



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | November 7, 2024





Congratulations Lisa!

Lisa Rachowicz has
been promoted to serve as
HSH **Director of Shelter and
Outreach**



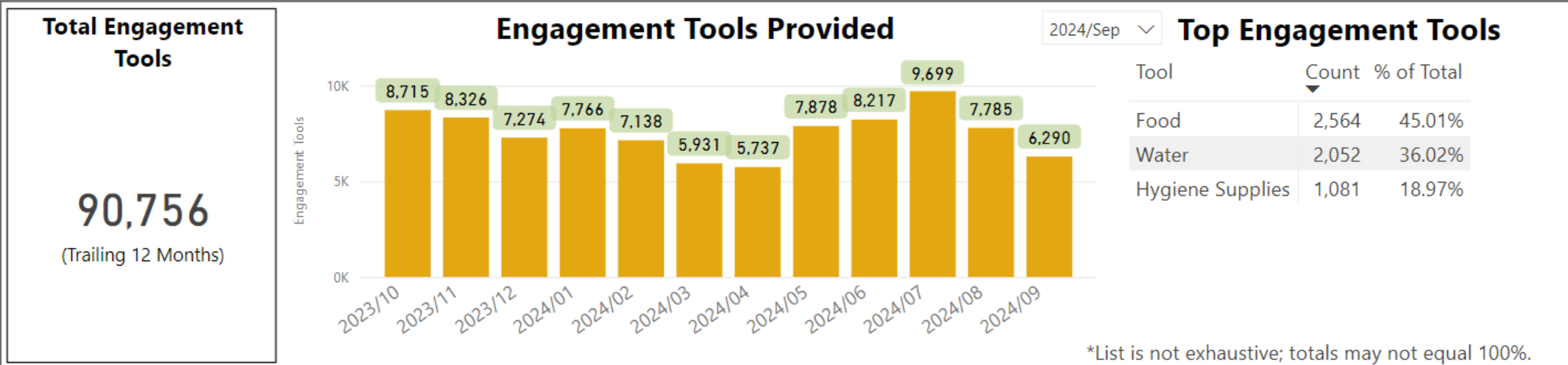
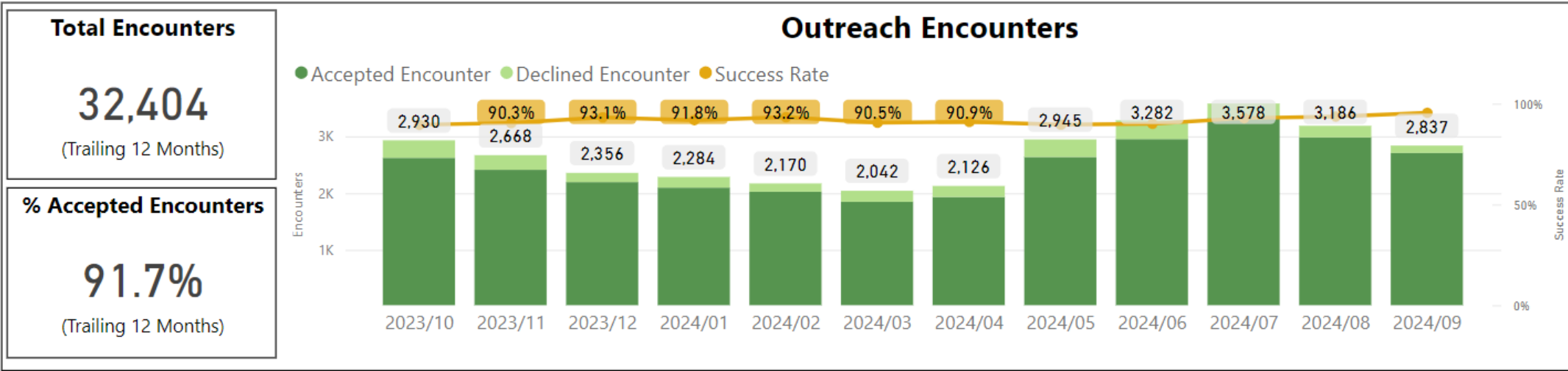


DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Homelessness Response System: Updates and Data*

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

Outreach



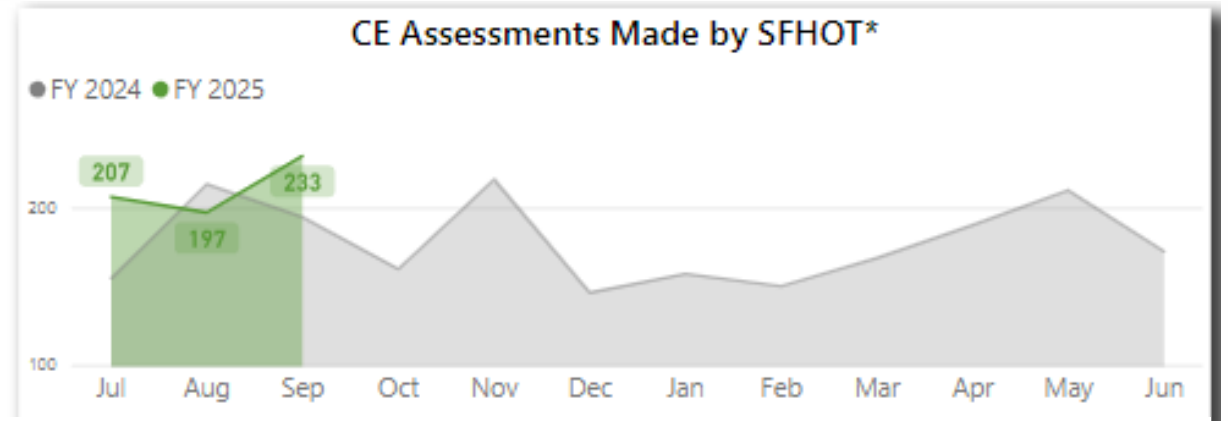
Data through September 30, 2024.

[Link to online dashboard.](#)

