



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | August 1, 2024



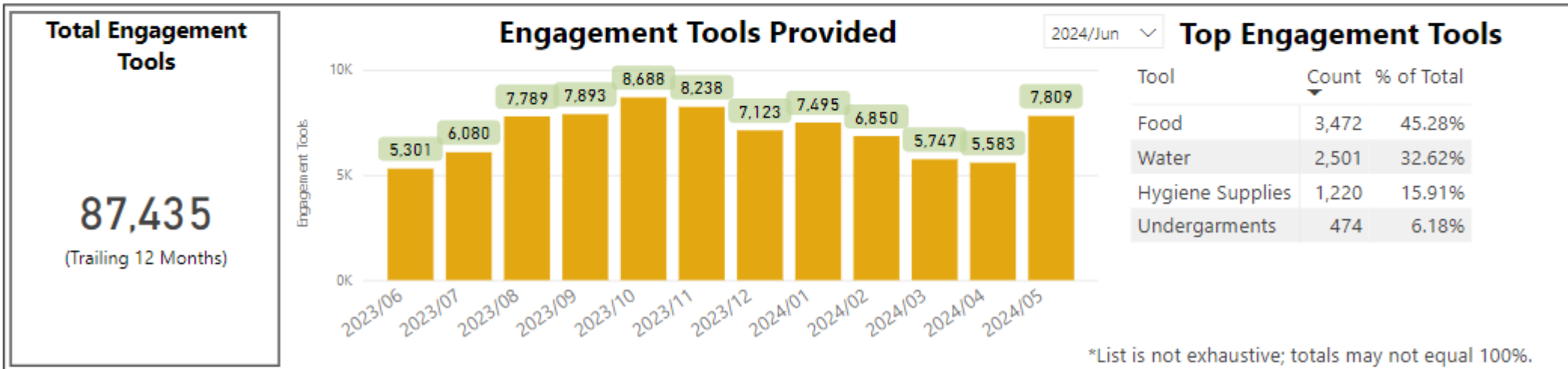
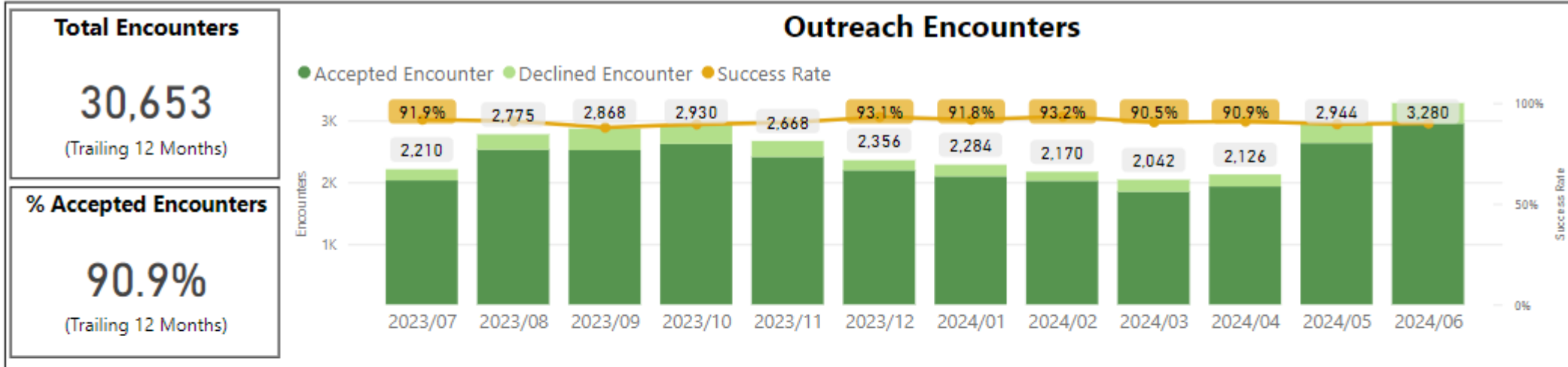


DEPARTMENT OF
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Homelessness Response System: Updates and Data*

