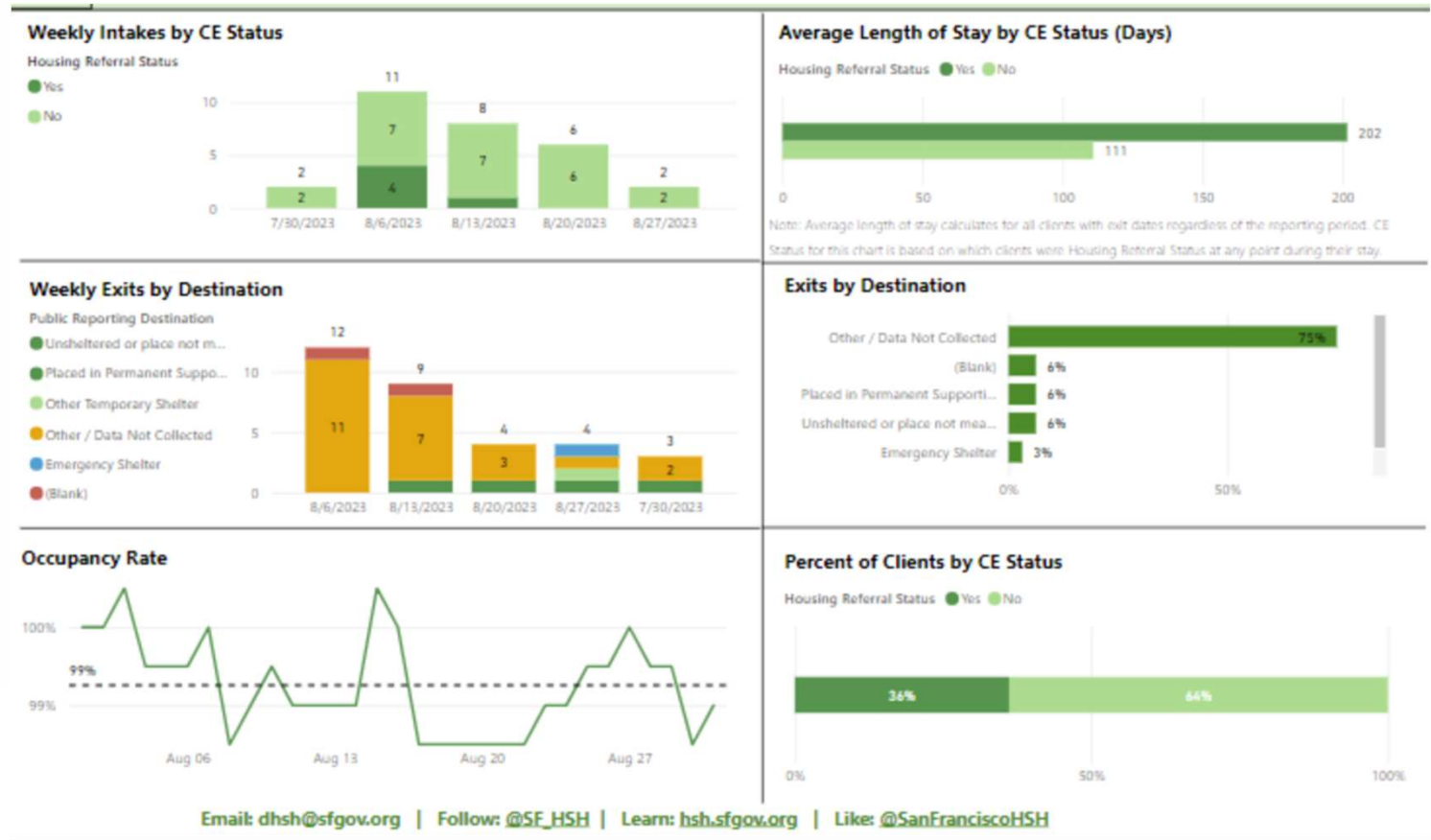# Embarcadero SAFE Navigation Center: September 2023 Written Report

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

August 2023: Embarcadero SAFE Navigation Center

- Capacity was **200 beds** as of August 31, 2023.

- **198 guests** as of August 31, 2023.

- A glossary of key terms is at the end of this report.

