



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Embarcadero SAFE Navigation Center MOU

Embarcadero SAFE Navigation Center Community Advisory Group

August 4, 2021

<http://hsh.sfgov.org>

June 2021 Monthly Written Report



DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Navigation Center: Embarcadero SAFE

Reporting Period: 6/1/2021 to 6/30/2021

Reporting Period

6/1/2021 6/30/2021

Bed Capacity

91

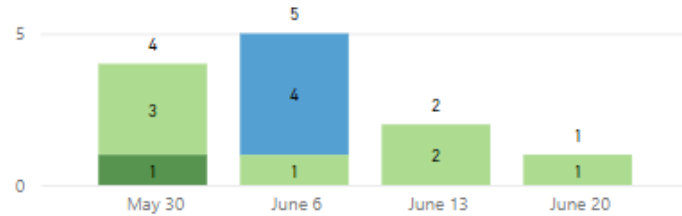
Clients on 6/30/21

80

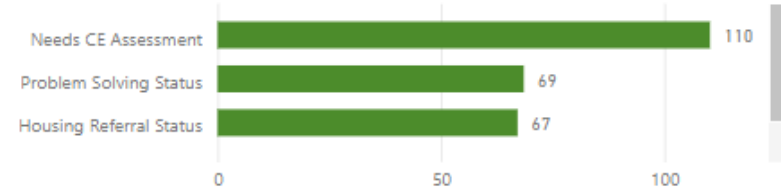
Weekly Intakes by CE Status

CE Status

- Housing Referral Status
- Needs CE Assessment
- Problem Solving Status



Average Length of Stay by CE Status (Days)

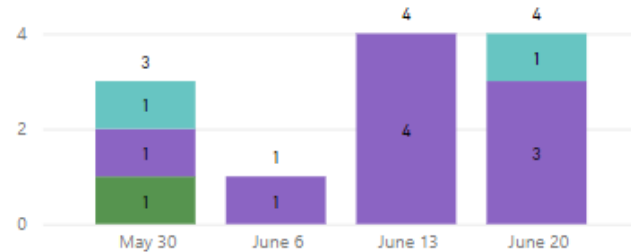


*Note: Average length of stay calculates for all clients with an exit date regardless of the reporting period.

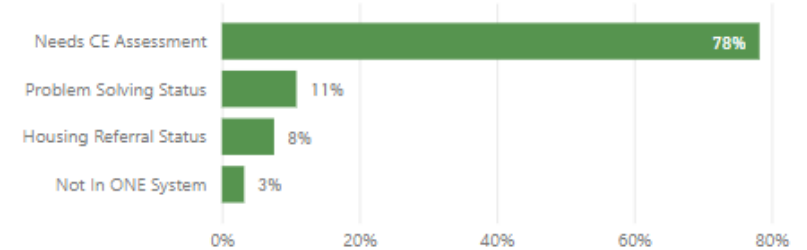
Weekly Exits by Destination

Destination

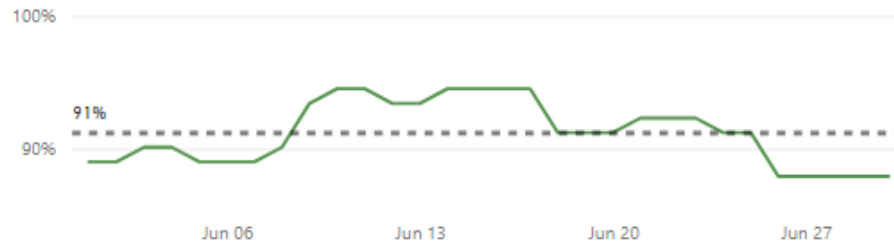
- Emergency Shelter
- Probable Bed Abandonment
- Safety Discharge due to Be...



