



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Proposed New Agreement: Embarcadero Navigation Center

September 20, 2023 | Northern Advisory Committee (NAC)



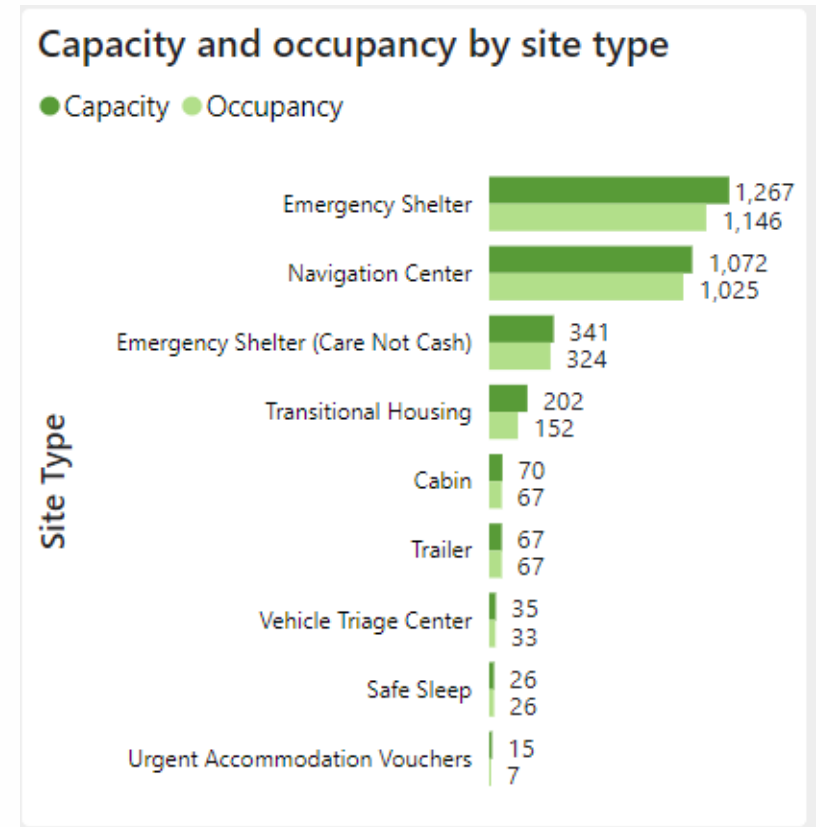
Background

- ☛ San Francisco & the Bay Area are in the middle of a **housing affordability crisis**.
- ☛ According to the 2022 Point in Time Count, **7,754** people were unhoused in San Francisco. Of those, over **4,000** were unsheltered.
 - **3.5% decrease** in overall homelessness and **15% decrease** in unsheltered homelessness since 2019 PIT Count
- ☛ Every day, the city provides housing and shelter to **over 15,000** people.



Temporary Shelter & Crisis Interventions

- Temporary Shelter and Crisis Interventions provides people experiencing homelessness a temporary place to stay while accessing services and working towards a permanent exit from homelessness.
- Home by the Bay, the 5-year citywide strategic plan to prevent and end homelessness published in May 2023, calls for investments in **housing, prevention** and **shelter**.
 - Plan calls for **1,250 new shelter beds**.
- HSH currently operates **3,126 beds/units** of shelter and crisis interventions.
 - As of September 1st, **97% occupancy rate** across **1,076 Navigation Center beds**.



[HSH Shelter Inventory Dashboard](#) – August 16, 2023



Embarcadero Navigation Center

- Opened in December 2019
- Provides **low-barrier** shelter welcoming partners, pets and possessions, for up to **200 guests**.
- **Five Keys** is the non-profit operator and provides:
 - 2 daily meals, laundry and showers
 - Case management, housing and benefits navigation and referrals to services
 - Wellness checks
 - Supportive groups, social events and activities

Program Overview

- **200 beds** of HSH's **2,277** shelter beds/units for adults.
- As of September 1st:
 - Capacity of **200 beds**
 - **199 guests** (99.5% occupied)
- **414 people** served at Embarcadero in FY 2022-23

Clients Served:
FY2022-23

34% Black

26% Latinx

23% Age 55+

Embarcadero Success Story

Jonathan* became a guest at the Embarcadero Navigation center during the onset of the COVID-19 pandemic. While he initially kept to himself, Five Keys staff continued to engage him over time to support his needs and hopes for the future.

