



Department of Homelessness & Supportive Housing, Executive Director Shireen McSpadden
San Francisco Police Department, Chief William Scott
Port of San Francisco, Executive Director Elaine Forbes
Department of Public Works, Acting Director Carla Short
Department of Emergency Management, Executive Director Mary Ellen Carroll

Effective Date: Upon approval of proposed MOU by the Port Commission

RE: City support around the Embarcadero SAFE Navigation Center

The Department of Homelessness and Supportive Housing (HSH) funds the Embarcadero SAFE Navigation Center at Seawall Lot 330 (555 Beale Street). The Navigation Center is operated by Five Keys Schools and Programs and provides shelter operations and supportive services for up to 200 guests at a time. The purpose of this agreement is to document departmental commitments to support unsheltered individuals and street conditions in the Safety and Outreach Zones (see map below). These agreements reflect practices that are already in place under the current agreement between the City and the Port to operation the navigation and will continue and be codified under this agreement. To help ensure that the continued success of this program, as well as ensure the designated area around the program is safe, clean and livable for *all* residents, the City is prepared to make the following commitments outlined below:

Embarcadero SAFE Navigation Center (Seawall Lot 330)

As part of the original 2019 MOU with the Port, the City designated a “safety zone” around the site, which will continue to be the focus area for the activities listed below as well as a larger “outreach zone” that will receive particular attention from the San Francisco Homeless Outreach Team (SFHOT).

Department of Homelessness and Supportive Housing (HSH)

- 1) HSH will continue to fund operations, services and staffing at the Embarcadero SAFE Navigation Center at 555 Beale Street to provide shelter services and housing navigation for up to 200 guests. HSH will continue to partner with Five Keys Schools and Program (“Five Keys”) to operate the site.

- 2) HSH will continue to prioritize community placements made by SFHOT and HSOC from the Outreach Zone through the centralized placement process.
- 3) HSH will work with the Five Keys (the non-profit operator of the site and the grantee) to continue to implement the good neighbor policy to their grant agreement with HSH.

This policy includes:

- Grantee shall work with neighbors, HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH) and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed.
 - Grantee shall 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 Navigation Center.
 - Grantee shall minimize the impact on the neighborhood of Embarcadero Navigation Center guests entering, exiting, or waiting for services. Grantee will do this by limiting referrals to specified referral partners, not allowing walk-ins, and having 24/7 access to the site for registered guests.
 - Grantee shall actively discourage and address excessive noise from program participants. Grantee will coordinate with other service providers and City agencies, as necessary to address this issue if just outside the program site.
 - Grantee shall actively discourage loitering in the area immediately surrounding the program. Grantee will coordinate with other service providers and City agencies, as necessary, to address this issue.
 - Grantee shall, in conjunction with HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Embarcadero Navigation Center and how individuals are referred.
 - Grantee shall implement management practices necessary to ensure that staff and participants maintain the safety and cleanliness of the area immediately surrounding the facility and do not block driveways of neighboring residents or businesses.
 - Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.
- 4) **Neighborhood Cleaning:** Five Keys provides neighborhood cleaning including litter removal services around the program site and within the designated cleaning area at least twice daily.
 - 5) **HSH's Homeless Outreach Team (SFHOT):**
 - Will continue to conduct a count of unsheltered individuals in the Safety and Outreach Zone as part of the Healthy Streets Operations Center's ("HSOC") quarterly tent and vehicle count.

- SFHOT will continue to provide dedicated outreach in the Outreach Zone, including offering shelter placements to Embarcadero Navigation Center or other shelter placement as available to people living unsheltered in the area. SFHOT staff will communicate back to the Healthy Streets Operation Center (HSOC) if additional coordination of city resources is needed. SFHOT will refer any people encamped in the area who have significant behavioral health needs to DPH.

6) Embarcadero SAFE Navigation Center Community Advisory Group (ESNCAG): HSH will host and participate in quarterly Embarcadero SAFE Navigation Center Community Advisory Group (ESNCAG) meetings. ESNCAG is made up of Embarcadero neighbors including tenants, homeowners, small businesses, the East Cut CBD, the District 6 Supervisor's Office, HSH, SFPD, DPW and the Port. This group is Chaired by members of the Advisory group.

The dedicated email address esncag@sfgov.org will be monitored by assigned HSH staff who will respond to requests and concerns from the community related to the program and designated zones. Updates on the inbox will be shared out by HSH as part of the standing quarterly meeting agenda.

5a) ESNCAG Reporting: HSH and Five Keys will continue to provide monthly written updates that include program utilization and outcomes and Five Keys' cleaning efforts in the designated area.

San Francisco Police Department (SFPD)

- 1) SFPD will continue to provide dedicated beat officers within the Safety Zone.
- 2) SFPD will continue to provide monthly reports that include information on publicly available crime statistics and other community impact measures in the safety Zone.
- 3) SFPD will continue to participate in the quarterly ESNCAG meetings.

