



City and County
of San Francisco

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.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Evictions in HSH's PSH Portfolio

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

Overview

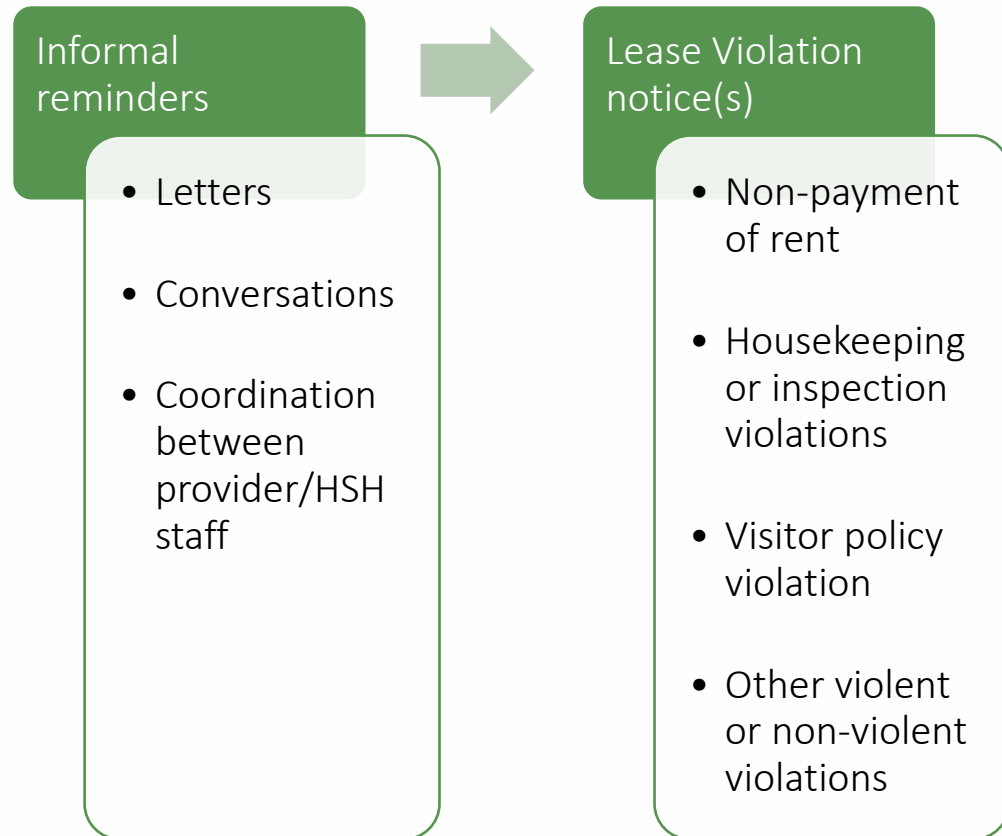
- Goal of PSH is to keep tenants stably housed for the long-term.
 - **Coordinate efforts** to ensure PSH residents are supported from referral to long-term tenancy.
 - Provide **ongoing support services** to tenants through providers and city partners.
 - Support providers and tenants with **guidance 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.

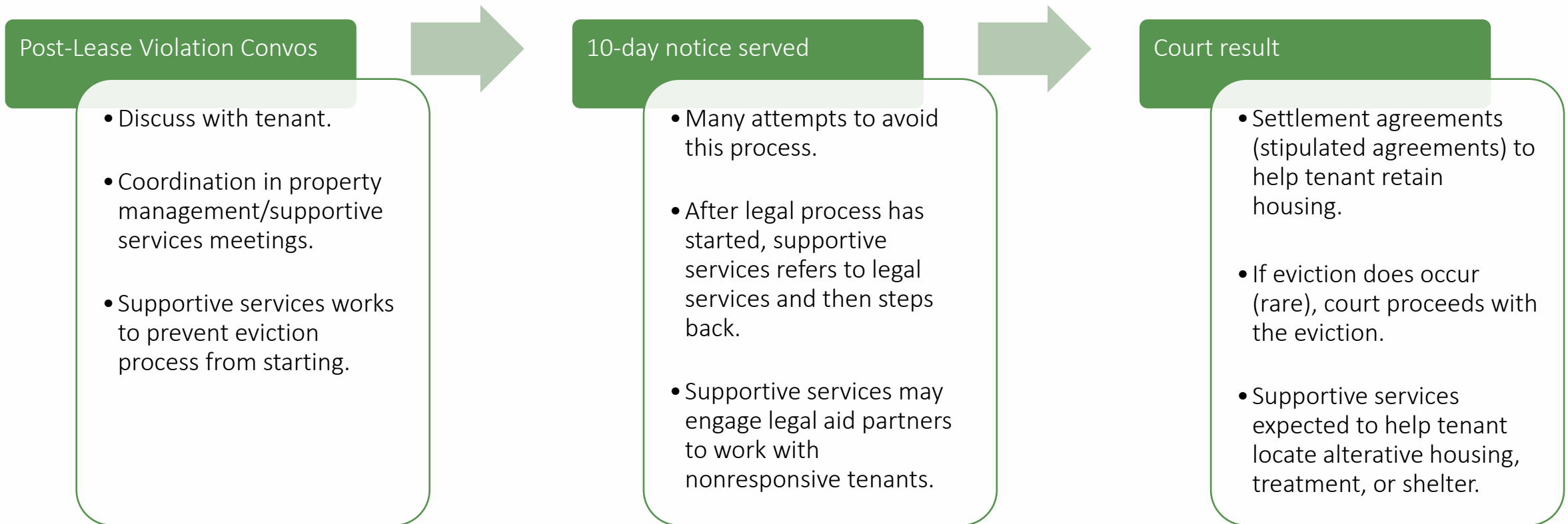
Year	Eviction Rate	Unlawful Detainers	Evictions
2022	1.29%	228	142
2021	.63%	176	58
2020	1.73%	302	168
2019	1.87%	353	192
2018	2.1%	432	214

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



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.



City and County
of San Francisco

SFDPH Health Services in Permanent Supportive Housing

Hali Hammer, MD

Director of Ambulatory Care

San Francisco Health Network

San Francisco Department of Public Health



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 style="list-style-type: none"> • On-site case management • Crisis intervention services 	<ul style="list-style-type: none"> • Supportive behavioral health services • Intensive Case Management through FSP providers • On-site CBO case management
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



City and County
of San Francisco

Questions?

Thank you.