**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.

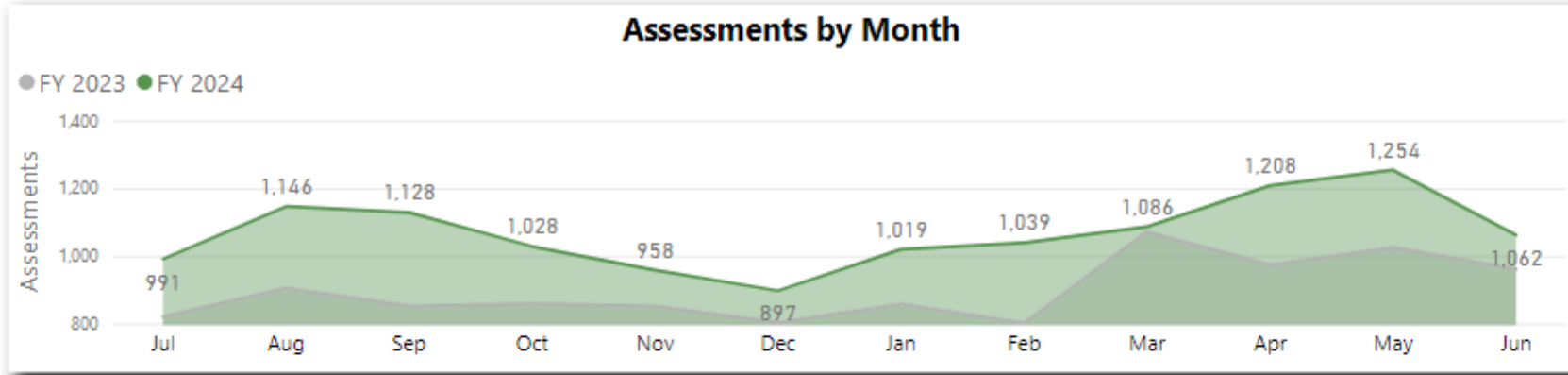
Coordinated Entry Assessments

1,062
Latest Month Assessments

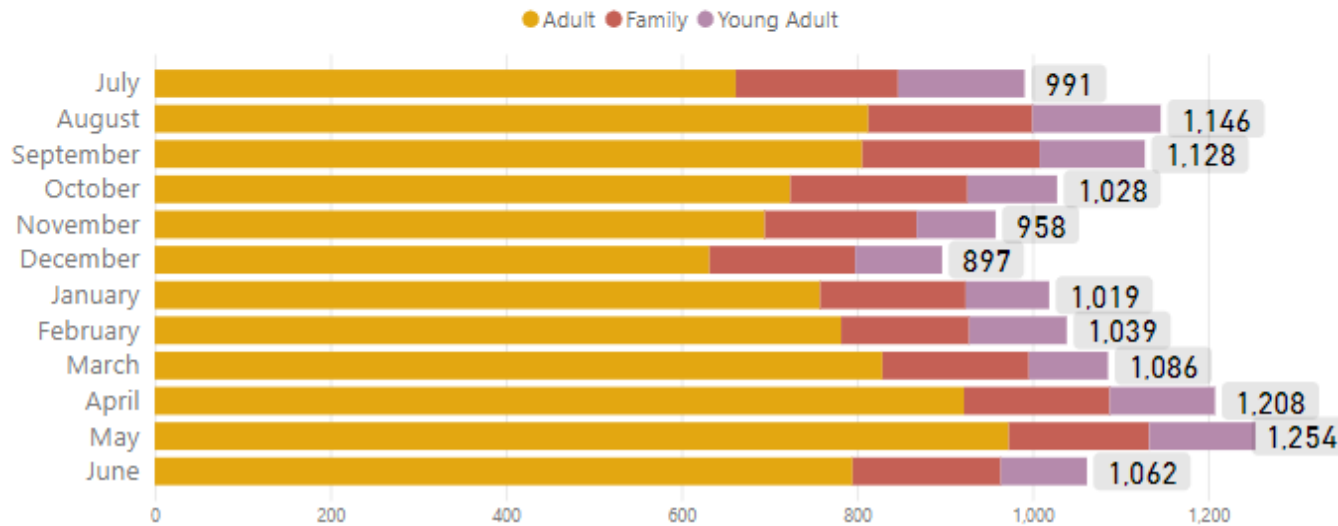
12,816
FYTD Assessments

10,782
Last FYTD Assessments

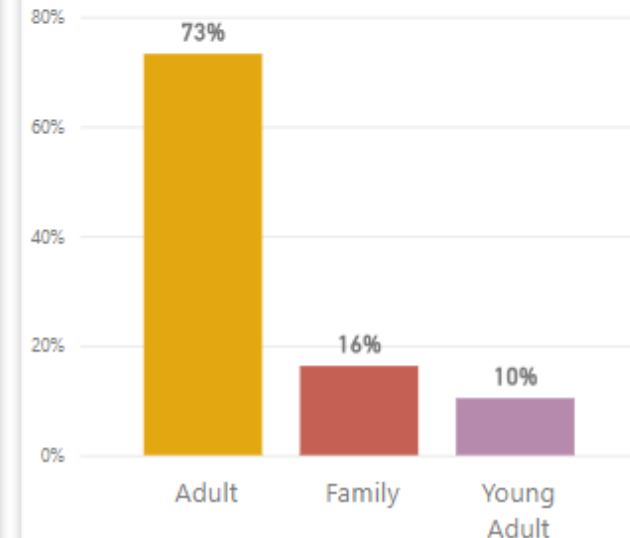
10,782
Last Year Total



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.