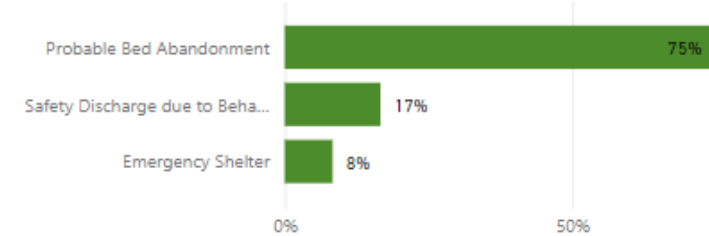
Percent of Clients by CE Status



Occupancy



Exits by Destination



Data as of 7/26/2021

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Program Highlights Since March 2019

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- Since December 2019, served **483** unduplicated guests.
- **7** guests have exited the program to housing, and **8%** of guests as of June 30, 2021 are **Housing Referral Status**.
- Implemented COVID **prevention** and **mitigation** strategies including:
 - Transitioning COVID vulnerable guests to SIP Hotels
 - Providing PPE, health screenings to staff and guests
 - Increasing cleaning per public health COVID guidelines
 - Implementing social distancing
 - Providing onsite testing and vaccination events with ongoing access to these resources for guests and staff



Success Story

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Carol* was placed at the Embarcadero SAFE Navigation Center in early 2019 by the SFHOT team and feels blessed to have been a part of this program. Through an opportunity with Goodwill Industries, Carol was able to work at one of the City's Alternative Shelter Programs during the pandemic. She then found steady employment with a local business in San Francisco and is able to show up for work showered and with a freshly laundered uniform thanks to the services from the Center. Carol is now awaiting placement into supportive housing! She thanks everyone at the Center and will miss all of her buddies when she takes the next step in her journey into permanent housing.

**Name changed for confidentiality.*



Option to Extend

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- Option to extend MOU between HSH and the Port for the Embarcadero SAFE Navigation Center by **2 years**.
- Option to extend will be considered providing all four of the “**Option Exercise Conditions**” set forth in Section 6.1 were met.
 - Decrease in number of unsheltered individuals in the Outreach Zone
 - Dedicated beat officers in the Safety Zone and cleaning services provided through a non-profit partner
 - Quarterly reports including: crime statistics, program utilization and cleaning updates
 - Compliance with Good Neighbor Policy



Timeline and Next Steps

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• August 4, 2021

- Discussion with the **Embarcadero SAFE Navigation Center Community Advisory Group**.

• September 2021

- HSH will submit a **letter of intent** to the Port to exercise option to extend MOU for two years.
- The Port has 30 days to review this request.

• October 2021

- If the Port supports this request, item will be heard by **Port Commission** in October.



Condition A: Decrease in Outreach Zone

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***Condition A:** Over a two-year period there has been a decrease in the number of unsheltered individuals in the Outreach Zone (Exhibit E)*

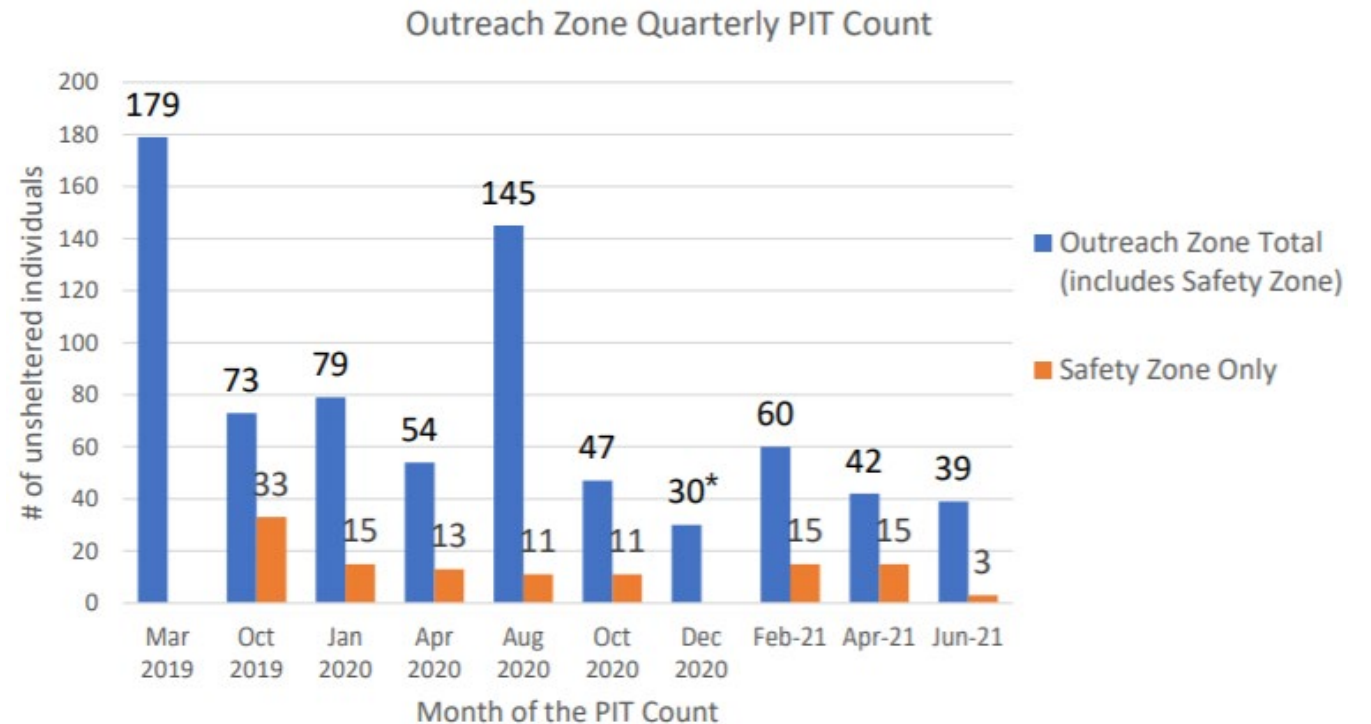
• Progress since 2019:

