Rights Commission. Tameria will be spending 6 weeks this summer supporting the work of the HSH Equity Office.



## Trainings:

- **Affirming Trans Access to Housing (ATAH) Training Symposiums** conducted final session on July 15th. Digital ATAH training will be available on DPH's Learning Portal and accessible to city and provider staff.
  - **8** symposiums completed with over **500** attendees across **50** organizations
- **HSH Racial Equity Training Series #4:**
  - 50% of HSH attended in June and July, with remaining staff attending in August.



# HR Update & HSH is Hiring!

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

## Positions Update

256 total FTE

47 vacant positions

50 active recruitments





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# Questions?

Thank you!