

Permanent Housing Liaison Meeting

Programmatic Deep Dive

Date of Meeting: February 14, 2024

Attendees:

Controller's Office: Radhika Mehlotra, <i>Homelessness Policy Specialist</i>	Department of Homelessness and Housing: Gigi Whitley, <i>Chief Deputy Director for Administration and Finance</i> ; Marion Sanders, <i>Chief Deputy Director</i> ; Cricket Miller, <i>Manager of Scattered Site Housing Programs</i> ; Salvador Menjivar, <i>Director of Housing</i> Elizabeth Hewson, <i>Manager of Supportive Housing Programs</i> Christine Rolan, <i>Budget Director</i>	Mayor's Office of Housing and Community Development: Brian Cheu, <i>Director of Community Development</i> Helen Hale, <i>Director of Housing Services</i>	Our City, Our Home Oversight Committee: Chair Shanell Williams; Member Jennifer Friedenbach; Member Scott Walton; Vice Chair Julia D'Antonio
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1. Programming Update on Permanent Housing - What Permanent Housing programming in the OCOH fund was proposed by the Committee?

- Which programs have been fully implemented?
 - **Scattered Sites/Rapid Rehousing**
 - Deployed all funding for adult flexible pool subsidy program – over 1,000 since 2021, 350 adult rapid rehousing slots.
 - **Site-based PSH programs**
 - Fully implemented: 6 programs (DIVA hotel, 1321 Mission, Gotham, Casa Esperanza, City Gardens, Mission Inn) – total units 645 with 95% occupancy rate.
- Which programs have been partially implemented?
 - **Site-based PSH programs**
 - Partially implemented: Granada Hotel (building undergoing extensive occupied rehab, will be completed in Fall 2024 with 212 units); 685 Ellis St (not currently funded by Prop C but it is part of the City's acquisition plan, currently under rehab - 67 units will move over to Prop C by FY26-27).
 - **MOHCD**
 - SRO families Rental subsidy program – project in place with 110 families fully enrolled by the end of fiscal year.
- Which programs have not been implemented thus far?
 - **Scattered Sites/Rapid Rehousing**
 - Member Friedenbach asked how Family Ladder interplays with the Benioff Building. Once philanthropic funding runs out, will be moved completely over to Prop C (part of budget last year). HSH explained that Family Ladder is a true scattered site, but a different model than the Bristol.
 - Member Friedenbach asked what proportion of those served are in-county vs. out-county. HSH noted that the last update showed about 90% were housed within county.

- **Site-based PSH programs**
 - Not implemented: 1174 Folsom St – new City acquisition, currently in procurement and contracts negotiation, expected to open Summer 2024 with 42 units; 42 Otis is also part of City’s acquisition plan and in the closing process with anticipated acquisition by Summer 2024 for 24 units)
 - Member Friedenbach raised a question about how to backfill the loss of ERAF funding (~\$600K loss, ~24 units)
- **Measures of success across Permanent Housing programming** - Which programs have demonstrated success along those measures?
 - **Scattered sites** – standard set of outcome objectives and service requirements and service descriptions monitored on an annual basis. If needed, more frequent. Metrics are centered around:
 - 90% of households will move into housing within 75 days (enrollment to move-in); avg placement rate is ~90 days – due to landlord engagement, high cost of living, etc.
 - Stabilizing and housing – goal is to remain housed and have folks exit to a permanent housing situation. Only 7.6% are not remaining housed or exiting to non-permanent destinations.
 - 75% of households will be referred to community resources, monitored by ONE system.
 - **Site-based PSH**
 - Same metrics as scattered sites – all programs met objective outcomes.
 - Support services and property management and support services: 90% of households will maintain their housing for a minimum of 12 months or exit to a permanent destination. Also meeting these objectives.
 - Measuring client satisfaction – annual resident satisfaction survey with goal of 80% or more satisfied or very satisfied. All programs are meeting objective.
 - What challenges are emerging across the programs?
 - PSH/across homelessness response system – provider capacity
 - Other costs escalation including insurance premiums that continue to rise by hundreds of thousands of dollars.
- What are the plans for additional acquisition over the next several years?
 - Current focus is on acquiring and 1174 Folsom and 42 Otis.
 - HSH faces issues with staffing and complexity of acquisition.
 - Opportunistic – legacy PSH sites, would like to get out of those and have a more equitable offerings for people. Repurpose old buildings for emergency shelter, etc.
 - Working with HAF – to come up with a plan going forward that iterates on this model. But in the meantime focus on opening the TAY sites.