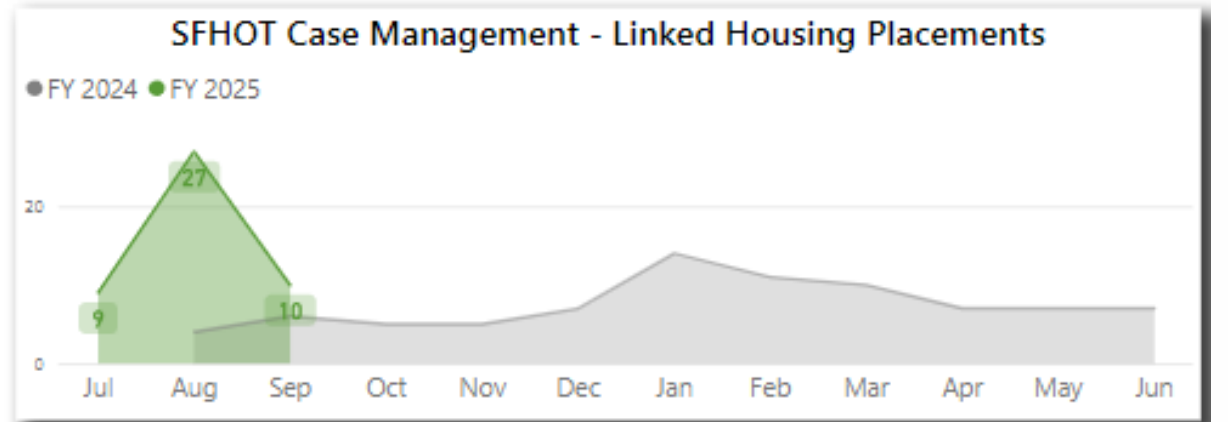
Outreach Updates: SFHOT

*Data through
September 30, 2024*

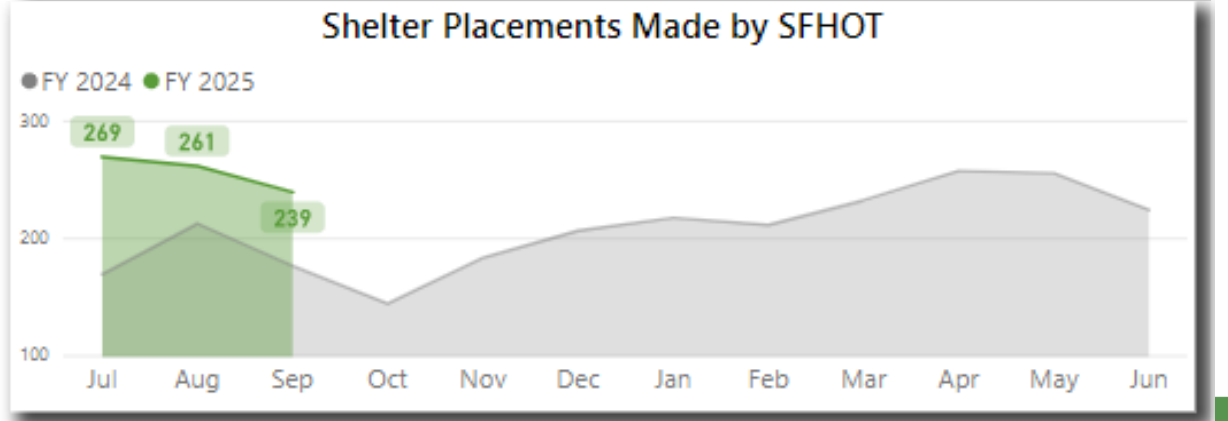
233
Latest Month
637
Current Fiscal Year To Date
564
Latest Fiscal Year To Date
13%
Percentage Change



10
Latest Month
46
Current Fiscal Year To Date
10
Latest Fiscal Year To Date
360%
Percentage Change



239
Latest Month
769
Current Fiscal Year To Date
557
Last Fiscal Year To Date
38%
Percentage Change



SFHOT Client Decline of Shelter Placement - Disaggregated

Why did the client decline placement?		
Choices	Count	%
Concerned about personal safety at shelter	99	5%
Client already has a shelter placement	708	35%
Client didn't provide a reason	345	17%
Concerned about personal health at shelter	36	2%
Client prefers non-congregate setting but not available/eligible	503	25%
Prior negative experience at a shelter	73	4%
Lack of privacy	27	1%
Client was referred to an individual room shelter	11	1%
Concerned about rules at shelter sites	27	1%
Client was referred to PSH opportunity	37	2%
Location of shelter	71	4%
Client is currently housed	38	2%
Inability to store belongings	27	1%
Negative reputation of site(s)	24	1%
Reason: Other	2	0%



Outreach in the Bayview

Harbor Haven Program

- HOT Partnership with **Episcopal Community Services** and **Felton Institute** to identify and support clients on the street who are eligible for scattered site housing in the Bayview.

Encampment Resolution Grant

- San Francisco was awarded \$8 million to support two new outreach staff for the Bayview and to support the operations of the Jerrold Commons which is scheduled to open in early 2025.

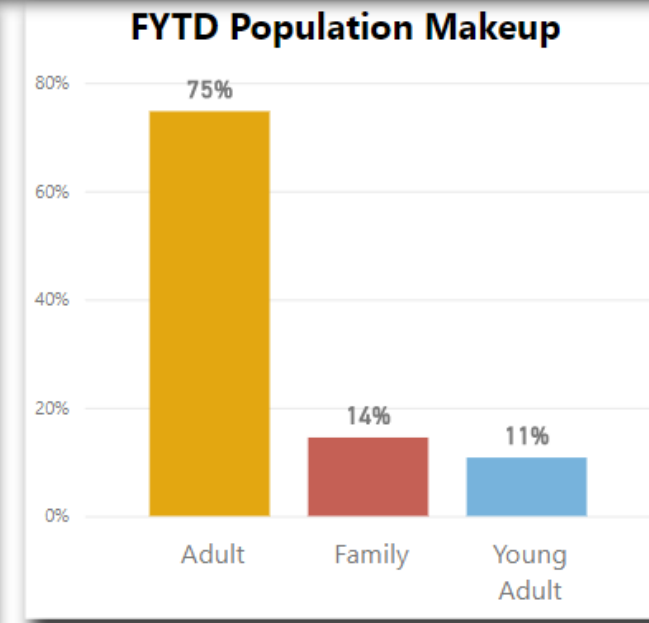
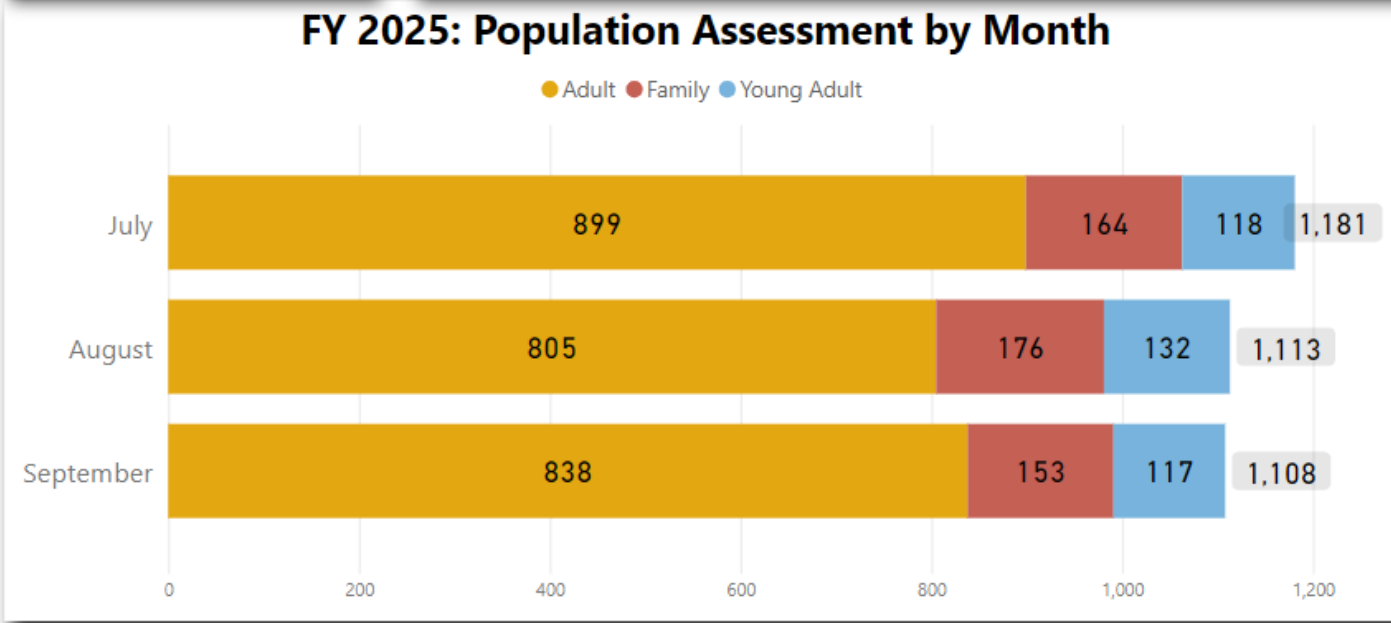
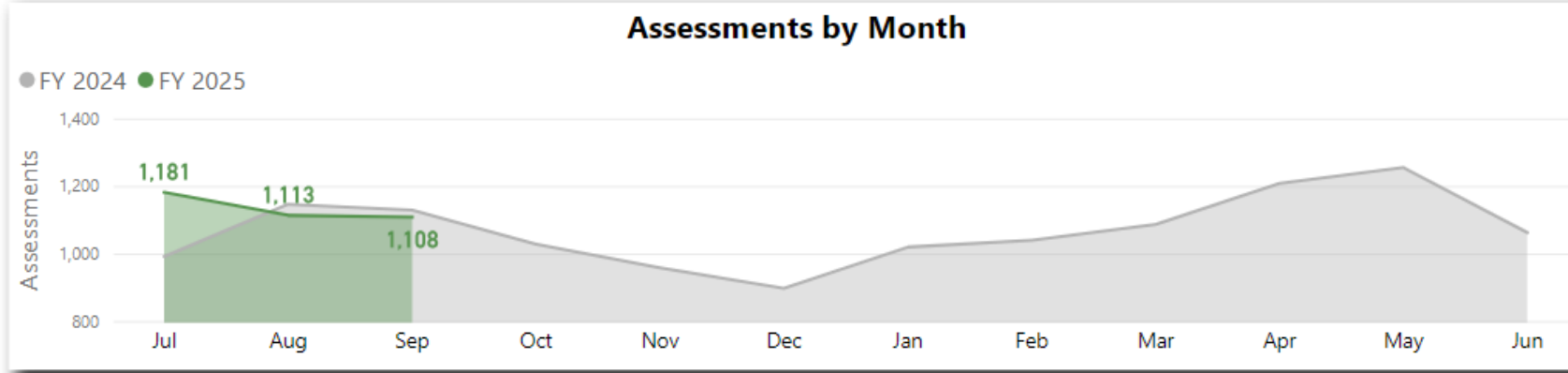
Coordinated Entry Assessments

