



**EMBARCADERO SAFE NAVIGATION CENTER ADVISORY GROUP
(ESNCAG)
MEETING NOTES**

Wednesday, February 26, 2020

Port of San Francisco

South Beach Harbor Community Room – The Embarcadero @ King Street

5:30 pm

Embarcadero SAFE Navigation Center Advisory Group (ESNCAG) Members Present:

Sue Bushnell, The 301 Bryant Street Home Owners Association

Emily Cohen, Mayor's Office

Rick Dickerson, Maynard Rich Management

Marc Dragan, The Brannan Homeowners Association

Captain Tim Falvey, San Francisco Police Department (SFPD)

Steve Good, Executive Director of Five Keys

Mahesh Khatwani, The Watermark Homeowners Association

Toby Levine, Central Waterfront Advisory Group

Katy Liddell, The Portside Homeowners Association

Courtney McDonald, Office of Supervisor Matt Haney

Joe Reilly, Port of San Francisco

Andrew Robinson, East Cut Community Benefit District

Alice Rogers, South Beach/Rincon/Mission Bay Neighborhood Association

Scott Walton, Department of Homelessness and Supportive Housing (HSH)

Abigail Stewart-Kahn, Department of Homelessness and Supportive Housing (HSH)

Additional City Representatives Present:

SFPD Officer Boccio

SFPD Officer Glynn

ESNCAG Members Absent:

Art Aguilar, Google

Patricia Fox, Bayside Village

Guillermo Perez, San Francisco Public Works

Download the accompanying meeting PowerPoint here:

<https://sfport.com/meeting/embarcadero-safe-navigation-center-advisory-group-february-26-2020-supporting-documents>

1. Welcome, Meeting Objectives, and Updates

Rick Dickerson (ESNCAG Chair) and Alice Rogers (Vice Chair) welcomed everyone and reviewed the meeting objectives and public participation opportunities.

- Emily Lisker (Controller’s Office) reviewed feedback from January’s meeting, reviewed ground rules, and welcomed everyone to this meeting.
- Courtney McDonald (Supervisor Haney’s Office) provided updates from a recent Fix-It Walk through the area around the Navigation Center. Key updates shared included:
 - Caltrans has been an enthusiastic partner in the area, and has an approved contract for goats to come maintain/trim the hill by late March.
 - Fix It Walk status updates available in tracker (download that tracker [here](#))
 - Regarding the Catacombs, Public Works has officially put a \$500,000 budget request into their budget to fund the construction of a new fence for the area that cannot be cut. Budget still needs to be approved by the Board of Supervisors and Mayor.
 - For follow up questions/requests, please email Courtney (Courtney.mcdonald@sfgov.org).

2. Updates and Community Q&A

An Update on Who to Call When

Meeting updates and clarifications included in chart below:

EMERGENCY	NON-EMERGENCY			
<p style="text-align: center;">9-1-1 <i>(Available 24/7)</i></p> <ul style="list-style-type: none"> Is there a danger to life, property, or the environment? Is there a crime in progress? Is someone having a medical emergency and needs immediate assistance? Is there a fire? <p>If you answered YES to any of these questions, immediately call 9-1-1.</p> <div style="display: flex; justify-content: center; gap: 10px;">   </div>	<p style="text-align: center;">3-1-1 <i>(Available 24/7)</i></p> <ul style="list-style-type: none"> Are you concerned about an unsheltered individual? (request SFHOT) Have you seen a new encampment appear? (request SFHOT) Is this a non-emergency situation, but you’re unsure how to report it? Is there needle litter that needs to be picked up? <p>Call or use the 311 app. If you are concerned about an individual, calling is easier.</p> <div style="text-align: center;">  </div>	<p style="text-align: center;">415-553-0123 <i>(Available 24/7)</i></p> <ul style="list-style-type: none"> Does this situation need police intervention, but not immediately? Are you seeking to file a noise complaint? Are you seeking to report loitering? Are you seeking to request a wellness check? <p>Call the police non-emergency line listed above.</p> <div style="text-align: center;">  </div>	<p style="text-align: center;">415-265-9827 <i>(Available 24/7)</i></p> <ul style="list-style-type: none"> Do you have a concern about an issue that is on the Navigation Center property? <p>Call or text picture and/or location to the number listed above (text is preferred for faster response).</p> <div style="text-align: center;">  </div>	<p style="text-align: center;">415-810-1337 <i>(Available 7am-7pm, 7 days/week)</i></p> <ul style="list-style-type: none"> Is there needle litter that needs to be picked up? <p style="text-align: center;">Text picture and/or location of the syringe(s) to the number listed above.</p> <p>(The San Francisco AIDS Foundation Pick-up Crew will respond that they received the message. Once they clear the area, they will send back a picture with the area cleared and thank you for using the services. Response time is within 2 hours).</p> <div style="text-align: center;">  </div>

