



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center January 2022

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

<http://hsh.sfgov.org>



December 2021: Embarcadero SAFE Navigation Center

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DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Navigation Center: Embarcadero SAFE

Reporting Period: 12/1/2021 to 12/31/2021

Reporting Period

12/1/2021 12/31/2021

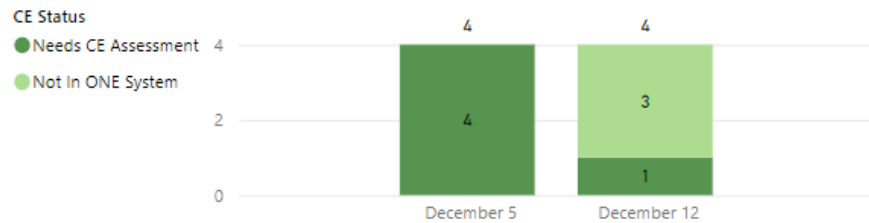
Bed Capacity

91

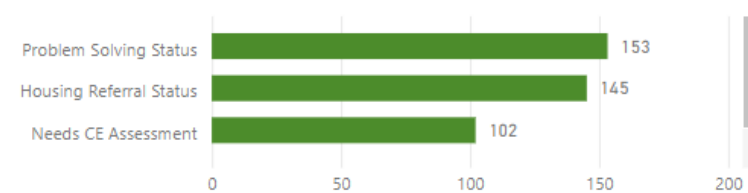
Clients on 12/31/21

91

Weekly Intakes by CE Status

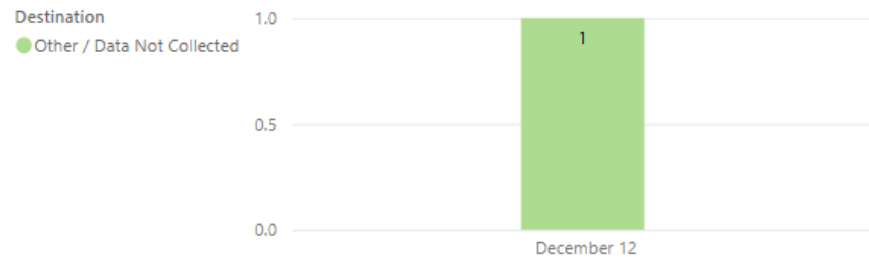


Average Length of Stay by CE Status (Days)

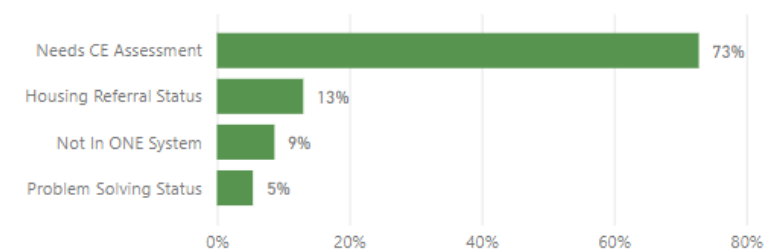


*Note: Average length of stay calculates for all clients with an exit date regardless of the reporting period.