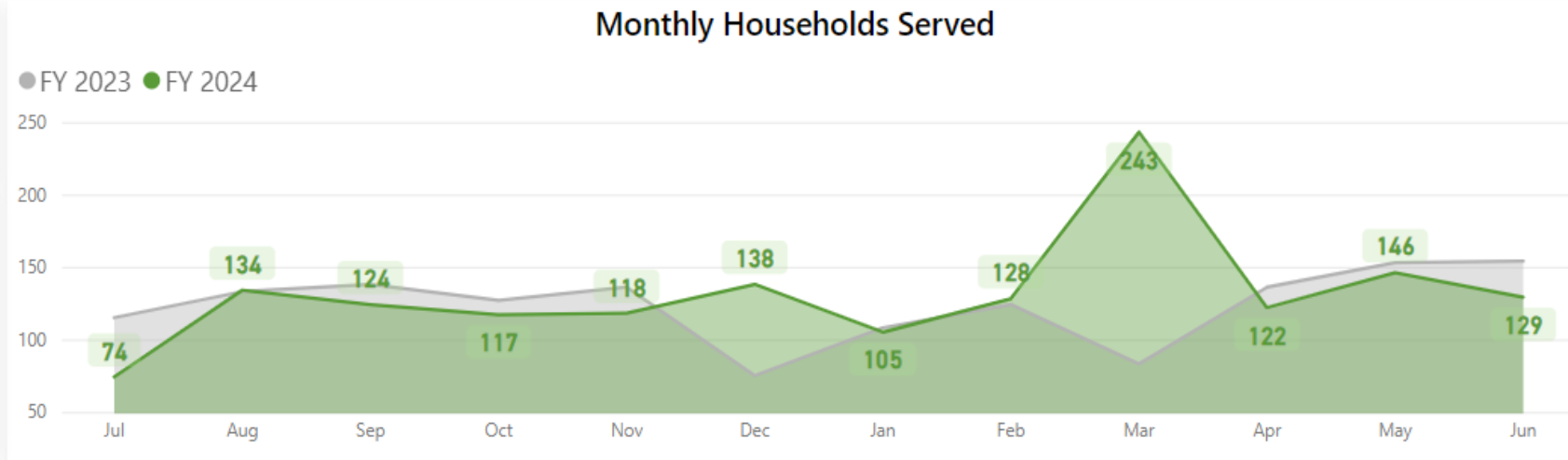
Homelessness Prevention

Date of Assistance

7/1/2023 6/30/2024

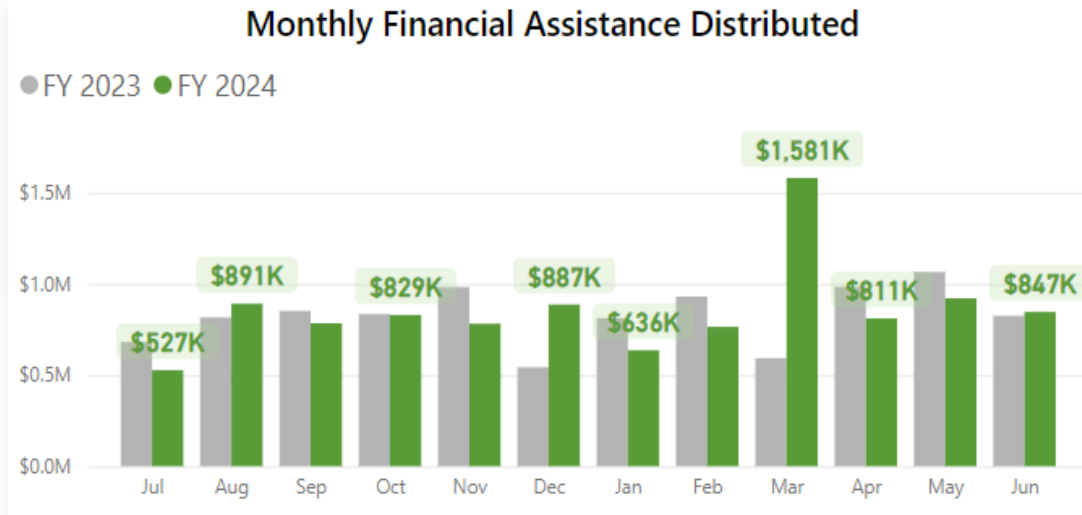
Total Households Served

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

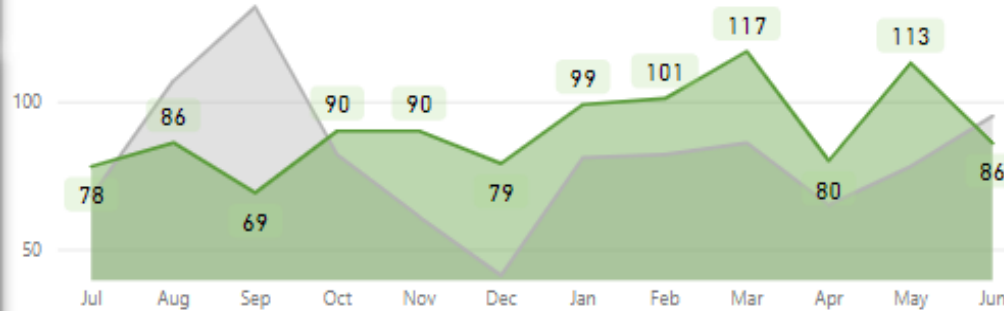
Total Financial Assistance

16,287

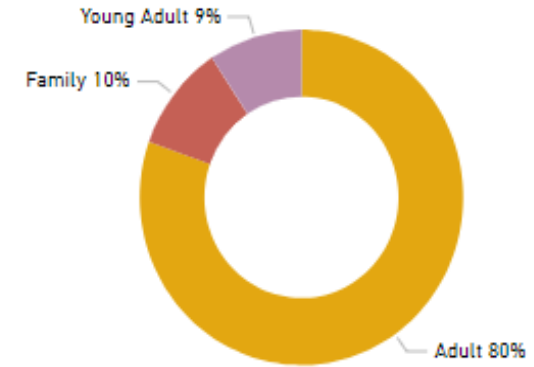
Total Conversations