1,108
Latest Month Assessments

3,402
FYTD Assessments

3,265
Last FYTD Assessments

12,816
Last Year Total



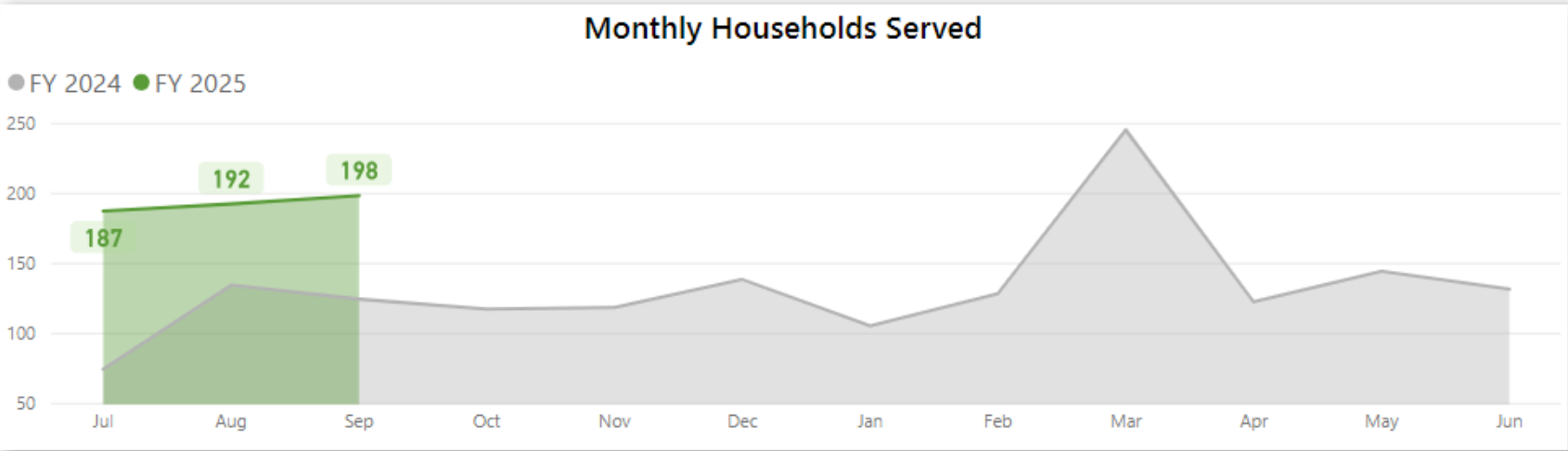
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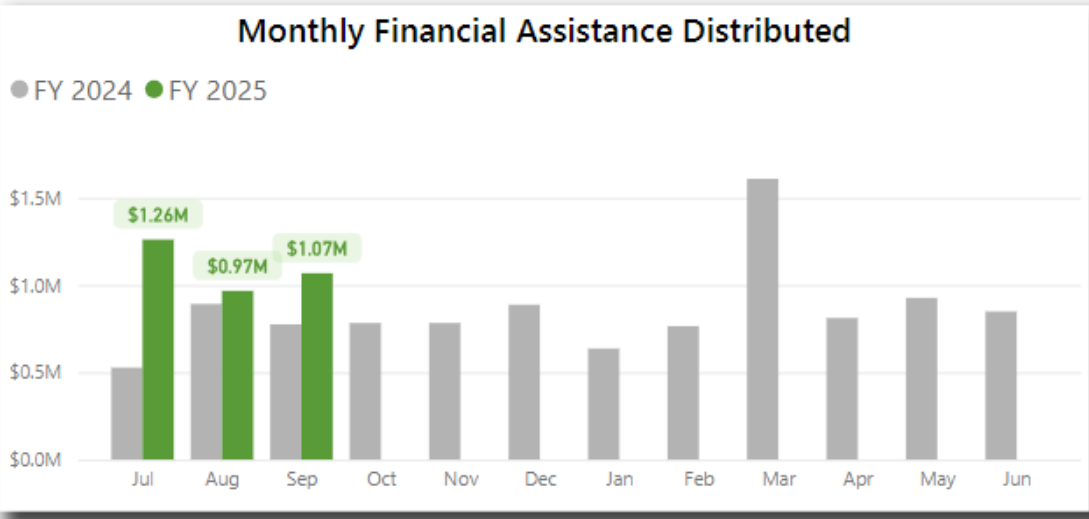
Homelessness Prevention

Date of Assistance
 7/1/2024 9/30/2024

Total Households Served
 576



Total Financial Assistance Distributed
 \$3,294,038



Types of Financial Assistance

Assistance Type	Amount
Back Rent	\$1,577,722
Move in Assistance	\$703,099
Future Rent	\$546,791
Stipulated Agreement Assistance	\$466,426

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 August 31, 2024

Prevention:

San Francisco Emergency Rental Assistance Program (ERAP) Data

Legislative Update: HSH extended the contract with Mission Neighborhood Centers to continue administering ERAP funding until 2028.

Households Served: 378

- Below 30% of Area Median Income (AMI): **73%**
- Experienced homelessness: **78%**
- At risk of displacement: **61%**
- Received eviction notice: **3%**
- Identify as people of color: **82%**

Average Assistance

\$5,758

Total Distributed

\$2,168,247



Problem Solving Resolutions

Service Dates

7/1/2024 9/30/2024

Households

247
Unique Households Resolved

3,557
Households Served

Services

255
Total Resolutions

\$947,641
Total Financial Assistance

4,782
Total Conversations

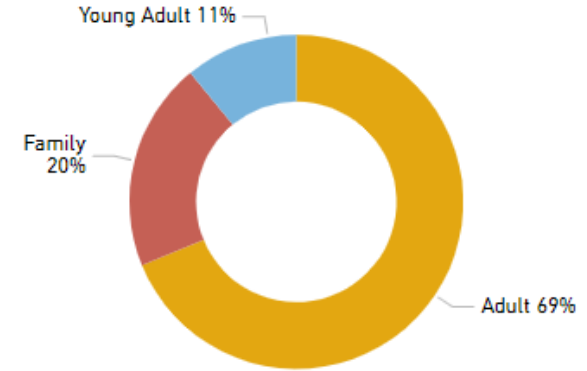
Resolutions by Month



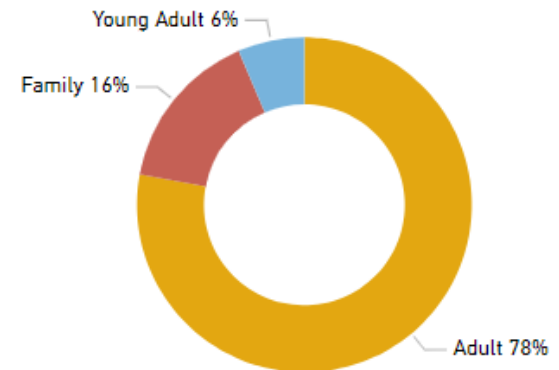
Top 5 Types of Financial Assistance

Assistance	Amount
Move-in assistance for housing outside the San Francisco homelessness response system, including deposits and first and last month's rent	\$670,867
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$115,960
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$115,041
Contribution to rent or utility costs of another household (non lease agreements) if it will allow the participant to move into the unit or maintain/return to the unit	\$10,911
Rental assistance after move-in	\$9,042

