



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | November 21, 2025





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

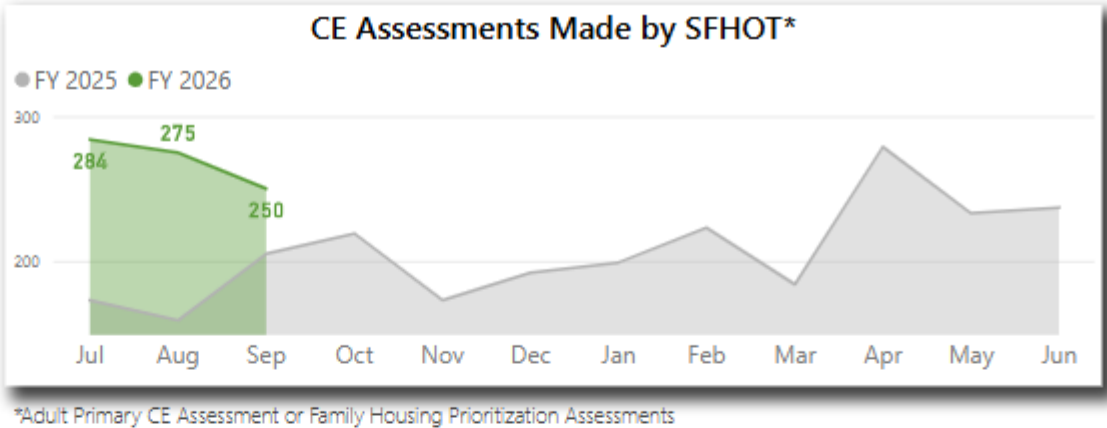
Homelessness Response System: Updates and Data*

**All data is from the Online Navigation and Entry (ONE) System unless otherwise noted. All dashboards are in HSH's [Data Hub](#).*

