



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | January 10, 2025





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

33,176

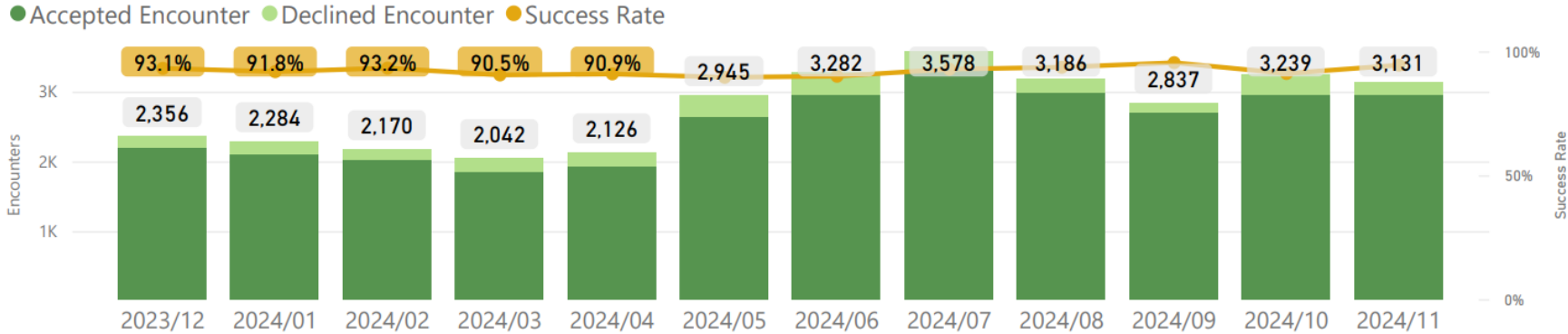
(Trailing 12 Months)

% Accepted Encounters

92.2%

(Trailing 12 Months)

Outreach Encounters

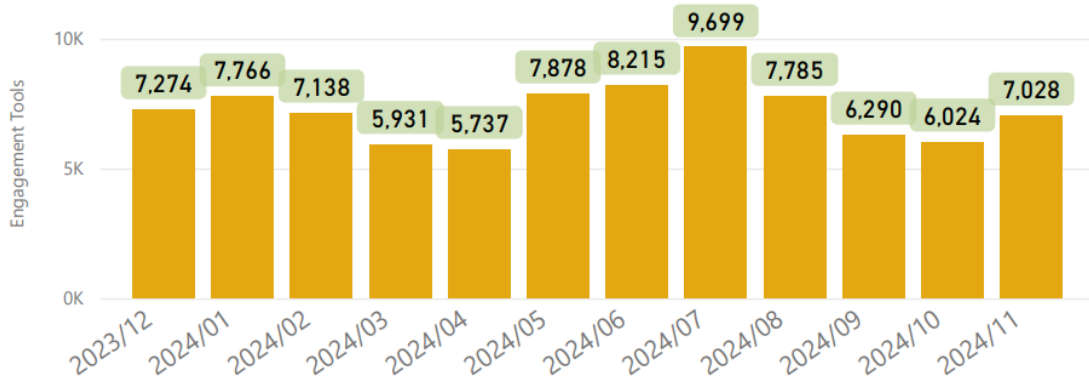


Total Engagement Tools

86,765

(Trailing 12 Months)

Engagement Tools Provided



2024/Nov

Top Engagement Tools

Tool	Count	% of Total
Food	2,582	40.15%
Water	1,884	29.30%
Hygiene Supplies	1,062	16.51%
Undergarments	472	7.34%
Ponchos	431	6.70%

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

Data through November 30, 2024.

[Link to online dashboard.](#)

Outreach: December Inclement Weather

Encounters		
Accepted Encounters	683	96%
Declined Encounters	31	4%
Total Encounters	714	100%

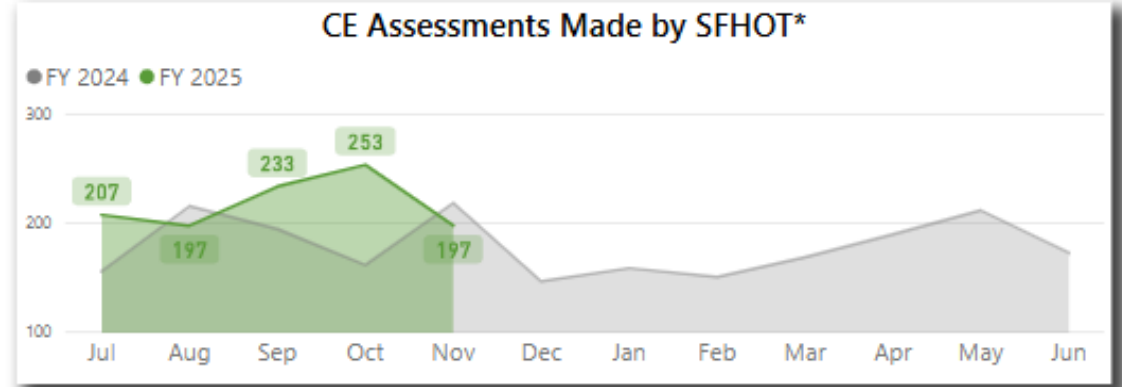
Coordinated Entry	
Coordinated Entry Assessments	56
HRS Clients referred to PSH	19

Emergency Supplies Distributed	
Ponchos	262
Blankets	87
Socks/Underwear	97
Shoes	10

