



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: May 2023 Written Report

Department of Homelessness and Supportive Housing | Five Keys Schools and Programs

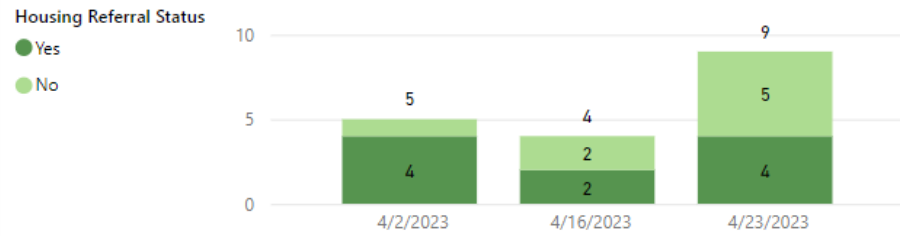


April 2023: Embarcadero SAFE Navigation Center

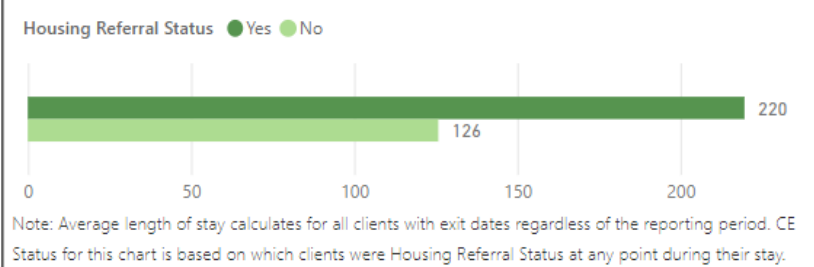
- Capacity was at 120 beds throughout April.
- Occupancy* stayed high, at or above 97%.
- A glossary of key terms is at the end of this report.

**Some dates may reflect occupancy over 100% due to data lags when guests exit.*

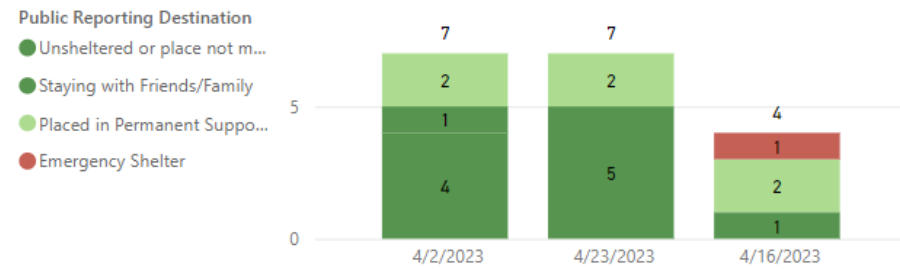
Weekly Intakes by CE Status



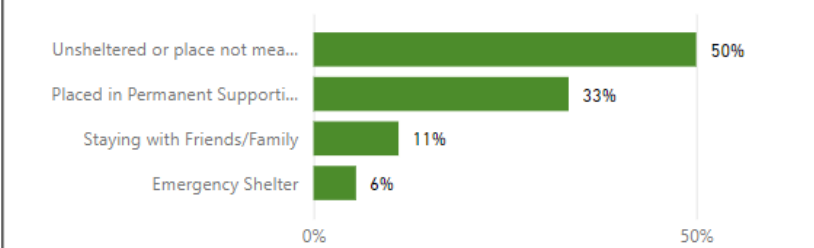
Average Length of Stay by CE Status (Days)