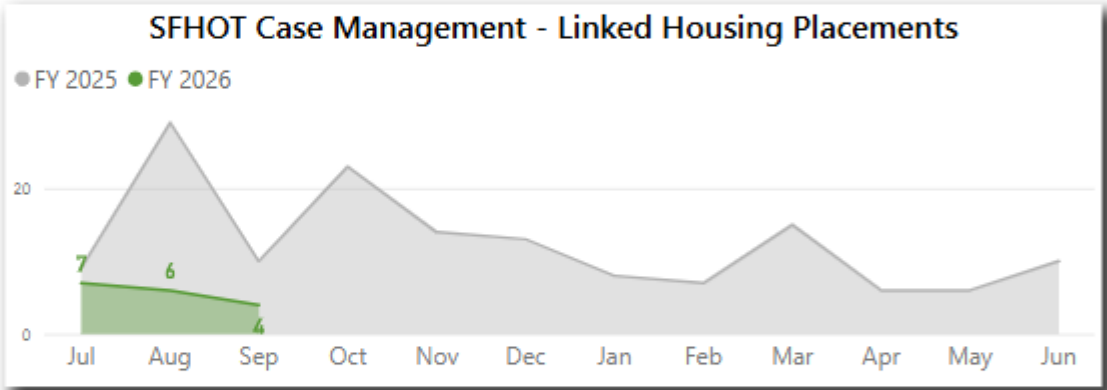
Outreach Updates: SFHOT

*Data through
September 30, 2025*

250
Latest Month
809
Current Fiscal Year To Date
537
Last Fiscal Year To Date
50.7%
FYTD Percentage Change

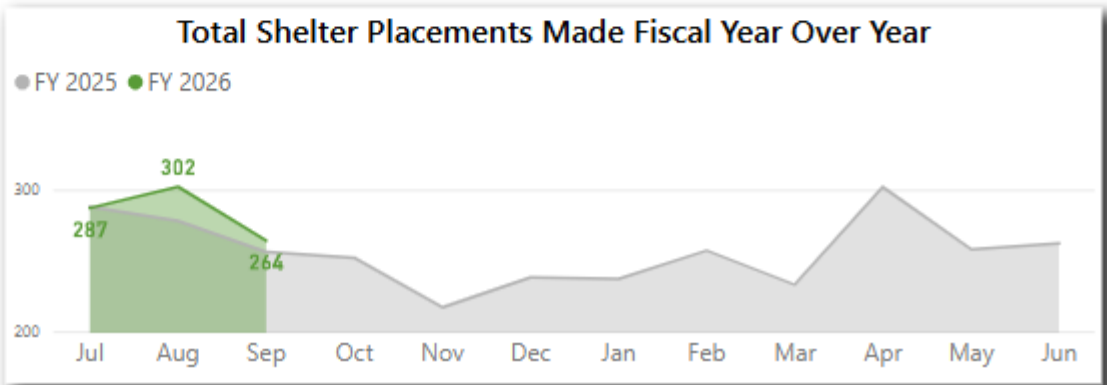


4
Latest Month
17
Current Fiscal Year To Date
48
Last Fiscal Year To Date
-65%
FYTD Percentage Change



Shelter Placements

264
Latest Month
853
Current Fiscal Year To Date
822
Last Fiscal Year To Date
4%
FYTD Percentage Change



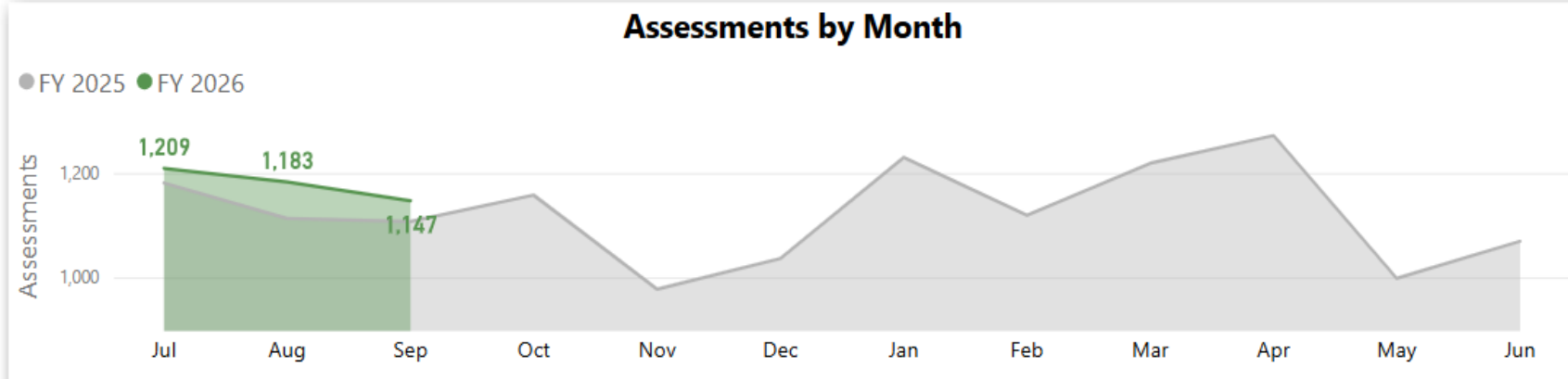
Coordinated Entry Assessments

1,147
Latest Month Assessments

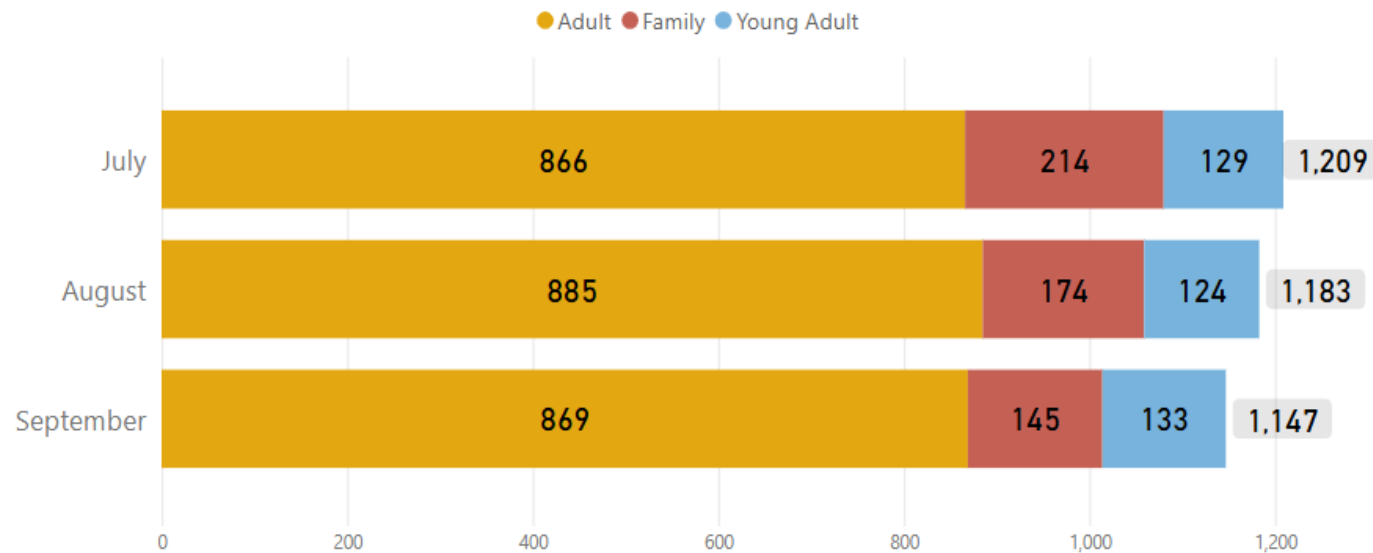
3,539
FYTD Assessments

3,401
Last FYTD Assessments

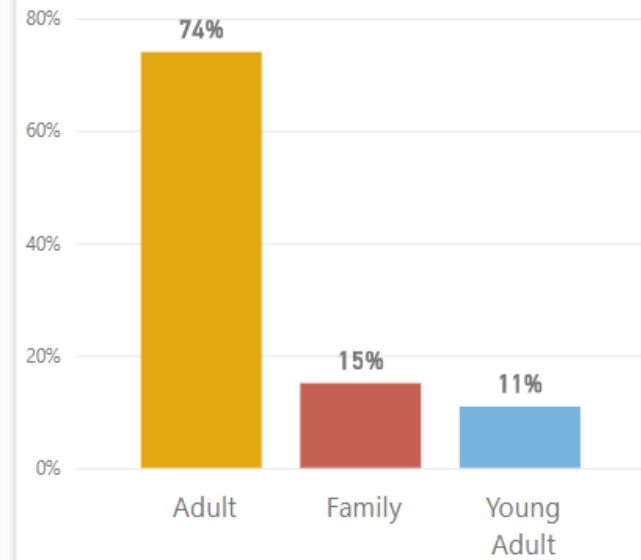
12,813
Last Year Total



FY 2025: Population Assessment by Month



FYTD Population Makeup



*Data through
September 30,
2025.*

[Link to online
dashboard.](#)

Homelessness Prevention

Date of Assistance

7/1/2025

9/30/2025

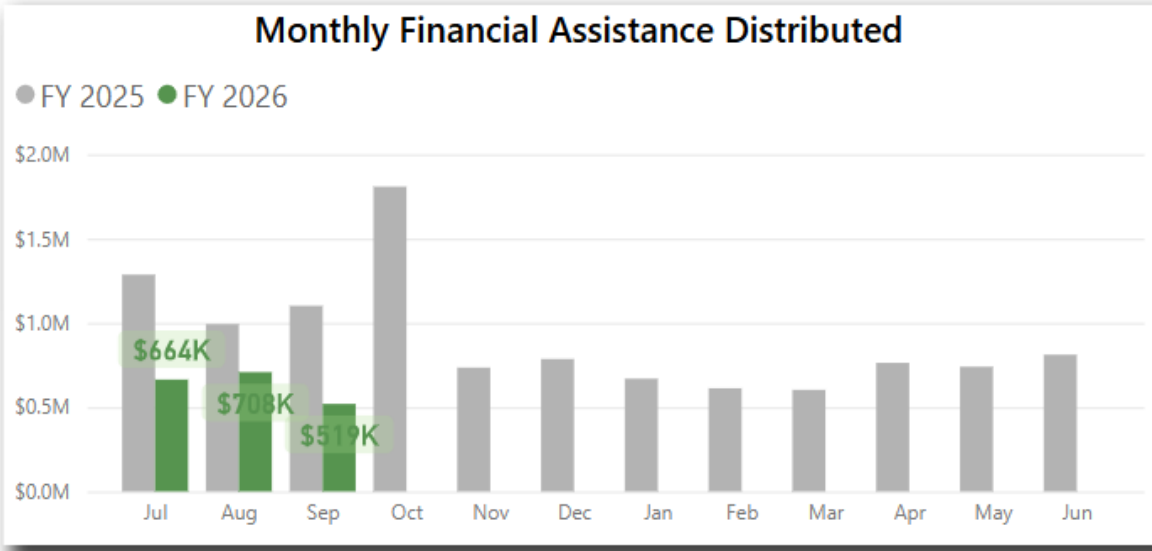
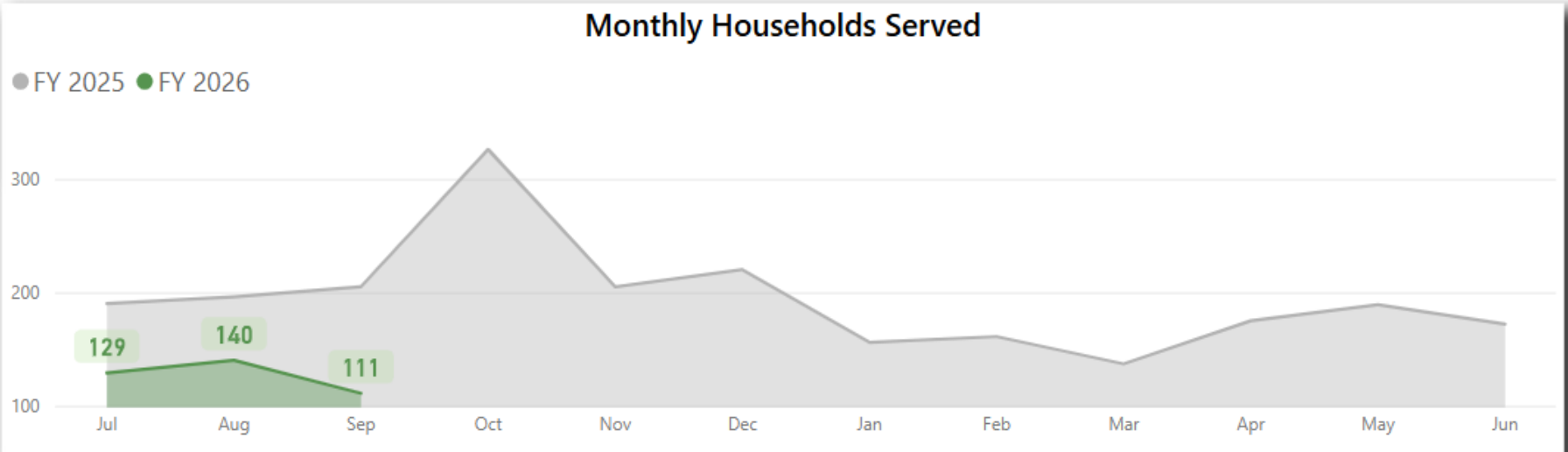
Total Households Served

380

Total Financial Assistance Distributed

\$1,890,658

This report includes prevention assistance funded and administered by HSH. It does not include ERAP assistance administered by other City departments (i.e. MOHCD)



Types of Financial Assistance

Assistance Type	Amount
Back Rent	\$1,015,804
Move in Assistance	\$420,308
Stipulated Agreement Assistance	\$313,168
Future Rent	\$141,377



Prevention:

San Francisco Emergency Rental Assistance Program (ERAP) Data

Households Served: 332

- Below 30% of Area Median Income (AMI): 70%
- Experienced homelessness: 66%
- At risk of displacement: 65%
- Received eviction notice: 66%
- Identify as people of color: 86%

Average Assistance

\$2,924

Total Distributed

\$970,864



Data includes Mayor's Office of Housing & Community Development and HSH clients.

Data is for those who applied in September 2025.

San Francisco Emergency Rental Assistance (SF ERAP) Program Evaluation

- **Receiving SF ERAP increases the likelihood of applicants retaining their housing.** Based on survey responses, receiving SF ERAP assistance increased the likelihood of applicants retaining housing (84%) when compared to applicants who did not receive assistance (69%).
- **The program has a modest, but statistically significant, impact on preventing homelessness.** For households who met the eligibility and prioritization criteria, receiving assistance decreased their likelihood of experiencing homelessness by 41%, from 8% to 4.7%.

Problem Solving Resolutions

Service Dates

7/1/2025 9/30/2025

Households

212

Unique Households Resolved

3,504

Households Served

Services

215

Total Resolutions

\$435,043

Total Financial Assistance

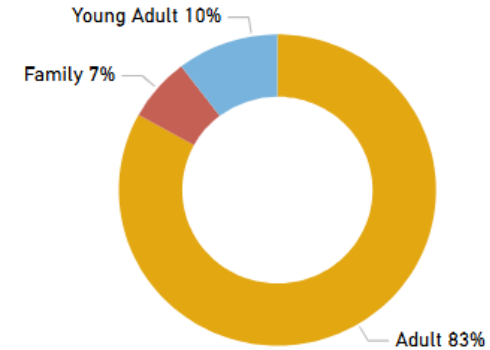
4,861

Total Conversations

Resolutions by Month



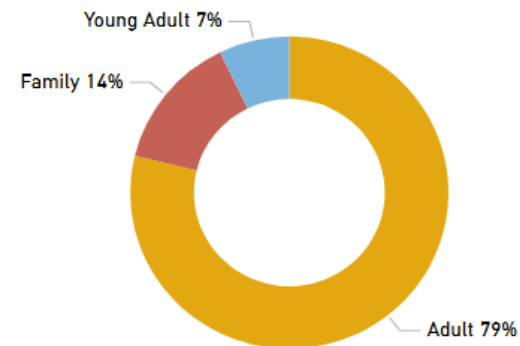
Population: Household Type Resolved



Top 5 Types of Financial Assistance

Assistance	Amount
Move-In Assistance for housing outside the San Francisco HRS, including deposits and first month's rent	\$301,895
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$49,032
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$41,501
Payment of debts that are in collections that will allow the client to obtain a housing resolution	\$22,483
Rental assistance after move-in	\$9,098

