

DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# FY 2019-2020 and FY 2020-2021 Hearing on Budget Priorities

April 17, 2019  
Budget and Finance Committee

*Making Homelessness Rare. Brief and One-Time in San Francisco*

File #190368  
Received in Committee  
4/17/19  
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# HSH Services

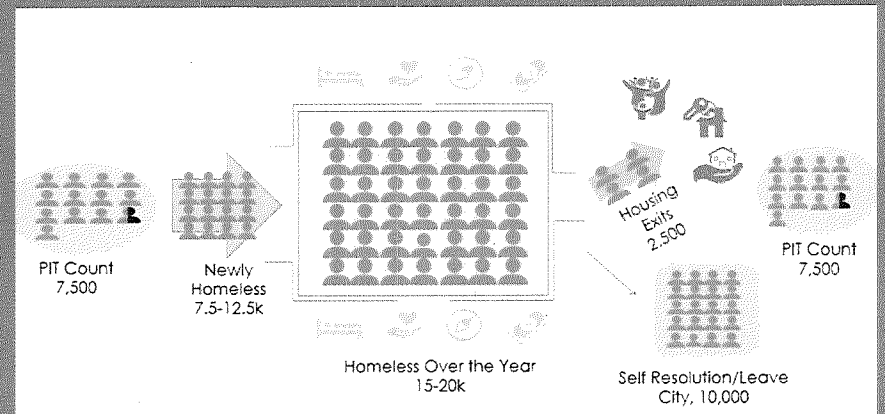
Intervention	Capacity
Problem Solving & Coordinated Entry	<ul style="list-style-type: none"> <li>• 700 Problem Solving Slots</li> <li>• 850 Homeward Bound Slots</li> <li>• 5 Access Points</li> <li>• ONE Systems</li> </ul>
Street Outreach	<ul style="list-style-type: none"> <li>• 193 Chairs in Resource Centers</li> <li>• SFHOT, ERT, and Other Nonprofit-Led Outreach Teams</li> </ul>
Temporary Shelter	<ul style="list-style-type: none"> <li>• 1,400 Shelter Beds/Units</li> <li>• 500 Navigation Center Beds</li> <li>• 450 Transitional Housing Beds</li> <li>• 100 Stabilization Units</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• 7,700 Units of Permanent Supportive Housing</li> <li>• 440 Rapid Rehousing Slots</li> </ul>
Housing Ladder	<ul style="list-style-type: none"> <li>• 200 Moving On Initiative Subsidies (one-time only)</li> </ul>

## Clients Served 2016-2018

- Assisted more than 6,500 people exit homelessness
- Provided prevention and diversion services to more than 6,500 households
- Sheltered more than 18,000 people
- Conducted outreach to ~15,000 people
- Assisted ~200 people move from permanent supportive housing to affordable housing
- Maintained housing for over 9,000 people in permanent supportive housing
- Resolved over 35 large encampments and offered services to 1,300 individuals



We help about 50 people a week exit homelessness but there are over 150 newly homeless people each week



# HSH's 5-Year Goals



## **Adults**

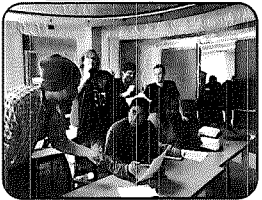
Reduce chronic homelessness 50% by December 2023



## **Families**

End unsheltered family homelessness by December 2018 (goal met)

