



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Neighborhood Impacts of Permanent Supportive Housing

**Public Safety and Neighborhood Services Committee | March 28, 2024**



# Why Permanent Supportive Housing?

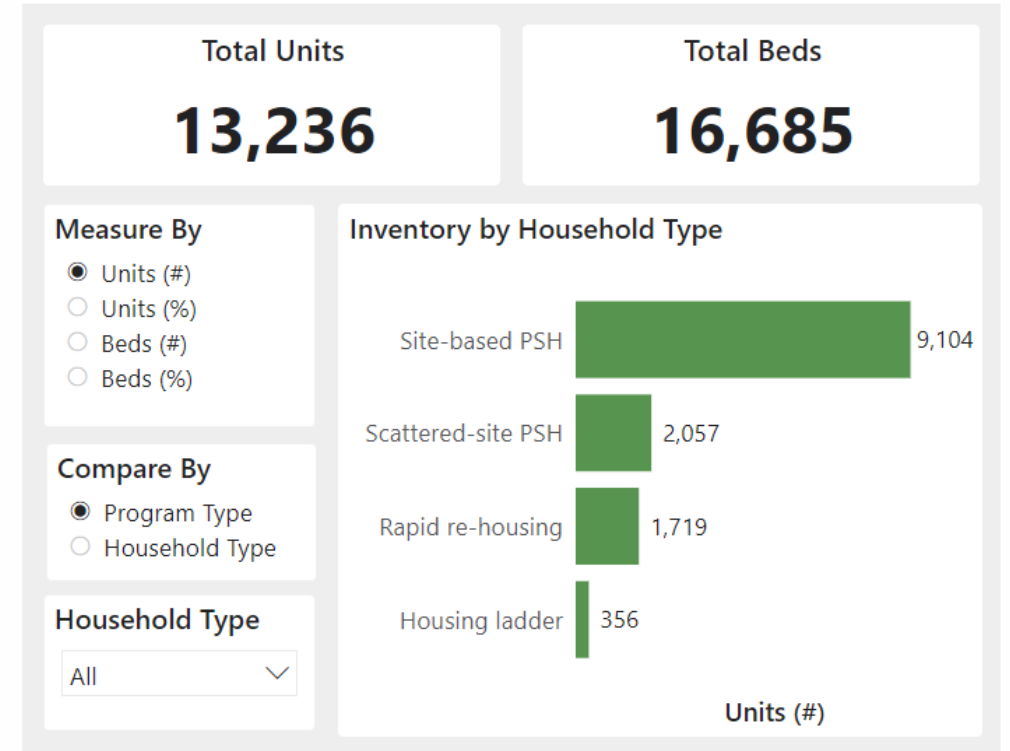
- Permanent supportive housing (PSH) is the **most effective** and **evidence-based solution** to chronic homelessness.
- San Francisco has invested local, state and federal resources to ensure that tenants in PSH have access to **supportive services**, and other **critical resources** like health services, behavioral health support, and benefits.
  - Support services help tenants in PSH, but also the larger community by providing resources for stabilization and housing retention
  - Supportive Housing is not a medical facility or institution
- To support our most vulnerable residents **exit homelessness permanently** and **address the crisis on our streets**, we must continue to welcome supportive housing across the city.

# Supportive Housing Portfolio

As of March 19, 2024, HSH has **13,236 supportive housing slots** with **16,685 beds**.

- **69%** are site-based PSH
- **16%** are scattered site PSH
- **13%** are rapid rehousing
- **3%** are housing ladder

As of February 2024, HSH has a **7.1% vacancy rate** in site-based PSH.



For more information, please visit [HSH's Housing Inventory public dashboard](#).

# Navigation Center Study

- In **2018**, a student with the Goldman School of Public Policy conducted a study on the neighborhood impacts of navigation centers in response to community opposition - "**Navigation Centers: What do Neighbors Have to Fear?**"
- While this study focused on Navigation Centers, the study de-bunked several "myths" that often accompany new homeless services:
  - An analysis of SFPD data indicated that navigation centers have **no effect on neighborhood crime**;
  - A survey of people living and working near a navigation center indicated the **presence of the program was perceived to have minimal impact on the neighborhood**;
  - Surveyed community members felt that **visible homelessness decreased** after a navigation center opened in their neighborhood;
  - Navigation centers have no effect on **property values**.

# Community Commitments

## • Good Neighbor Policy

- HSH has expanded and standardized our **Good Neighbor Policy** that outlines contractual requirements including public phone line, participation in community meetings, etc.
- This updated Policy is being added to all new and existing grant agreements held by HSH.

## • Community Working Groups

- As part of our ongoing commitment to host communities, HSH is happy to set up ongoing community working groups to provide a **regular touchpoint** for HSH, providers and other departments to **hear and respond to concerns from the community**.



