



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



# Embarcadero SAFE Navigation Center: November 2023 Written Report

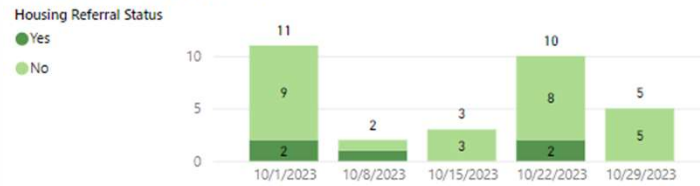
Department of Homelessness and Supportive Housing | Five Keys Schools and Programs



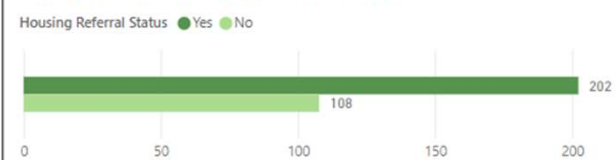
# November 2023: Embarcadero SAFE Navigation Center\*

- Capacity was **200 beds** as of October 31, 2023.
- **200 guests** as of October 31, 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)**



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 Exit Destination Shelter Status**



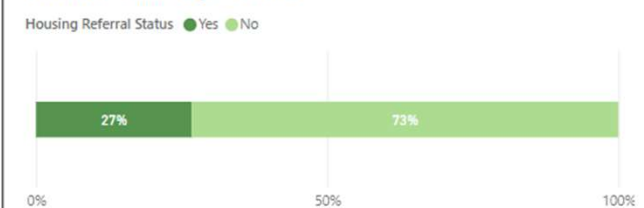
**Exits by Exit Destination Category and Shelter Status**

Exit Destination Category	Sheltered	Unknown	Unsheltered	Total
Other		82%		82%
Homeless Situations	3%		12%	15%
Temporary Housing Situations	3%			3%
<b>Total</b>	<b>6%</b>	<b>82%</b>	<b>12%</b>	<b>100%</b>

**Occupancy Rate**



**Percent of Clients by CE Status**

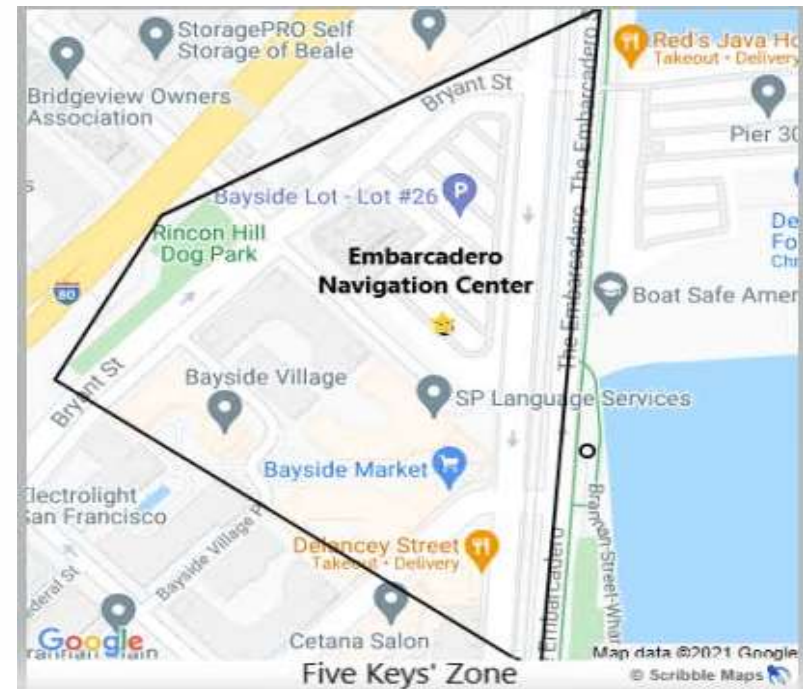


# Updates: Embarcadero SAFE Navigation Center

- In October 2023, **2 guests** moved from Embarcadero to **permanent housing**.
  - **2 guests** exited to **permanent housing**
  - **5 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: 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 **October 2023**, Five Keys received **0 text messages** pertaining to cleaning in the designated area.



*Map reflects Five Keys dedicated cleaning zone.*

# Updates: New Peer Support Group

## Healing the Shame

- Five Keys is offering a new peer support group for guests at the Embarcadero called "Healing the Shame".
- The benefits of healing shame include improved self-esteem, stronger interpersonal relationships, and a greater sense of emotional well-being.
- The group involves recognizing and releasing shame's hold, allowing for personal growth and the development of more fulfilling connections with others.



# 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)

## [Coordinated Street Response Program Video](#)

- 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:

- Blocked Driveways
- Illegal Parking



• Call **911** to report:

- Crime
- Fire
- Overdoses
- Medical emergencies
- Mental health crises

# 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.
- **Homeless Situations:** Emergency shelter, hotel or motel temporarily, host home shelter, safe haven, place not meant for habitation.
- **Institutional:** Hospital, psychiatric facility, substance use treatment facility, jail, prison, foster care, long term care facility.
- **Permanent Housing:** Rental, owned by client with or without housing subsidy, staying with family or friends on permanent tenure.
- **Temporary Housing:** Transitional housing or homeless persons, staying with friends or family on temp tenure, hotel or motel, residential project or halfway house, or Host home.
- **Other:** Deceased, no exit interview completed, other, client doesn't know, client prefers not to answer, or data not collected.



# 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.