



## **888 Post St. Youth Health and Wellness Program FAQs**

### **What is the proposed project at 888 Post Street, who will it serve?**

- The Health and Wellness Program will be located at 888 Post, a 29,670 square foot, three-story building owned by the City of San Francisco.
- The Lower Polk TAY Navigation Center operated by 3<sup>rd</sup> Street Youth Center and Clinic (Third Street) occupies the second and third floors, and the Health and Wellness Program will occupy the 1<sup>st</sup> floor.
- The served population is defined as TAY, ages 18 to 24, who are experiencing homelessness.

### **Homelessness in San Francisco**

- San Francisco & the Bay Area are in the middle of a housing affordability crisis.
- 8,323 people are unhoused in San Francisco alone.
- Of those, 4,355 are unsheltered.
- Every day, the city provides housing & shelter to over 15,000 people, yet we are still unable to meet the need across our community.

### **Youth Homelessness in San Francisco**

- Transitional Age Youth are those aged 18-24.
- In San Francisco, there are approximately 1,193 homeless TAY.
- Sheltered homeless youth increased 75% between 2022 and 2024.
- Unsheltered homeless youth decreased 9% between 2022 and 2024
- 38% identify as part of the LGBTQ+ community.

### **What type of social services are available to guests?**

- Workforce Development: Provide workforce development support through a dedicated Job Development Specialist position, in partnership with Human Services Agency's (HSA) Workforce Development.
- Provide life skills group lessons on nutrition, hygiene, conflict resolution/violence prevention, housing search and tenancy, financial literacy, and other topics appropriate for youth.
- Access Point: Offer Coordinated Entry assessment and problem-solving.
- Offer 1:1 case management by a trained staff member in the form of strength-based support to identify short- and long-term goals, information, and linkages to community resources.
- Collaborate with HSH in developing a short-term Health and Wellness specific individual service plan model.
- Case Management staff shall provide individual and group health and wellness counseling and prevention services from a harm-reduction and trauma-informed care approach.
- Provide a space for counselors and clinicians offering prevention, assessment, crisis intervention, treatment, and linkage services for primary medical and behavioral health needs in partnership with DPH.
- Operations staffing shall provide program monitoring, frequent wellness checks, safety/de-escalation of guests, janitorial services, and maintenance services.

**What type of amenities are available for guests?**

- The Health and Wellness program shall provide the served population with the following amenities 7 days a week 365 days a year to support personal hygiene and maximize their ability to live and work in the community.
  - 24/7 staffing, including program monitors and safety/de-escalation staff;
  - Access to bathrooms and storage for belongings<sup>1</sup>;
  - Access to showers, sinks, and laundry;
  - Clothing Closet: Client access to free clothing items (socks, undergarments, coats, etc.);
  - Hygiene resources and services;
  - Dining Area with access to healthy snacks, tables and chairs for eating, microwaves, coffee maker, tea, etc.;
  - Provision of hygiene and personal supplies including razors, toothbrushes, soap, shampoo, first aid, and harm reduction supplies;
  - Computer workstations for client use;
  - Wi-Fi internet access and charging stations;
  - Staff work areas: Desks and/or private offices for provider employees and Department of Public Health (DPH) behavioral and medical staff (if medical clinic space is possible).
  - Shared office space available for external partner organization staff;
  - Security cameras;
  - Secured front entrance;
  - Trash, recycling, and compost area;
  - Community space;
  - Site lighting;
  - Client mailboxes; and
  - Bike racks.

**Who will provide services and support to guests on site?**

- Through a competitive bid process, HSH will select a nonprofit partner to operate the program
- The operator will have expertise in serving young adults

**Why this property and location?**

- The 1<sup>st</sup> floor is approximately 8,000 square feet and is equipped with a gated driveway and separate entrance/exit that will allow the Health and Wellness Program to operate independently from the Navigation Center.
- This property is ideal for this type of program because of its location, community space, and proximity to public transportation.

**What is the site currently being used for?**

- The Lower Polk TAY Navigation Center operated by 3<sup>rd</sup> Street Youth Center and Clinic (Third Street) occupies the second and third floors. The first floor is currently vacant.

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<sup>1</sup> Bathrooms and storage for belongings may be shared with Navigation Center.



**Who will be responsible for neighborhood conditions?**

- The program will have shared responsibility with TAY Navigation Center and will adhere to HSH's Good Neighbor Policy maintaining a good relationship with the neighborhood including:
  - Collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
  - Have a public phone line (and/or email) available for the community to report concerns;
  - Site representative will attend all appropriate neighborhood meetings;
  - Site representative is available to respond to neighbors within 24 hours, if reasonable;
  - Minimizing the impact on the neighborhood of served population waiting to enter the site or in the immediate vicinity of the site;
  - Actively monitor the site perimeter, 7 days per week;
  - Actively discourage loitering in the area surrounding the site; and
  - Summon law enforcement, SFHOT, HSOC, and/or DPW as needed to address safety, cleanliness, and/or encampment issues on the block.
  - HSH is currently funding ambassador services to help mitigate any impacts of services, shelter and housing in the neighborhood.
  - HSH will continue to facilitate conversation and collaboration between the neighborhood association and the site operator.