



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



# Embarcadero SAFE Navigation Center: October 2023 Written Report

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



# September 2023: Embarcadero SAFE Navigation Center\*

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

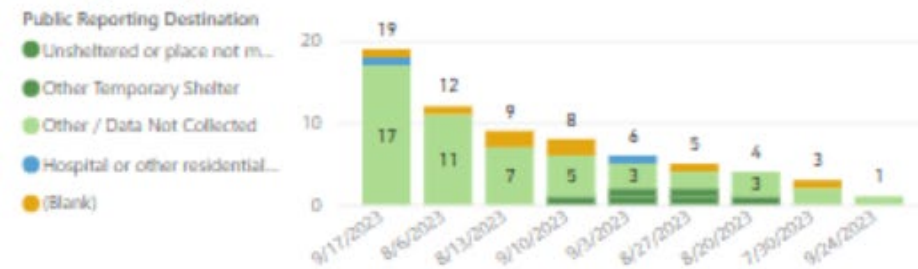
**Weekly Intakes by CE Status**



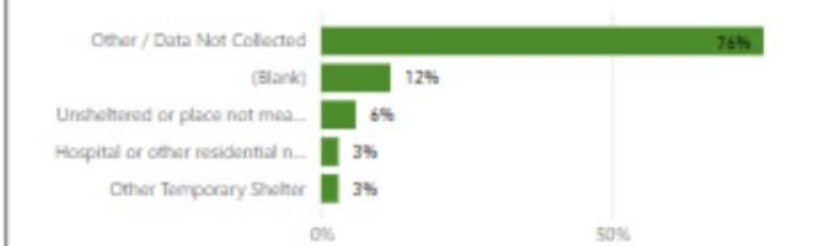
**Average Length of Stay by CE Status (Days)**



**Weekly Exits by Destination**



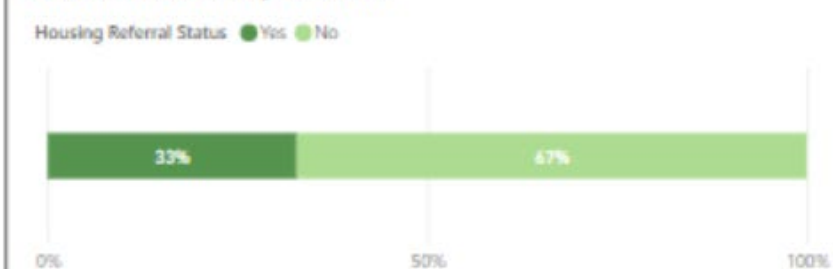
**Exits by Destination**



**Occupancy Rate**



**Percent of Clients by CE Status**



\*Due to required administrative changes in data collection, exit destinations for the month of September do not reflect all guest exits. Updated data on guest exits will be provided as soon as available.

# Updates: Embarcadero SAFE Navigation Center

- In September 2023, **2 guests** moved from Embarcadero to **permanent housing\***.
  - **2 guests** exited to **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**.

*\*Due to required administrative changes to data collection at HSH, housing exit data for the month of September was provided by Five Keys. HSH will provide updated exit data as soon as available.*

# HSH Updates: Proposed New Agreement

- On **October 10, 2023**, the Port Commission approved a new MOU between HSH and 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** for the new MOU starting in July 2023.

**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.

**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:

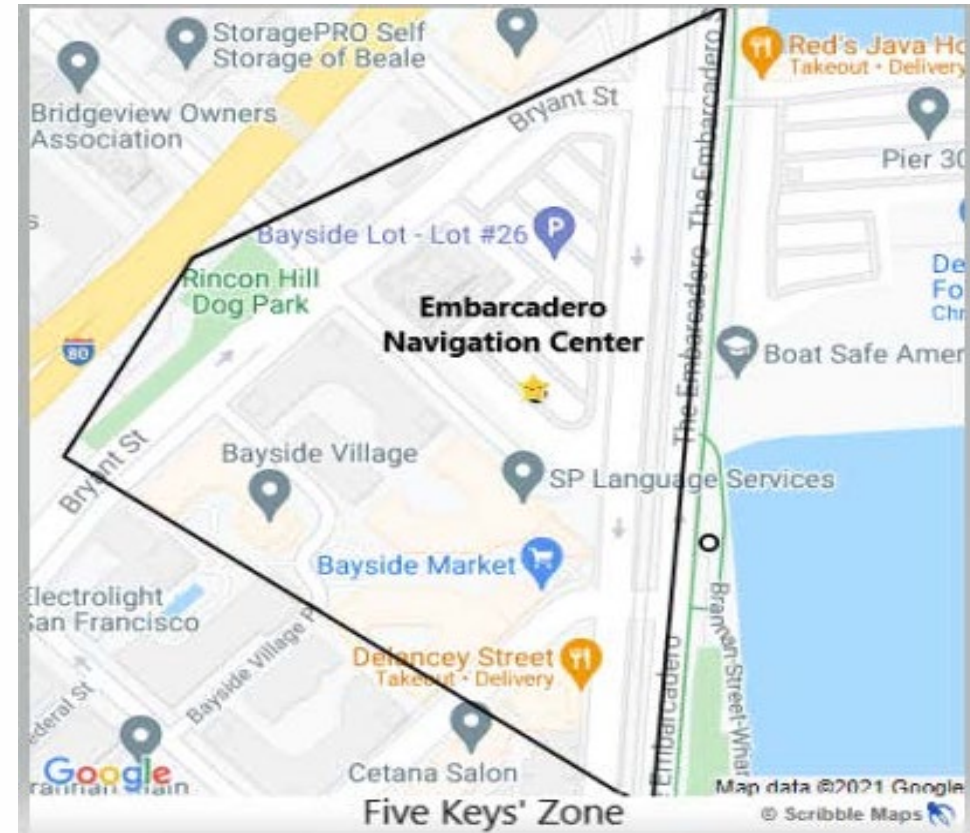


# HSH Updates: Proposed New Agreement

- The 2-year Option to Extend will be considered by the Port of San Francisco if HSH chooses to exercise the option, and has satisfied the terms and conditions of Section 6.
- Section 6 "Option Exercise Conditions" include:
  - (A) the **City** has provided **dedicated beat officers within the Safety Zone**, and **HSH** has provided **dedicated cleaning services in the designated cleaning area** through the program's non-profit operator;
  - (B) **HSH** has provided **quarterly reports** to the Port that include (1) information on publicly available **crime statistics**, (2) updated **point in time counts** of unsheltered people, including those in vehicles and tents, in the Outreach Zone and other community impact measures in the Safety Zone; and (3) **cleaning efforts**.
  - (C) **HSH** and the program's **non-profit operator** have complied with the **Good Neighbor Policy**.

# 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 **September 2023**, Five Keys received **3 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.



# 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.