



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

## **Updates on Navigation Center Operations:**

# Department of Homelessness & Supportive Housing and Five Keys

May 2021 Written Updates

## Updates: Embarcadero SAFE Navigation Center

- 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.**
- Referrals to the Embarcadero SAFE Navigation Center continue to run through the COVID-19 Command Center's **centralized referral process.**

# April 2021: Embarcadero SAFE Navigation Center Data

DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

## Navigation Center: Embarcadero SAFE

Reporting Period: 4/1/2021 to 4/30/2021

**Reporting Period**

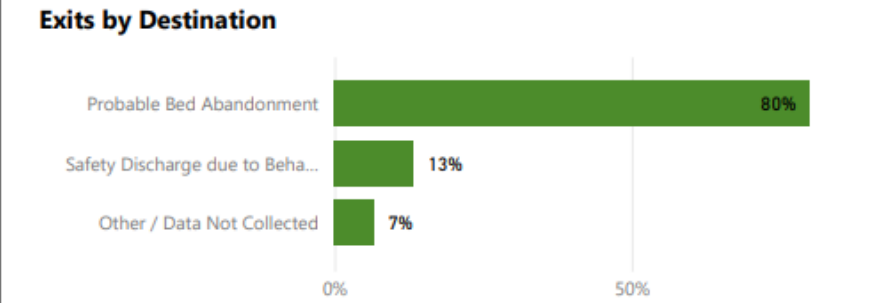
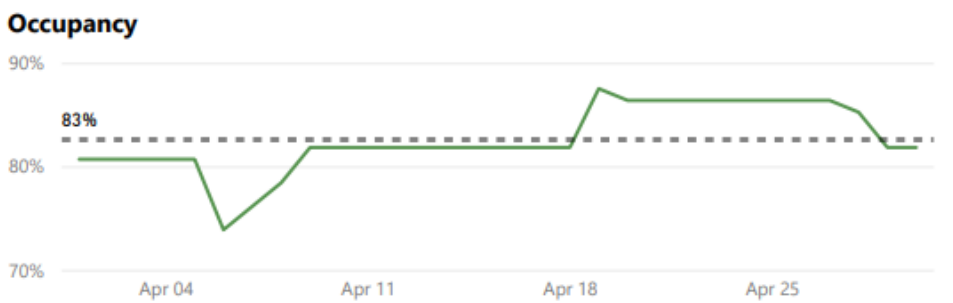
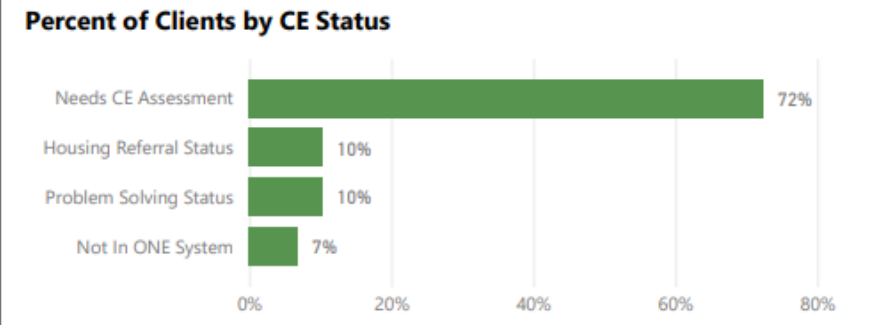
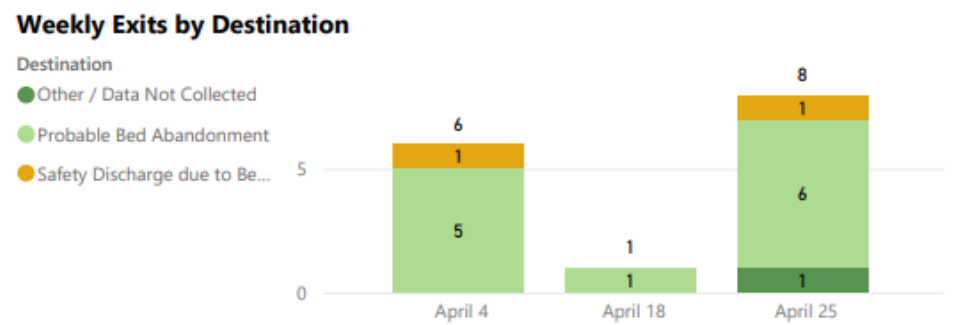
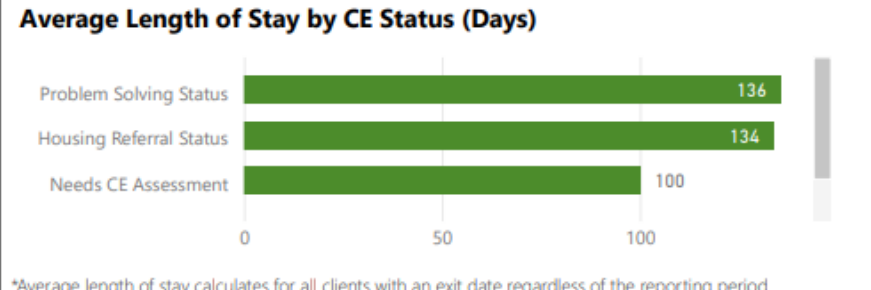
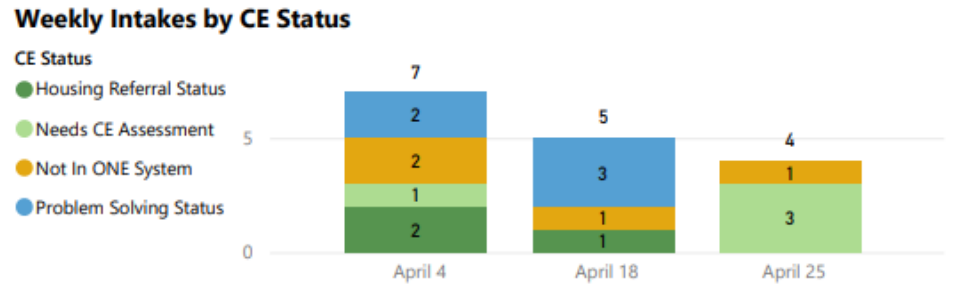
4/1/2021
4/30/2021

**Bed Capacity**

88

**Clients on 4/30/21**

72



## Key Terms for 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 (Homeward Bound), mediation and move-in assistance.
- **Needs CE Assessment:** Reflects guests pending a Coordinated Entry Assessment. Onsite Case Managers work with guests to encourage engagement with Coordinated Entry Assessments.
- **Not in ONE System:** Clients pending entry into the ONE System. This includes data collection and entry conducted by the site operator during the guest's participation in the program.
- **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.
- **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.
- **Probable Bed Abandonment:** Reflects voluntary exits, destinations usually unknown given there is not an opportunity to conduct an exit interview.
- **Safety Discharge due to Behavior:** Reflects exits of guests that have been discharged from the site based on program rules.