Outreach Updates: SFHOT

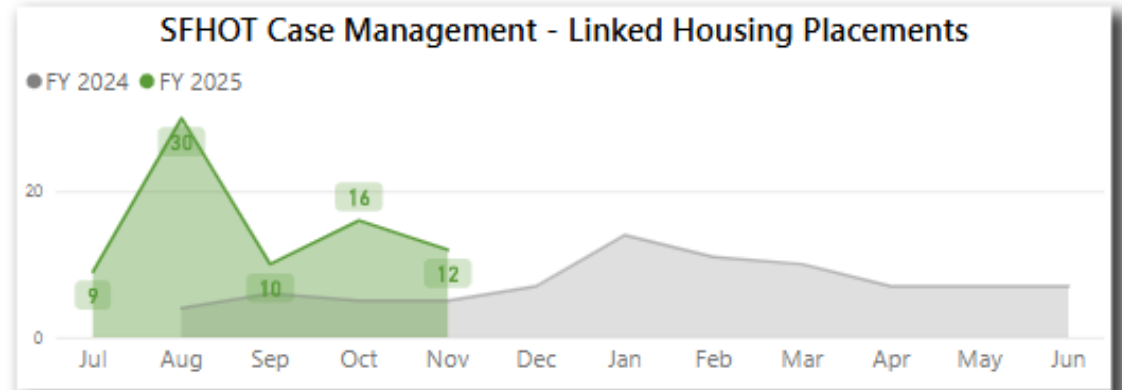
Data through
November 30, 2024

197
Latest Month
1,087
Current Fiscal Year To Date
943
Last Fiscal Year To Date
15%
FYTD Percentage Change

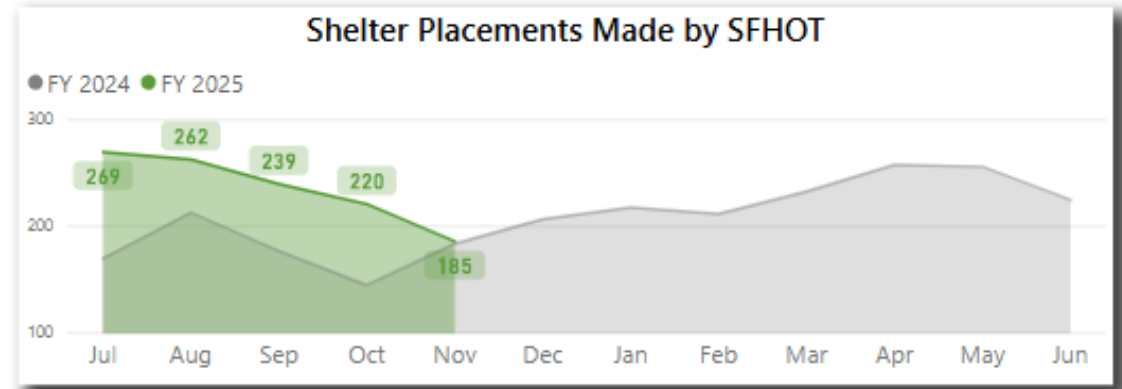


*Adult Primary CE Assessment or Family Housing Prioritization Assessments

12
Latest Month
77
Current Fiscal Year To Date
20
Last Fiscal Year To Date
285%
FYTD Percentage Change



185
Latest Month
1,175
Current Fiscal Year To Date
884
Last Fiscal Year To Date
33%
FYTD Percentage Change



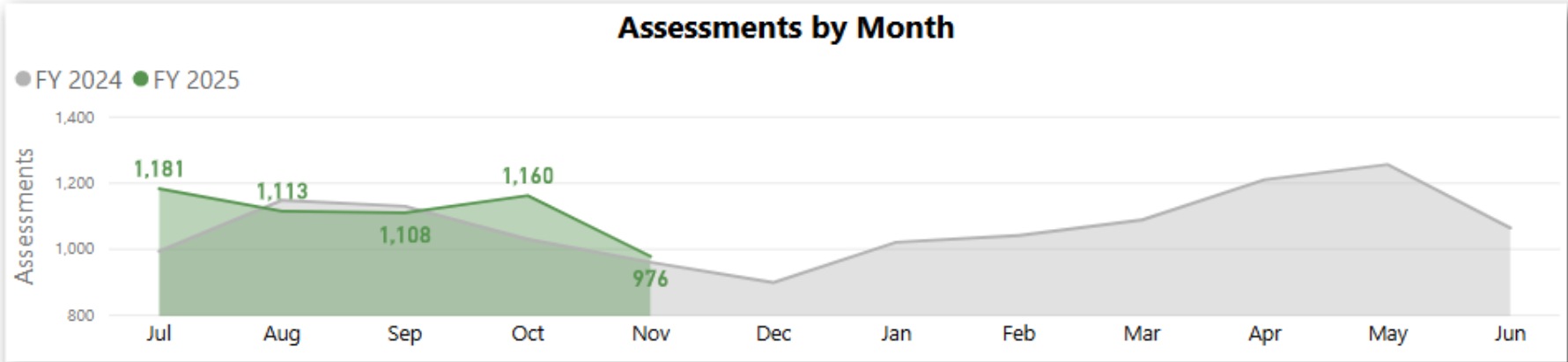
Coordinated Entry Assessments

976
Latest Month Assessments

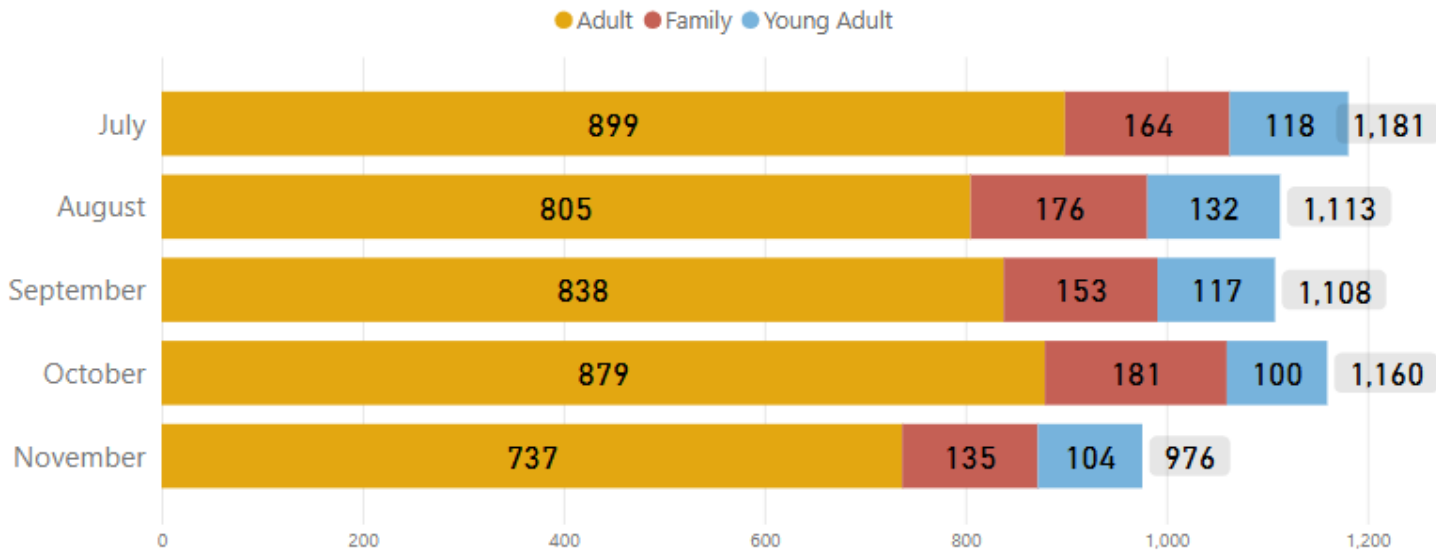
5,538
FYTD Assessments

