



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | September 3, 2026



**August 2026
Limelight Awardee
Elizabeth Hewson**



September 2026 Limelight Awardee Javarré Wilson



Key initiatives

Relaunch Procurement

Enhance safety in PSH

Maximize CalAIM revenue

Implement FY26-27 budget investments

Key policy updates:
Good Neighbor,
Residency, and Shelter
Length-of-Stay

Expand recovery and
drug-free housing
options

Coordinated Entry
redesign

Launch the Contract
Lifecycle Management
System (CLMS)

Navigate State and
Federal changes



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Reprocurement

Three Goals to Guide the Procurement

1. **Better outcomes for clients:** We will reorient every program around clear, measurable results – preventing homelessness and accelerating clients' journeys toward stable housing and independence.
2. **Accountability and excellent stewardship of public funds:** We will set fair and transparent performance expectations for both HSH and our provider partners, and we will grant the funding and flexibility needed for them to succeed. HSH must be able to link every dollar it spends to outcomes; that means being honest when an approach is not working and redirecting resources to a better use.
3. **Serve San Franciscans and communities effectively:** HSH will ensure that services are directed toward San Franciscans who are homeless or at risk of homelessness; that HSH programs are good neighbors; and that we achieve strong outcomes for every client and community we serve.

Request for Information & Community Input

Open Now



Community Input

Form for feedback from people with lived experiences, providers, advocates and community stakeholders.



Request for Information

Designed for current and potential contractors to respond.

Closes on September 21st

Community Listening Sessions

- 🔑 Listening Session #1 - **September 11, 2026**
 - 9AM – 11AM
 - 49 South Van Ness
- 🔑 Listening Session #2 - **September 14, 2026**
 - 4:30PM – 6:30PM
 - Southeast Community Center at 1550 Evans Avenue
- 🔑 Listening Session #3 - **September 17, 2026**
 - 4:30PM – 6:30PM
 - The Women's Building at 3543 18th Street

Give your input at www.sf.gov/hsh-procurement-overview

Timeline for Procurement

Late August

Release Request for Information to interested bidders outlining procurement goals and soliciting input on contract structure
Release “Community Input Opportunity” to general public for written input on future direction of Homelessness Response System

September

Host listening sessions for clients and community members

October

Report out on “what we heard” at Homeless Oversight Commission

Fall 2026 – Summer 2028

Reprocure all services; detailed timelines to be announced



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Provider Stabilization Fund

Provider Stabilization Fund

- FY2026–28 Budget includes **dedicated funding to stabilize provider operations** ahead of re-procurement.
- Funding aims to support providers facing operating deficits from legacy contract rates causing financial instability and cash-flow challenges.
- HSH will distribute stabilization funds for shelter and site-based housing providers.





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Good Neighbor Policy

What it Means to Be a Good Neighbor

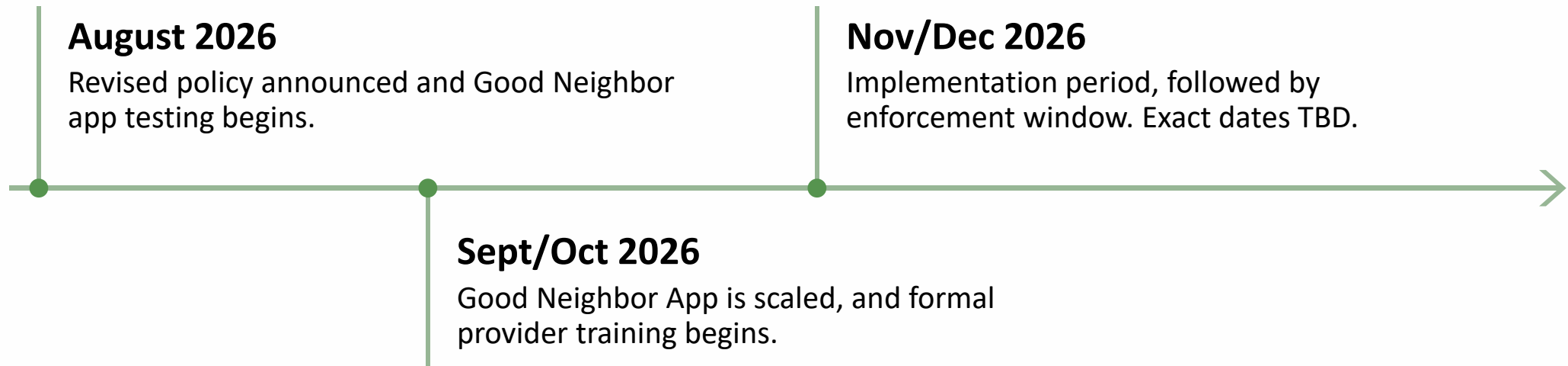
Manage your perimeter	• Conduct three perimeter checks a day • Manage queues and dispose of waste related to your site's services. • Discourage excessive noise, sidewalk blockages, and disruptive behavior by clients or their guests
Ask for help	• Escalate any other issues to the City through the Good Neighbor app, which routes to 311 and non-emergency response. • When a situation call for 911, call 911.
Be responsive to community concerns	• Acknowledge receipt of Good Neighbor concerns within 24 hours. • Make a reasonable effort to resolve routine concerns within 72 hours. • Engage you city program manager as a problem-solving partner on Good Neighbor concerns.
Train and orient your team	• Complete annual staff training in de-escalation, trauma-informed engagement, and safety. • Provide a Good Neighbor orientation for participants staying 30+ days.