- Regular counts of unsheltered individuals have been conducted by SFHOT as part of the **HSOC tent and vehicle count**.
- Reports from each count have been included in regular reports published on the Port's website: <https://sfport.com/meetings/1799>
- Counts moved from quarterly to every other month as of XX 2021.



Condition A: Decrease in Outreach Zone

- Data reflects a **decrease** since 2019
- As of June 2021, there were 39 unsheltered individuals in the Outreach Zone, a **78% decrease** from the 179 unsheltered individuals counted in March 2019.





Condition B: Dedicated beat officers and cleaning services

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Condition B: *The City has provided: i) dedicated beat officers within the Safety Zone; and ii) HSH has provided dedicated cleaning services in the area through a non-profit provider.*

- Dedicated **beat officers** within the **Safety Zone**
 - SFPD's Southern Station assigns 4 officers to the Safety Zone – this assignment allows two officers to be on duty every day from 11:00AM to 9:00PM



Condition B: Dedicated beat officers and cleaning services (cont.)

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• Dedicated **cleaning services**

- Five Keys committed to providing dedicated **cleaning services**.
- Five Keys has dedicated staff that provide cleaning services to the perimeter, across the streets and a block out towards the bridges. Cleaning is conducted 1-2 times each shift or **3-5 times a day**.
- Five Keys coordinated with the **East Cut CBD** to coordinate cleaning services and areas.



Condition C: Quarterly Reports

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Condition C: Provide quarterly that include:

- a) Information on publicly available crime statistics and other community impact measures in the Safety Zone
- b) Program utilization and outcomes
- c) Cleaning efforts

