



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: April 2024 Written Report

Department of Homelessness and Supportive Housing | Five Keys Schools and Programs





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Embarcadero Community Advisory Committee

Now managed by HSH.

<https://hsh.sfgov.org/get-involved/community-input/embarcadero-community-advisory-committee/>





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Embarcadero Community Advisory Committee

The Embarcadero Community Advisory Committee meets quarterly to address concerns related to the Embarcadero SAFE Navigation Center at Beale Street. The purpose of the group is to maintain transparency with community stakeholders and promote a safe Embarcadero. The committee is dedicated to maintaining communication through delivering information and data, and collaborating with the community.

The current committee is the new iteration of the Embarcadero SAFE Navigation Center Advisory Group (ESNCAG) as The Department of Homelessness & Supportive takes the lead on the advisory group. Information for meetings prior to this transition can be found [here](#).

For questions and concerns please email us at ESNCAG@sfgov.org.

Meetings

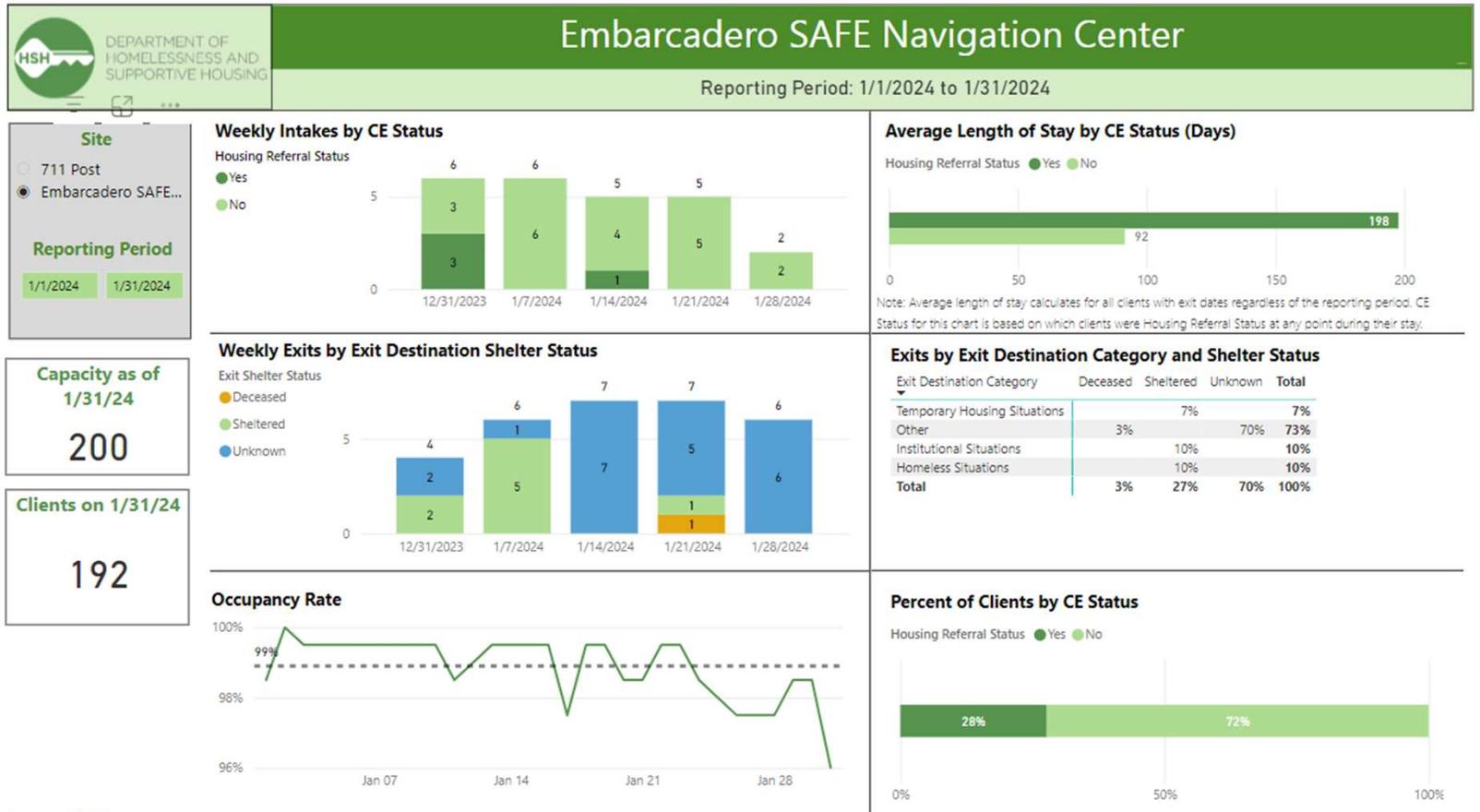


February 2024: Embarcadero SAFE Navigation Center*

- Capacity was **200 beds** as of January 31, 2024.

- 192 guests** as of January 31, 2024.

- A glossary of key terms is at the end of this report.



Data as of 3/4/2024

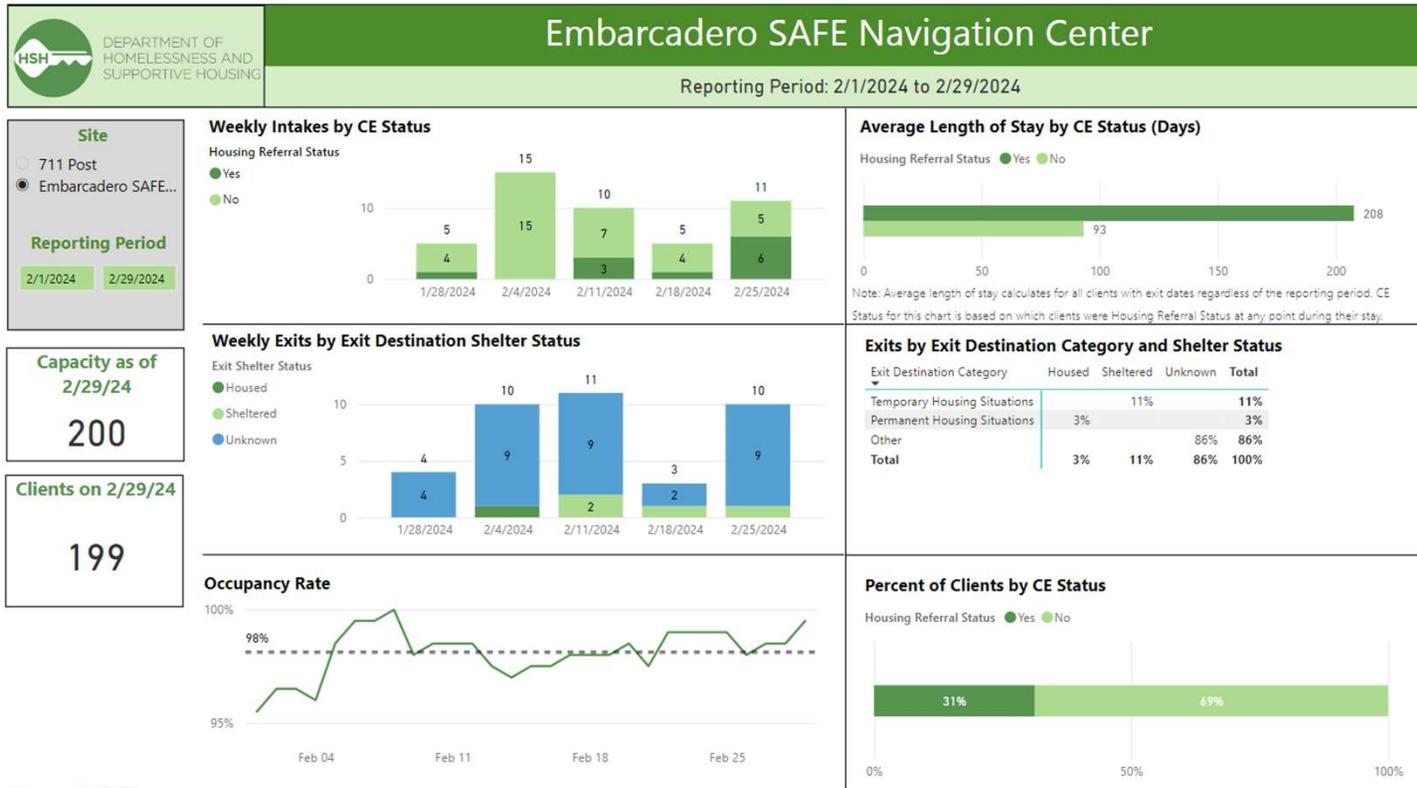
Email: dhsh@sfgov.org | Follow: @SF HSH | Learn: hsh.sfgov.org | Like: @SanFranciscoHSH