Population: Household Type Resolved



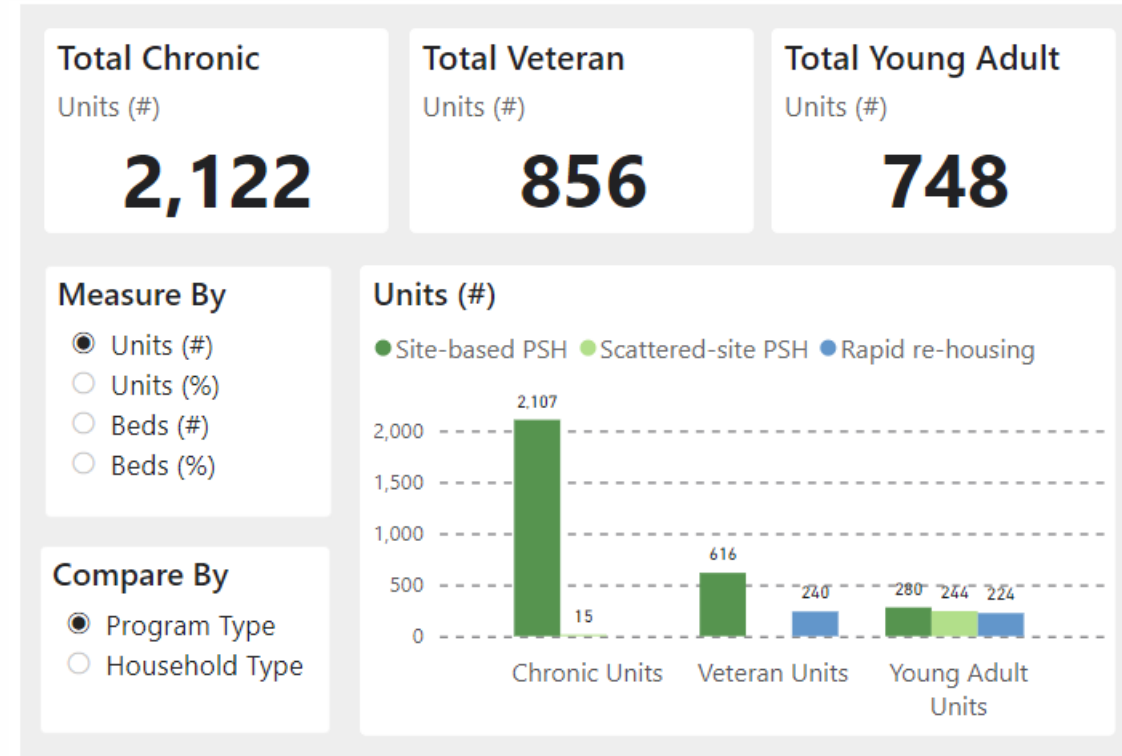
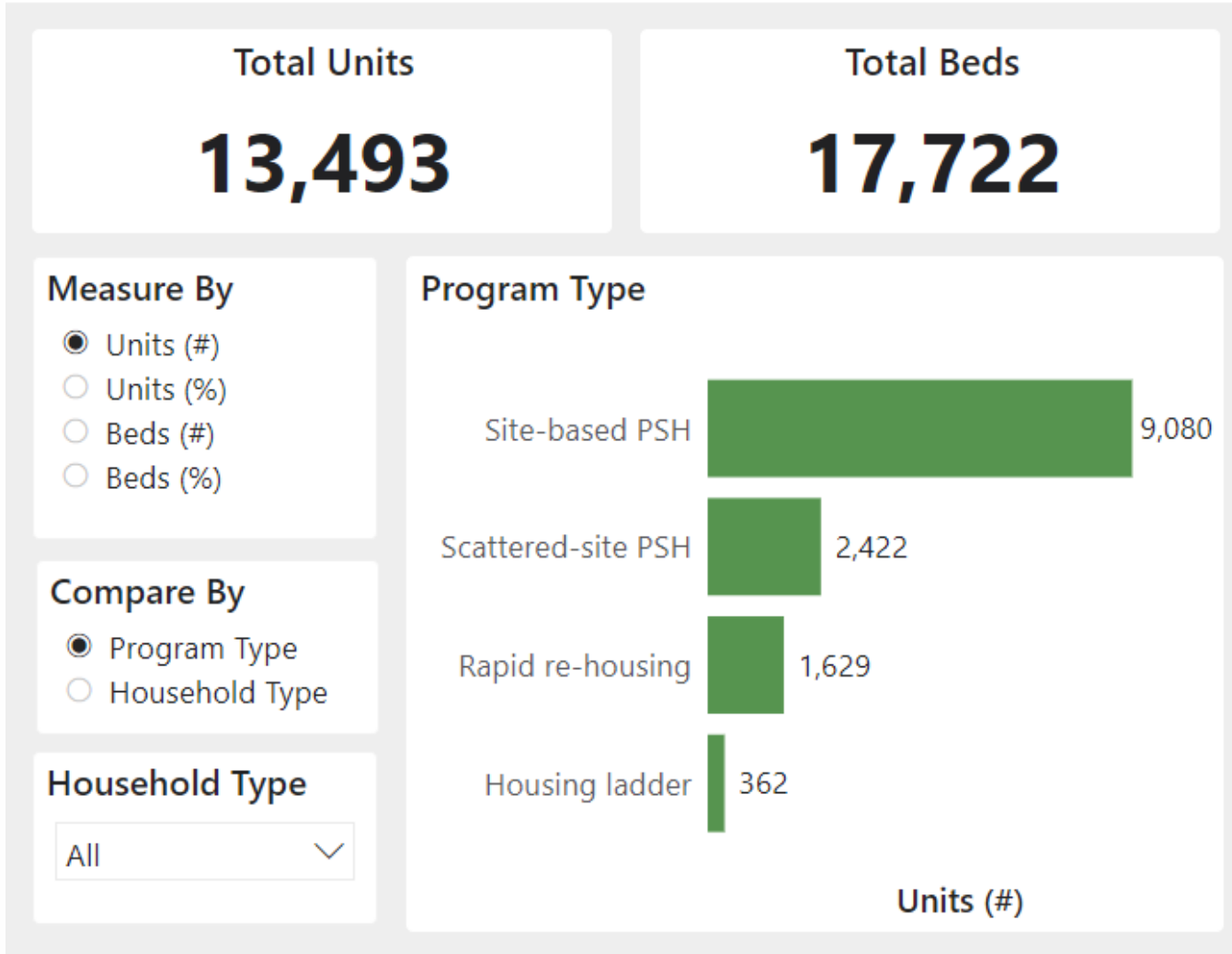
Population: All Problem Solving Household ...



Data through September 30, 2024.

