



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



# Embarcadero SAFE Navigation Center Point-in-Time Count

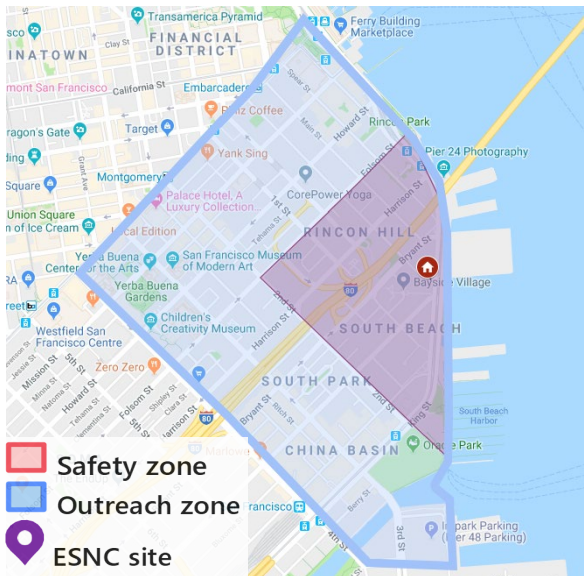
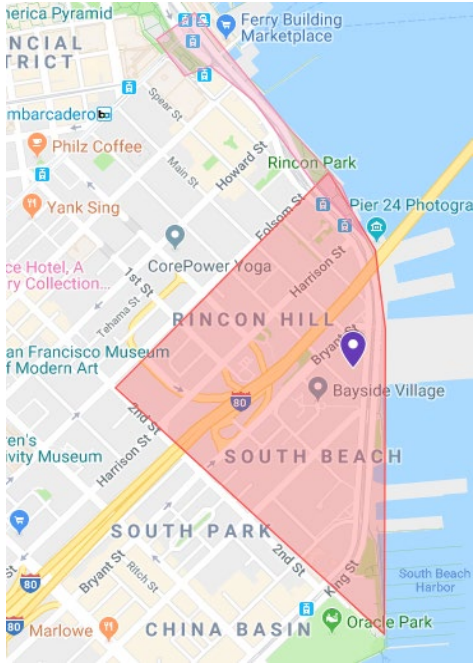


2

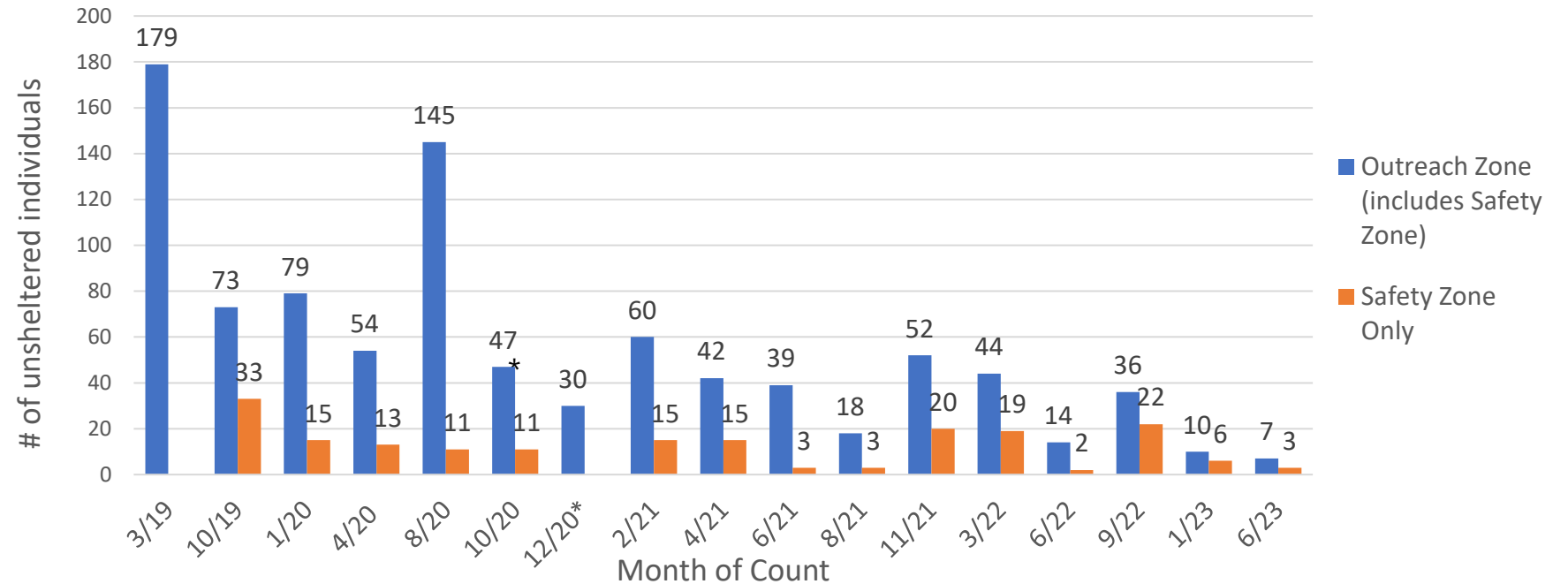
The June 2023 count of unsheltered people in the Outreach Zone found **7 people**.