Updates: Embarcadero SAFE Navigation Center

- In January 2024, **4 guests** moved from Embarcadero to **permanent housing**.
 - **6 guests** exited to **other shelter** programs
- Referrals continue to run through the City's **centralized placement process**, with priority for community placements made by SFHOT and HSOC.
- Five Keys continues to provide **community activities** for guests, hosts DPH **Shelter Health** and **Behavioral Health** staff onsite 3 times a week and has a partnership with **Goodwill** for **workforce development**.

March 2024: Embarcadero SAFE Navigation Center*



Data as of 4/10/2024

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April 2024: Embarcadero SAFE Navigation Center*



Data as of 4/10/2024

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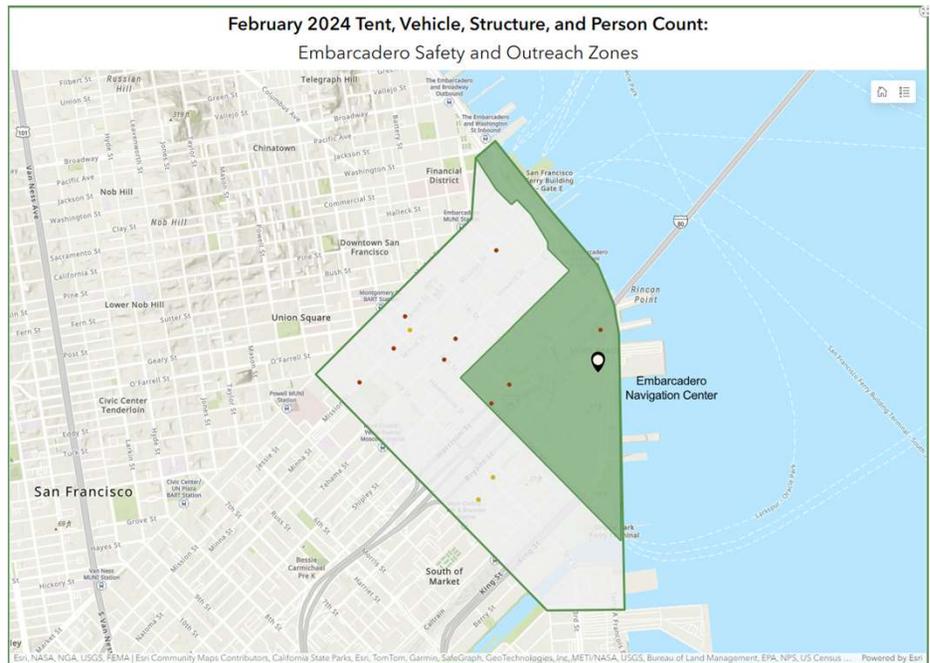
Updates: Embarcadero SAFE Navigation Center

- In February 2024, **10 guests** moved from Embarcadero to **permanent housing**.
 - **4 guests** exited to **other shelter** programs
- In March 2024, **10 guests** moved from Embarcadero to **permanent housing**.
 - **6 guests** exited to **other shelter** programs

