

12.14.20 Update on Temporary Shelter Community at Pier 94/Seawall Lot 344 from the City's COVID Command Center

Quote from a guest in the trailer shelter community at Pier 94:

Prior to being housed:

"It was terrible living outside in the cold, not being able to use the bathroom, not being able to take a shower or bath, not eating on the daily...and not feeling safe."

After being housed:

"I appreciate the medical services and meals, kind staff, [the] stability, feeling safe and not being concerned about me eating or not knowing where I'll be sleeping tonight."

Operations at the temporary Shelter-In-Place trailer site at Seawall Lot 344 continue to go well. The site provides vital shelter and support services to people experiencing homelessness within the Bayview Hunters Point neighborhood, helping to keep everyone in the community safer. We are especially grateful for this site because we see COVID-19 increasing rapidly throughout our neighborhoods, city, region and nationally with this latest surge in cases. Maintaining the sense of stability and community at this site is an important priority for the City, as it has proven to be a critical element to the site's ongoing success.

Since our last update in October, there have been eight new intakes into the facility. As mentioned previously, although there are a total of 115 residential trailers presently in use at the site, each trailer can accommodate up to two people and we do have some couples in a few trailers, resulting in a current population of 126 guests. At this time, the COVID-19 Command Center (CCC) is continuing to keep five trailers offline as a buffer in case of an issue requiring someone to vacate their trailer and move to another one.

Along with the 120 trailers, there are additional facilities for administrative functions and other support services, including a medical trailer. The Pier 94 site provides people with everything they need to safely shelter in place and remain on site, with meal delivery and wrap around social services provided for guests. On site services also include 24/7 on-site monitors, as well as animal care and security. The Department of Public Health also provides clinical health support to the site, with Shelter Health and Street Medicine teams who have regular hours and are available as needed to address the health needs of guests. United Council is the contracted provider for the site.

The Department of Public Health (DPH) is aware of two cases of COVID-19 among residents of Pier 94 that occurred in September. These two cases were not linked to each other and, significantly, no onward transmission occurred at the site. The mitigation and prevention measures in place at the trailer site worked. Thorough and immediate case investigation and contact tracing showed that neither patient had close contacts at the site. Both were immediately referred to isolation and quarantine. DPH apologizes for the oversight in reporting these cases in the October report and has improved the communication flow for future updates.

In the event that a guest tests positive, they would be offered a room in an isolation and quarantine site. An immediate case investigation and contact tracing would follow. Site staff are trained on how to screen for COVID-19 symptoms and how to monitor people with symptoms to

make sure they have access to the care they need. Masks and social distancing protocols are observed widely. The residents and staff work together to maintain the cleanliness of the entire site, and staff and residents encourage each other to wear appropriate PPE at all times.

The Pier 94 site is well positioned to endure a potential surge in COVID-19 cases, with on-site medical care, private spaces that allow residents to isolate, and education about prevention measures. In addition, the COVID Command Center's human services branch is monitoring compliance with mitigation measures at the site among residents and staff, such as face covering, social distancing and handwashing.

There is a designated Care Coordinator assigned to this site to work with guests to ensure their information is being collected and they have the opportunity to participate in assessments to identify available and appropriate resources available within the Homelessness Response System.

There have been a total of 55 calls for emergency service including 27 calls for police and 28 calls for fire/emergency medical services at the site from its opening in May through November 30, 2020. The site averages 4.5 calls per month for police service and 5.6 calls for fire/emergency medical services, which is on par with similar facilities. All calls for fire/emergency medical service have been for emergency medical services as there have been no reports of fire at the site. We are grateful to the on-site staff for calling 911 in times of need and our City's first responders for answering the call and ensuring that our guests and staff are safe and able to get the care and support they need.

In addition, since the site opened in May, there have unfortunately been three deaths among the guests. Two deaths occurred on site and one off-site. All three cases are under investigation and while the causes of death are still preliminary, none is believed to be COVID-related. Overall, we know that health and housing are inextricably linked, and that tragically, people experiencing homelessness have much shorter life expectancies than the general population, by almost 20 years. Now, as the pandemic exacerbates difficult circumstances for people housed and unhoused, we are expecting—and working to address—higher mortality rates. We also know that just because we help people access housing, their health needs are not immediately resolved—sometimes, they can actually worsen before they stabilize. So even with medical services at hand, the ill-effects of homelessness can take their toll on people accessing housing. All of this underscores the importance of the City's coordinated response to COVID-19 and homelessness.

Other issues:

Site staff are continuing to work to address concerns about guest parking on the access road. We have met with neighboring business Recology and other city partners to assess options to ensure safe passage along the access road. Some guests continue to park along the street and we are working to install no parking/tow away signage. We hope to get voluntary compliance. We do not want to tow anyone but may have to if guests continue to park there, as it causes unsafe situations.

Site staff also continue to work with guests to ensure that they are not crossing the train tracks onto Cargo Way. We have seen some improvement and are working hard to ensure full compliance.

We are here to address your questions. For more information on San Francisco's Alternative Housing programs, please visit the [COVID-19 Data Tracker and Reports](#) or contact hsexternalaffairs@sfgov.org.

We wish you and your families continued good health. Thank you for your support.