



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | December 4, 2024





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

Total Encounters

32,713

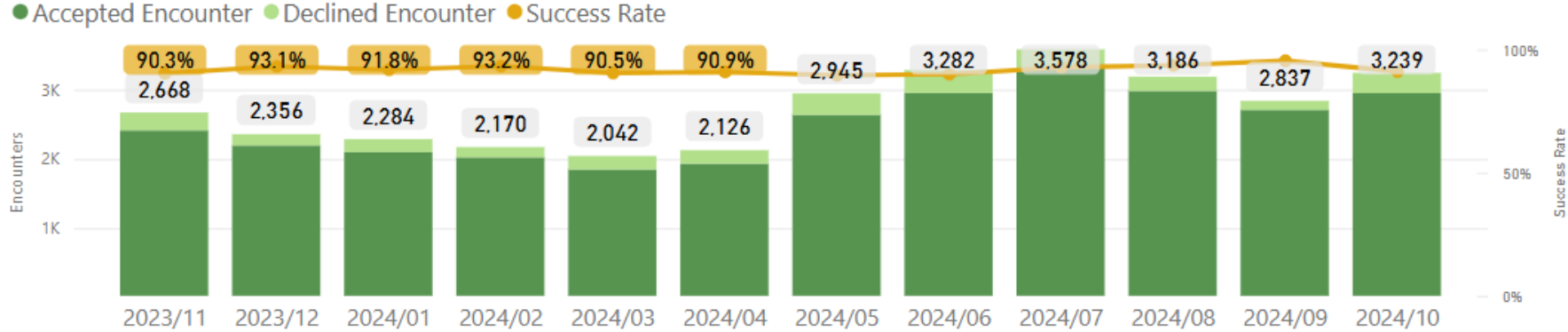
(Trailing 12 Months)

% Accepted Encounters

91.8%

(Trailing 12 Months)

Outreach Encounters

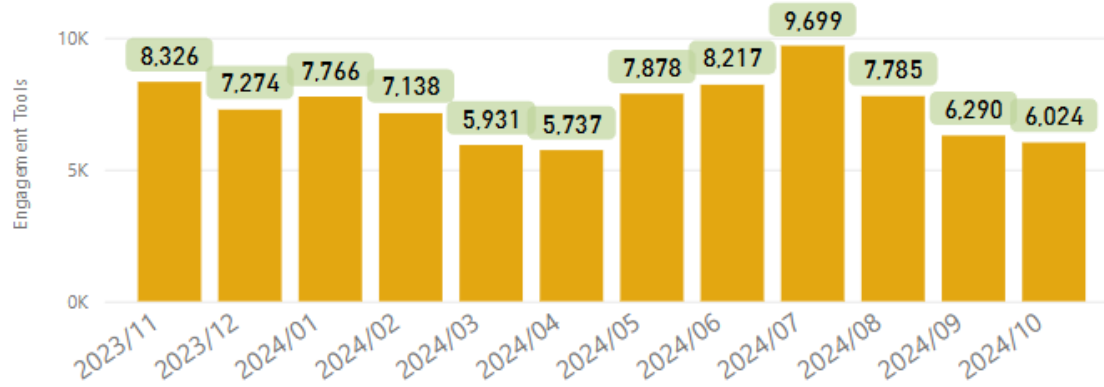


Total Engagement Tools

88,065

(Trailing 12 Months)

Engagement Tools Provided



2024/Oct

Top Engagement Tools

Tool	Count	% of Total
Food	2,265	42.14%
Water	2,123	39.50%
Hygiene Supplies	987	18.36%

*List is not exhaustive; totals may not equal 100%.

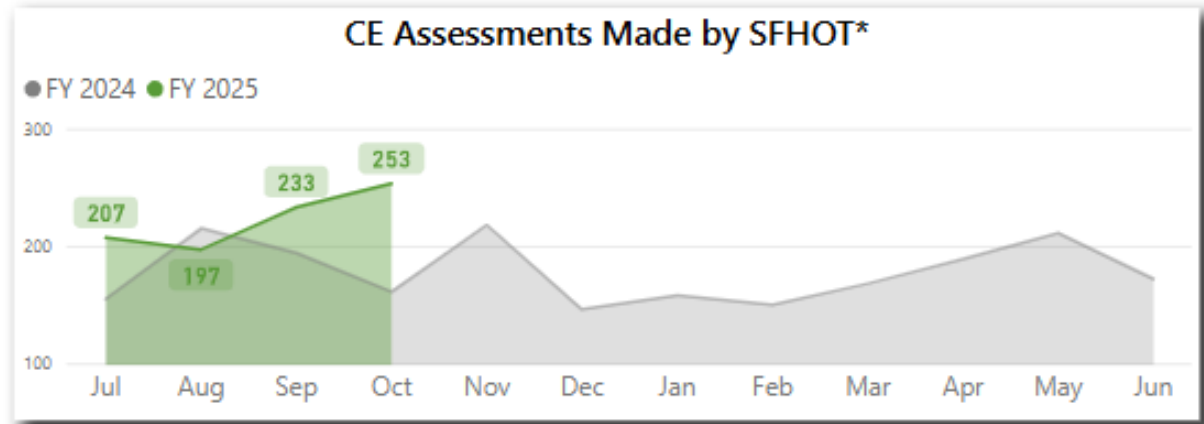
Data through October 31, 2024.

[Link to online dashboard.](#)