- **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



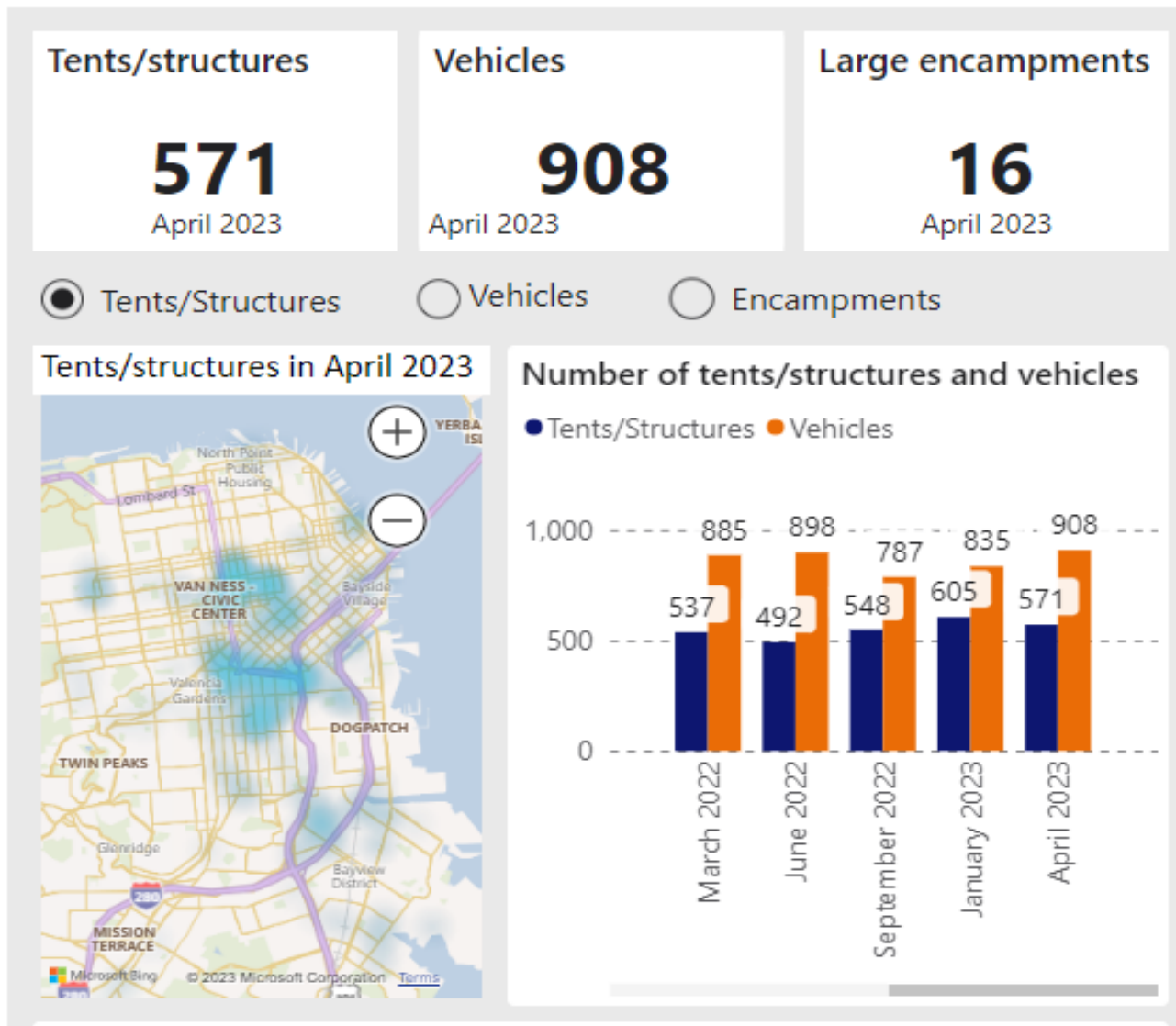
\* This is an estimate based on a count conducted on December 15. Due to data quality issues, we are unable to provide the count of unsheltered people in the Safety Zone specifically or a precise number in the Outreach Zone.

