



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# 711 Post Shelter Program

February 12, 2026 | Public Safety and Neighborhood Services Committee





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# Urban Alchemy Compliance Updates

# Urban Alchemy – FY 24-25 Citywide Fiscal Monitoring

- In August 2025, the Controller's Office put Urban Alchemy on **Tier 2 Status** due to issues with their timesheet practices for salaried staff.
  - In response, Urban Alchemy provided updated policies and procedures with an approved time study methodology and compliant time studies.
- The City reviewed the submitted materials and determined them to be in conformance with City standards.
- **On November 10, 2025, the Controller's Office confirmed that Urban Alchemy will be removed from Tier 2 status in the December report.**

# Urban Alchemy – HSH Corrective Action Letter

- In June 2025, HSH reissued Urban Alchemy a **corrective action letter** based on Urban Alchemy projecting increased spending on staffing costs in excess of the executed grant agreement FY24-25 budget and not adhering to the grant budget.
- Urban Alchemy responded to each point of concern in a letter dated July 11, 2025, and HSH requested follow-up items prior to November 2, 2025.
- Urban Alchemy responded on October 31, 2025, and their responses and the provided documentation satisfied all outstanding concerns.
- **As of November 2025, HSH deemed Urban Alchemy to be in full compliance.**

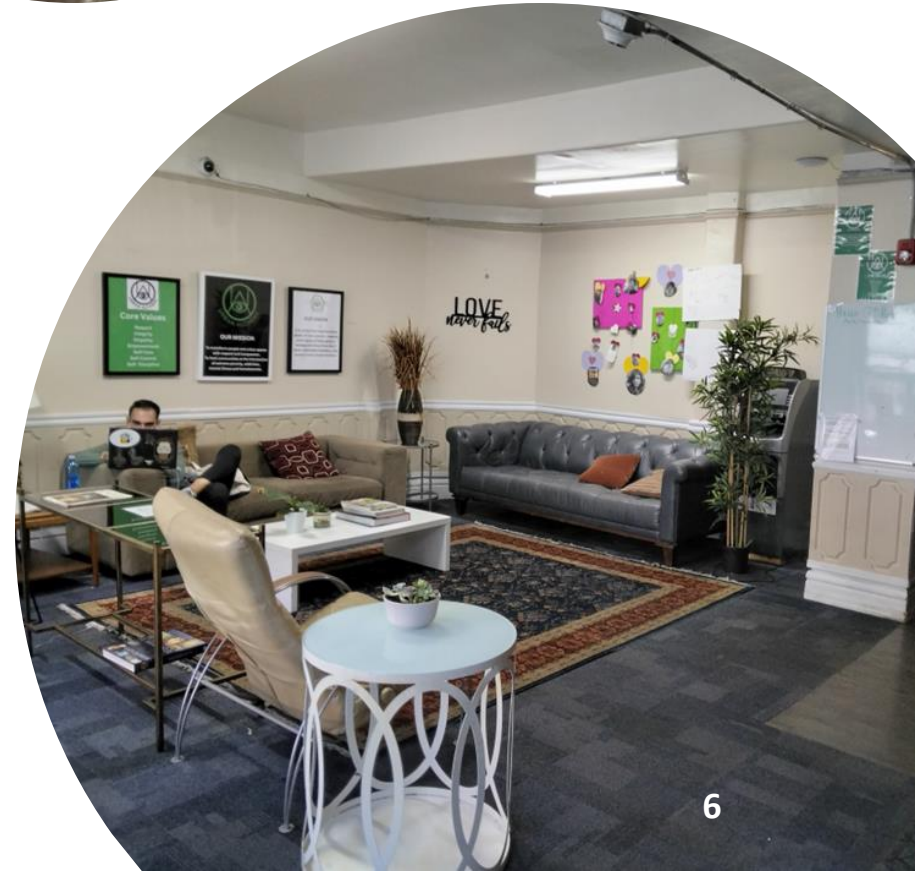


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# 711 Post

# Overview of 711 Post

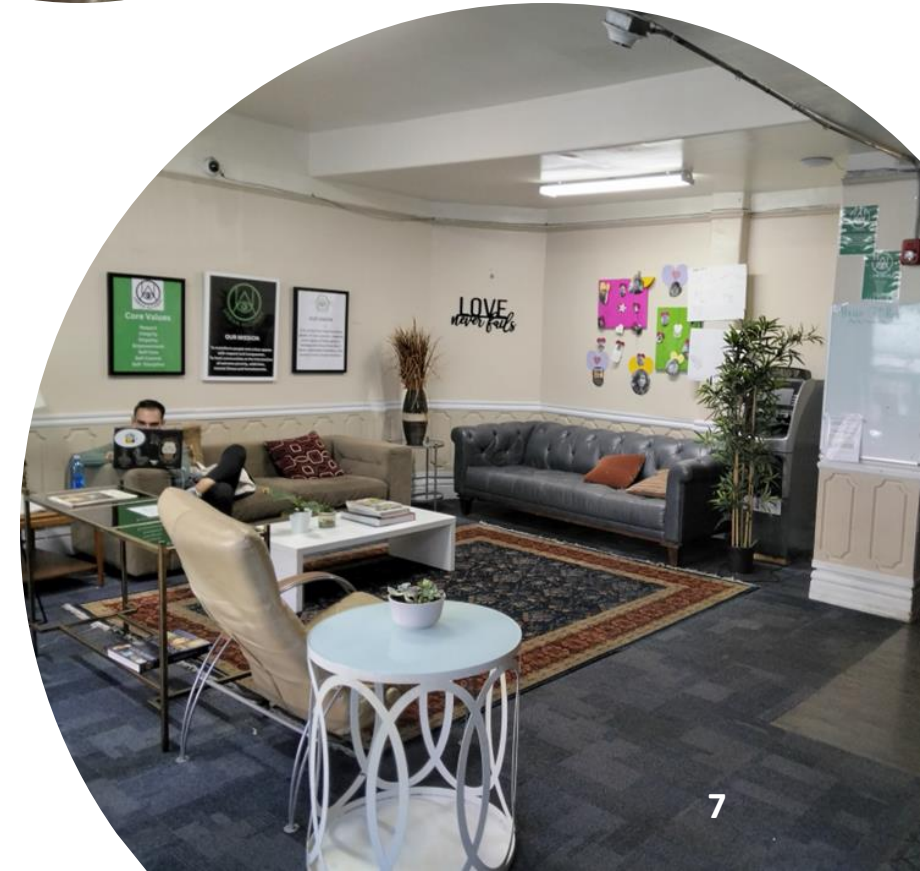
- 711 Post provides up to 280 semi-congregate shelter beds for adults experiencing homelessness.
  - ~10% of the City's adult shelter capacity and 48% of the City's semi-congregate shelter bed capacity.