Outreach Updates: SFHOT

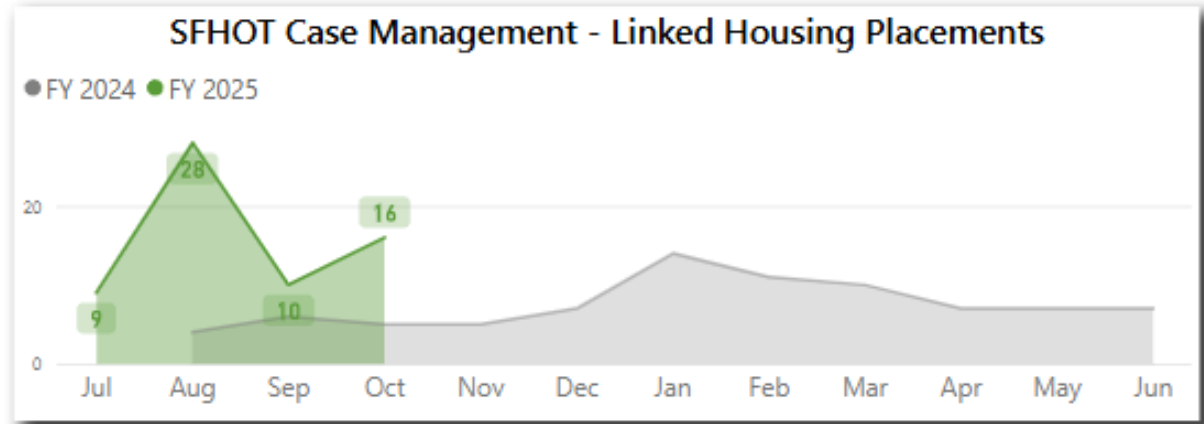
Data through
October 31, 2024

253
Latest Month
890
Current Fiscal Year To Date
725
Latest Fiscal Year To Date
23%
Percentage Change

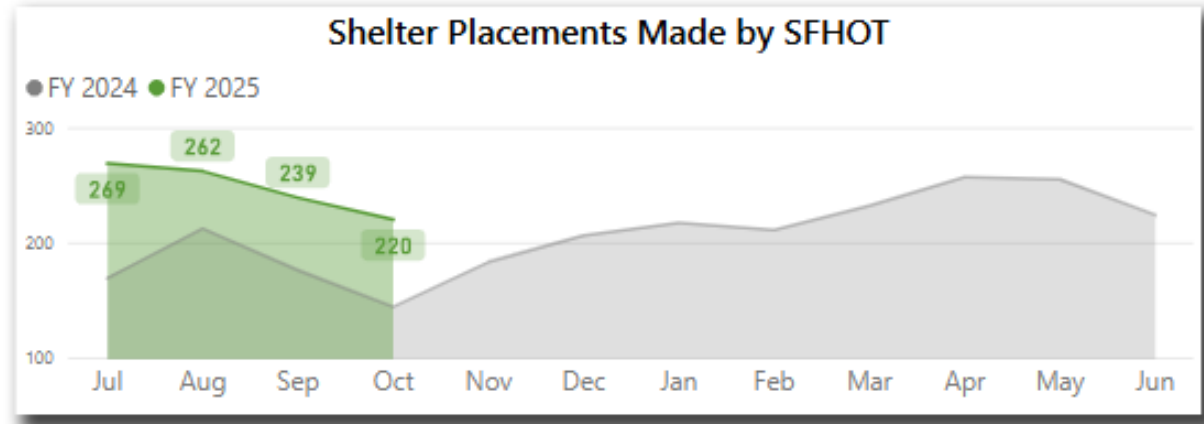


*Adult Primary CE Assessment or Family Housing Prioritization Assessments

16
Latest Month
63
Current Fiscal Year To Date
15
Latest Fiscal Year To Date
320%
Percentage Change



220
Latest Month
990
Current Fiscal Year To Date
701
Last Fiscal Year To Date
41%
Percentage Change



Coordinated Entry Assessments

1,162

Latest Month Assessments

4,564

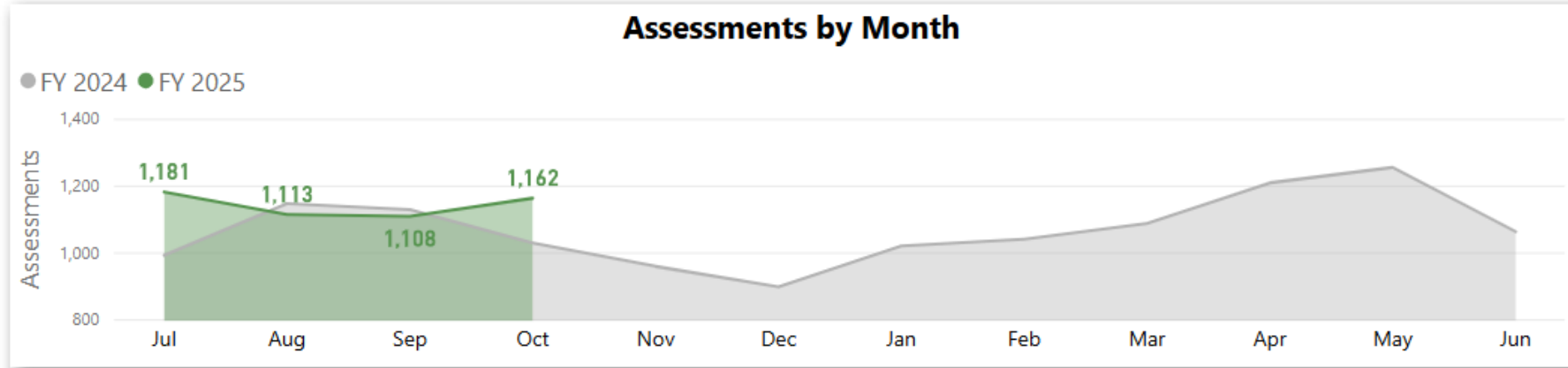
FYTD Assessments

4,293

Last FYTD Assessments

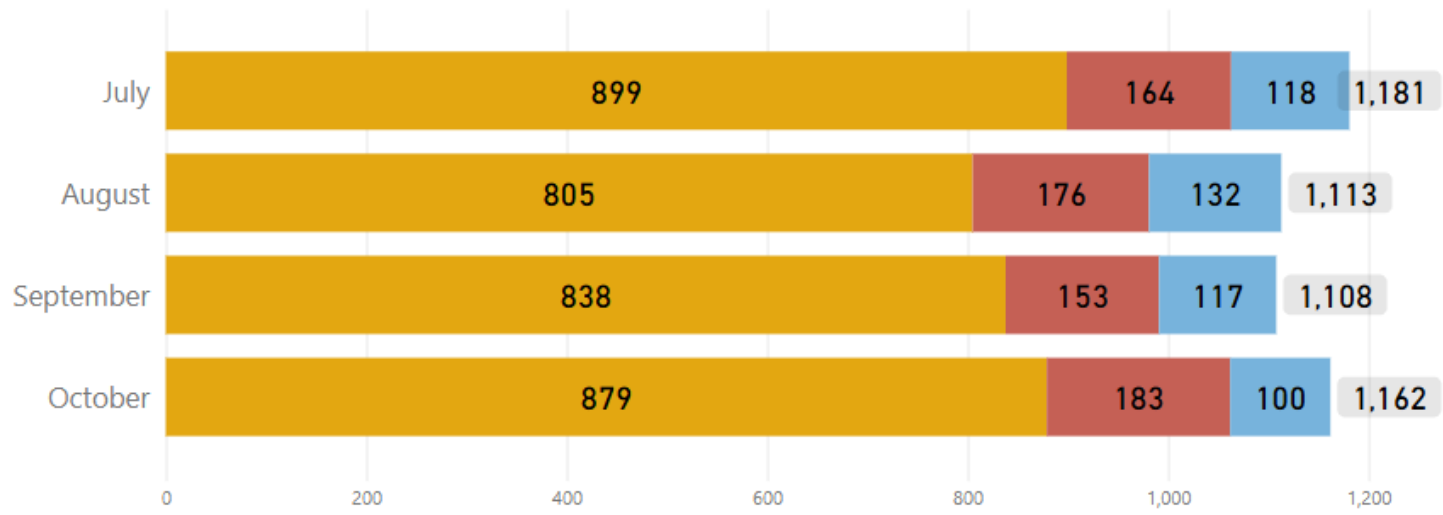
12,816

Last Year Total

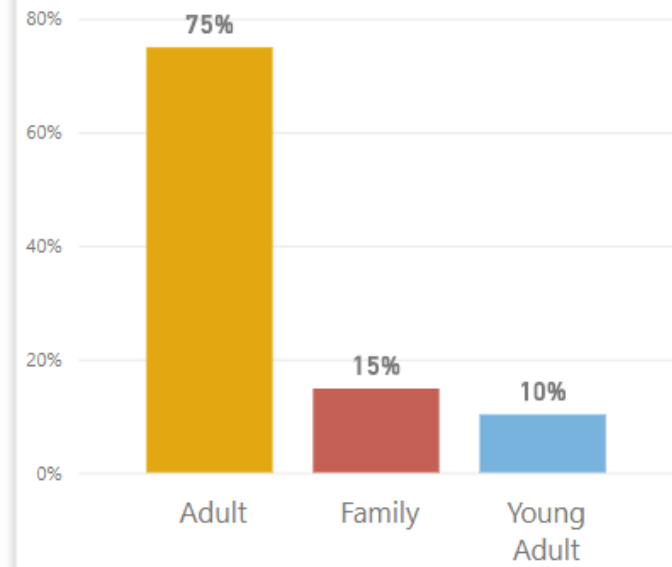


FY 2025: Population Assessment by Month

● Adult ● Family ● Young Adult



FYTD Population Makeup



Data through October 31, 2024.

[Link to online dashboard.](#)

Homelessness Prevention

Date of Assistance

7/1/2024 10/31/2024

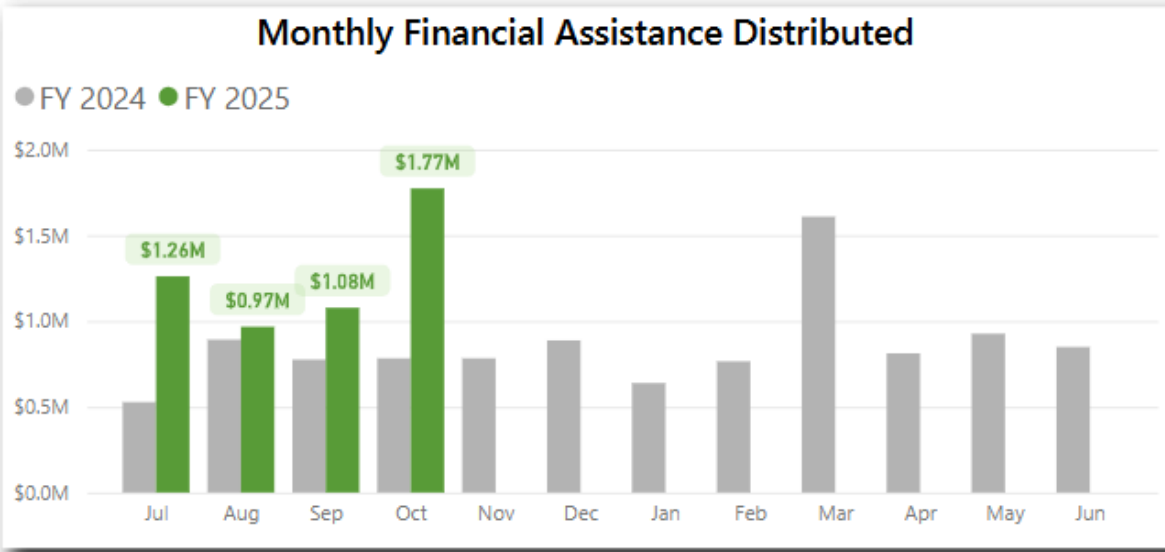
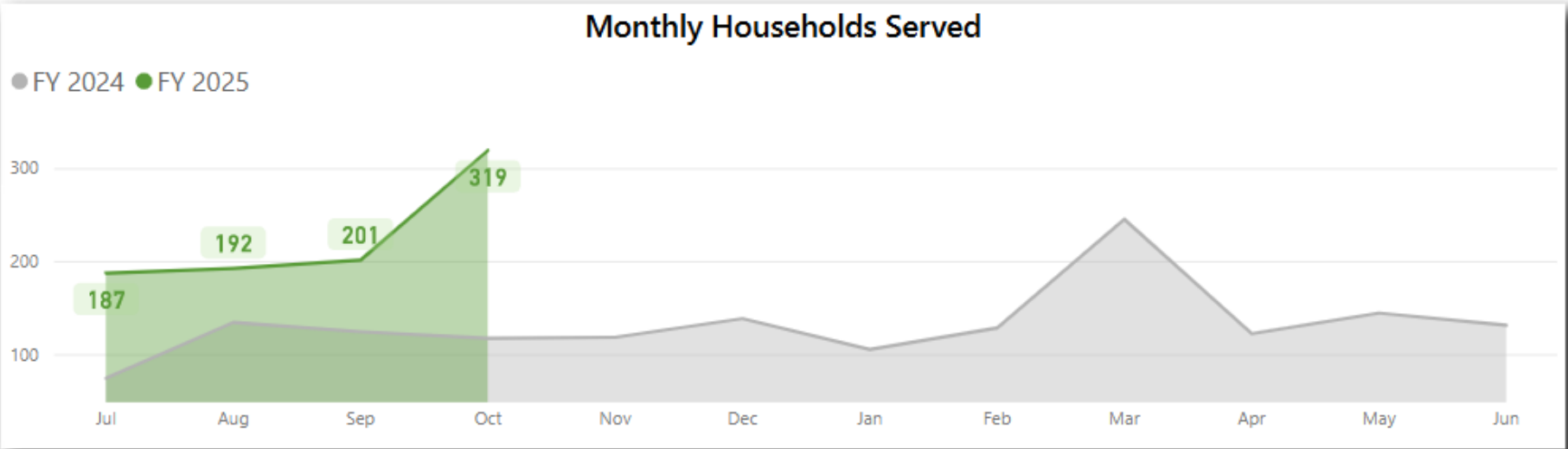
Total Households Served

