



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center October 2022

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

<http://hsh.sfgov.org>



September 2022: Embarcadero SAFE Navigation Center

2



DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Navigation Center: Embarcadero SAFE

Reporting Period: 9/1/2022 to 9/30/2022

Reporting Period

9/1/2022 9/30/2022

Bed Capacity

120

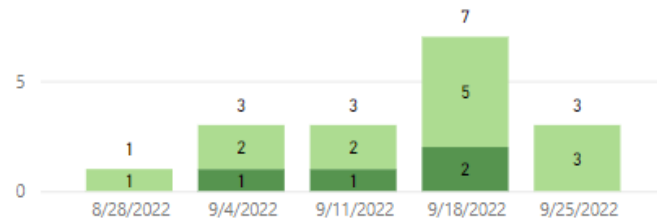
Clients on 9/30/22

117

Weekly Intakes by CE Status

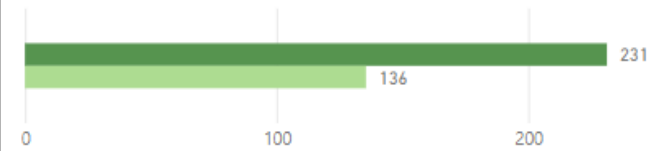
Housing Referral Status

- Yes
- No



Average Length of Stay by CE Status (Days)

Housing Referral Status ● Yes ● No

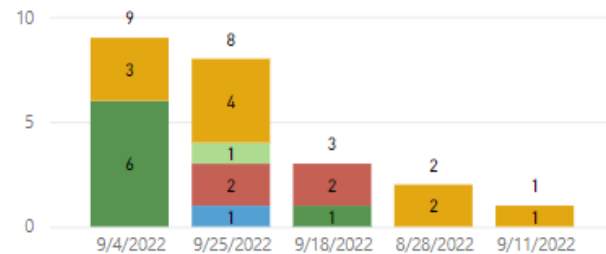


Note: Average length of stay calculates for all clients with exit dates regardless of the reporting period. CE Status for this chart is based on which clients were Housing Referral Status at any point during their stay.

Weekly Exits by Destination

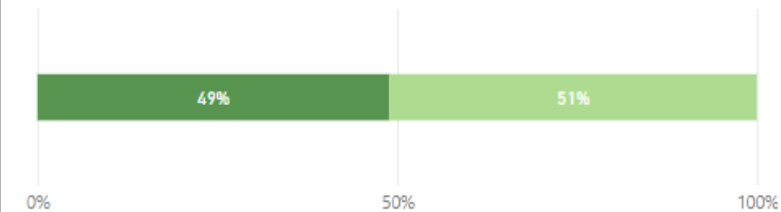
Public Reporting Destination

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



Percent of Clients by CE Status

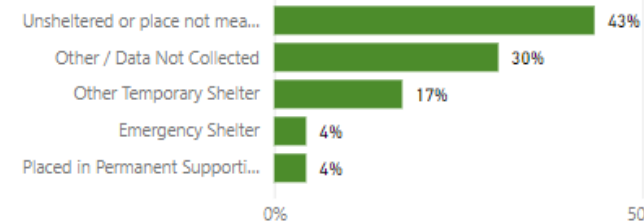
Housing Referral Status ● Yes ● No



Occupancy



Exits by Destination



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





Updates: Embarcadero SAFE Navigation Center

3

- HSH has **reinflated and expanded shelter beds** in Navigation Centers across the City in alignment with public health guidance.
 - Since July 2022, Five Keys has added **29 beds** to Embarcadero SAFE Navigation Center for a 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

4

Embarcadero reinflation will occur in two phases:

- **Phase 1:** **29 beds** were added in July and August for a total capacity of **120 beds** as of August 31, 2022.
- **Phase 2:** Five Keys will gradually add the remaining **80 beds** over a period of two months starting this Fall to reach the full site capacity of **200 beds**.*

Timeline	Capacity (# of beds)
July 2022	91
August 31, 2022	120
Early 2023	200

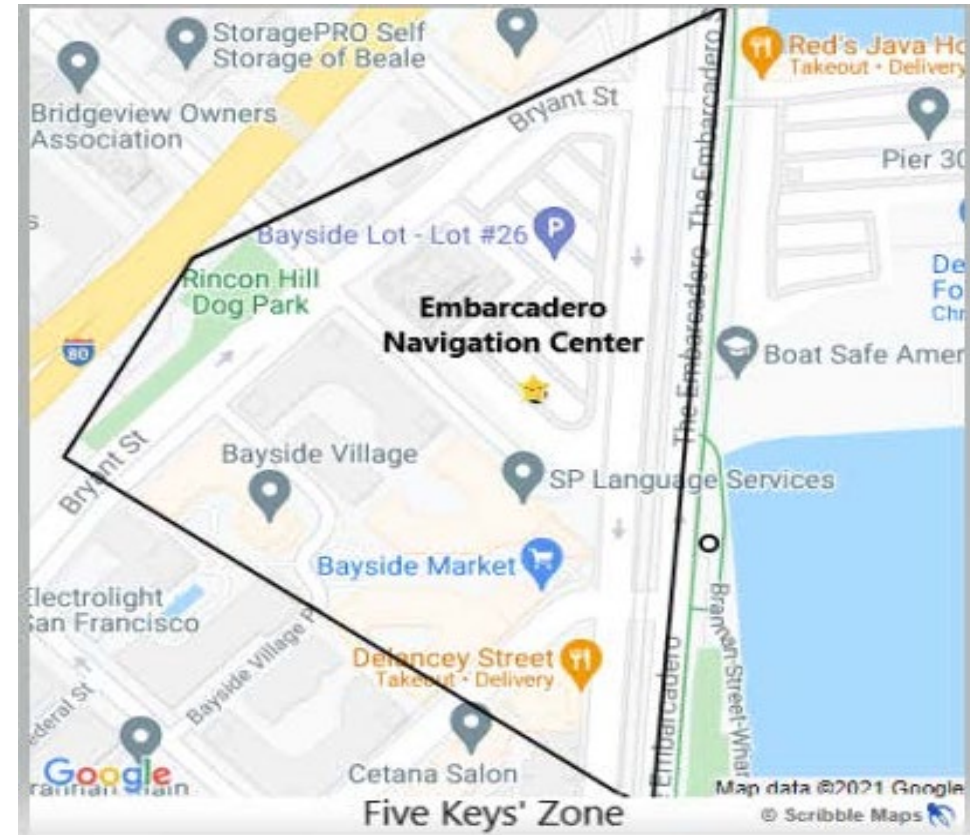
**Phase 2 will begin when materials become available.*



Updates: Dedicated Cleaning Services

5

- 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 **September 2022**, 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

6

- 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:
 - Tents, structures and encampments.
 - 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 and does not have the authority to move people or resolve encampments. If Five Keys cannot address concerns received via public text line, they will respond with guidance on who to call.*



Who to call to report neighborhood concerns

7

- 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 in an encampment.
- Call **911** to report:
 - Medical emergencies or behavioral health crises. 911 dispatchers will ask questions to determine what type of help to send.
 - Fires.
 - Illegal activity creating an emergency.

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

8

- **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, mediation and move-in assistance.



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

9

- **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.
 - **Hospital or other residential setting:** Reflects transfer to a hospital or other residential setting.
 - **Staying with Friends or Family:** Reflects guest has secured a place to stay with their support network.
 - **Unsheltered or place not meant for human habitation:** Reflects that at the time of the exit, guest did not have a stable exit identified.
 - **Other / Data Not Collected:** Usually reflects voluntary exits, given there is not an opportunity to conduct an exit interview.