The new Health and Human Services Good Neighbor Policy is finalized and available on the City website: <https://www.sf.gov/citywide-good-neighbor-policy>

Good Neighbor Policy

SCOPE: The revised Good Neighbor Policy applies to all HSH-funded sites and all DPH client-serving sites.

TIMELINE:

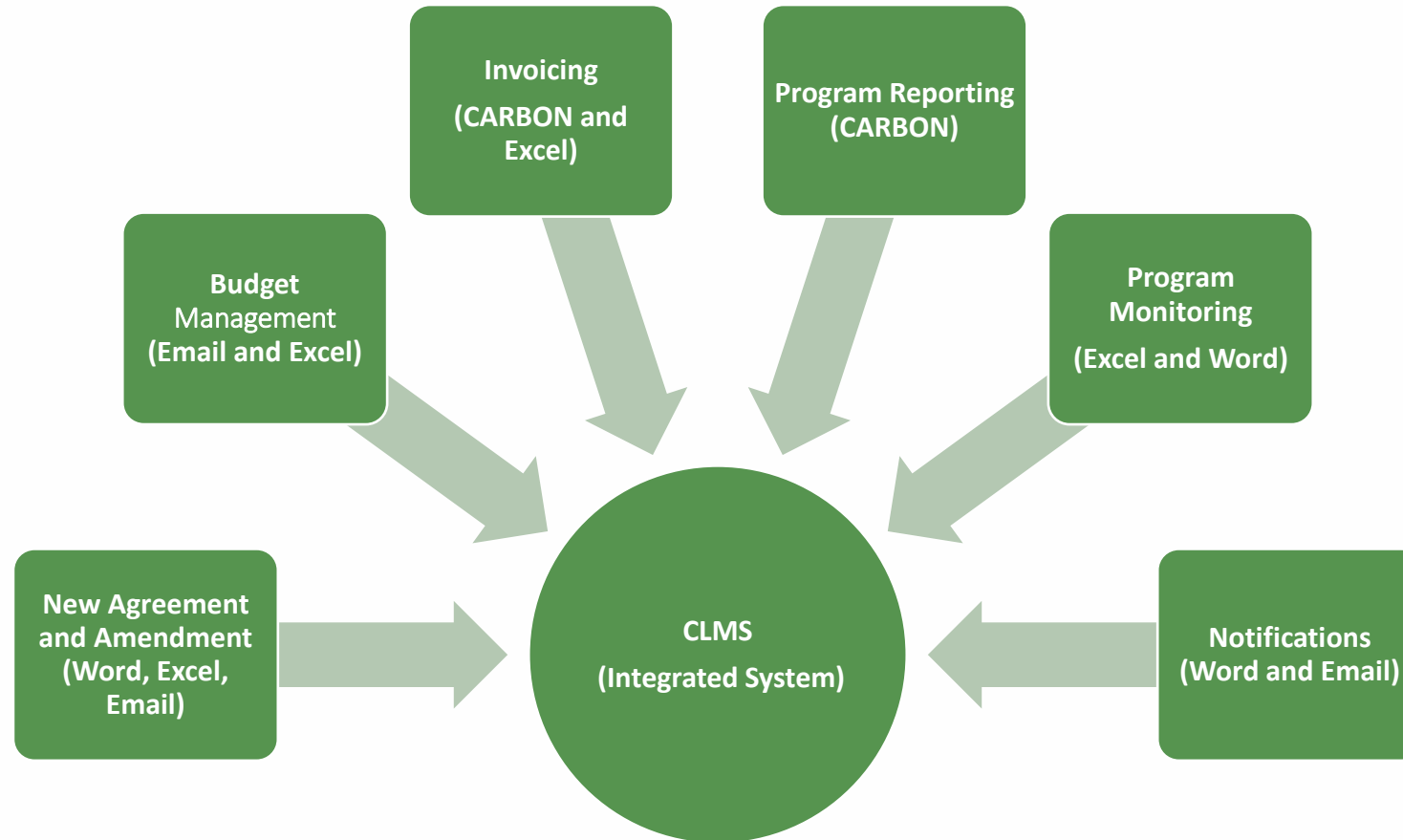




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Contract Lifecycle Management System

Process Integration in CLMS



CLMS High-level Project Update

Work Completed:

- Built core CLMS system structure, database, and provider accounts
- Created provider-facing portal pages for agreements, budgets, vendor info, and invoices
- Designed program management and annual program monitoring forms
- Added automations and tools like budget cloning and editable budget report

Upcoming Milestones:

- Simplify provider invoicing and begin provider engagement on the new process (Aug–Sep 2026)
- Import and validate data for program management and monitoring tools (Oct–Nov 2026)
- Soft-launch program monitoring tools and begin program management, compliance tracking, and integrations (Dec 2026–Jan 2027)
- Prepare amendments, budgets, and POs for invoicing; soft-launch new agreements and provider invoice submission (Feb–Mar 2027)
- Finish importing all agreements and prepare the system for full adoption in FY 2027–28 (Apr–Jun 2027)



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HSH Data Update

Performance Summary: July 2026

Systemwide	450 exits from homelessness. Halfway to 5-year goal of ending homelessness for 30,000 people (15,345 people since July 2023).
Prevention	Reaching more households after eligibility expanded in May (182 households in July, a 30% increase)
Coordinated Entry	Steady volume, with 1,273 housing assessments in July; 299 (23%) prioritized for housing; problem-solving available to remaining 974 (77%)
Problem Solving	60 households resolved in July, consistent with prior months
Housing	Nearly 200 move-ins to housing, consistent with recent averages. Another 294 left the housing queue last month without HSH-funded housing.