5,251
Last FYTD Assessments

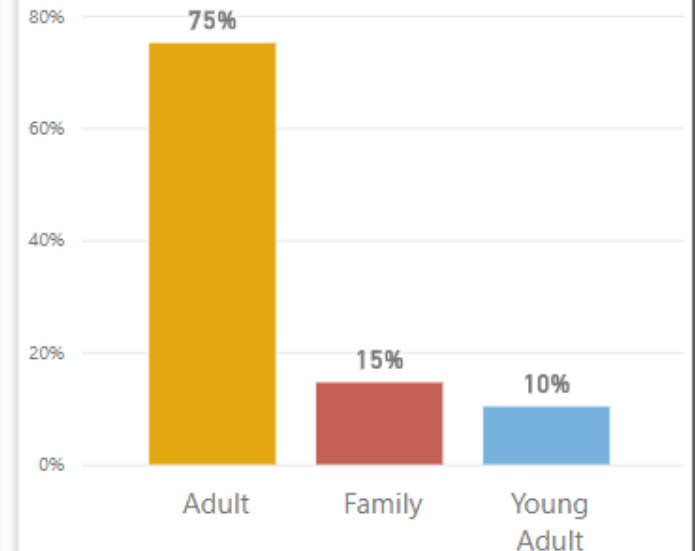
12,816
Last Year Total



FY 2025: Population Assessment by Month



FYTD Population Makeup



Data through November 30, 2024.

[Link to online dashboard.](#)

Coordinated Entry

- Coordinated Entry at **Project Homelessness Connect** event on **December 4, 2024**
- Over 200 people stopped by the Coordinated Entry & Housing Information table
- Pictured: staff from Mission Action Access Point and staff from Episcopal Community Services (ECS) Access Point



Homelessness Prevention

Date of Assistance

7/1/2024 11/30/2024

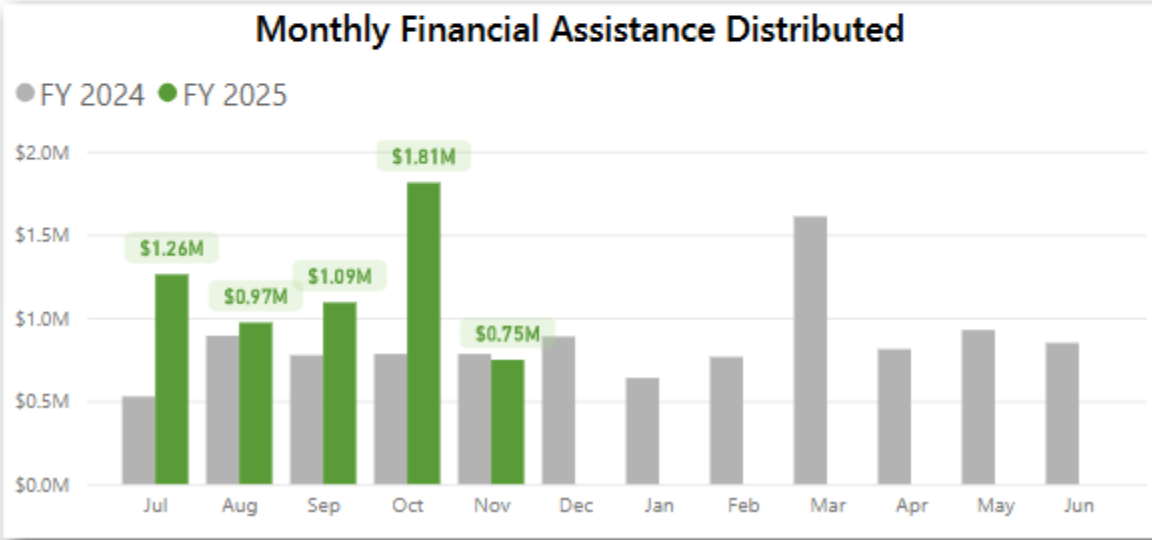
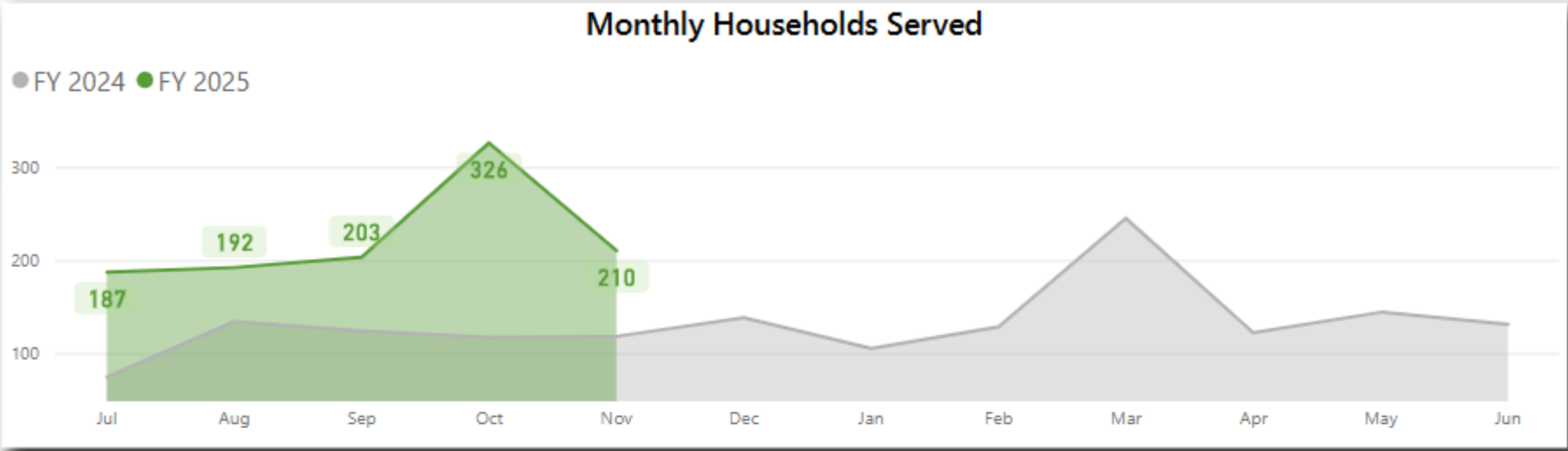
Total Households Served