Engagements and Counts

Count of People Over Time

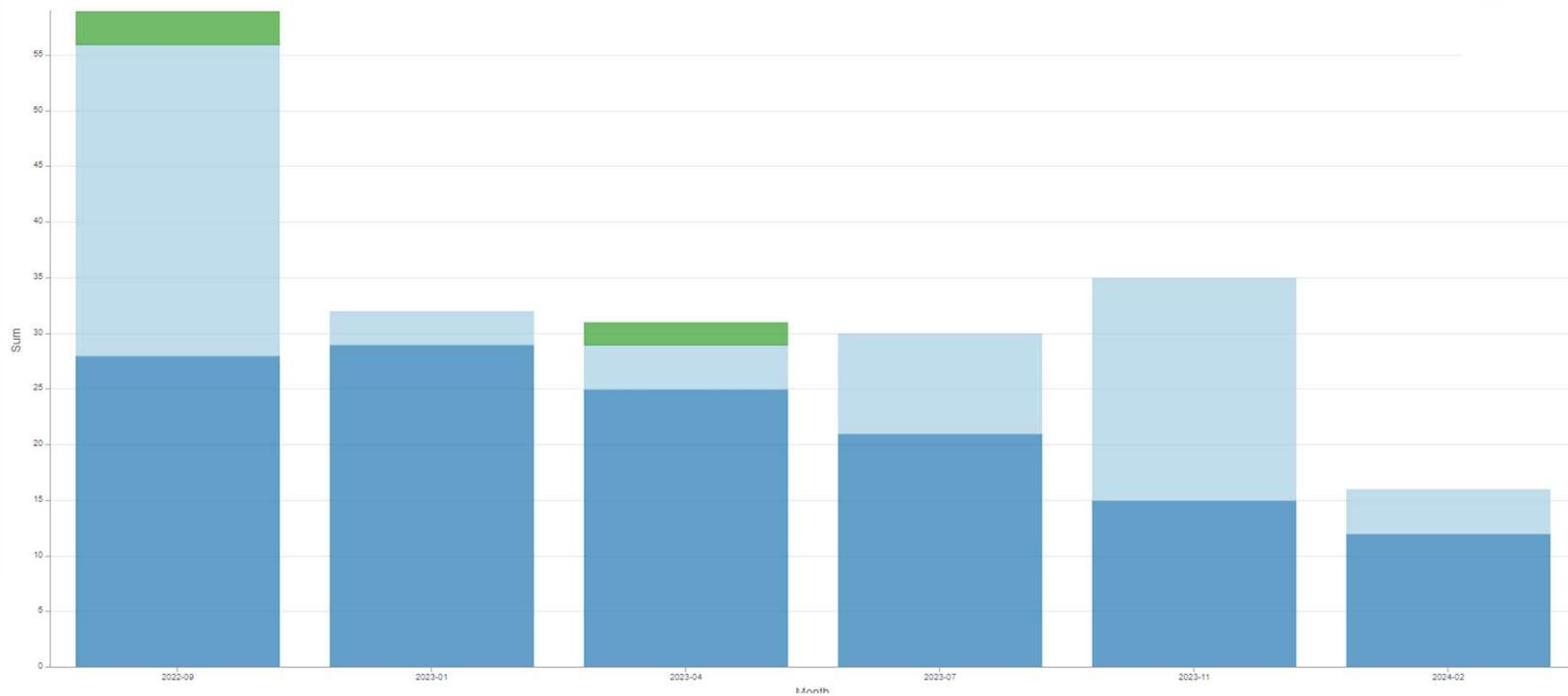
Month	Outreach Zone	Safety Zone
Feb. 2024	8	2
Nov. 2023	9	3
July 2023	3	1
June 2023	7	3
Jan. 2023	8	4
Sept. 2022	36	22
June 2022	17	4



