



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: July 2023 Written Report

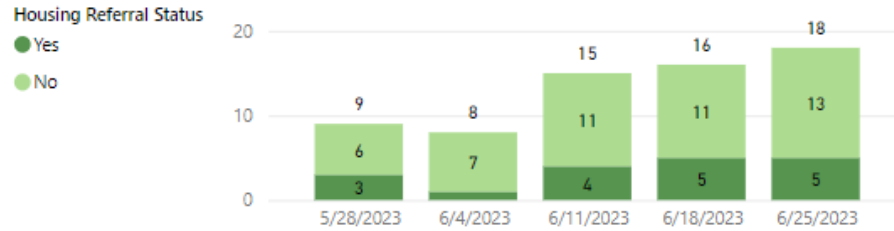
Department of Homelessness and Supportive Housing | Five Keys Schools and Programs



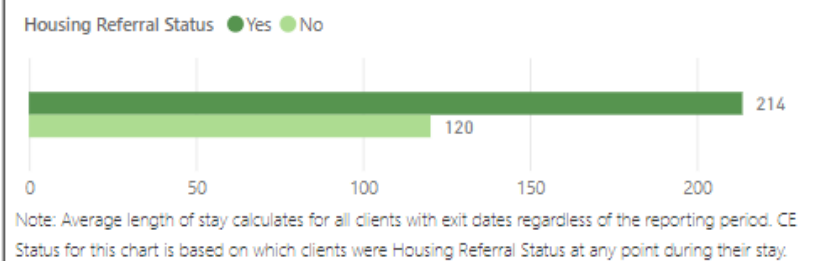
June 2023: Embarcadero SAFE Navigation Center

- Capacity was **200 beds** as of June 30, 2023.
- **193 guests** as of June 30, 2023.
- A glossary of key terms is at the end of this report.

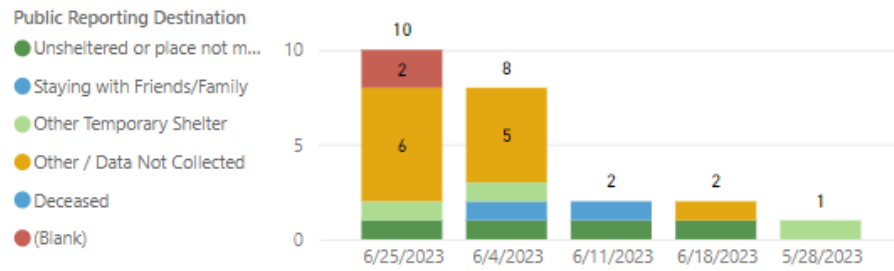
Weekly Intakes by CE Status



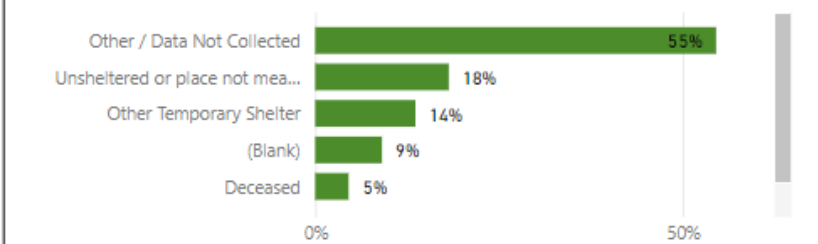
Average Length of Stay by CE Status (Days)