Shelter	Almost 5,000 people in shelter; 90% occupancy is consistent with recent trends. ~620 households on waiting list (for adult and family shelters)



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Local and State Legislative Update

State Legislation

Update: Both of HSH's priority bills, AB 1556 and AB 2081, made it out of the Appropriations Suspense File. Soon they will be on the Governor's desk for his final decision to either sign or veto the legislation.

🔑 AB 1556 (Haney)

- Would clarify that recovery housing is eligible for state funding if it complies with Housing First law.
- Would create new reporting requirements for operators of recovery housing.
- [More information at LegInfo](#)

🔑 AB 2081 (Stefani)

- Would require the state to request an increase from CMS in the total number of Home & Community Based Alternatives (HCBA) waiver slots by 5,000, beginning in 2027.
- SF could utilize these waivers to provide enhanced medical services in PSH.
- [More information at LegInfo](#)

Local Legislation

Upcoming Hearings

- **9/17** - Civil Grand Jury Report at Government Audit & Oversight Committee
- **TBD** - Shelter Geographic Equity

Contracts

- Introductions on 9/15
 - Five Keys – Baldwin SAFE Navigation Center
 - Conard House – Allen, Aranda, and McAllister

Grants

- Introductions in September
 - Accept & Expend – Federal Earmark – Brave Button Technology (intro on 9/1)
 - Accept & Expend – Accept In-Kind Gift – Data Integration (intro TBD)



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Other Updates

SF's Commitment to Preserving Public Benefits

- This year's budget included \$34 million to help San Franciscans stay enrolled in CalFresh and Medi-Cal benefits.
- Earlier this summer, Mayor Lurie launched the CalFresh Community Works Program to identify opportunities for residents to meet new work requirements, and backfilled food assistance for 112,000 residents.
- *"While we cannot control the changes to public benefits that have been thrust upon us by the federal government, we can control how to respond to them"* - **SFHSA Executive Director Trent Rhorer**

Key federal changes:

- New CalFresh work requirements began June 1, 2026.
- Medi-Cal work requirements begin January 1, 2027.

