



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Updates on Navigation Center Operations

Department of Homelessness and Supportive Housing and Five
Keys

April 2021, Quarterly Virtual Meeting

<http://hsh.sfgov.org>



Embarcadero SAFE Navigation Center Updates

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- Embarcadero SAFE Navigation Center continues to follow **public health guidance** regarding COVID prevention and mitigation
- Continues to operate at COVID-informed capacity of **88 clients**. Lower capacity in March 2021 is due to a temporary pause in adherence to public health guidance.
- Ongoing opportunities are available for guests and staff that are interested in getting **vaccinated**.
- Increased **pet training** and **veterinary services** are provided onsite through a State grant.
- Referrals to the Embarcadero SAFE Navigation Center continue to run through the COVID-19 Command Center's **centralized referral process**.



Navigation Center: Embarcadero SAFE

Reporting Period: 3/1/2021 to 3/31/2021

Reporting Period

3/1/2021 3/31/2021

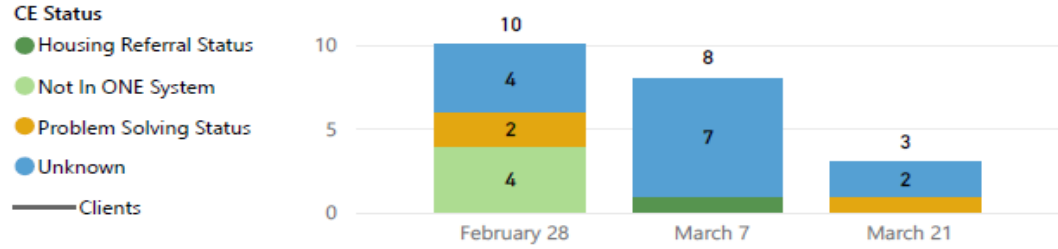
Bed Capacity

88

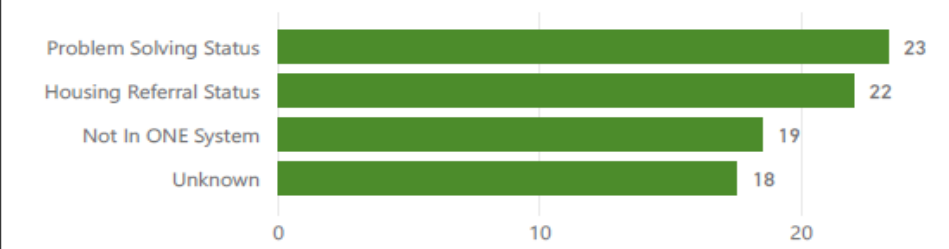
Clients on 3/31/21

72

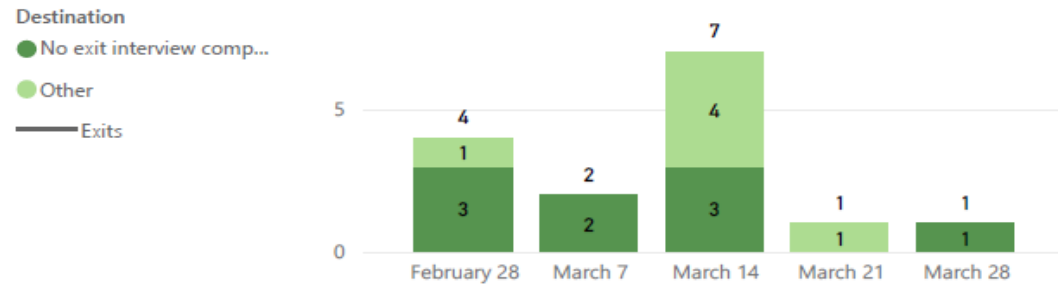
Weekly Intakes by CE Status



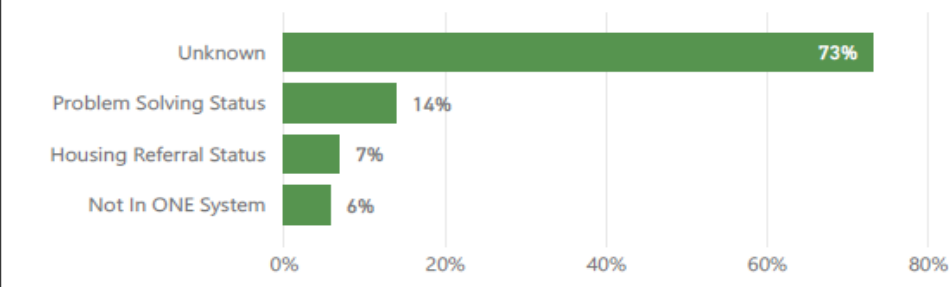
Average Length of Stay by CE Status (Days)