895

Total Financial Assistance Distributed

\$5,076,814

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



Types of Financial Assistance

Assistance Type	Amount
Back Rent	\$2,536,463
Stipulated Agreement Assistance	\$1,010,509
Move in Assistance	\$850,622
Future Rent	\$679,220

Prevention:

San Francisco Emergency Rental Assistance Program (ERAP) Data

Households Served: 490

- Below 30% of Area Median Income (AMI): **67%**
- Experienced homelessness: **81%**
- At risk of displacement: **75%**
- Received eviction notice: **8%**
- Identify as people of color: **77%**

Average Assistance

\$5,732

Total Distributed

\$2,808,821



Problem Solving Resolutions

Service Dates

7/1/2024 10/31/2024

Households

319
Unique Households Resolved

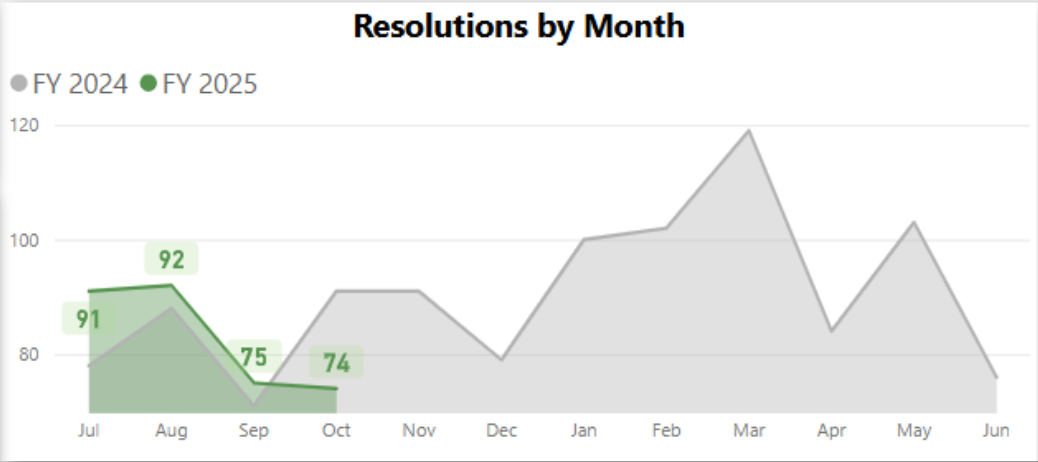
4,617
Households Served

Services

332
Total Resolutions

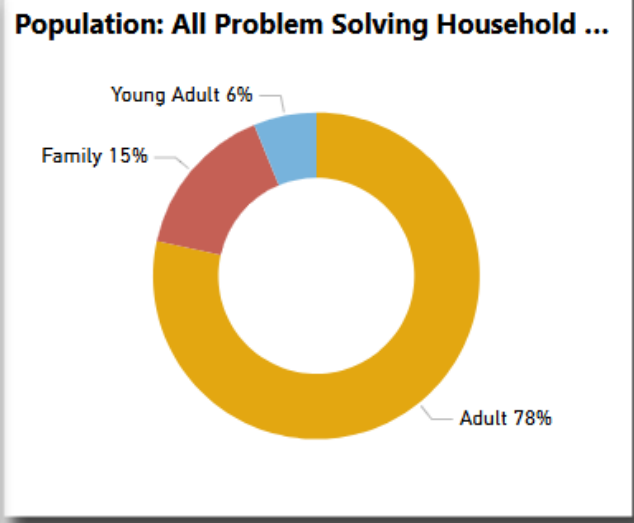
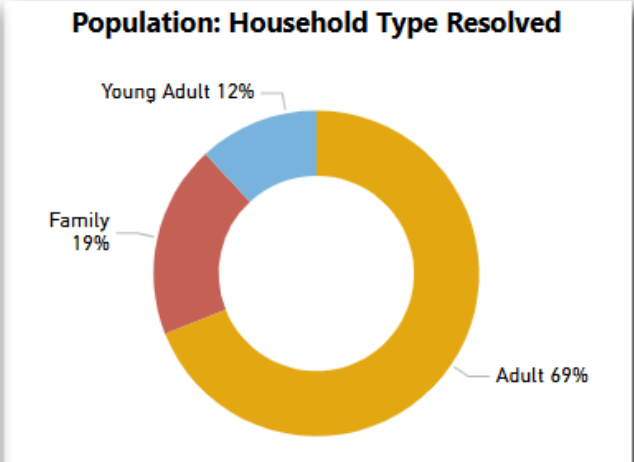
\$1,130,160
Total Financial Assistance

6,544
Total Conversations



Top 5 Types of Financial Assistance

Assistance	Amount
Move-In Assistance for housing outside the San Francisco HRS, including deposits and first month's rent	\$814,373
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$140,749
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$123,939
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	\$11,191
Rental assistance after move-in	\$10,792



Data through October 31, 2024.

[Link to online dashboard.](#)

Housing Inventory Dashboard

Total Units

13,483

Total Beds

17,672

Measure By

- Units (#)
- Units (%)
- Beds (#)
- Beds (%)

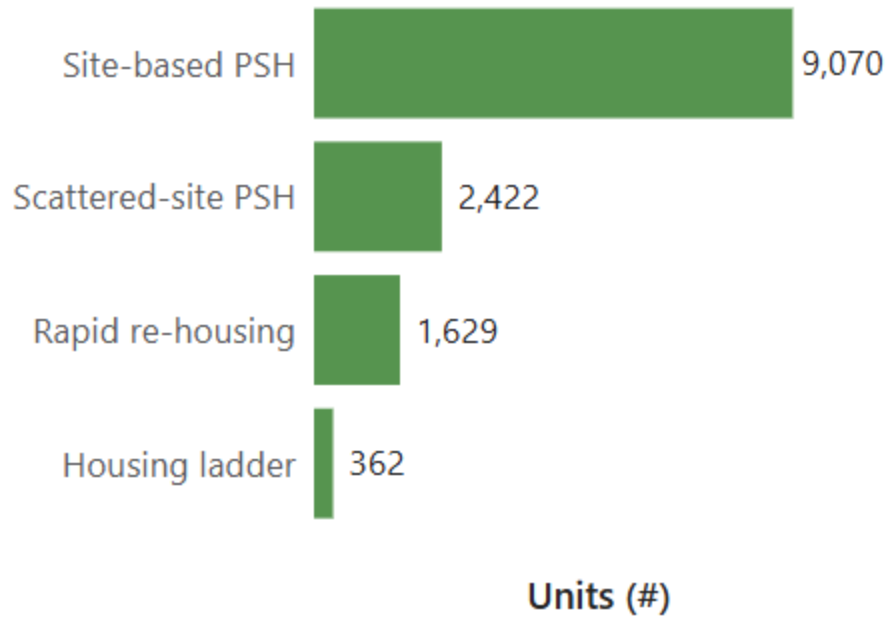
Compare By

- Program Type
- Household Type

Household Type

All ▾

Program Type



Total Chronic
Units (#)

2,122

Total Veteran
Units (#)

856

Total Young Adult
Units (#)

759

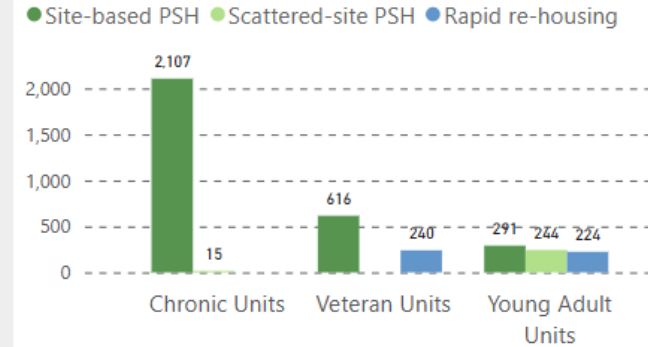
Measure By

- Units (#)
- Units (%)
- Beds (#)
- Beds (%)

Compare By

- Program Type
- Household Type

Units (#)



Data as of October 17, 2024.

