



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Family Homelessness Response System

April 22, 2024 | Rules Committee



Family Demographics: Race & Ethnicity, Sexual Orientation, & Gender Identity

Percent by Race & Ethnicity

Fiscal Year ● FY 2019-20 ● FY 2020-21 ● FY 2021-22 ● FY 2022-23 ● FY 2023-24



Race and ethnicity are incomplete for 2% of clients (1% Data Not Collected; 0% Doesn't Know / Prefer Not to Answer)

Percent by Sexual Orientation

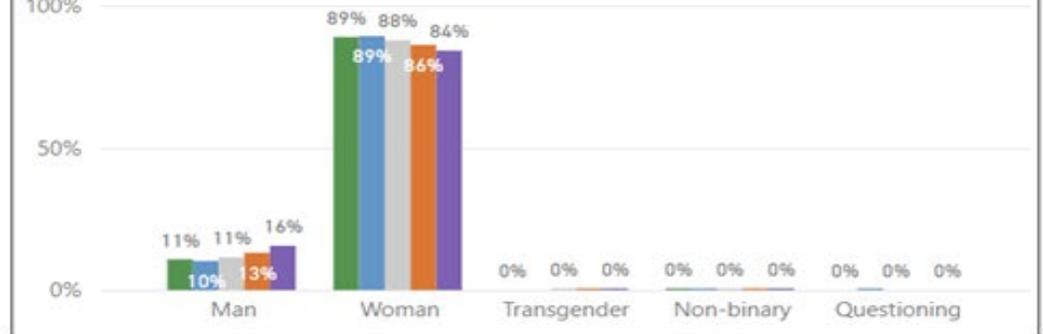
Fiscal Year ● FY 2019-20 ● FY 2020-21 ● FY 2021-22 ● FY 2022-23 ● FY 2023-24



Sexual Orientation is incomplete for 6% of clients (5% Data Not Collected; 0% Prefer Not to Answer)

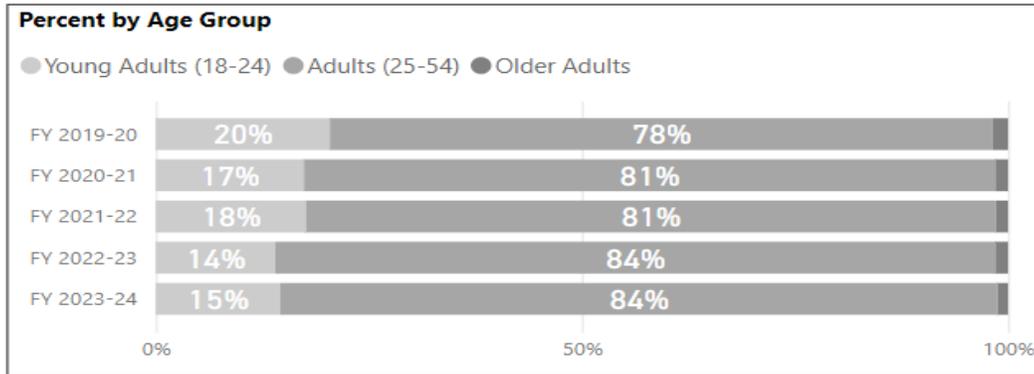
Percent by Gender Identity

Fiscal Year ● FY 2019-20 ● FY 2020-21 ● FY 2021-22 ● FY 2022-23 ● FY 2023-24



Gender is incomplete for 0% of clients (0% Data Not Collected; 0% Doesn't Know / Prefer Not to Answer)