1,111

Total Financial Assistance Distributed

\$5,881,143

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	\$3,061,031
Stipulated Agreement Assistance	\$1,080,174
Move in Assistance	\$989,496
Future Rent	\$750,442



Prevention:

San Francisco Emergency Rental Assistance Program (ERAP) Data

Households Served: 354

- Below 30% of Area Median Income (AMI): **78%**
- Experienced homelessness: **83%**
- At risk of displacement: **60%**
- Received eviction notice: **2%**
- Identify as people of color: **87%**

Average Assistance

\$4,470

Total Distributed

\$1,582,386



Problem Solving Resolutions

Service Dates

7/1/2024 11/30/2024

Households

361
Unique Households Resolved

5,377
Households Served

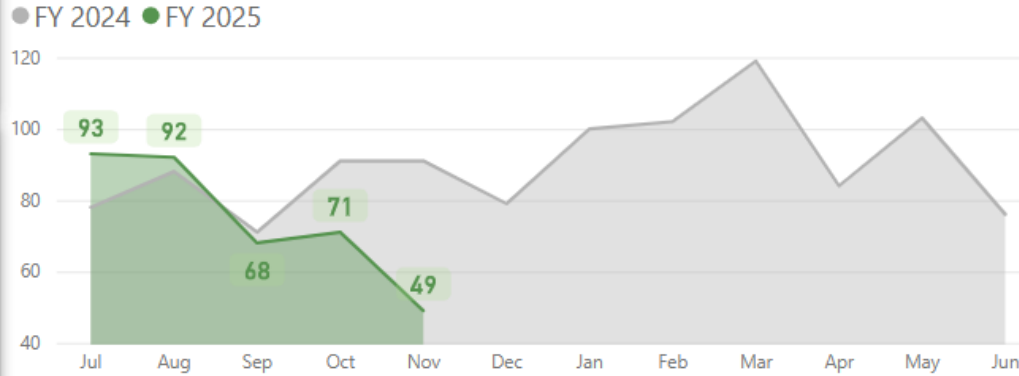
Services

373
Total Resolutions

\$1,237,572
Total Financial Assistance

7,908
Total Conversations

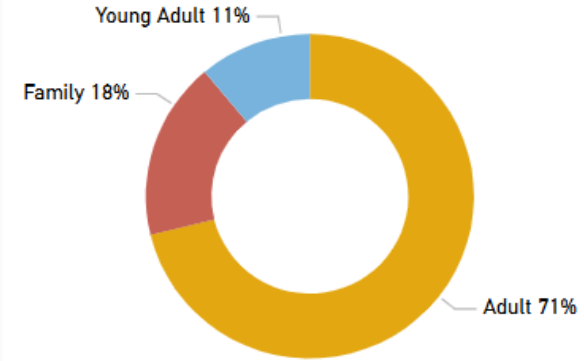
Resolutions by Month



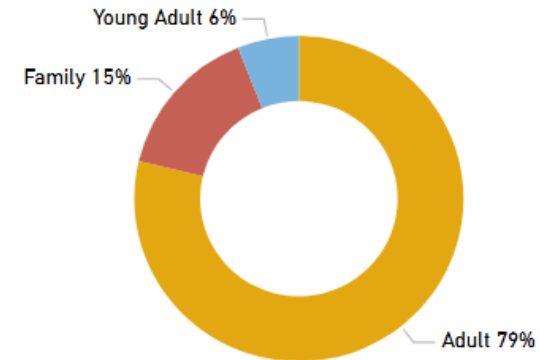
Top 5 Types of Financial Assistance

Assistance	Amount
Move-In Assistance for housing outside the San Francisco HRS, including deposits and first month's rent	\$896,372
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$157,194
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$129,178
Rental assistance after move-in	\$12,842
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

Population: Household Type Resolved



Population: All Problem Solving Household ...



Data through November 30, 2024.

[Link to online dashboard.](#)

Housing Inventory Dashboard

Total Units

13,631

Total Beds

17,826

Total Chronic
Units (#)

2,122

Total Veteran
Units (#)

856

Total Young Adult
Units (#)

759

Measure By

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

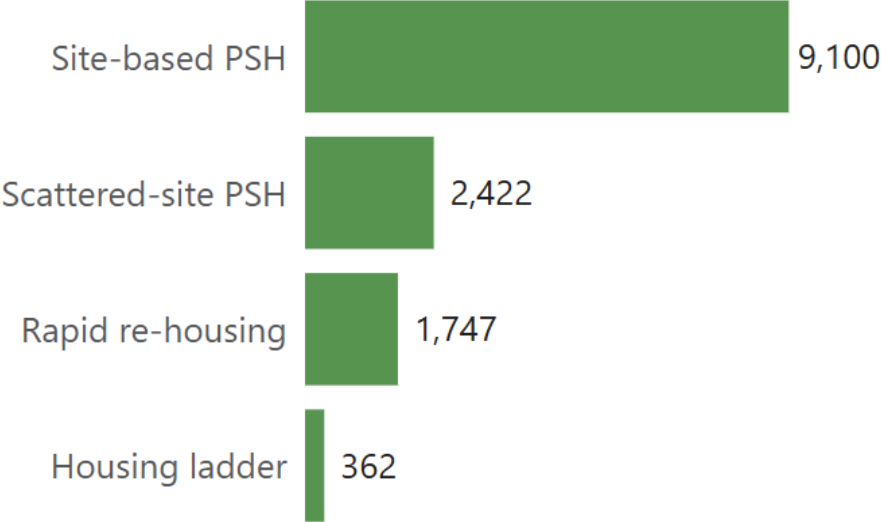
Compare By

- Program Type
- Household Type

Household Type

All ▼

Program Type



Units (#)