• Progress since 2019

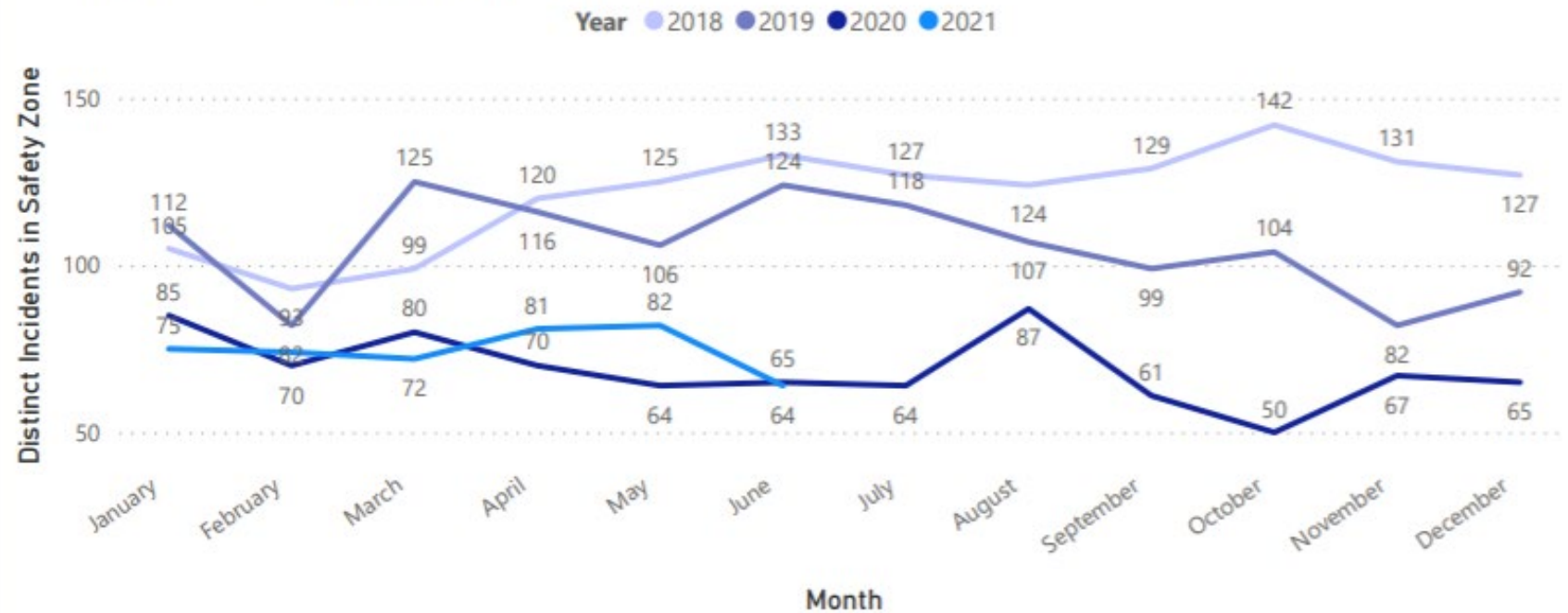
- HSH has submitted monthly reports since August 2019.
- All reports are publicly posted on the Port's website:
<https://sfport.com/meetings/1799>