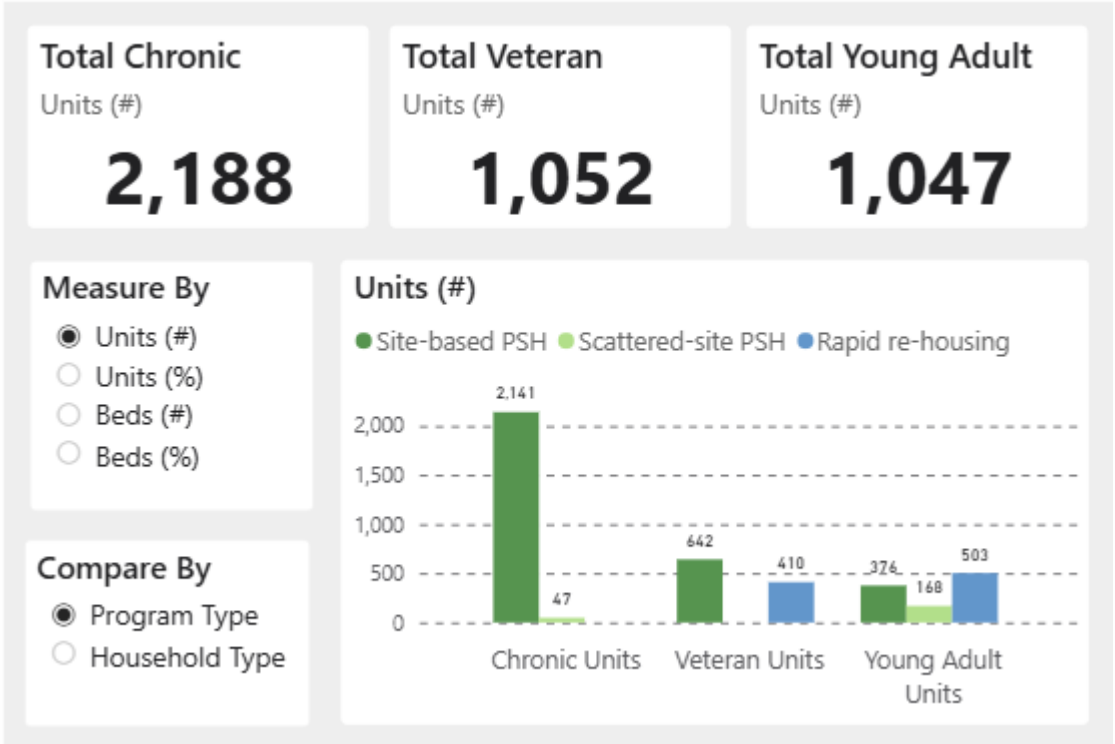
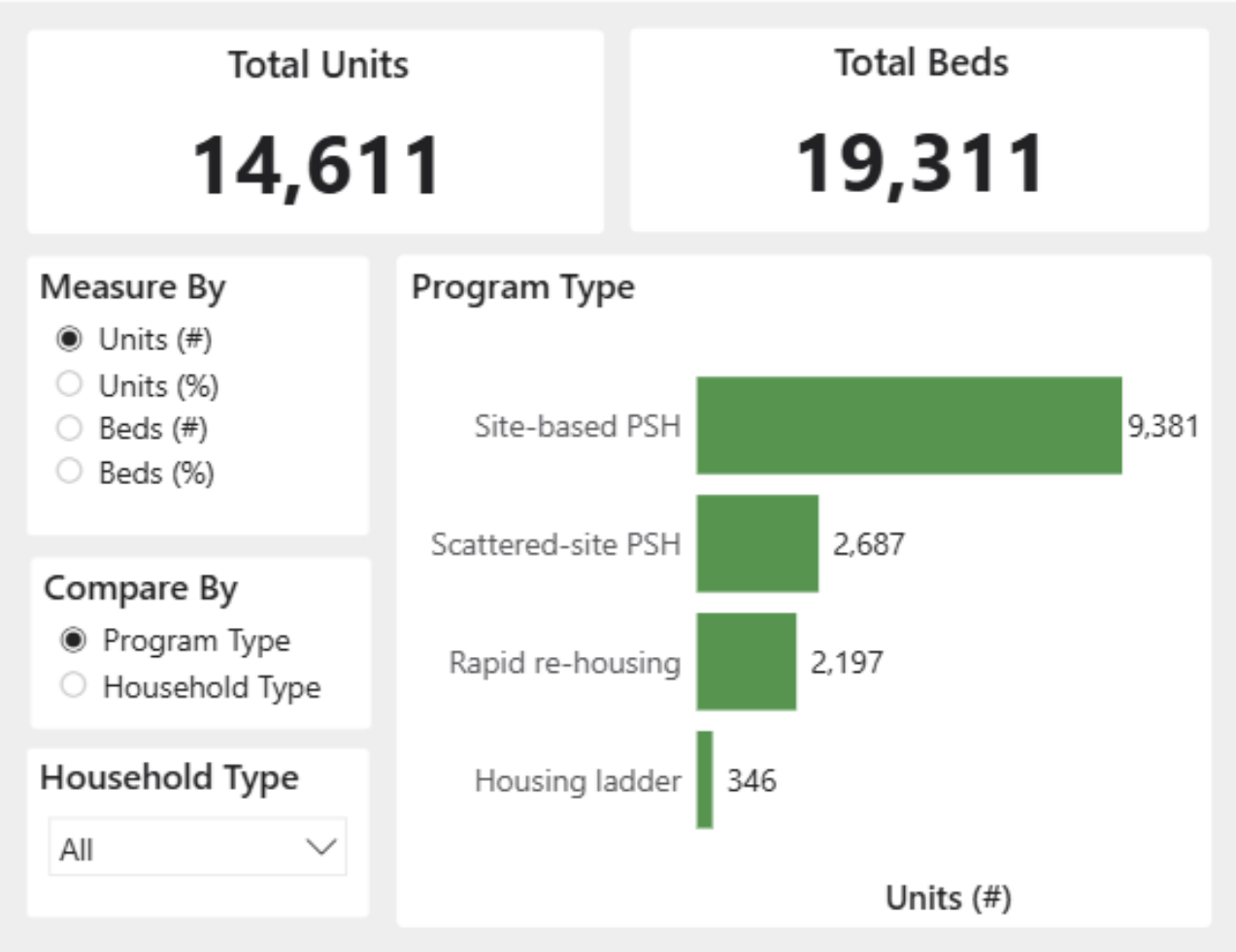
Population: All Problem Solving Household ...