End family homelessness by December 2021



## **Youth**

Reduce youth homelessness by 50% by December 2023



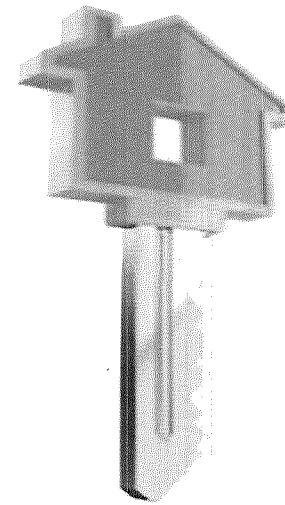
## **Street Homelessness**

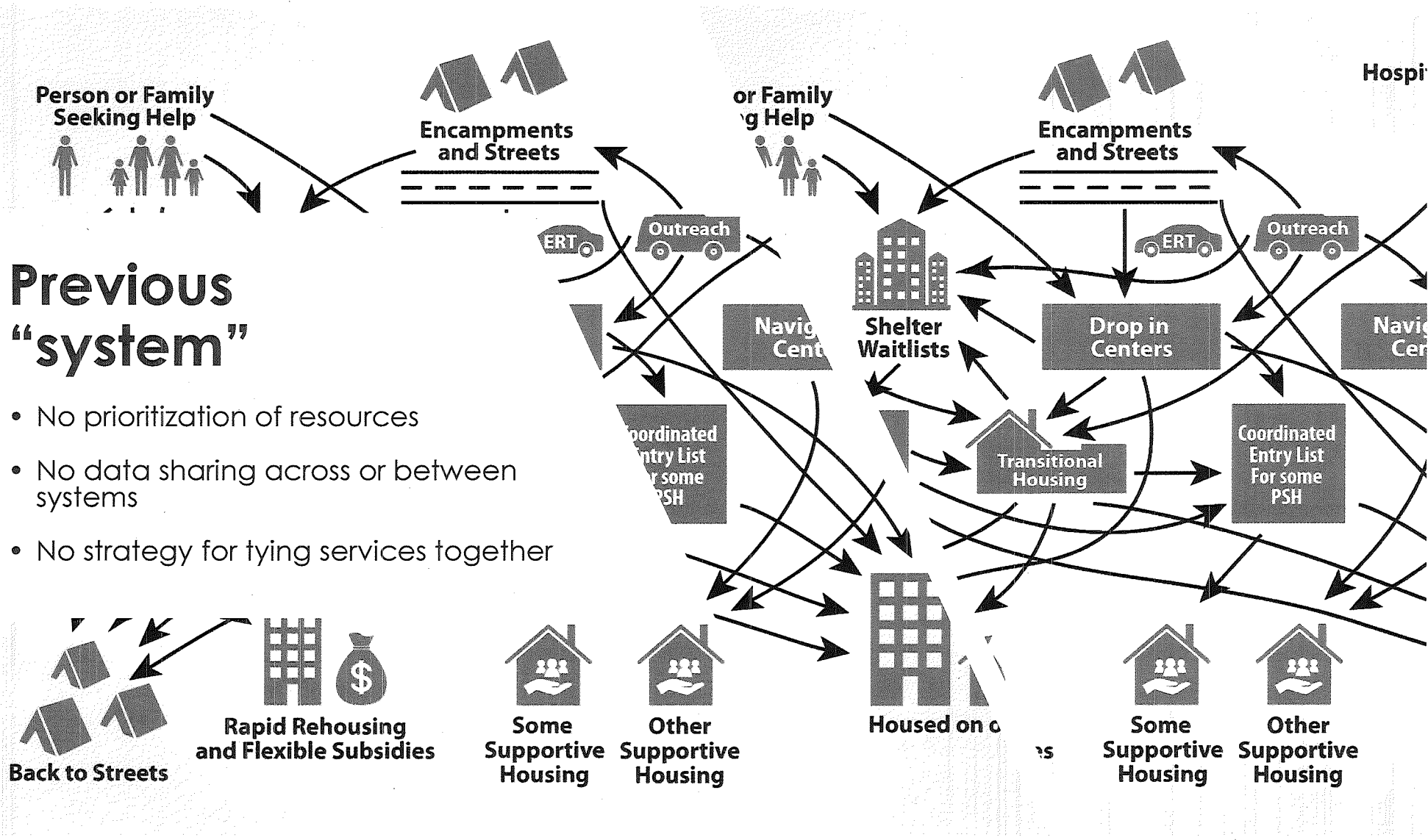
Improve City's response to street homelessness by October 2018

End large, long-term encampments by July 2019 (goal met)

# Key Strategies

- Implement Coordinated Entry
- Implement Online Navigation and Entry System
- Offer Problem Solving options to everyone
- Target permanent supportive housing resources to those most in need
- Deliver population specific programs and services
- Close gaps in the Homelessness Response System
- Set system-wide goals and ensure accountability

