



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center January 25, 2023

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

<http://hsh.sfgov.org>



December 2022: Embarcadero SAFE Navigation Center

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Embarcadero SAFE Navigation Center

Reporting Period: 12/1/2022 to 12/31/2022

Site

711 Post

Embarcadero SAFE...

Reporting Period

12/1/2022

12/31/2022

Weekly Intakes by CE Status



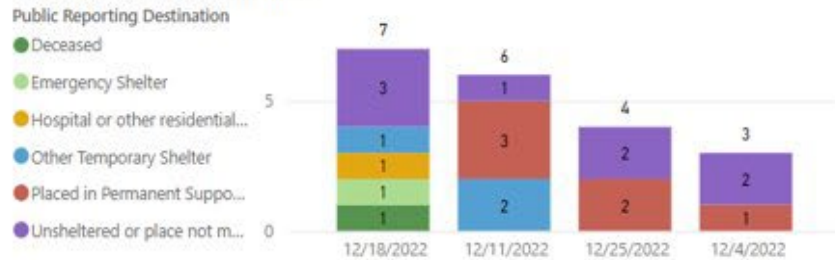
Average Length of Stay by CE Status (Days)



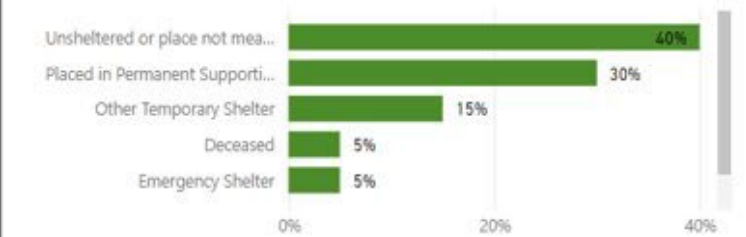
Capacity as of 1/17/23

120

Weekly Exits by Destination



Exits by Destination



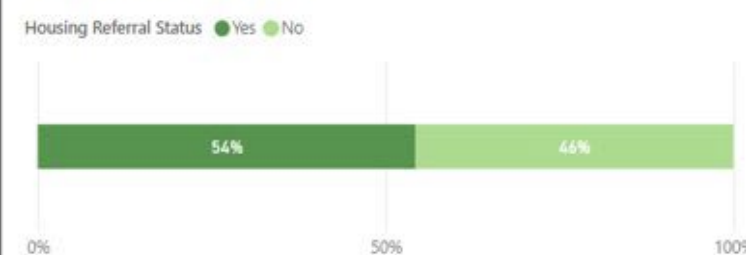
Clients on 12/31/22

118

Occupancy (Calculated using current capacity)



Percent of Clients by CE Status



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





Updates: Embarcadero SAFE Navigation Center

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- In December 2022, 6 **guests** moved from Embarcadero into housing.
 - 6 to **Permanent Supportive Housing**
- 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.**



Updates: Embarcadero SAFE Navigation Center

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- HSH completed a **system-wide** budget analysis of shelters.
- **\$5.5 million** in state HHAP funding enhance services equitably across the shelter system.
- Effective as of December 1, 2022:
 - Established **wage floors for frontline positions**
 - **\$28 / hour** for Case Managers
 - **\$22 / hour** for Shelter Monitors
 - Aligned **Client to Case Management** ratios to enhance services
 - 1:25 for Adult and Youth
 - 1:15 for Families



Updates: Winter Storm Response

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• In response to the winter storms:

- SFHOT provided **expanded outreach** to ensure unhoused residents were aware of available resources and distributed supplies. From January 3 – 15th:
 - Had **1,781 encounters**, only 6% were declined.
 - SFHOT distributed **456** emergency blankets, **973** ponchos, **1,191** food packets and **205** units of dry clothing.
- HSH made **~170 dedicated walk-up shelter beds** available from January 3- 16, 2023.
- Worked with city partners, Urban Alchemy and ECS to stand-up an **emergency pop-up shelter** at the County Fair Building January 4 – 6, 2023.
- Worked with providers to conduct needs assessments and offer **alternative placements** to guests at the Bayview VTC and Safe Sleep sites.



Embarcadero Reinflation: Overview

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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 spring to reach the full site capacity of **200 beds**.*