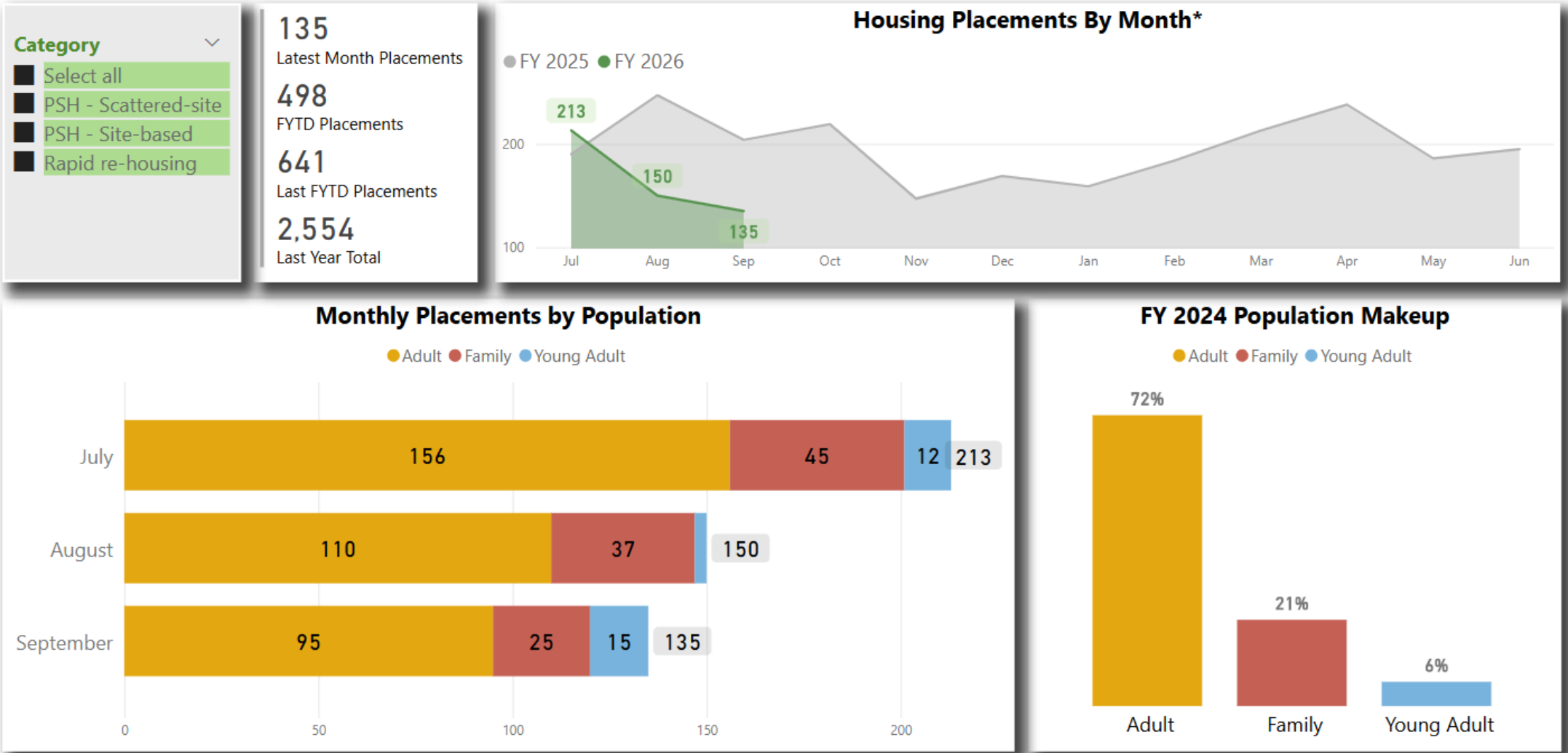
Data through
September 30, 2025

[Link to online
dashboard.](#)

Housing Inventory Dashboard



Housing Placements



Excludes transfers.

Data through September 30, 2025.

[Link to online dashboard.](#)

Housing Vacancies

Inventory		Vacancy Rates (as a percent of total inventory)	
Total Vacancies 728		Vacancy Rate (Target 7%) 8.3%	
By vacancy status	Available for Referral 86	% Available for Referral 1.0%	
	Move-in in Progress 237	% Move-in in Progress 2.7%	
	Offline 405	% Offline 4.6%	
	Total Units 8,769		

Offline Vacancies Status Breakout	
Status	Offline Vacancies
Janitorial Maintenance	178
Recently Vacated	72
Significant Damage	43
Internal Transfer	42
Property Hold	38
Building Rehab	22
Coroner Hold	10
Total	405

Help Us House Our Neighbors Living in Large Vehicles

Do you have a vacant unit for rent? Do you want to earn one month's rent while that unit is vacant?

HOW IT WORKS:



- ▶ **SUBMIT YOUR UNIT:** Complete the Unit Hold Pre-Qualification Form with your unit details — address, rent, size, accessibility, pet policy, and readiness date. Proof of ownership or management authority may be requested.



- ▶ **Pre-Qualification & Inspection:** Your request is reviewed to confirm rent and location eligibility. Then, a habitability inspection is coordinated to ensure the unit meets basic housing quality standards.



- ▶ **Sign the Unit Hold Agreement:** Once your unit passes inspection, you'll sign a Unit Hold Agreement to keep it available for up to one month. Provide a W-9 and select your preferred payment method (check or direct deposit).



- ▶ **Match & Lease:** Program partners will contact you to match your unit with an eligible household and guide you through the leasing process under the Large Vehicle Rapid Re-Housing (LV RRH) program.



- ▶ **Payment:** You'll receive a one-month rent payment once the unit is leased or when the 30-day hold period ends—whichever comes first. Payments are issued weekly through your chosen payment method.



Website:

sf.gov/information--opportunities-landlords



Email:

HSHLandlords@sfgov.org

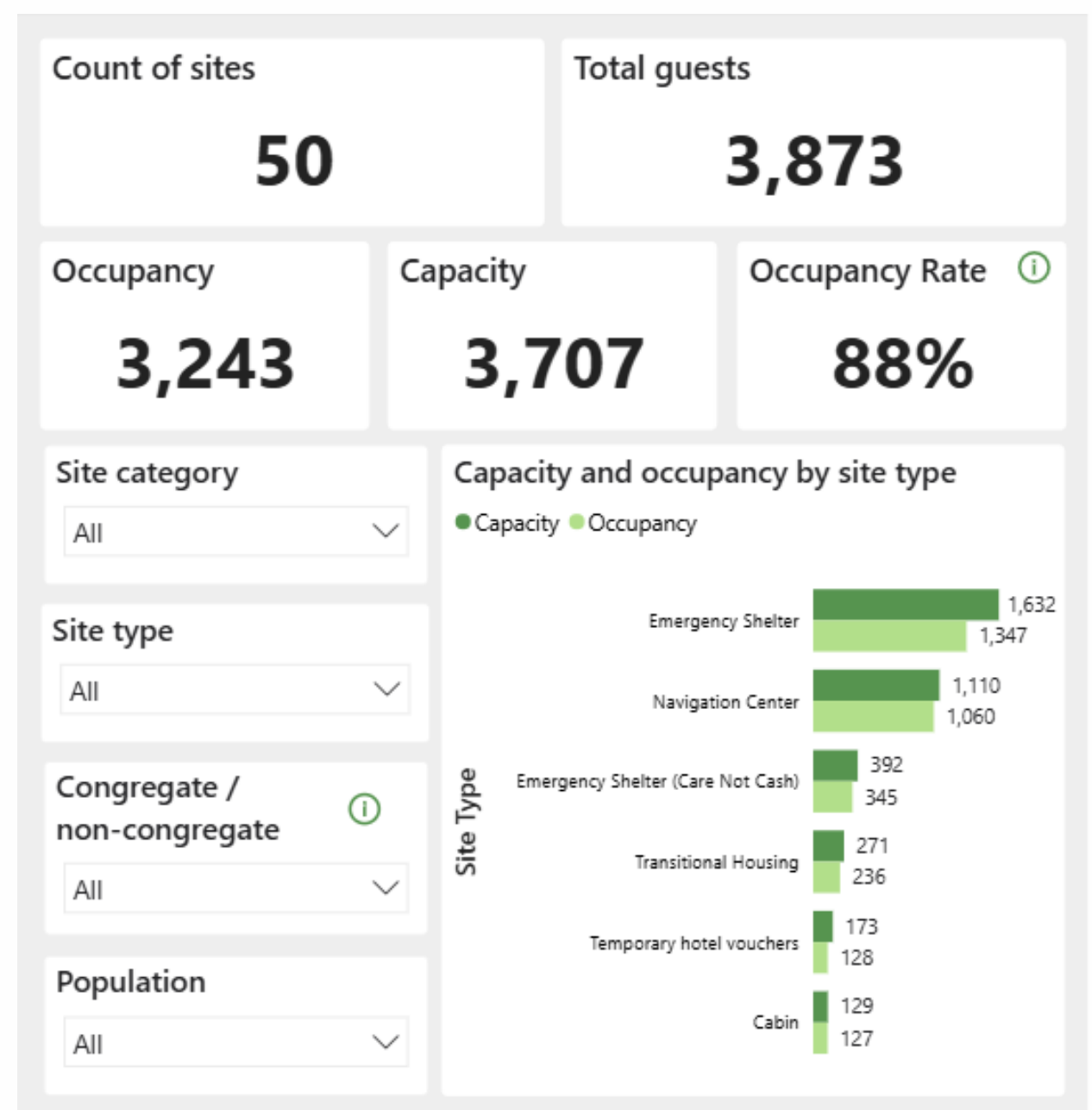


Unit Hold Pre-Qualification Form:

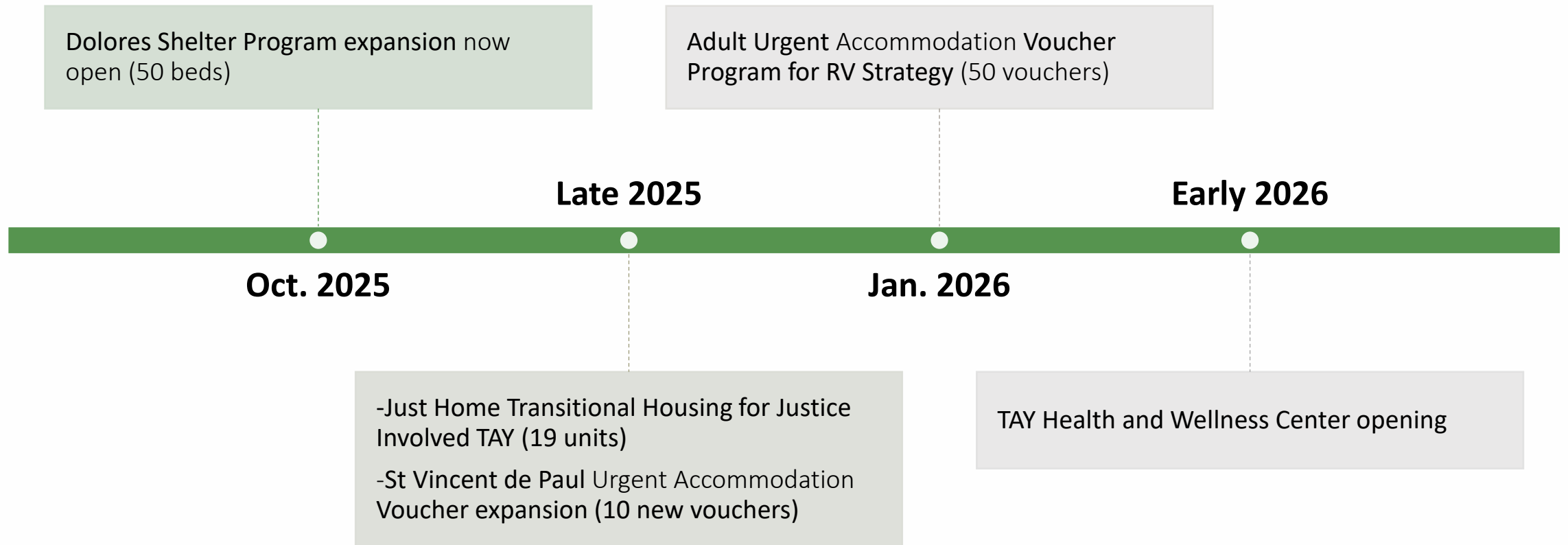
[Landlord Participation Interest Form](#)