[Link to online dashboard.](#)

Family Shelter & Housing Update: Safer Families Plan

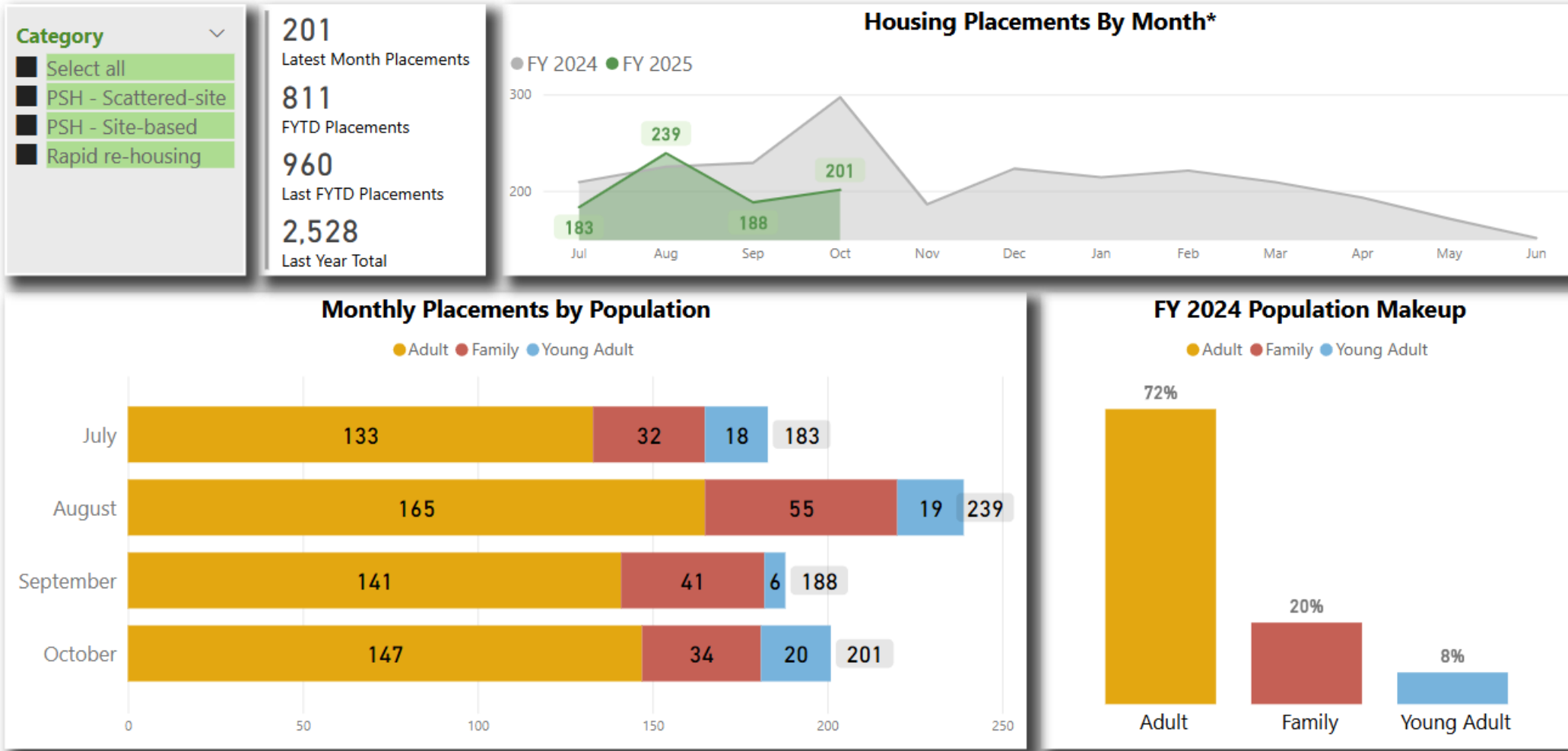
Rapid Rehousing

- Expanding four family rapid rehousing agreements
 - All will be taking referrals by March 2025, with the first taking referrals as early as November 2024
 - Total of **130 Safer Family Plan slots** across four providers
- 50 TAY RRH vouchers; intent to award announcement in December.

Shallow Subsidy for Families

- Mission Neighborhood Centers (September HOC) began taking referrals in October 2024
 - 2 families have been placed into housing
- Referrals through Coordinated Entry and transfers from the family rapid rehousing program as they stabilize in housing following the 24–36-month program

Housing Placements



Excludes transfers.

Data through October 31, 2024.

[Link to online dashboard.](#)

180 Jones St Grand Opening



- In November HSH join **Tenderloin Neighborhood Development Corporation, California Department of Housing & Community Development & the San Francisco Mayor's Office of Housing and Community Development** in celebrating the opening of 180 Jones.
- This new affordable housing, previously a parking lot, brings 70 100% affordable homes for low-income residents, 35 of which will be reserved for people exiting homelessness.

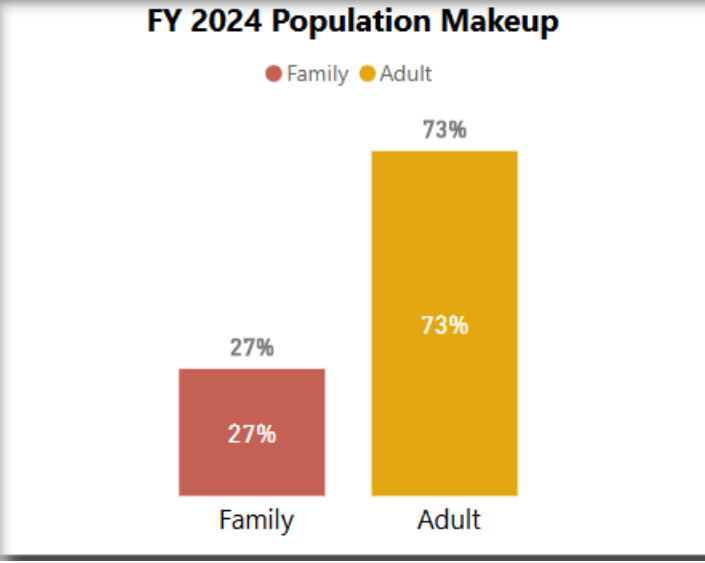
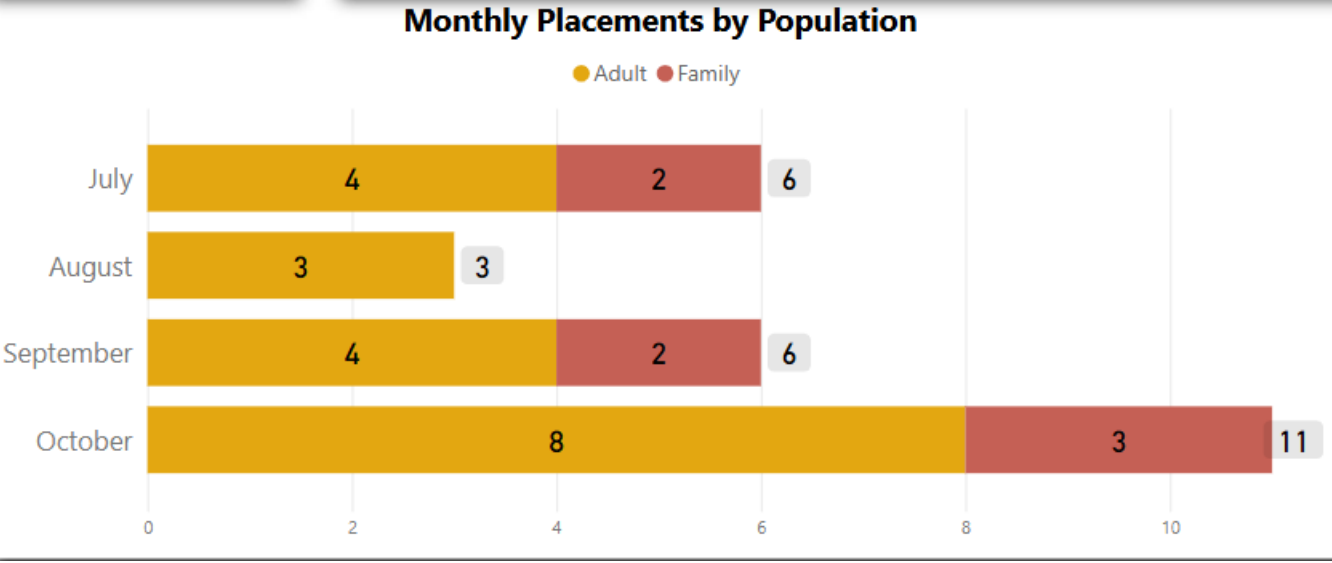
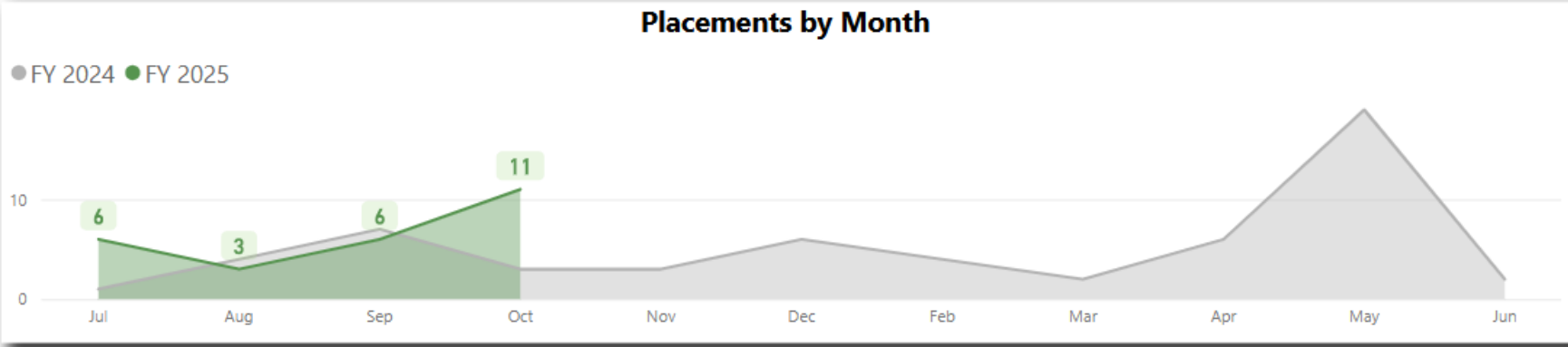
Housing Ladder

