

# San Francisco Civil Grand Jury

A progress report about the Department  
of Homelessness and Supportive Housing

June 30, 2022

*SF CGJ report on Department of HSH, June 30, 2022*

# **Findings and Recommendations**

## **Responses and Rebuttals**

**F1**

**Extensive use of PIT data by itself is  
potentially misleading**

- Mayor's Office disagreed partially
- HSH can still work harder to incorporate PIT data into an overall picture of homelessness (7754×3)

## *SF CGJ report on Department of HSH, June 30, 2022*

*E2*

### **HSH website can be more user-friendly**

- Mayor's Office agreed (though in its response seems intent on sharing the blame.)
- As we are exiting from the pandemic, looking at the public face of HSH and its work is in the Department's interest. Emphasize the good work done in 2020 and 2021, use it as a springboard to chart future direction.

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*F3*

## **Neighborhood Outreach could be better**

- Mayor's Office disagreed partially (HSH insists that it does this a lot already, indeed, is required to do so by HUD.)
- But it could still be better. The new staff position is a good start...

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*F4a and 4b*

**HSH lacks independent oversight; current configuration of multiple advisory groups is inefficient**

- The Mayor's Office did not formally respond
- We are happy that the BOS did, placing the question of establishment of a Commission on the ballot in November

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F5

## **HSH has failed to provide sufficient attention to the aging of the unhoused**

- The Mayor's Office disagreed partially
- We will be watching closely as HSH implements its 2022 strategic plan. We are happy that it specifically calls attention to the aging of this population

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• *R1*

**Get a better data set**

- The Mayor's Office responds that this has already been implemented, pointing to the ONE system, and promising that the 2022 strategic plan will incorporate the joining and presentation of ONE and PIT data.
- We will have to see.



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R2

## **create a user-friendly portal and online navigation system**

- The Mayor's Office says this has been done, pointing to the ongoing process of implementing a "public dashboarding project."
- This was being implemented as we researched and wrote our report. We respectfully suggest that it could be better.

R3

**better neighborhood outreach**

- The Mayor's Office responds that this has been implemented, and that they have recently expanded their capacity for outreach, funding another position for this purpose
- We wish them well with this process; we know it can be a challenge.

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*R4*

## **create a commission**

- The Mayor's Office did not respond to the recommendation, though has made their opinion clear elsewhere.
- We understand that, now that the BOS has formally voted to put this on the November ballot, it is effectively out of the Board's hands until the SF voters speak.

*R5a and 5b*

**incorporate age specific info into HSH's baseline data set, and call out a specific focus on this cohort in the strategic plan.**

- Mayor's Office responds that it has not implemented but plans to do so in the future
- We suggest that review of the status of this process is first on the agenda for the Commission, should one be created.