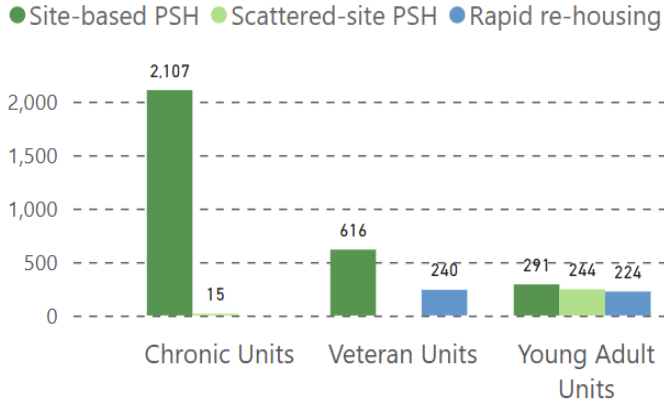
Measure By

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

Compare By

- Program Type
- Household Type

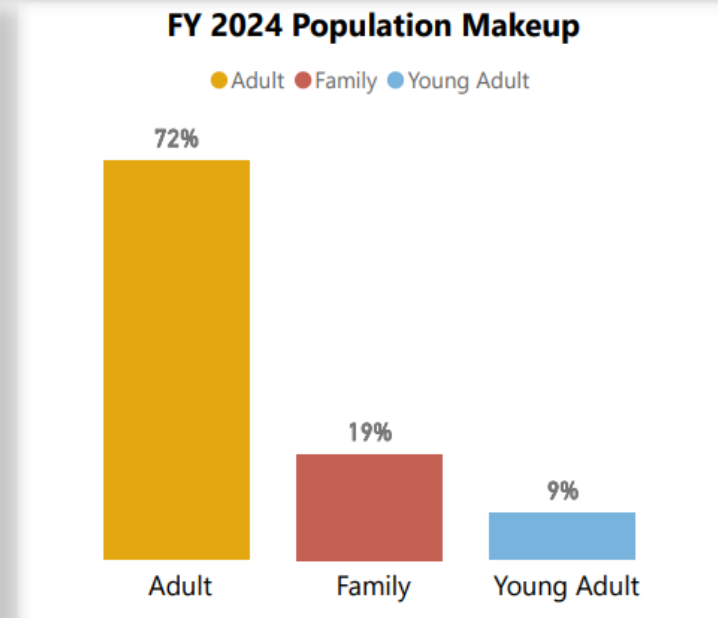
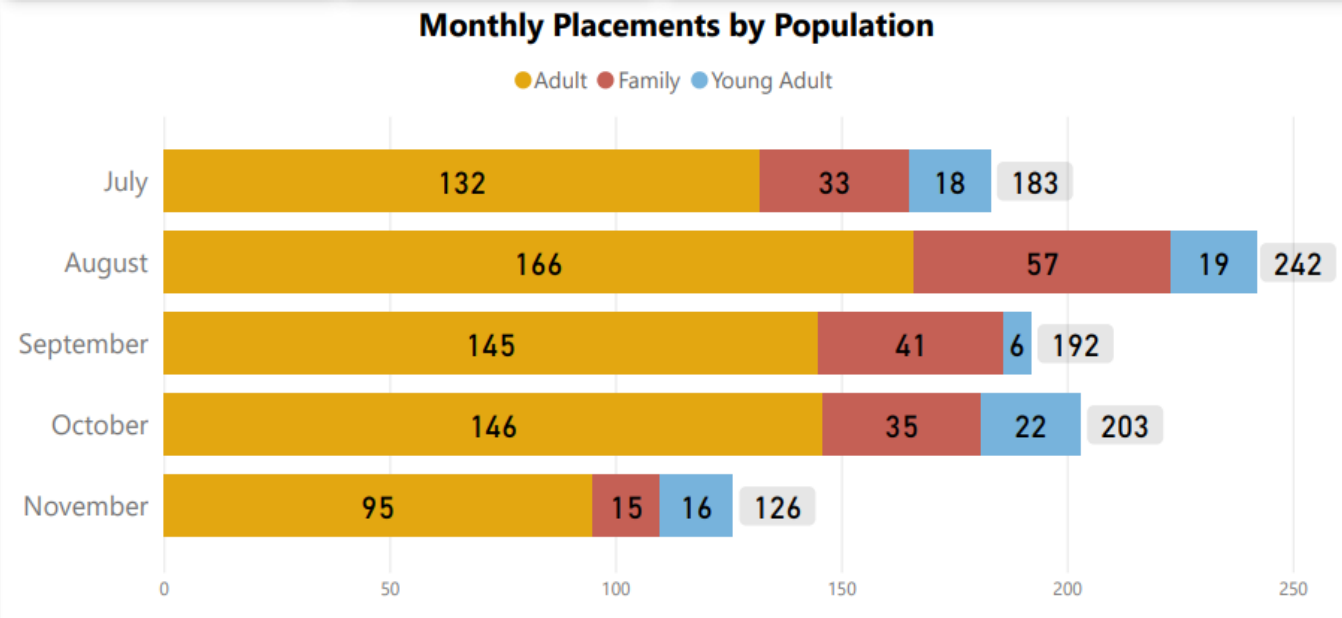
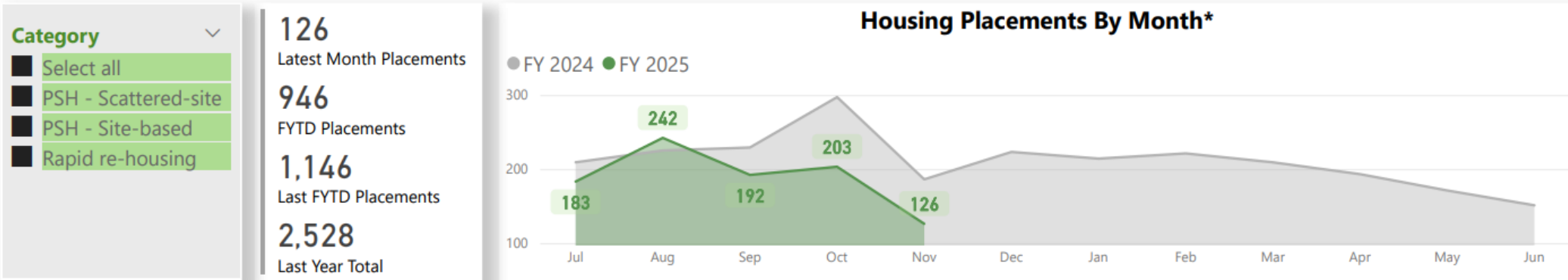
Units (#)



Data as of December 6, 2024.