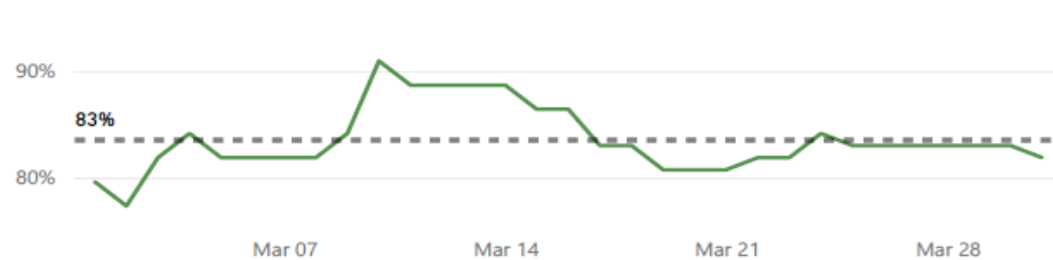
Weekly Exits by Destination



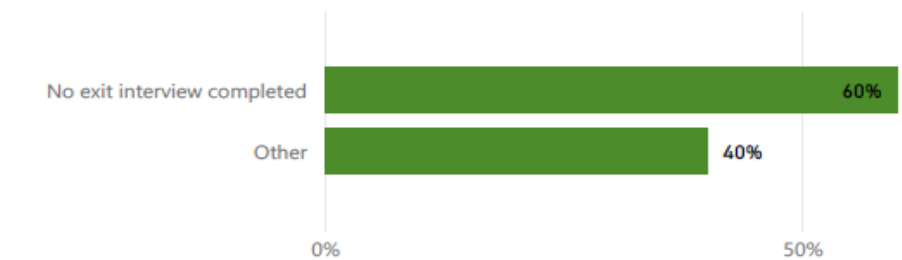
Percent of Clients by CE Status



Occupancy



Exits by Destination



Data as of 4/5/2021

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Key Terms for Data Dashboard

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- **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: one-time assistance (including eviction prevention), legal services, relocation programs (Homeward Bound), family reunification, mediation, move-in assistance and flexible grants to address issues related to housing and employment.
- **ONE System:** The ONE System is San Francisco's Homeless Management Information System (HMIS) and supports HSH and non-profit providers within the Homelessness Response System by providing a single unified system.
- **Average Length of Stay:** Is calculated based on new intakes during the reporting period, which is why the average length of stay appears short.



Public Resources: HSH Public Guidance

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How to access HSH or City services: designed for individuals and families on the brink of, or currently experiencing homelessness.

<https://hsh.sfgov.org/services/how-to-get-services/>

How to get involved: for community members, volunteers, landlords and others who want to get involved. <https://hsh.sfgov.org/about/how-to-get-involved/>

Public guidance: provides information on city resources and guidance. <https://hsh.sfgov.org/services/how-to-report-neighborhood-concerns/>



Public Resources: HSH Public Calendar

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HSH Public Calendar

The recently launched public calendar on the HSH website is designed to provide more transparency and awareness about HSH's growing public engagement activities and presence.

The Public Calendar can be found on the HSH website:

<https://hsh.sfgov.org/calendar/>

EVENTS FOR APRIL

28th



🕒 1:00 PM

BOS COMMITTEE HEARING: PAY EQUITY FOR NON-PROFIT SERVICE PROVIDERS ●

Held Virtually



🕒 5:30 PM - 7:00 PM

EMBARCADERO SAFE NAVIGATION CENTER ADVISORY GROUP QUARTERLY MEETING ●

Held Virtually

<http://hsh.sfgov.org>



Public Resources: Homelessness Recovery Plan

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Homelessness Recovery Plan webpage and related sites reflect the citywide accomplishments and progress towards the goals of the Mayor's Homeless Recovery Plan. Pages include:

- Homelessness Recovery Plan and Housing Expansion
- COVID-19 Alternative Shelter Program
- Rehousing and Exits from Shelter-in-Place (SIP) Hotels
- Shelter Recovery and New Shelter Programs

Visit: <https://data.sfgov.org/stories/s/Homelessness-Recovery-Plan/jgih-75eg/>