Family Demographics: Age

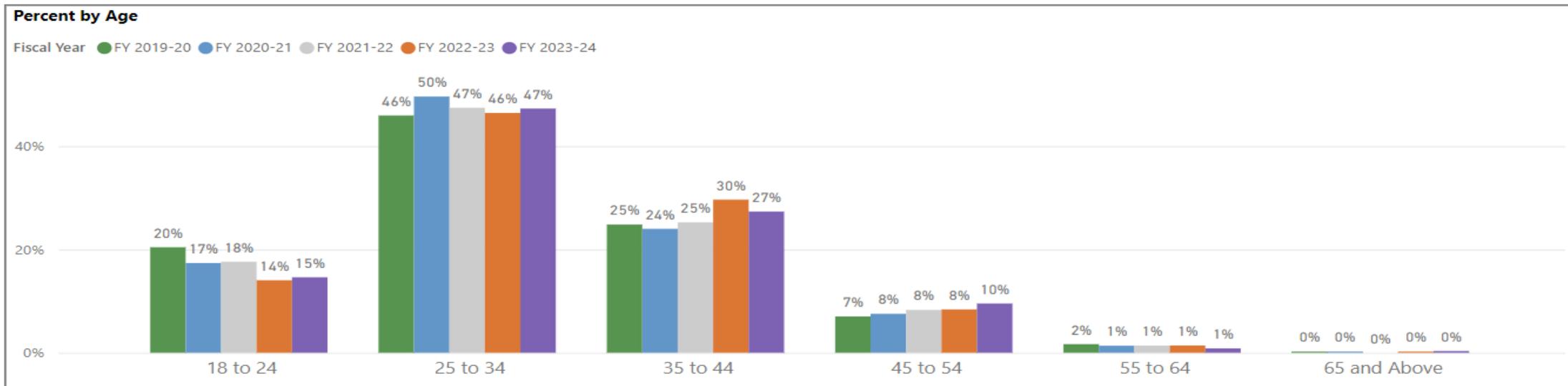


Age Group Definitions

Young Adults (18-24): Heads of household aged 18 to 24.

Adults (25-54): Heads of household aged 25 to 54.

Older Adults: Heads of household aged 55 and above.



Family Primary Income Sources

Household Income Source	% of Total Households with Income	Average Monthly Income by Source
Earned Income	26%	\$2,258
Unemployment Insurance	1%	\$1,503
Supplemental Social Security Income	3%	\$1,090
Private Disability Insurance	>0%	\$500
Workers Comp	>0%	\$1,208
CalWORKS	39%	\$918
CAAP	>0%	\$554
Child Support	2%	\$591
Alimony	>0%	\$696
Other	2%	\$1,348
Income (Any)	70%	\$1,553

Homelessness Prevention & Housing Placements

Year	SF ERAP: Families Served
2021	1352
2022	1317
2023	1255



Housing Affordability in San Francisco

\$51.25

- Average hourly rate to afford a 1-bedroom apartment

\$61.31

- Average hourly rate to afford a 2-bedroom apartment

\$18.07

- Current minimum wage in San Francisco.
- Will increase to **\$18.67** in July 2024.

196,475

- Number of extremely low-income renter households in the San Francisco Bay Area.
- **61,248** affordable and available rentals.