[Link to online dashboard.](#)

Housing Placements



Excludes transfers.

Data through November 30, 2024.

[Link to online dashboard.](#)

Housing Vacancies

Inventory

Vacancy Rates

(as a percent of total inventory)

By vacancy status

Total Vacancies
724

Vacancy Rate (Target 7%)
8.4%

Available for Referral
73

% Available for Referral
0.8%

Move-in in Progress
319

% Move-in in Progress
3.7%

Offline
332

% Offline
3.8%

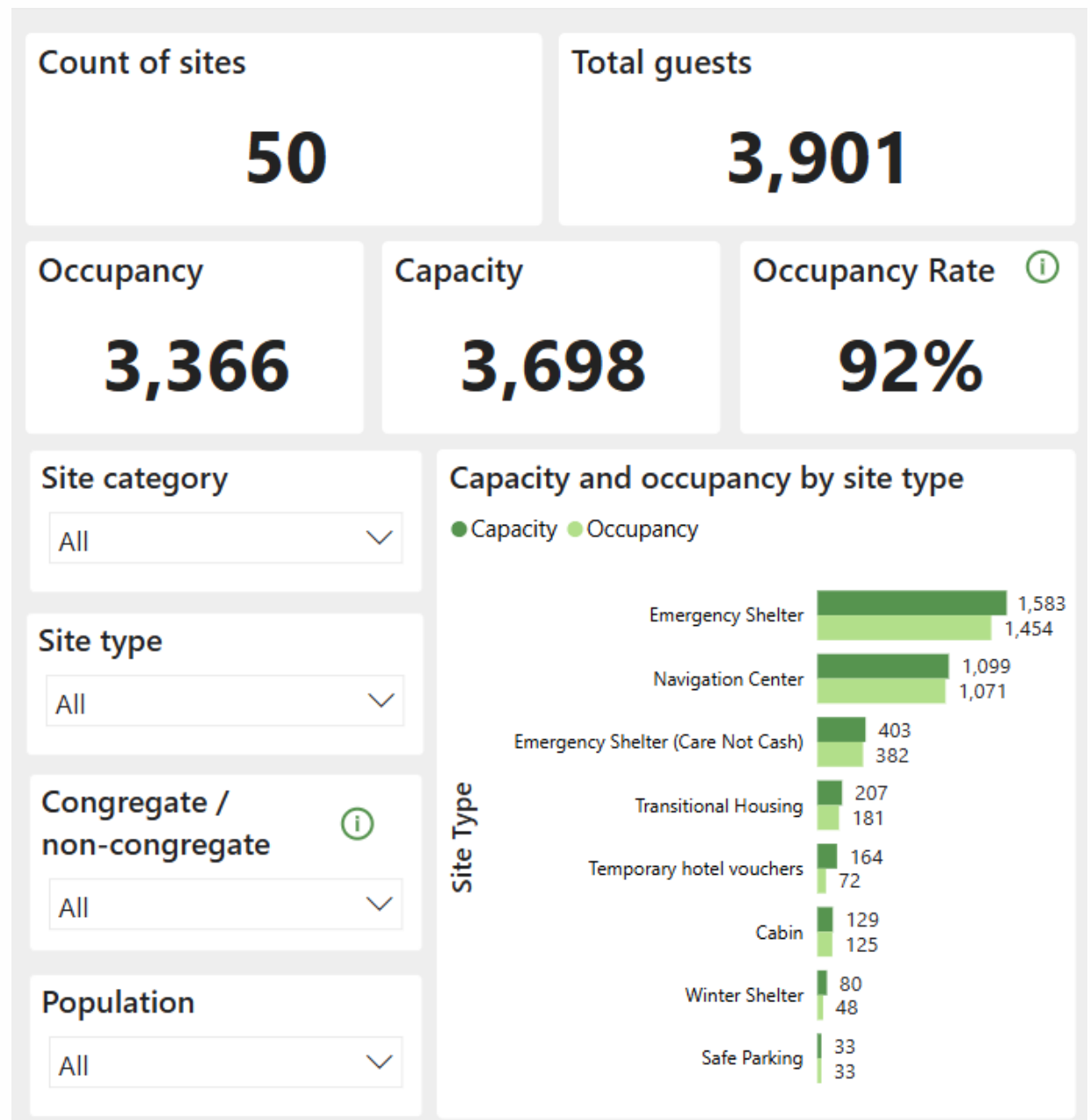
Total Units
8,648

Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial Maintenance	144
Automatically Set to Offline	68
Internal Transfer	41
Property Hold	29
Building Rehab	21
Significant Damage	18
Coroner Hold	11
Total	332

HSH Shelter Inventory

- Snapshot as of December 27, 2024
- [Public dashboard](#) available on HSH website; refreshes daily Monday – Friday.
- Ability to filter for specific programs and populations served.



Family & Adult Shelter Waiting Lists

Family Shelter Waiting List

There are currently 278 families on the waiting list.

95 families joined the waiting list in November 2024.

In November 2024, 21 families were placed into non-congregate shelter from the list.

Adult Shelter Waiting List

There are currently 248 people on the waiting list.

587 people joined the waiting list in November 2024.

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

In November 2024, 92 people were placed into shelter from the reservation system.



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Additional Updates

Legislative Update

January:

Introductions

- Grant Agreement Amendment – Catholic Charities – SF HOME Rapid Rehousing
- Grant Agreement Amendment – Brilliant Corners – Flexible Housing Subsidy Pool
- Lease – Adante Hotel – Non-Congregate Shelter
- Lease – Monarch Hotel – Non-Congregate Shelter

Hearings

- Grant Agreement Amendment - Episcopal Community Services – Adult Rapid Rehousing

Upcoming Legislation in February:

Introductions

• **Grant Agreement Amendments:**

- Episcopal Community Services – Henry Hotel
- Episcopal Community Services – Housing First Hotels
- Five Keys – Artmar - Young Adult PSH
- Abode Services – Adult Rapid Rehousing
- Urban Alchemy – 711 Post Shelter
- Mission Action – Dolores Street Shelter

• **New Agreements:**

- Conard House – 3 PSH Sites

Updates from other Advisory Bodies

• Local Homeless Coordinating Board:

- 1 vacant seat
- Next meeting: Monday, January 6, 11:00AM, Room 416 City Hall
- **Topics:** Identifying 2025 priorities

• Shelter Monitoring Committee:

- 1 vacant seat (seat 7)
- Next meeting: January 15, 2024, 10:00AM, Room 408 City Hall
- Topics: Discussing a more formal report drafting process.
- Newly elected chair Zare Illo, and Vice Chair Belinda Dobbs

• Shelter Grievance Advisory Committee:

- 3 vacancies
- Next meeting on Tuesday, March 11th, 2025, 2:30 – 4:30PM, Room 305
- Seat 9 was recently filled – Shelter Client Advocate Anisha Tammana



HR Update & HSH is Hiring!