11
Latest Month Placements

26
FYTD Placements

15
Last FYTD Placements

57
Last Year Total



Data through October 31, 2024.

[Link to online dashboard.](#)

Housing Vacancies

Inventory

Vacancy Rates

(as a percent of total inventory)

By vacancy status

Total Vacancies
719

Vacancy Rate (Target 7%)
8.3%

Available for Referral
114

% Available for Referral
1.3%

Move-in in Progress
246

% Move-in in Progress
2.8%

Offline
359

% Offline
4.2%

Total Units
8,636

Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial Maintenance	155
Automatically Set to Offline	76
Internal Transfer	48
Property Hold	34
Building Rehab	18
Significant Damage	16
Coroner Hold	12
Total	359

HSH Shelter Inventory

- Snapshot as of November 21, 2024
- [Public dashboard](#) available on HSH website; refreshes daily Monday – Friday.
- Ability to filter for specific programs and populations served.

Count of sites

50

Total guests

3,878

Occupancy

3,345

Capacity

3,610

Occupancy Rate ⓘ

93%

Site category

All

Site type

All

Congregate / non-congregate ⓘ

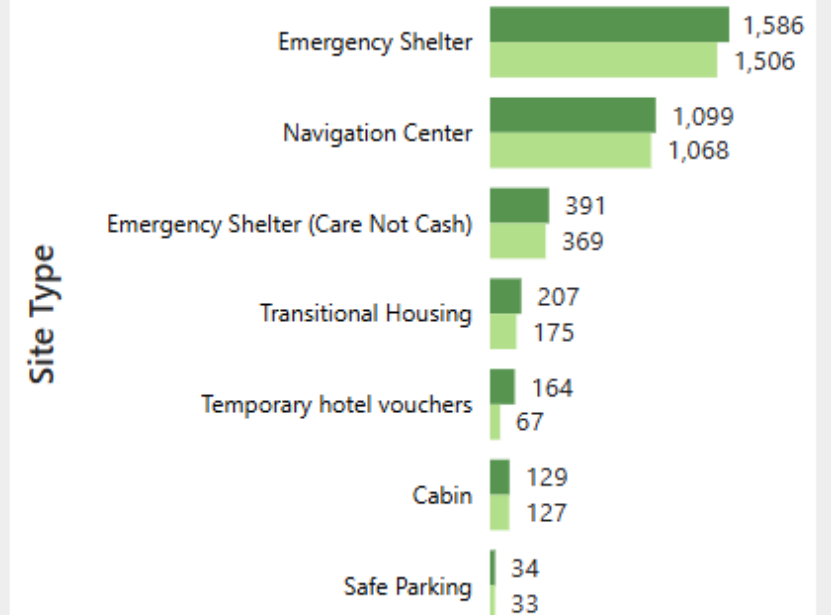
All

Population

All

Capacity and occupancy by site type

● Capacity ● Occupancy

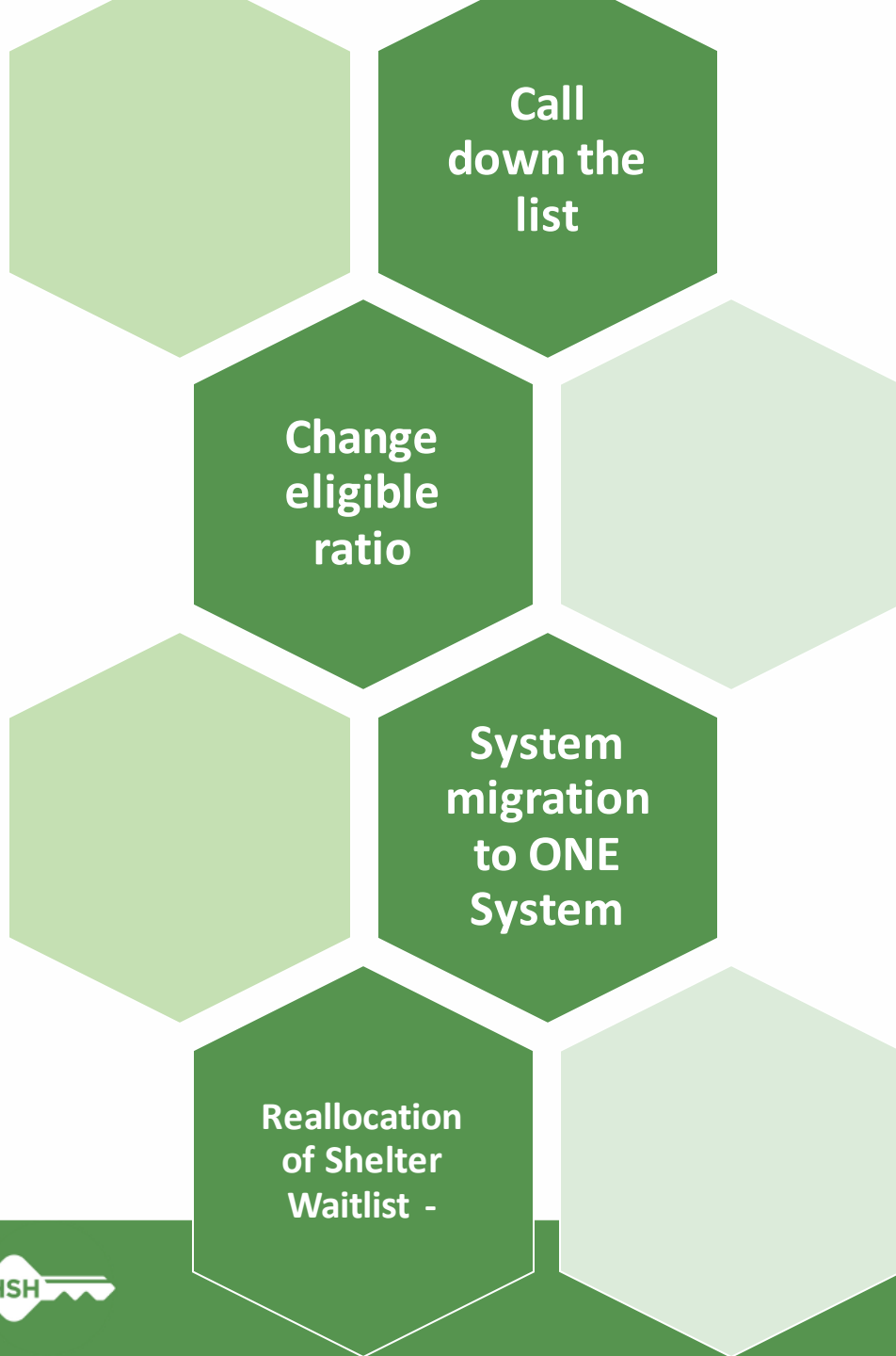


2024-2025 Interfaith Winter Shelter Program: Now Open



- 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.