Resolutions by Month

FY 2023 FY 2024



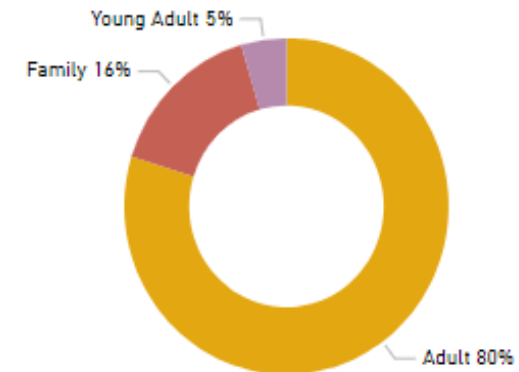
Population: Household Type Resolved



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

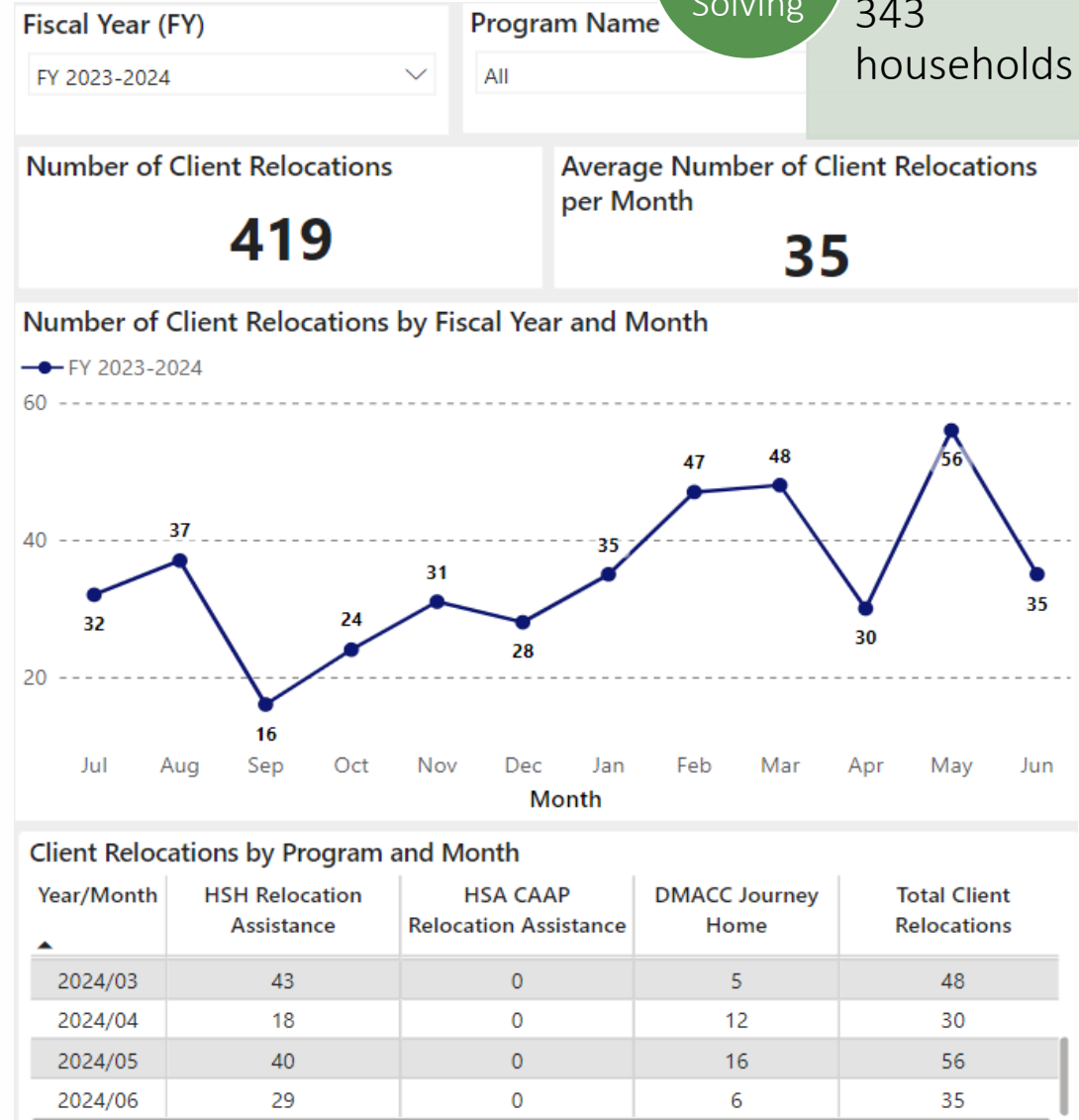
San Francisco offers three programs that help people experiencing or at risk of homelessness reunite with support networks and stable homes outside the city.

