



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Shelter-in-Place (SIP) Rehousing Plan

Abigail Stewart-Kahn, HSH
Dedria Black, HSH

Darlene Matthews, HUD TA
Michele Williams, HUD TA

Local Homelessness Coordinating Board
(LHCB), October 2020

Mayor's Homelessness Recovery Plan

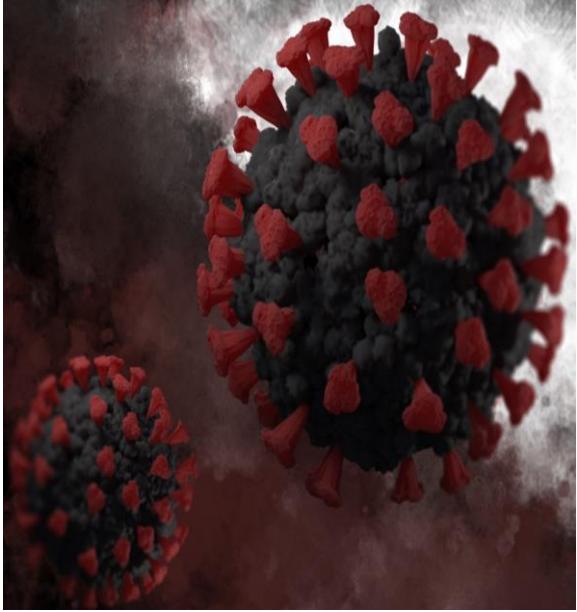
In order to Rehouse

- 1,500 new units of Permanent Supportive Housing (PSH)
- 1,500 placements into existing PSH pipeline
- 1,500 placements into existing PSH units where turnover occurs
- Expand Problem Solving
- Create medium-term housing solutions for Adults

In order to take care of those still on the streets or becoming homeless

- Expand Homelessness Prevention
- Reactive Congregate Shelter to the COVID informed capacity of ~1,000 beds in the adult system (~2,000 beds pre-COVID)
- Expand Congregate Shelter: Open Bayview SAFE Navigation Center and Lower Polk TAY Navigation Center in early 2021
- Maintain Safe Sleep

COVID-19 Response – Shelter In place Hotels



- **February 2020:** CCSF declares state of emergency
- **March 2020:** DPH issues shelter-in-place guidance
- **April 2020:** First SIP Hotel opened
- **Sept 2020:** City met goal of 2600 SIP units
- **November 2020:** City will stop all intake into SIPs and begin the focused rehousing effort

Additional prevention and mitigation approaches were taken across our system of care including new shelter, shelter distancing, outreach education and resources, I & Q hotels, Safe Sleeping pilots, homelessness prevention practice changes, eviction moratorium, new approaches in PSH, continued housing, accelerated RRH, 24/7 HSH on call manager, distribution of PPE across system of care and many more.

SIP Rehousing: Overview

- SIPs were always intended as a temporary measure for those most vulnerable to COVID-19
- Hotels are not a cost-effective long-term solution and are not sustainable.
- Isolation & Quarantine (I & Q) hotels will remain active.
- The City has an expansion plan for hospitals and I&Q should we face a surge.
- Housing is the permanent solution to ending homelessness. We have been working on massive housing expansion even as we continued to expand SIPs and prepared to Rehouse

SIP Rehousing: Overview

1. Develop Rehousing Options
2. Confirm Data Collection
3. Develop SIP Rehousing Process & Timeline
4. Communications

SIP Rehousing: Commitments and Resources

Commitments

- Exits to stability, not street
- 100% of SIP guests participate in Problem Solving Screening
- Coordinated Entry is the pathway to equity
- The SIP hotels have been an effective but *expensive* temporary solution which has successfully saved lives for COVID vulnerable individuals

Resources

- Approved HSH FY20-21 Budget
- Pending - additional funding from FEMA, State, Federal, San Francisco Housing Authority (SFHA) and other local measures
- Pending - Our City Our Home (Prop C): Voter supported tax