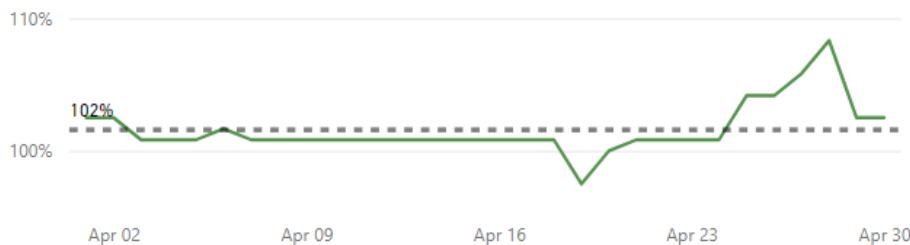
Weekly Exits by Destination



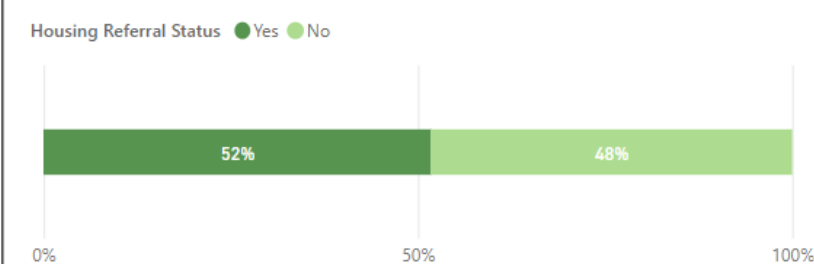
Exits by Destination



Occupancy Rate



Percent of Clients by CE Status



Updates: Embarcadero SAFE Navigation Center

- In April 2023, **6 guests** moved from Embarcadero into permanent supportive housing.
- Referrals continue to run through the City's **centralized placement process**.
- Five Keys continues to provide **community activities** for guests, hosts DPH **Behavioral Health** staff onsite 1 – 2 times a week and has a partnership with **Goodwill** for **workforce development**.

Embarcadero Reinflation: Overview

Embarcadero reinflation will occur in two phases:

- **Phase 1:** **29 beds** were added in July and August for a total capacity of **120 beds** as of August 31, 2022.
- **Phase 2:** Five Keys will gradually add the remaining **80 beds** over a period of two months starting this spring to reach the full site capacity of **200 beds**.