HSH Shelter Inventory

- Snapshot as of October 28, 2025
- [Public dashboard](#) available on HSH website; **refreshes daily Monday – Friday.**
- Ability to filter for specific programs and populations served.



Shelter Expansions



Adult & Family Shelter Waiting Lists

Adult Shelter Waiting List

There are currently 384 people on the waiting list.

650 people joined the waiting list in October 2025.

Average time on waiting list = 14 days
(for people who accepted placement offers)

In October 2025, 130 people were placed into shelter from the reservation system.

Family Shelter Waiting List

There are currently 404 families
(1,166 people) on the waiting list.

131 families (370 people) joined the waiting list in October 2025.

Average time on waiting list = 34 days
(for families who accepted placement offers since January 2025)

In October 2025, 36 families (104 people) were placed into shelter from the list.



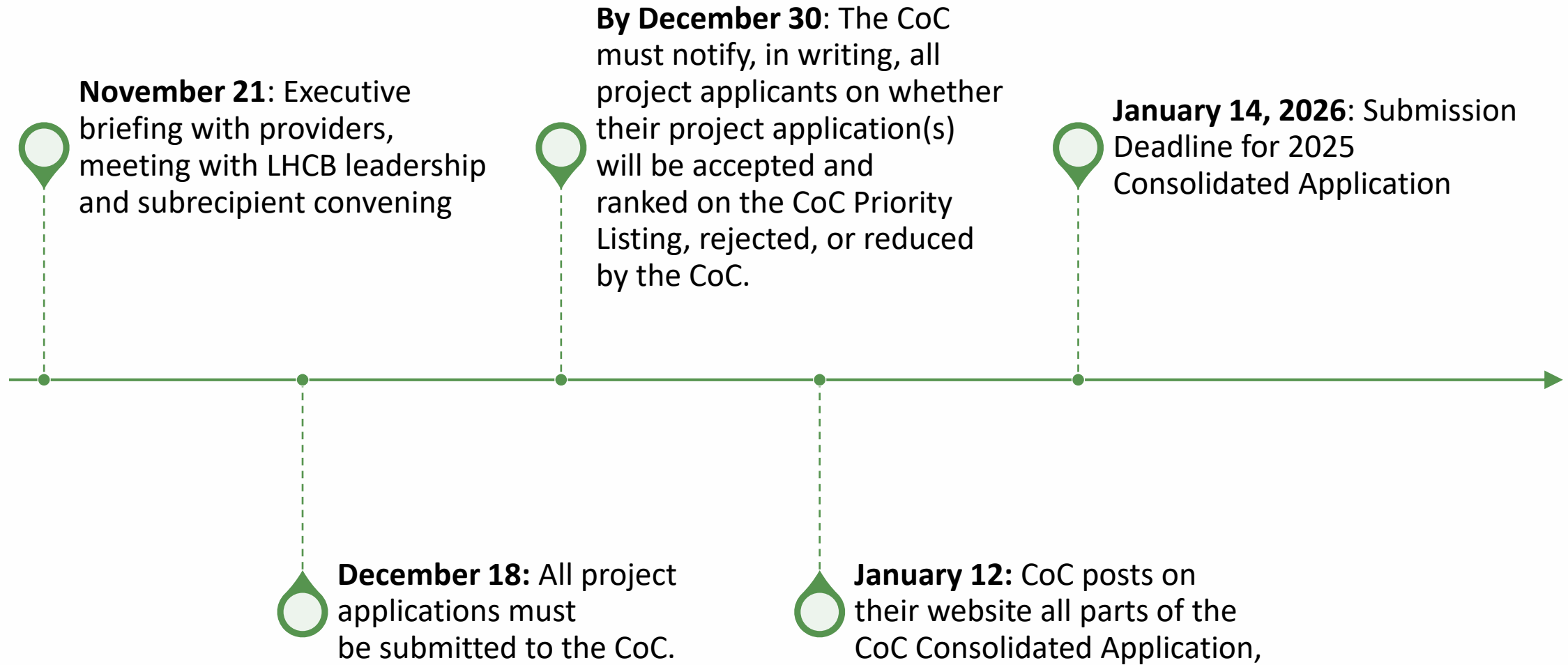
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Additional Updates

Continuum of Care (CoC) Federal NOFO

- NOFO released Thursday November 13, 2025
- Marks a significant policy shift and includes major structural and programmatic changes.
 - **No more than 30% of a CoC's Annual Renewal Demand may now be used for housing** — including PSH, RRH, and Joint TH-RRH.
 - **Tier 1 is reduced** to 30% of Annual Renewal Demand (ARD)
 - **Tier 2 scoring** now awards points for supportive services participation requirements, which replaces Housing First points.
 - Tier 2 Projects will be placed and ranked within the national competitive process.
 - **The CoC application max score** is reduced to 130 (from 200), which changes factor weights.
 - Further, HUD may or may not disqualified applications that have subscribed to a Housing First and Harm Reduction philosophy

Continuum of Care (CoC) Federal NOFO Timeline



CalFresh Emergency Grocery Card

- All San Francisco CalFresh households will receive a letter from SFHSA with a unique code and instructions to activate their virtual grocery card.
- Households that need help activating their card can call SFHSA's CalFresh team at **(855) 355-5757**.
- Only those whose CalFresh mailing address is **General Delivery** or a P.O. Box can pick up grocery cards in person Mon – Fri, 8 AM – 5 PM at:
 - 170 Otis Street for families with children under 18
 - 1235 Mission St. / Code Tenderloin for all others



Local Legislative Update

November 2025

Grant Agreements

- Felton Institute – Bayview Drop-In Center
- Episcopal Community Services – Sanctuary Shelter
- Catholic Charities – FEPCO Homelessness Prevention Program

Grants

- Homekey+ Accept and Expend Awards – 835 Turk and 1035 Van Ness

Hearings

- **November 18th:** Port Commission Hearing – Embarcadero SAFE Navigation Center MOU
- **TBD:** 711 Post Shelter
- **TBD:** Supervisor Dorsey's Recovery Housing Ordinance

Local Legislation: Supervisor Dorsey's Recovery Housing Ordinance

On October 7th, Supervisor Dorsey introduced an ordinance which would:

- Ban the City from funding an expansion of PSH unless it is **Supportive Recovery Housing** (SRH) or **Drug-Free Supportive Housing** (DFSH).
- Require HSH to **conduct a survey** of PSH residents to assess their interest in living in SRH or DFSH.
- See **File No. 251003** on Legistar for full details

November 2025: Contract Amendments & Renewals

Program	Provider	New Term End	New NTE	Number Served	Staffing Ratio	Cost per Slot
Problem Solving Services	Glide Foundation	6/30/2028	\$8,984,310	400/yr*	N/A	N/A
Raphael House Family Shelter	Raphael House of SF, Inc.	6/30/2027	\$4,837,619	24	1:15	\$88 per bed per night (HSH Funds)
Family System Behavioral Health Services	Compass Family Services	12/31/2027	\$9,980,000	132	N/A	N/A
Adult Urgent Accommodation Vouchers	Felton Institute	11/14/2026	\$4,074,000	50	1:25	\$186 per night per voucher
272 Folsom Support Services	Chinatown Community Development Center	6/30/2029	\$956,656	30	1:16	\$591 per unit per month



HR Update

Positions Update

247.5 total FTE

12 vacant positions

12 pending recruitments



DEPARTMENT OF
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Home by The Bay: Year Two Progress Report

Vision & Values

Advancing racial equity and housing justice in our community, ensuring that everyone has the housing, supports, community, and opportunities they need to thrive.

Core Values

- *Equity and Justice*
- *Quality*
- *Innovation*

Informed by **Active Engagement.**

Home by the Bay (HBTB) & Breaking the Cycle

HBTB is a five-year plan focused on *equity, housing justice, and ending homelessness*. At the end of Year 2, the City and its nonprofit providers have made clear progress, supported by increased coordination through Mayor Daniel Lurie's **Breaking the Cycle** initiative.

