

# Updates on Evictions in Permanent Supportive Housing

HSH, DPH, & MOHCD Joint Presentation | March 20, 2023 - Land Use and Transportation



# **Permanent Supportive Housing Overview**

- Site-based Permanent Supportive Housing (PSH) is the majority of the city's PSH portfolio.
  - Tenants live in units in a building that the City or a non-profit partner owns or master leases.
  - Support services are located on site and tenants pay up to 30% of their income in rent.

#### • Department of Homelessness & Supportive Housing (HSH) role:

- Funds nonprofit grant agreements for supportive services at majority of PSH buildings and property management contracts in some (primarily master leased) buildings.
- Jointly administers emergency rental assistance program (SF ERAP) with MOHCD.
- Coordinates services with other departments.
- Provides direct services at some former Direct Access to Housing sites (6 buildings).
- Manage referrals and placements.

#### • Mayor's Office of Housing and Community Development (MOHCD) role:

- Funds nonprofit contracts for property management at buildings that have both PSH & affordable units.
- Administers other eviction prevention programs (Tenant Right to Counsel, mediation, tenants' rights counseling, etc.) in partnership with community-based organizations.

#### • Department of Public Health (DPH) role:

• Provides health services in PSH buildings, including behavioral health and physical health care. Clinical services are provided either directly by DPH clinical staff or through contracts with CBO.



# Evictions in HSH's PSH Portfolio

- Data
- Navigating the eviction process
- Steps to improve housing retention

### Overview

•Goal of PSH is to keep tenants stably housed for the long-term.

- Coordinate efforts to ensure PSH residents are supported from referral to long-term tenancy.
- Provide ongoing support services to tenants through providers and city partners.
- Support providers and tenants with guidance and trainings related to housing retention.

Tenants in PSH in San Francisco have a 97% year-over-year stability rate, and after two years in PSH, 87% of tenants remain stably housed, exceeding the national average of 80%.



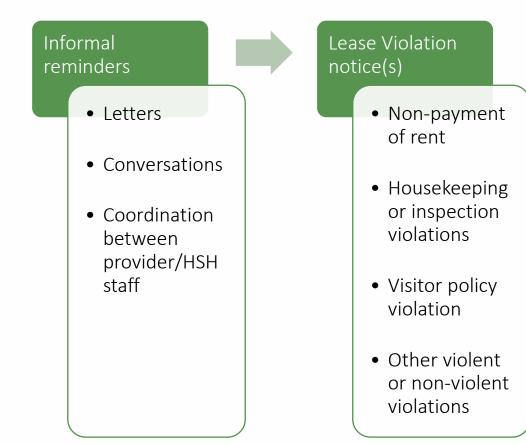
### **Eviction Data**

- ← In 2022, there were **142 evictions** out of **10,978 households** (1.29%) at **146 sites**.
- ← HSH Annual Eviction and Exit report data over the last five years shows:
  - The eviction rate and unlawful detainers continue to decrease year over year
  - 2021 reflects impacts of COVID-19 policies in FY2020-21.
- ← Data improvements in implementation.

Year	Eviction Rate	Unlawful Detainers	Evictions
2022	1.29%	228	142
2021	.63%	176	58
2020	1.73%	302	168
2019	1.87%	353	192
2018	2.1%	432	214



# **Sample Process Leading up to an Eviction**



- HSH monitors the eviction process through data and information shared with HSH Program Managers.
  - Program manager participates in regular operations meetings: standing topic is tenant with housing retention prior to legal process.
  - Informs HSH's approach to support housing retention through partnerships, policies and investments.
- Each nonprofit housing provider has their own **policies and procedures** regarding eviction.
  - Example from DISH's policies.



# **Sample Process Leading up to an Eviction**

#### Post-Lease Violation Convos

- Discuss with tenant.
- Coordination in property management/supportive services meetings.
- Supportive services works to prevent eviction process from starting.

#### 10-day notice served

- Many attempts to avoid this process.
- After legal process has started, supportive services refers to legal services and then steps back.
- Supportive services may engage legal aid partners to work with nonresponsive tenants.

#### Court result

- Settlement agreements (stipulated agreements) to help tenant retain housing.
- If eviction does occur (rare), court proceeds with the eviction.
- Supportive services expected to help tenant locate alterative housing, treatment, or shelter.



# **Improve Housing Retention: Investments**

#### Targeted Wage Equity Investments

- \$3 million ongoing to bring case manager wages to a base of \$28/hr.
- \$12 million ongoing to bring **frontline worker wages** to a base of:
  - \$22/hour for desk clerks,
  - \$23/hour for janitors and
  - \$25/hour for maintenance workers.

#### **•-Service Enhancements** in Legacy PSH Sites

- \$32.4 million over two years to bring case manager to client ratios to 1:25 for adults and 1:20 for families and youth.
- Three additional HSH staff positions to provide direct case management services at city-leased PSH sites.
- Improving Infrastructure in Legacy PSH Sites
  - \$5 million in FY2022-24 budget for one-time capital repairs & Wi-Fi in legacy sites.
  - Additional funding through GO bond available for **elevator repairs**.



