



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# FY2024-25 Homelessness Prevention Work Plan

Our City, Our Home Oversight Committee | September 26, 2024



# Prevention & Problem Solving

	Budget Cycle		Out Years	
	FY24-25	FY25-26	FY26-27	FY27-28
<b>TOTAL USES</b>	71.56	76.13	63.40	64.24
Sources: Budgeted Revenue	40.61	41.50	41.00	41.87
Sources: Budgeted Fund Balance	21.83	23.99		
Sources: Budgeted Interest	9.12	3.37		
<b>TOTAL BUDGETED SOURCES</b>	<b>71.56</b>	<b>68.86</b>	<b>41.00</b>	<b>41.87</b>
<b>STRUCTURAL SURPLUS / (SHORTFALL)</b> (Total Budgeted Sources - Total Uses)	-	(7.27)	(22.40)	(22.37)
<b>OTHER SOURCES:</b> Projected Prior Year Carryforward	7.27	7.27	-	-

\*Dollar amounts in millions

## Continues strategic plan investments

Funds adopted FY25 investment plan with adjustment for updated costs and pace of implementation

# Homelessness Prevention

\*Dollar amounts in millions

USES	FY24-25	FY25-26	FY26-27	FY27-28
Homelessness Prevention & Fin Svcs	31.07	31.97	29.21	29.79
PSH Shallow Subsidies	6.62	6.82	6.95	7.09
Eviction Prevention	12.62	13.00	13.26	13.52
Problem Solving - Adults, Vets, Justice Involved	4.77	4.36	4.45	4.58
Problem Solving - Families	2.07	1.81	1.84	1.90
Problem Solving - TAY	3.58	3.47	3.54	3.64
Mental Health Svcs - DPH	2.40	1.90	1.40	0.90
HSH Allocated Costs	2.61	2.70	2.76	2.81
Prev Asst for Latine Youth	0.96	0.96	-	-
Expenditure Reserve (FY25 portion on Mayor's Reserve)	4.86	9.15	-	-
<b>TOTAL USES</b>	<b>71.56</b>	<b>76.13</b>	<b>63.40</b>	<b>64.24</b>
SOURCES				
Budgeted Revenue	40.61	41.50	41.00	41.87
Budgeted Fund Balance	21.83	23.99	-	-
Interest Revenue	9.12	3.37	-	-
Projected Prior Year Carryforward	7.27	7.27	-	-
<b>TOTAL SOURCES</b>	<b>78.83</b>	<b>76.13</b>	<b>41.00</b>	<b>19.46</b>
<b>SURPLUS / (SHORTFALL) (Total Sources -Total Uses)</b>	<b>31.24</b>	<b>-</b>	<b>(22.40)</b>	<b>(22.37)</b>

# Problem Solving - \$11.4M

- Problem solving interventions help people identify possible pathways to resolve their current housing crisis without needing ongoing shelter or a housing resource from the homelessness response system (HRS).
- FY23-24 Households with a problem solving resolution: 836

# Problem Solving Interventions

- OCOH funds the following problem-solving programs:
  - Problem Solving Fiscal Agent
  - **Housing Location Assistance**
  - Move-in Assistance
  - Workforce Services partnership with the Office of Employment & Workforce Development (OEWD)
  - Larkin Street Direct Cash Transfer for Youth
  - **Problem Solving for Latine Youth via Mission Action**
  - Travel & Relocation Assistance
- Programs also funded with General Fund

# Problem Solving Intervention Highlights

## **HLA Service and Outcomes History**

FY 22/23: 83 Enrolled and 24 Housed

FY 23/24 158 Enrolled and 56 housed

FY24/25 (7/1-9/24) 48 enrolled and 29 Housed

## **Latine Youth via Mission Action:**

Update on the implementation for problem solving for Latine youth. The funds focused on increasing staffing levels, professional development for youth specific functions, and youth specific outreach. Mission Action will provide services to 75 Latinx youth with a budgeted staff of 2 full time equivalent and is set to begin outreach to Latine youth beginning on October 1, 2024. Mission Action is also partnering with SFUSD, SFSU, UCSF, Mission High School, and San Francisco International High School to share information about Problem Solving Services for this targeted population.



