



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



# Embarcadero SAFE Navigation Center August 2021

**Department of Homelessness and Supportive Housing (HSH) and  
Five Keys Schools and Programs**

<http://hsh.sfgov.org>



# July 2021: Embarcadero SAFE Navigation Center Data

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## Navigation Center: Embarcadero SAFE

Reporting Period: 7/1/2021 to 7/31/2021

### Reporting Period

7/1/2021 7/31/2021

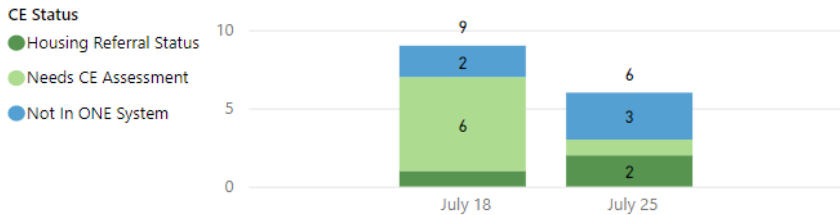
### Bed Capacity

91

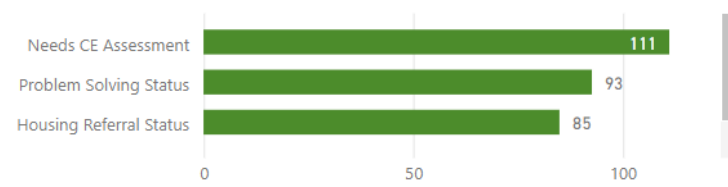
### Clients on 7/31/21

84

### Weekly Intakes by CE Status

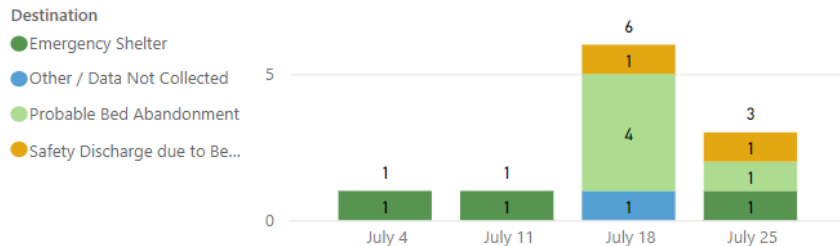


### Average Length of Stay by CE Status (Days)

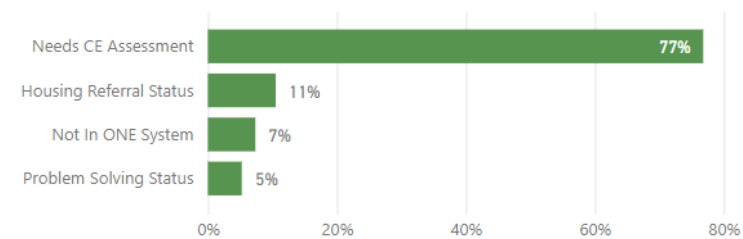


\*Note: Average length of stay calculates for all clients with an exit date regardless of the reporting period.

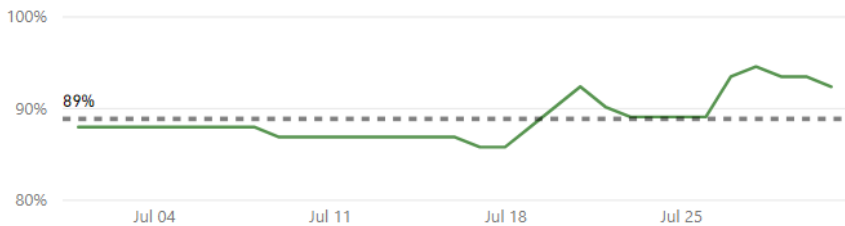
### Weekly Exits by Destination



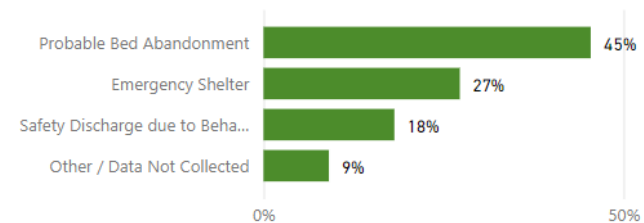
### Percent of Clients by CE Status



### Occupancy



### Exits by Destination



*Glossary of key terms for this dashboard is included at the end of this report.*





# Updates: Embarcadero SAFE Navigation Center

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- Embarcadero SAFE Navigation Center continues to follow **public health guidance** regarding COVID prevention and mitigation.
- Continues to operate at a COVID-informed capacity of **91 beds**.
- Referrals to the Embarcadero SAFE Navigation Center continue to run through a **centralized referral process**.
- Five Keys continues to provide COVID-informed **community activities** for guests, hosts DPH **Behavioral Health** staff onsite 1 – 2 times a week and has a partnership with **Goodwill** for **workforce development**.