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Safety and Security in PSH

# Enhancing Support Services in Supportive Housing

- Our focus on housing people with the **highest barriers to housing** for supportive housing leads to **increased acuity** of people living in City-funded supportive housing.
- To ensure appropriate support for people in supportive housing, HSH has **enhanced support services** across the portfolio.

## HSH Investments

- Targeted **wage equity investments** for case managers and frontline workers.
- Invested **\$32.4m** over 2 years to **standardize and lower ratio of case managers to clients**:
  - 1:20 for families and young adults; 1:25 for adults
- Improve **infrastructure** through capital repairs, Wi-Fi and elevator modernization.
- Enhance services in scattered-site through partnership with **Office of Financial Empowerment and Workforce Development**:
  - Support households enhance economic growth and maintain housing stability.

# Enhancing Support Services in Supportive Housing

## HSJ & Department of Public Health (DPH)

- Overdose prevention, site-based nursing, intensive case management & citywide roving services.
- **Behavioral Health Services** serves more than 800 units of PSH and transitional housing.
- The **Permanent Housing Advance Clinical Services (PHACS) team** works with PSH providers to improve quality of life and support housing retention.
  - By March 2024, PHACS will provide services to 139 sites and over 8,000 tenants

## Department of Disability and Aging Services (DAS)

- **In-Home Supportive Services (IHSS)** to assist residents with activities of daily living.
- **Collaborative Caregiver Support Team (CCST)** provides enhanced IHSS service model across 66 sites.
- Adult Protective Services' (APS) **Home Safe** program provides intensive support to older adults and adults with disabilities.



# Safety Policies and Procedures in PSH

Permanent supportive housing has various **policies and procedures** that support **safety and security** for PSH.

## 24/7 Staffing

- Non-profit operators of supportive housing provide **24/7 staffing** to ensure support for tenants, compliance with visitor policy and onsite staff to address any needs that arise.

## Critical Incident Reports (CIRs)

- All HSH funded non-profit providers are **contractually required** to submit CIRs for any significant incident that occurs in their programs.
- CIRs are received and reviewed regularly by HSH Program Staff. When trends arise, staff can work with the specific site or portfolio to review policies, procedures or other resources needed to address needs.
- The **majority** of CIRs from supportive housing programs are related to **Health Emergencies**, given that these sites serve a vulnerable, high-acuity and aging population.

# Safety Policies and Procedures in PSH (Cont.)

## Visitor Policy

- Allows visitors only during certain hours, in accordance with each site's Community Rules. All visitors are required to show identification and sign-in with the front desk upon entering the site.

## Community Rules

- Community Rules are included in all Lease Agreements with PSH tenants. Compliance with Community Rules is an **obligation of tenancy** and violation may result in eviction.
- Community Rules define acceptable activities and behavior in an environment of community living such as quiet hours, common area rules, harassment policy, maintenance and treatment of unit, etc.

## Emergency Response Procedures

- Providers are required to have **written emergency response procedures** that provide guidance for onsite staff on who to contact during an emergency or significant incident, including 911, provider leadership and HSH.
- HSH, DPH and DEM provided a training for PSH providers on the City's Crisis Response Teams to ensure providers knew how to **access** crisis response services through 911 and what to **expect** when teams are dispatched.

# January 2024 CIR Summary

In **January 2024**, there were **304 CIRs** submitted across **~152 PSH sites**. Analysis of January 2024 CIRs reflects the following:

- **56%** of all critical incidents were related to **Health Emergencies** (the most common incidents in PSH).
- About **50%** of the incidents included a call to 911. The majority of 911 calls were for **medical support**.
  - **76%** of all incidents resulted in **paramedic intervention**
- The **highest volume** of critical incidents were reported during the **weekdays** (Monday – Friday) during **work hours** (8am – 4pm).
- The **number of CIRs** received per **neighborhood** align with the **percentage of PSH sites** in each neighborhood.

# SFPD Data: Crime Near New PSH Sites

- Police data shows **crime in a quarter mile radius** of the sites did not increase between the six months before and after the master lease start date.

Site	# Incidents – 6 Months Prior to Master Lease Start	# Incidents 6 Months After Master Lease Start
5630 Mission Street (Mission Inn)	69	50 (-28%)
3061 16th Street (Eula)	430	318 (-26%)
835 Turk Street (Gotham)	407	359 (-12%)

# Private Security in PSH

- Time-limited private security in PSH is a tool that can be used to help the **community of tenants and providers reset** following a threat or incident. Private security **does not** address **street conditions, de-escalate situations** or **intervene in any illegal activity**.
  - HSH estimates that **24/7 private security** (3 shifts a day) in all PSH sites would cost the city approximately **\$60-\$70 million** annually
  - With ~152 sites in our site-based supportive housing portfolio, HSH cannot equitably commit to long-term private security at one site that is less impacted than others across the portfolio
- **Community ambassadors** have been a successful strategy in **mitigating street conditions and illegal activities** in highly impacted areas. Ambassadors serve the wider community, not one site or population.



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Questions?

Thank you.