# Fiscal Year Snapshot: Problem Solving Resolutions

Problem Solving Events Between 7/1/2023 and 6/28/2024

## Service Dates

7/1/2023 6/30/2024

## Households

1,078

Unique Households Resolved

10,800

Households Served

## Services

1,093

Total Resolutions

\$3,358,714

Total Financial Assistance

16,354

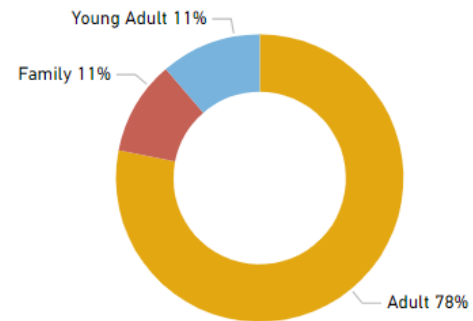
Total Conversations

## Resolutions by Month

FY 2024 FY 2025



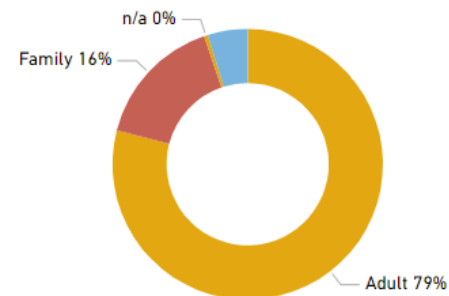
## Population: Household Type Resolved



## 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	\$2,683,847
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$266,330
Rental assistance after move-in	\$196,049
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$146,717
Grocery cards if the food assistance will allow client to obtain or maintain a housing resolution	\$17,550

## Population: All Problem Solving Household Type



Data source: ONE System data. This number slightly differs from the number of Problem Solving resolutions presented earlier since these figures represent all Problem Solving resolutions, regardless of the funding source.

# Prevention Interventions

- HSH is part of a citywide prevention system to comprehensively prevent homelessness across the City.
- Prevention is an integral component of a robust homelessness response system (HRS).
- These programs reduce the overall inflow into the HRS, particularly among groups overrepresented in homelessness.
- Prevention is a critical element to reducing the massive inequities in homelessness, since achieving racial equity in our homelessness response cannot just be considered once people become homeless.



# HSH and MOHCD Prevention Partners

- Catholic Charities of San Francisco (CCSF or CYO)
- Compass Family Services
- Eviction Defense Collaborative (EDC)
- Hamilton Families
- Homeless Prenatal Program (HPP)
- Mission Neighborhood Centers (MNC)
- Young Community Developers
- **MOHCD also contracts with the following providers to issue ERAP Funding:**
  - Homies Organizing the Mission to Empower Youth (HOMEY)
  - Native American Health Center (NAHC)
  - La Raza Community Resource Center (La Raza CRC)

# Shallow Subsidies & Behavioral Health Services in Permanent Supportive Housing

## • Shallow Subsidies for PSH - \$6.6M

- Additional funding provided to support existing tenants in site-based permanent supportive housing in order to standardize tenant rent contribution to no more than 30% of their income.

## • Behavioral Health Services in PSH - \$2.4M

- The Permanent Housing Advanced Clinical Services (PHACS) program provides DPH health services to residents of permanent supportive housing, including physical and behavioral health services.
- Work order funded by HSH and performed by DPH

# SF ERAP - HSH & MOHCD

- Provides emergency financial assistance for move-in costs (security deposit, first/last months' rent) and rent owed for eligible households
- Total FY23-24 Households Served: 4,242
- OCOH funds \$17M towards HSH-administered prevention programs
- OCOH funds \$13M work order for MOHCD portion of SF ERAP program

# SF ERAP: *Program Design*

## Targeted

- Selection of applicants based on evidence-based risk factors of homelessness and housing loss
- Factors include:
  - ❖ - Past homelessness or eviction
  - ❖ - Household members who are a senior, disabled, pregnant, or young children
  - ❖ - Immigration status, physical and mental health risks, past involvement w/ criminal justice system