Timeline	Capacity (# of beds)
July 2022	91
August 31, 2022	120
Summer 2023	200

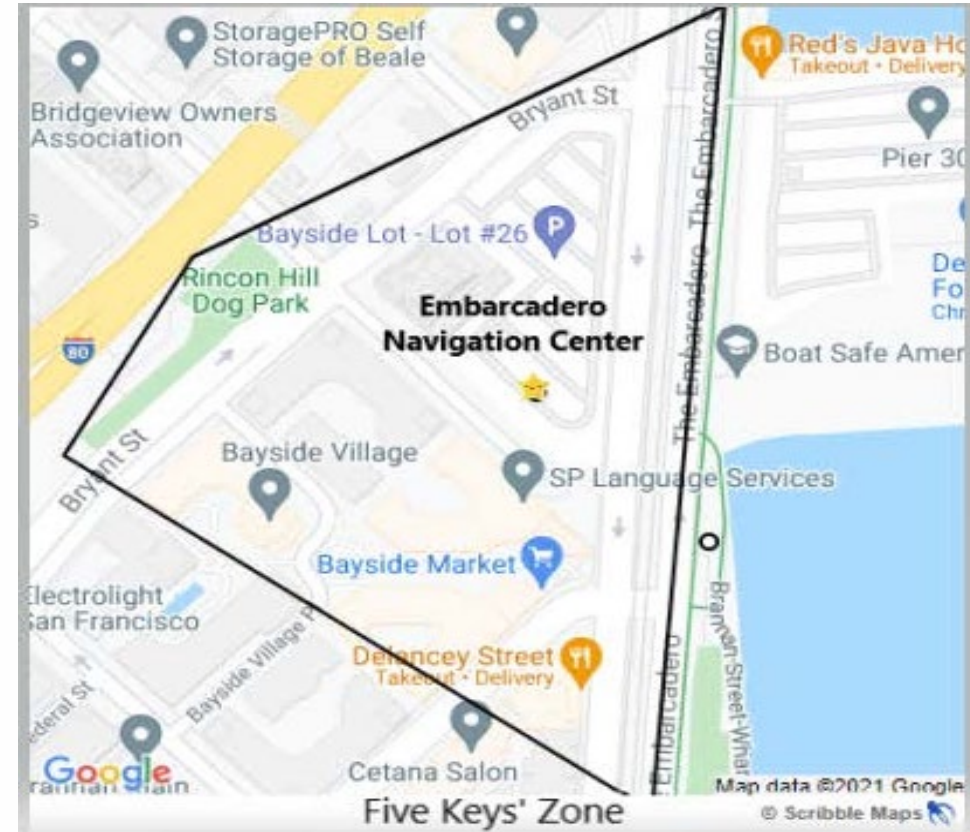
Embarcadero Reinflation: Timeline

Phase 2 began on **Monday May 15, 2023.**

- As of May 15th, the capacity of the program is **140 beds.**
 - As of Tuesday May 16th, there were **126 guests.**
- Average of 10-20 placements a week.
- Beds will be prioritized for **community placements** from the Outreach Zone through SFHOT and HSOC.
- Anticipated completion prior to June 30, 2023.

Updates: Dedicated Cleaning Services

- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center.
- Five Keys staff clean the area **3-5 times a day**.
- In **April 2023**, Five Keys received and responded to **5 text messages** pertaining to cleaning in the designated area.



Map reflects Five Keys dedicated cleaning zone.

Reporting Concerns: Embarcadero

For latest guidance and resources on reporting concerns about street crises and conditions visit: sf.gov/healthy-streets

- Text the **Five Keys** public text line at **415-237-3175** to report:
 - Concerns related to the Navigation Center (noise disturbance, etc.).
 - Basic trash clean up and syringe pick-up in the area.
- Call **311** to report:
 - Tents, structures and encampments
 - Abandoned RV/vehicle or shopping carts
 - Trash, debris, human or animal waste
 - Medical waste (You can also text SF Aids Foundation Syringe Disposal at 415-801-1337)

**Five Keys provides regular outreach and engagement to unhoused neighbors in addition to SFHOT and SFPD Beat Officers. Five Keys cannot directly refer unsheltered neighbors into the program and does not have the authority to move people or resolve encampments. If Five Keys cannot address concerns received via public text line, they will respond with guidance on who to call.*

Reporting Concerns: Embarcadero

• Call **Police Non-Emergency** at **415-553-0123** to report:

- Encampment in a vehicle
- Noise complaints and loitering
- People, structures, or encampments blocking entrances to property (residences and businesses) or blocking sidewalks | violation of the Americans with Disabilities Act (ADA)
 - I.e. people, structures or encampments that are violating ADA by blocking safe and full access of sidewalks and other public spaces for people with disabilities.

• Call **911** to report:

- Fire
- Weapons, violence, making threats, aggressive behavior, destructive behavior (going into traffic, dangerously climbing structures, etc.)
- Illegal, criminal activity, crimes in progress
- Medical emergencies
- Acute behavioral health crisis or overdose
 - For adults, first responder may be a non-law enforcement, street crisis team depending on call/incident details.

Key Terms: Embarcadero SAFE Navigation Center Data Dashboard

- **Coordinated Entry Status:** (CE Status) is determined on a case-by-case basis after an individual completes the Coordinated Entry Primary Assessment that determines if an individual is Housing Referral Status or Problem-Solving Status.
- **Housing Referral Status:** Determined based on vulnerability, housing barriers and chronicity of homelessness. Individuals identified as Housing Status will be assigned a Housing Navigator who will match the household with available housing.
- **Problem Solving Status:** Those who are not Housing Referring Status will be offered Problem Solving conversations and may be offered support through Problem Solving resources including: one-time flexible grants to address issues related to housing and employment, reunification programs, mediation and move-in assistance.

Key Terms: Embarcadero SAFE Navigation Center Data Dashboard

- **Exits by Destination:** Reflects the exit destination of guests leaving the program. We anticipate seeing additional exits to housing for Housing Referral Status clients as additional housing resources become available.
 - **Placed in Permanent Supportive Housing:** Reflects Housing Referral Status guest being successfully placed in supportive housing.
 - **Emergency Shelter:** Reflects transfer to another temporary shelter program.
 - **Hospital or other residential setting:** Reflects transfer to a hospital or other residential setting.
 - **Staying with Friends or Family:** Reflects guest has secured a place to stay with their support network.
 - **Unsheltered or place not meant for human habitation:** Reflects that at the time of the exit, guest did not have a stable exit identified.
 - **Other / Data Not Collected:** Usually reflects voluntary exits, given there is not an opportunity to conduct an exit interview.