SIP Rehousing: Developing Housing Exits

Short Term Housing Expansion

- Diversion including one-time grants and connections to family/friends

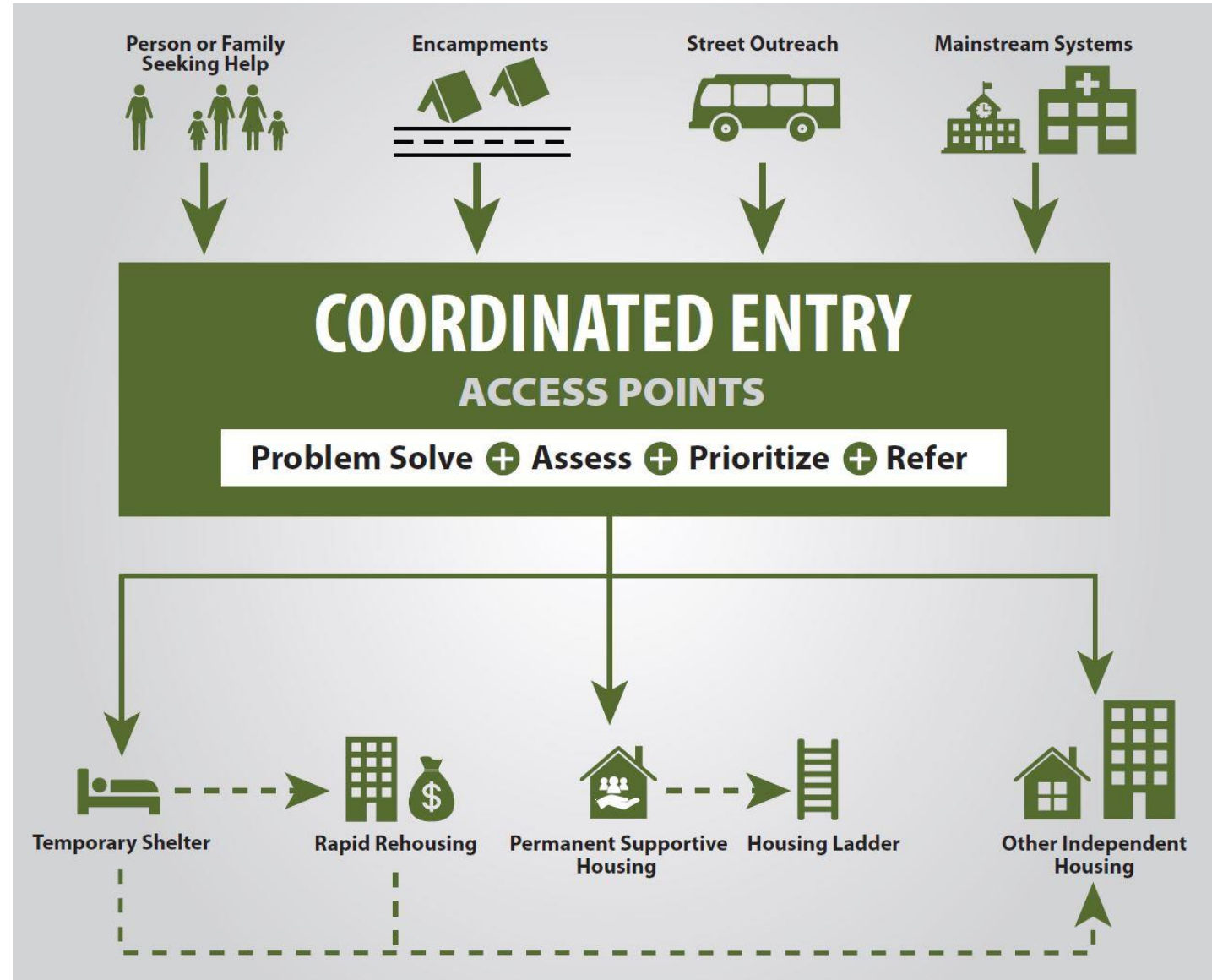
Medium Term Housing Expansion

- Bridge subsidies, Rapid Rehousing (RRH) for those in SIPs

Long Term Housing Expansion

- Use every PSH resource by matching faster, bringing off-line units online faster and lowering all non-required barriers to housing
- Expand PSH through purchase, master lease and flex-pool
- Expand PSH through existing pipeline

SIP Rehousing: Homelessness Response System



SIP Rehousing: Develop Process & Timeline

- SIP Rehousing Plan was based on the following factors:
 - Date the site began to accept guests
 - Hotel contract terms
 - Equity
 - Budget
 - Size of site
 - Leadership
 - Potential for Competing Priorities (i.e. CBO operates multiple sites, pre-COVID operations are to resume, staff and budget need to be adjusted, etc.)
- Costing plan – not balanced

SIP Rehousing: Process & Timeline

Four (4) Phased approach for 25 sites

- Two (2) months of focused rehousing and approximately 2-4 weeks to demobilize hotel
- CCC Demobilization Team will review BNL weekly to monitor site wind down

	Start Date	Anticipated Rehousing Date*	# of Sites	Sites
Phase 1	11/2/2020	12/21/2020*	7	1, 2, 4, 5, 6, 29, 31
Phase 2	1/4/2021	2/22/2021	7	17, 25, 33, 34, 35, 38, 44
Phase 3	3/1/2021	4/19/2021	6	7, 11, 28, 30, 32, 36
Phase 4	5/3/2021	6/21/2021	5	10, 42, 47, 48, 49

*Community feedback, exploring if this can be extended through the holidays based on fiscal and contracting requirements.