Mayor Lurie's **Breaking the Cycle** strategy has accelerated HBTB implementation through:

- Street Response
- Coordinated Entry
- Prevention
- Shelter Expansion
- Case Management
- System Accountability

FY 2024-25 Progress: Goal #1



GOAL #1

Decreasing Homelessness: Reduce the number of people who are *unsheltered* by 50% and reduce the *total* number of people experiencing homelessness by 15%.

Between the February 2022 and January 2024 Point-in-Time (PIT) Counts, the number of people who were **unsheltered** was **reduced by 1%** and to the **total number** of people experiencing homelessness **increased by 7%**. The next PIT Count will be held in January 2026.

FY 2024-25 Progress: Goal #2



GOAL #2

Reducing Racial Inequities and Other Disparities: Demonstrate measurable reductions in racial inequities and other disparities in the experience of homelessness and the outcomes of City programs for preventing and ending homelessness.²

HSH established **baseline data** and **developed specific equity goals** that align with the four other goals of the Home by the Bay plan

FY 2024-25 Progress: Goal #3

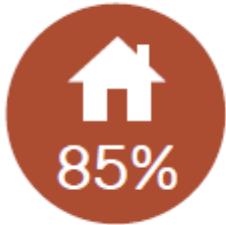


GOAL #3

Increasing Number of People Exiting Homelessness: Actively support at least 30,000 people to move from homelessness into permanent housing.

Between July 2024 and June 2025, **4,989 people** moved from **homelessness to housing**, bringing the **total since July 2023 to 10,300 people**.

FY 2024-25 Progress: Goal #4



GOAL #4

Supporting People to Succeed in Housing: Ensure that at least 85% of people who exit homelessness do not experience it again.

93% of people who exited homelessness between July 2023 and June 2024 **did not return** to the homelessness response system **within 12 months**.

FY 2024-25 Progress: Goal #5



GOAL #5

Preventing Homelessness: Provide prevention services to at least 18,000 people at risk of losing their housing and becoming homeless.

Between July 2024 and June 2025, **prevention services** were provided to **8,033 people** at risk of homelessness, bringing the **total to 15,186 people** since July 2023.

Five Strategic Action Areas

Advancing Racial
equity and
housing justice

Enhancing System
performance and
capacity

Strengthening
response to
unsheltered
homelessness

Increasing
successful and
stable entries into
permanent housing

Preventing people
from experiencing
homelessness

Advancing Racial Equity & Housing Justice

Key Accomplishments | FY '24–'25

- Completed the **baseline equity analysis** and launched tools to track progress on Goal #2, establishing the foundation for systemwide equity work.
- Invested **\$1.2M in Equity Fund support** to 13 BIPOC-led and community-rooted organizations to strengthen capacity and sustainability.
- Expanded equitable access to housing and services, including **42 new youth supportive housing units**, a **60-cabin IHSS-supported community** for older adults, and long-term subsidies for **200+ transgender and gender-diverse residents** (surpassing the City's target).
- Strengthened equity-centered practice through racial equity trainings for staff, trans-affirming housing trainings for 600+ providers, and expanded involvement of people with lived experience.

Enhancing System Performance

Key Accomplishments | FY '24–'25

- Launched major system upgrades, including a **Performance Measurement Plan** (100+ metrics) and the **Multi-Year Procurement Plan** to strengthen accountability and contract quality.
- Improved coordination and care through **expanded data integration** with Medi-Cal Managed Care Plans and new ONE System enhancements (including family shelter inventory).
- Strengthened oversight with updated **contract monitoring standards**, a new **Provider Corrective Action Policy**, and partnerships with the Harvard Government Performance Lab.
- Built workforce capacity, securing a **\$500K grant** for new case management training and reducing behavioral health vacancies from **22% → 14%**.
- Recovered **\$3.4M** in CalAIM Community Supports reimbursements, advancing sustainable funding for housing and health services.

Strengthening Response to Unsheltered Homelessness

Key Accomplishments | FY '24–'25

- Served **9,500+ people** through enhanced SFHOT outreach and launched the **Neighborhood Street Teams** model to improve real-time coordination and care connections.
- Expanded shelter and transitional options by nearly **300 new beds**, including Jerrold Commons, James Baldwin Place, stabilization units, vouchers, and youth-focused programs.
- Increased behavioral health capacity with new treatment beds, expanded RESTORE, overdose prevention trainings for **2,200 staff**, and distribution of **200,000+ naloxone doses**.
- Strengthened neighborhood safety and access to services through Community Safety Program ambassadors, contributing to **30–60% reductions in 911 calls** in key areas, and expanded benefits access through HSA partnerships.

Increasing Stable & Successful Entries into Permanent Housing

Key Accomplishments | FY '24–'25

- Supported **17,000+ residents** in permanent supportive housing (PSH) and rapid re-housing, while reducing PSH vacancy rates to **8.5%**.
- Improved health and safety in PSH through **Emergency Naloxone Stations**, a new **Peer Responder program**, overdose-response trainings, and a **24/7 onsite health care pilot** for medically fragile residents.
- Expanded service supports for older adults and people with disabilities, including enhanced IHSS collaboration and specialized care management across **77 PSH sites**.
- Advanced long-term housing supply with **1,100+ site-based PSH units** in the pipeline, including Homekey+, faith-based partnerships, and projects promoting geographic equity.
- Strengthened access to housing navigation, case management, and mainstream housing pathways through standardized **Housing Support Plans** and improved coordination with workforce and health partners.

Preventing People from Experiencing Homelessness

Key Accomplishments | FY '24–'25

- Provided **8,000+ people** with homelessness prevention assistance and engaged **11,000+ households** in problem-solving services, resolving 700+ housing crises.
- Launched a new **vulnerability index** to target emergency rental assistance to households at highest risk of homelessness and completed an independent program evaluation showing **40% reduced homelessness risk** for those assisted.
- Expanded **shallow subsidies**, rapid re-housing transitions, and guaranteed income supports for vulnerable groups, including payments to **149 former foster youth** and cash transfers for 45 youth experiencing homelessness.
- Piloted innovative stabilization strategies—such as housing transfers—to prevent returns to homelessness and support long-term housing success.
- Strengthened the policy landscape through voter approval of **Proposition G** (Affordable Housing Opportunity Fund) and advocacy for new state-level housing resources.

Priorities for FY '25-'26

- **Advance equity** through Youth & Family Addendum, a structured equity framework, and expanded accessibility improvements.
- **Modernize operations** with a new Contract Lifecycle Management System and integration of performance metrics into provider contracts.
- **Build workforce capacity** by launching a citywide case management training program and expanding performance-management tools.
- **Strengthen housing & health coordination** by expanding CalAIM services and improving care integration for PSH residents.
- **Expand resources** including 450+ new housing units, approximately 200 new shelter beds, and \$6.7M in youth and family prevention services.



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Questions?

Thank you!