Jonathan became a vital part of the community at the Embarcadero Navigation Center, making friends with other guests, finding purpose in supporting the upkeep of the dog area at the program and volunteering with outside organizations.

At the end of 2022, Jonathan moved into permanent housing. Since moving, Jonathan has visited the program to thank staff for their support in his journey through and out of homelessness. Jonathan just celebrated 9 months of sobriety.

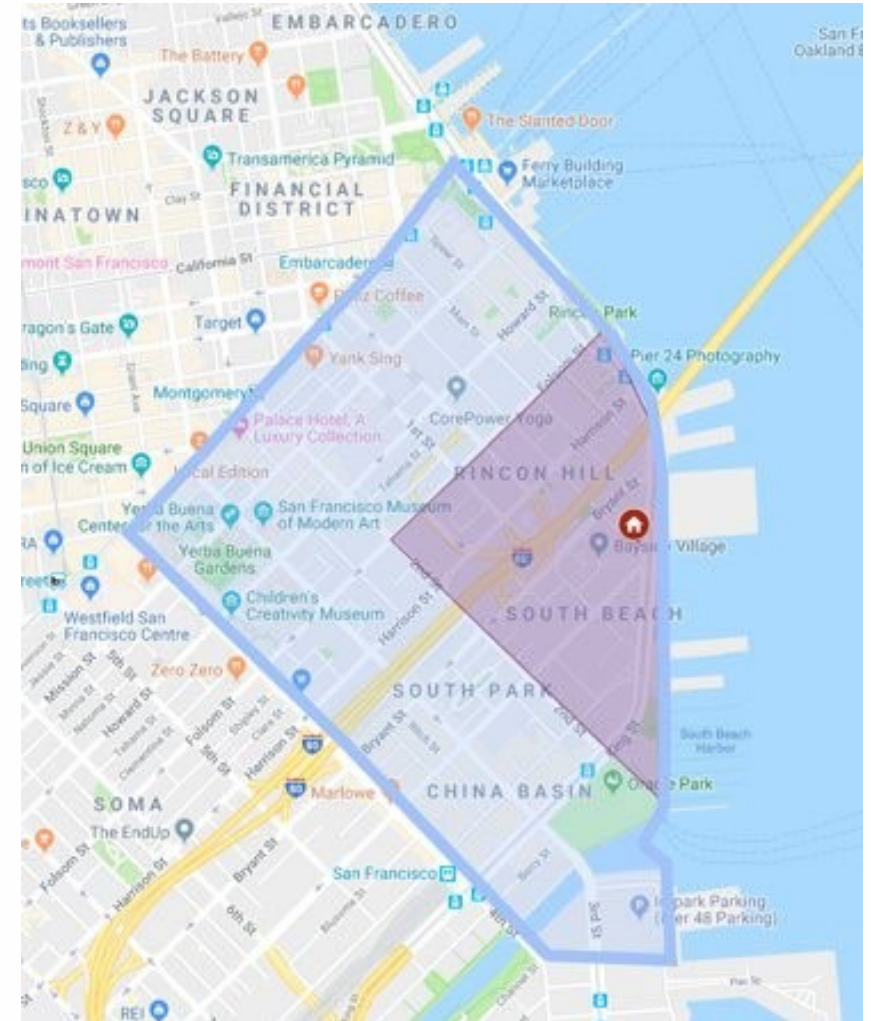
**Name changed for privacy.*

Referrals to the Program

- Referrals to the program run through the City's **centralized placement process**, with prioritization for community placements from the Outreach Zone through SFHOT and HSOC.
 - The site does not accept walk-ins.
 - **88.5%** of guests that were referred to Embarcadero May – June 2023 were community placements made by HOT or HSOC.
- During reinflation of the program (May – June 2023), all unhoused individuals in the Outreach Zone were **offered a bed at Embarcadero at least once**.
 - SFHOT provided outreach **three times a week** in the Outreach Zone.

