



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Civil Grand Jury: HSH Progress Report

**Government Audit and Oversight | October 20, 2022**



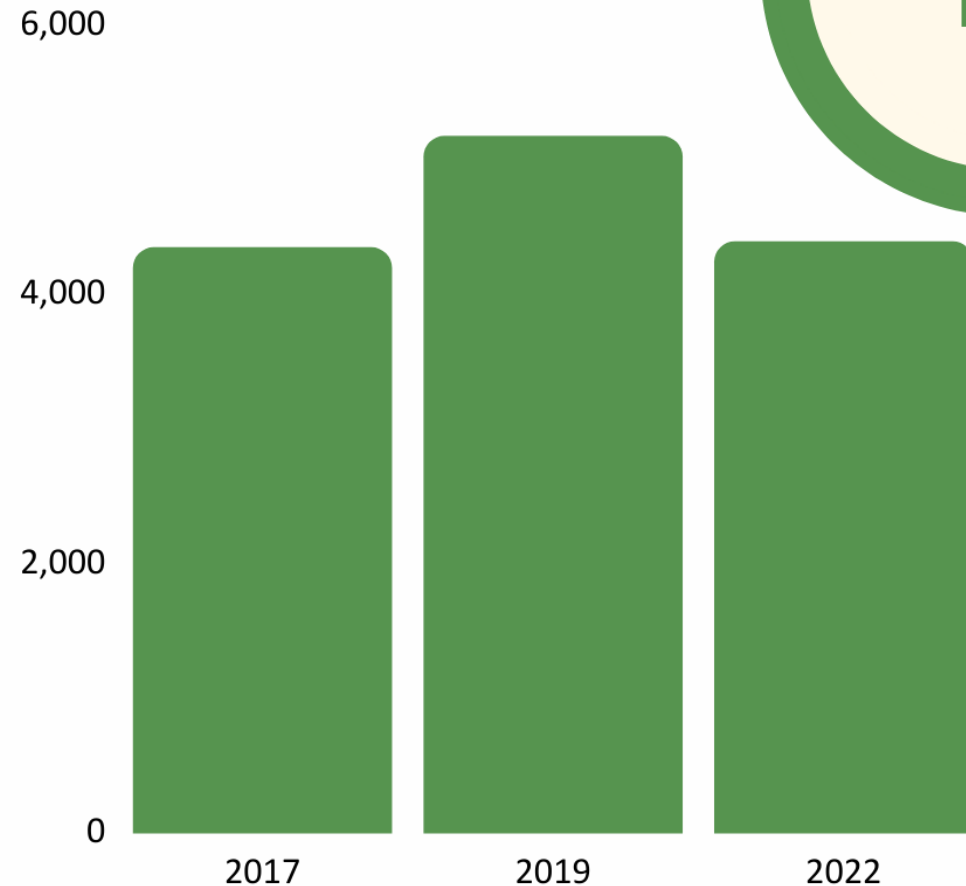


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# Indicators of Progress: 2022 Point-in-Time Count Data

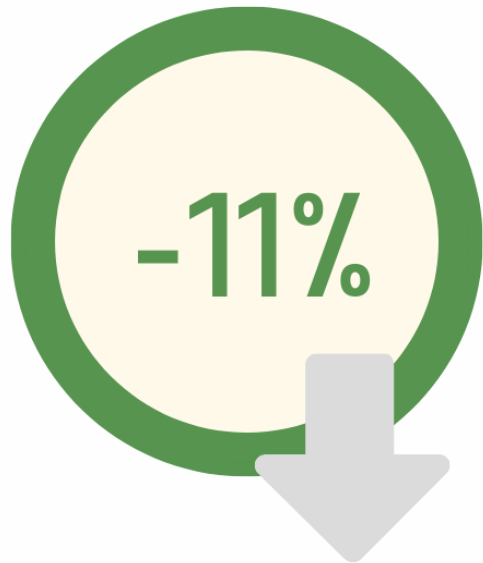
# Unsheltered Homelessness

- 4,397 people were unsheltered on the night of the PIT, representing a **15% decrease** since 2019
- The decrease corresponds with a **significant increase in housing and shelter resources**



# Total & Chronic Homelessness

- Total homelessness (sheltered + unsheltered) **decreased by 3.5%** since 2019, from 8,035 to 7,754



- There were 2,691 chronically homeless people in 2022 compared to 3030 in 2019, **a reduction of 11%**



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# 2022 Strategic Planning Process

# Planning Milestones



## Summer/Fall 2022: Analysis

- Data analysis
- CE Evaluation and Redesign
- Build out HSH Planning team
- Engage external expert for framework creation and community engagement.

## Fall/Winter 2022: Drafting & Input

- Community and stakeholder engagement
- Systems and financial modeling
- Interdepartmental input
- Drafting/approval process

## January 2023: Publish Strategic Plan

- Builds on data-driven, proven strategies
- Aligns the city
- Design based on the experiences of unhoused people and those who have been marginalized
- Focuses on equity
- Develops a Coordinated and Systemic Response

# Key Features of the Strategic Plan

- Builds on **data-driven** and **proven strategies**
- Aligns the city around **a vision**
- Focuses on **equity**
- Designs a **response** based on the **experiences of people** who we are **servicing** and those who have been **marginalized**
- Develops a **Coordinated** and **Systemic Response**

# Key Planning Topics

- Advancing toward **racial & housing justice**
- Improving **system performance, capacity, and accountability**
- Addressing **unsheltered** homelessness
- Enhancing **temporary** and **crisis services**
- Increasing permanent housing **outcomes**
- **Preventing** people from experiencing homelessness