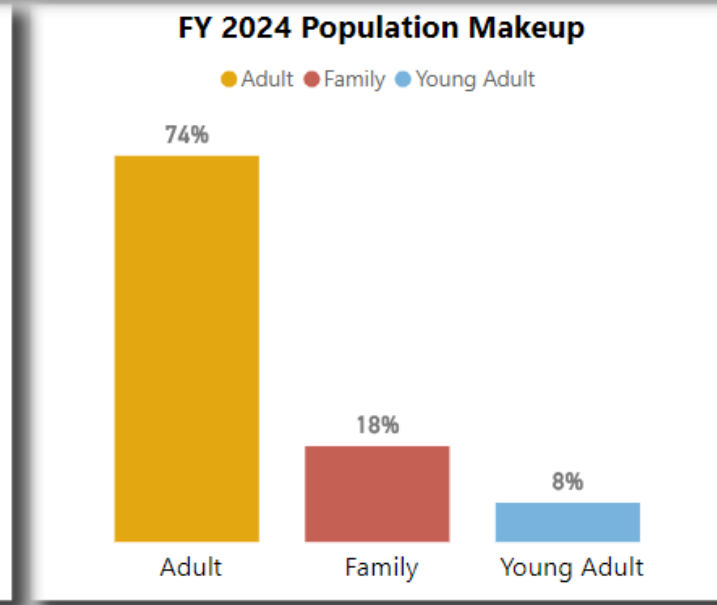
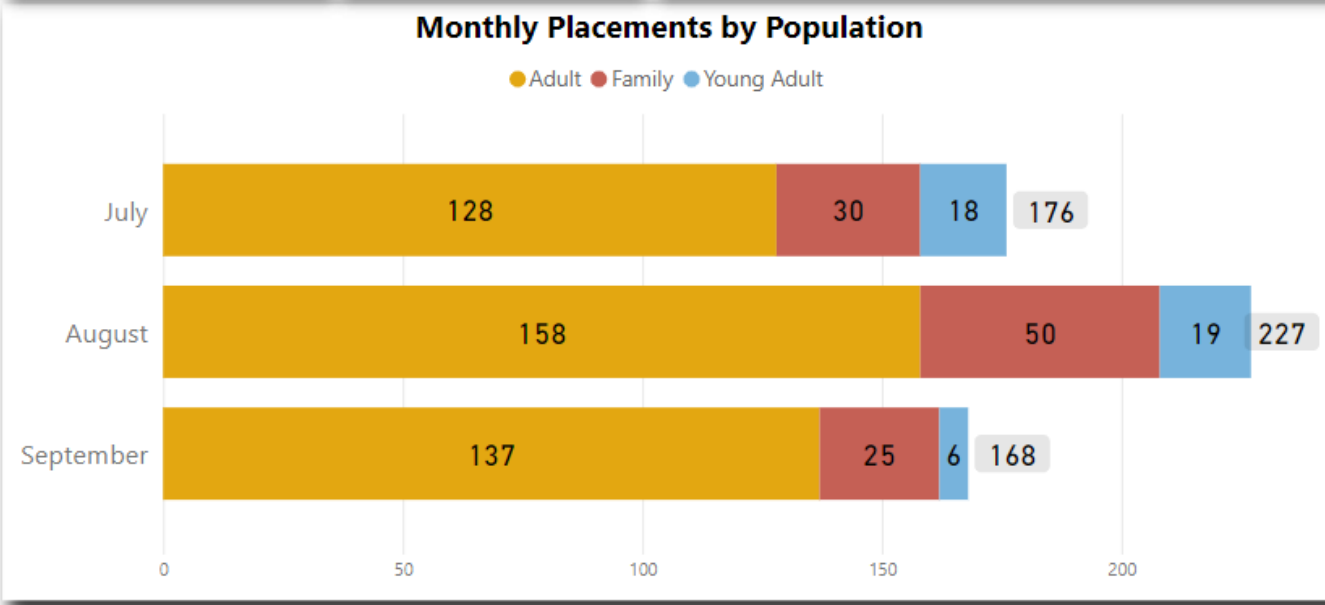
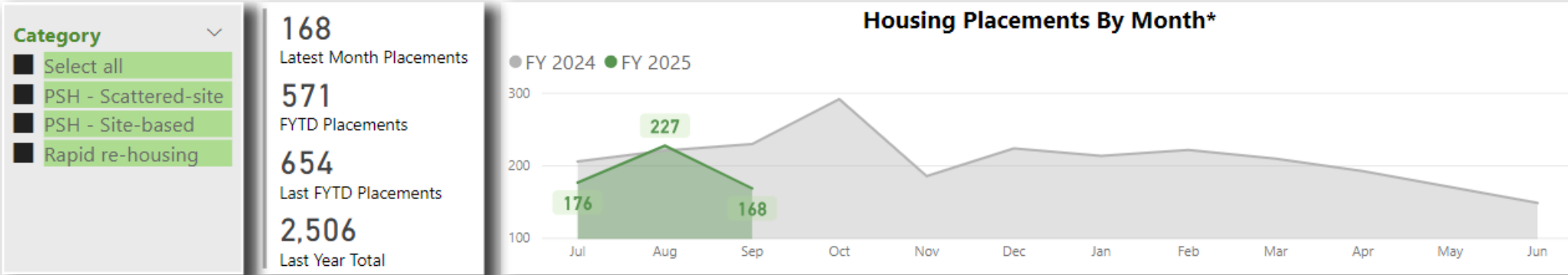
[Link to online dashboard.](#)

Housing Inventory Dashboard



Data as of October 17, 2024.
[Link to online dashboard.](#)

Housing Placements



Excludes transfers.

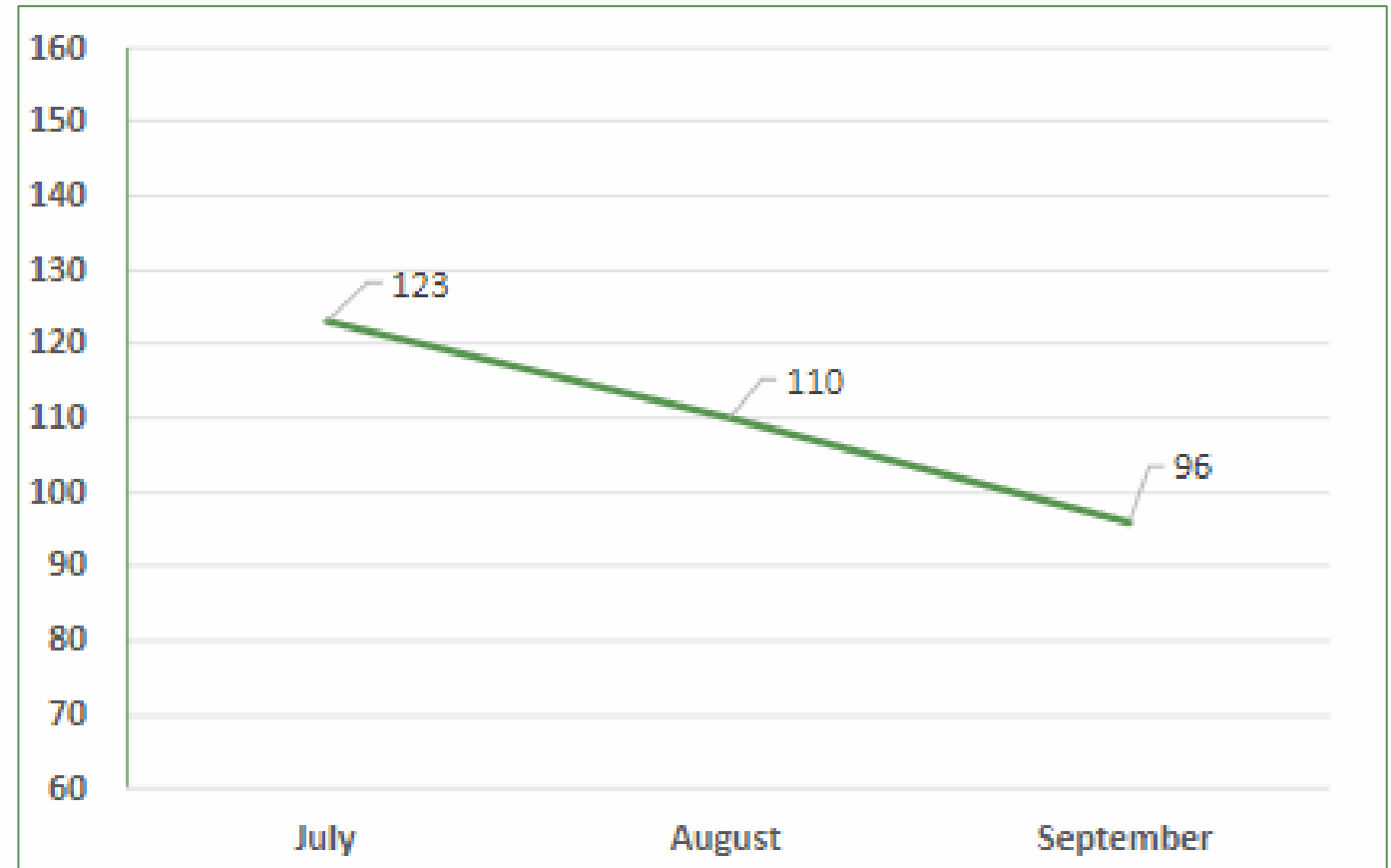
Data through September 30, 2024.

