



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Vehicle Triage Center (VTC)

Board of Supervisors

Land Use and Transportation Committee

February 22, 2021

Vehicle Triage Center: Overview

- The pilot **Vehicle Triage Center (VTC)** was opened as part of the Safe Parking Ordinance passed by the Board of Supervisors in April 2019
- Provides a **low-barrier, high-service model** for guests to store or reside in their vehicle while accessing the Homelessness Response System
- Began operations in **November 2019**
- Operated by the non-profit service provider **Urban Alchemy**



Vehicle Triage Center: Community Engagement

Pre-Opening

- D11 Community Stakeholder Meeting
- Public meetings and Prop I notifications

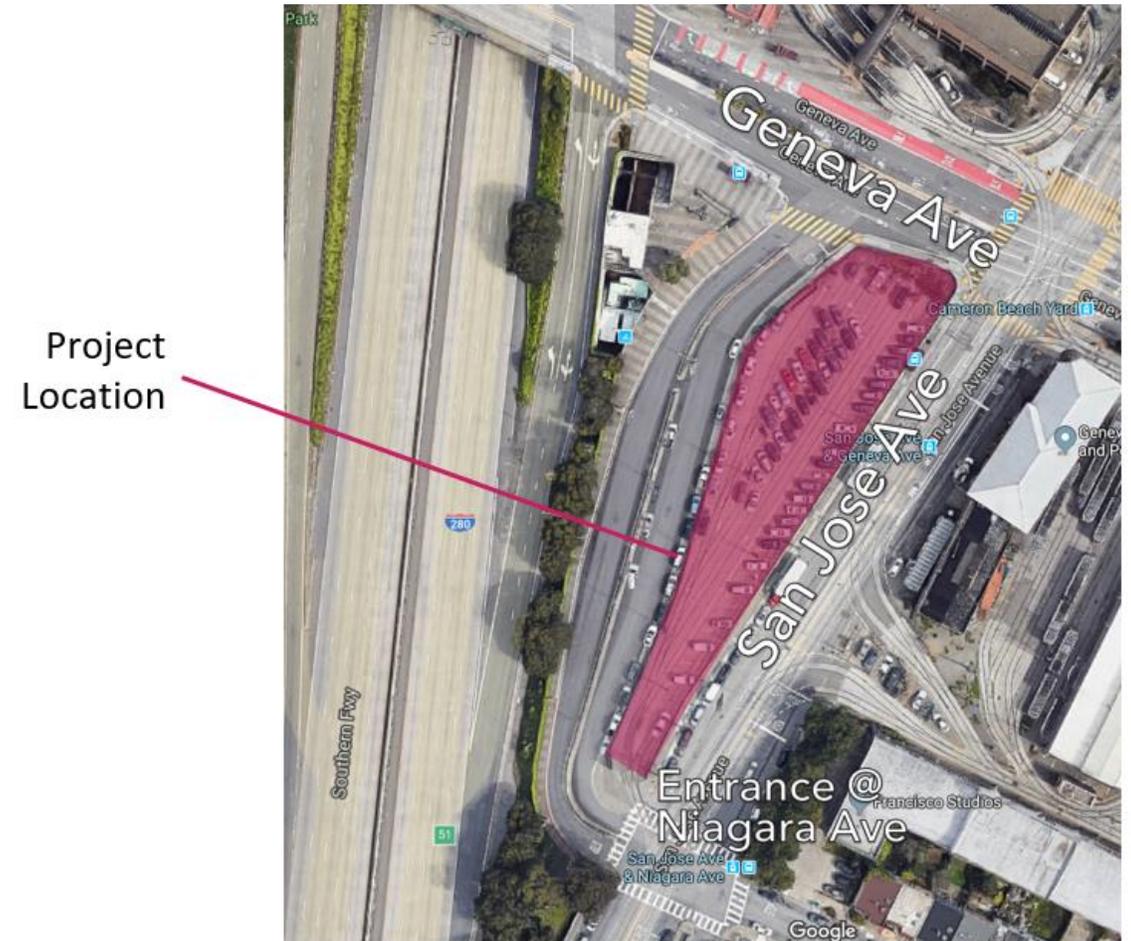
Pre and Post Opening

- VTC Community Working Group
 - Met monthly from Fall 2019 – present
 - Public meetings included: District 11 community stakeholders, Supervisor Safai's Office, HSH, City partners and site provider Urban Alchemy



