



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: June 2023 Written Report

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



Embarcadero SAFE Navigation Center Point-in-Time Count

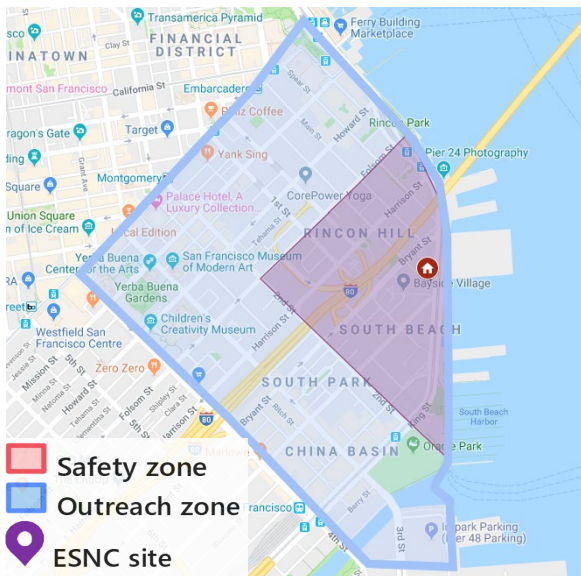
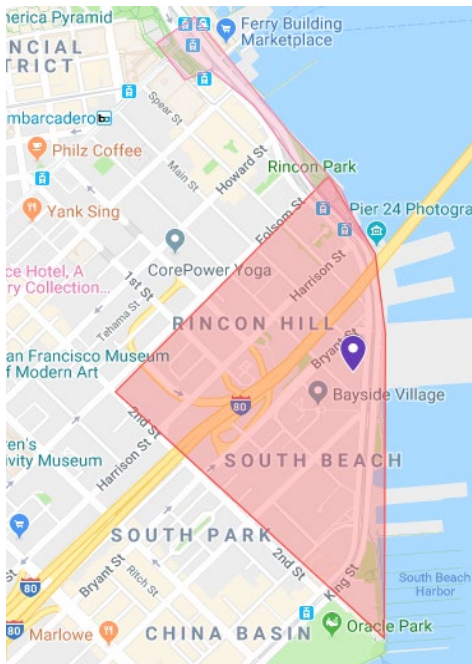


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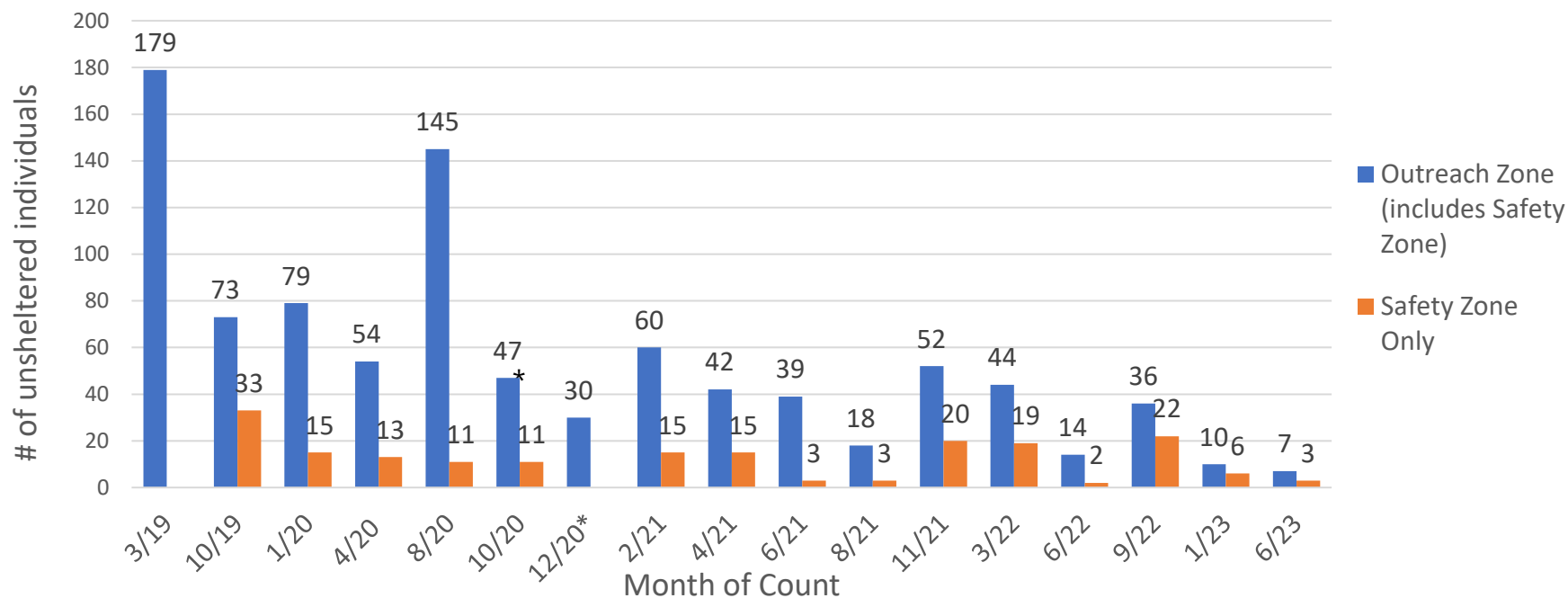
The June 2023 count of unsheltered people in the Outreach Zone found **7 people**.