Outreach and Safety Zones

- **Outreach** and **Safety Zone** continue to be prioritized by the San Francisco Homeless Outreach Team (SFHOT) and SFPD Southern Station Beat Officers.
- Under the original 2019 Memorandum of Understanding (MOU) between HSH and the Port, HSH and the City were required to **demonstrate a decrease** over a two-year period in the number of unsheltered people in the Outreach Zone.
 - As of April 2021, there had been a **77% decrease** in the Outreach Zone.



Safety Zone: Red
Outreach Zone: Blue

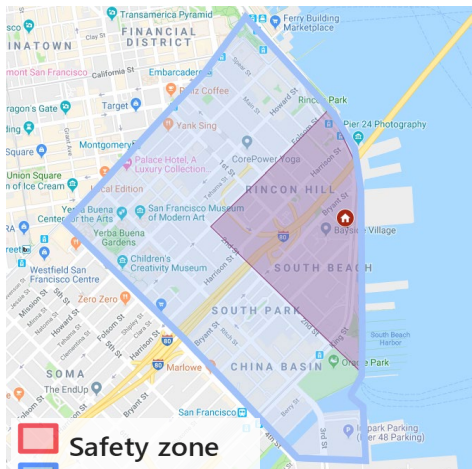
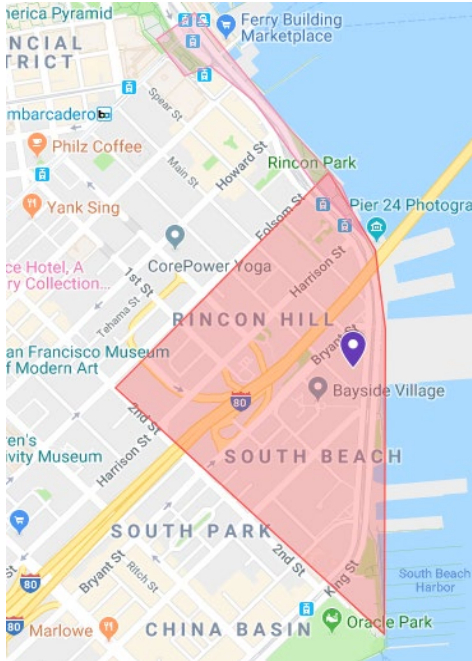
Embarcadero SAFE Navigation Center Point-in-Time Count



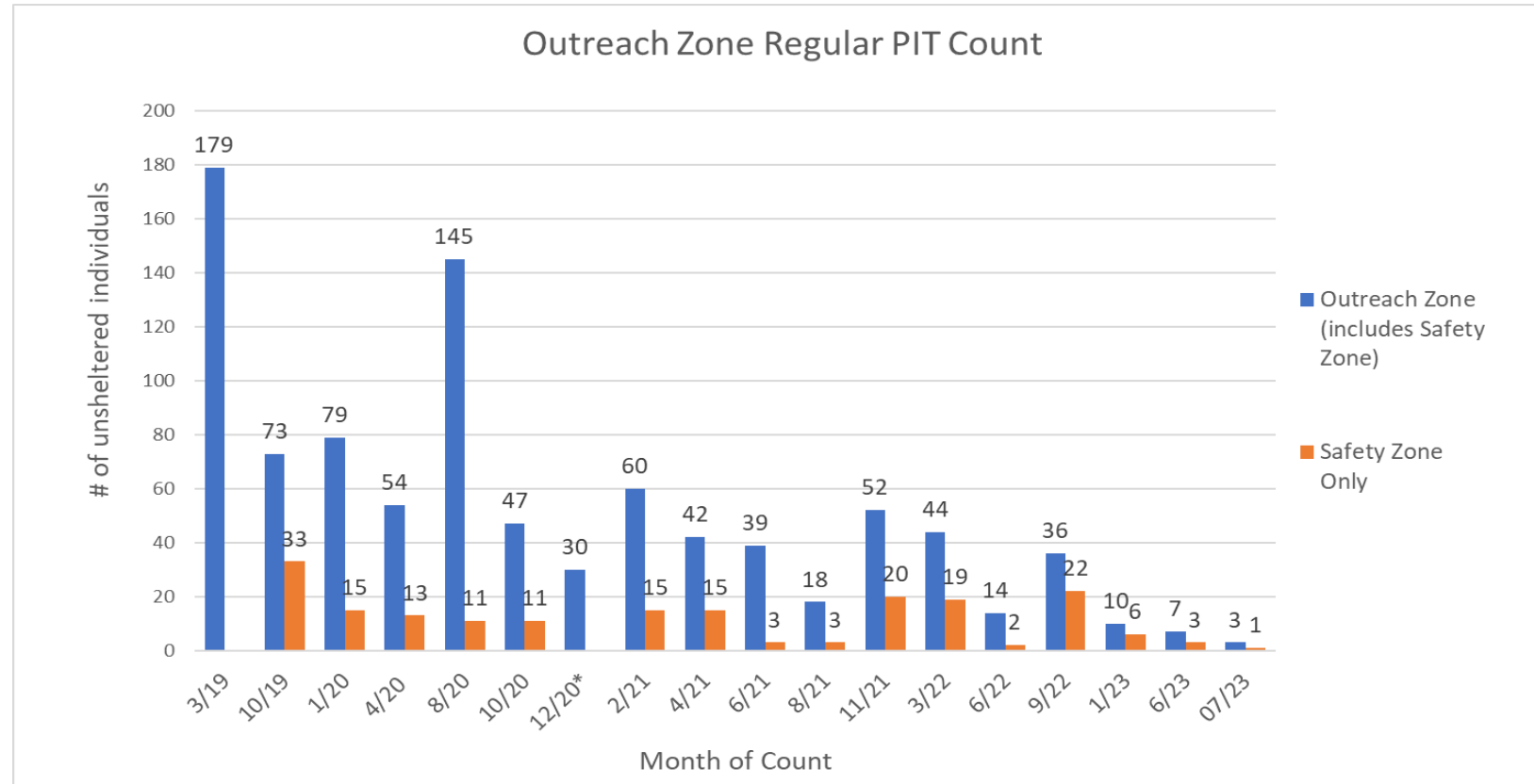
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The July 2023 count of unsheltered people in the Outreach Zone found **3 people**.