- 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](#).

HSH
Problem
Solving

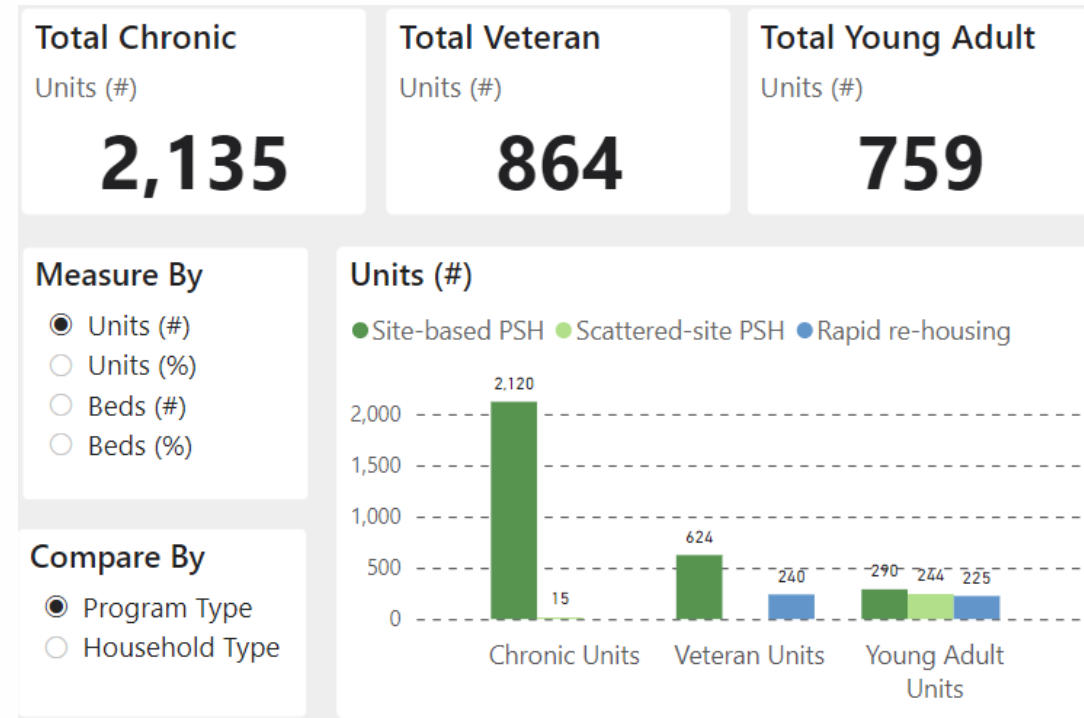
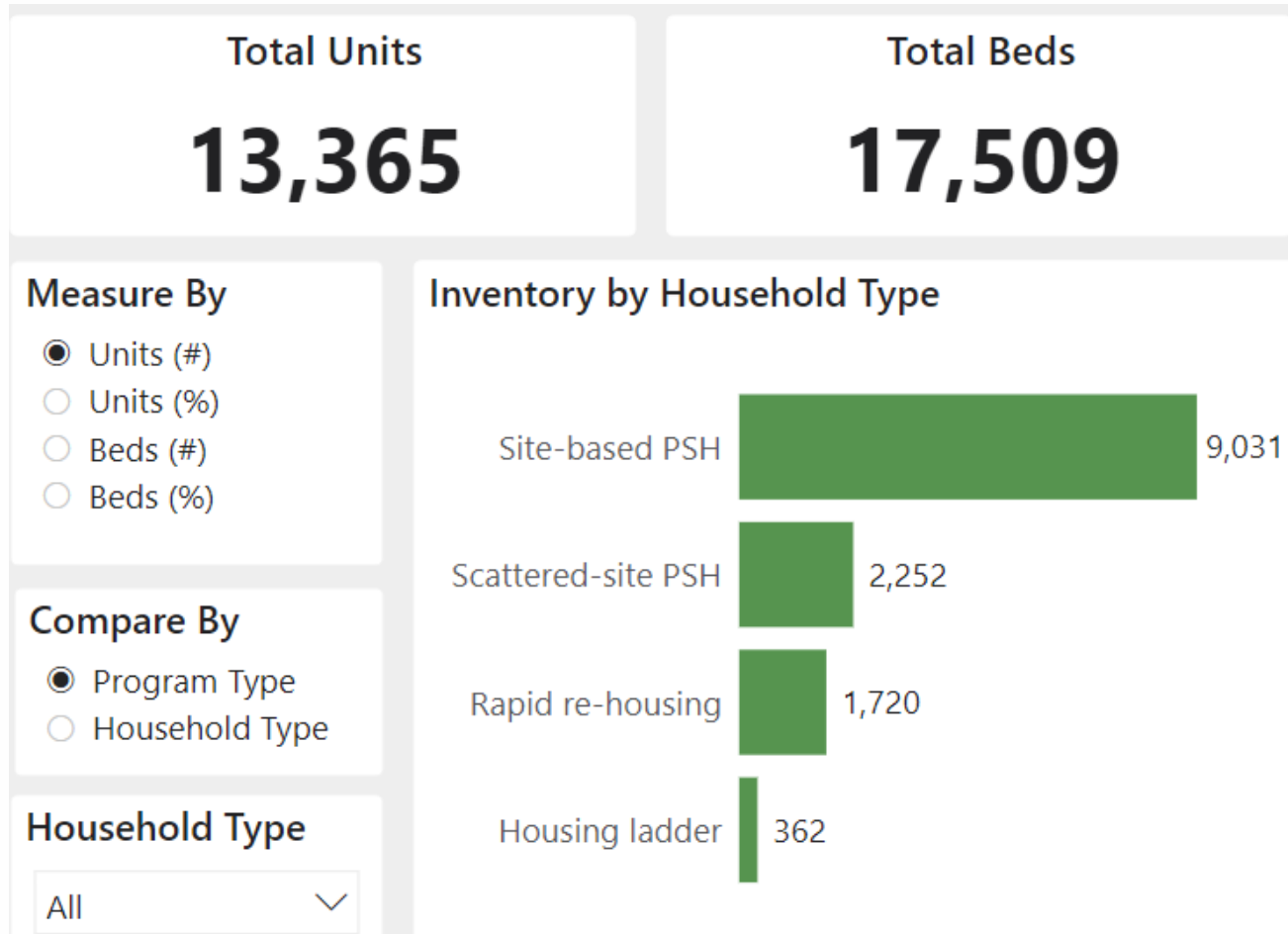
343
households



