



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

Wednesday, December 4, 2019

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:

Rachel Alonso, San Francisco Public Works
Sue Bushnell, Neighbor
Emily Cohen, Mayor's Office
Rick Dickerson, Maynard Rich Management
Marc Dragun, 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
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

Additional City Representatives Present:

Guillermo Perez, San Francisco Public Works
Scott Walton, Department of Homelessness and Supportive Housing (HSH)

ESNCAG Members Absent:

Art Aguilar, Google
Sergeant Davin Cole, SFPD
Patricia Fox, Bayside Village
Toby Levine, Central Waterfront Advisory Group
Abigail Stewart-Kahn, HSH

Download the accompanying meeting PowerPoint here:

<https://sfport.com/meeting/embarcadero-safe-navigation-center-advisory-group-december-4-2019-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. Advisory Group members not present at previous meetings members introduced themselves.

- Emily Lisker (Controller's Office) provided an overview of the October meeting, and feedback on the meeting content, structure, and format shared at the October meeting was addressed and welcomed for this meeting. Emily Lisker reviewed the updated ground rules, which the group agreed to.
- Courtney McDonald (Supervisor Haney's Office) provided District 6 Updates:
 - Catacombs and Dog Park Meeting on December 16th from 6:00-7:00 in the South Beach Harbor Room. During this meeting, Supervisor Haney's Office will convene Public Works staff to discuss the plans for this area.
 - Fix-It walk on December 5th, where neighbors and staff will walk the neighborhood to see any fix-it opportunities (street lights, pavement improvements, overgrown trees or weeds, broken trash cans, etc).
 - Contact Courtney at Courtney.mcdonald@sfgov.org with any additional fix it opportunities around the neighborhood.
- Rachel Alonso (Public Works) gave this groups' final construction updates on the site. All information and updated photos are in [the PowerPoint](#).
 - The group is invited to tour the site on Tuesday, December 19 from 5:30-6:30pm. Please [register for the tour here](#). The tour was also announced via email to everyone on this ESNCAG email list. [Sign up for the ESNCAG email list here](#).

2. Navigation Center Operations & Safety Plan Presentation and Q&A

Steve Good (Five Keys), Scott Walton (HSH), and Captain Falvey presented on the Navigation Center programming, policies, and safety plans. All information and handouts are [here](#).

Navigation Center Questions and Comments with responses from Five Keys and HSH

Question: Does the Navigation Center Model really work given the exit statistics (approximately 50% exit to housing)?

Response: What we've found in this work is that it often takes multiple engagements and multiple placements before a guest is stably housed. After a guest has not checked in for 48 hours, we do have to close that reservation to ensure that beds are not being left empty. However, we never close the case with that individual. Anyone who has abandoned a bed is still in the City's centralized Coordinated Entry system and the HOT (Homeless Outreach) team will continue to do outreach.

Question: Can you report on the percentage of Navigation Center guests who have mental health or substance use disorder issues?

Response: We cannot provide breakdowns on the number of percentage of guests who have behavioral health issues due to privacy and compliance regulations. Five Keys will focus on mental health and substance use disorder treatment, given the critical need for this in the City and especially for people experiencing homelessness already identified in the Outreach Zone. The Navigation Center will have a clinical therapist and

case managers (or “care managers”) to engage guests on these issues as well as linkages to other DPH staff and resources for treatment.

Question: What pathway to intake should local unsheltered individuals take if they aren’t in the pathway to housing?

Response: HOT focuses its outreach for Navigation Centers in two ways 1) for individuals who have been assessed by Coordinated Entry and are deemed “Housing Referral Status” and 2) for individuals who are unhoused in the Outreach Zone surrounding this Navigation Center. The HOT team offers shelter, service connection, Problem Solving conversations and Coordinated Entry Assessment (as a mobile access point) with each engagement of an unhoused individual. HOT has already started to build relationships with unsheltered individuals in the Outreach Zone and identify individuals for placement into the Navigation Center. HOT will coordinate closely with the East Cut Community Benefit District, Public Works, and SFPD as other key partners conducting outreach and engagement in this area.

Question: Where will guests go if they leave the Navigation Center or exit without housing?

Response: HSH and Five Keys will be in contact with other City departments in the area and the local community to track and respond to any new homeless in the area (or any encampments if that occurs).

Question: How will the City ensure that the homeless population doesn’t grow for those people who exit without housing?