Vehicle Triage Center: Location

- The VTC is located on a parking lot near 2340 San Jose Avenue in **District 11**
- The site was available on a **short-term basis** until the parcel was developed into affordable housing
- Provided **29 spaces** for recreational and passenger vehicles



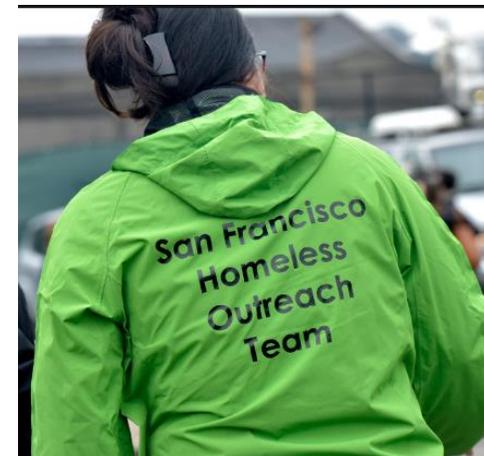
Vehicle Triage Center: Infrastructure

- Bathrooms and sanitation stations
- Mobile blackwater pumping
- Mobile showers (3 x week)
- Office and confidential meeting space
- Electricity
- Security cameras
- Diesel generator
- 2 solar-powered lights
- Pedestrian and vehicle gates for entry/exit



Vehicle Triage Center: Service Providers

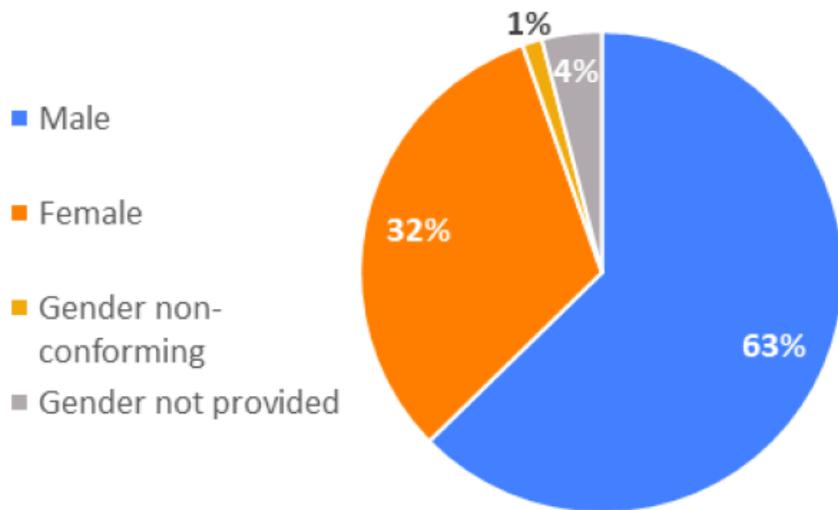
- Urban Alchemy
- SF HOT Case Management
- SF HOT Vehicle Encampment Resolution Team (VERT)
- Dignity on Wheels
- DPH Street Medicine



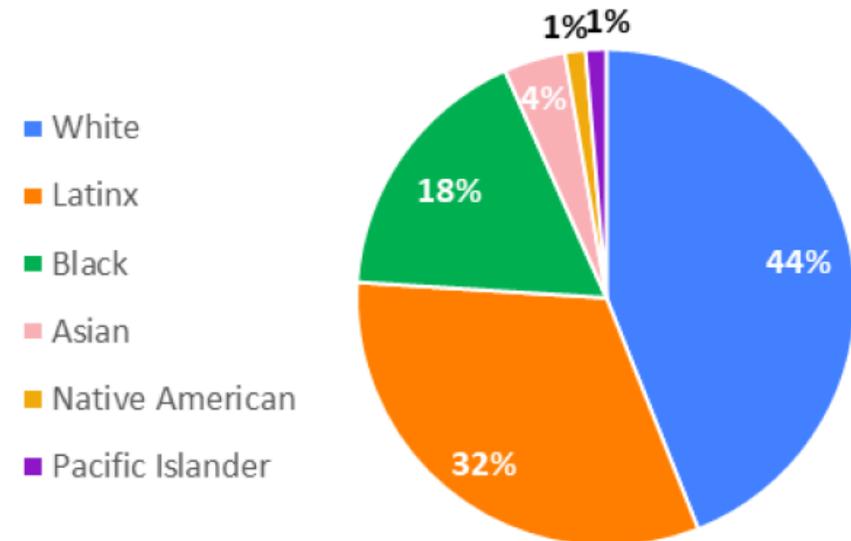
Vehicle Triage Center: Who did the VTC serve?