SIP Rehousing: Confirm Data Collection

- **RTZ:** A bed management information system that tracks occupancy and generates a byname list (BNL) per site
- **Problem Solving/Coordinated Entry + ONE System:** A homeless management information system that hold client information [with ROI for each guest]
- **Care Coordinators:** Now staffed at each site, are be responsible for managing the site ByName List (BNL) and ensure HRS ROI's are signed
- **HSH Support:** HSH has provided added staffing, training and support to the Care Coordinators

SIP Rehousing: All SIPs + Phase 1 Pilot

What we know; what we don't *yet* know for SIP hotel portfolio:

- Active guests in SIPs today: 2,359
- Problem Solving/Coordinated Entry:
 - 91% of SIP guests have matched to an existing ONE profile
 - 33% are active in Coordinated Entry
- Housing Referral Status: 382 (16%)
- Have already been Rehoused: ~49

What do we know; what we don't *yet* know for Phase 1 (7 sites):

- Active guests in SIP Phase 1 Today: 499
- Problem Solving/Coordinated Entry:
 - 94% have ONE profile
 - 45% are active in Coordinated Entry
- Housing Referral Status: 108 (22%)
- Have already been Rehoused: ~10

SIP Rehousing: Disaster Rehousing Strategies

Real-Time

Flexible

Action Oriented

Operate with Urgency

TA Team Can Be of Utility, Build from Your Strengths

Give Grace to Yourself and Each Other

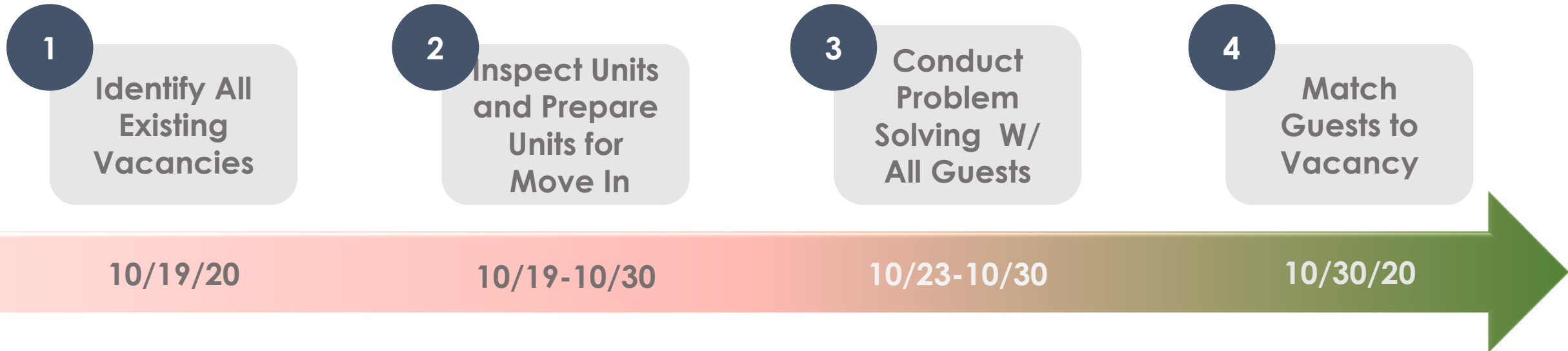
SIP Rehousing: Housing Fair Approach

Goal:

Ensure all guests in SIP hotels exit to permanent housing

- Begin w/ 3 pilot sites (2, 4, 31)
- Accelerate Housing Placements by streamlining housing processes before and during a large re-housing event
- Housing Fair Days will include
 1. Problem Solving,
 2. CE Assessment and
 3. Housing for those who have completed 1 and 2
- Conduct equity impact assessment and gather learnings from this pilot to refine approach and inform broader Phase 1 Winddown Strategy

SIP Rehousing: Housing Fair Approach Pre-Steps



SIP Rehousing: During Site Visit

1

Guest chooses among units available, completes paperwork w/ provider

2

Schedule Move-In Date and Transportation (within 36 Hours)

3

Arrange furniture and move-in supplies

4

Provider Supports Move-In and Connection to Services

Week Of November 2nd - All Guest Move Into Housing

SIP Rehousing: Reducing Barriers (HUD funded)

1. Megawaivers:

- Provide flexibility to move money around in your budget quickly
- Allow for units to be inspected virtually or with pictures
- Expanded time frames for getting documentation: Disability verification not needed at intake

2. Dedicated Plus Designation

- Reduce documentation burden for CH status

SIP Rehousing: Reducing Barriers (all programs)

Reducing Barriers

- Focus on the minimum documentation needed to get someone into housing
- Can most of the documentation required be collected after the guest moves into housing?
- We will be providing benefits navigation onsite at each fair
- State DMV offering an expedited ID process (fees waived)
- HSA (CAAP) benefits representatives will be onsite for real time sign up for benefits
- Identify what HUD and HSH can do to try and eliminate existing documentation barriers to support quick placement

SIP Rehousing: Rehousing Pilot

Anticipate the following status of guests at the end of Pilot:

1. Actively engaged in rehousing, need more time
2. Actively engaged in Problem Solving, need more time
3. Have been presented with 3 options based on Problem Solving Screening and/or Coordinated Entry Assessment results and declined
4. Have not engaged with Care Coordinators despite repeated attempts

Remaining LCHB Advance Questions re: SIP Rehousing

- LCHB provided HSH questions in advance. Most were answered during this presentation, those that remain we look forward to sharing as this process and our learning continues to evolve
- Can speak to other questions at a future meeting which relate to Homelessness Response System
- Publishing an FAQ which will continue to evolve

Thank you