## Low-Barrier & Community Based

- Application available online (no account needed) and on paper
- 10 CBO providers across the city covering nine languages
- Case managers work closely with applicants to gather necessary documents

# Other Prevention Programs

- Home Match Shared Housing Services also funded in OCOH Prevention
- Housing Location Assistance (launched Summer 2024)

# Tracking Homelessness Prevention Impact

- OCOH Fund Annual Report tracks data on prevention programs:
  - Households served
  - Household demographics (race/ethnicity, age, gender identity, sexual orientation)
  - Household outcomes
- Report for FY23-24 will be published Fall 2024
- Link here for [FY22-23 OCOH Fund Annual Report](#)

# Successes & Challenges for Prevention & Problem Solving

## Successes:

- Supportive rent arrears for PSH tenants
- Housing Location Assistance (launched Summer 2024)
- Problem Solving to target Latine Youth
- Partnership with HSA and MOHCD
- Moving to phase III of SF ERAP Evaluation (All Home/Focused Strategies)

## Challenges:

- Future Funding for prevention and problem solving programs
- Staffing turn over for community providers
- **Home Match Participants (prevention)**

## MOHCD Prevention & Housing Stabilization

### Tenant Right to Counsel

- SF's eviction legal defense system
- Attorneys help tenants throughout the legal process for best results
- Social workers provide additional support
- Eight CBO providers
- \$7M annually from OCOH
- 1,100 households per year

### Anti-Displacement Shallow Rental Subsidy

- Targeted: very and extremely low-income households in rent-controlled units who pay at least 70% of their income toward rent
- Referrals from SF ERAP for longer-term assistance
- Average monthly subsidy \$1,000
- One CBO provider
- \$2.5M annually from OCOH
- 135 households per year
- Fully enrolled as of June 2024

### Tenants' Rights Counseling

- Counseling and advocacy services re: rent increases, habitability, reasonable accommodations, subsidized housing advocacy, and other tenant-landlord matters
- Know-Your-Rights trainings and outreach for other prevention interventions, such as SF ERAP
- Seven CBO providers
- \$2M annually from OCOH
- 740 households per year

### Housing-Focused Mediation

- Partnership with the Bar Association of San Francisco
- Focus: serving tenants in subsidized housing and providing technical assistance to their supportive housing providers (ex. de-escalation, collaborative property management approach, etc.)
- \$400,000 annually from OCOH
- 148 households per year

## OCOH Housing

### SRO Families Deep Rental Subsidy

- SRO families identified through the SRO Families United Collaborative
- Housing navigation and ongoing case management for 203 SRO families in total (68 Housing Choice Voucher, 18 Emergency Housing Voucher, and 117 City-funded subsidies)
- Average monthly subsidy \$2,400
- One CBO provider
- \$4.1M annually from OCOH
- 110 OCOH-funded subsidy households per year
- Full enrollment as of June 2024



# OEWD Workforce Services

## Strategy for Services

- Walk into OEWD Job Centers and meet the definition of homelessness **OR**
- Co-location partnerships **OR**
  - **Goodwill** (*Comprehensive Job Center*) and **MNC Inspiring Success** (*HSH Partner*)
  - **Success Centers** (*Western Addition Neighborhood Job Center*) and **Hamilton Families** (*HSH Partner*)
  - **Hospitality House** (*Tenderloin Neighborhood Job Center*) and **Dolores Street Community Services** (*HSH Partner*)
- Direct referrals from Prevention or Problem Solving services, OR Scattered Site Housing Programs portfolio