Area Median Income: San Francisco

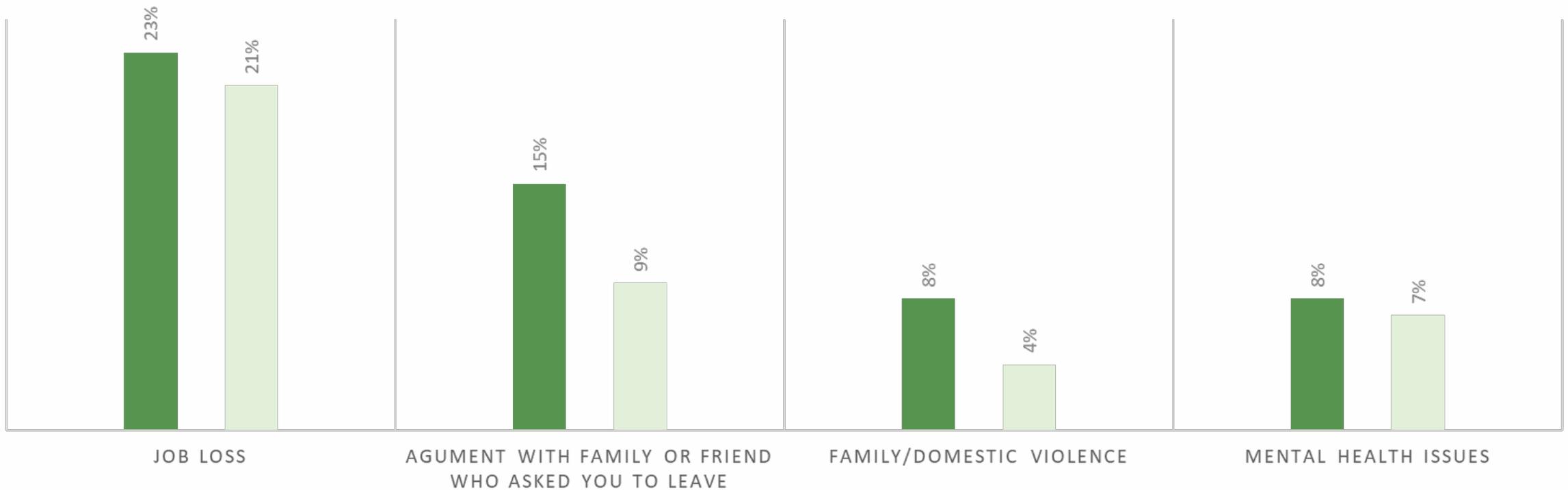
FY 2023 Income Limits Summary for the San Francisco Bay Area

Median Family Income	FY 2023 Income Limit Category	Persons In Family							
		1	2	3	4	5	6	7	8
\$175,000	Extremely Low Income Limits	\$39,050	\$44,600	\$50,200	\$55,750	\$60,250	\$64,700	\$69,150	\$73,600
	Very Low (50%) Income Limits	\$65,050	\$74,350	\$83,650	\$92,900	\$100,350	\$107,800	\$115,200	\$122,650
	Low (80%) Income Limits	\$104,100	\$118,950	\$133,800	\$148,650	\$160,550	\$172,450	\$184,350	\$196,250

Primary Causes of Family Homelessness

FROM THE 2022 POINT IN TIME COUNT SURVEY

■ 2022 Family Survey Population ■ 2022 Non-Family Survey Population



Unsheltered Family Homelessness

- There are currently **375 families** on the family shelter waiting list
 - **60** of these families are in **family emergency shelter**
 - **4** families have reported they have never been unsheltered
 - **311** of these families report having been **unsheltered** at some point during the course of their homelessness.
- 2022 Point in Time Count found **205 homeless families**
 - **87%** were sheltered the night of the count

Family Language Needs

Primary Languages: Families Enrolled in the Homelessness Response System

Language	2018	2019	2020	2021	2022	2023	2024
English	47%	75%	77%	68%	55%	41%	56%
Spanish	16%	17%	17%	25%	37%	46%	21%
NULL	32%	2%	2%	2%	3%	8%	19%
Other	.4%	.6%	0%	1%	1%	2%	.7%
Russian	.2%	0%	0%	1%	1%	1%	.5%
Arabic	1%	.2%	.5%	.6%	.4%	0%	.5%
Cantonese	.1%	.1%	.2%	.1%	.5%	0%	.2%
Mandarin	.1%	0%	0%	.1%	.9%	.2%	.2%
Samoan	0%	.2%	.6%	.2%	0%	0%	.1%
Vietnamese	.1%	.2%	.2%	.1%	.1%	0%	.1%
Filipino (Tagalog)	.1%	.4%	0%	.2%	.1%	0%	.1%

Language Access & Cultural Competency

- HSH funded providers are **required** to provide services in the **clients' preferred language**:
 - Staff who speak the preferred language; or
 - Language Line
- HSH ensures **contract compliance** through **annual program** and **contract monitoring**
- In partnership with OCEIA, HSH is hosting **Cultural Competency Training** for all **Access Point providers** the week of April 22, 2024.

