



To: Members, Board of Supervisors

From: Department of Homelessness and Supportive Housing (HSH)

Re: Updated Report Regarding Shelter in Place Hotel Emergency Ordinance (File No 201328)

Date: February 4, 2021

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, as a temporary emergency measure to provide 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.

These SIP hotel sites were opened as part of [California's statewide Project Roomkey program](#). Despite having 5% of the state's homeless population, the SIP hotels San Francisco opened and filled represent nearly 20% of all non-congregate hotel rooms operated through Project Roomkey.

The City is dedicated to ensuring people staying in a SIP hotel as of November 15, 2020 are offered a housing exit from the temporary pandemic shelter system.

In accordance with the SIP hotel Emergency Ordinance (File No 201328), the City has been reporting weekly to the Board and has recently published public dashboards with the following information:

1. [SIP Rehousing Guests: Who are the guests in the SIP Hotel Rehousing cohort?](#)
2. [SIP Rehousing Destinations: Where did guests in the SIP Rehousing Cohort exit to?](#)
3. [SIP Rehousing Resources: What are the available and planned resources for rehousing placements?](#)
4. [Glossary of Terms](#)

In addition to these weekly reports/ dashboards the ordinance also requires a one-time report on additional information about people experiencing homelessness and the homeless response system. This memo serves as this required report as outlined in the ordinance.

Estimate of the Number of Unhoused People who are Vulnerable to COVID-19 Outside of SIP Hotels

In May 2020 the City estimated that approximately 2,200 people experiencing homelessness were COVID vulnerable. COVID-vulnerable people were estimated based on a variety of data sources including PIT count, DPH health records, outreach data and ONE system records. This was a rough estimate at the time.

Over 4,000 people have been moved off the streets and out of congregate shelters and into SIP hotels. However, we do not have a good estimate of how many COVID vulnerable people remain on the street because we do not have a recent unsheltered homelessness count nor do we have a good way of

estimating the number of COVID vulnerable people who may have fallen into homelessness since the pandemic began.

The City does not have an accurate estimate of how many current individuals are on the street. The Local Homeless Coordinating Board voted in January to defer the unsheltered and survey components of the January 2021 Point in Time (PIT) count due to COVID safety recommendations from DPH.

Anecdotally, the Homeless Outreach Team (SFHOT) and the Healthy Streets Operations Center (HSOC) teams are reporting that it is becoming less common to find Federal Emergency Management Agency (FEMA)-eligible COVID-vulnerable people living unsheltered during their regular street outreach work. Additionally, the SIP hotels continue to take intakes of people experiencing homelessness who are discharged from medical facilities including hospitals and the City's Isolation and Quarantine sites. The City will continue placement into the SIP hotels as vacancies open.

Housing Referral Status Households Outside of SIP Hotels

SIP hotels are one component of the City's COVID-19 Alternative Housing System and only one component of the Homeless Response System. HSH continues to operate its full Homeless Response System, at a lower COVID-safe capacity, including shelter, transitional housing, rapid rehousing, supportive housing and outreach.

Through the Coordinated Entry System adults, families and TAY experiencing homelessness are assessed for housing based on:

- Vulnerability
 - Physical and behavioral health needs
 - Experience of trauma and violence
 - Use of crisis services
- Homelessness history: duration and frequency of homelessness
- Barriers to housing, including previous evictions, income, and other challenges

Households with the highest vulnerabilities are determined to be "Housing Referral Status" and are prioritized for placement into the City's housing programs based on the availability of these resources. As more resources are available, more households can be prioritized.

COVID-vulnerability is based on age (65 or older) or the presence of medical conditions defined by the CDC and identified as eligible for FEMA reimbursement. It is this FEMA-eligible COVID-vulnerable population who have been prioritized for SIP hotel placement because of their higher likelihood of severe medical complications or death from COVID-19.

While there is some overlap between FEMA-eligible COVID-vulnerability and the vulnerabilities assessed for housing prioritization, this overlap is not total. There are households who are Housing Referral Status who are not FEMA-eligible COVID-vulnerable. As of January 25, 2021, there were 626 Housing Referral Status clients outside of the SIP hotels. These include adults, families (head of household) and youth who are in congregate SIP sites, traditional congregate shelters and navigation centers, transitional housing, Safe Sleep sites, living unsheltered, or in other/unknown locations.

Available Exits from SIP Hotels

The City has published a [dashboard](#) to report on available exits from homelessness for SIP hotel guests. This information will be regularly updated and available for the public. In addition to the information provided on the dashboard, the table below includes supplementary data points required by the ordinance including timeline and funding source for these exits including Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), subsidies, Flexible Housing Subsidy Pool and Diversion Plus. For the table below “pipeline” programs are defined as projects where a contract is in place, but either program development or construction needs to complete before those units become available. “Funded” units have been funded but are awaiting final contracting.

