



## MEMO

January 11, 2021

**To: Honorable Members of the San Francisco Board of Supervisors**

**From: Department of Homelessness and Supportive Housing (HSH)**

**Re: Shelter in Place (SIP) Hotel Emergency Ordinance Reporting Requirements**

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### Overview

In March 2020, a [shelter-in-place order](#) was issued by the San Francisco Department of Public Health (DPH) due to the community spread of COVID-19. The City activated the first Shelter-in-Place (SIP) hotel in April 2020, providing a safe place for individuals who were at the highest risk for severe disease. Over the intervening months, the City expanded the emergency SIP program to include 25 SIP hotel sites. Thanks to the hard work of City Departments and nonprofit partners, San Francisco opened and filled nearly 20% of all hotel rooms operated as part of the State's Project Roomkey, despite San Francisco only having 5% of the state's homeless population.

Given the large number of SIP sites, the Department of Homelessness and Supportive Housing (HSH) created a data- and stakeholder-informed SIP Rehousing and Site Demobilization Proposal to connect people from the temporary SIP hotels to permanent solutions.

The [SIP Rehousing and Site Demobilization Proposal](#) uses a disaster rehousing model to move people from SIP sites into a variety of permanent housing interventions quickly. This model focuses rehousing efforts to act with urgency, connecting people in need immediately to housing resources, removing onerous documentation requirements and accessing needed public benefits and supports quickly. Additionally, HSH is exploring how to offer COVID-safe housing fairs within the plan to centralize resources onsite to assist the guests to connect to housing, receive service referrals and assist with move-out coordination, and is working with DPH to identify safe practices for quickly rehousing guests. This implementation strategy is contingent upon staffing support, new funding for an array of housing options needed to safely move guests from temporary hotels to stability and continued stakeholder input. As additional funding is approved and input received, HSH will work to continue to evolve the approach, but intends it to be iterative as The City continues to respond to the pandemic.

San Francisco recognizes that housing is healthcare. Guests who were referred to SIP sites since April 2020 are largely medically vulnerable and housing will not only further mitigate the spread of COVID-19 but improve the quality of life for our most vulnerable residents. It is to the City's benefit to rehouse guests in permanent housing and move forward with demobilizing these temporary and emergency resources in order to effectively utilize available resources to continue to provide permanent solutions to people experiencing homelessness.

### Emergency Ordinance 273-20: Overview

On December 8, 2020 the Board of Supervisors unanimously passed Emergency Ordinance 273-20 "Limiting COVID-19 Impacts by Not Moving People Experiencing Homelessness Currently Placed in Shelter-in-Place Hotel Rooms". The effective date of the Ordinance is December 23, 2020. An executed



copy of the legislation by Mayor London N. Breed was included in Board File No. 201328 [accompanied by a letter](#) from Mayor Breed addressed to the Board of Supervisors acknowledging that with the passage of this Ordinance the Board of Supervisors have directed a policy shift to utilize more of the City's resources for temporary shelter. By expanding the SIP hotel program away from COVID response and continuing to utilize backfills to these sites as temporary shelter there is a very real possibility that we may be returning people to the streets once FEMA funding has ended for this program.

### **Emergency Ordinance 273-20: Reporting Requirements**

This memo serves as the second public written report provided to the Board of Supervisors and to be included in Board File No. 201328 on a weekly basis or until a public dashboard is produced that meets the reporting requirements. HSH looks forward to providing additional details to fulfill the reporting requirements in future reports. Please note, the data included in this initial report is subject to change based on improvements to data quality and continued reconciliation efforts.

For the purposes of this report, the terms "client", "guest" or "household" refer to data collected by head of household. This methodology is standard when providing client-level data across multiple sub-populations. All data included in this report pertains to the "SIP Rehousing Cohort" which includes all guests active in SIP hotels as of November 15, 2020 whom the City has committed to provide permanent exits to through the SIP Rehousing process.

#### I. Guest Status Reporting

The data below related to Guest Status reflects data as of January 8, 2021. Future reporting will include the following categories in total and disaggregated by race, ethnicity and Sexual Orientation and Gender Identify (SOGI).