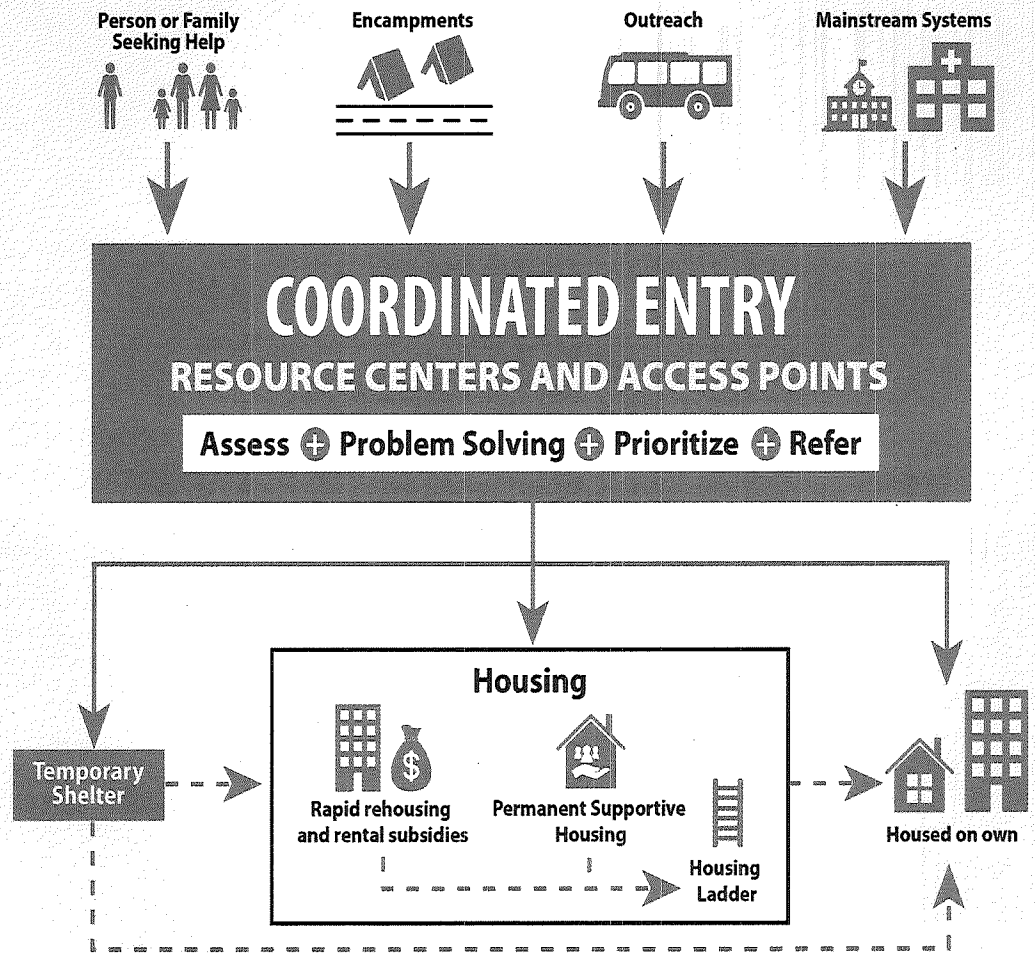




# Previous "system"

- No prioritization of resources
- No data sharing across or between systems
- No strategy for tying services together