Program Updates: Relocation Assistance

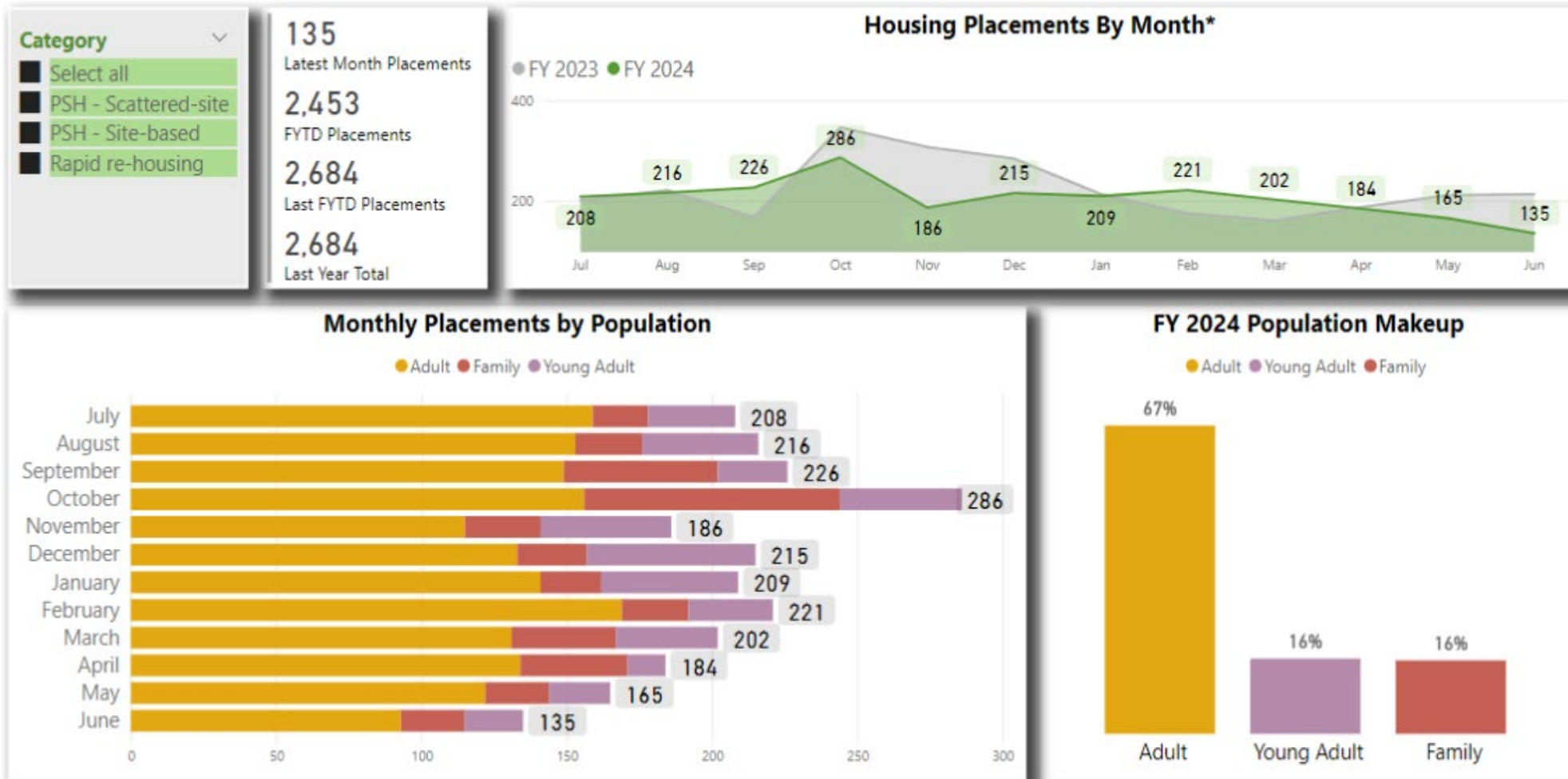
- HSH is working to **expand access** to **relocation assistance programs** across the **Homelessness Response System** to ensure that anyone experiencing homelessness and engaged with HSH funded services has a pathway home.
- HSH will be working with our non-profit partners over the coming month to 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