Counts: People, Vehicles, Structures

- Other_Vehicles
- Passenger_Vehicles
- Structures
- Tents

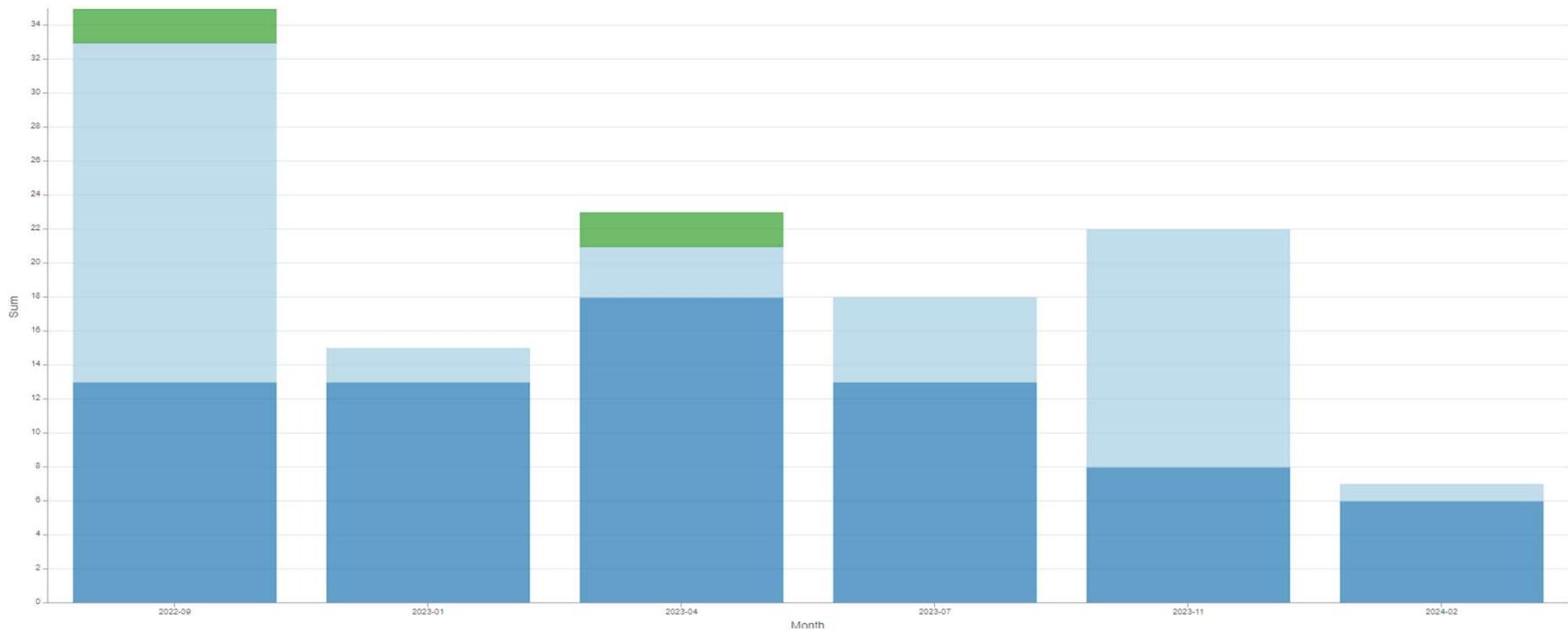
Tents, Structures, and Vehicles in the Outreach Zone by Month