Point-In-Time (PIT) Count Data Questions with Responses from Mayor's Office

Updates: Emily Cohen (Mayor's Office) shared the updated PIT count data, viewable in the [PowerPoint here](#) (see slide 8). The times of each of these counts has changed, though the methodology used for the January 2020 count will be consistent going forward.

Question: What explains the big difference between the March 2019 count and the October 2020 count?

Response: Homelessness is highly dynamic and variable and these two counts just represent points in time. The March 2019 count was conducted in the middle of the night, and the October count was conducted in the afternoon. In addition, the City had already begun intensive outreach in this area by October, to offer services and refer people into shelter. As a result of that outreach and the connection of unhoused neighbors to Navigation Center beds, the number of people experiencing homelessness in the Outreach Zone decreased from March 2019 to January 2020.

Question: At what times of day were these counts conducted?

Response: March was conducted in the middle of the night, October in the afternoon, and January in the morning. These counts will be conducted in the morning going forward.

Question: How many individuals were found in the safety zone in October?

Response: As shown in the [October Presentation](#) (see slide 30), 33 people were identified in the Safety Zone in October. This is higher than the number identified this past month in January 2020 (which was 15). We will show this more clearly on slides going forward.

Question: The MOU requires that HSH show there is a decrease in unsheltered homelessness in the outreach zone after the first two years of operation. How is this possible if the methodology has changed?

Response: The MOU states that the option to extend is based on the City's demonstrating to the Port Commission that over a two year period, there has been a decrease in the number of unsheltered people in the outreach zone. The two year timeline began when the MOU was signed which was in June 2019. The first count after the enactment of the MOU was the October 2019 count which found 73 people in the outreach zone.

Navigation Center Outreach Updates and Questions with Responses from HSH

Updates: Abigail Stewart-Kahn and Scott Walton (HSH) alongside Steve Good (Five Keys) shared updates on outreach efforts and internal operations at the Navigation Center. HSH has gone above and beyond their commitment to dedicated outreach in the Outreach Zone by providing two dedicated teams of Homeless Outreach Team (HOT) staff. In response to community feedback, HSH has also added weekend HOT hours in the zone. Abigail Stewart-Kahn shared the following data with ESNCAG:

- She has received over 25 requests for tours of the center. To keep the center a calm place of healing for guests, they are limiting the number of tours, and may move forward with a quarterly tour schedule. There is a tour with priority focus for immediate neighbors on March 12th from 5:30-6:30 with 10 open slots. Contact Janis Yuen if you are interested: Janis.yuen@sfgov.org

- SFHOT has two, 2-person teams, working in the Outreach Zone full-time. They also have a 2-person team working the swing shift and one 2-person team working 4 hours each day on Saturday and Sunday.
- SFHOT had 399 outreach encounters between December and February 23rd
 - 283 individuals accepted some sort of service offered by SFHOT
 - 119 were transported directly to the Navigation Center
 - 116 individuals declined services

HSH also reminded the group that if residents are concerned about unsheltered individuals, they should report it to 311, preferably with a phone call and providing as much info as they can in order to help better inform the City's issue tracking efforts. Helpful information includes location the individual is often found, how they are dressed, name (if known) whether neighbors have talked with them, whether they are interested in services, any other information available. The SFHOT team is constantly referring to this 311 priority queue for their engagements.