- **1 person** was observed in the Safety Zone.



■ Safety zone
■ Outreach zone
● ESNC site



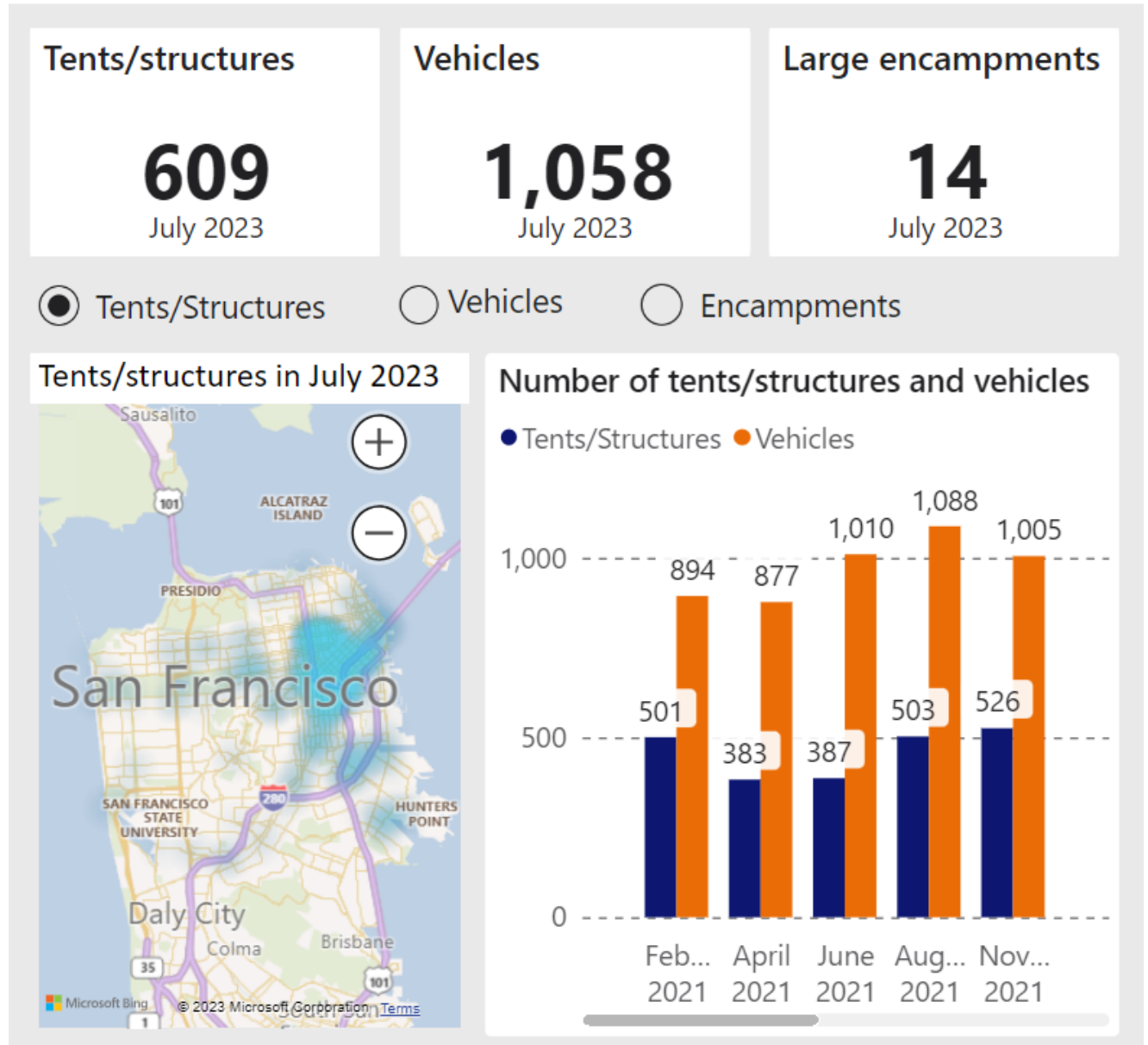
Homelessness is highly dynamic and variable. We will continue to conduct point-in-time counts in the Outreach Zone and will be tracking trends over time.