Shelter System Process Improvements



- **Call down the list:** After reservation specialists call all the people at the top of the waitlist during the 10am-noon reservation window, they call down the rest of the list until they fill their beds prior to ending the reservation window.
- **Change eligible ratio:** Reservation specialists offer shelter beds to people at the top of the waitlist at a 3:1 ratio. This means for every shelter bed available they move 3 people to the top of the list. We increased the ratio of moving people to the top to a 4:1 ratio.
- **ONE System:** HSH moved the waitlist beds into the ONE system, where HSH can better track bed utilization and other placement data.
- **Reallocation of Shelter Waitlist:** HSH offers beds that do not get used by reservation specialists on a given day to outreach teams to utilize.

Adult & Family Shelter Waiting Lists

Family Shelter Waiting List

There are currently 498 families on the waiting list. 74 of these families are in an HSH-funded, congregate or time-limited family shelter.

124 families joined the waiting list in October 2024.

Average time on waiting list = 48 days (for families who accepted placement offers)

In October 2024, 27 families were placed into non-congregate shelter from the list.

Adult Shelter Waiting List

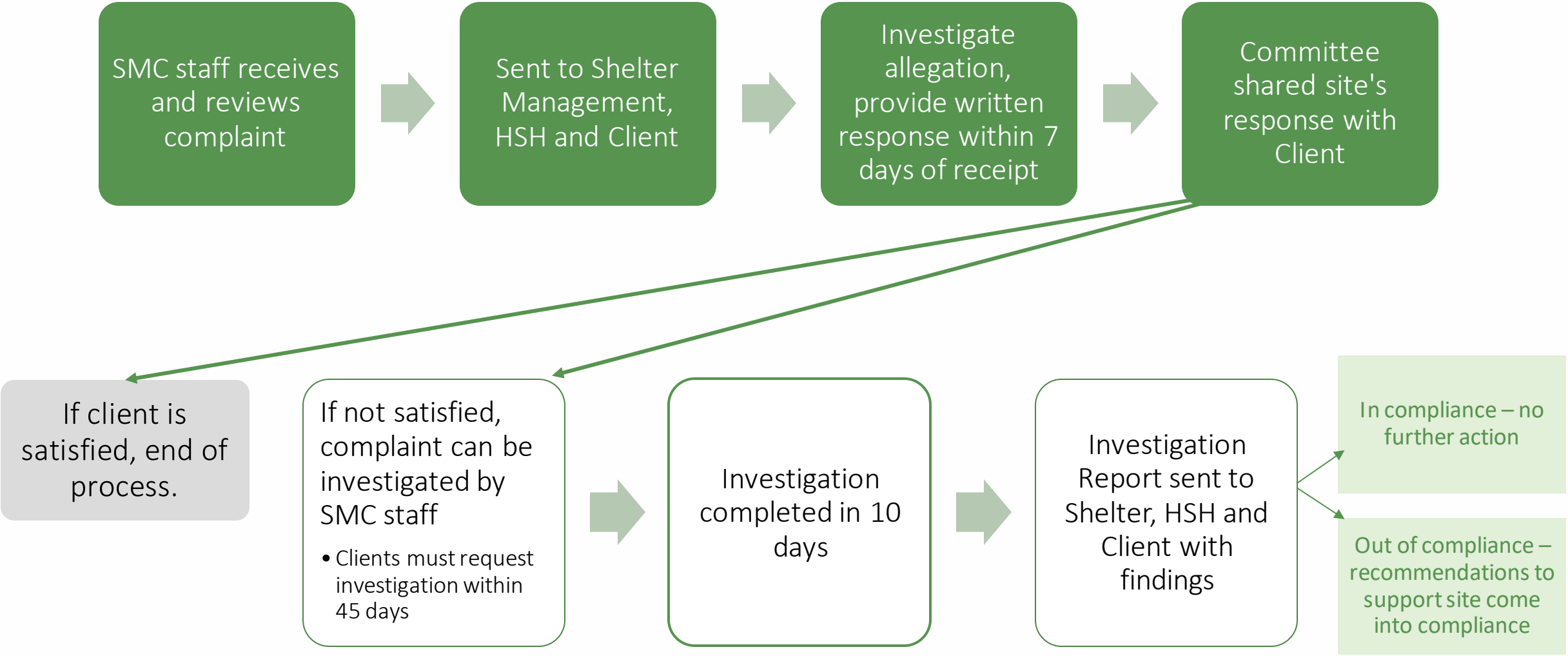
There are currently 316 people on the waiting list.

569 people joined the waiting list in October 2024.

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

In October 2024, 149 people were placed into shelter from the reservation system.

Shelter Monitoring Committee: Client Complaint Process



Shelter Monitoring Committee Complaints by Shelter program

sorted by complaints per unit of capacity

Site	Site Capacity	Complaints in FY 23-24	Ratio
Hamilton Family	27 families	5	0.19
A Woman's Place	25 beds	3	0.12
Central Waterfront Nav	60 beds	7	0.12
Oasis Family	54 beds	5	0.09
Monarch Hotel	93 beds	6	0.06
MSC South	327 beds	16	0.05
Hospitality House	22 beds	1	0.05
Harbor House Family	30 families	1	0.03
Division Circle Nav	186 beds	6	0.03
Bayshore	128 beds	4	0.03
Baldwin	179 beds	5	0.03
Ellis Semi-Congregate	130 beds	3	0.02
Embarcadero Nav	200 beds	3	0.02
Bayview	203 beds	3	0.01
Gough Cabins	70 rooms	1	0.01
Cova Hotel	90 beds	1	0.01
Next Door	334 beds	3	0.01
711 Post	250 beds	2	0.01
Lark Inn	36 beds	0	0.00
Sanctuary	200 beds	0	0.00

Most Common Allegations of Violations

Standard of Care	Number of allegations of violations of this Standard *
Standard 1: Treat all clients equally, with respect and dignity...	111
Standard 2: Provide shelter services in an environment that is safe ...	51
Standard 31: Training...	23
Standard 15: Storage...	16
Standard 8: Provide shelter services in compliance with the ADA...	15
Standard 3: Supply and clean restrooms...	11
Standard 25: Require all staff to wear a badge...	10
Standard 28: Laundry services ...	7
Standard 9: Engage a nutritionist...	6
Standard 10: Make dietary modifications...	6
*One complaint may have multiple allegations, including multiple allegations of violations of the same standard of care.	

Candlestick Vehicle Triage Center (VTC) – Winddown

Challenges

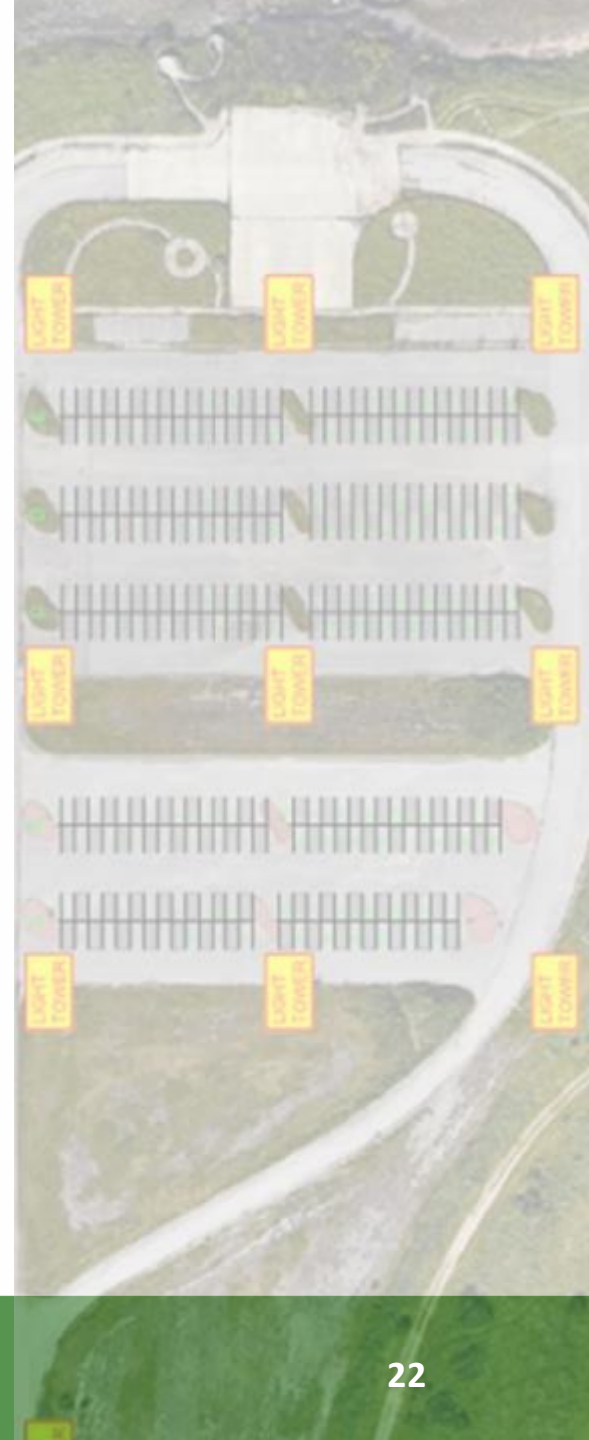
- 132 households served and 37 vehicle repairs
- 26 households exited the VTC to housing
- High-cost program with limited success
- Assessibility challenges

