

Shelter & Hygiene Liaison Meeting

Programmatic Deep Dive

Date of Meeting: February 15, 2024

Attendees:

Controller's Office: Radhika Mehlotra, <i>Homelessness Policy Specialist;</i> Ivy Huwald, <i>Performance Analyst</i>	Department of Homelessness and Housing: Marion Sanders, <i>Chief Deputy Director;</i> Christine Rolan, <i>Budget Director;</i> Lisa Rachowicz, <i>Navigation Centers and Shelter Program Manager</i>	Our City, Our Home Oversight Committee: Member Jennifer Friedenbach
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- 1. Programming Update on Shelter & Hygiene -** What Shelter & Hygiene programming in the OCOH fund was proposed by the Committee?
 - Which programs have been fully implemented?
 - South Van Ness Safe Sleep; Pier 94 RV Program; Oasis Family Shelter; Lower Polk TAY Navigation Center; Bayview SAFE Navigation Center; Embarcadero SAFE Navigation Center; Division Circle Navigation Center; Gough Cabins; Bayview VTC; Family, TAY, DV Hotel Vouchers; Adult Probation's Navigation Center for Justice-Involved Adults.
 - Which programs have not been implemented thus far?
 - **District 10 Shelter Program – Jerrold Commons** (60 cabins, 20 vehicle spaces) currently in development phase the lease has been executed. Construction should be completed by end of 2024 and open program in Jan 2025.
 - What are the measures of success across Shelter & Hygiene programming?
 - Guest Satisfaction, Occupancy Rates (generally very high occupancy rates shows notable program utilization), Exits to Permanent Housing, Counts of unique individuals served.
 - Which programs have demonstrated success along those measures?
 - **UAV programs** have provided needed service for afterhours and weekends.
 - **Pier 94** has had success with housing exits.
 - **Bayview VTC** has assisted guests with vehicle repairs thru partnership with Financial Justic Project (MTA).
 - **Navigation Centers** have supported Multi-Disciplinary Team events (MDT).
 - Strengthened partnership with DPH behavioral health team.
 - **Cabins** have a very high occupancy rate and are very low barrier.
 - What challenges are emerging across the programs?
 - **Relationships with hotel owners** is critical for success for UAV program; strong communication is critical and there are challenges with finding hotels.
 - Safe sleep has had challenges with **inclement weather** (flooding, wind, etc.)
 - Repairing **damaged hotel rooms** in as well as **shelter transitions** from Family UAV
 - OD Prevention and reversals – across programs this can be difficult with trauma, training, etc.
 - Supporting guests with ADL challenges

- What is the status of the Pier 94 RV site? When the site closes, will the trailers/RV be repurposed?
 - Pier 94 demobilization has been **completed**; stopped intakes in April.
 - Still trying to figure out what to do with the trailers. Some are not usable and will need to be destroyed.
- What is the status of recommended shelter vouchers dedicated to pregnant people and domestic violence survivors?
 - **Families and Pregnant Persons program** opened in March 13, 2023 and served 129 HH since July 2023
 - **Survivors of Domestic Violence** launched October 16, 2023. Only 2 HH served so far.
 - **TAY** launched on August 21, 2024 and 50 TAY individuals have been served so far.
 - Member Friedenbach shared feedback that **transition for families** has been a challenge.
 - There is a **capacity issue (HSH has a plan they are trying to get funded to address this)**
 - There are **system flow issues** with the way that the family system is structured (related to length of stay policies, adjusting for the timeline it takes for people to transfer into permanent housing) but HSH actively working on redesigning the system flow
 - More integration from other City departments around special populations is needed.
 - Long term Mission Cabins funding needs to be assessed based on when the program starts (outstanding question of how much Prop C funds, since it will not be the full allocation initially planned for).