# Homelessness Response System





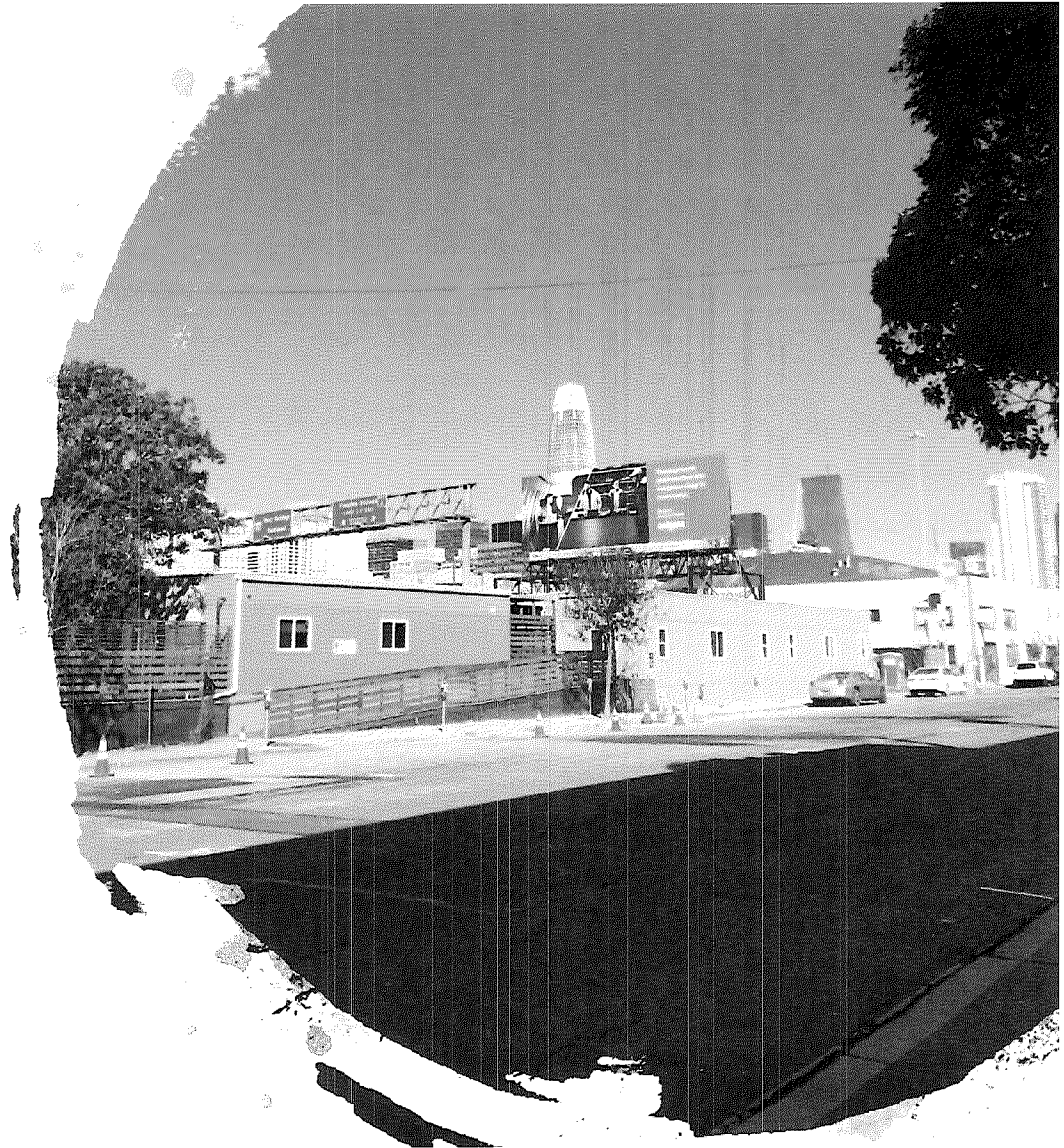
# Service Expansion 2016-2018

## Expanded

- Problem Solving, 500 slots
- Permanent Supportive Housing, 550 units
- Temporary Shelter, 500 beds
- Housing Ladder, 200 slots
- Rapid Rehousing, 500 slots
- Access Points, 5 sites
- Piloted Host Homes
- Launched Rising Up Campaign
- Launched Coordinated Entry
- Expanded Housing Navigation and Tenant Stabilization Services

## Planned

- Temporary Shelter, 1,000 *(226 complete)*
- Permanent Supportive Housing, 1,000+ *(300 new master lease sites)*
- Youth Access Points
- New Adult Access Point (440 Turk)

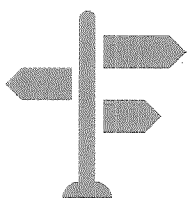


# Challenges and HSH Strategies

## Challenge

Each year approximately 8,000 people are newly homeless in San Francisco.