Steps San Franciscans can take now:

- Watch for official notifications from SFHSA
- Keep contact information up to date and open mail promptly
- Visit [SFHSA.org/BenefitsChanges](https://sfhsa.org/BenefitsChanges) for current guidance and eligibility

FY 2026 Continuum of Care (CoC) Funding

- On August 7th, a federal court ruling determined HUD cannot move forward with the FY 2026 CoC competition with the NOFO as currently issued.
 - The Court found that HUD failed to undertake the required formal public-notice-and-comment process before creating new incentives for transitional housing and support services.
- **At this time there is no active FY 2026 CoC NOFO.**
- HSH awaits next steps from HUD, including whether HUD will issue a new or revised NOFO, establish a new timeline, or appeal the ruling.



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Thank you



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Appendix Slides

HR Update

HSH Positions

229.5 total FTE

6 vacant positions

6 active recruitments



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Homelessness Response System: Updates and Data*

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

Systemwide Exits From Homelessness

HOME BY THE BAY GOAL: Actively support at least 30,000 people to move from homelessness into permanent housing

5 year progress to goal



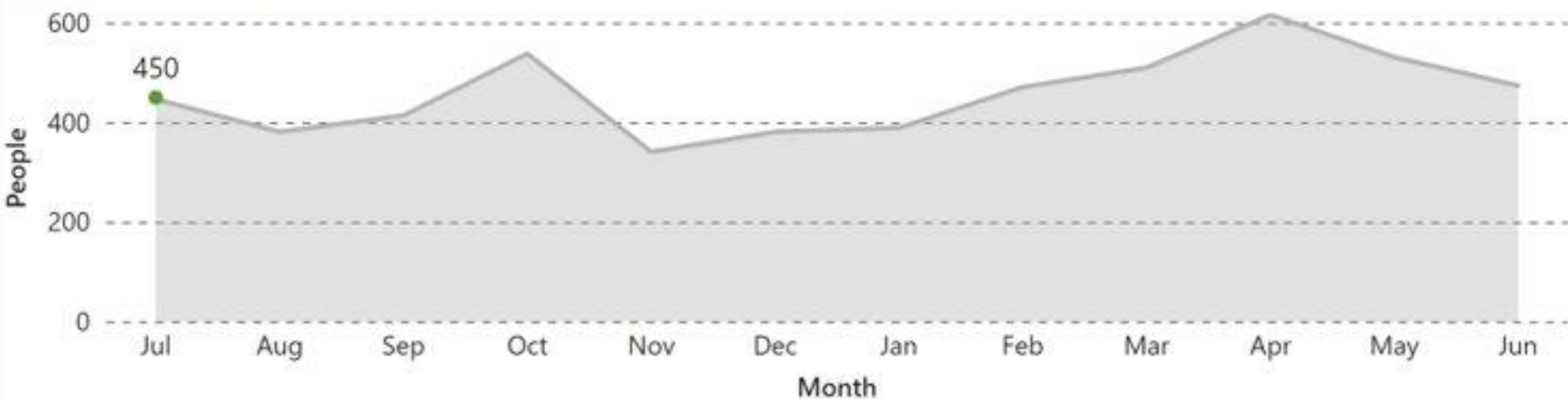
FYTD comparison

450
Current FYTD

447
Previous FYTD

Number of unique clients exiting homelessness

● Current FY ● Previous FY



Fiscal Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY2023-24	373	518	498	703	426	495	494	492	521	500	500	406
FY2024-25	502	634	523	515	352	358	374	363	439	497	416	407
FY2025-26	447	381	414	538	341	381	389	471	510	616	531	474
FY2026-27 YTD	450											