From November 2019 to November 2020, the VTC served a total of **75 individuals**

VTC Client Gender Identity (n = 75)



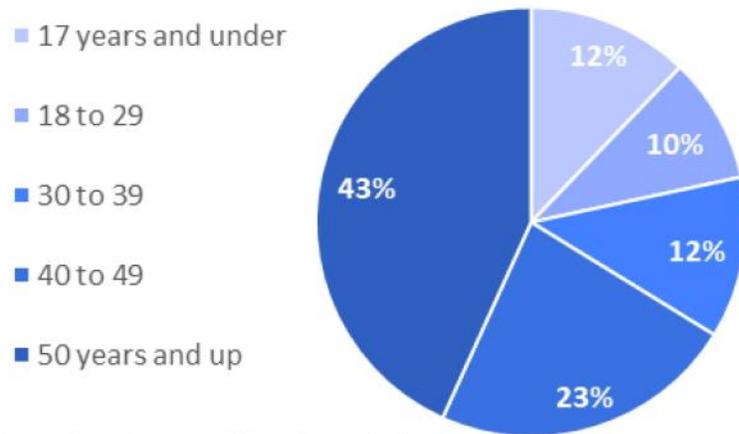
VTC Client Race/Ethnicity (n = 75)



Vehicle Triage Center: Who did the VTC serve?

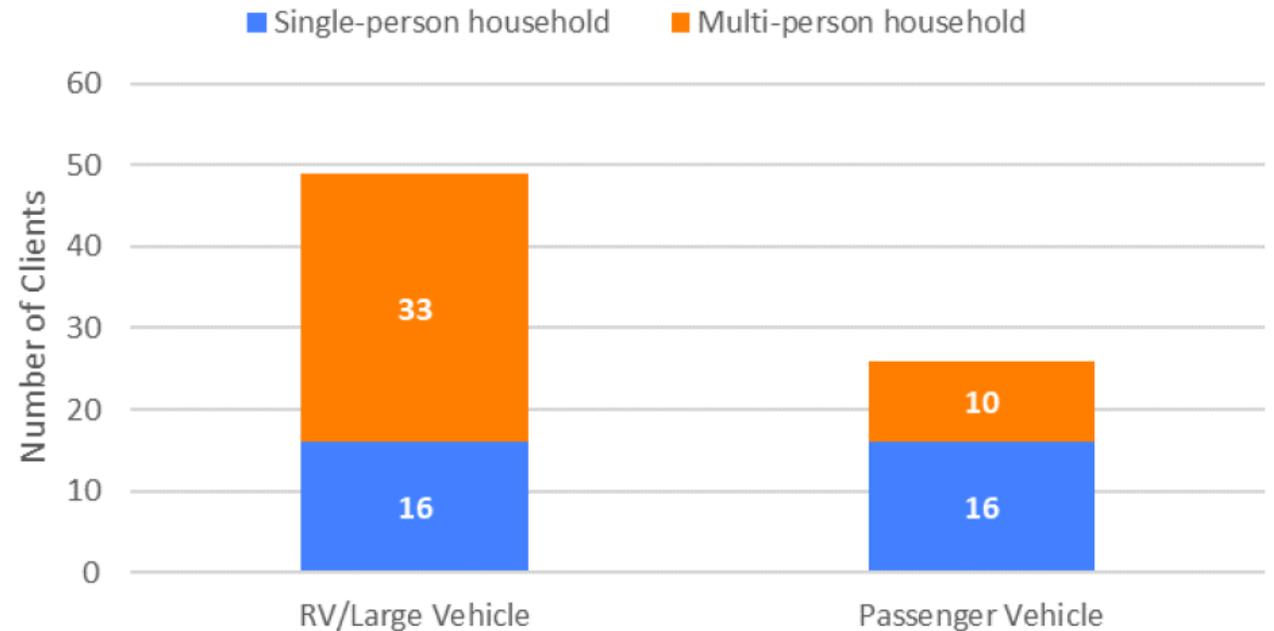
Age, Vehicle and **Household** type of the 75 guests served in the first year of the VTC pilot

