



# SUPPORTIVE HOUSING **PROVIDER NETWORK**

Hearing on Evictions  
March 2023



# Who we are...

- The Supportive Housing Provider Network (SHPN) was created in 2015 as a body focused on the funding and sustainability needs of permanent supportive housing providers operating within San Francisco. We meet virtually every third Thursday of the month.
- Currently SHPN has a membership of over 15 non-profits that have permanent supportive housing as a part of their operations, either as Property Management and/or Supportive Service providers.
- Members of SHPN include a diverse mix of agencies from those that operate one PSH site to those with 10+ buildings within San Francisco in addition to agencies that operate PSH and affordable housing across the country.



## **Our challenge is to find collaborative solutions that serve the small number residents who are not successful in Supportive Housing.**

The lease, and the enforcement process are intended to ensure that supportive housing is a safe, healthy and welcoming place for residents to thrive and for staff to work.

Starting the unlawful detainer process is the last resort—providers are loathe to use this costly process and typically work for months or years to try to engage residents in resolving housing retention challenges.

Eviction is a blunt and costly tool to address incredibly complex challenges in an under resourced environment.



# Evictions in PSH: Non-Payment of Rent

**Challenge:** Providers are working to address non-payment of rent, however, many who are facing this are typically months behind in their rent and have exhausted existing programs.

Specifically, with COVID rent relief, we have residents that have gotten assistance from the state program for thousands of dollars, and assistance from SF ERAP, and are still not willing/able to pay rent. This is not due to changes in their income.

- **Solution:** Create an alternate path to rent support for PSH residents who have either exhausted SF ERAP or are unwilling to participate. Engage Tenant and Landlord Attorneys to attempt to streamline access to support once the legal notice is served.
- **Solution:** Increase the ability of residents to receive money management services either pre-notice, or as part of receiving rental support.
- **Solution:** Explore deeper rent subsidies for extremely low-income residents and/or supporting other basic expenses like food security in PSH.





# Evictions in PSH: Violence / Aggressive Behaviors

Violence and aggressive behaviors towards other residents and staff are another reason why people in PSH may lose their housing.

**Challenge:** The overall impact of the COVID pandemic, prioritization of applicants with the highest acuity, inappropriate placements, inability to balance referrals of those with complex care needs with those of less acute needs, and a lack of clinical info on those moving into PSH has created new concerns.

**Solution:** A more nuanced approach at the front end of the housing process so that residents are matched to properties that can meet their need, including higher levels of care.

**Solution:** The housing stock within the city's PSH portfolio needs to expand to care for people with more acute needs who are actively using substances, not wanting to engage in onsite supportive services, and are aging well beyond their years and presenting with medical frailties at younger and younger ages.

# Evictions in PSH: Unit Destruction & Extreme Cluttering Behaviors

We are seeing a significant increase in damages to units for a variety of reasons.

- **Challenge**: PSH budgets are not robust enough to continuously renovate units that have had windows broken, repeated flooding, fires, tearing up of floors, holes in walls etc.
- **Challenge**: If a resident struggles with cluttering behaviors and is not willing or able to engage with supportive services, when their unit becomes infested with pests the impact on the entire community must be weighed against the impact on one individual.
- **Solution**: Create a replacement reserve for sites that do not have this option and/or a PSH mitigation fund to cover the cost of damage so that agencies are not saddled with tens of thousands of dollars in damages, delays in unit repairs, and thus an ongoing vacancy that cannot be rented to a new resident.
- **Solution**: Fund the necessary IHSS and behavioral health care resources that residents need who are unable to keep units habitable so that the issues of pest and inspection failures do not become a reason for loss of housing. The system needs these resources to be fully funded so that capacity is no longer an issue as well.

# How to reach us...

If you are interested in learning more about the Supportive Housing Provider Network or talking more with this provider community about the needs of permanent supportive housing, please contact both Lauren Hall and Tramecia Garner using the contact emails below:

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