



SAN FRANCISCO
HUMAN SERVICES AGENCY

Support Services for Households Displaced by Residential Fires

Doris Padilla Barone, Director of Disaster Response, SFHSA



Coordinated Response and Rapid Stabilization

- City departments and community partners working together to provide supports to impacted households
 - San Francisco Human Services Agency (SFHSA)
 - San Francisco Fire Department (SFFD)
 - Department of Emergency Management (DEM)
 - American Red Cross (ARC)
- Rapid activation of emergency services to address small and large residential fires
- Streamlined access and referral to stabilization resources



Supports for Displaced Households

- Immediate support to stabilize households
Financial, medical, mental health, and shelter
- Mitigate potential homelessness through focus on temporary emergency shelter and housing linkages
Hotel stays, housing subsidies, links to other housing alternatives
- Connect households to city and community resources to move closer to recovery
Case management, culturally competent support services, legal aid and tenant's rights, public benefits, etc.



Response Process

Coordinated Response and Rapid Stabilization

EVENT

Fire personnel on-scene request Red Cross assistance in support of displaced households.

SFHSA is notified of potential displacement.



RESPONSE

Red Cross team responds to the scene, assesses displacement needs and determine level of assistance needed.

Coordination between Red Cross, SFFD, SFHSA, DEM.



IMMEDIATE ASSISTANCE

Red Cross provides funds, as appropriate, for hotel, clothing, food, transportation and other immediate needs.

Red Cross shares displacement summary with DEM and SFHSA.



STABILIZATION

Households seeking additional supports referred to SFHSA.

SFHSA conducts intake, provides guidance on next steps. Can offer hotel extension funds as appropriate.



SFHSA determines need/eligibility for temporary housing subsidy.

Red Cross and SFHSA make referrals to city departments and community partners for assistance with unmet needs.



How Are We Doing?

Stabilization and Guidance

Households receive event-specific, short-term care coordination from SFHSA and Red Cross to develop immediate stabilization plan.

Recommendation: Long-Term Case Management Services

Most displacements are long-term. Ongoing case management is needed to create specialized recovery plans to meet different households and needs.

Rapid Rehousing

With the help of hotel supports and the SFHSA Emergency Rental Assistance subsidy program, most households enter temporary housing within three weeks.

Recommendation: Renters Insurance

Households with renters insurance have access to immediate cash assistance to replace personal belongings, provide temporary hoteling as well as loss of use coverage.





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