VTC Client Age Distribution (n = 74)*



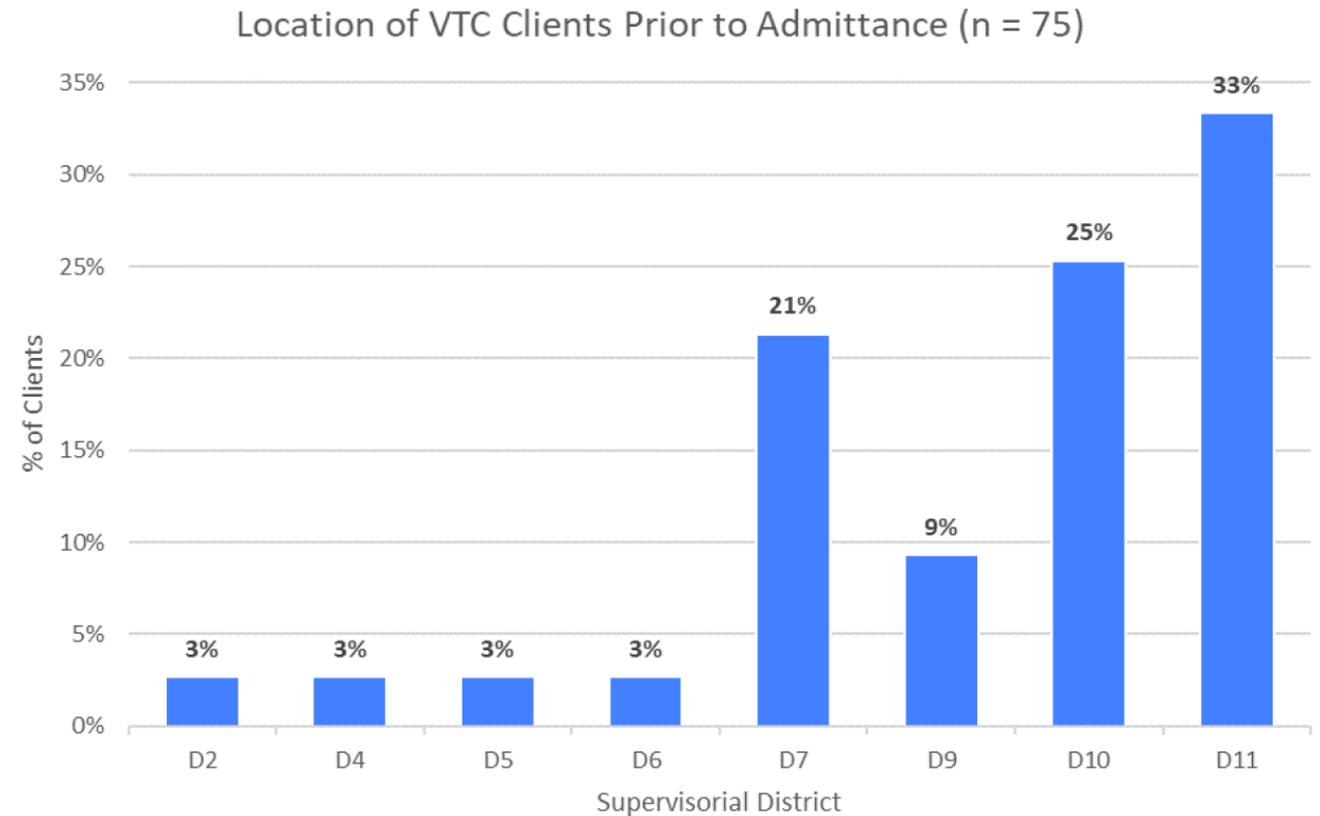
*one client's age could not be verified.

VTC Client Vehicle & Household Types (n = 75)



Vehicle Triage Center: Who did the VTC serve?