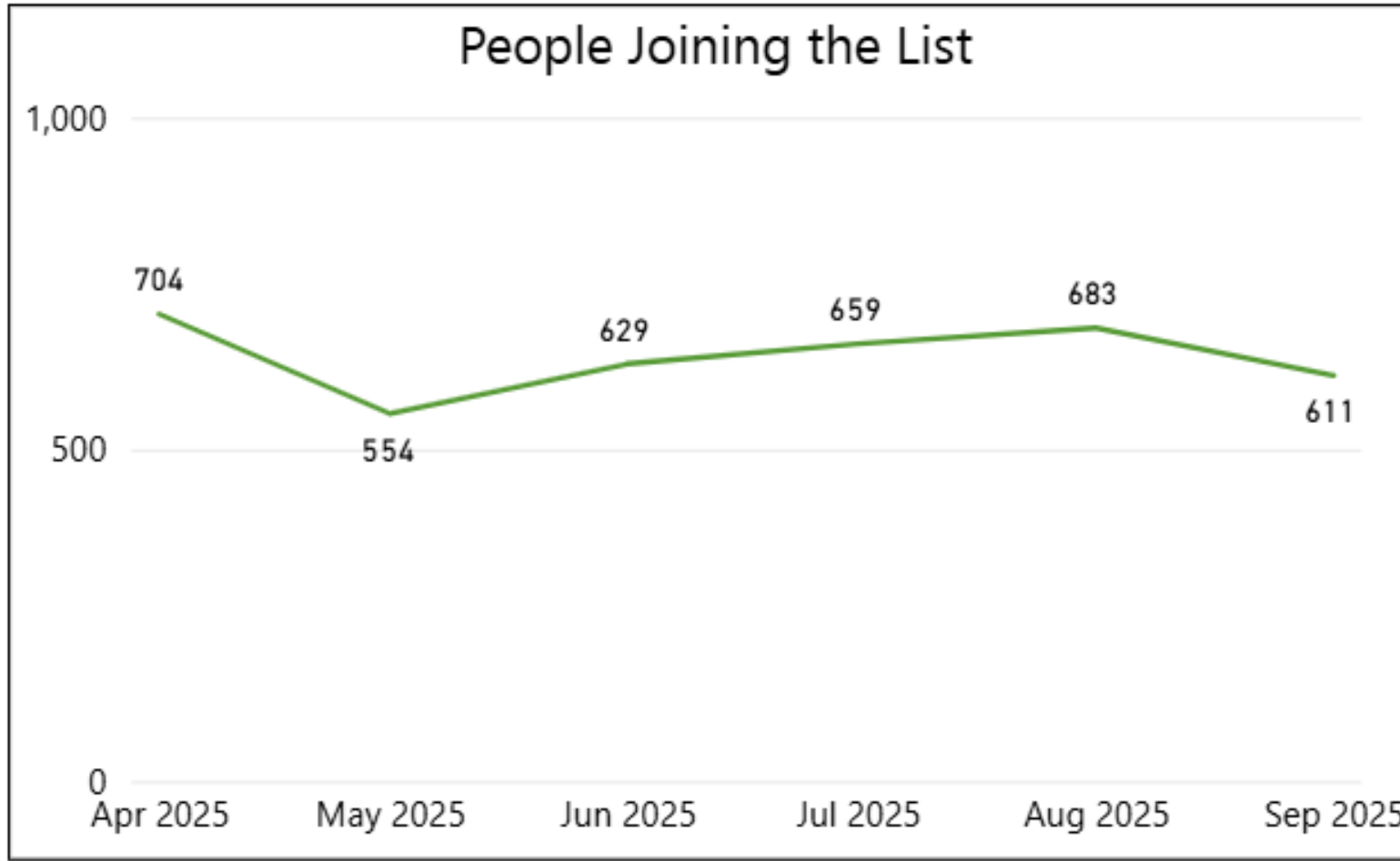


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Appendix Slides:

Shelter Waiting List Data Overtime

Adult Shelter Waiting List Metrics: People Joining the Waiting List

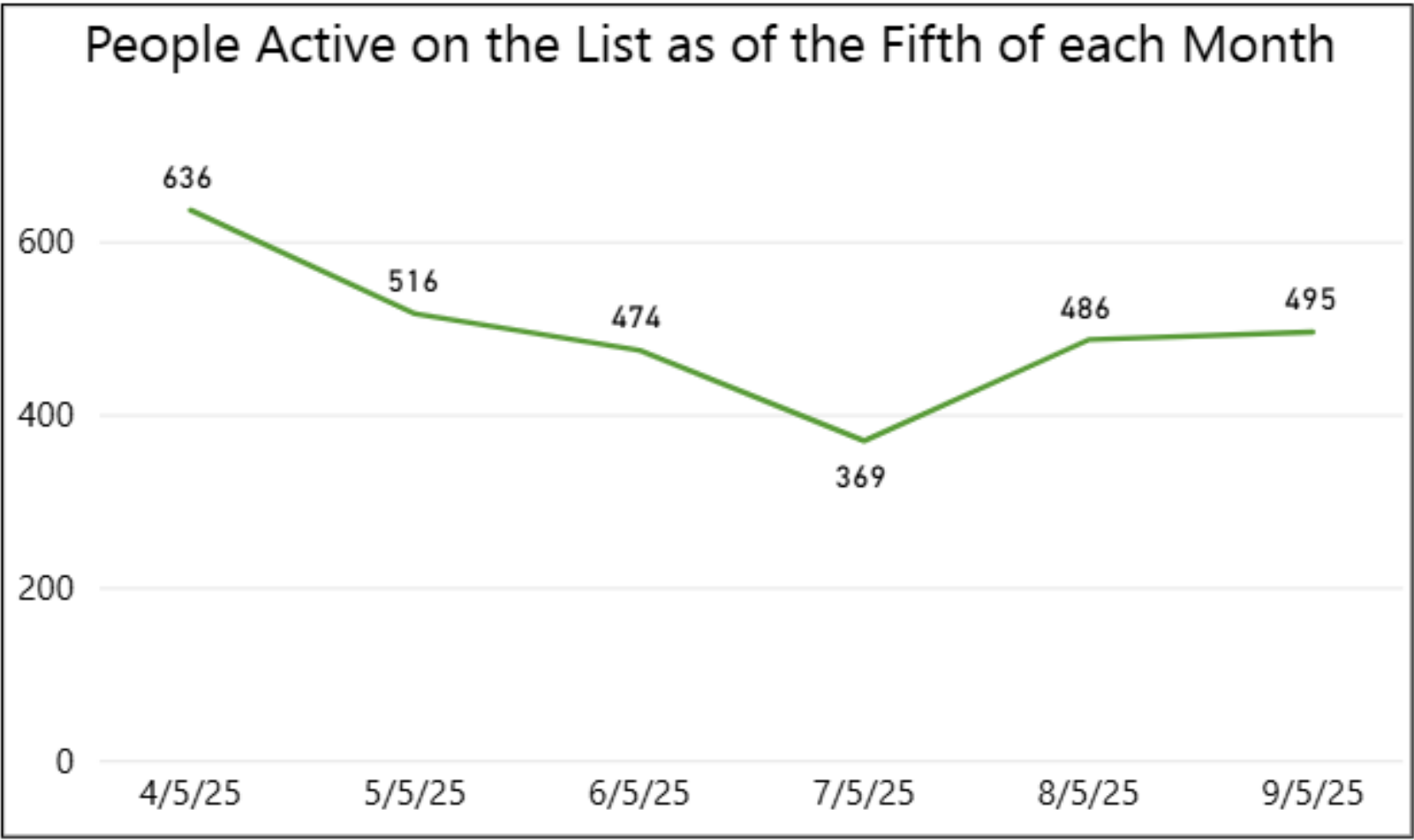


Adult Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

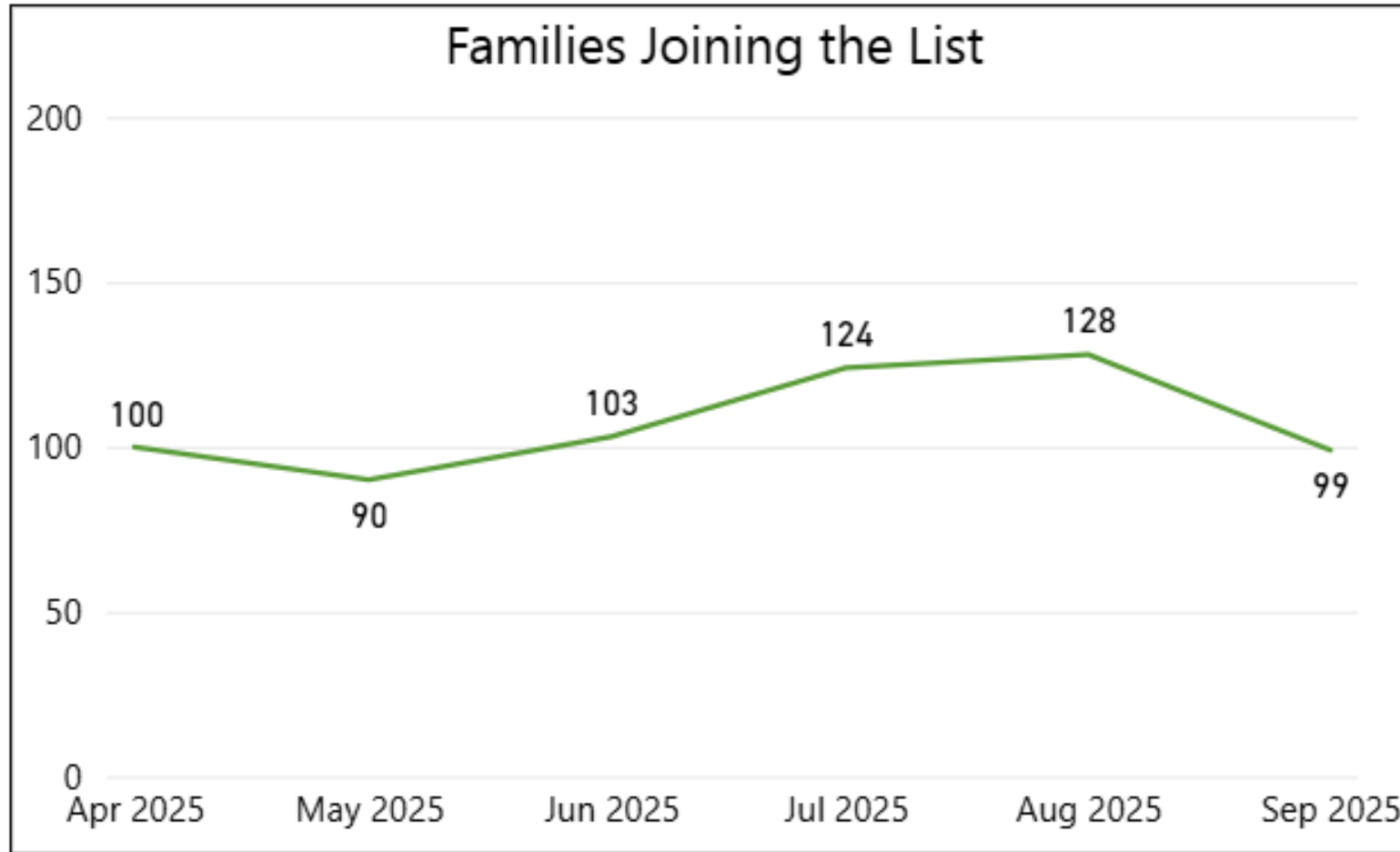
Month	Placed into Shelter	Removed from the List Without Placement*
Apr 2025	120	720
May 2025	80	564
Jun 2025	118	539
Jul 2025	103	514
Aug 2025	119	560
Sep 2025	94	521

*Reasons someone may be removed from the adult shelter waiting list without being placed into shelter include not responding to a shelter offer within three days, declining a shelter offer, or already having a shelter bed.