- **3** people were observed in the Safety Zone.

Homelessness is highly dynamic and variable. We will continue to conduct point-in-time counts in the Outreach Zone and will be tracking trends overtime.



Outreach Zone Regular PIT Count



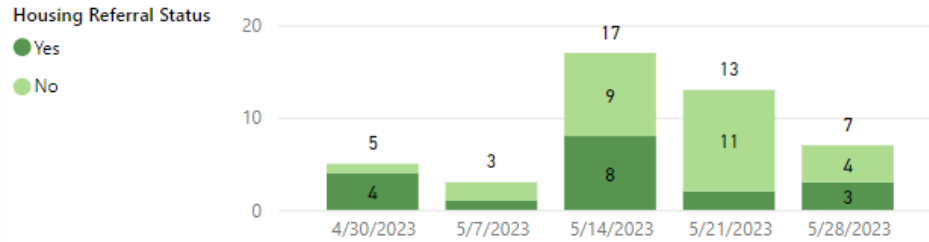
* This is an estimate based on a count conducted on December 15, 2020. Due to data quality issues, we are unable to provide the count of unsheltered people in the Safety Zone specifically. | The second 2023 count took place in April but the City conducted a recount in June due to data quality issues.

May 2023: Embarcadero SAFE Navigation Center

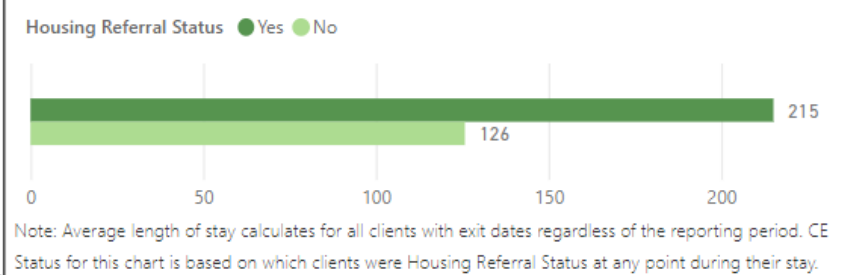
- Capacity was at **180 beds** as of May 31, 2023.
- 147 guests** as of May 31, 2023*.
- A glossary of key terms is at the end of this report.

**Occupancy dropped below 100% in May 2023 as new beds continue to come online and placements are made, with priority for community placements.*

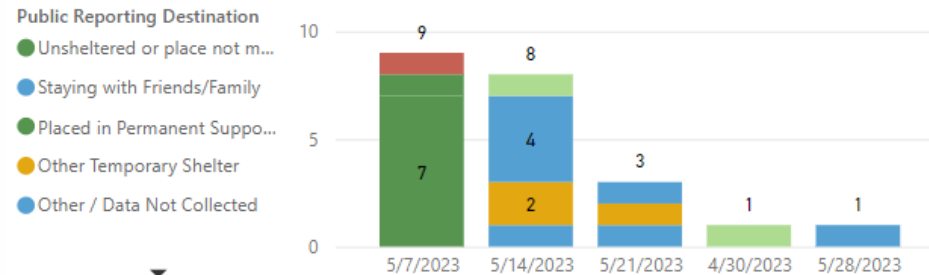
Weekly Intakes by CE Status



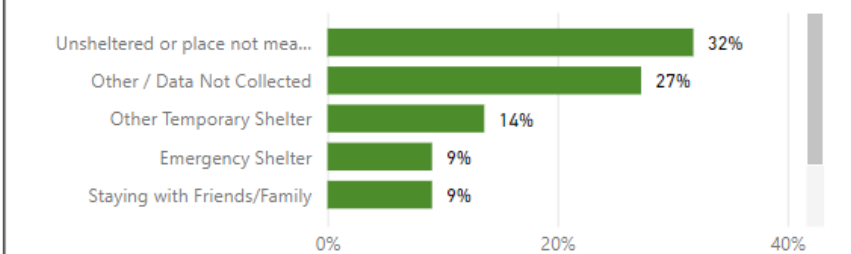
Average Length of Stay by CE Status (Days)