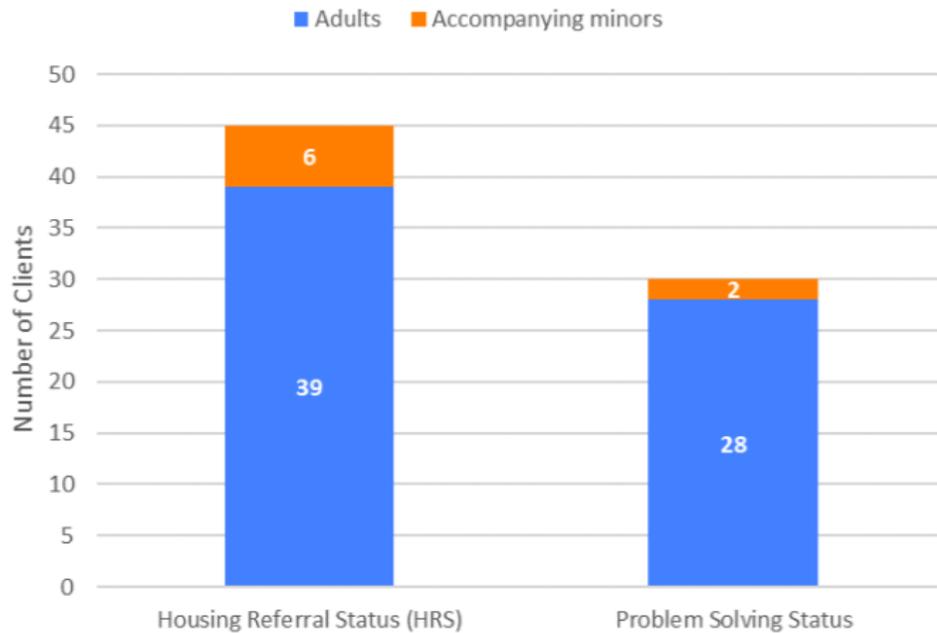
- **1/3** of VTC guests were living in District 11 prior to their stay at the site.
- This reflects HSH's **commitment** to the District 11 Community to prioritize unsheltered individuals living in District 11.
- Referrals prioritized **Housing Referrals Status** guests or guests eligible for housing via Care not Cash.



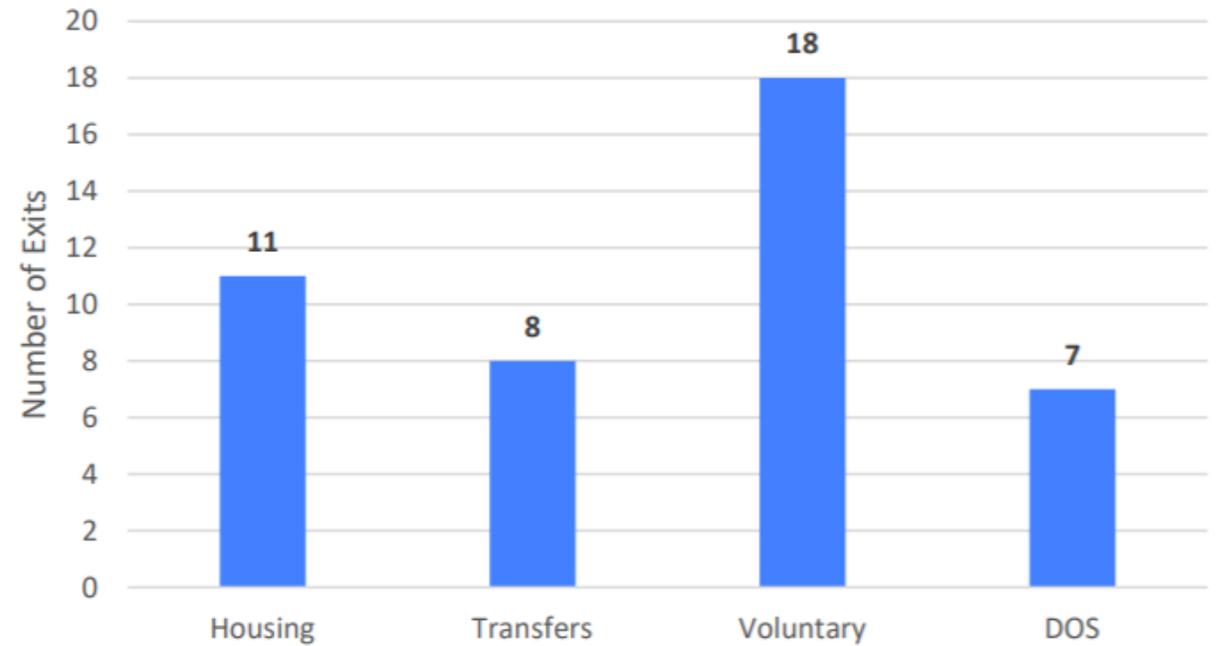
Vehicle Triage Center: Who did the VTC serve?

Coordinated Entry Status and Guest Exits

VTC Client Coordinated Entry Assessment Results
(n = 75)



VTC Client Exits by Exit Type (n = 44)



Vehicle Triage Center: What did it cost?