  - Semi-congregate beds can support moving unsheltered communities inside together. This has been a successful tool in addressing encampments.
- In Fiscal Year 2024-25, Urban Alchemy served 763 unique adult clients at 711 Post Shelter.





# Overview of 711 Post - Continued

- 711 Post has 24/7 staffing
- Guests have access to shelter support services, including:
  - Addiction treatment
  - Behavioral Health One-on-One sessions
  - Art Therapy
  - Anger management
  - Self-Care Groups
- The provider consistently achieves service and outcome goals, with particular success in bed turnover rate, guest satisfaction, and referring guests to appropriate benefits, employment, health and transportation support, etc.



# From Survival to Stability: Patrick's Turning Point at 711 Post

## Patrick's Journey

- Orphaned by age 21 after losing both parents
- Lived unsheltered on Haight Street while working in manual labor and food service
- COVID-19 disrupted employment, deepening his homelessness

## The 711 Post Street Impact

- Connected by HSH's SF Homeless Outreach Team and offered a bed at **711 Post Street**
- Immediately accepted the opportunity to come inside
- Found safety, dignity, and space to heal after years on the street
- Accessed job training through Goodwill and began actively rebuilding his life

**“711 Post is a place to heal and a place to be safe. Shelter gives you the choice to regain your life, if you take it seriously.”**  
— *Patrick*



# Closure Scenario

- 9-12 months to winddown responsibly
- Very limited comparable shelter units in our portfolio
  - Likely many returns to unsheltered homelessness
- Loss of beds would have a detrimental impact on the work of the Neighborhood Street Teams
- Loss of beds without a comparable replacement could result in a significant increase in unsheltered homelessness in Lower Nob Hill.