Funded Resources: Families

Access Points

- 3 Access Points serving families:
 - Central City
 - Bayview
 - Mission

Temporary Shelter

- 2 congregate shelters with 109 beds (serving ~36 families)
- 6 non-congregate family shelters (158 units)
- 2 Urgent Accommodation Voucher (UAV) Programs (~30 vouchers)
- 3 Transitional Housing programs (50 units)

Housing

- Rapid rehousing (290 slots)
 - +63 slots for survivors of DV
- Flexible Housing Subsidy Pool (170 slots)
- Housing Ladder (70 slots)
- Emergency Housing Vouchers (249 vouchers)
 - +136 vouchers for survivors of DVPSH (907 units)
- Behavioral Health Support
- Ancillary supportive services

Recent Investments in Families

FY 23-25 HSH Adopted Budget

- **\$6.4M** for the continuation of operations and services at recently acquired and opened **~240 units of family supportive housing**
- **\$3M** for **60 new family shallow subsidies** for housing
- **Long-term commitment** to continue operations of the **Oasis Family Shelter**
- **\$1.2M** for the **expansion of hours** at Buena Vista Horace Mann Family Shelter
- **\$1M** in continued support for **191 Families** placed in **Emergency Housing Vouchers**
- **\$1 M** in funding to **expand family hotel vouchers to add 35 new slots** (May/June 2024)

FY24-26 HSH Dept. Request*

- **Maintain** all current family programming
- **NEW \$20 M** for **85-100**, 5-year rapid rehousing subsidies
 - ~ \$47,000 per family per year.

** Budget Proposal not yet adopted by Mayor's Office and Board of Supervisors*



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Family Coordinated Entry



Family Coordinated Entry: History

2016

- Planning for **Family Coordinated Entry Implementation**

2017

- Recommendations for a **new family Coordinated Entry** were adopted and launched

Late 2021

- Two-phase approach to **evaluate and redesign** San Francisco's Coordinated Entry system for all three populations

Late 2021-2022

- Coordinated Entry **revision process** underway

2023

- **Implementation Committee** launched
- Subcommittees launched

December 2024

- **Redesign finalized**

Family Access Points & Services

Access

- Brick and mortar access points in the Civic Center, Mission and Bayview
- Mobile Access Outreach & Transportation

Services

- Triage
- Housing eligibility assessment
- Problem solving
- Temporary shelter and emergency housing placement
- Housing assessment and prioritization
- Housing Navigation
- Referrals to CBOs

Family Coordinated Entry: Complaints

- Access Points are required to have a **Grievance Process** for clients.
- Clients across the system of care can **escalate grievances** if not adequately resolved by the provider through the **HSH Participant Grievance Policy**.
 - Participants must first attempt to resolve grievance with the provider
 - Publicly available on the [HSH website](#) in [English](#), [Spanish](#), [Chinese](#) and [Filipino](#).
- HSH and Access Point providers respond to complaints **within 48 hours**.



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System Change



Family Shelter Placement Reforms

Verification of unsheltered homelessness



Old System: Delays due to required verification



New System: No official verification required.

Referral Timeframe Changes



Old System: 72-hour holds led to unused resources



New System: Same-day referrals reduce offline units

Family System Reforms

In Progress

Family System Policy Reform

- Coordinated Entry
- Problem Solving
- Temporary Shelter
- Housing

On the Horizon

Community-led changes to Coordinated Entry, including:

- Broaden access point accessibility;
- Increase training, coaching and career development for coordinated entry staff;
- Innovate how to identify each family's unique needs;
- Review how to prioritize families; and
- Refine how to match families to housing resources.

System Gaps

Newcomer Support

Robust interdepartmental city strategy on ending family homelessness

Messaging that tells an accurate story about what resources are available citywide and how to access them

Upstream prevention that catches families before they fall

Lack of shelter beds

Lack of affordable housing; lack of understanding of the existing affordable housing pipeline

Career planning and job placement pipeline

Education development

Robust mental health strategy

Continuum of services for the entire family



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Questions?

Thank you.