Civil Grand Jury: HSH Progress Report

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

DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

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

Unsheltered Homelessness

-15%

🔑 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**

6,000

4,000

2,000

0

2017   2019   2022
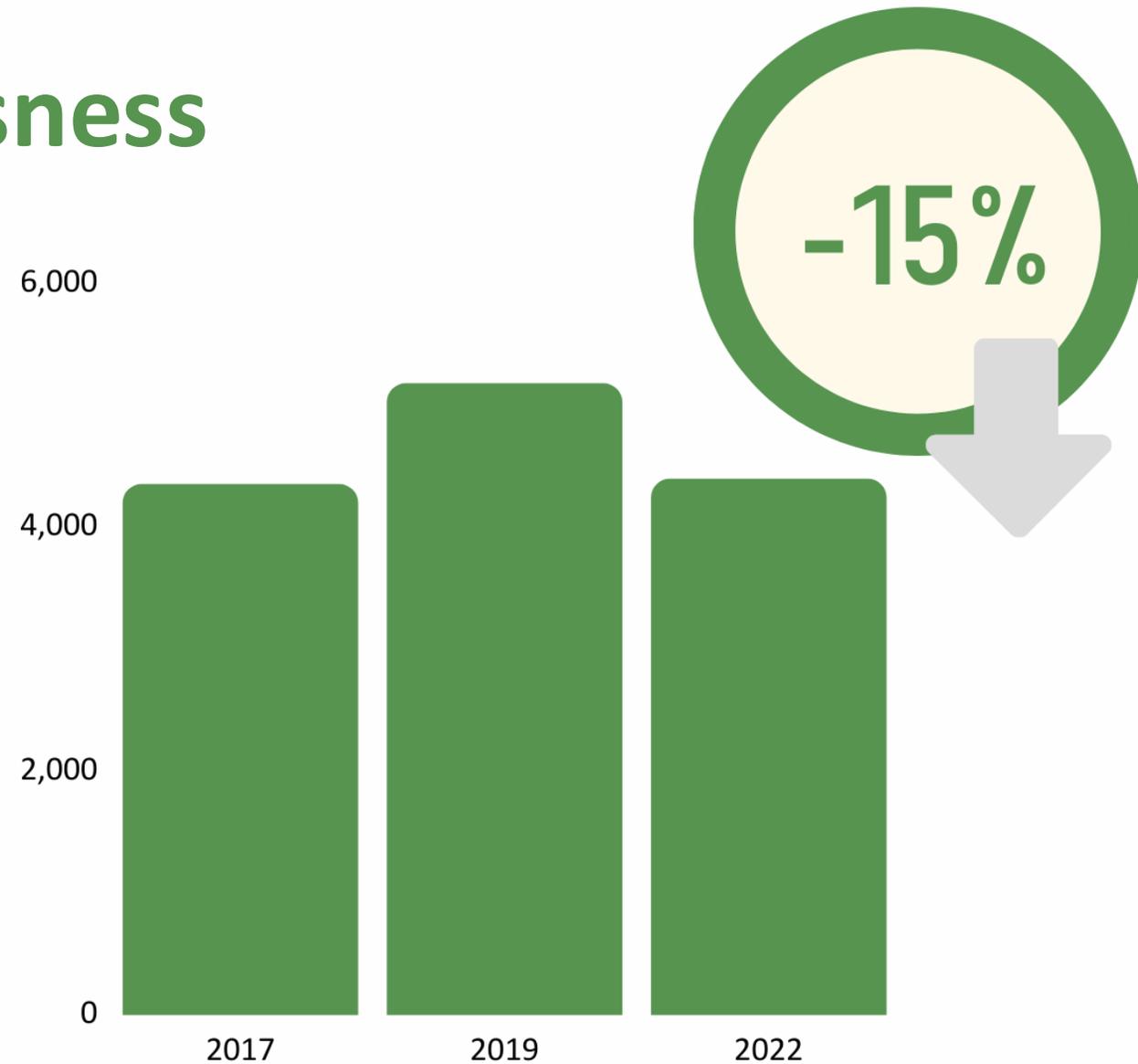
Total & Chronic Homelessness

☛ Total homelessness (sheltered + unsheltered) **decreased by 3.5%** since 201,. from 8,035 to 7,754

-3.5%

-11%

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

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 **serving** 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

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.
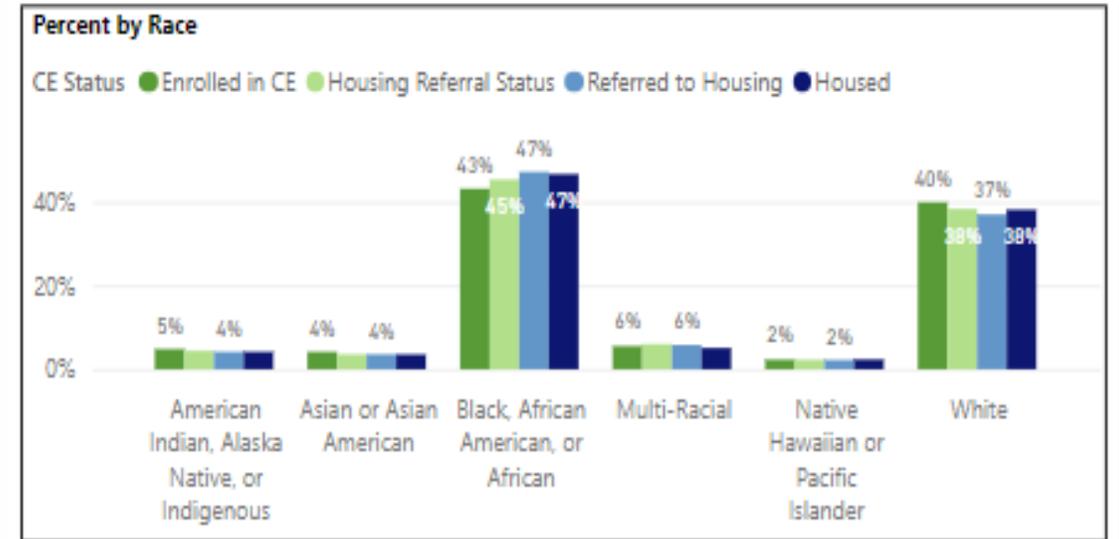
Accessibility of Public Data

🔑 **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

Percent by Race

CE Status ●Enrolled in CE ●Housing Referral Status ●Referred to Housing ●Housed

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 Mision.
Photo credit: BOK Modern

Questions?

Thank you.