Condition C: Quarterly Reports – Crime Statistics

Crime Statistics Dashboard

Distinct Incidents in Safety Zone by Month and Year

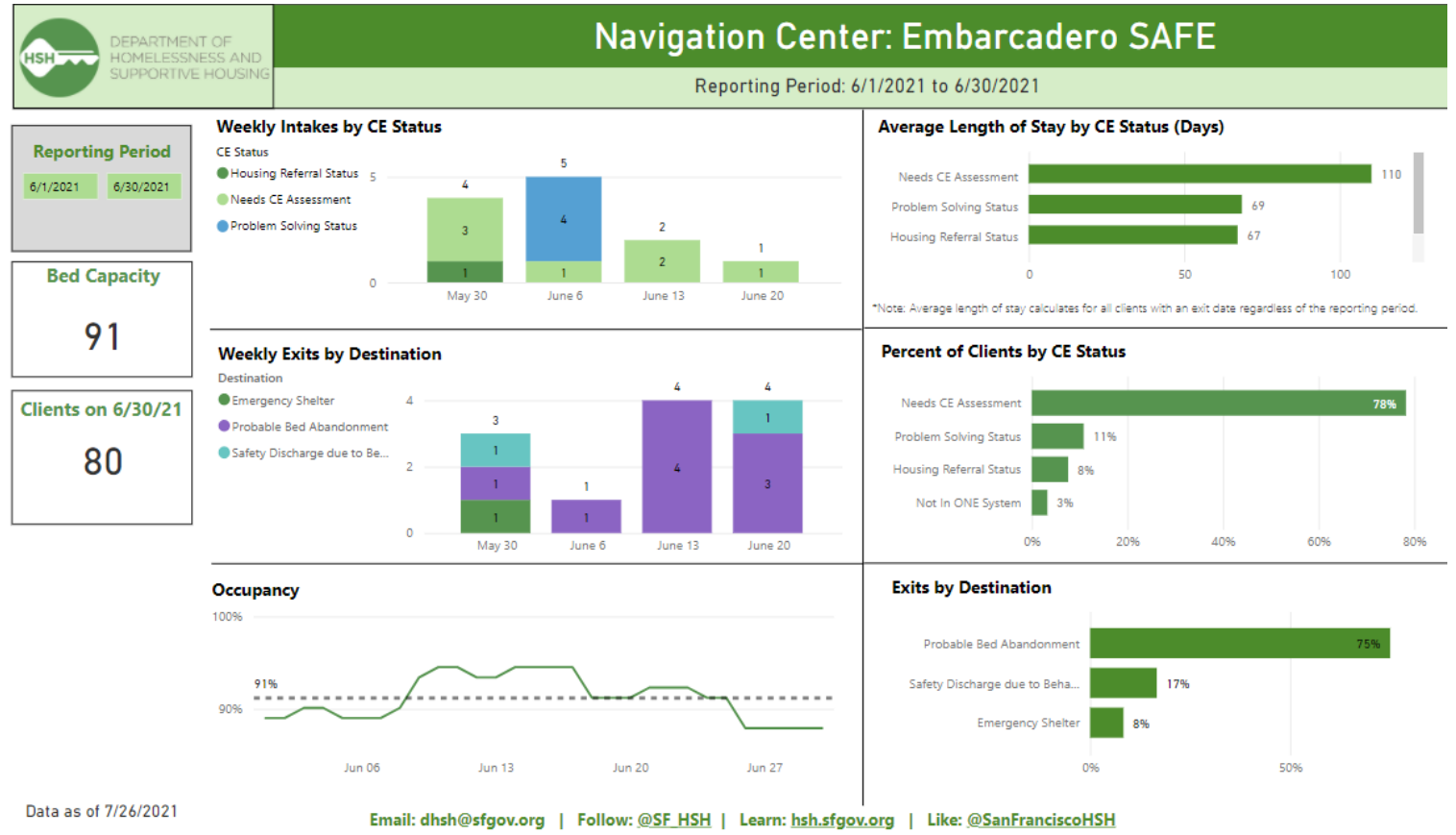




Condition C: Quarterly Reports: Program Utilization and Outcomes

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Program Utilization and Outcome Dashboard





Condition C: Quarterly Reports – Cleaning Efforts

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Cleaning Efforts

- Updates on cleaning efforts are **shared** and **addressed regularly**.
- Any areas or topics of concern are addressed during **Community Advisory Group Meetings**.
- Concerns in the area are received and triaged through the following:
 - Dedicated **email inbox** managed by the Port
 - **Text message line** managed by Five Keys
 - **Emails or calls** received by HSH, Five Keys, Port or other partners



Condition D: Good Neighbor Policy

Condition D: Comply with the Good Neighbor Policy.

Good Neighbor Policy	Status of Compliance
1. Grantee shall work with neighbors, HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH) and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed	Met.
2. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings	Met.
3. Grantee shall provide a phone number to all interested neighbors that will be answered at all times by a manager or other responsible person who has the authority to respond to complaints and issues at the Embarcadero SAFE Navigation Center as they arise	Met.



Condition D: Good Neighbor Policy (Cont.)

Good Neighbor Policy	Status of Compliance
4. Grantee shall minimize the impact on the neighborhood of Embarcadero SAFE Navigation Center guests entering, exiting, or waiting for services. The Embarcadero SAFE Navigation Center will do this by limiting referrals, not allowing walk-ins, and having 24/7 access to the site for registered guests.	Met.
5. Grantee shall actively discourage and address excessive noise from program participants and others who may be just outside the program site.	Met.
6. Grantee shall actively discourage loitering in the area immediately surrounding the program.	Met.



Condition D: Good Neighbor Policy (Cont.)

Good Neighbor Policy	Status of Compliance
7. Grantee shall, in conjunction with HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Embarcadero SAFE Navigation Center and how individuals are referred.	Met
8. Grantee shall implement management practices necessary to ensure that staff and participants maintain the safety and cleanliness of the area immediately surrounding the facility and do not block driveways of neighboring residents or businesses.	Met.
9. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.	Met.



Discussion

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Thank you.

Representatives from **HSH, Five Keys, Port** and **SFPD** are available for questions and discussion with the Embarcadero SAFE Navigation Center Community Advisory Group.

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