[Link to online dashboard.](#)

Housing Placement & Placement Improvements

- Average time from program enrollment to move-in **decreased 27 days** or 22% since July.
- Improves the experience for clients
- Helps reduce vacancies in permanent supportive housing

Average Time to Housing



Housing Vacancies

Inventory

Vacancy Rates

(as a percent of total inventory)

By vacancy status

Total Vacancies	725
Available for Referral	105
Move-in in Progress	252
Offline	368
Total Units	8,622

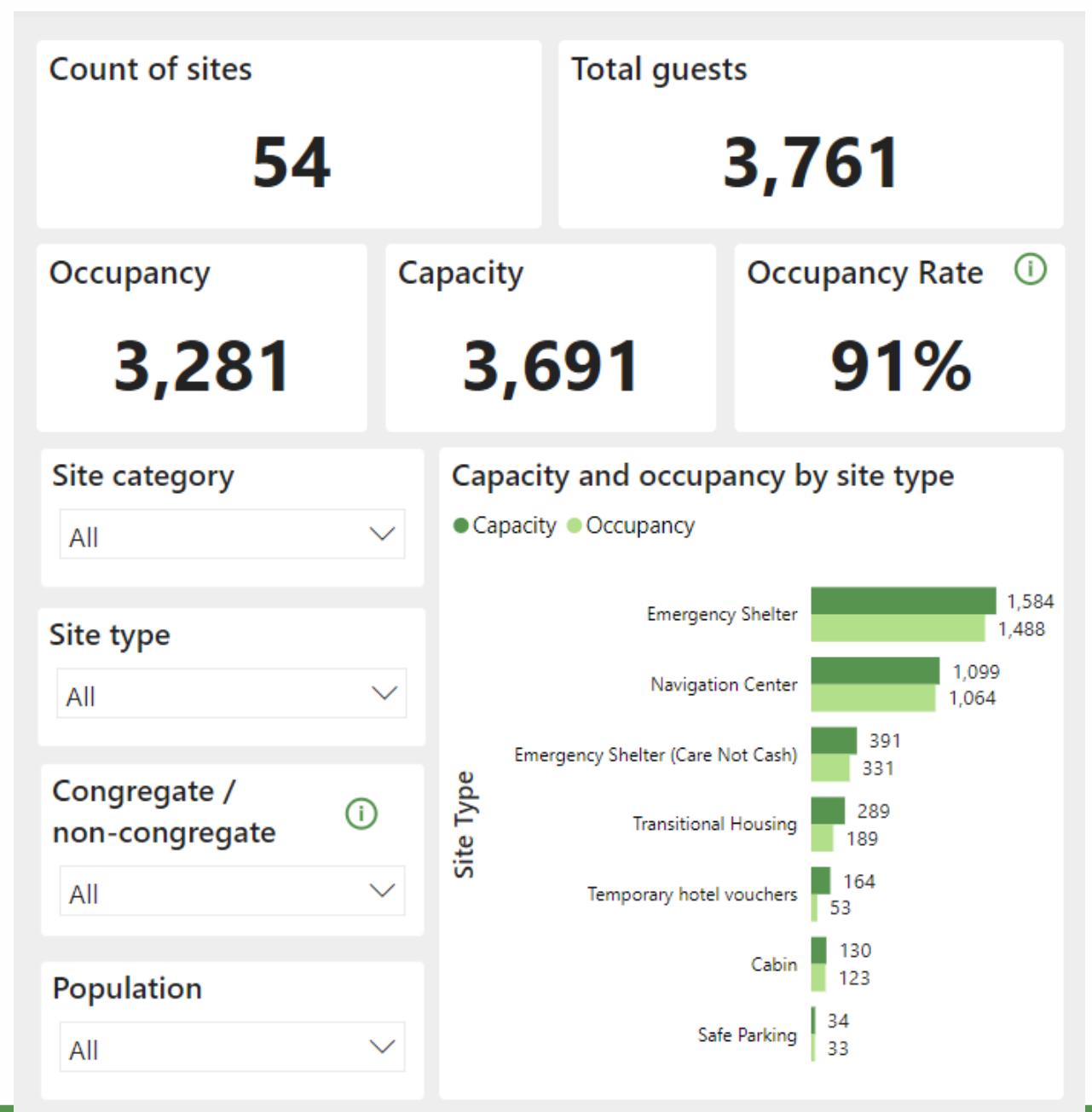
Vacancy Rate (Target 7%)	8.4%
% Available for Referral	1.2%
% Move-in in Progress	2.9%
% Offline	4.3%

Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial/Maintenance	193
Recently Vacated	66
Hold for Transfer	52
Property Hold	38
Coroner Hold	19
Total	368

HSH Shelter Inventory

- Snapshot as of October 22, 2024.
- [Public dashboard](#) available on HSH website; refreshes daily Monday – Friday.
- Ability to filter for specific programs and populations served.



Adult & Family Shelter Waiting Lists

Family Shelter Waiting List

There are currently 508 families on the waiting list. 74 of these families are in an HSH-funded, congregate or time-limited family shelter.

106 families joined the waiting list in September 2024.

Average time on waiting list = 46 days (for families who accepted placement offers)

In September 2024, 23 families were placed into non-congregate shelter from the waitlist.

Adult Shelter Waiting List

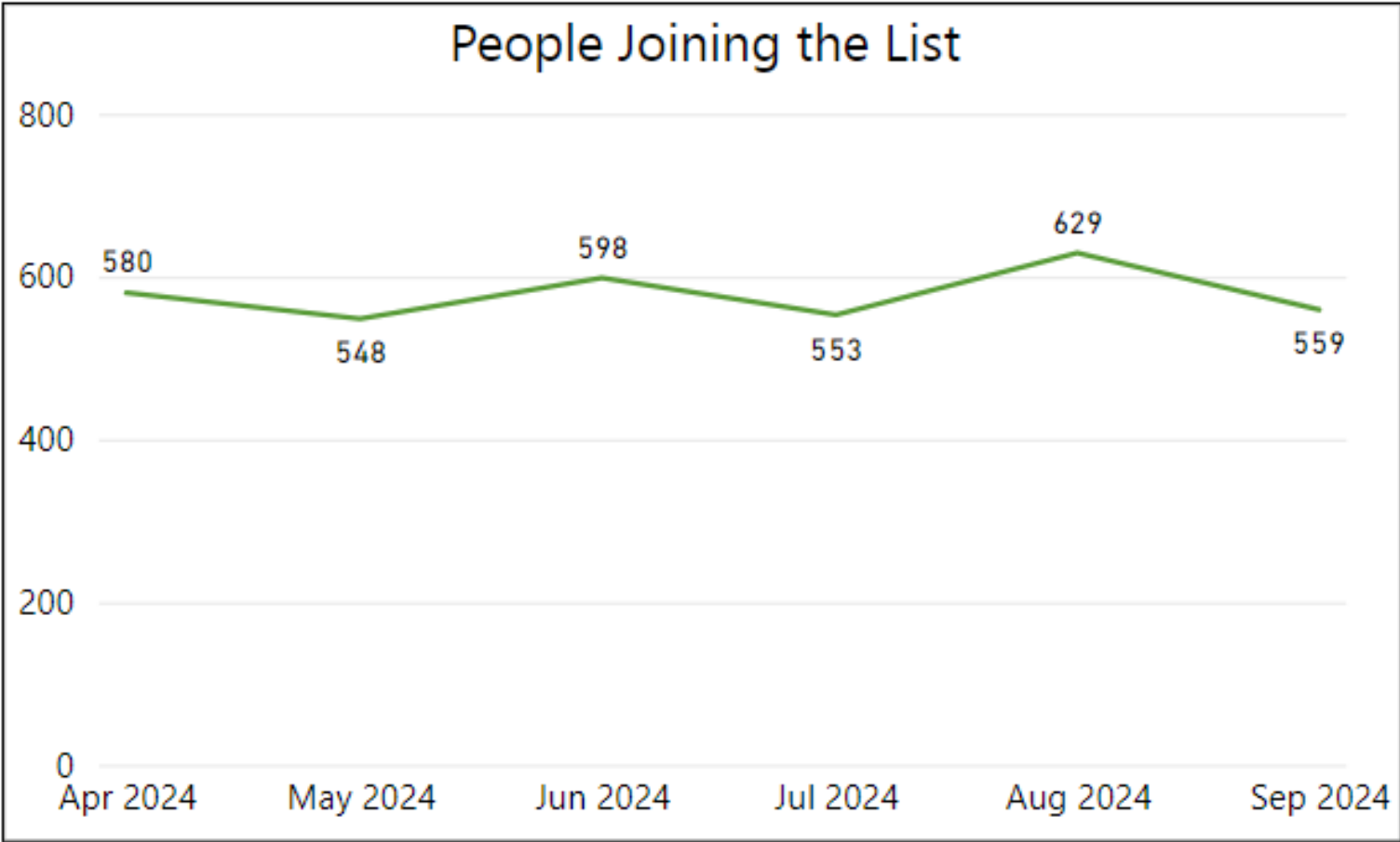
There are currently 152 people on the waiting list.

559 people joined the waiting list in September 2024.

Average time on waiting list = 11 days (for people who accepted placement offers)

In September 2024, 112 people were placed into shelter from the reservation system.