# April 2023 HSOC Quarterly Tent and Vehicle Count

3



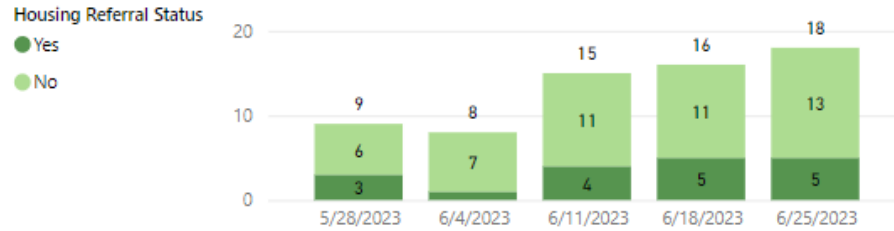
The April 2023 citywide HSOC Quarterly Tent and Vehicle count found **571 tents/structures** and **908 vehicles**.



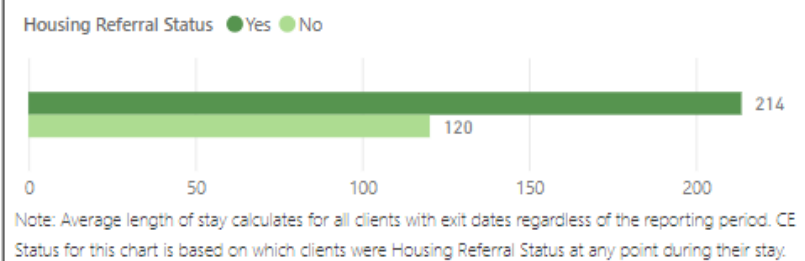
# June 2023: Embarcadero SAFE Navigation Center

- 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.