# OEWD Workforce Services

## Services Provided

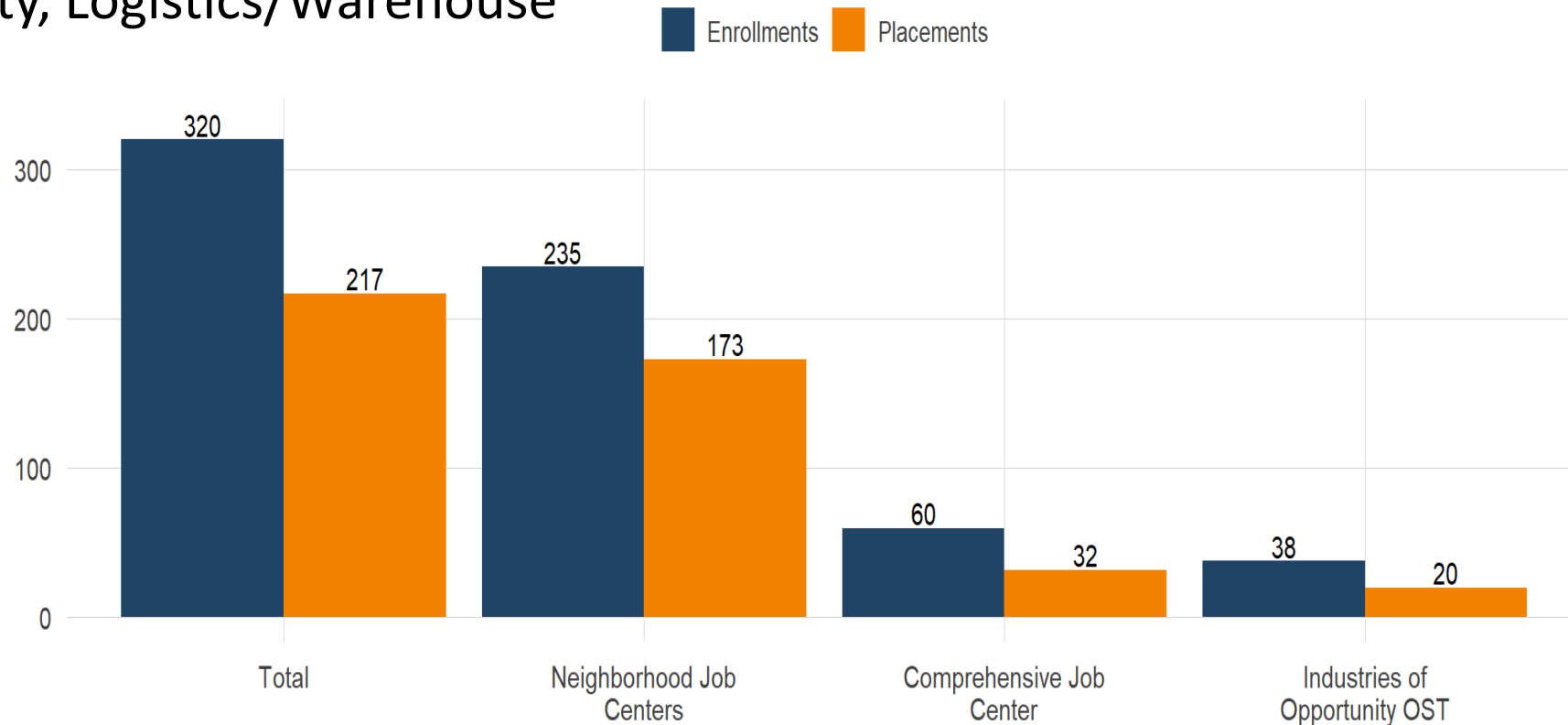
- Through our network of Job Centers (**Goodwill, Hospitality House, Success Centers**):
  - Individualized employment planning
  - Employment case management
  - Job readiness training
  - Supportive services
  - Referrals to wrap around services
  - Referrals to education, training, and training scholarships
  - Employer Spotlight & Hiring Events
- Through our Occupational Skills Training Provider (**Episcopal Community Services (ECS)**):
  - REACH (Realizing Employment And Careers in Human services)
    - Earn and learn model

# OEWD Workforce Services

Outcomes from July 1, 2023 – August 31, 2024

• Average Wage: \$22.14

• Industries: Administrative, Hospitality, Social/Human Services, Healthcare, Retail, Security, Logistics/Warehouse





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# Questions?