Adult Shelter Waiting List Metrics: People Joining the Waiting List

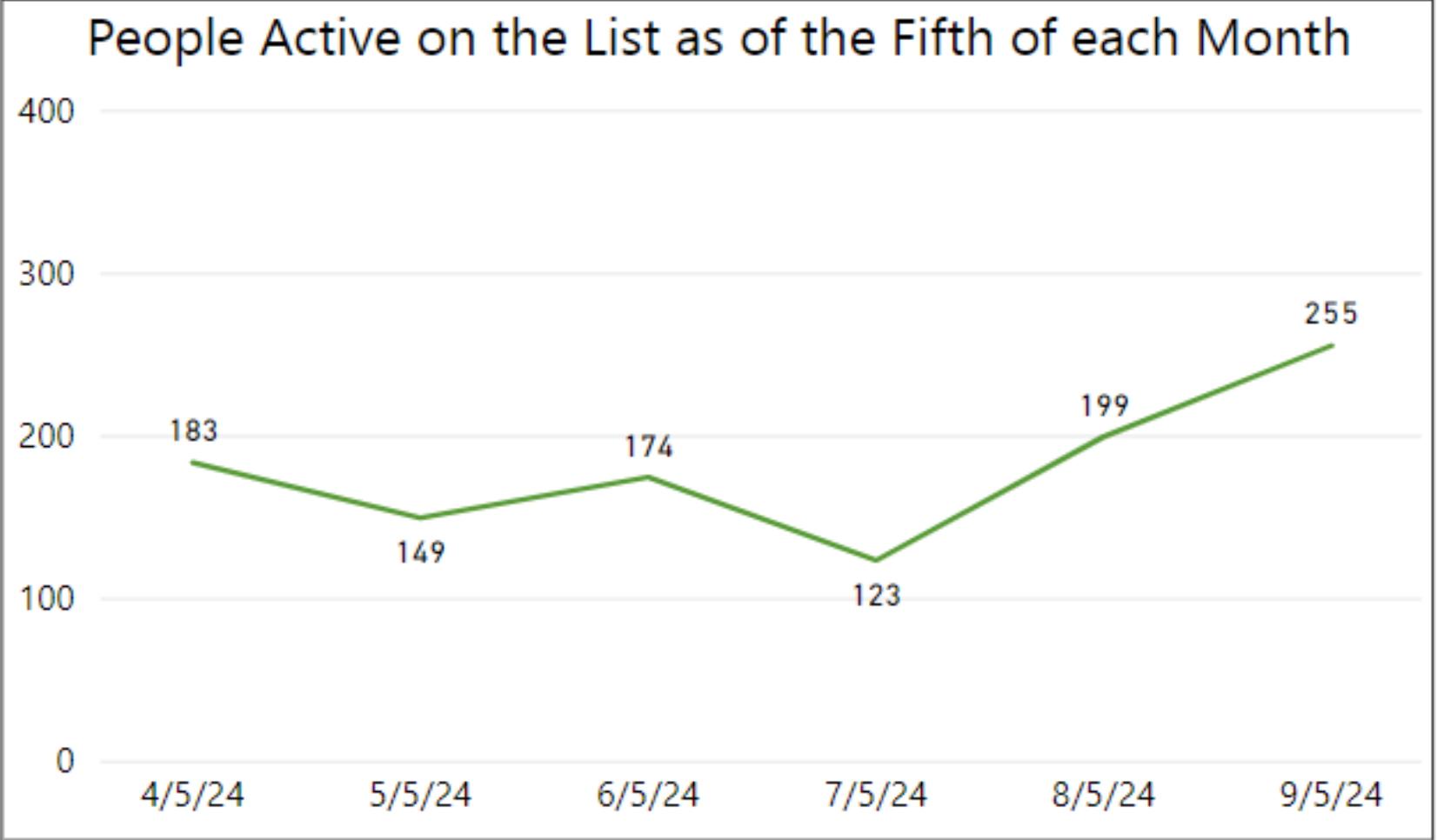


Adult Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

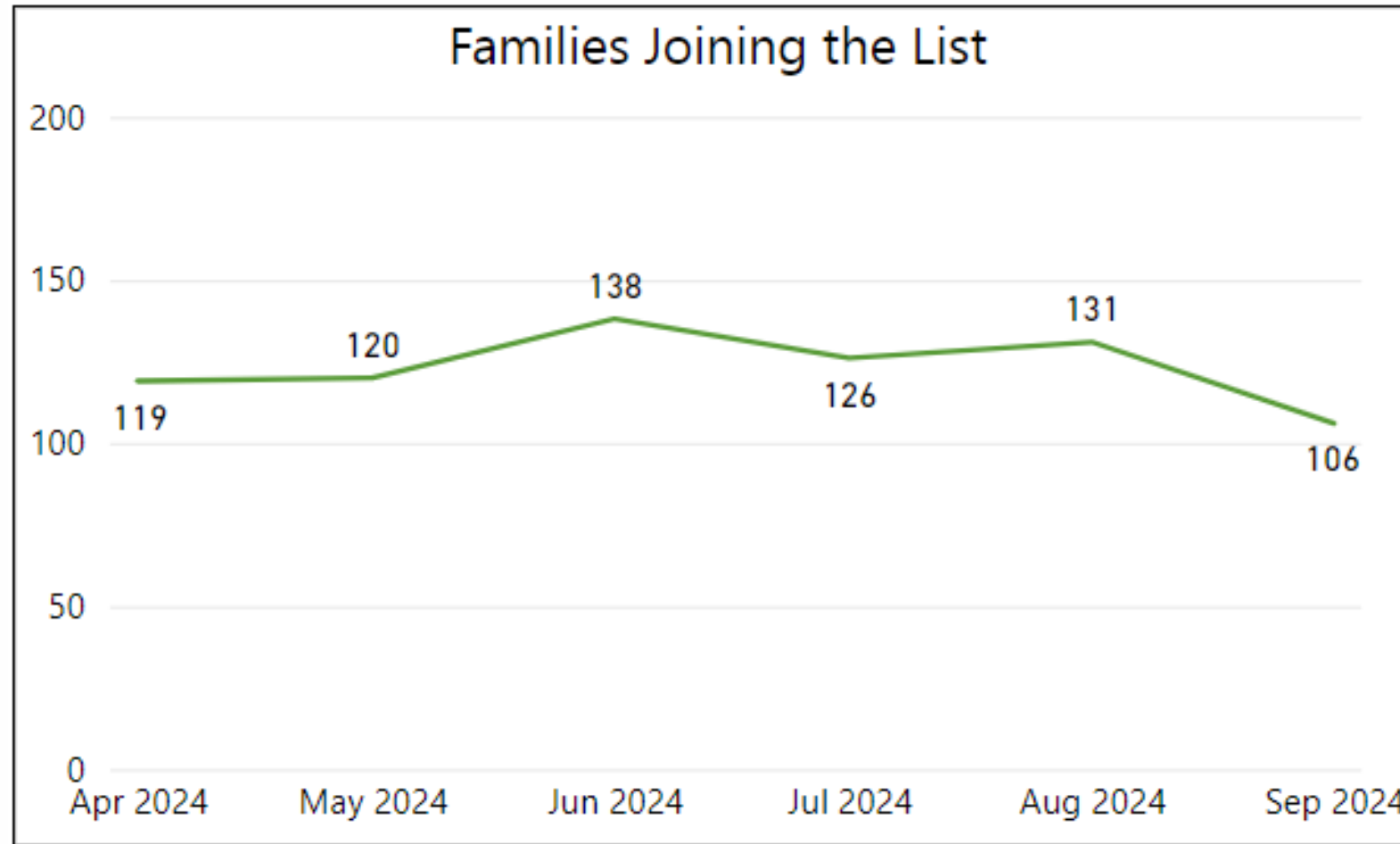
Month	Placed into Shelter	Removed from the List Without Placement*
Apr 2024	158	402
May 2024	155	446
Jun 2024	112	351
Jul 2024	165	350
Aug 2024	155	439
Sep 2024	112	392

*Reasons someone may be removed from the adult shelter waiting list without being placed into shelter include not responding to a shelter offer within three days, declining a shelter offer, or already having a shelter bed.