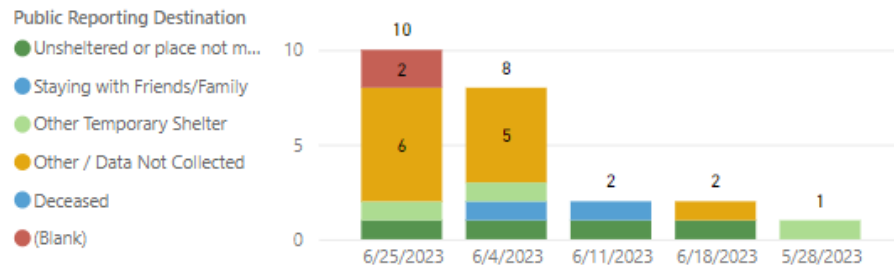
**Weekly Intakes by CE Status**



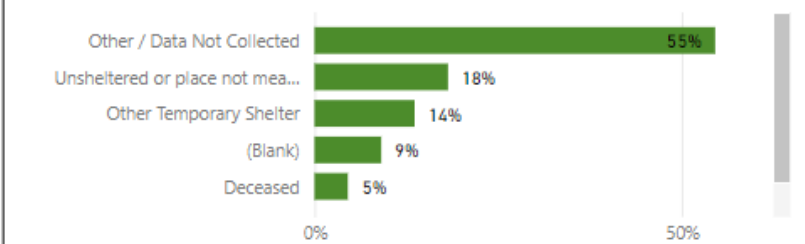
**Average Length of Stay by CE Status (Days)**



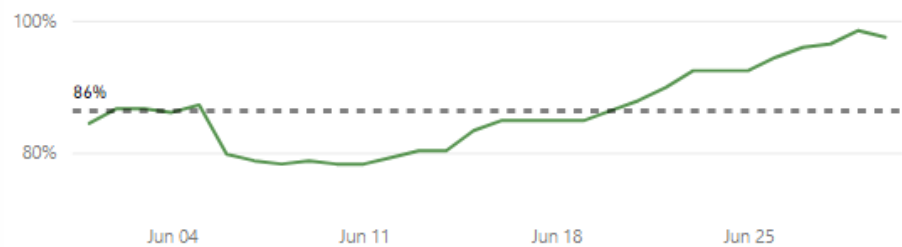
**Weekly Exits by Destination**



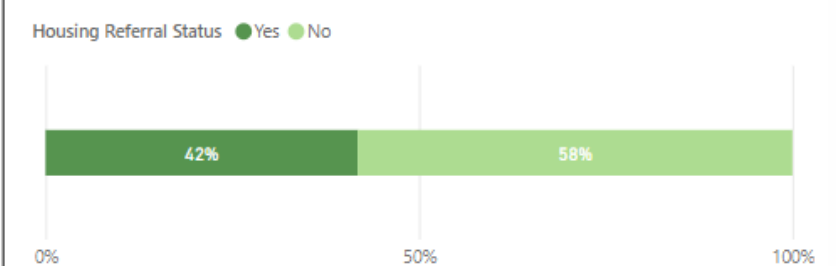
**Exits by Destination**



**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**.

# Updates: 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 Success Story

Jonathan\* became a guest at the Embarcadero Navigation center during the onset of the COVID-19 pandemic. While he initially kept to himself, Five Keys staff continued to engage with him over time to support his needs and hopes for the future.

Jonathan became a vital part of the community at the Embarcadero Navigation Center, making friends with other guests, finding purpose in supporting the upkeep of the dog area at the program and volunteering with outside organizations.

At the end of 2022, Jonathan moved into permanent housing. Since moving, Jonathan has visited the program to thank staff for their support in his journey through and out of homelessness and recently celebrated 9 months of sobriety.

*\*Name changed for privacy.*

# 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.



# Original MOU Requirements

- Under the original 2019 Memorandum of Understanding (MOU) between HSH and the Port, HSH is required to:
  - *Section 11.3 Embarcadero S.A.F.E Navigation Center Operator*
    - HSH's contract with the Embarcadero S.A.F.E Navigation Center Operator shall include a Good Neighbor Policy.
  - *Section 12.3 Maintenance and Repair*
    - HSH agrees to remove all graffiti from the Premises, including from the exterior of any building, within seventy-two (72) hours of HSH's discovery of the graffiti.
    - HSH shall be responsible for conducting, or causing its Agents to conduct, frequent walk throughs of the area surrounding the Embarcadero S.A.F.E Navigation Center for trash collection and pick-up and disposal of any used sharps along the fence on Beale, and The Embarcadero and Bryant Streets.