Counts: People, Vehicles, Structures

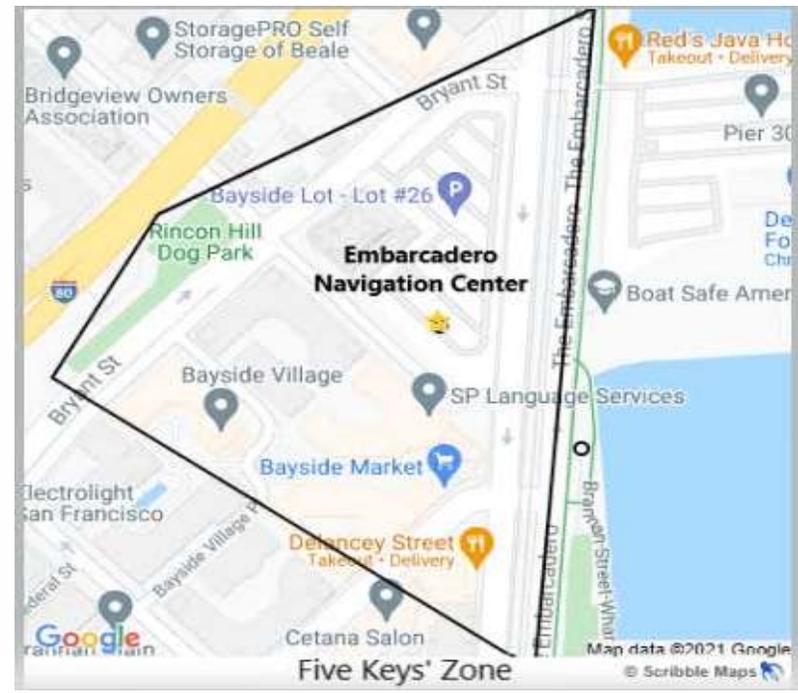
- Other_Vehicles
- Passenger_Vehicles
- Structures
- Tents

Tents, Structures, and Vehicles in the Safety Zone by Month



Updates: Dedicated Cleaning Services

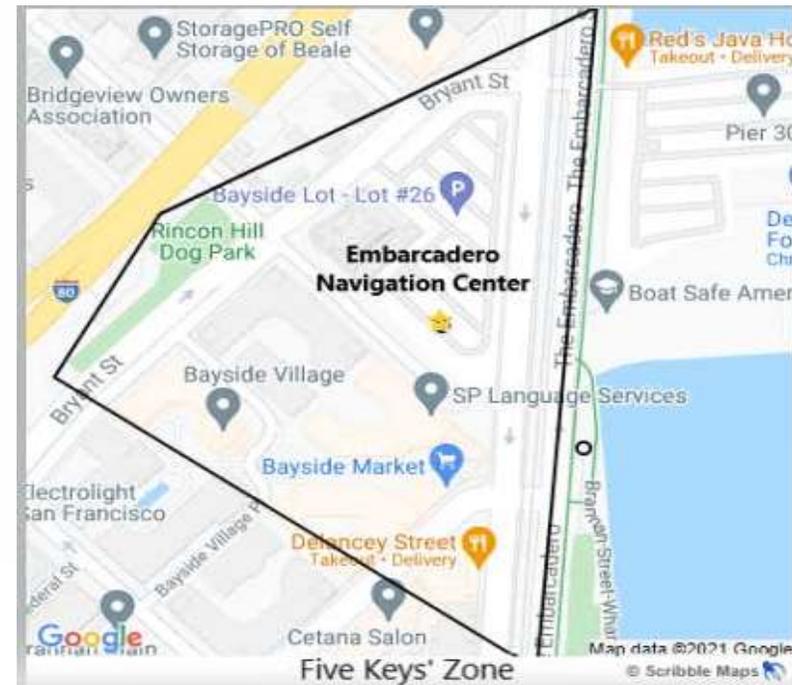
- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center.
- Five Keys staff clean the area at least **2 times a day**.
- In **January 2024**, Five Keys received **1 Call** pertaining to cleaning in the designated area.



Map reflects Five Keys dedicated cleaning zone.

Updates: Dedicated Cleaning Services

- In **February 2024**, Five Keys received **02 Calls** pertaining to cleaning in the designated area.
- In **March 2024**, Five Keys received **8 Calls** and **13 texts** pertaining to cleaning in the designated area.
- In **April 2024**, Five Keys received **1 text** pertaining to cleaning in the designated area.



Reporting Concerns: Embarcadero

For latest guidance and resources on reporting concerns about street crises and conditions visit: sf.gov/healthy-streets

[Coordinated Street Response Program Video](#)

- Text the **Five Keys** public text line at **415-237-3175** to report:
 - Concerns related to the Navigation Center (noise disturbance, etc.).
 - Basic trash clean up and syringe pick-up in the area.