Five Keys and HSH also shared data from the Navigation Center on the number of guests and average length of stay ([see handout here](#))

Question: There is a big difference between the number of people unsheltered in the area and the number of available beds. How is the City going to reconcile that?

Response: HSH and SFHOT are continuing to outreach to every unsheltered individual in the outreach zone every day. They are building trust as they are speaking to everyone in order to support them and engage them in the process of coming inside. Not everyone in the outreach zone is willing to come to the Center, and they also have an entire system of support that they can leverage if another Navigation Center or treatment center would be a better fit. Those other services are intended to help individuals identify possible pathways to resolve their current housing crisis without needing ongoing shelter or supportive housing resource. Problem Solving includes Homeward Bound, limited financial assistance for past rent, housing application fees, utility bills, deposits, move-in assistance, ID replacement cost, car repairs, and much more.

Question: When I searched for the Embarcadero SAFE Navigation Center Phone number, Google pre-populated a number that ended in 311 and just forwards you to 311.

Response: This is a number that appears in the Google search, but was not published by any City agency. We are working to try to get this corrected, and have sent in the correct number: 415-265-9827.

Question: How are you prioritizing the Outreach Zone?

Response: 119 intakes were from the Outreach Zone, and HSH only outreached to the Outreach Zone for the first two months. The Outreach Zone is still being prioritized, as SFHOT is outreaching to every individual in the Zone every single day. In addition, there is a priority 311 queue for this area and SFHOT is checking that queue multiple times a day. Also, not everyone in the Outreach Zone may come to this Center, as another Center may be a better fit.

Question: How many intakes in the Navigation Center are from the Outreach Zone vs. Outside (what %)?

Response: For the first two months of outreach, **all** placements at the ESNC were made by the HOT team working in the outreach zone. As shared, at the end of February, placements expanded to include

other first responders. However, HOT outreach within the outreach zone remains the top priority and **the majority** of ESNC guests are currently from the outreach zone.

We are not able to report on this going forward because it would require a significant shift in our data collection approach system wide. We are focusing our reporting efforts on guest stays and exits, as described in the MOU (and as shown in the dashboard that is shared to this group monthly). We will continue to report on our outreach efforts in the zone, and those living in the outreach zone **will continue** to be prioritized for placement in the ENSAG as part of our commitment to the community along with all the community commitments made by the City.

Question: What happens in the first hours of arrival to the Center?

Response: Individuals, after being welcomed into the Center, respond to a list of intake questions and then go through the following steps: wanded and checked for weapons (if they have any bike tools those are bagged), warm hand off to their care manager to triage their needs, offered new clothes if needed, shower, staff will do their laundry, store their possessions if needed, given a bed and food.

Question: If I'm seeing unhoused individuals on the street with dirty clothes or who appear mentally ill, are they from the center?

Response: Not likely, most individuals who go through the intake process gladly take clothes and laundry services. Of everyone we've seen in photos from encampments (that have been sent to us from neighbors), only maybe 5-10% of people we've seen are from the Center.

Question: I called the Navigation Center and no one answered.

Response: Texting the number is best so we can keep track of requests.

Question: You mentioned there are some concerning episodes in the Center?

Response: There are occasional episodes as this population is often working through a lot of trauma, however there have not been many incidents, and definitely no more than expected.

Question: I've seen more people on the Wharf with carts and I've seen more needles and a drug deal.

Response: There are SFPD patrols from the Port in addition to the beat officers there who both respond to requests and actively patrol that area. If you report anything you see to 311, the Port staff can address it and if there are increased requests, they could even reassign staff to this area as needed. As shown in the data report, reported crime incidents have decreased and SFPD has not seen an increase in narcotics complaints.

Question: I've seen lots of encampments on Embarcadero between Folsom and Howard, has this area been outreached to?

Response: Yes, we are aware of that area and the SFHOT team is outreaching to them every day.

Question: The HSH partnership with the East Cut has been unclear, what's the update?

Response: This has been an iterative process and HSH and City staff have recently met with the East Cut to create a new process. They are talking about planning a warm hand off between the CBD and SFHOT for individuals interested in entering the Center. They will continue to collaborate and update the process as needed.