Weekly Exits by Destination

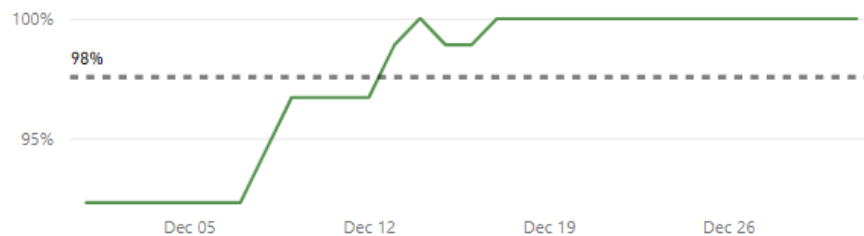


Percent of Clients by CE Status

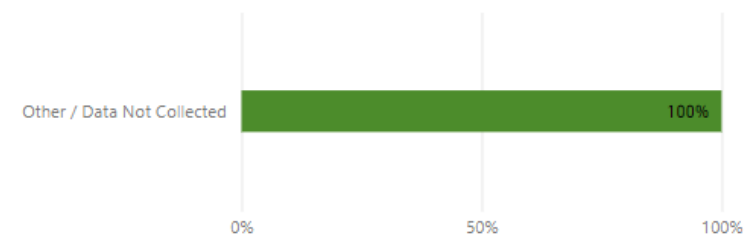


Glossary of key terms for this dashboard is included at the end of this report.

Occupancy



Exits by Destination



Data as of 1/21/2022

Email: dhsh@sfgov.org | Follow: [@SF HSH](https://twitter.com/SFHSH) | Learn: hsh.sfgov.org | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)





Updates: Embarcadero SAFE Navigation Center

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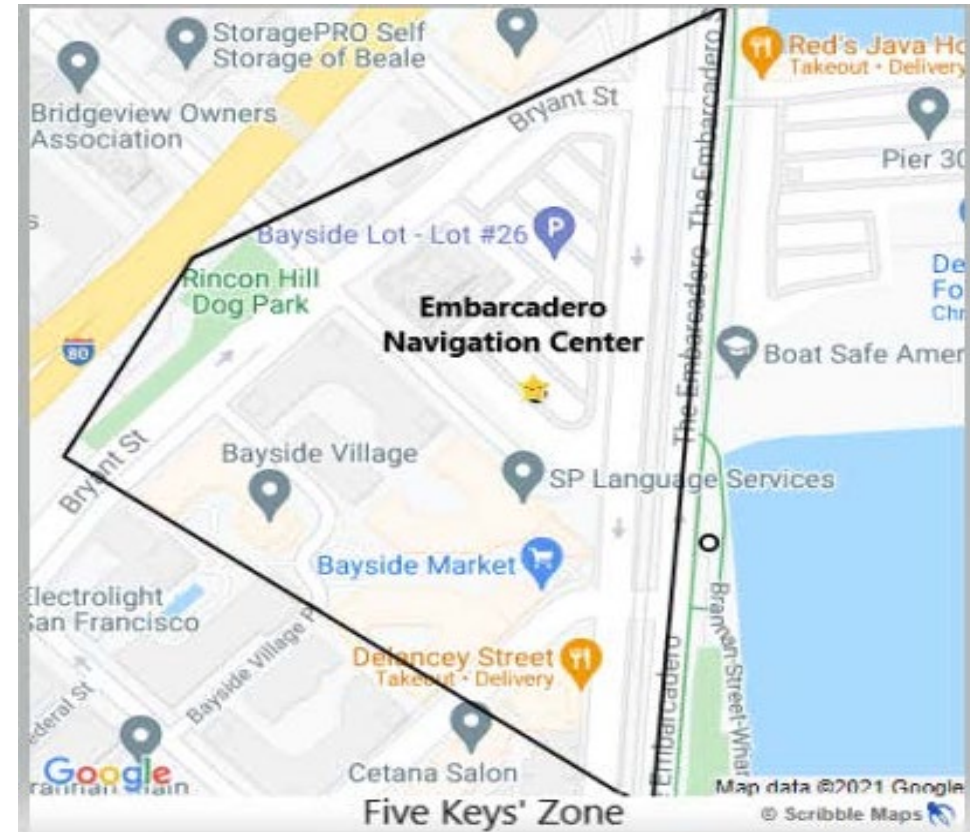
- Embarcadero SAFE Navigation Center continues to follow **public health guidance** regarding COVID prevention and mitigation.
- Continues to operate at a COVID-informed capacity of **91 beds**.
- Referrals to the Embarcadero SAFE Navigation Center continue to run through a **centralized referral process**.
- 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: 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 **December 2021**, Five Keys received and responded to **7** 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.