Fall/Winter 2024

- Winddown begins
- HSH stopped new intakes
- Community meeting with guests and beginning of working closely with each guest to identify housing solutions and we will offer alternative placements for all guests

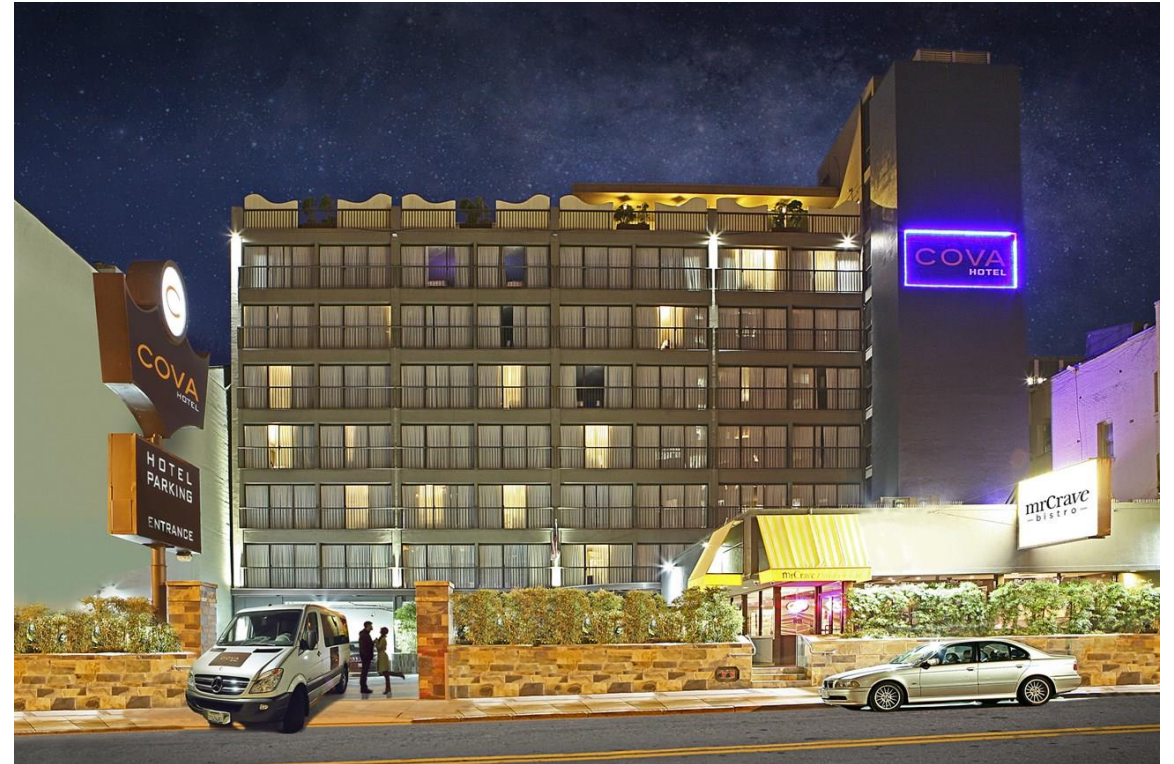
Spring 2025

- Facilitate client placements
- All guests will have received an offer of shelter or housing.
- Site closure



Cova Closure

- Closing the program by Spring 2025
- ECS staff notified on November 22nd
- All guests will be assessed for housing and provided the support needed to get document ready.
- All guests will be offered housing or alternative shelter.





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Additional Updates

Legislative Update

Upcoming Legislation in December:

Introductions

- Grant Agreement Amendment – Episcopal Community Services – 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

Legislation heard in November:

- **Amendments to the Shelter Standards of Care**
 - Amended Admin Code Article VII Chapter 20 with updates from HSH and the Shelter Monitoring Committee including:
 - Allowing the Committee to **focus their efforts** on investigating shelters that are out-of-compliance or receive multiple complaints,
 - Expand criteria for **Seat 1** (currently vacant); and
 - Update **programmatic terms** and reflects the **transition** of the Committee from **DPH to HSH and HOC.**

Legislative Update: Family Rapid Rehousing

- On October 22, 2024, Supervisors Ronen, Peskin and Walton introduced an Ordinance proposing to make it City policy to provide **up to 5 years of rapid rehousing assistance** to any eligible family household enrolled in city-funded rapid rehousing programs, and require an **annual hearing and report** at the **Homelessness Oversight Commission** on the implementation of this proposed policy.
- Proposed Ordinance Details:
 - Applies to **Family Rapid rehousing**
 - Applies to both **HSH and HSA** funded rapid rehousing programs
 - Applies to **all funding sources** (OCOH, GF, Federal (CoC) and State (CalWorks))
- Fiscal Impacts:
 - The proposed legislation would require **new funding** to implement.
 - HSH estimates implementation could cost between **\$19.7 million** and **\$32 million** for both HSH and HSA, depending on the number of households eligible for extensions up to 5 years.
- Legislative Process:
 - The proposed legislation was heard at the Rules Committee on November 18th, and is expected to be heard by the Full Board on December 3rd and December 10th.

Updates from other Advisory Bodies

• Local Homeless Coordinating Board:

- 1 vacant seat
- Next meeting: Monday, December 2, 11:00AM, Room 416 City Hall
- **Topics:** Coordinated Entry for Survivors year in review and CE Committee nominations

• Shelter Monitoring Committee:

- 2 vacant seats
- Next meeting: January 15, 2024, 10:00AM, Room 408 City Hall
- Topics: Clarifying the response time for complaints, video recording at shelters, number of meals, and laundry access.

• 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

254 total FTE

33 vacant positions

35 active recruitments



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Questions?

Thank you!



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Appendix Slides:

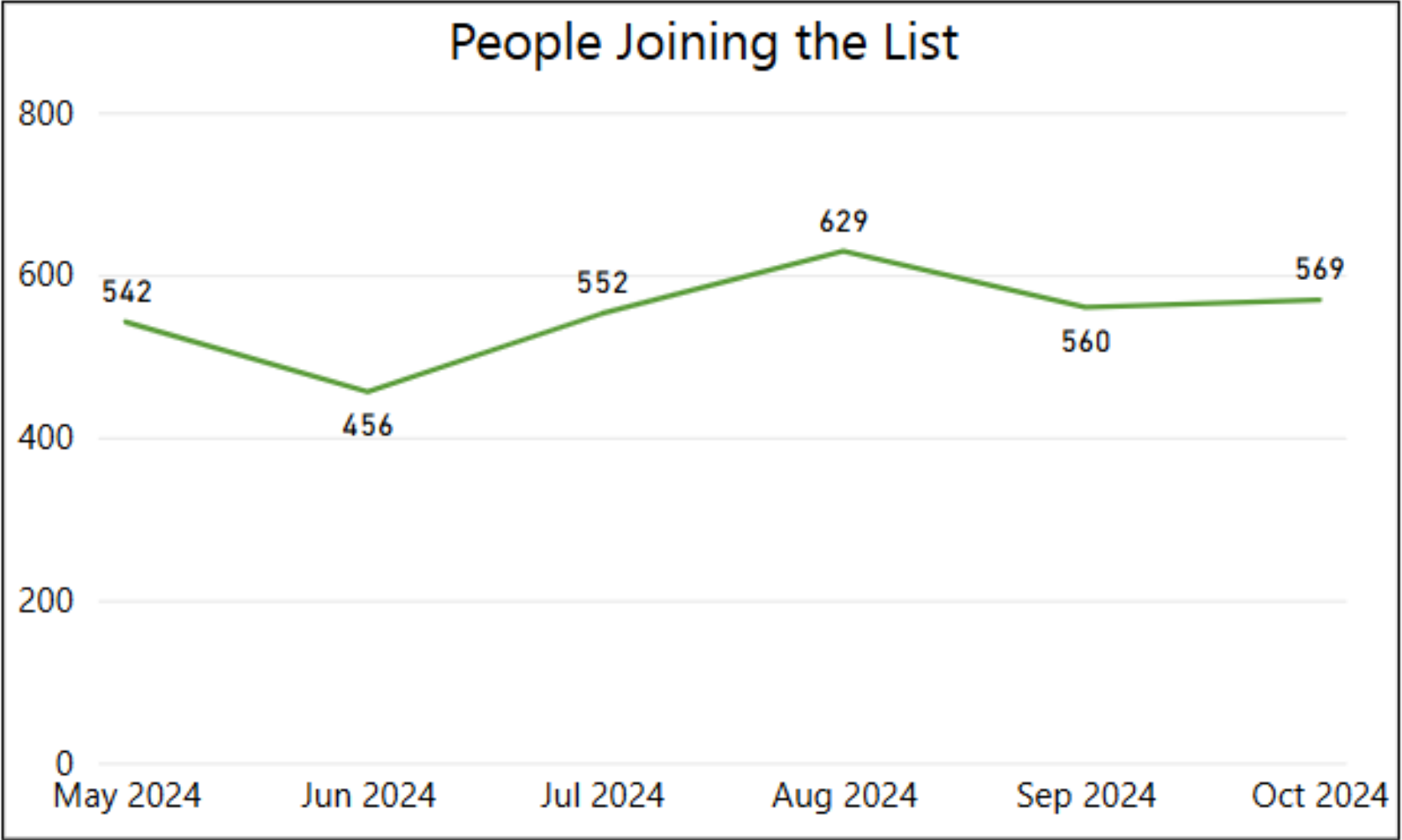
Shelter Waiting List Data Overtime

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

Month	Placed into Non-Congregate Shelter	Removed from the List Without Placement*
May 2024	14	68
Jun 2024	16	55
Jul 2024	17	69
Aug 2024	14	92
Sep 2024	23	89
Oct 2024	27	116

*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.