Question: What is the average length of time the Navigation Center guests were homeless before entering the Center?

Response: Information on how long those experiencing homelessness have been unhoused can be found on page 21 of the 2019 PIT Count Report: <http://hsh.sfgov.org/research-reports/san-francisco-homeless-point-in-time-count-reports/>.

This information is citywide, and HSH will not be reporting the length of homelessness for this specific navigation center, though it is likely that the overall citywide data is relatively representative of this area as well.

Question: What can I tell an individual that is interested in the Navigation Center who has been homeless for many years?

Response: During outreach we say, “There is a bed available for you now that we can take you to for a 30-day first stay. The stay can be extended if you are engaging with your care manager and the system to be able to end your homelessness.” If they are not engaging, their stay may end after 30 days, but that does not mean they can’t re-enter if they are interested in the future. These are limited resources, which is why we have to open that bed up to someone else who may be more engaged and ready to work within the system to end their homelessness.

SFPD Updates and Questions with responses from SFPD

Updates: Captain Falvey shared the updated crime stats and the decrease in police incidents ([full data report is here](#)). Captain Falvey also shared that in addition to the 4 beat officers, in response to community feedback he has directed the Southern Station Homeless Outreach Officers to start their weekend shifts (4am) in this area and work their way west across the district in order to cover the early morning in these zones.

Officer Glynn (one of the beat officers) shared what they have seen on their patrols and how they are collaborating with SFHOT, Five Keys, Recology, and Public Works as needed.

Question: I feel that during the day has gotten a lot better, but can we extend into the night shift? In addition, in March when the Giants start back up, there will be thousands of people here at night. Will there be coverage?

Response: There have been decreasing police incidents in the area, and we don’t have the staffing to cover two shifts given that each day (with the exception of Wednesday) is just one entire shift for one 2-person team. We want to reach as many people as possible, so starting at 11am is optimal to be able to refer people into services (which are open during the day), and start this work as people are waking up and right before lunchtime.

We are not receiving a lot of calls for service via the non-emergency line outside of the hours that are currently covered by the beat officers (11a-9pm) but we have added more passing calls to this area at night (like we do at the catacombs), and can evaluate if that makes a difference.

Advisory Group Chair also added that this area is getting half a million dollars of SFPD resources that no other area in the city is getting. There were homeless individuals here before the Center, and the Beat Officers are meeting the commitments set.

Question: I am looking at the Good Neighbor Policy presented to the community last year and don't feel these commitments are being met. Are there enough SFPD resources to meet these commitments?

Response: Police incidents in this area are lower than they have been the past two years. SFPD has met the commitment to create and maintain a Safety Zone and to provide beat officers, and remains committed to regularly monitoring crime stats (they have exceeded the requirement to report crime stats every other month). The commitment remains that if crime stats indicate an increase in crime, SFPD will revisit the current safety plan for enhancements. We look forward to continued feedback from the community and combining that feedback with data to drive decisions.

Question: If there are more people unsheltered in the middle of the night, why are the patrols during the day?

Response: During daytime hours, other city agencies and service providers are open and actively accepting referrals. This means our daytime patrols are more successful in getting unsheltered individuals off the street and into services.

Question: I've seen more camping on Spear, Main, and Bryant.

Response: We are aware of these areas and appreciate the community raising these concerns at meetings we've held with residents. We are actively working and patrolling in the areas.

3. Advisory Group Short-Term Planning - See slides 19-20 in [the PowerPoint](#)
Section was omitted because of lack of time.

4. Meeting Evaluation & Close

Rick Dickerson (ESNCAG chair) closed the meeting and requested feedback from Advisory Group members and the public on the meeting format. All feedback will be shared and addressed at the March meeting.

*Please note that times are approximate and agenda items may be taken out of order.

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For other inquiries, contact ESNCAG@sfgov.org or (415)554-7514. Thank you.

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Jenica Liu, Supervisor de Servicios Empresariales

Correo electrónico: Jenica.Liu@sfport.com

Teléfono: (415) 274-0471

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