# Updates: Embarcadero SAFE Navigation Center

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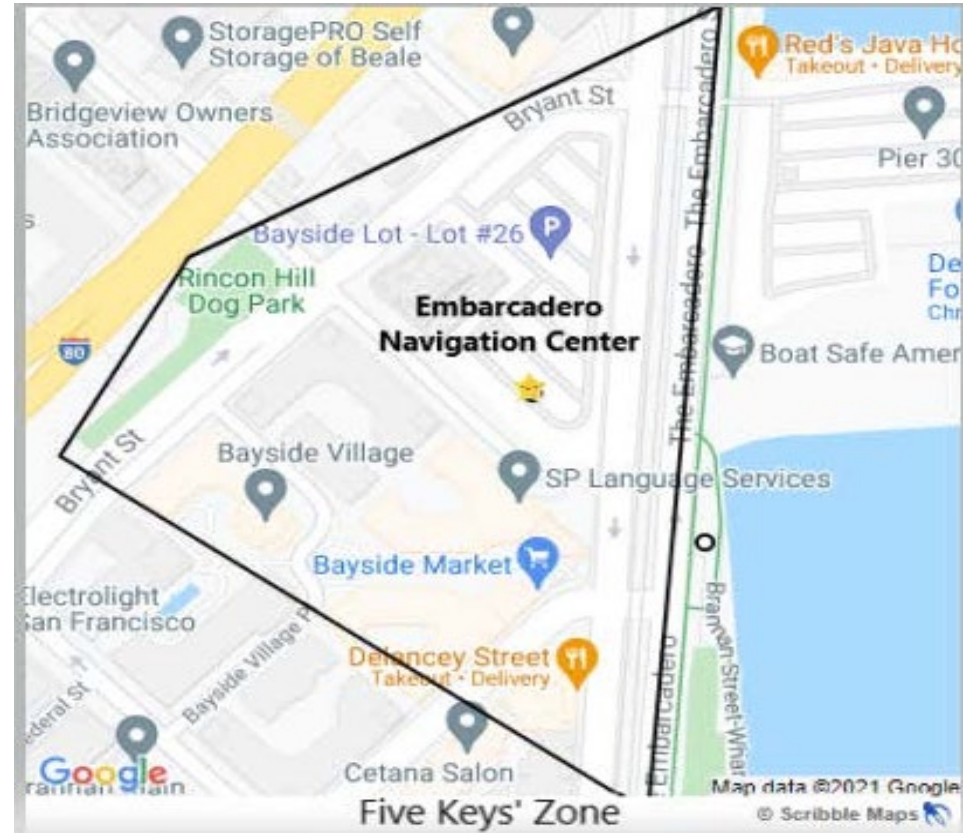
- Between **January 2020 – August 2021**, Five Keys has received **210** texts from the community.
- Based on community feedback from the **Special Meeting** held on August 4, 2021, the following **improvements** have been made to the Five Keys public text line:
  - **Upgraded phone.**
  - **Updated training** for Five Keys Supervisors responding to public text line.
  - All texts will receive a **confirmation** text message and a **personal response** as appropriate within **24 hours**.



# Updates: Dedicated Cleaning Services

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- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center.
- Five Keys staff clean the area **3-5 times a day**.
- In **July 2021**, Five Keys received and responded to **2** text messages pertaining to cleaning in the designated area.



*Map reflects Five Keys dedicated cleaning zone.*



# Who to call to report neighborhood concerns

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- Text the **Five Keys** public text line at **415-265-9827** to report:
  - Concerns related to the Navigation Center (noise disturbance, etc.).
  - Garbage, debris or syringes within the designated cleaning area (for large items please call 311).
  - Unsheltered individuals around the program perimeter.\*
- Call **311** to report:
  - Garbage, debris and human or animal waste outside the designated cleaning area.
  - Discarded syringes outside the designated cleaning area.

*\*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.*



# Who to call to report neighborhood concerns

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- Call **Police Non-Emergency** at **415-553-0123** to report:
  - An encampment blocking the sidewalk where the sidewalk is fully obstructed or there is less than 6 feet of clearance from entrances to a home or business.
  - Non-emergency illegal activity.
- Call **911** to report:
  - Medical emergencies or behavioral health crises.
  - Fires.
  - Emergency illegal activity.

*Additional Guidance on How to Report Neighborhood Concerns is available on the HSH website at:*  
<https://hsh.sfgov.org/services/public-guidance/expressing-concerns/>



# Key Terms for Embarcadero SAFE Navigation Center 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 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.





# Key Terms for Embarcadero SAFE Navigation Center Data Dashboard (Cont.)

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- **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.
- **Safety Discharge due to Behavior:** Reflects exits of guests that have been discharged from the site based on program rules.
- **Probable Bed Abandonment:** Reflects voluntary exits, destinations usually unknown given there is not an opportunity to conduct an exit interview.