Mayor's Office of Housing and Community Development
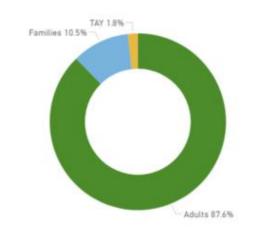
Vacancies in Supportive Housing

Board of Supervisors

Government and Audit Oversight Committee

September 3, 2020
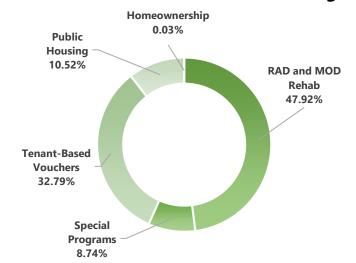
Supportive Housing: Portfolio Overview

- **23,263** units/vouchers of supportive housing in San Francisco
  - 8,012 units in HSH's portfolio
  - 15,251 units/vouchers in SFHA's portfolio

- **1,443** Total Vacancies across portfolio
  - 484 in HSH portfolio
    - 149 pending referrals
  - 959 in SFHA portfolio

- **Role of MOHCD**
  - Development of pipeline in coordination with HSH
  - Ensure compliance with MOHCD affordability requirements

HSH Permanent Supportive Housing

TAY 1.8%
Families 10.5%
Adults 87.6%

Population	Units	% of Whole
Adults	7,022	87.64%
Families	844	10.53%
TAY	146	1.82%
Total	8,012	100.00%

SFHA Housing Portfolio

Homeownership 0.03%
Public Housing 10.52%
RAD and MOD Rehab 47.92%
Tenant-Based Vouchers 32.79%
Special Programs 8.74%

Program	# of Units/ Vouchers	% of Total
Special Programs (FUP, Mainstream, VASH, NED)	1,333	8.74%
RAD and MOD Rehab	7,309	47.92%
Tenant-Based Vouchers	5,001	32.79%
Public Housing	1,604	10.52%
Homeownership	4	0.03%
Total	15,251	100%

Referrals to Supportive Housing

- Coordinated Entry acts as prioritization and referral source for 100% of HSH Supportive Housing Units in San Francisco

- Some supportive housing referrals for SFHA come through SFHA waitlist, Human Services Agency and San Francisco Veterans Affairs.

- Each referral is unique based on individual's unique circumstances: income, benefits enrollment, veteran status, on site service model, and client choice.

FY19-20 Placements into Supportive Housing

- 1,006 placements in HSH's supportive housing portfolio

  - Average of 82 placements / month in HSH portfolio in FY19-20

- 754 placements in SFHA's supportive housing portfolio

  - Average of 63 placements / month in SFHA portfolio in FY19-20

Supportive Housing: Housing Navigation Process

Person or Family Experiencing Homelessness is Assessed and determined to be **Housing Referral Status**

Housing Navigators partner with **Housing Referral Status person/family** to gather documents, document eligibility and match to available unit

Housing Provider and/or **SFHA** conduct background check, eligibility verification, and move in. **Housing Navigator** Supports **Housing Referral Status household** through the process.

Person or Family housed

Supportive Housing: Improving Processes

Lower Barriers to Housing

- Universal Housing Application

Increased Coordination

- Housing Conferences: real-time coordination with Access Points, Housing Navigators, Housing Providers and City Agencies (HSH, SFHA, HSA)

Continued investment in Multiple Housing Strategies

- Mayor's Homelessness Recovery Plan includes largest expansion of supportive housing in the last 20 years
- Rapid Rehousing, Scattered Sites and Flex Pool Subsidies
- Support initiatives for individuals to move out of supportive housing (BMR and Housing Ladder, etc.)
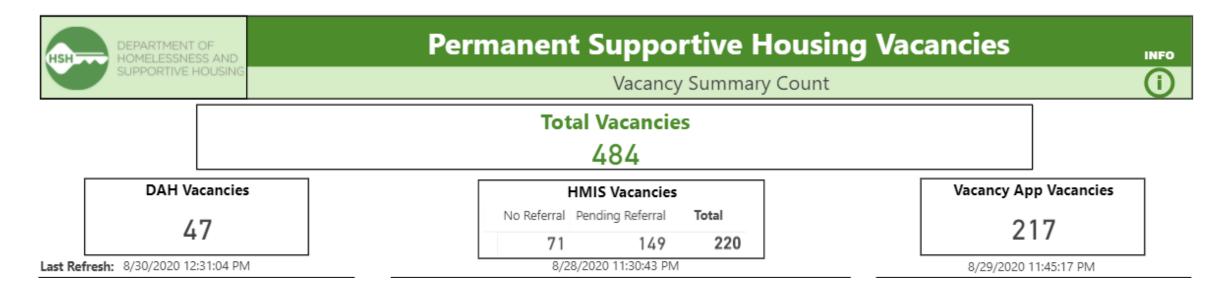- Prevention
- Affordable Housing

HSH Supportive Housing: Referral Process

- Access Points serve Adults, Families and TAY across the City

- Coordinated Entry Assessment assesses eligibility and determines if a household is Problem Solving or Housing Referral Status
  - Assessment tool is based on Barriers to Housing, Vulnerability and Chronicity of Homelessness

- Once a household is determined to be Housing Referral Status they are matched with available supportive housing units through the ONE system by Access Point providers.*

- Language Access
  - Documents are translated in four languages: Filipino, Spanish and Chinese
  - Language line: over 250 languages available

Referral matching is conducted through the ONE System for all but legacy DAH portfolio and Care not Cash units.