## **Improve Housing Retention: HSH Housing Placement Team**

- HSH's new Housing Placement Team: draws on success of SIP housing process to match people with permanent housing.
- Housing Placement Team coordinates efforts of Housing Navigators to provide additional support to future-tenants and housing providers during the referral and placement process.
- •Current priorities of the team:
  - Improve and expedite housing placement process
  - Reduce offline vacancies
  - Expedite transfer process and expand to include scattered-site based PSH
  - Review and revise Reasonable Accommodation process



# **Improve Housing Retention: Partnerships**

- Partnership with Department of Disability and Aging (DAS) to support residents in PSH through:
  - In Home Support Services (IHSS) services to assist residents with activities of daily living.
  - Collaborative Caregiver Support Team (CCST) provides enhanced IHSS service model across 66 sites, over 1/3 of the portfolio.
  - Adult Probation Services' (APS) Home Safe Program provides intensive support to older adults and adults with disabilities.
- Partnership with the Department of Public Health (DPH) to support residents in PSH through:
  - Site-based nursing
  - Permanent Housing Advanced Clinical Services (PHACS)
  - Citywide roving
  - Overdose prevention



# **Improve Housing Retention: Nonpayment of Rent Guidelines**

- Nonpayment of rent in PSH continues to be a challenge following pandemic.
- •All tenants in PSH pay up to 30% of income towards rent.
- HSH published guidelines for nonpayment of rent in February 2023 based on national best practices.
- •HSH's guidelines include:
  - Goal to support tenants to **remain in compliance** with rent payment provisions of their lease to remain stably housed.
  - Provides guidance on how tenants, case managers and property managers can support this goal from referral to ongoing support onsite.



### **Role of Prevention in Housing Retention**

ERAP for PSH Tenants during COVID-19 Rent Relief Phase

### 2,001 approved

### \$3.96 million

- •SF Emergency Rental Assistance Program Eligibility:
  - **COVID response:** all households below 80% AMI.
  - Steady-state: will include more criteria for people with fixed income/living in PSH.
- Eviction prevention: MOHCD funds free legal assistance for low-income renters.





# SFDPH Health Services in Permanent Supportive Housing

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# Overview

- Permanent Housing Advanced Clinical Services (PHACS)
- Permanent Supportive Housing (PSH) Site-Based Nursing
- Supportive Housing Services funded by SFDPH Behavioral Health Services (BHS)
- Additional SFDPH programs in Permanent Supportive Housing

# **Permanent Housing Advanced Clinical Services (PHACS)**

#### PHACS is a SFDPH group of interdisciplinary medical and behavioral health care providers that started seeing clients in March 2022:

- Program was created to meet the complex needs of tenants in PSH in support of their wellness, quality of life, and housing retention and provide clinical partnership to HSH-funded PSH providers.
- Supported as a new initiative in 2022 with Proposition C funding.

#### **Population served:**

- PSH population with chronic homelessness and medical vulnerabilities (physical/mental health).
- 650 clients were seen or referred to PHACS in first year of operation.

#### **Services:**

- Recently expanded to 69 buildings, which are home to more than 5,300 residents.
- Offers on-site medical and behavioral health services, linkage to ongoing care, and help with getting benefits and other social services.
- Also provides support to on-site staff from HSH-funded PSH providers, including training, technical assistance and onsite consultation.

#### **Staffing:**

- Fully staffed, PHACS will include 22 staff including managers, NPs, RNs, health workers, behavioral health clinicians, pharmacist partner, and a coordinator.
- Plan to add more staff as program grows to meet demand.

## **PSH Site-Based Nursing**

#### **Population served:**

- Previously chronically homeless individuals housed in HSH-funded PSH
- Population in PSH with high medical vulnerability (physical/mental health)
- In 2022, served 516 tenants out of 880 total living in 11 buildings

#### Services:

- Provided in 11 PSH sites
- Onsite nursing services including chronic care management, linkages, medication adherence support, direct nursing care, triage, clinical consultations

#### Staffing:

- Nurse services in 11 PSH buildings (8 DPH, 3 UCSF) ranging from 0.4 FTE to 1.0 FTE per building
- Partner closely with on-site support services

## **Supportive Housing & SFDPH-BHS**

	Supportive Housing Program	Mental Health Services Act (MHSA) Supportive Housing Services	
Program	Contracted multidisciplinary teams offer mental health services, crisis intervention, and case management.	DPH-funded CBOs provide supportive services, most of which are for adults with serious mental illness (Full-Service Partnership)	
Services	<ul> <li>On-site case management</li> <li>Crisis intervention services</li> </ul>	<ul> <li>Supportive behavioral health services</li> <li>Intensive Case Management through FSP providers</li> <li>On-site CBO case management</li> </ul>	
Staffing	SFDPH-BHS contracts with CBOs to provide supportive housing services, which include multidisciplinary teams with case managers, social workers or psychologists, nurses, and psychiatrists/or nurse practitioners		

# **Additional SFDPH programs in PSH**

#### Citywide Roving

• Provides behavioral health case management and primary medical and psychiatric care, in collaboration with HSH, for formerly homeless individuals in 28 PSH sites.

#### Overdose Prevention

- Medications for addiction treatment (MAT) home delivery
- Post-overdose follow-up
- Overdose prevention training for staff in PSH
- Naloxone distribution at housing sites



# Questions?

Thank you.