* This is an estimate based on a count conducted on December 15. Due to data quality issues, we are unable to provide the count of unsheltered people in the Safety Zone specifically or a precise number in the Outreach Zone.

July 2023 HSOC Quarterly Tent and Vehicle Count

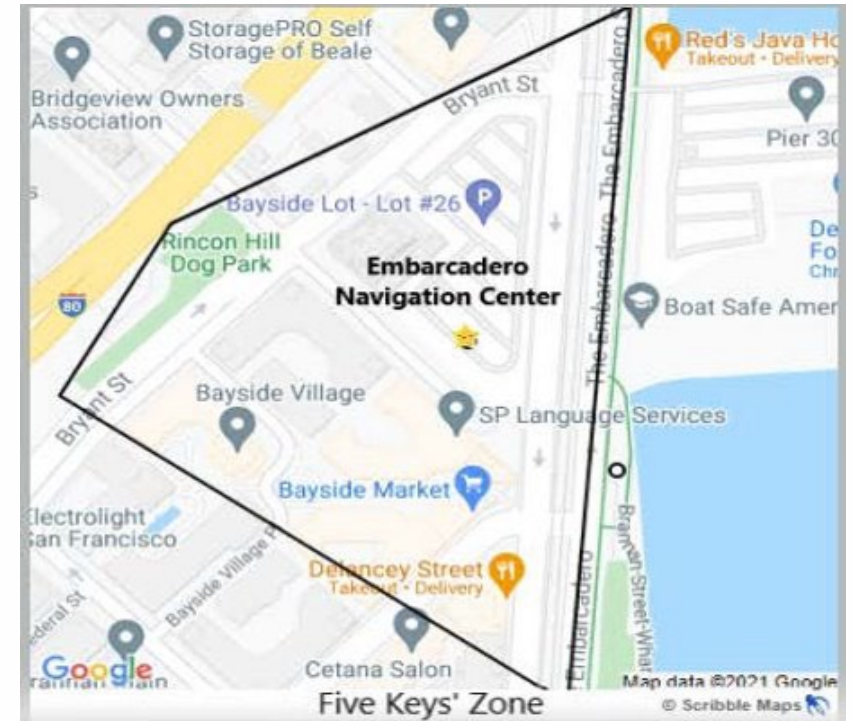
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The July 2023 citywide HSOC Quarterly Tent and Vehicle count found **609 tents/structures** and **1,058 vehicles** citywide.