Adult Shelter Waiting List Metrics: People Joining the Waiting List

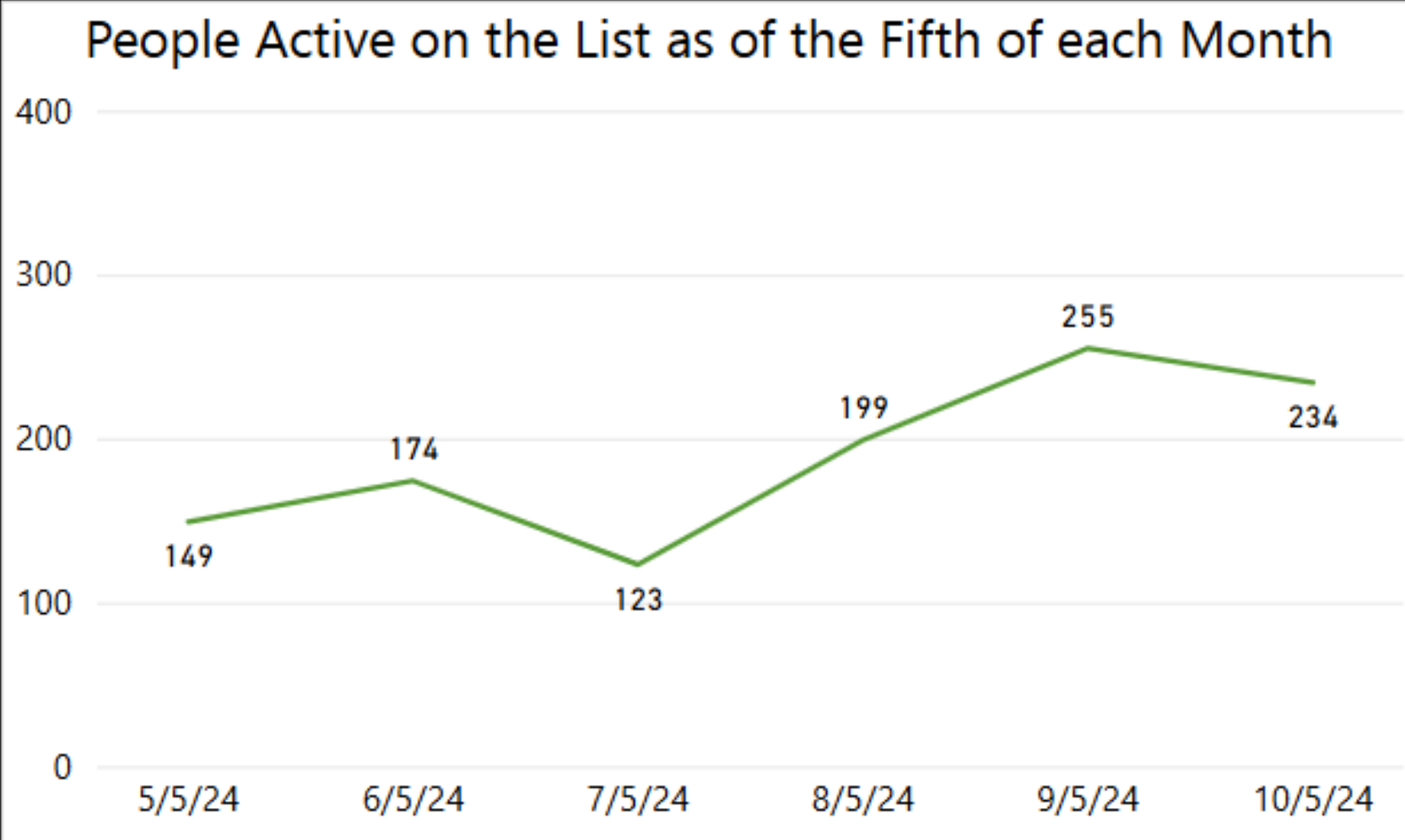


Adult Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

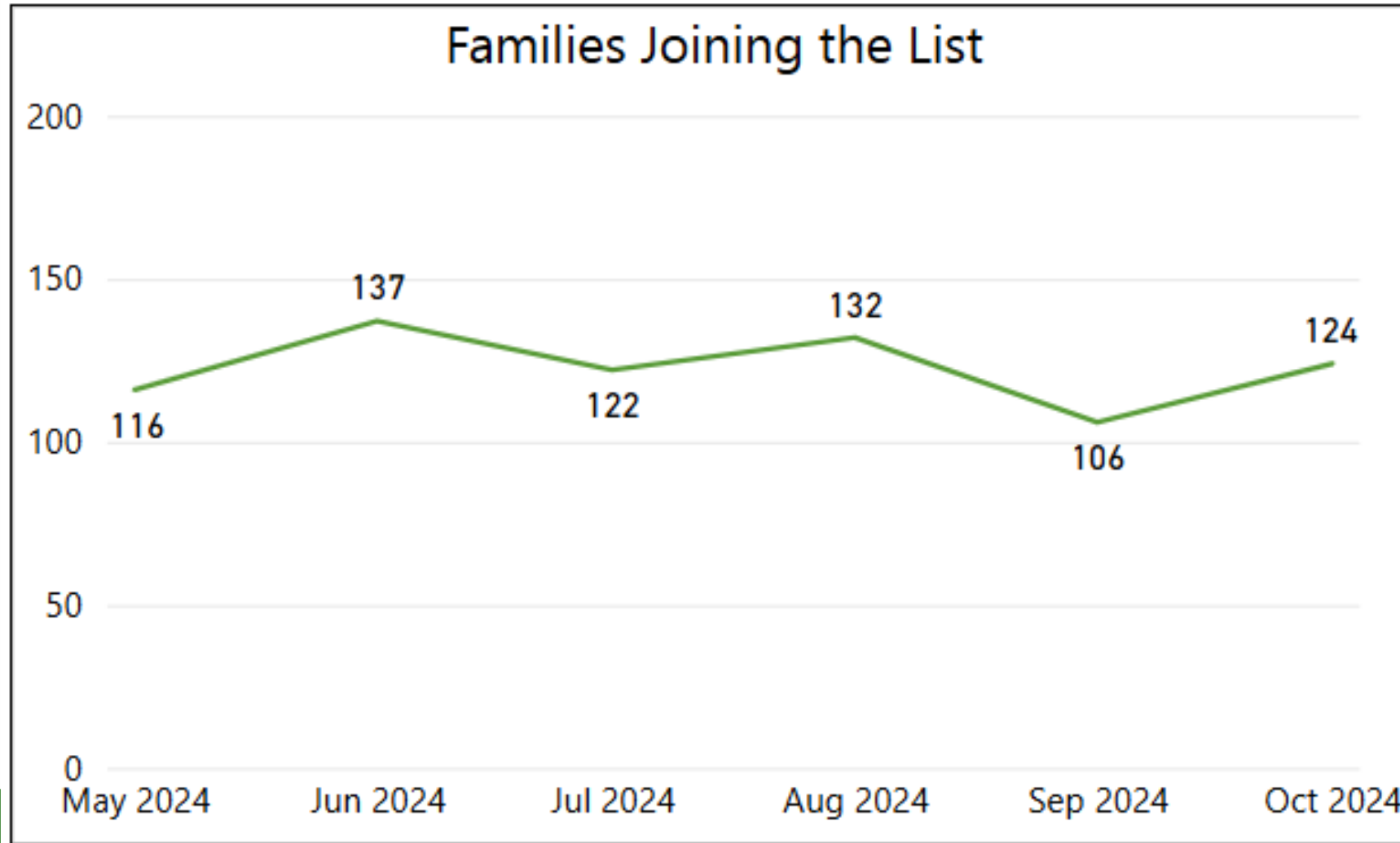
Month	Placed into Shelter	Removed from the List Without Placement*
May 2024	155	446
Jun 2024	112	351
Jul 2024	165	349
Aug 2024	155	439
Sep 2024	112	392
Oct 2024	149	473

*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: Families Active on the List Over Time

