



Department of Homelessness & Supportive Housing, *Executive Director Shireen McSpadden*  
Department of Public Works, *Acting Director Carla Short*  
Board of Supervisors, *District 3 Supervisor Aaron Peskin*

Effective Date: Final Passage of Board File No. 211306, February 18 of 2022

Lower Nob Hill Neighborhood Alliance  
[EC@lowernobhill.org](mailto:EC@lowernobhill.org)

RE: 711 Post Street Shelter and Surrounding Neighborhood

The Department of Homelessness and Supportive Housing (HSH) plans to open a new semi-congregate shelter at 711 Post Street in the spring of 2022. To help ensure that program's success, as well as ensure the Lower Nob Hill neighborhood is safe, clean and livable for *all* residents, the City is prepared to make the following commitments outlined below:

### **Department of Homelessness and Supportive Housing**

#### **1) Gradual Ramp Up and Capacity Cap**

HSH intends to operate the program at 711 Post Street at a capacity of 250 people. Given the operational concerns of the Lower Nob Hill Neighborhood Alliance (LNHNA) and other community stakeholders, HSH is willing to open the project with a capacity of 150 beds and add capacity gradually over the first several months of operation:

- Opening – 150 beds
- Month 2 – 165 beds
- Month 3 – 180 beds
- Month 4 – 195 beds
- Month 5 – 210 beds
- Month 6 – 225 beds
- Month 7 – 250 beds

HSH will limit capacity to 250 guests. If additional bed capacity is needed, and seems appropriate, HSH will consult with the LNHNA and other community stakeholders prior to any expansion in capacity.

#### **2) Robust Services and Staffing Onsite**

Through its contract with Urban Alchemy, HSH will fund robust 24/7 staffing to ensure peaceful management of the program and that adequate social services are available for guests, including referrals to health services off-site. HSH will revisit staffing levels with Urban Alchemy if

operational challenges arise or the provider is unable to meet its specified outcomes. “Staffing” includes:

- Case Coordinators (as defined in Grant Agreement) on the day shift - 4 FTE
- Social Service Support and operations (General Practitioners, as defined in the Grant Agreement) (day and night) – 23.8 FTE
- Program supervisors (as defined in the Grant Agreement) (day and night) – 4.2 FTE
- Security (as defined in the Grant Agreement) (day and night) – 4.2 FTE
- Maintenance Staff (as defined in the Grant Agreement) (day and night) – 8.4 FTE

### 3) **Street “Ambassador” Activation**

The need for street outreach and “ambassador” services has been a long-established need in the Lower Polk/Lower Nob Hill community meetings convened by the City over the last several years. HSH agrees to fund Urban Alchemy to provide street activation services and to extend the hours of operation to 24 hours/7 day a week. HSH agrees to maximize the geographic scope of ambassador services depending on available budget. HSH will ensure that Urban Alchemy staff providing this neighborhood service will carry cards with information about how to connect to services in the community, including shelter.

### 4) **Community Working Group**

HSH will staff and participate in a Community Working Group made up of Lower Nob Hill tenants, homeowners, small businesses, hotel stakeholders, the District 3 Supervisor’s Office, HSH and Urban Alchemy. This group will meet biweekly from now until opening of the program and **monthly** throughout the length of the contract or until the Community Working Group determines it is no longer necessary.

The working group will be made up of one representative each of the following interested parties:

- 1) One Lower Nob Hill Renter (to be selected by LNHNA)
- 2) One Homeowner (to be selected by LNHNA)
- 3) One Hotel business community representative (to be selected by LNHNA)
- 4) One Small Business representative or Residential Building Owner (to be selected by LNHNA)
- 5) LNHNA executive committee member
- 6) One representative from HSH
- 7) One representative from the District 3 Supervisor’s Office
- 8) One representative from the leaseholder (Urban Alchemy)
- 9) San Francisco Police Department representative
- 10) San Francisco Public Works representative

The Working Group will be informed and consulted about any future plans for new homeless service facilities in the Lower Nob Hill Neighborhood.

The Working Group will focus on enhancing neighborhood conditions and investments and the coordination of public services, including but not limited to:

- Public Safety

- Cleanliness
- Small business investments

HSH agrees to provide or facilitate ongoing reporting at the working group meeting that includes:

- Services at the 711 Post Shelter (intakes, exits, service connection, etc.).
- Publicly available police data on crime stats in the neighborhood.
- 311 calls for service in the neighborhood.

**5) Acquisition of 711 Post Street**

The City has entered into a Letter of Intent (LOI) with the owners of 711 Post Street. This is the first step in the due diligence process to determine if it is appropriate for the City to purchase the building. HSH will keep the LNHNA and the District 3 Supervisor’s Office informed of the City’s process and ultimate decision about purchase and long-term use of the property.

**San Francisco Department of Public Works**

**(1) Coordinate Investments in Public Infrastructure.** The Department of Public Works commits to another walking tour with the Supervisor’s Office and LNHNA of the geographic area approximately bounded by Larkin Street to the West, California Street to the North, Taylor Street to the East, and Geary Blvd to the South to identify locations for at least four trash receptacles and their ongoing servicing. Public Works can commit to weekly pressure washing on the sidewalk in a priority area to be determined during the neighborhood walk.

The City is committed to funding a high-quality shelter program that supports its guests and the neighborhood. We look forward to continuing to partner with LNHNA and other community stakeholders to ensure that these commitments are met.

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Shireen McSpadden  
Executive Director  
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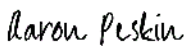
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Aaron Peskin  
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