# Original MOU: Option to Extend Requirements

Under the original 2019 Memorandum of Understanding (MOU) between HSH and the Port, HSH and the City were required to meet the following for a two-year extension to be considered, per Section 6.1:

- A. *Over a two-year period, there has been a **decrease in the number of unsheltered homeless** people in the Outreach Zone, as set forth on Exhibit E.*
- B. *The City has provided **dedicated beat officers** (days and hour of patrol to be determined) **within the Safety Zone** and HSH has provided **dedicated cleaning services in the area** (days and hours of cleaning to be determined), through a partnership with a nonprofit organization;*
- C. *HSH has **provided quarterly reports to the Port** that include: (x) information on publicly available crime statistics and other community impact measures in the Safety Zone, as set forth on Exhibit F, (y) program utilization and outcomes, (z) cleaning efforts; and*
- D. *HSH and its Embarcadero Navigation Center Operator have **complied with the Good Neighbor Policy.***

# Original MOU: Good Neighbor Policy

- **Work with neighbors, DSHS, SFPD, Public Works, DPH and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed.**
- Assign a director, manager, or representative to **participate in, and attend appropriate neighborhood and community meetings.**
- **Grantee shall provide a phone number** to all interested neighbors that will be answered at all times by a manager or other responsible person who has the authority to respond to complaints and issues at the Embarcadero S.A.F.E Navigation Center as they arise.\*
- **Minimize the impact** on the neighborhood of Embarcadero S.A.F.E Navigation Center guests entering, exiting or waiting for services. The Embarcadero S.A.F.E Navigation Center will do this by **limited referrals, not allowing walk-ins and having 24/7 access to the site for registered guests.**
- **Actively discourage** and address excessive noise from program clients and others who may be just outside the program site.
- **Actively discourage** loitering in the area immediately surrounding the program. **Coordinate with other service providers and City agencies, as necessary to address the issue.**
- In conjunction with the DSHS and other City agencies, **inform neighborhood businesses and residents of the services available** at the Embarcadero S.A.F.E Navigation Center and **how individuals are referred.**
- Implement management practices necessary to insure that **staff and clients maintain the safety and cleanliness of the area immediately surrounding the facility and do not block driveways of neighboring residents or businesses.**
- **Take all reasonable measures** to ensure that sidewalks adjacent to the facility are not blocked.