- **\$1,662,503** to establish and operate the VTC for 1 year
 - \$552,783 in **one-time** capital expenditures
 - \$615,946 **ongoing site operations** (bathrooms, utilities, etc.)
 - \$493,774 **Contractor** Salaries
 - Provided 24-hour staffing including two Parking Lot Practitioners each shift to conduct guest engagement
 - Total cost does not include estimated \$130,000 of **Case Management** services provided by SFHOT for this pilot program

VTC Operating Costs

\$14,796 per client served in year one

\$38,266 per parking spot

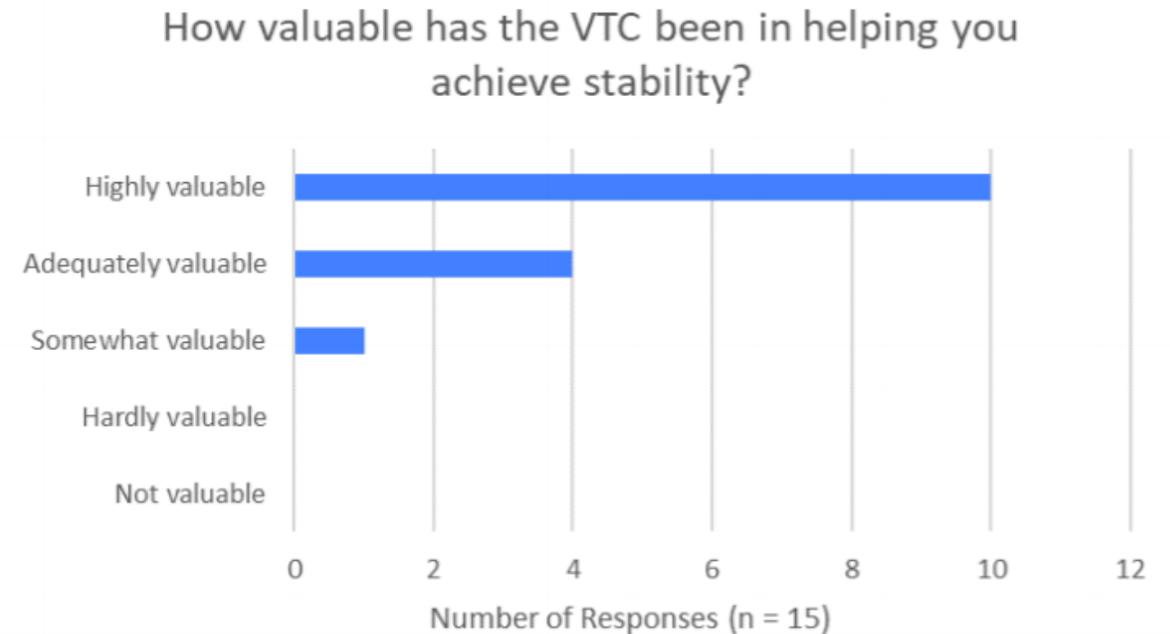
\$105 per parking spot per night

Potential Cost of Case Management

\$4,500 per parking spot (estimate)

Vehicle Triage Center: Guest Feedback

- **47% response rate** to Controller's Office survey
- Survey provided via SFHOT Case management team in **English, Spanish** and **Tagalog**
- Majority of responses indicated stay at VTC was **highly** or **adequately** valuable in helping them achieve stability
- **Shower** and **laundry services** highlighted as positive aspects of the site



Vehicle Triage Center: Early Learnings

- **Guest Preference and Utilities**

- Original hypothesis was 50% of guests would store vehicles while accessing services
- **Recommendation:** Expand power grid to service full site

- **Client-Centered Approach**

- SFHOT provided case management services to the pilot program
- **Recommendation:** Integrate these services into contracts for onsite case management support

- **Cost Projections**

- Site set-up costs depend on several factors including the unique shape and size of the physical site that impact program staffing models
- **Recommendation:** Continue to explore potential sites and develop program models and criteria

- **Community Engagement**

- The engagement and partnership of the District 11 Community created a supportive community for guests, site providers and the City
- **Recommendation:** Continue to engage community with new projects

Vehicle Triage Center: What's next?

- **The Vehicle Triage Center will close in March 2021**
 - Active exit planning with guests, all guests offered appropriate resources
 - Affordable Housing Development will begin
- **HSH is actively exploring potential sites for a new Safe Parking / Vehicle Triage Center**
 - Based off early learnings, determining additional site and programmatic criteria and budget concepts
- **Estimated \$3.5 million gap for a new Safe Parking program**
 - \$1 m in FY20-21 budget, some used for VTC extension through March 2021
 - \$1.5 m shortfall to operate site 40-50 space site
 - \$2 m shortfall to construct site

Vehicle Triage Center: What's next?

THANK YOU!

Our deepest gratitude for the courage, compassion and common-sense of the many partners, community members and guests that made this pilot possible.