



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center September 2022

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

<http://hsh.sfgov.org>



August 2022: Embarcadero SAFE Navigation Center

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Navigation Center: Embarcadero SAFE

Reporting Period: 8/1/2022 to 8/31/2022

Reporting Period

8/1/2022 8/31/2022

Bed Capacity

120

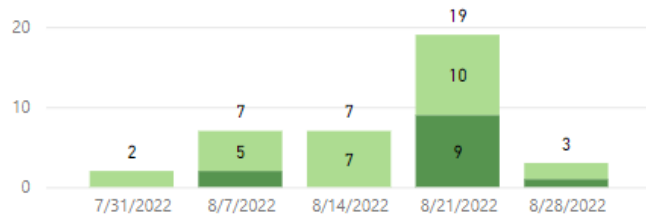
Clients on 8/31/22

120

Weekly Intakes by CE Status

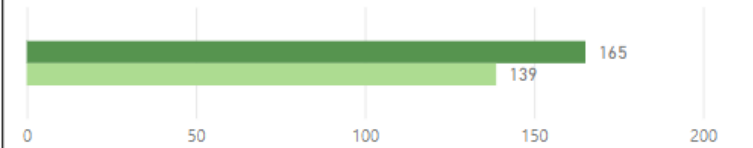
Housing Referral Status

- Yes
- No



Average Length of Stay by CE Status (Days)

Housing Referral Status ● Yes ● No

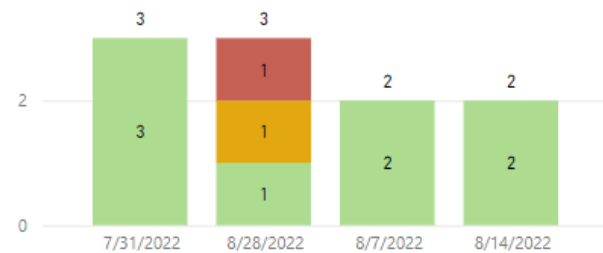


Note: Average length of stay calculates for all clients with exit dates regardless of the reporting period. CE Status for this chart is based on which clients were Housing Referral Status at any point during their stay.

Weekly Exits by Destination

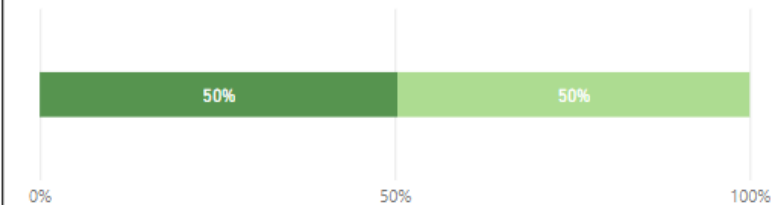
Public Reporting Destination

- Other / Data Not Collected
- Placed in Permanent Suppo...
- Unsheltered or place not m...



Percent of Clients by CE Status

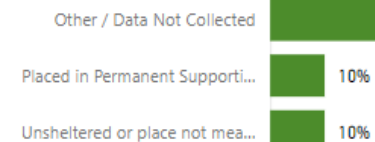
Housing Referral Status ● Yes ● No



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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- HSH is **reinflating and expanding shelter beds** across the City. Embarcadero SAFE Navigation Center began to add beds in August 2022.
 - As of August 31, 2022, Five Keys had added **29 beds** to Embarcadero SAFE Navigation Center for a total capacity of **120 beds**.
- Referrals continue to run through the City's **centralized placement process**.
- Five Keys continues to provide **community activities** for guests, hosts DPH **Behavioral Health** staff onsite 1 – 2 times a week and has a partnership with **Goodwill** for **workforce development**.



Embarcadero Reinflation: Overview

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- Five Keys will begin to gradually add the remaining **80 beds** starting in October 2022 to reach the full site capacity of 200 by Winter 2022.

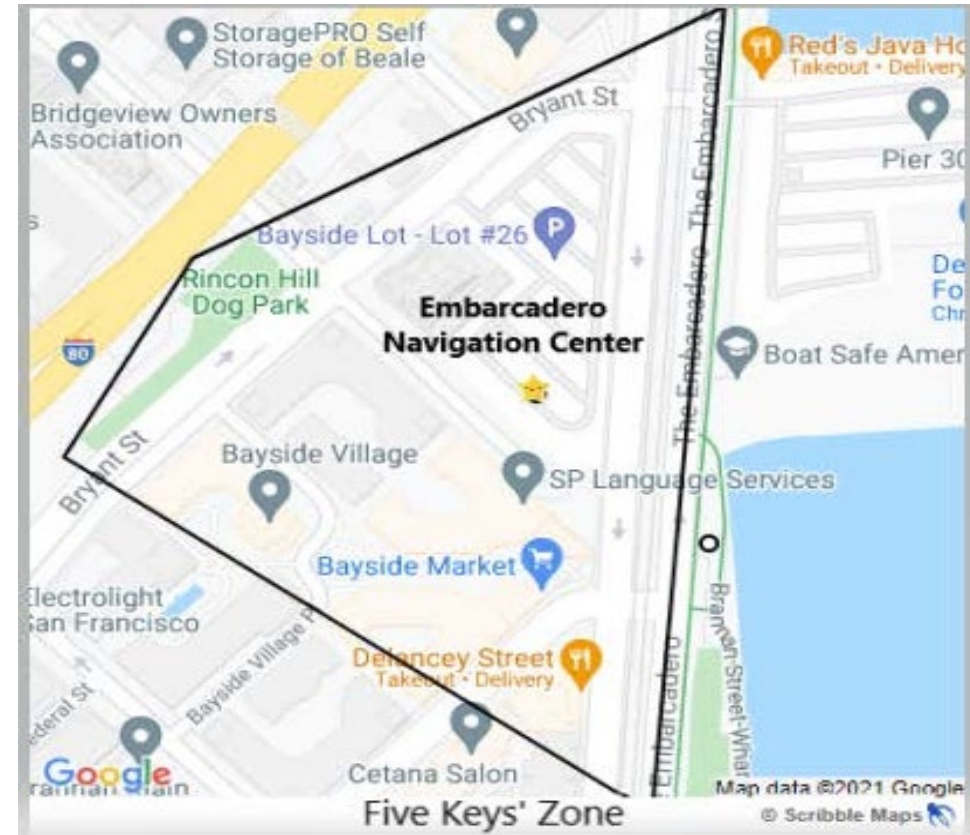
Timeline	Capacity (# of beds)
July 2022	91
August 31, 2022	120
Winter 2022	200



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 **August 2022**, Five Keys received and responded to **0** 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 Healthy Streets website at: <https://sf.gov/healthy-streets>



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.



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

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- **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.
 - **Placed in Permanent Supportive Housing:** Reflects Housing Referral Status guest being successfully placed in supportive housing.
 - **Emergency Shelter:** Reflects transfer to another temporary shelter program.
 - **Safety Discharge due to Behavior:** Reflects exits of guests that have been discharged from the site based on program rules.
 - **Other / Data Not Collected:** Reflects voluntary exits, destinations usually unknown given there is not an opportunity to conduct an exit interview.