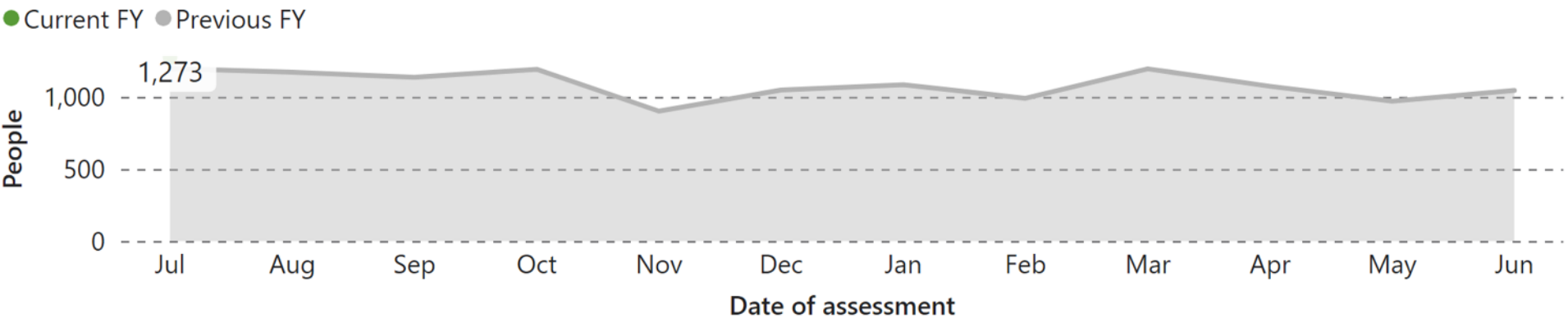
Coordinated Entry

Number assessed

1,273
Current FYTD

1,197
Previous FYTD

Number of unique clients assessed for housing



By household type

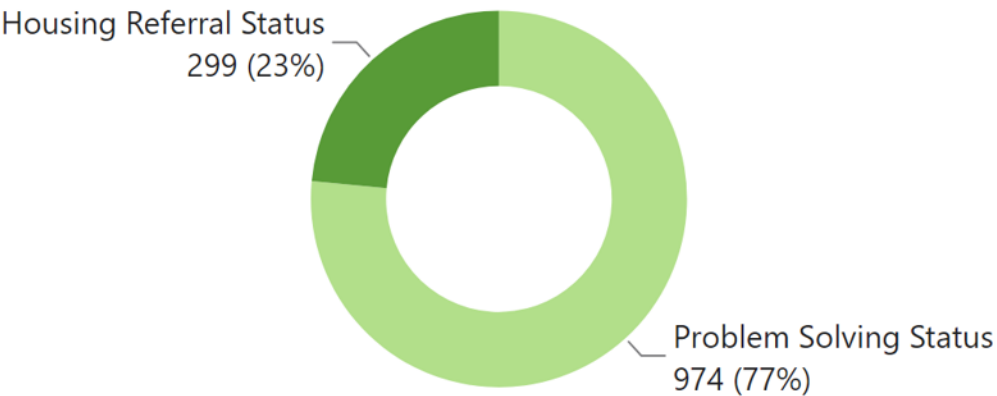
Current FYTD

	Youth*	All Households
Adult	214	1,130
Family	40	140

*Households led by youth age 18-27

By outcome of housing assessment

Current FYTD



Homelessness Prevention

Reflects San Francisco Emergency Rental Assistance Program (ERAP) applications assigned to HSH providers