Adult Shelter Waiting List Metrics: People Active on the List Over Time



Family Shelter Waiting List Metrics: Families Joining the Waiting List

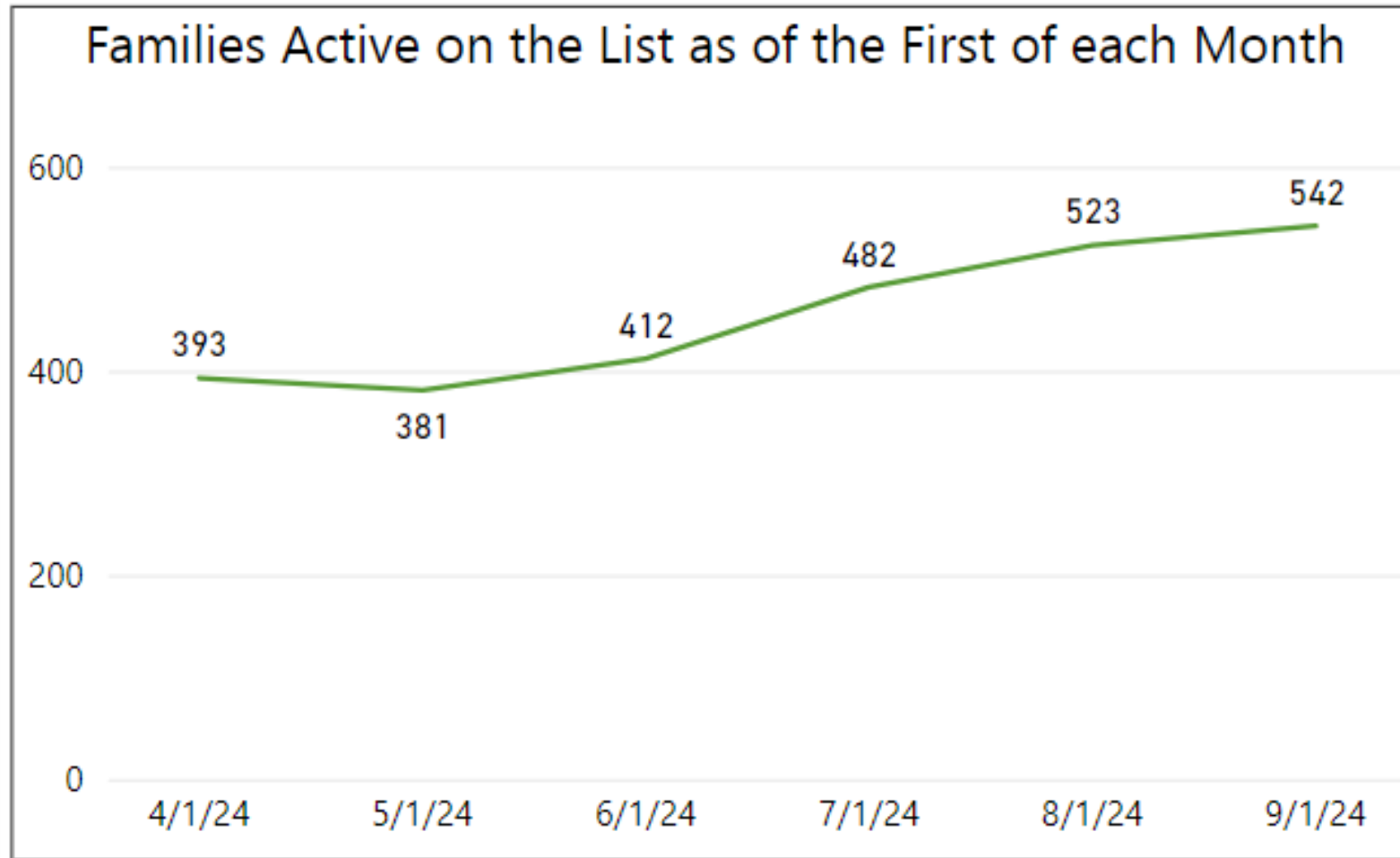


Family Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

Month	Placed into Non-Congregate Shelter	Removed from the List Without Placement*
Apr 2024	19	116
May 2024	14	72
Jun 2024	16	56
Jul 2024	17	73
Aug 2024	14	94
Sep 2024	23	93

*Reasons a family may be removed from the family shelter waiting list without being placed into shelter include not responding to a shelter offer, declining a shelter offer, or becoming housed.

Family Shelter Waiting List Metrics: Families Active on the List Over Time



The Safer Families Initiative:

A \$50M investment to serve SF families experiencing homelessness

Hotel Vouchers for Emergency Shelter for Families

- **115 new vouchers** for emergency shelter for families
 - Of these vouchers, 35 have been operationalized.
 - The remaining 80 hotel vouchers will be added before December 2024.

Rapid Re-Housing for Families

- **165 new slots** for rapid re-housing and shallow rent subsidies for families
 - Referrals beginning this month for 45 slots.
 - HSH expanding existing contracts to administer the remaining 85 slots.
- **50 new slots** for families headed by young adults

2024-2025 Interfaith Winter Shelter Program



- November 25, 2024, through March 30, 2025
- Open to single adults for self-referral daily from 6pm to 7am.
- Partnership with Episcopal Community Services, San Francisco Interfaith Council, and many host church sites.
- Please see the HSH website for details, including the schedule.



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Additional Updates

Legislative Update

Legislation heard in October:

- Apply for **2024 HUD Continuum of Care** annual grant
- Grant Agreement Amendment – Mission Neighborhood Centers for homelessness prevention
- Accept and Expend – **Round 3 Homekey Grant** for 685 Ellis Street
- Behested Payment Waiver for the Mayor's Office and HSH for homeless services.
- Supervisor Preston's Ordinance re: Street Teams Required Reporting
- **Buena Vista Horace Mann (BVHM) Family Stayover Program Joint Use Agreement** (through June 2025) - Board of Education

Upcoming Legislation in November:

Introductions

- Grant Agreement Amendment – ECS – Adult Rapid Rehousing

Hearings

- Grant Agreement Amendments:
 - St. Vincent de Paul – MSC South Shelter
 - Compass –Urgent Accommodation Vouchers for Families and Pregnant People
 - HomeRise – 5th and Harrison Transitional Housing
- **1174 Folsom** Ground Lease and grant agreement with Abode Property Management
- Amendments to the Shelter Standards of Care
- BOS Legislation: Family Rapid Rehousing Ordinance

Equity Office Updates

- “New-Comer to San Francisco – Resources, Rights, and Cultural Responsiveness” training for service providers.
 - Read about further OCEIA collaboration through the **Safer Families Plan** [here](#).



OCEIA SAN FRANCISCO OFFICE OF
**CIVIC ENGAGEMENT
& IMMIGRANT AFFAIRS**



DEPARTMENT OF
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Guardian Assistance Program (GAP)

- Resources available for pet owners experiencing homelessness
- Sponsored by SF Animal Care and Control

ELIGIBILITY

You may be eligible if you:



1

Receive public benefits, such as CalFresh, Medi-Cal, CalWORKS, or the County Adult Assistance Program; OR

2

Are currently experiencing homelessness in San Francisco and have worked with a Coordinated Entry Access Point in the last six months. For more information, go to [tinyURL.com/CEAccessPoints](https://tinyurl.com/CEAccessPoints).

Don't let financial hardship come between you and your pet. Call or visit us today to see if you qualify for GAP!

Scan the QR code to learn more about our monthly pet food pantry and Vet in Vans (ViV) services, offering low-cost vet care for your furry friends.



Updates from other Advisory Bodies

🔑 Local Homeless Coordinating Board:

- All seats are filled
- Next meeting: Monday, November 4, 11:00AM, Room 416 City Hall
- LHCB Adopted the [Coordinated Entry Bill of Rights](#) and the [Coordinated Entry Training Standards](#)
- Application for CoC funding submitted in October

🔑 Shelter Monitoring Committee:

- 1 vacancy (seat 1)
- Next meeting: November 20, 2024, 10:00-11:30AM, Room 408 City Hall
- SMC members will soon begin inspecting Navigation Centers, currently revising visit schedule

🔑 Shelter Grievance Advisory Committee:

- 5 vacancies
- Next meeting on Tuesday, December 10th, 2024, 2:30 – 4:30PM, Room 305



HR Update & HSH is Hiring!

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

Positions Update

256 total FTE

31 vacant positions

39 active recruitments



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Questions?

Thank you!