Port of San Francisco (Port)

- 1) Port will continue to participate in quarterly ESNCAG meetings.
- 2) Port will continue to support landscaping and maintenance of Port Property around the program, as described in the MOU.

San Francisco Public Works

- 1) Public Works staff will continue to provide regular cleaning and brush up in the outreach and safety zones.
- 2) Public Works will continue to partner with HSOC on any encampment resolution in the outreach and safety zones.
- 3) Public Works will continue to attend the quarterly ESNCAG meetings as needed.

DEM Street Response Teams / Healthy Streets Operations Center (HSOC)

- 1) HSOC will communicate regularly with SFHOT about conditions in the outreach zone.

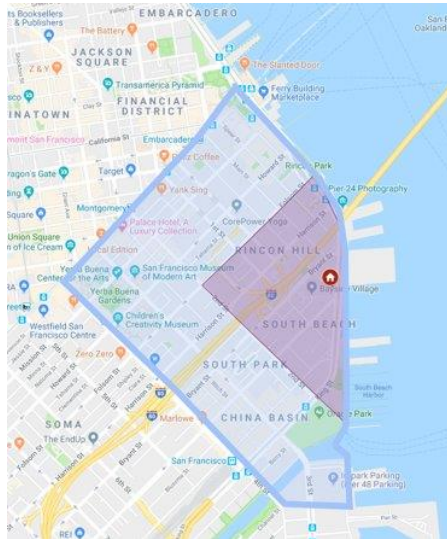
- 2) HSOC will conduct encampment resolutions in the area as needed. These resolutions include outreach, shelter placement and resolution.
- 3) HSOC will continue to support city teams working in the safety and outreach zone with outreach and shelter placement, as needed.

Geographic Area

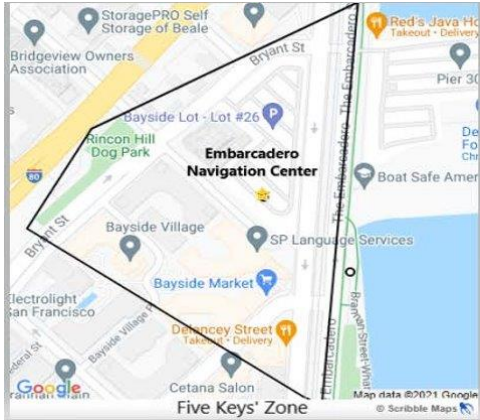
The area highlighted below in red is considered the **“safety zone”** and will be prioritized for the services outlined above.



The area below in blue is considered the **“outreach zone”** and will be prioritized for additional services from SFHOT:



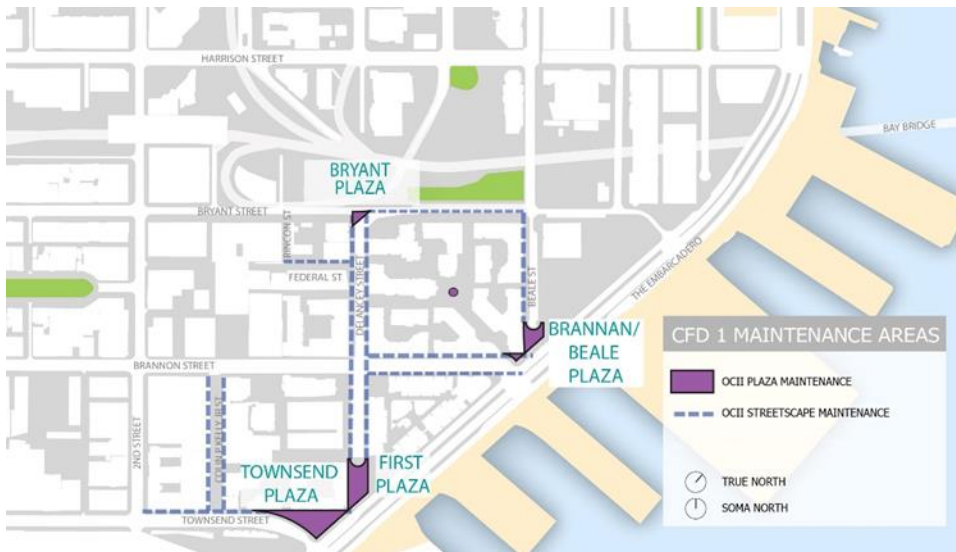
The area below is considered the **“designated cleaning zone”** and will receive daily cleaning services from Five Keys:



While the **Office of Community Investment and Infrastructure (OCII)** is not a San Francisco City department and is therefore not a signatory to this letter, we do want to highlight the role and responsibility of OCII in operations of the area.

1. The Office of Community and Infrastructure Investment will continue to manage and maintain the Beale Plaza improvements as part of Community Facilities District #1 on behalf of the CFD's property owners.
2. The CFD #1 maintenance areas are identified in map #1 below:

Map #1.



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