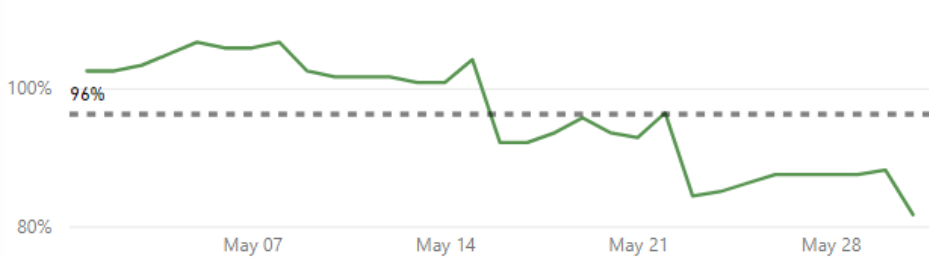
Weekly Exits by Destination



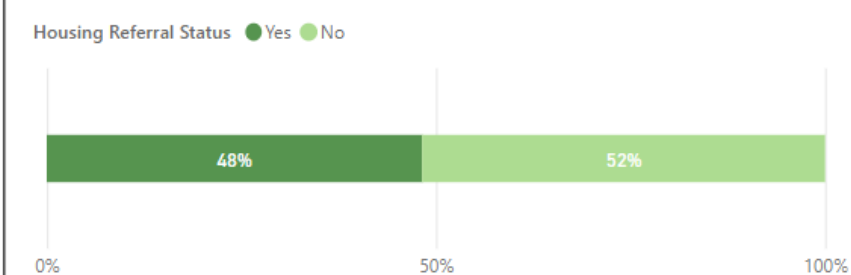
Exits by Destination



Occupancy Rate



Percent of Clients by CE Status



Updates: Embarcadero SAFE Navigation Center

- In May 2023, **1 guest** moved from Embarcadero into permanent supportive housing.
 - **1 guest** placed in **permanent housing**
 - **2 guests** exited site to **stay with friends or family**;
 - **5 guests** exited to **other shelter** programs
- 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

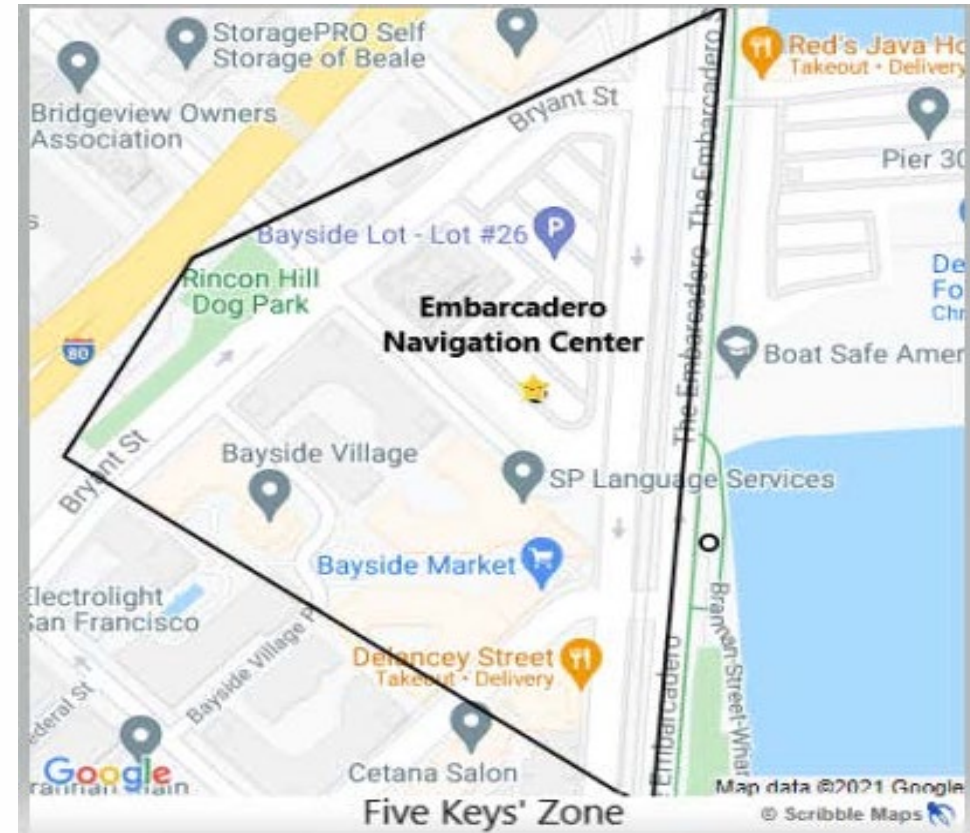
Embarcadero Reinflation: Updates

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

- As of May 31st, the capacity of the program is **180 beds**.
 - As of Tuesday May 31st, there were **147 guests**.
- Average of 10-20 placements a week.
- Beds will be prioritized for **community placements** from the Outreach Zone through SFHOT and HSOC.
 - Since May 17, 2023, all referrals made have been from SFHOT or 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 **May 2023**, Five Keys received **8 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.