



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



# Embarcadero SAFE Navigation Center November 2021

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

<http://hsh.sfgov.org>



# October 2021: Embarcadero SAFE Navigation Center

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DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

## Navigation Center: Embarcadero SAFE

Reporting Period: 10/1/2021 to 10/31/2021

### Reporting Period

10/1/2021 10/31/2021

### Bed Capacity

91

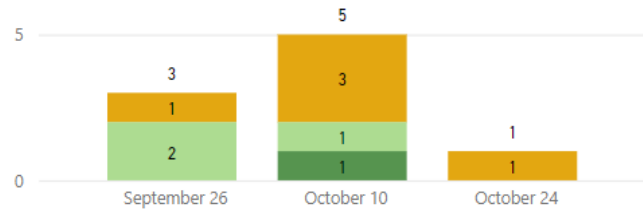
### Clients on 10/31/21

89

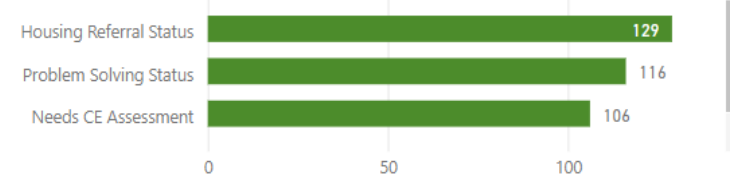
### Weekly Intakes by CE Status

CE Status

- Housing Referral Status
- Needs CE Assessment
- Not In ONE System



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

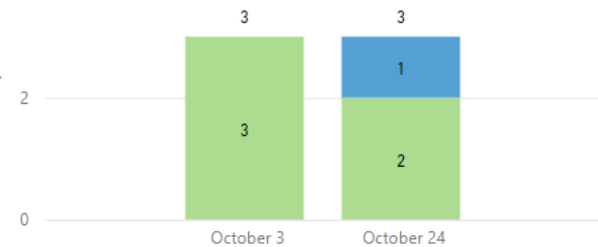


\*Note: Average length of stay calculates for all clients with an exit date regardless of the reporting period.

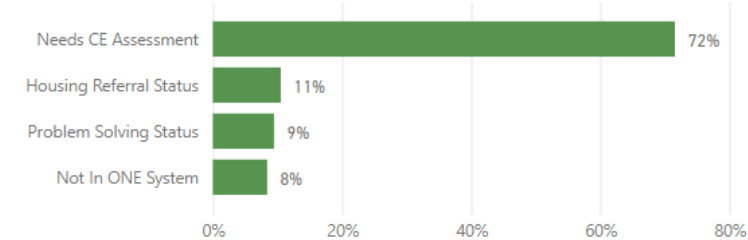
### Weekly Exits by Destination

Destination

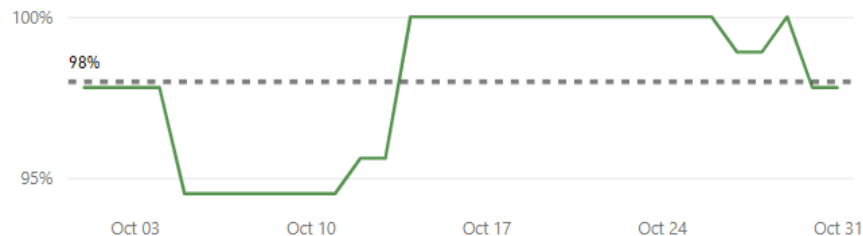
- Probable Bed Abandonment
- Psychiatric hospital or other...



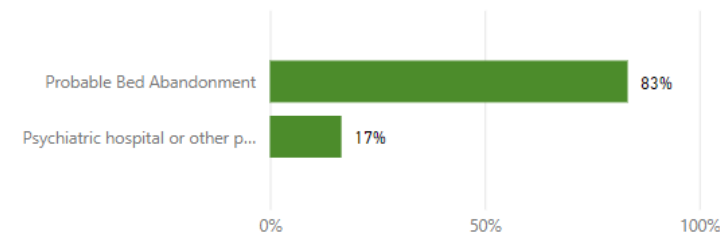
### Percent of Clients by CE Status



### 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: Public Information and Guidance

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- Five Keys has developed a flier they have distributed to **neighborhood businesses, residents and members of the Community Advisory Group** that includes updated guidance on **who to call** to express neighborhood concerns.
- If you would like to receive a copy of this flier, please contact Five Keys by texting the public hotline at **415-265-9827** or email [meganp@fivekeys.org](mailto:meganp@fivekeys.org)

**HELLO!**  
five keys **NEIGHBOR**

We run the **Embarcadero SAFE Navigation Center** at 555 Beale Street. You may recognize us by our Five Keys blue shirts and see us walking around the neighborhood. We are here to do our best to keep the neighborhood clean and safe in partnership with other city organizations.