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# Moving Forward: 711 Post

# Shelter Closures

- The City is closing two shelter programs (Adante and Monarch) in the Tenderloin/Lower Nob Hill neighborhood in February 2026 which will **reduce services** in these **impacted neighborhoods**.
- This will be a full closure of 102 non-congregate units at the Monarch and 93 non-congregate units at the Adante, for a total capacity **reduction of 195 units**.
- These upcoming closures will reduce the shelter burden in the Lower Nob Hill/Tenderloin neighborhoods.
- The Adante stopped intakes in mid-January, whereas the Monarch stopped intakes in December. **Both programs will be closed by March 31<sup>st</sup>**.

# Proposed Improvements: 711 Post Shelter

Street conditions continue to be a challenge citywide, however HSH and non-profit operators of our programs are committed to supporting improved street conditions to provide clean and safe streets for the broader community.

## • Proposed Improvements:

- Provider Change: We are in active contract negotiations with a new non-profit provider to operate the program.
- The agreement would be for a twelve-month term, from April 1, 2026, through March 31, 2027. HSH shelter programs will be reprocured in 2027 through the Multi-Year Procurement Plan (MYPP).
- Through the MYPP process, HSH is modifying service and outcome objectives to align with our Performance Measurement Plan (PMP). This will standardize and optimize accountability measures in the contract.

# Proposed Improvements: 711 Post Shelter

## • Proposed Improvements:

- **24/7 Public Text Line:** Pilot a 24/7 public text line where members of the public can text the non-profit operator to address issues related to the program. The text line will be publicly posted on the outside of the site.
- **Updates to the Good Neighbor Policy:**
  - Require locked trash cans
  - Require dog waste station and signage reminding guests to clean-up after their pets.

# Geographic Equity & Good Neighbor Accountability

## • "One City Shelter" Act

- Geographic distribution is an important factor in siting new shelters

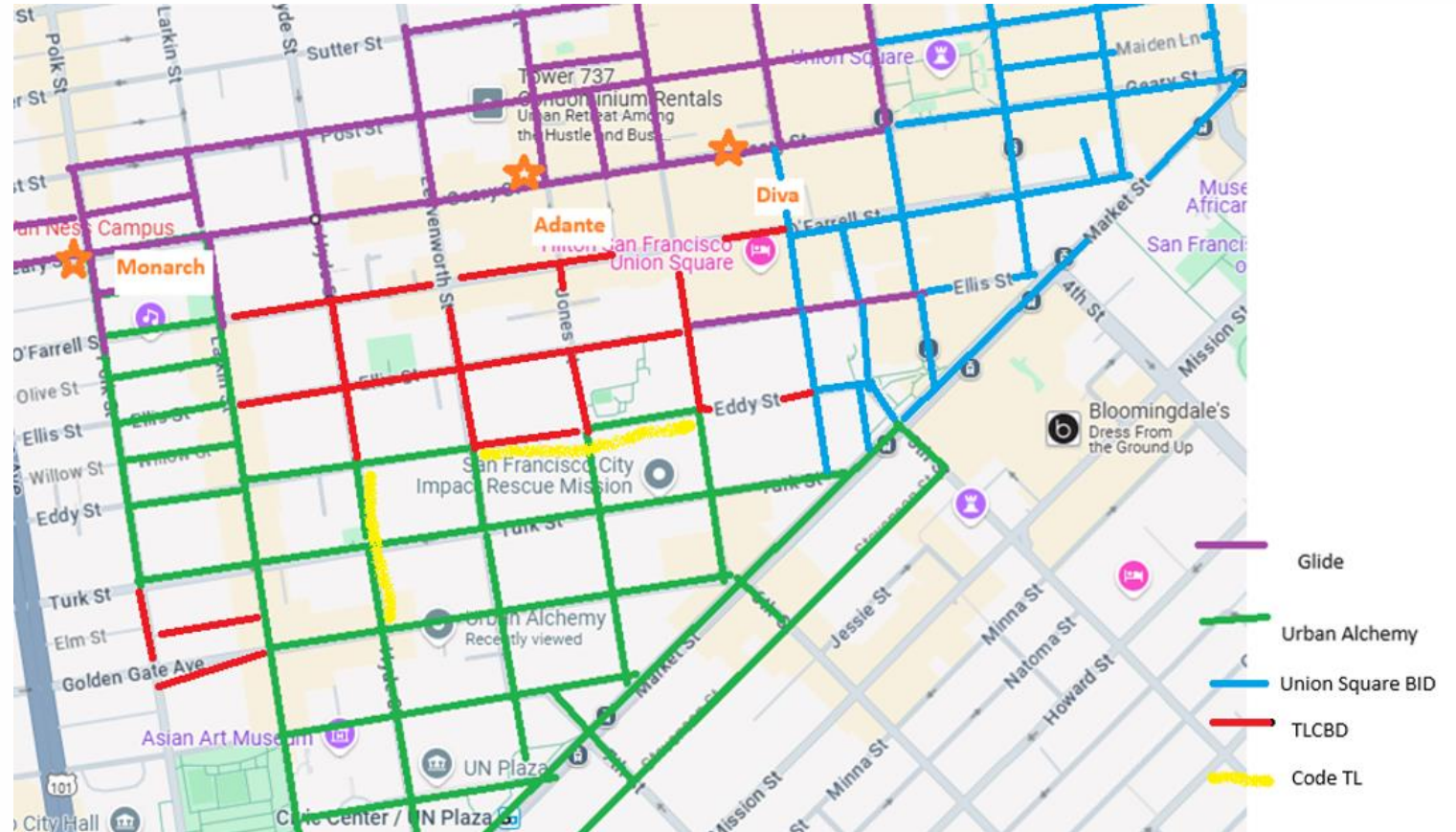
## • Review and Enhancement of Good Neighbor Policies