- (a) *Guests in SIP Rehousing Cohort:* 1,862 active SIP hotel guests included in the total SIP Rehousing Cohort of 2,146. This data reflects 1,934 Adults, 71 Families, 45 Transitional Aged Youth (TAY) and 90 Veterans and 6 uncategorized guests in the total cohort.
- (b) *Guests who received a Problem Solving Screening:* 548 guests have received a Problem Solving Screening. This data reflects 501 Adults, 15 Families, 8 TAY and 24 Veterans and 2 uncategorized guests. Problem Solving Screening is a new tool that was developed in November 2020 to identify whether or not a guest may have strong opportunities to resolve their homelessness through Problem Solving strategies. It is important to note that Problem Solving Screenings are distinct from Problem Solving Conversations which are a component of the Coordinated Entry system pre-COVID.
- (c) *Guests deemed Problem Solving Status:* 805 guests have been determined to be Problem Solving Status. This data reflects 749 Adults, 17 Families, 10 TAY and 28 Veterans and 1 uncategorized guest. Please note that with the integration of Pandemic Prioritization the status of these guests may change.
- (d) *Guests who received a Coordinated Entry Primary Assessment:* 1,760 guests have received a Coordinated Entry Primary Assessment and 386 guests have never received a Coordinated Entry Primary Assessment. Of the 1,760 guests with an assessment, 1,130 have an active assessment and 630 have an inactive assessment. Of the 1,760 guests who have received a Coordinated



Entry Primary Assessment at some point in time, this data reflects 1,596 Adults, 45 Families, 37 TAY, 87 Veterans and 4 uncategorized guests.

- (e) *Guests deemed Housing Referral Status:* 610 guests have been assessed and determined to be Housing Referral Status. This data reflects 521 Adults, 19 Families, 21 TAY, 46 Veterans and 3 uncategorized guests.
- (f) *Guests deemed Pandemic Prioritization Status:* HSH is actively working with partners to implement Pandemic Prioritization and look forward to providing additional reporting as this data becomes available. The Rehousing Proposal linked above includes an overview of Pandemic Prioritization categories and estimated population distribution of SIP hotel clients included in the SIP Rehousing Cohort. Please be aware that assigning pandemic prioritization is a collaborative effort with the Department of Public Health (DPH) which requires validating medical information and cross-referencing data.

## II. Exit Reporting

The data below related to Exit Reporting reflects data for guests in the SIP Rehousing Cohort who have exited to date as of January 11, 2021. Rehousing efforts were intentionally slowed over the last few months in order to update the SIP Rehousing Proposal and develop and implement the pandemic prioritization. Future reporting will include the following categories in total and disaggregated by race, ethnicity and Sexual Orientation and Gender Identify (SOGI) as well as include distinct data sets for Adults, Families, Transitional Aged Youth (TAY) and Veterans.

- (a) *Permanent Housing - Permanent Supportive Housing (PSH):* 55 guests have exited SIP hotels to Permanent Supportive Housing.
- (b) *Permanent Housing - Flexible Housing Subsidy Pool:* 12 guests have exited SIP hotels to the Flexible Housing Subsidy Pool.
- (c) *Permanent Housing - Rapid Rehousing (RRH):* 2 guest has exited to Rapid Rehousing.
- (d) *Homelessness Prevention/Problem Solving:* There are no confirmed exits through Homelessness Prevention/Problem Solving. Homeless Prevention programs provide one-time or short-term financial assistance to individuals and families such as Problem Solving and Diversion Plus.
- (e) *Homeward Bound:* There are no confirmed exits through Homeward Bound.
- (f) *Institutional Setting:* 12 guests have exited to an institutional setting, including 5 to hospital, 3 to nursing home or long-term care facility, 2 to substance abuse treatment or detox facility, and 2 to jail.
- (g) *Other:* Future reporting will include additional exit locations and definitions as appropriate.

## III. Available Exits



The data below related to Available Exits reflects data as of January 8, 2021. Future reporting will include additional details including breakdown of Available Exits by subpopulation for Adults, Families, Transitional Aged Youth (TAY) and Veterans.

- (a) *Permanent Housing – Permanent Supportive Housing*: There are over 8,000 total units/slots of Permanent Supportive Housing (PSH) in the HSH PSH portfolio. Of these, 709 units/slots are currently available with an additional 882 planned.
- (b) *Permanent Housing – Flexible Housing Subsidy Pool*: There are 329 total units/slots in the Flexible Housing Subsidy Pool portfolio. Of these, 131 are currently available with an additional 890 planned.
- (c) *Permanent Housing – Rapid Rehousing*: There are 1,298 units/slots in the Rapid Rehousing portfolio. Of these, 469 are currently available with an additional 430 planned.
- (d) *Homelessness Prevention/Problem Solving – Diversion Plus*: There are 250 units/slots of Diversion Plus planned. Additional details to be provided in future reporting. Diversion Plus is a Problem Solving intervention that offers rental assistance for up to a year through a one-time grant.

#### *Glossary*

A glossary that includes terms used in the reporting above is included in this report as Appendix A. This glossary will continue to be updated to reflect any additional terminology that is utilized in future reporting.