Response: The City is conducting quarterly Point-In-Time counts of unsheltered individuals in the Outreach Zone as a way to identify any changes in the unsheltered population and address any issues should the number of unsheltered individuals increase from the baseline counts conducted prior to the opening the Navigation Center. We also ask that the community continue to inform the City of any concerns in the neighborhood including any unsheltered individuals by calling 311 and asking for HOT, so that we can track and monitor requests for these individuals. Based on lessons learned from other Navigation Centers, when a guest exits for less than ideal reasons, Five Keys will work with HOT and notify the staff who initially referred the guest to the Navigation Center to help find the individuals and secure placement in the Navigation Center or another resource, depending on the guest’s needs.

Question: What percentage of guests leave the Navigation Center throughout the day?

Response: Based on lessons from the Bayshore Navigation Center as well as Five Keys’ experience in traditionally underserved communities to restore communities through education and employment, Five Keys and their care managers encourage guests to create and act on life skill plans throughout the day, e.g., attend appointments, meet with their care manager, get job training, etc. Guests will be checking in and out of the Navigation Center throughout the day on their way to and from these activities.

Question: How will areas just outside the Safety Zone be treated?

Response: These areas are still within Southern Station jurisdiction, and still under Captain Falvey’s purview. No rises in crime are anticipated based on the current data and trends at previous Navigation Centers.

3. SFPD Data Update and Q&A - see [the PowerPoint](#)

Captain Falvey reported out the most recent police incident data and discussed trends in the data. Find the data report [here](#).

SFPD/Safety Questions and Comments with departmental responses:

Question: When will the beat officers start?

Response: The plan is that these officers will begin their work in the Safety Zone ten days before the opening of the Navigation Center, to allot sufficient time to meet the Navigation Center provider staff, neighbors, businesses, private security in the area, and managers of the neighboring apartment buildings. The beat officers may be on foot, on bicycles, or in vehicles.

Question: How often will perimeter cameras be checked?

Response: While there won't be any single person responsible for checking camera monitors, they will be frequently checked by Five Keys staff. Monitors will be placed on the front desk of the facility such that they are in plain view of all working staff.

Question: What constitutes a police report (in reference to SFPD's report-out on Safety Zone crime stats)?

Response: Reports are predominantly made in two cases:

1. If an officer is called to a scene in which there's evidence/a witness of an incident.
2. If an officer on patrol witnesses and responds to an incident.

Question: With the new Navigation Center located directly adjacent to the K/T Line, how will issues related to Muni/Transit be handled?

Response: Navigation Center guests will have access to subsidized/free transit passes so that they don't risk violating SFMTA policy.

4. Advisory Group Short-Term Planning - See slides 22-23 in [the PowerPoint](#)

Bryan Okelo (Controller's Office) had ESNCAG take a step back to briefly examine its long-term roadmap, a visual designed by the Controller's Office team to display all the major phases within the Navigation Center's operational lifespan. This visual is intended to frame ESNCAG's thinking in regard to short-term planning now that the Navigation Center's construction is near completion and we're approaching the next phase in the roadmap in which the center will open with 130-bed capacity.

After reviewing the long-term roadmap, ESNCAG then looked at a more detailed breakdown of the second phase that it's entering, broken out by meeting, and in parallel with concurrent anticipated community updates and anticipated ESNCAG activities that the Controller's Office team had compiled based on feedback from previous meetings. ESNCAG then engaged in a large-group discussion of what they'd like to see at the upcoming meetings.

During this discussion, ESNCAG expressed a desire to make the January meeting focus on feedback from the community, SFPD, and Five Keys on their experiences during the Navigation Center's first few weeks after its opening. Additionally, the group would like to begin prioritizing efforts to increase communication with the local community outside of ESNCAG. In response to this concern,

the group was informed of the Controller's Office's team's plans to enhance the existing Port website <https://sfport.com/meetings/1799> through which ESNCAG can share additional resources and updates with the general public. More updates on the website will be shared soon, and the Controller's Office will be working with Sue Bushnell, who volunteered to support the website's development. The group also expressed an interest in learning about opportunities to volunteer at the Navigation Center.

The group would also still like to be mindful of the fact that it will need to be adaptable to the ever-evolving situation with the Navigation Center and dedicate time in each meeting agenda to continuously problem-solve and report back with solutions.

5. 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 January meeting.

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

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Matthias Giezendanner, Supervisor de Servicios Empresariales

Correo electrónico: Matthias.Giezendanner@sfport.com

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