# Innovative Community Engagement

- **Community liaisons** with **lived experience** of homelessness
  - Focus groups and surveys
  - Input sessions with providers
  - Interviews with community leaders
- **Coordination** and **input** from key entities:
  - HSH's Strategic Framework Advisory Committee, the Local Homeless Coordinating Board, Our City, Our Home Oversight Committee, Providers of Color, and other stakeholder groups



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# Civil Grand Jury Recommendations

# Accurately Determining Unhoused Population

- **Finding 1:** The PIT Count does not accurately capture number of unhoused people over the course of the year.
- **Recommendation 1:** Develop strategies and methods to better quantify and profile population of unhoused people.
- **Response:** HSH uses **administrative data from the ONE System** and our estimated **"inflow rate"** to inform program/systems design.
  - This data and the PIT Count data will be used as part of the 2022 Strategic Planning Process.

# Accessibility of Public Data

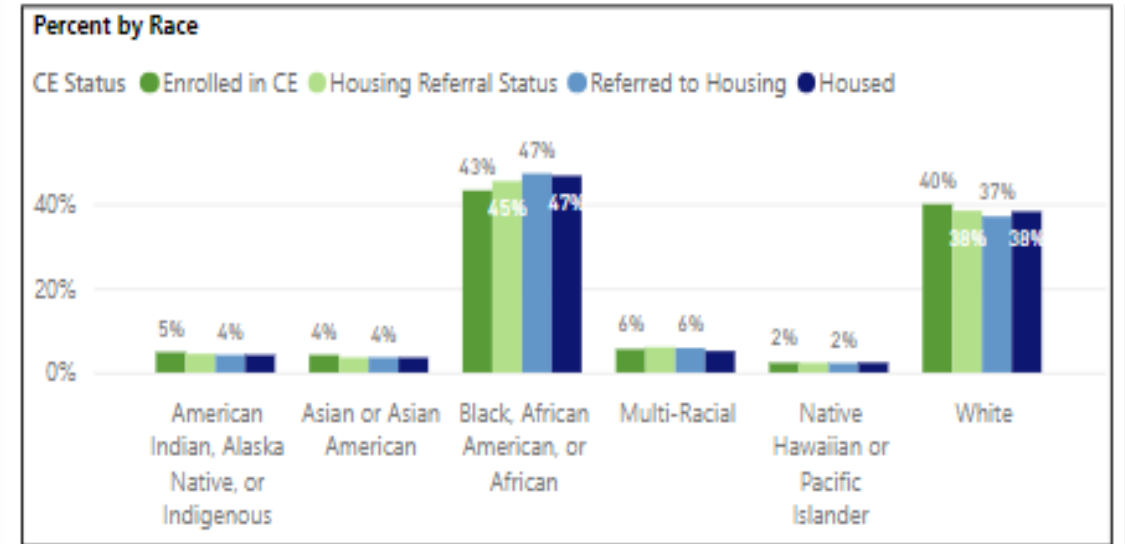
- **Finding 2:** Key data and metrics about homelessness are not easily accessible on the HSH website.
- **Recommendation 2:** Create a user-friendly portal.
- **Response:** HSH launched a **public reporting workgroup** and created a **data hub** with links to all public dashboards. The hub is highlighted on the HSH homepage.

DATA HUB



# New Public Dashboards on the Data Hub

- Homelessness Recovery Plan
- Coordinated Entry and Housing Process Demographics
- Permanent Supportive Housing Vacancies
- Shelter-in-Place Hotels:
  - Demographics of All Guests
  - Guest Exit Destinations
  - Demographics of Exited Guests



Race is incomplete for 7% of clients (3% Data Not Collected; 5% Doesn't Know / Refused)

- **Coming Next Week: Shelter Occupancy Dashboard**

# Community Engagement

- **Finding 3:** Earlier engagement with housed neighbors near proposed HSH shelter sites would promote more community acceptance.
- **Recommendation 3:** Expand staff capacity focused on community engagement to better communicate with residents near proposed sites.
- **Response:** **Support varies** by population, program model, neighborhood , political support, and benefits for community. **Timing is less important.**
  - HSH conducts a **robust community engagement process** for each new site, going **above and beyond the administrative code's requirements.**
  - Last year we conducted over a dozen community processes for proposed sites.
  - HSH **funded a new position to lead community engagement.**

# Oversight

- **Finding 4.a and 4.b:** HSH lacks independent oversight; the current configuration of multiple uncoordinated advisory groups is ineffective.
- **Response:** The San Francisco Board of Supervisors approved a ballot measure to create an **oversight commission** to oversee HSH's budget, agency activities, and programs.
  - The item is on the November 8, 2022 ballot for voter consideration.

# Meeting Needs of Older Adults

- **Finding 5:** HSH has not recognized older adults as a unique subpopulation.
- **Recommendations 5.a and 5.b:**
  - Incorporate age-specific information into baseline dataset of homeless demographics, identifying population that is 50 and older.
  - Include older adults as a separate and unique group in programs and system design.



# Meeting Needs of Older Adults

## Response to Finding 5, Recs. 5.a and 5.b:

- HSH **includes age information** in our baseline demographic data and in demographic datasets on our data hub.
- **Looking for additional opportunities** to serve older adults as part of **strategic planning**.
- Current Work:
  - **Dedicated position in housing team** to focus on supportive housing for older adults.
  - **Programs tailored to older adults:** 800+ units of housing; Shelter-in-Place Hotels; In-Home Supportive Services is Permanent Supportive Housing



Housing for older adults at Casa de la Misión.

*Photo credit: BOK Modern*



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# Questions?

Thank you.