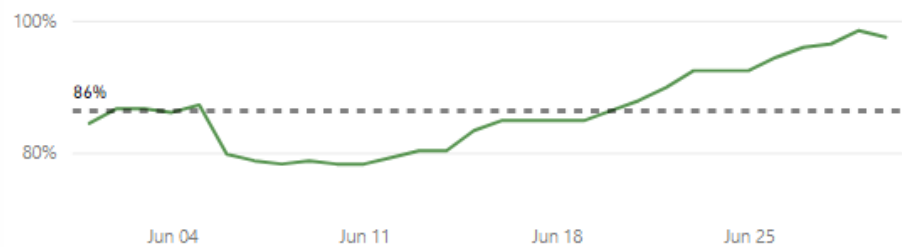
Weekly Exits by Destination



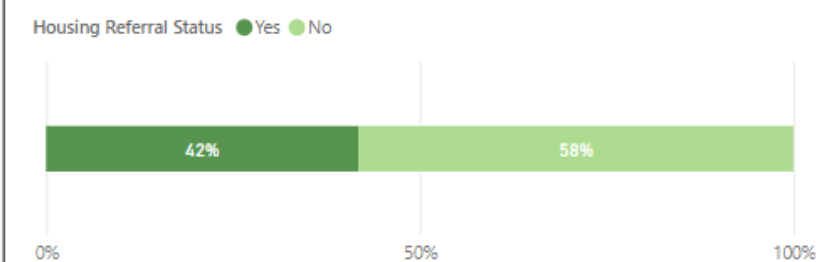
Exits by Destination



Occupancy Rate



Percent of Clients by CE Status



Updates: Embarcadero SAFE Navigation Center

- In June 2023, **2 guests** moved from Embarcadero to stay with friends and family.
 - **2 guests** exited site to **stay with friends or family**;
 - **3 guests** exited to **other shelter** programs
 - **0 guests** placed in **permanent housing**
- Referrals continue to run through the City's **centralized placement process**, with priority for community placements made by SFHOT and HSOC.
- Five Keys continues to provide **community activities** for guests, hosts DPH **Shelter Health** and **Behavioral Health** staff onsite 3 times a week and has a partnership with **Goodwill** for **workforce development**.

Embarcadero Community Building

- Five Keys is creating an **outside workout area** for guests.
- Five Keys full-time **Activities Coordinator** facilitates a variety of activities at the Embarcadero Navigation Center to support **community building** and **guest engagement** including:
 - Daily Art Workshops and Crocheting
 - Yoga, Meditation and Tai Chi
 - AA/NA Meetings and a Harm Reduction Focus Group
 - Job Readiness
 - Digital Exercise and Aerobics
 - Karaoke, Movie Nights and Game Days
 - Seasonal Events

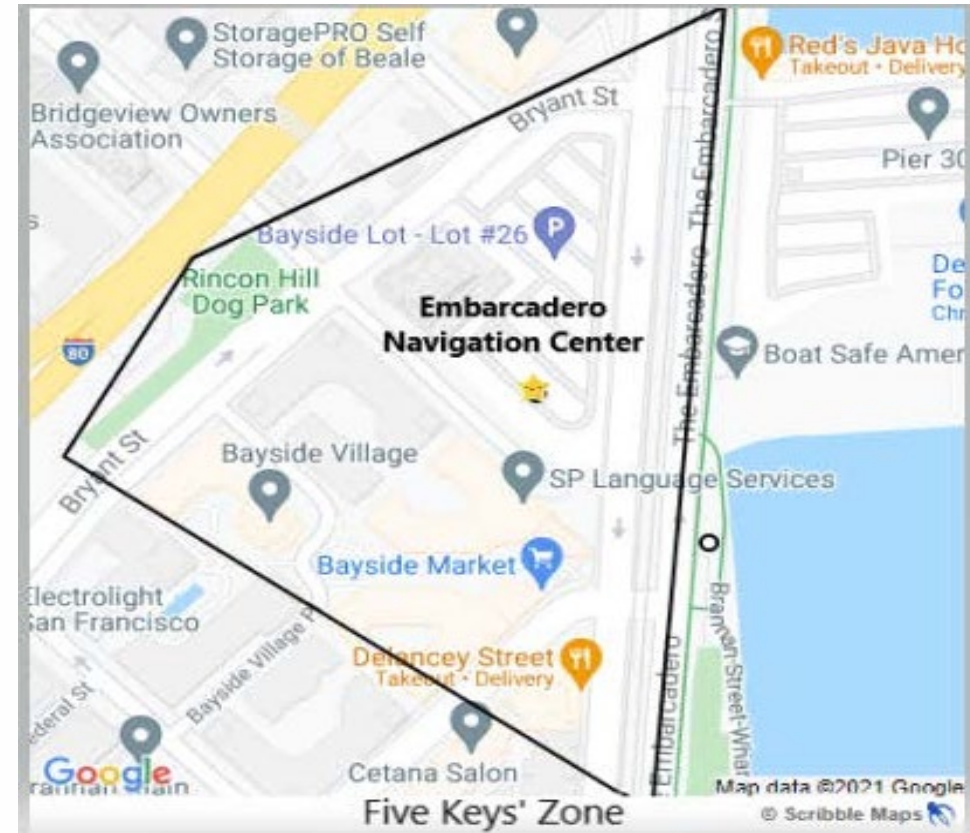
Embarcadero Reinflation: Updates

Reinflation of 80 beds at Embarcadero was completed by **July 2023**.

- As of July 17th, the capacity of the program is **200 beds**, with **199 guests** or **99.5% occupancy**.
- During reinflation, beds were prioritized for **community placements** from SFHOT and HSOC.
 - **88.5%** of guests referred during reinflation were made by SFHOT or HSOC, with a large portion of referrals made from the Outreach Zone.
 - During reinflation, SFHOT provided **outreach 3 times a week** in the Outreach Zone, and HSOC conducted operations in the area with multiple city agencies during three separate occasions.

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 **June 2023**, Five Keys received **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.