Planned and Funded Available Exits from Homelessness Through FY 2022

Program Name	Contracting Stage	Population	Sub Population	Housing Type	Total Placeable Units	Placement Start Date (Quarter)	Ongoing Funding Source
Diversion Plus	Funded	Adult		Diversion Plus	125	FY 20-21 Q3	Prop C
Flexible Housing Subsidy Pool (Under 60)	Funded	Adult		Flex Pool	75	FY 20-21 Q3	Prop C
Flexible Housing Subsidy Pool	Funded	Family		Flex Pool	20	FY 20-21 Q3	Prop C & GF
Flexible Housing Subsidy Pool	Funded	Adult	Seniors (60+)	Flex Pool	225	FY 20-21 Q3	Prop C
Flexible Housing Subsidy Pool	Funded	TAY		Flex Pool	20		Prop C
Mainstream Voucher Program	Funded	Adult	Adults w/ disability (18-61)	Flex Pool	100	FY 20-21 Q3	HUD
RRH	Funded	Adult		RRH	165	FY 20-21 Q3	Prop C, Federal ESG, HEAP
Rising Up RRH Expansion	Funded	TAY		RRH	60	FY 20-21 Q3	Prop C
Hotel Diva	Pipeline	Adult		PSH	129	FY 20-21 Q4	HomeKey/LOSP

Post Hotel	Pipeline	Adult		PSH	54	FY 20-21 Q3	ERAF
833 Bryant Street	Pipeline	Adult		PSH	145	FY 21-22 Q1	LOSP
Mission Bay SB9	Pipeline	Adult		PSH	140	FY 21-22 Q2	LOSP
1064-68 Mission	Pipeline	Adult		PSH	153	FY 21-22 Q2	LOSP
1064-68 Mission	Pipeline	Adult	Seniors (62+)	PSH	103	FY 21-22 Q2	LOSP
735 Davis	Pipeline	Adult	Seniors (62+)	PSH	15	FY 20-21 Q3	LOSP
Casa De La Mission	Pipeline	Adult	Seniors (62+)	PSH	44	FY 20-21 Q3	LOSP
2060 Folsom	Pipeline	TAY		PSH	19	FY 20-21 Q3	LOSP
2060 Folsom	Pipeline	Family		PSH	10	FY 20-21 Q3	LOSP
Maceo May	Pipeline	Adults	Veterans	PSH	103	FY 21-22 Q4	HUD-VASH + CoC
Artmar	Pipeline	TAY	TAY	PSH	35	FY 20-21 Q3	ERAF
681 Florida	Pipeline	Family		PSH	39	FY 21-22 Q3	LOSP
Knox	Pipeline	Adult		PSH	30	FY 21-22 Q3	LOSP

Ways to Reduce Cost of SIP Hotels

The City has been exploring ways to reduce the cost of the SIP hotels. The hotels are a costly intervention due to lease costs, 24/7 staffing, security, services, and meals. These base costs done include additional and necessary costs of staffing for behavioral health services from the Department of Public Health. Despite these expenses, we do not recommend reducing staffing or services as it will likely adversely impact the effectiveness and quality of the program. The COVID Command Center (CCC) has made and will continue to make efforts to reduce meal costs including negotiating lower costs with vendors and ensuring meal counts match guest counts.

While City staff have been exploring ways to reduce costs the most effective way to reduce cost to the City is to have FEMA reimburse at a higher rate or reimburse for more of the services we include in our SIP hotel program. Until very recently the Federal Emergency Management Agency (FEMA) was reimbursing local communities for up to 75% of the cost of non-congregate shelter for FEMA eligible households and specific FEMA eligible activities. These hotels are additionally costly as San Francisco has provided non-reimbursement eligible services within the SIP program (i.e. care coordination – a service recently funded by the City for non-profit services providers to support Coordinated Entry Housing assessment and rehousing efforts) and have provided hotel rooms to some non-FEMA vulnerable populations who are between the ages of 60-64. These services are important to the success of the

program although they are not reimbursed. On January 21, 2021 the Biden-Harris administration announced that FEMA will now be reimbursing communities up to 100% for non-congregate shelter for FEMA eligible people experiencing homelessness for FEMA eligible activities. Not only will this allow the City to shelter more people in the SIP hotels, it will also reduce the cost to the City of administering the program. More information on HSH's plans for the SIP hotels given this welcomed news from the federal government can be found [here](#). An additional strategy for cost reduction is increasing the percentage of guests who are FEMA eligible, which is currently over 85%. However, it has been the City's policy to place certain guests age 60-64 into SIP hotels who will not be eligible for FEMA reimbursement. HSH does not recommend changing the current policy.

Unfortunately, this development out of the FEMA does not mean that San Francisco can shelter all our unsheltered residents in hotels. To be eligible people must meet certain COVID risk criteria as outlined by FEMA and in order to ensure that this resource is available for San Franciscans experiencing homelessness people must be known to the San Francisco system of care prior to April 1, 2020. Additionally, the City will need to secure both service providers and hotel operators interested in the SIP model in order to expand the program. Finally, City staffing resources such as Real Estate, contracting, fiscal teams and behavioral health teams in addition to staffing at HSH and the Covid Command Center are integral to these efforts and resources are limited. This change does mean that we will continue to operate SIP hotel rooms at full capacity with FEMA-eligible guests, although we cannot guarantee an offer of housing for guests placed after November 15, 2020.