Dedicated Cleaning

- Five Keys provides dedicated cleaning to the designated area around the Embarcadero Navigation Center.
- Five Keys staff clean the area **at least 2 times a day** in teams of two.
 - Pick-up litter and garbage;
 - Engage with unsheltered individuals in the area;
 - Respond to cleaning requests from neighbors via the public text line; and
 - Flag larger debris for DPW or outreach needs for SFHOT.



Designated Cleaning Area

Good Neighbor Policy

- Five Keys is required to fulfill the requirements under the HSH Good Neighbor Policy:
 - Work with neighbors and city agencies to ensure **neighborhood concerns** are heard and addressed.
 - Assign appropriate staff to **participate in** and **attend** all neighborhood and community meetings
 - Provide a **public phone number** that will be answered at all times and respond to complaints and issues at the program as they arise.
 - **Minimize the impact** on the neighborhood by limiting referrals, not allowing walk-ins and having 24/7 access to the program.
 - Actively discourage and address **excessive noise** from program participants or those in the immediate vicinity.
 - Actively **discourage loitering** in the area immediately surrounding the program.
 - **Inform neighborhood businesses** and **residents** of the services available at the Program and how guests are referred.
 - Maintain the **safety and cleanliness** of the area immediately surrounding the facility, including ensuring staff and guests do not block driveways of neighboring residents and businesses.
 - Take all reasonable measures to ensure **sidewalks** adjacent to facility are not blocked.

City Partners

HSH stewarded the development of an **Interdepartmental Agreement** to reflect the commitments to the area from each City agency. This Agreement will be included as an exhibit to the proposed new agreement.

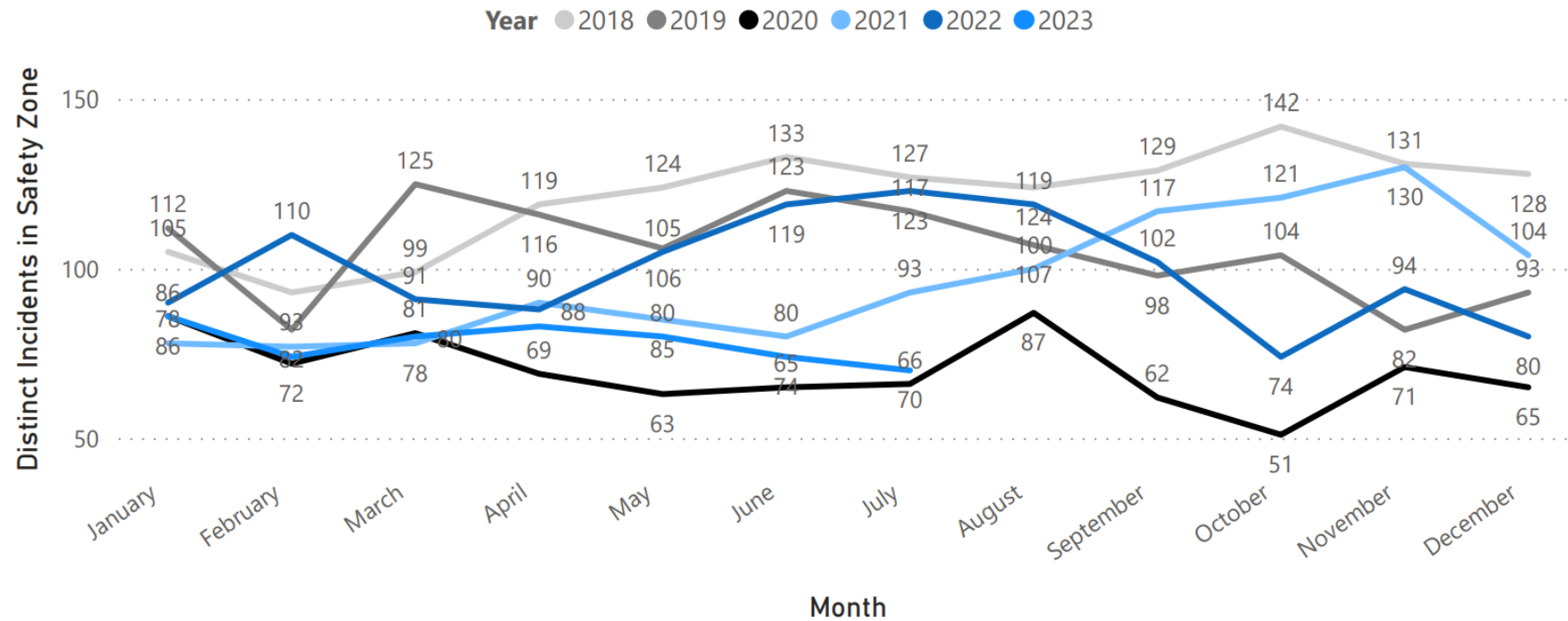
- Department of Homelessness and Supportive Housing (**HSH**)
- Port of San Francisco (**Port**)
- San Francisco Policy Department (**SFPD**)
- Department of Public Works (**DPW**)
- Department of Emergency Management's Healthy Streets Operations Center (**HSOC**)