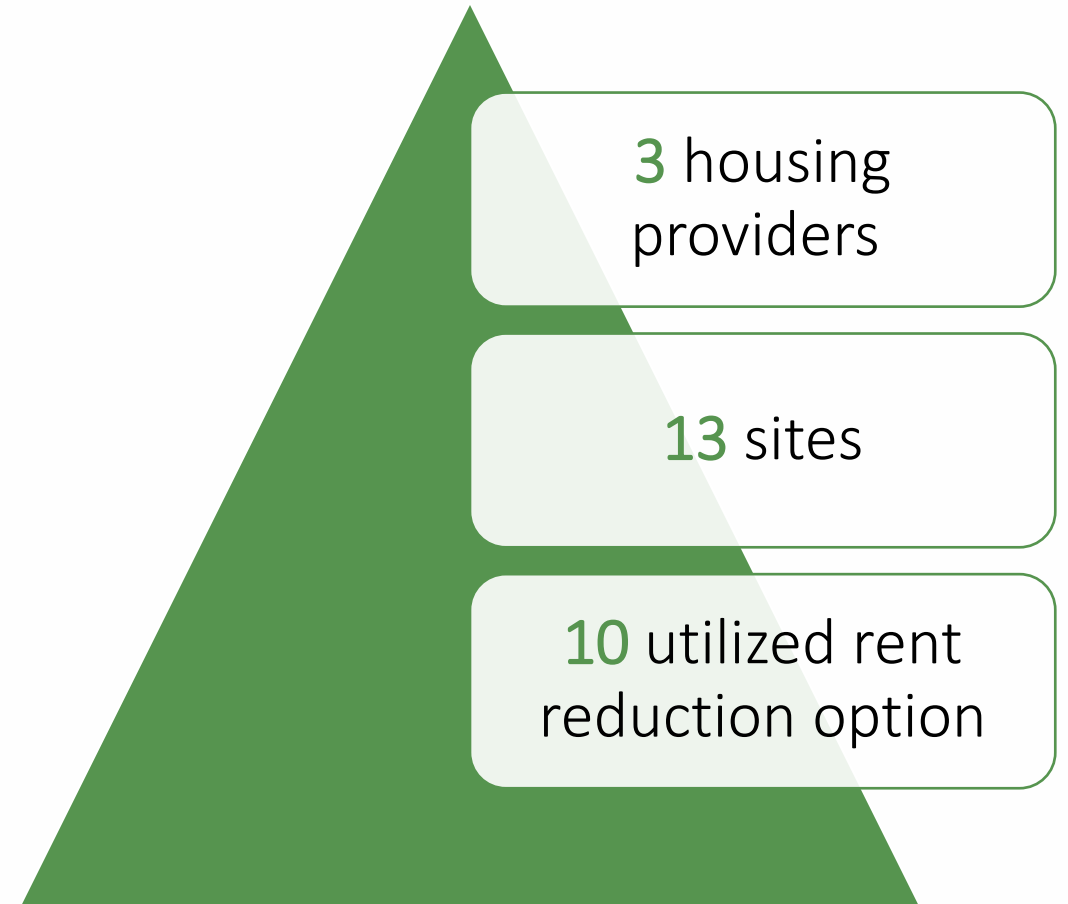
Total Funding Available: \$10 Million

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**.

