



Presentation for the
San Francisco Board of Supervisors
Public Safety and Neighborhood Services

March 28, 2024

The HomeRise Mission

The HomeRise Mission is to help people experiencing homelessness secure housing and become self-sufficient through Permanent Supportive Housing (PSH.)

The HomeRise Philosophy

The HomeRise Philosophy:

We believe that given adequate and tailored support all people possess the capacity to achieve a high degree of self-sufficiency.

Background of Mission Bay 9 site for PSH

Mission Bay 9 (MB9) opened in 2022. The SF department of Housing and Homelessness referred all the residents to fill the 144 units from SIP sites.

In August 2023, Our CEO Janea Jackson, received an email from Captain Martin (SFPD Southern Station) about noise, violence, and other disruptive issues related and unrelated to MB9 residents.

On September 6, 2023, we began to meet monthly with representatives of those neighbors, the local police station, HSH, and other stakeholders.


Steps immediately taken after our first meeting on September 6, 2023

Addressing the complaint about individuals loitering near our building, we installed a **No Loitering** sign within 30 days of receiving the complaint. The measure has been consistently enforced since.

A HomeRise resident, placed furniture and trash on the sidewalk, causing disruption. HomeRise promptly contacted 311 to remove the items and 911 to address the resident's behavior and de-escalate the situation. Michael has since vacated the property.

Meetings with Captain Martin have been held to address ongoing support, particularly concerning incidents occurring outside of our building. These discussions revolved around exploring ways to establish and enforce new rules while ensuring they do not encroach upon tenancy rights.

We have implemented changes to access our community space and have actively encouraged our residents to utilize it instead of congregating outside in front of the building.



At each subsequent meeting, our
Madrone neighbors presented a list of
concerns along with the mutually agreed
upon actions from each session

Incidents	ACTION ITEMS	Action Taken by HomeRise
VIOLENCE & AGGRESSION	<ul style="list-style-type: none">• HomeRise to address the Masturbator/Stalking Tenant (“ANTONIO”)• HomeRise to address Naked Man Tenant in window -• HomeRise to complete and submit proposal ASAP for additional security personnel• HomeRise to increase reporting violent incidents to police	<p>This Resident had vacated the property on 03/22/2024</p> <p>Security Personnel is onsite from 5:00 PM – 1:00 AM</p> <p>It is HomeRise's position that the person who witnesses any criminal behavior contact the Police immediately and file a report.</p>
DRUG DEALING & OPEN DRUG USE	<ul style="list-style-type: none">• HomeRise to review Visitor logs and identify “OHIO” visits still being allowed• HomeRise will revoke visiting privileges for known “OHIO” drug dealer• HomeRise will call towing for known “OHIO” drug dealer when parked in Loading Zone• HomeRise to increase reporting to police drug dealing and open drug use	<p>We are still waiting for incident dates.</p> <p>They are not resident and have been placed on the Unwelcome List</p> <p>MB9 Personnel call when cars are in loading area beyond the permitted time.</p> <p>Again, it is our position the person who witnesses the activity be the person who calls.</p>
DISRUPTIVE & RAUCOUS BEHAVIOR	<ul style="list-style-type: none">• HomeRise to address Screaming Woman Tenant day and night• HomeRise to educate specific tenants disturbing the peace after 10 pm• HomeRise to enforce No Loitering / No Trespass Policy• HomeRise to increase reporting to police raucous activity after 10 pm• Investigate “On Call” number to report very serious incidents to HomeRise management representative• Call MTA to stop illegal parking in Loading Zone	<p>We have taken action to resolve this, however we cannot able to share details as it would violate HIPPA.</p> <p>If there is noise disturbing a neighbor's peace, we ask the neighbor call the police and file a complaint.</p> <p>The person affected or observing the activity must be the person to call the police.</p> <p>HomeRise has provide multiple contacts within our Org.</p> <p>If we are aware of people parking in the loading zone, we happy to call.</p>
Building Damage & Bully	<ul style="list-style-type: none">• HomeRise to cite tenants for unlatching of window safety	

HomeRise has been diligent in their response in addressing our neighbor's concerns, yet:

Our neighbors have been asked to provide relevant information and dates of incidents and have not followed through. We are still waiting for those details.

Our neighbors seem reluctant to accept or understand the boundaries of what HomeRise can and cannot do when violence and possible criminal behaviors occur.

HomeRise has been diligent in their response in addressing our neighbor's concerns, yet:

Our neighbors seem to be reluctant to acknowledge that residents in PSH buildings are not individually selected by each provider but are instead referred through a Coordinated Entry system.

HomeRise must abide by Fair Housing, Tenant Protection Laws and local eviction laws. Our residents are entitled to same protections and considerations as anyone else in all matters related to housing.

This is a Mental Health Resource Issue


HomeRise believes that the issues we are currently facing with 3.0% of our residents are not unique to our shared neighborhood or our agency. It is important to acknowledge that 97% of our residents live successfully at MB9

High Acuity Residents in PSH are in areas throughout the multiple neighborhoods where our sites are located.

This is a Mental Health Resource Issue

HomeRise will persist in addressing disruptive issues at MB9 by utilizing all available resources.

Moreover, we believe that identifying a sustainable long-term solution requires engaging in discussions with the city and the Supportive Housing Provider Network (SHPN) to explore more effective methods for referring, serving, and addressing the necessities of our San Francisco neighbors with high acuity of care needs who require and benefit from permanent supportive housing.



Thank You!

Your attention and engagement are
truly appreciated.