- Call **311** to report:
 - **Tents, structures and encampments**
 - Abandoned RV/vehicle or shopping carts
 - Trash, debris, human or animal waste
 - Medical waste (You can also text SF Aids Foundation Syringe Disposal at 415-801-1337)

**Five Keys provides regular outreach and engagement to unhoused neighbors in addition to SFHOT and SFPD Beat Officers. Five Keys cannot directly refer unsheltered neighbors into the program and does not have the authority to move people or resolve encampments. If Five Keys cannot address concerns received via public text line, they will respond with guidance on who to call.*

Reporting Concerns: Embarcadero

• Call **Police Non-Emergency** at **415-553-0123** to report:

- Blocked Driveways
- Illegal Parking



• Call **911** to report:

- Crime
- Fire
- Overdoses
- Medical emergencies
- Mental health crises

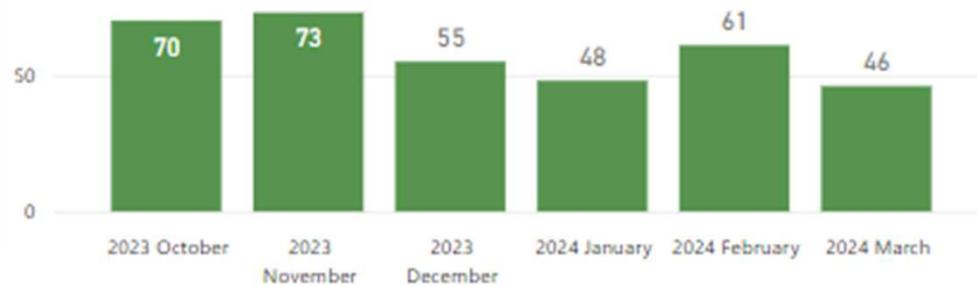
Police Incidents

Police Incidents within the Safety Zone

The data shown below is public police incident data from the Open Data Portal here: <https://data.sfgov.org/Public-Safety/Police-Department-Incident-Reports-2018-to-Present/wg3w-h783>. Incidents within the Safety Zone (shown at the right) are presented below.

Note: Data was last updated on 4/10/2024, and data is only shown through the last complete month. Counts for previous months may increase in future reporting, as additional incidents may be added to the database.