Adult Shelter Waiting List Metrics: People Active on the List Over Time



Family Shelter Waiting List Metrics: Families Joining the Waiting List



Family Shelter Waiting List Metrics:

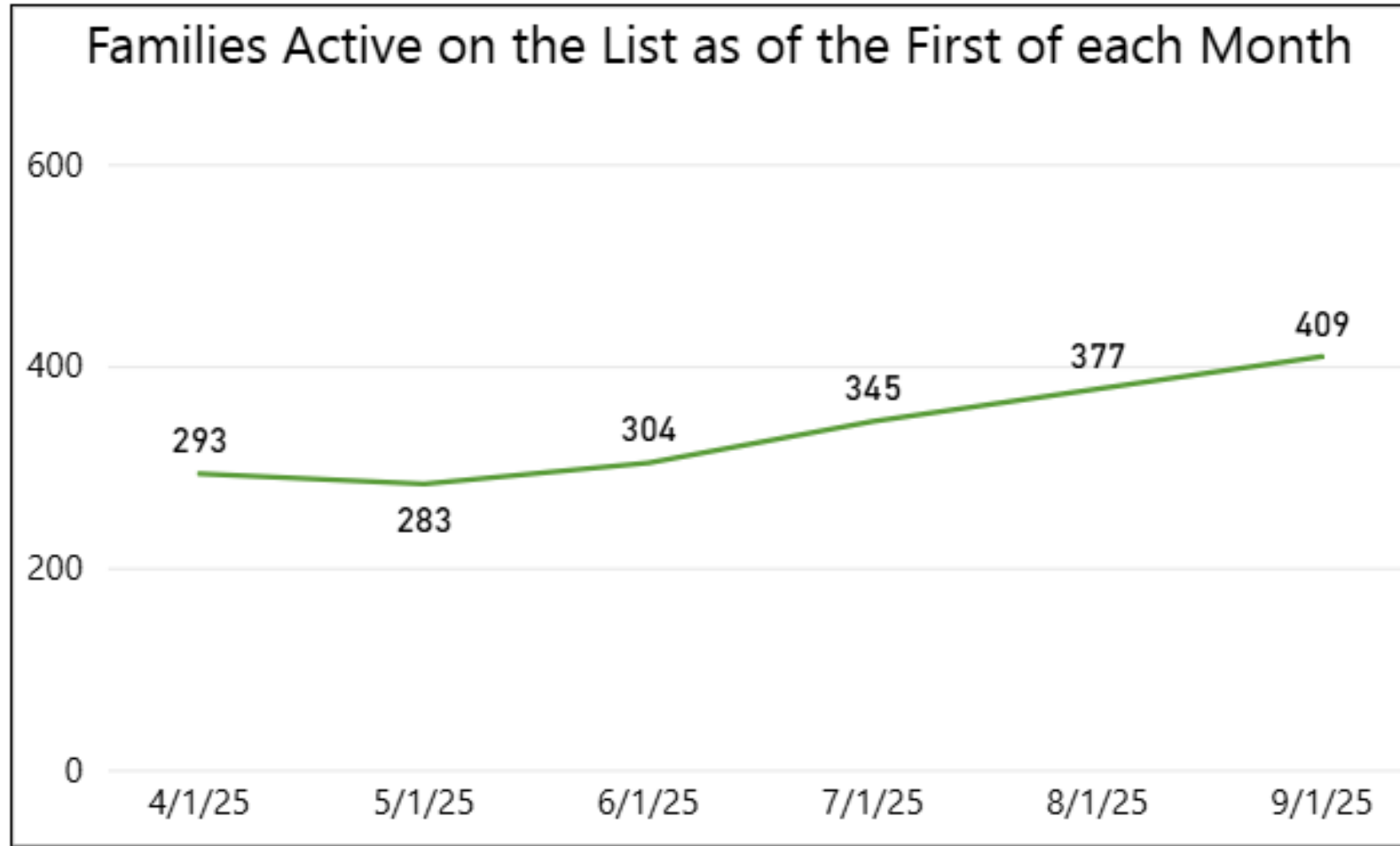
Placements into Shelter from the Waiting List

Month ▲	Placed into Shelter*	Removed from the List Without Placement**
Apr 2025	35	78
May 2025	25	37
Jun 2025	24	42
Jul 2025	30	62
Aug 2025	18	78
Sep 2025	29	82

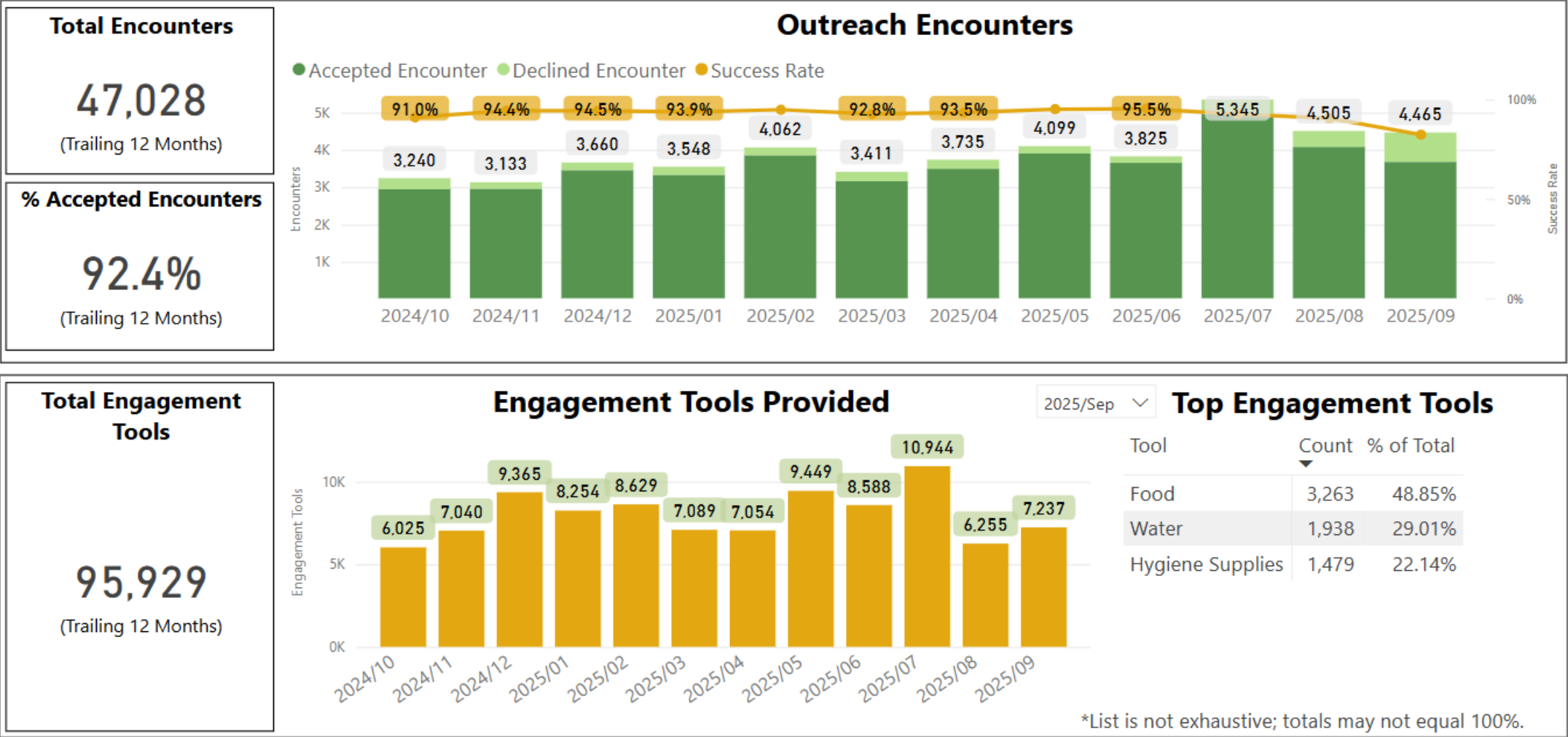
*Starting in December 2024, placements into shelter from the list include placements into Hamilton Family Emergency Center, a 44-bed congregate shelter.

**Reasons a family may be removed from the family shelter waiting list without being placed into shelter include not responding to a shelter offer, declining a shelter offer, or becoming housed.

Family Shelter Waiting List Metrics: Families Active on the List Over Time



Outreach



Data through September 30, 2025.

[Link to online dashboard.](#)