



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Memorandum of Understanding: Central Waterfront Navigation Center

Southern Advisory Committee | April 23, 2025

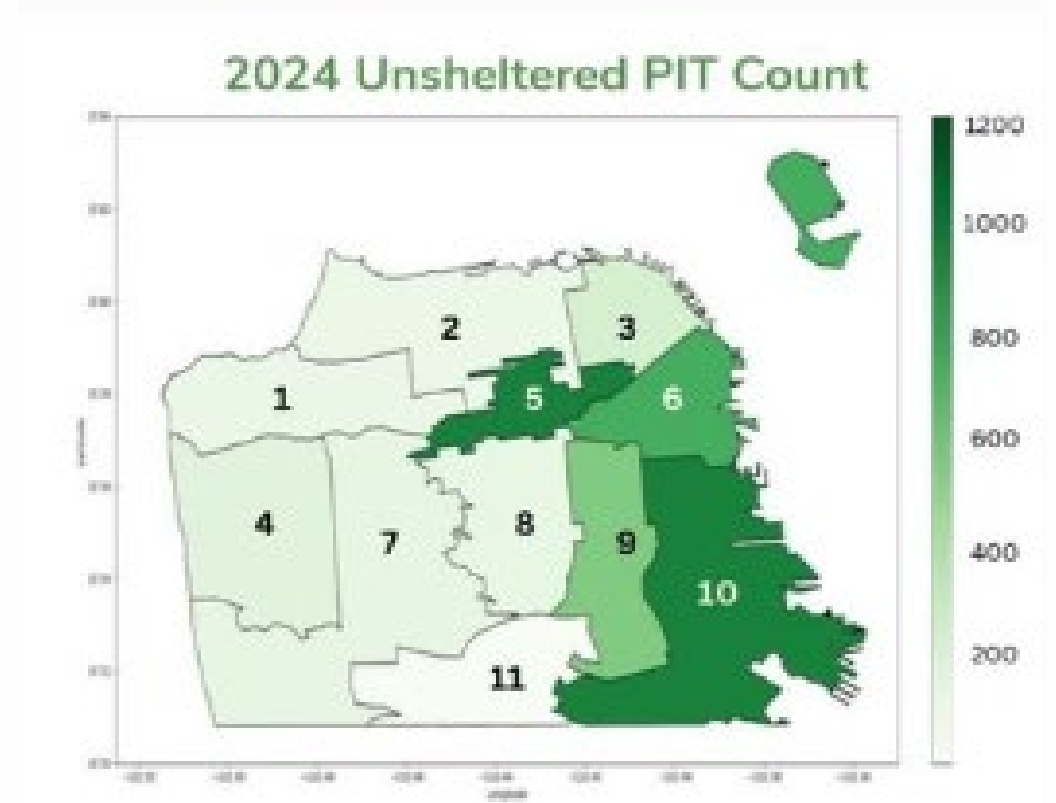


Overview

- **HSH** is working with the **Port of San Francisco** on a new **Memorandum of Understanding (MOU)** to continue the **Central Waterfront Navigation Center**.
 - Current MOU sunsets at the end of April 2025.
- **Proposed Term: 5 years**
 - From approximately May 2025 – April 2030.
- **Community Support:**
 - HSH presented the proposed MOU at the March 11th **Dogpatch Neighborhood Association** meeting, with DNA issuing a letter of support issued.
 - HSH will present to the **Southern Advisory Committee** on April 23, 2025.

Homelessness in San Francisco and District 10

- According to the 2024 Point in Time "PIT" Count, there were **~8,323** people experiencing homelessness in San Francisco on any given night.
- **4,354** or **52%** of those were unsheltered, with **1,010** unsheltered individuals in **District 10**.
 - District 10 saw a **78% increase in unsheltered individuals** from 2022 to 2024, largely due to an increase in vehicular homelessness.



Central Waterfront Navigation Center

- **Central Waterfront Navigation Center** opened in May 2017, and offers a **low-barrier shelter model** that welcomes pets, partners and possessions for up to **64 guests**.
 - As of March 27, 2025, the program was **98% occupied**.
- As of June 2024, **Five Keys Schools and Programs** became the non-profit operator of the program. Five Keys provides:
 - 24/7 staffing
 - Intake, assessment, individual service plans and case management for guests
 - Two daily meals and laundry and showers
 - Support groups, social events and activities
 - Partnerships with **Human Services Agency** for public benefits navigation and **Department of Public Health** for Shelter Health and Behavioral Health (onsite twice a week).
- **Referrals** are made through the **city's centralized placement process**, no walk-ups are accepted.



Central Waterfront Navigation Center

Good Neighbor Policy

- Five Keys is contractually required to adhere to a **Good Neighbor Policy** that includes:
 - Grantee shall work with neighbors, HSH, SFPD, DPW, DPH, DEM/Healthy Streets Operations Center (HSOC) and other relevant city agencies to ensure that **neighborhood concerns are heard and addressed**.
 - Grantee shall assign a representative to participate in and **attend appropriate neighborhood and community meetings**.
 - Grantee shall provide a **phone number** to all interested neighbors that will be **answered 24/7** by an appropriate representative who can respond to issues and complaints about the site.
 - Grantee shall **minimize impact** on the neighborhood by:
 - Limiting referrals to specified referrals partners and not allowing walk-ins;
 - 24/7 access for guests;
 - Actively discourage loitering and public drug use in the area surrounding the program;
 - Ensure staff and participants maintain the safety and cleanliness of the area, including no blocked driveways
 - Conduct at minimum, three daily perimeter inspections that include collection of litter.
 - Report encampments to appropriate city agencies;
 - Actively discourage guests from keeping tents outside of the site;
 - Abate graffiti within 24 hours (weather permitting) or report graffiti to 311 as appropriate.



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Questions?

Thank you!