Distinct Incidents in Safety Zone in Last Six Months

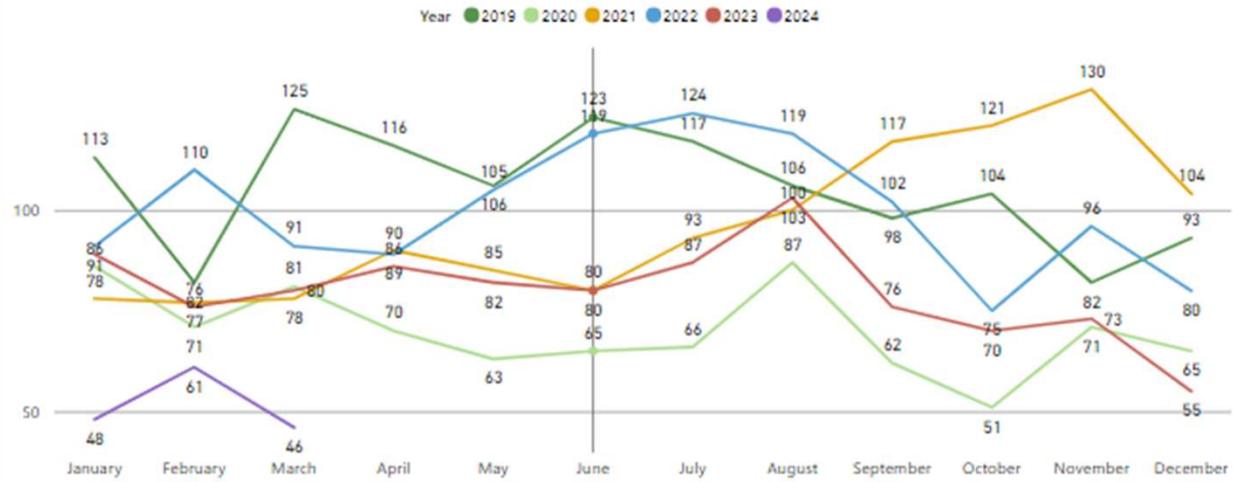


Distinct Incidents in Safety Zone by Month and Year

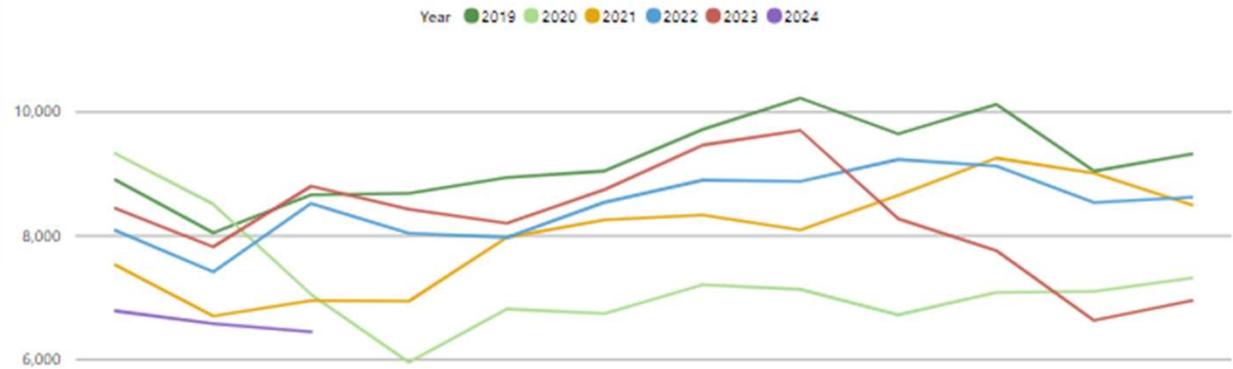
Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024



Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents - Citywide by Month and Year



Police Incidents

Police Incidents in March 2024

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	10	1,802
Burglary	7	389
Motor Vehicle Theft	6	559
Other Miscellaneous	6	596
Suspicious Occ	4	184
Assault	3	615
Non-Criminal	3	494
Other	3	96
Disorderly Conduct	2	177
Lost Property	2	213
Malicious Mischief	2	584
Miscellaneous Investigation	2	142
Fraud	1	202
Other Offenses	1	83
Robbery	1	172
Traffic Violation Arrest	1	111
Warrant	1	363
		15
Arson		21
Case Closure		8
Courtesy Report		18



Key Terms: Embarcadero SAFE Navigation Center Data Dashboard

- **Exits by Destination:** Reflects the exit destination of guests leaving the program. We anticipate seeing additional exits to housing for Housing Referral Status clients as additional housing resources become available.
- **Homeless Situations:** Emergency shelter, hotel or motel temporarily, host home shelter, safe haven, place not meant for habitation.
- **Institutional:** Hospital, psychiatric facility, substance use treatment facility, jail, prison, foster care, long term care facility.
- **Permanent Housing:** Rental, owned by client with or without housing subsidy, staying with family or friends on permanent tenure.
- **Temporary Housing:** Transitional housing or homeless persons, staying with friends or family on temp tenure, hotel or motel, residential project or halfway house, or Host home.
- **Other:** Deceased, no exit interview completed, other, client doesn't know, client prefers not to answer, or data not collected.

Key Terms: Embarcadero SAFE Navigation Center Data Dashboard

- **Coordinated Entry Status:** (CE Status) is determined on a case-by-case basis after an individual completes the Coordinated Entry Primary Assessment that determines if an individual is Housing Referral Status or Problem-Solving Status.
- **Housing Referral Status:** Determined based on vulnerability, housing barriers and chronicity of homelessness. Individuals identified as Housing Status will be assigned a Housing Navigator who will match the household with available housing.