## APPENDIX A: Glossary of Key Terms

TERM	DEFINITION
Adult/s	An individual age 18 or over living in a household of one or more people without minor children, or an individual under 18 who has been legally emancipated.
Available Exits: Total Units / Slots	The total number of units, slots, or subsidies dedicated to homeless clients under HSH's placement control. Includes both occupied and unoccupied resources.
Available Exits: Currently Available	The total number of vacant units, slots, or subsidies under HSH's placement control that are currently available for referral.
Available Exits: Planned	The total number of units, slots, or subsidies that are planned for opening by January 1, 2022. Includes inventory that has a funding request submitted, already has a funding commitment in place, and/or has a contract agreement with a provider already in place.
Coordinated Entry	Coordinated Entry facilitates the coordination and management of resources and services through the Homelessness Response System by utilizing common, population-specific assessments, a centralized data system, and a prioritization method that directs clients to the appropriate resources and allows for data-driven decision making and performance based accountability. Coordinated Entry in San Francisco is organized to serve three subpopulations: Adults, Families and Youth.
Coordinated Entry: Inactive Assessment	Applies to households who have a Coordinated Entry Primary Assessment that is more than 6 months old and have not maintained contact with the Access Points and/or Coordinated Entry System.
Coordinated Entry Primary Assessment	Coordinated Entry Primary Assessments are used to provide a standardized and consistent method for assessing households experiencing homelessness to identify who will be prioritized to receive an HSH-funded housing resource.
Coordinated Entry Status: Housing Referral Status	Housing Referral Status refers to households that are prioritized for HSH housing resources as a result of their Coordinated Entry Primary Assessment results. Housing Referral Status households are limited based on the number of housing placements available.
Coordinated Entry Status: Problem Solving Status	Problem Solving Status refers to households that are currently enrolled in the Coordinated Entry program in the ONE System and are not "Housing Referral Status."
Current SIP Status	Indicates if a guest is actively staying at a SIP Hotel or if they have exited.



Demobilization Phase	As part of the SIP Rehousing Plan, all SIP Hotels have been assigned to one of four phases in order to sequence site demobilization and client rehousing.
Diversion Plus	Problem Solving intervention that offers rental assistance for up to a year through a one-time grant.
Family (Families)	A household consisting of one or more adults with physical and legal custody of one or more minor children; or one or more adults in a household which includes a person who is pregnant; or one or more adults with one or more minor children not currently in their custody who are expected to reunify in less than 90 days and who have a letter from Child Protective Services stating that the only barrier to reunification is lack of shelter or housing.
Flexible Housing Subsidy Pool	A Flexible Housing Subsidy Pool provides tenants with an ongoing subsidy to utilize in housing units available in the private housing market. Flexible Housing Subsidy Pool programs include housing coordination, case management, and on-going in-home support.
Homeless Prevention	Homeless Prevention programs provide one-time or short-term financial assistance to individuals and families at imminent risk of becoming homeless to maintain their housing or find suitable alternative housing before becoming homeless.
Homeward Bound	The Homeward Bound program provides relocation assistance help reunite people experiencing homelessness in San Francisco with family and friends willing and able to offer ongoing support to end the cycle of homelessness.
Pandemic Prioritization	Pandemic Prioritization categories inform housing placement out of SIP Sites by adjusting Coordinating Entry Systems to prioritize guests for housing based on health vulnerabilities that will cause them to become severely ill from COVID.
Permanent Supportive Housing (PSH)	HSH administers locally and federally funded supportive housing to provide long-term affordable housing with on-site social services to people exiting chronic homelessness.
Problem Solving	Problem Solving is a strategy to assist clients in exploring safe options for housing outside of the Homeless Response System. Problem Solving solutions can include, but are not limited to, mediation with family, friends, landlords, or others, family reunification, or limited financial assistance to help preserve or secure housing.
Problem Solving Screening	The Problem Solving Screening was a new tool introduced in November 2020 to quickly assess a client's opportunities to resolve their homelessness through Problem Solving Strategies (aka diverted from Homeless Response System resources).
Rapid Rehousing (RRH)	Rapid Rehousing provides time-limited rental assistance and services for households exiting homelessness. It includes housing identification, temporary rent and assistance, and case management.



Shelter In Place (SIP) Hotel	Shelter In Place (SIP) Hotels are part of the City's COVID-19 Alternative Housing program that provides emergency, temporary shelter options for the City's most vulnerable populations. SIP Hotels provide non-congregate, temporary shelter for people experiencing homelessness at highest risk of the disease.
SIP Rehousing Cohort	The SIP Rehousing Cohort refers to clients that were active in SIP Hotel sites as of November 15, 2020.
Transition Age Youth (TAY)	Transition Age Youth (TAY) are unaccompanied individuals between the ages of 18-24, or unaccompanied individuals under 18 who have been legally emancipated. Certain services and resources may be available for an extended definition of TAY up to 29 years old.
Uncategorized Guests	Refers to guests whose age has not been confirmed and could either be categorized as an Adult or TAY.