- Alignment with the Department of Public Health programs and policies
- Enhanced monitoring and enforcement protocols in place
- Escalation protocol developed with providers and partner departments



# Community Ambassadors

- HSH will continue to fund **Ambassadors on the 700 block of Post** through this grant agreement who will support with cleaning, engagement and safety.
  - This is in addition to other Ambassadors services in the surrounding area as shown on map.





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# Questions?

Thank you!



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# Appendix

# Winddown of Shelter Programs

- For any shelter program that is closed, HSH works closely with the non-profit operator and other partners to develop a **winddown timeline** that supports:
  - Timely **notice** to nonprofit provider staff and guests;
  - **Pausing new intakes** while working with existing guests on their **pathway to housing** or identifying other **comparable shelter placement**;
  - **Demobilization of site**, including any repairs to building if appropriate.
- Timeline is dependent on **capacity of shelter system** to accept guests. If there are multiple sites in winddown, or reduced capacity these timelines can be extended.
  - For a large program like 711 Post, winddown would require a minimum of 6 months.

# Urban Alchemy – HSH Corrective Action Letter

HSH Action Item	UA Response	Status
Seek written prior approval before incurring <b>staffing costs</b> beyond what is budgeted.	UA adopted a policy to formally seek approval on expense increases beyond the budget before they are incurred.	<b>Completely resolved.</b>
Develop an <b>internal staffing schedule</b> that reflects the budgeted full- time equivalent (FTE) staff.	UA provided a copy of their Paycom schedule which showed an appropriate staffing schedule.	<b>Completely resolved.</b>
Regularly and proactively <b>monitor spending</b> against budget, to observe and address variances before they lead to overspending.	UA leadership attend monthly HSH meetings to review the budget.	<b>Completely resolved.</b>
Provide HSH with a detailed written policy for circumstances in which <b>overtime</b> is approved and its procedure for covering staff vacancies during illness or time off.	UA provided a written copy of its updated Overtime Policy.	<b>Completely resolved.</b>
Demonstrate that the UA leadership <b>regularly review spending</b> against budget, particularly when it comes to staffing, and take action to stay within the approved budget.	UA provided documentation of action plans and confirmed that finance and operations management hold a monthly meeting to review spending against budget.	<b>Completely resolved.</b>