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

Positions Update

254 total FTE

29 vacant positions

28 active recruitments



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Questions?

Thank you!

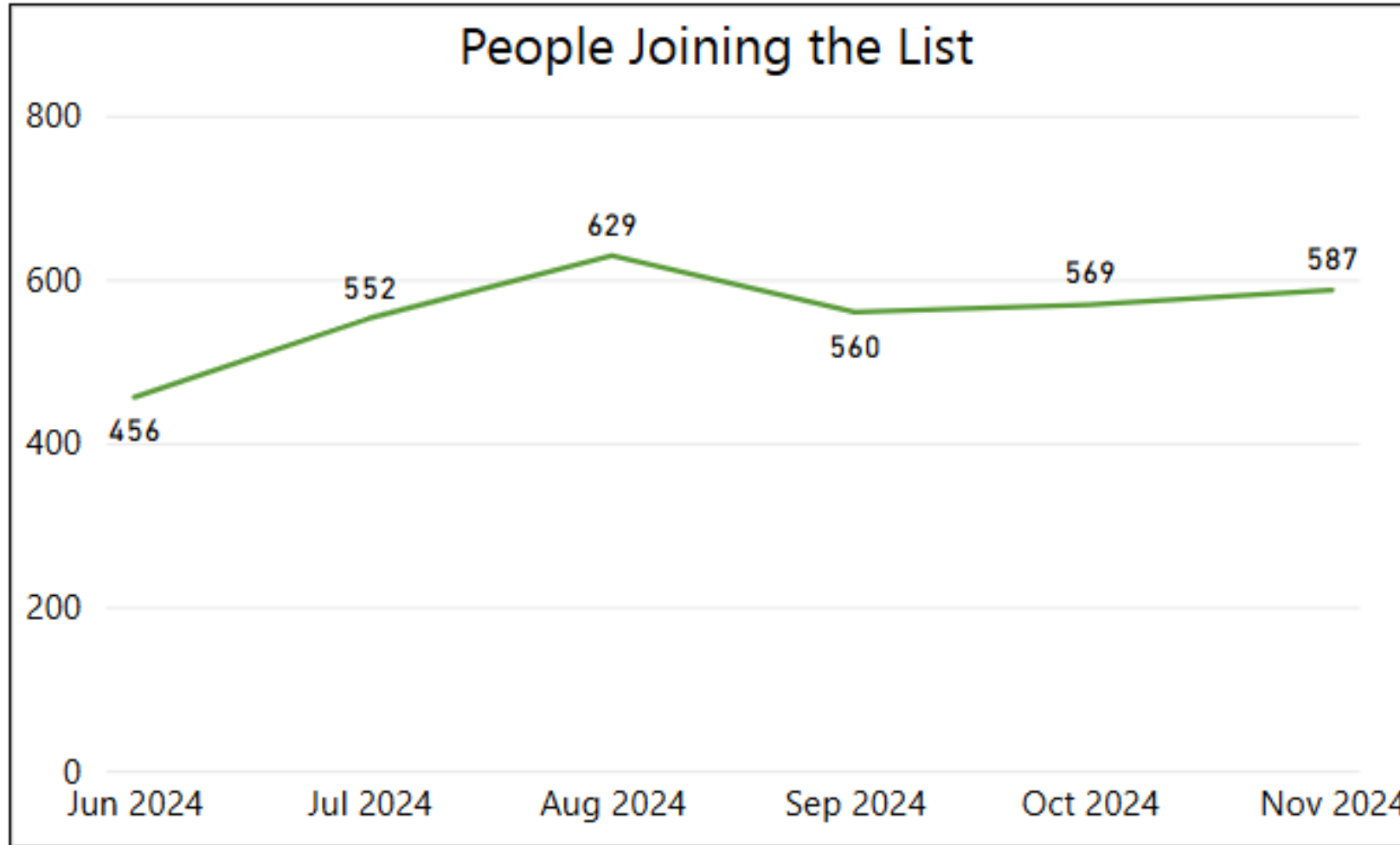


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Appendix Slides:

Shelter Waiting List Data Overtime

Adult Shelter Waiting List Metrics: People Joining the Waiting List

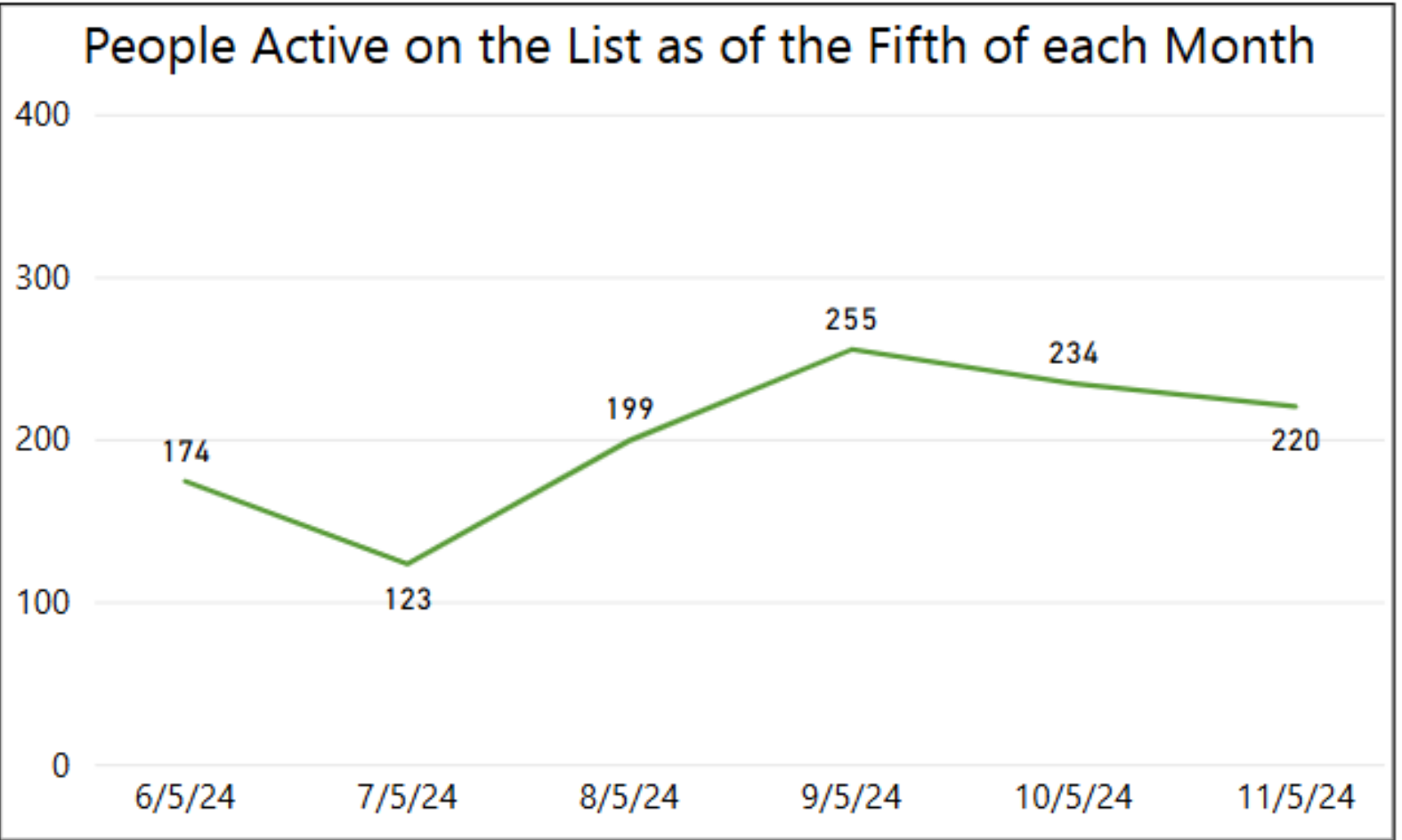


Adult Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

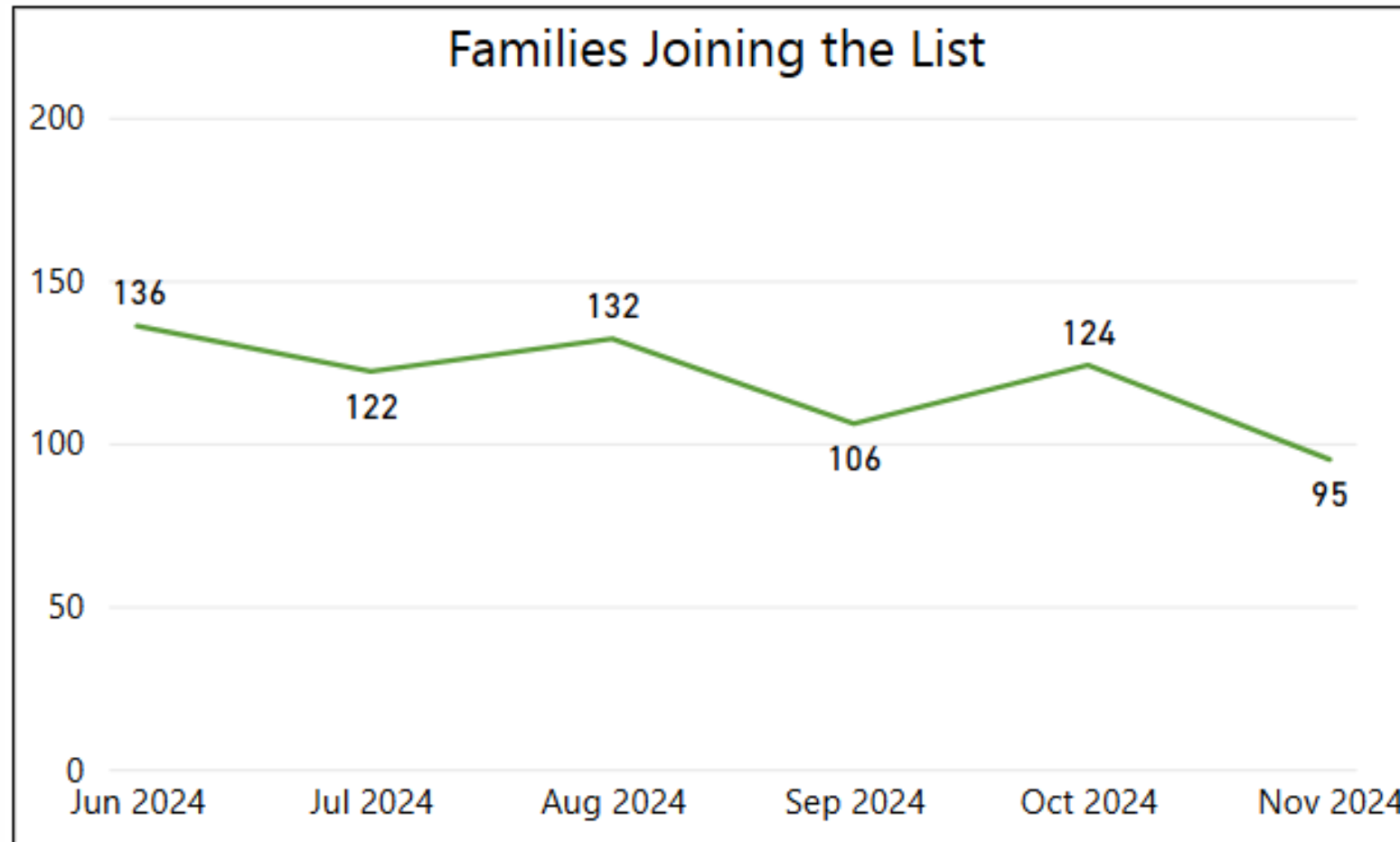
Month	Placed into Shelter	Removed from the List Without Placement*
Jun 2024	112	351
Jul 2024	165	349
Aug 2024	155	439
Sep 2024	112	392
Oct 2024	149	473
Nov 2024	92	378

*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*
Jun 2024	16	55
Jul 2024	17	69
Aug 2024	14	92
Sep 2024	23	89
Oct 2024	27	117
Nov 2024	21	263

*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