Weekly Intakes by CE Status

Housing Referral Status
- Yes
- No

Date	Yes	No	Total
7/30/2023	2	2	2
8/6/2023	4	7	11
8/13/2023	7		8
8/20/2023	6	6	6
8/27/2023	2	2	2

Average Length of Stay by CE Status (Days)

Housing Referral Status: Yes, No

Yes: 202
No: 111

Note: Average length of stay calculates for all clients with exit dates regardless of the reporting period. CE Status for this chart is based on which clients were Housing Referral Status at any point during their stay.

Weekly Exits by Destination

Public Reporting Destination
- Unsheltered or place not m...
- Placed in Permanent Suppo...
- Other Temporary Shelter
- Other / Data Not Collected
- Emergency Shelter
- (Blank)

Date	Value	Total
8/6/2023	11	12
8/13/2023	7	9
8/20/2023	3	4
8/27/2023		4
7/30/2023	2	3

Exits by Destination

Destination	Percent
Other / Data Not Collected	75%
(Blank)	6%
Placed in Permanent Supporti...	6%
Unsheltered or place not mea...	6%
Emergency Shelter	3%

Occupancy Rate

99% (dashed line reference)

Percent of Clients by CE Status

Housing Referral Status: Yes, No

Yes: 36%
No: 64%

Updates: Embarcadero SAFE Navigation Center

☛In August 2023, **2 guests** moved from Embarcadero to housing.

- **2 guests** placed in **permanent housing**
- **2 guests** exited to **other shelter** programs

☛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 SAFE Navigation Center

- Five Keys has provided a **revised** Flier with information on who to call.

- If you'd like to share a PDF of the flier with your community, please find a PDF version on the Port's ESNCAG website: https://sfport.com/files/2023-08/megembarcaderoflyer20234.pdf

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 facilitated a **community engagement process,** with a virtual meeting in July and an in-person meeting in August.

☛ Informational hearing at the Port Commission on **September 12, 2023.**

• Action Item at the Port Commission on **October 10, 2023.**

☛ For more information on this process and upcoming meeting information, please visit: https://hsh.sfgov.org/get-involved/notices/

DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Embarcadero SAFE Navigation Center Extension Proposal

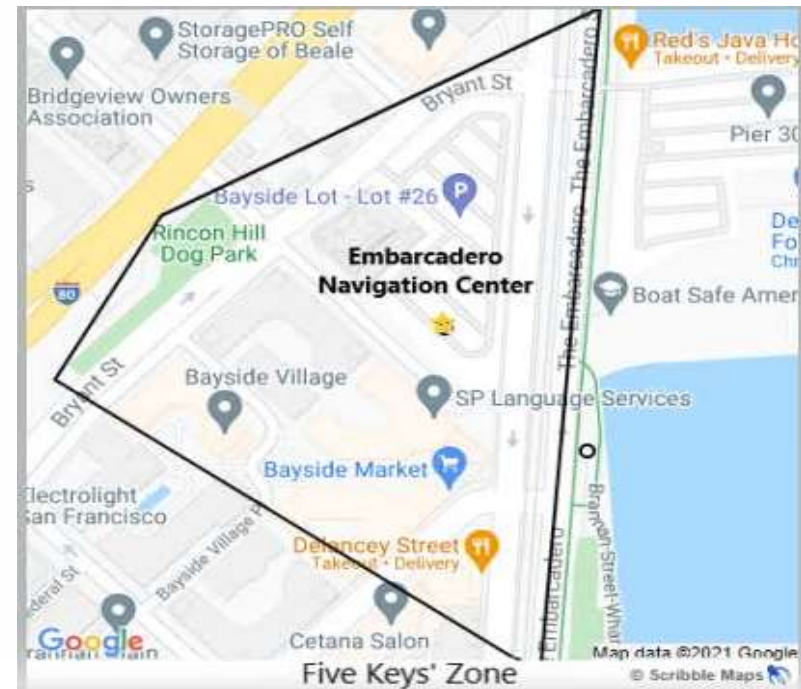### For Neighbors and Residents of the Embarcadero Navigation Center

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 with any questions you may have.

Meeting Information
5:30 pm Wednesday, August 16

899 2nd St.

South Beach Harbor

Pier 40A

Project Information
For more information please visit:
https://hsh.sfgov.org/get-involved/notices/
Or scan the QR Code below:

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 at least **2 times a day**.

☛ In **August 2023**, Five Keys received **2 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:* <u>sf.gov/healthy-streets</u>

- ☛ 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 I 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.