ESNCAG

- The **Embarcadero SAFE Navigation Center Community Advisory Group (ESNCAG)** was created in 2019.
- ESNCAG **meets quarterly** to address developments relevant to the Program, and facilitates **inclusive communication and collaboration** among Advisory Group members, city departments and the public to promote the **safety and quality of life** of everyone in the neighborhood.
- ESNCAG has been a successful model of continued community participation that HSH has replicated at other programs across the city.
- ESNCAG will **continue throughout the term** of the Embarcadero Navigation Center to continue to support communication and collaboration.

SFPD Crime Stats

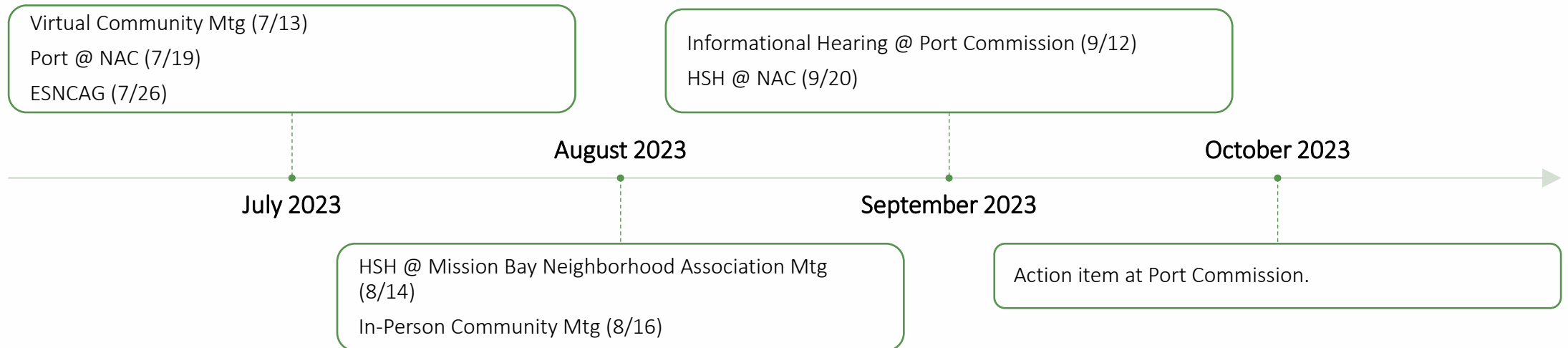
Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents in the Safety Zone **continue to be below 2018 rates**, prior to the opening of the Embarcadero Navigation Center.

Proposed Extension and Timelines

- **Proposed new MOU** with the Port to **continue interim use** of Seawall Lot 330 as the Embarcadero Navigation Center.
 - **Two-year term** with an **option to extend for up to two more years**, subject to termination if the site is needed for development.
- Long-term development of the site not ready to break ground.
- HSH community engagement process July – September 2023, in advance of consideration by the Port Commission in fall 2023.





DEPARTMENT OF
HOMELESSNESS AND
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Thank you!

Contact: HSHexternalaffairs@sfgov.org

For more information on Embarcadero Community Engagement
Process: <https://hsh.sfgov.org/get-involved/notices/>



[San Francisco Department of Homelessness &
Supportive Housing](#)



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