# 2021: Improvements to Public Text Line

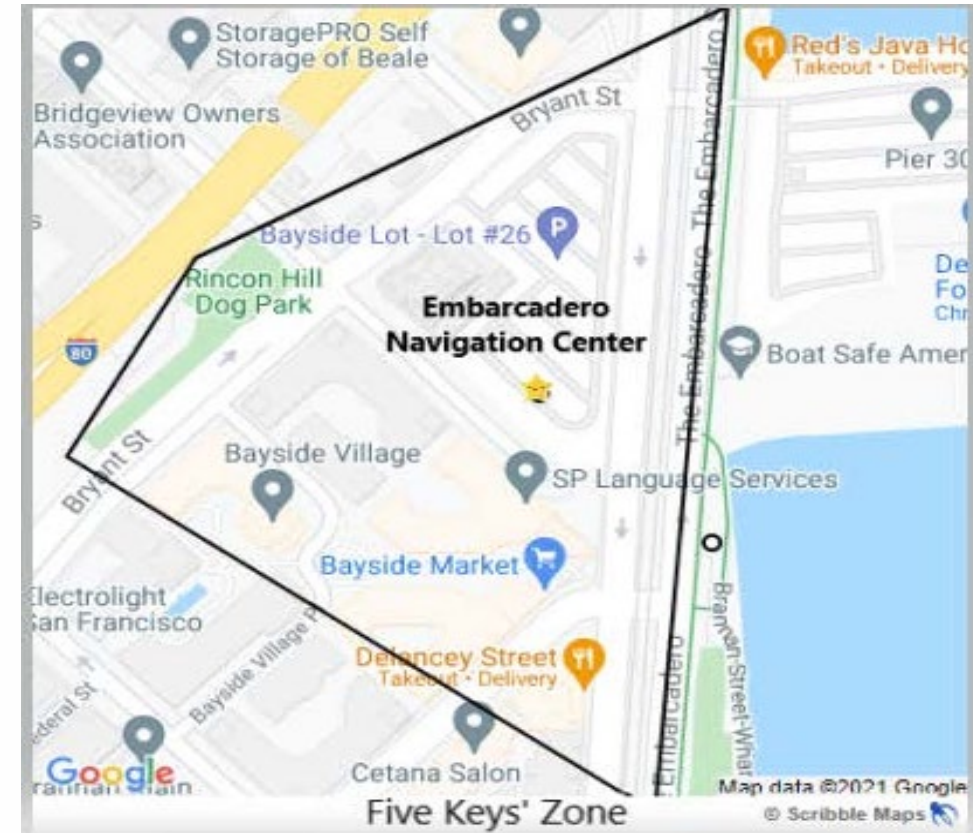
12

Based on community feedback from the **Special Meetings** held on August 4 and September 1, 2021, the following **improvements** have been made:

- **Updated training** for Five Keys Supervisors responding to public text line.
- All texts will receive a **confirmation** text message and a **personal response** as appropriate within **24 hours**.
- Added a slide to the monthly written report to demonstrate **dedicated cleaning efforts by Five Keys**.
- Added slides to **monthly written reports** to include public guidance on how to express neighborhood concerns.
- Five Keys will distribute a **flyer** with this information in fall 2021.

# 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](https://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 SFAids 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.

# HSH Updates: Adult Shelter Reservation System

- In July 2023, HSH launched the **Adult Shelter Reservation System**.
- The System supports **adults experiencing homelessness** to call or use an online form to **request shelter placement** and be added to a waitlist for a shelter bed.
- The System was developed based on **significant input** from people with lived experience, providers and city partners.
- For more information, please visit: [TINYURL.COM/ADULTSHELTERSF](https://tinyurl.com/adultsheltersf)



The poster features the official seal of the City and County of San Francisco on the top left and the HSH logo with the text 'DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING' on the top right. The main title is 'San Francisco Adult Shelter Reservation System'. The phone number '(628) 652-8000' is prominently displayed in large white font. Below it, the text 'or visit:' is followed by the URL 'TINYURL.COM/ADULTSHELTERSF' in a stylized white font. A QR code is located in the bottom right corner. At the bottom, there is a white rectangular box and the text 'REMEMBER YOUR UNIQUE IDENTIFIER TO FIND YOUR POSITION ON THE LIST.' in red.

San Francisco Adult Shelter Reservation System

(628) 652-8000

or visit:

TINYURL.COM/ADULTSHELTERSF

The San Francisco Adult Shelter Reservation system is for adults currently experiencing homelessness. Please call the number above, scan the QR Code, or visit the website listed to register. You can check your status at any time on the same webpage

REMEMBER YOUR UNIQUE IDENTIFIER TO FIND YOUR POSITION ON THE LIST.

# HSH Updates: Proposed New Agreement


- HSH is proposing to enter a **new agreement** with the Port of San Francisco for a term of two years with an option to extend for up to two more years, subject to termination if the site is needed for development.
- HSH is facilitating a **community engagement process** prior to this being considered by the Port Commission this fall.
- For more information on this process and upcoming meeting information, please visit: <https://hsh.sfgov.org/get-involved/notices/>


**HSH** DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

## Embarcadero SAFE Navigation Center Extension Proposal

For Neighbors and Residents of the Embarcadero Navigation Center

The Department of Homelessness and Supportive Housing (HSH) is proposing to enter into a new agreement with the Port of San Francisco to continue the interim use of the site as the Embarcadero Navigation Center. This meeting is to inform community members about the proposal. Please email [HSHEXternalAffairs@sfgov.org](mailto:HSHEXternalAffairs@sfgov.org) with any questions you may have.

<b><u>Meeting Information</u></b>	<b><u>Project Information</u></b>
5:30 pm Wednesday, August 16	For more information please visit:
899 2nd St.	<a href="https://hsh.sfgov.org/get-involved/notices/">https://hsh.sfgov.org/get-involved/notices/</a>
South Beach Harbor	Or scan the QR Code below:
Pier 40A	



# 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.