Permanent Supportive Housing Vacancies

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

INFO

Vacancy Summary Count

Total Vacancies
484

DAH Vacancies
47

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HMIS Vacancies		
No Referral	Pending Referral	Total
71	149	220

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Vacancy App Vacancies
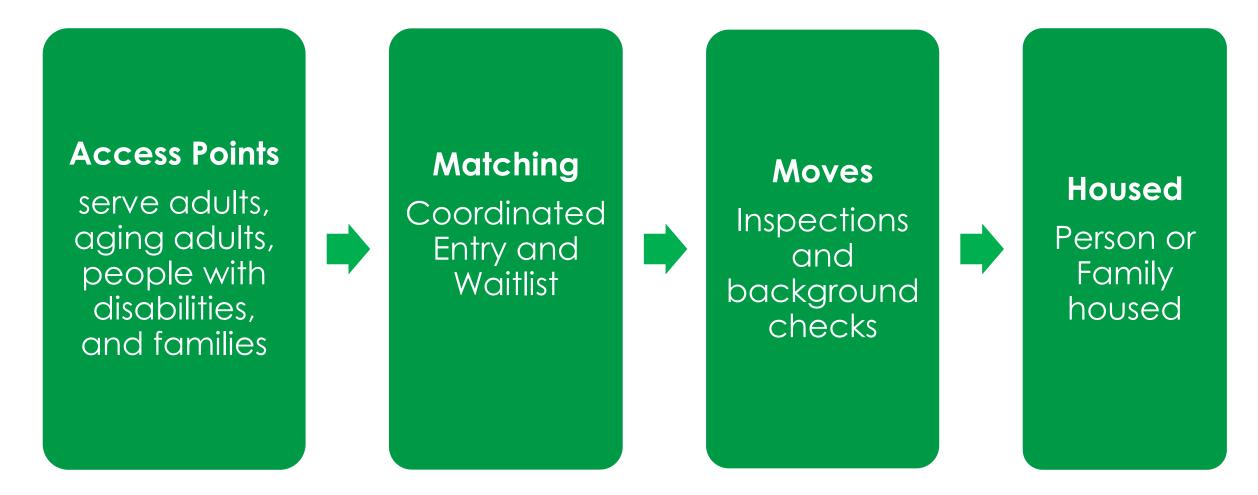217

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- **484 Vacancies in HSH Permanent Supportive Housing**
  - 14% are open and available for referrals (71 Units)
  - 40% have been matched with people who are preparing for move-in (196 Units)
  - 44% are offline/being prepared for occupancy (217 Units)

- **HSH developed San Francisco's first real-time vacancy tracking system for available and offline units**
  - Monthly reports for both dashboards starting September 2020
  - ONE System project underway to add offline vacancy tracking capability

HSH Supportive Housing: Addressing Vacancies

ACTION	STATUS
Increase Coordination with Stakeholders	• Mapped process flow • Expanded Housing Conferences began in August 2020 • SIP Hotels: Opened and will wind-down in coordination with City and provider partners
Develop Tracking System for Vacancies in Supportive Housing	• Vacancy Tracker • Offline Vacancy Tracker • ONE System FY21-22
Explore how to expedite bringing offline units online	HSH following up with specific partners and processes
Create ONE System Advisory Committee	Recruitment underway
Universal Housing Application	Under internal review
Goal of 300 Referrals to supportive housing from December 1, 2019 – January 31, 2020	Goal Exceeded: 305 referrals completed

SFHA Supportive Housing: Referral Process

Access Points
serve adults, aging adults, people with disabilities, and families

Matching
Coordinated Entry and Waitlist

Moves
Inspections and background checks

Housed
Person or Family housed

Language Access
- *Documents are translated in four languages: Russian, Vietnamese, Spanish, and Chinese*
- *Language line: over 250 languages available*

SFHA Supportive Housing: Vacancy Overview

Program	Total	Referrals in Process	Occupied	Vacant	Utilization Rate
Special Programs *FUP, Mainstream, VASH, NED*	1,333	20	1,128	205	85%
RAD and MOD Rehab	7,309	77	6,768	541	93%
Tenant-Based Vouchers	5,001	0	5,001	0	100%
Homeownership	4	0	4	0	100%
Total	**13,647**	**97**	**12,901**	**746**	**95%**
Public Housing	**1,604**	**0**	**1,391**	**213**	**87%**

MOHCD Supportive Housing: Overview

Portfolio

• 3,450 PSH units with MOHCD loan or contract requiring deed restricted affordability

Pipeline

• 1,139 PSH units in pipeline to come online prior to 2025, of which:
• 627 PSH units currently under construction
• 583 units(51%) adults; 162 units (14%) seniors; 61 units (5%) TAY; 103 units (9%) veterans; 230 units (20%) families
• 249 units for the No Place Like Home (NPLH) target population (serious mental illness)

Role and Coordination

• MOHCD and HSH program 100% affordable sites for PSH
   • Typically 20-30% of units set aside for PSH units, or 100% PSH
   • Target populations: adults, families, seniors, TAY, veterans, NPLH
   • Based on site feasibility, funding availability, HSH target population priorities

• MOHCD and HSH coordinate initial lease-up of units to ensure financing deadlines are met, and HSH provides tenant referrals for initial lease up and to fill vacancies

• MOHCD asset management ensures compliance with contract requirements, overseeing the project's financial and physical health

Thank you to all of our partners that are working together to provide supportive housing.