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

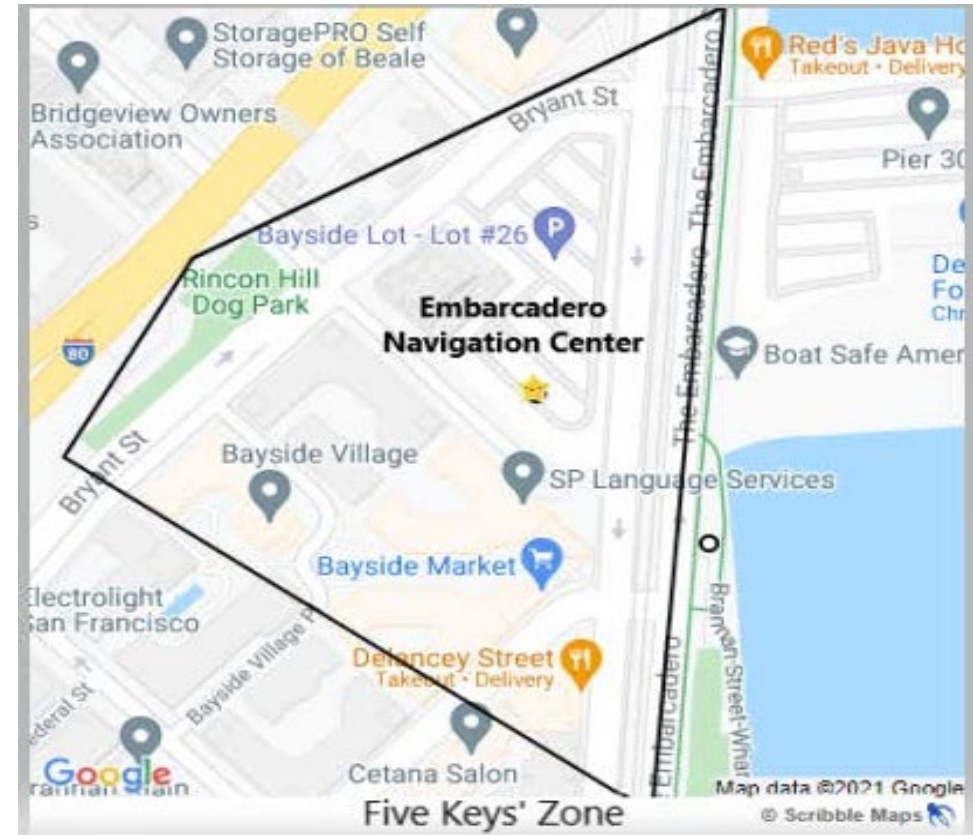
**Phase 2 will begin when materials become available.*



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 **2022**, Five Keys responded to **2** text messages pertaining to cleaning in the designated area.



Map reflects Five Keys dedicated cleaning zone.



Updates: Five Keys Text Line

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Based on community feedback from Embarcadero and Five Keys other street ambassador programs, Five Keys will be **launching new text line** on February 1, 2023, to improve **transparency, tracking and response.**

Five Keys Embarcadero SAFE Navigation Center number will change on **February 1, 2023**, to **415-237-3175**

- Text line will continue to be monitored by staff at Embarcadero, while providing access to offsite supervisors.
- Automatic reply message on old number will provide guidance on new number.
- Texts will be responded to **within 48 hours.**



Updates: Five Keys Text Line

Five Keys will be **distributing fliers** to the neighborhood. Please help us get the word out by sharing with your neighbors!

Updated flier includes:

- New phone number
- Updated guidance on who to call to report concerns related to the Navigation Center, and for street crises and conditions.

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.

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

Our number has changed! Please text: 415-237-3175

The Five Keys text line is monitored by staff at the Navigation Center. We will respond to your text within 48 hours. If the issue has already been addressed or not appropriate for us to respond to, we will do our best to provide you guidance on who to call.

THINGS FIVE KEYS CAN ADDRESS

- Concerns related to the Navigation Center (noise disturbances, etc.)
- For basic trash clean up and syringe pick up in the area on this map...

ENGAGEMENT ISSUES

If you see people who are camping outside the Navigation Center, our staff can go and check in with them. However, we are not able to make them move or offer shelter. If there is an emergency, call 911.

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

- Noise complaints and loitering
- People, structures or encampments blocking entrances to property or blocking sidewalks.

Call 911

- Emergencies (medical, safety or crimes in progress)
- Acute behavioral health crisis or overdose

Call 311

- Tents, structures and encampments
- Request clean-up of trash, debris, human/animal waste and syringes.

Other Resources:

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.

For more information on accessing shelter, please visit HSH's website: hsh.sfgov.org/services/how-to-get-services/

You can also find more information regarding the city's latest guidance on healthy streets and homelessness response here: www.sf.gov/information/reporting-concerns-about-street-crises-and-conditions

fivekeys.org



Reporting Concerns: Embarcadero

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• Text the **Five Keys** public text line at **415-237-3175*** to report:

- Concerns related to the Navigation Center (noise disturbance, etc.).
- Basic trash clean up and syringe pick-up in the area.

****Note: New number in effect
February 1, 2023***

• Call **311** to report:

- Tents, structures and encampments
- Abandoned RV/vehicle or shopping carts
- Trash, debris, human or animal waste
- Medical waste (You can also text SF Aids Foundation Syringe Disposal at 415-801-1337)

**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.*



Reporting Concerns: Embarcadero

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• Call **Police Non-Emergency** at **415-553-0123** to report:

- Encampment in a vehicle
- Noise complaints and loitering
- People, structures, or encampments blocking entrances to property (residences and businesses) or blocking sidewalks | violation of the Americans with Disabilities Act (ADA)
 - I.e. people, structures or encampments that are violating ADA by blocking safe and full access of sidewalks and other public spaces for people with disabilities.

• Call **911** to report:

- Fire
- Weapons, violence, making threats, aggressive behavior, destructive behavior (going into traffic, dangerously climbing structures, etc.)
- Illegal, criminal activity, crimes in progress
- Medical emergencies
- Acute behavioral health crisis or overdose
 - For adults, first responder may be a non-law enforcement, street crisis team depending on call/incident details.



Reporting Concerns

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For latest guidance and resources on reporting concerns about street crises and conditions visit:
<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, 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.
 - **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.