## Strategy



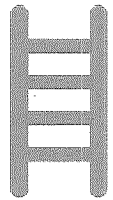
**Problem Solving** redirects people who can resolve their homelessness without the need for ongoing support out of the Homelessness Response System. Problem Solving includes: eviction prevention, legal services, relocation programs (Homeward Bound), family reunification, mediation, move-in assistance, and flexible grants.

# Challenges and HSH Strategies

## Challenge

With the existing Homeward Bound, Rapid Rehousing, and Permanent Supportive Housing capacity we can exit approximately 2,500 people out of homelessness annually.

## Strategy



**Housing Ladder** offers opportunities for residents of Permanent Supportive Housing or Rapid Rehousing to move outside of the Homelessness Response System (Moving On Initiative). This will increase available PSH units for people exiting homelessness.

# Challenges and HSH Strategies

## Challenge

There are approximately 4,300 people living unsheltered in our community. Many people are living in encampments.

## Strategy



**A Coordinated response to street homelessness** that focuses on connecting people living outside with the Homelessness Response System. This includes outreach and engagement (**SFHOT**), **encampment resolution** (ERT), the **Healthy Streets Operations Center**, care coordination, and Access Points.



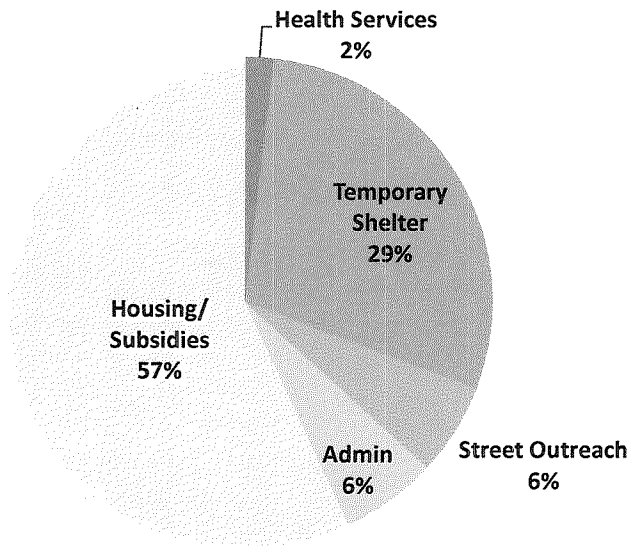
**SAFE (Shelter Access for Everyone) Navigation Centers** provide low barrier to entry shelter to homeless individuals along with intensive case management to help individuals obtain income, public benefits, health services, and housing. They are intended to support the most vulnerable members of the homeless population who likely will not access traditional shelter or services. Homeless individuals are allowed to bring their partners, pets, and possessions.

## HSH's FY2019-21 Priorities

- Add 700 units to the stock of housing exits by 2021
- Open 1,000 new beds in shelters by 2020
- Expand Problem Solving services
- Implement citywide coordination for prevention
- Reduce tents and vehicular homelessness
- Fully implement Online Navigation and Coordinated Entry System
- Implement performance accountability across the system
- Ensure staffing level to deploy resources quickly
- Provide nonprofits with access to training and capacity building

# HSH's FY19-20 Adopted Budget

## FY 2019-20 Budget by Use



## Budget Overview

- Total budget: \$257 million
- 80% of budget funds nonprofit organizations to provide services and housing
- 68% General Fund supported
- 22% funding comes from federal and state sources
- 10% other non GFS sources
- Budgeted FTE: 125

# Gaps in the Homelessness Response System

To reduce chronic homelessness by 50%, end family homelessness, and reduce youth homelessness by 50% the City will need to make strategic investments in multiple areas.

## Focus Areas



Problem Solving



Temporary Shelter







Rapid Rehousing



Permanent Supportive Housing

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# Progress in Closing the Gaps: Upcoming Projects

	<b>Mid-Year Funded Projects</b>	<b>Units/ Beds</b>
	Embarcadero Nav Center	200
	Division Circle Expansion	60
	Civic Center Expansion	20
	New PSH units	300