**HERE IS A QUICK GUIDE TO NEIGHBORHOOD SERVICES THAT WE DO OR OUTSOURCE:**

**Call or text Five Keys: 415-265-9827**

- To say hi and get to know us!
- To troubleshoot neighborhood issues and point you in the right direction.
- For basic trash clean up and syringe pick up in the area on this map...

**Call SFPD Non-Emergency (412-553-0123) for:**

- Non-emergency illegal activity
- Encampments blocking the sidewalk or less than 6 feet from the entrance to a home or business

**Call 911**

- For all emergencies

**Call 311**

- To request clean-up of trash or human/animal waste
- To report discarded syringes

**Other Resources:**

**Safety issues**  
If you see people who look like they need immediate assistance or are camping outside, our staff can go and check in with them. However, we are not able to make them move. If there is an emergency, call 911.

**Accessing shelter**  
Our site does not take walk-ins. Our guests must be referred to us from City agencies. For referrals, families and young adults (ages 18-24) can visit a Coordinated Entry Access Point. Adults over 24 can call the San Francisco Homeless Outreach Team to request outreach and available shelter placement.



# Updates: Public Information and Guidance

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The City has published a **Healthy Streets** website that provides information and data on the **various approaches** underway to ensure that no San Franciscan is left to sleep on the street, and our streets are safe for everyone.

[www.sfgov.gov/healthy-streets](http://www.sfgov.gov/healthy-streets)

- Overview of the City's **Street Response Teams**
- **Street Response Dashboards**
- **Public Guidance** on how to report concerns

## Our Approach



### Creating places for people to go

Mayor Breed's [Homelessness Recovery Plan](#) aims to create 6,000 new placements for unhoused people. [View the dashboard here.](#)



### Street response teams

Responding to urgent needs and addressing behavioral health, overdoses, and wellness checks.

[Read more about our different street response teams here.](#)



### Making critical connections

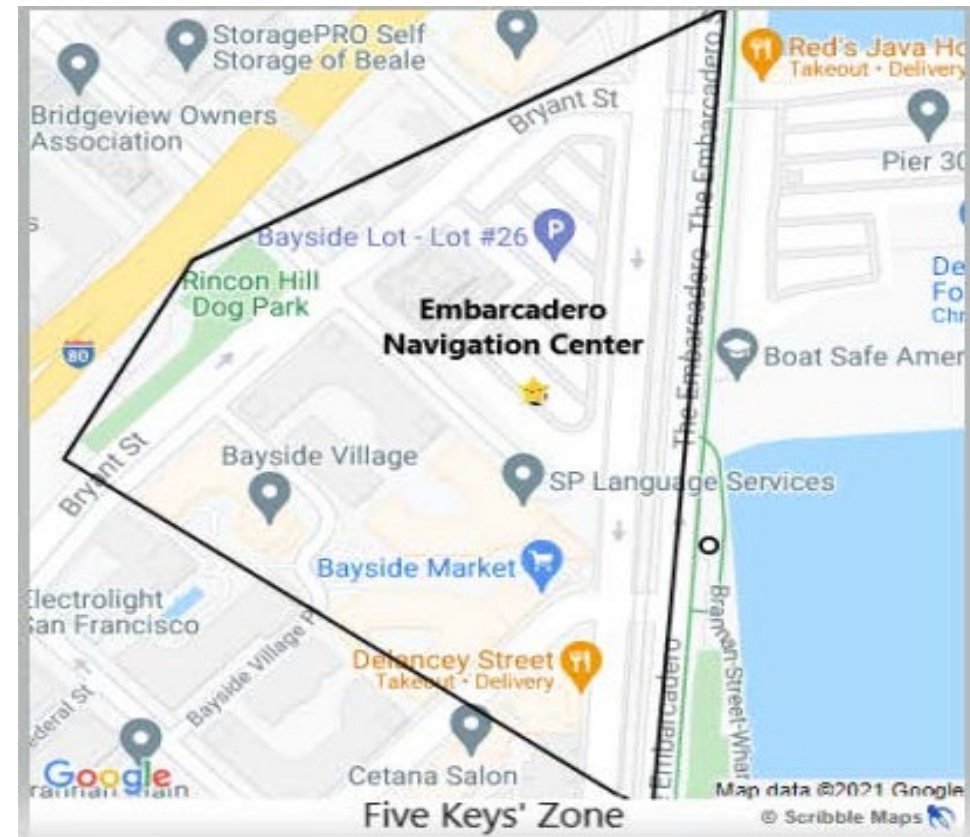
[Over 15 outreach teams](#) work on our streets every day, helping people in the moment, building relationships, and connecting people with resources like medical care, behavioral health, case management, and housing.



# 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 **October 2021**, Five Keys received and responded to **8** 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.