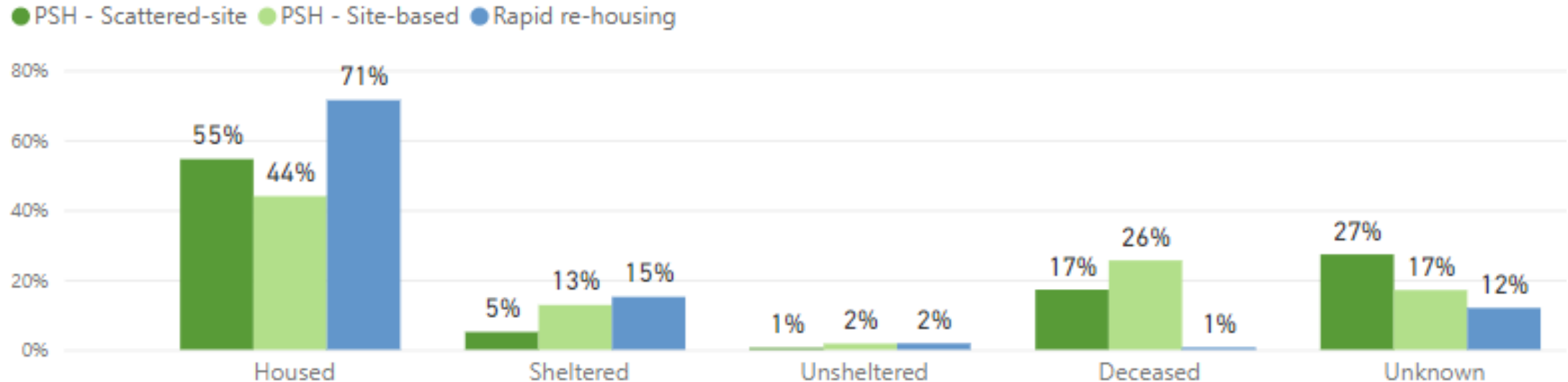


Housing Exits

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
Total	398

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

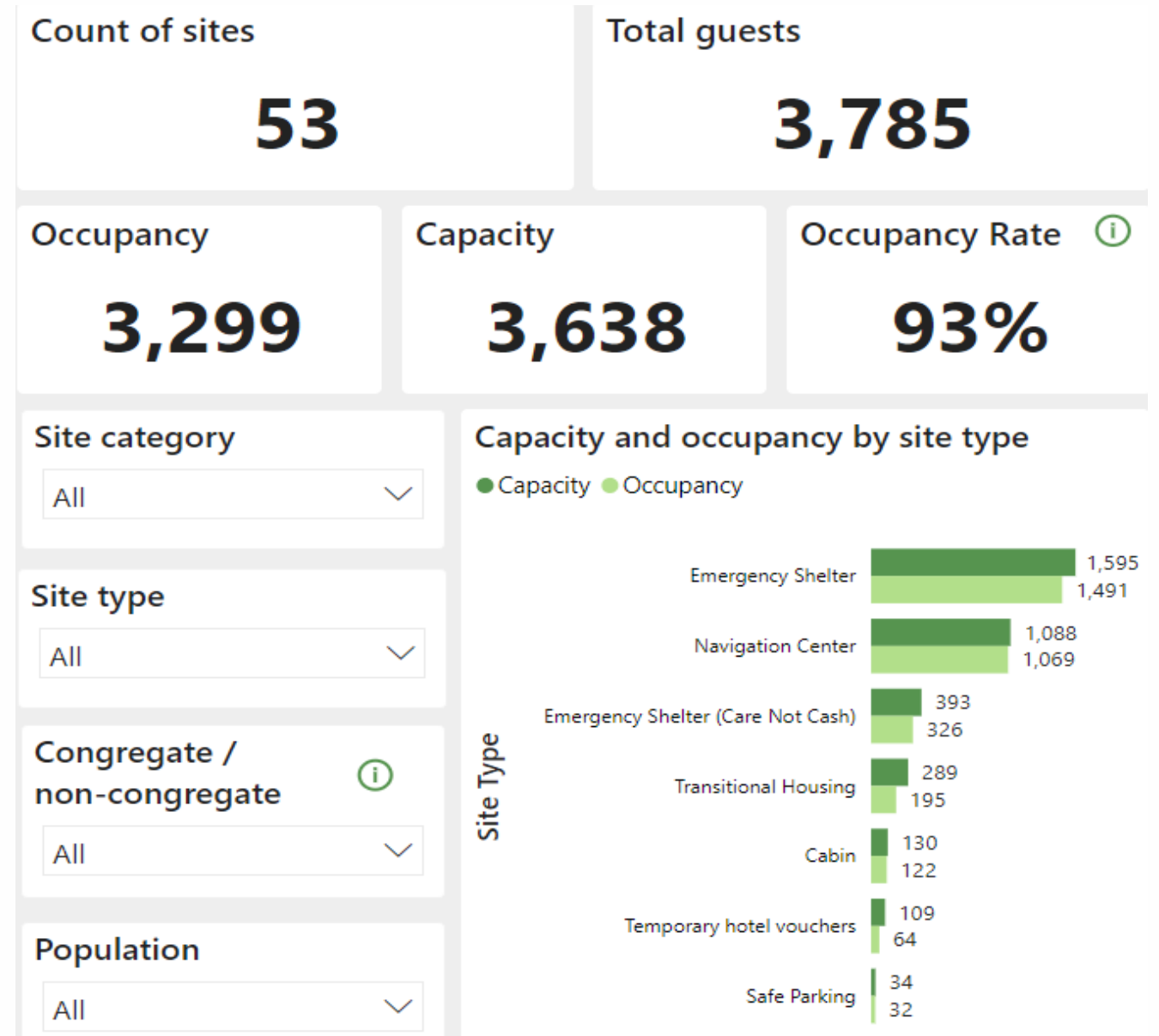
(as a percent of total inventory)

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.
- 130 vouchers anticipated to **serve ~600 families** over the next **18 months**. Final phase of this expansion funded in the FY2024-26 budget.

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
Total Budget	\$713.3	\$846.7	\$846.3	(\$0.4)	\$677.0	\$676.9	(\$0.1)
<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>	(\$0.4)	<i>\$306.3</i>	<i>\$306.2</i>	(\$0.1)

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
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

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.

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 **Tamera Watkins**, one of the scholars from the inaugural cohort of the Historically Black College & Universities (HBCU) Summer Educational Program, through the Human Rights Commission. Tamera 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!