Average award amount

Current FYTD

\$5,984

Households awarded

182

Current FYTD

128

Previous FYTD

Total distributed

\$1,089,103

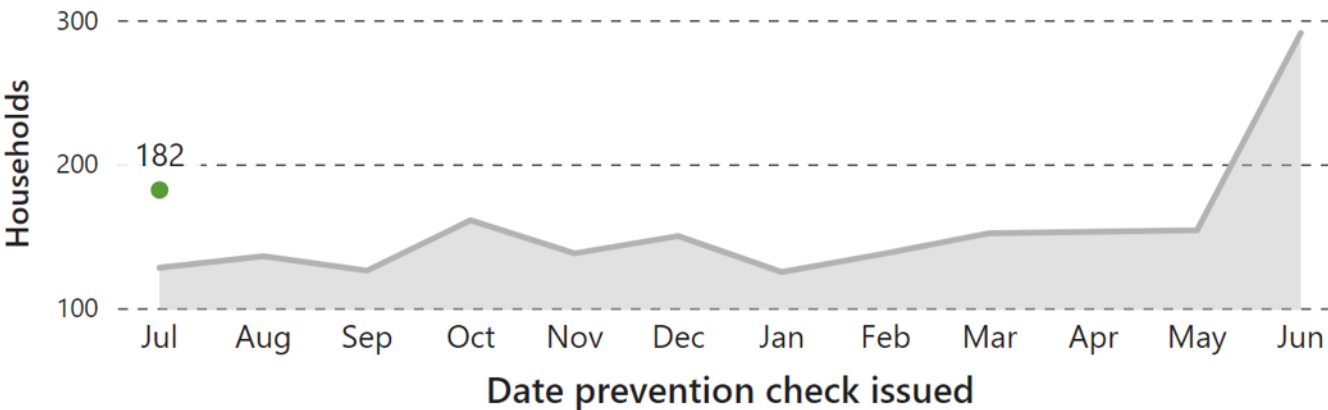
Current FYTD

\$656,213

Previous FYTD

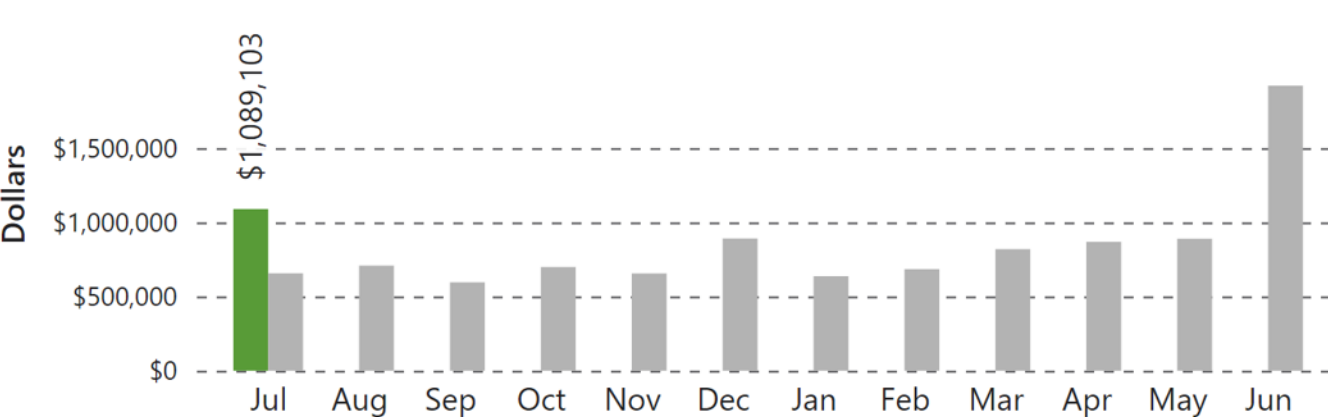
Number of unique households receiving prevention financial assistance

● Current FY ● Previous FY



Total amount of prevention financial assistance distributed

● Current FY ● Previous FY



By household type

Current FYTD

	Youth*	All Households
Adult	10	100
Family	8	81

* Households led by youth age 18-27

By type of assistance

Current FYTD

\$16,327,656

Back Rent

\$3,616,029

Future Rent

\$6,212,788

Move In

\$6,156,177

Stipulated

Problem Solving

Average award amount

Current FYTD

\$1,591

Number resolved

60

Current FYTD

59

Previous FYTD

Total distributed

\$95,487

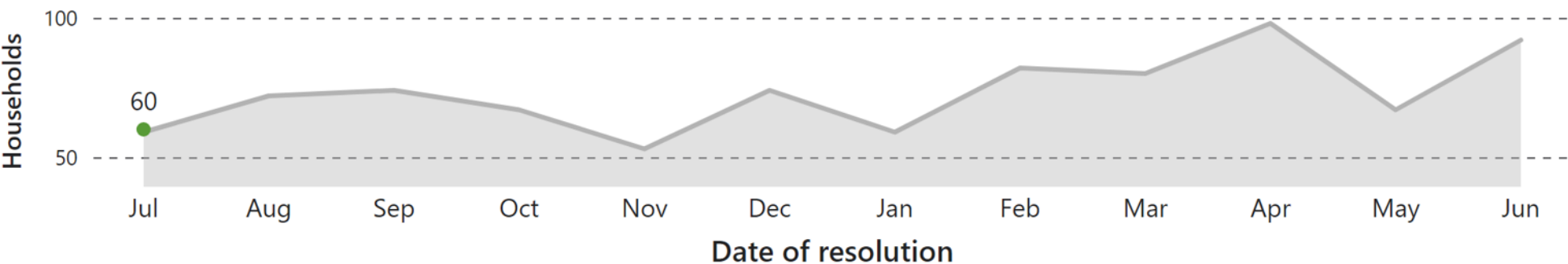
Current FYTD

\$102,619

Previous FYTD

Number of unique households resolved through problem solving

● Current FY ● Previous FY



By type of assistance (Top 5)

Current FYTD

Assistance Type	Amount
Move-In Assistance for housing outside the San Francisco HRS, including deposits and first month's rent	\$60,209
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$17,990
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$13,946
Travel and relocation support outside of San Francisco that will result in a housing connection- food stipend	\$1,632
Housing application fees and credit checks if directly linked to a housing resolution	\$670

By household type

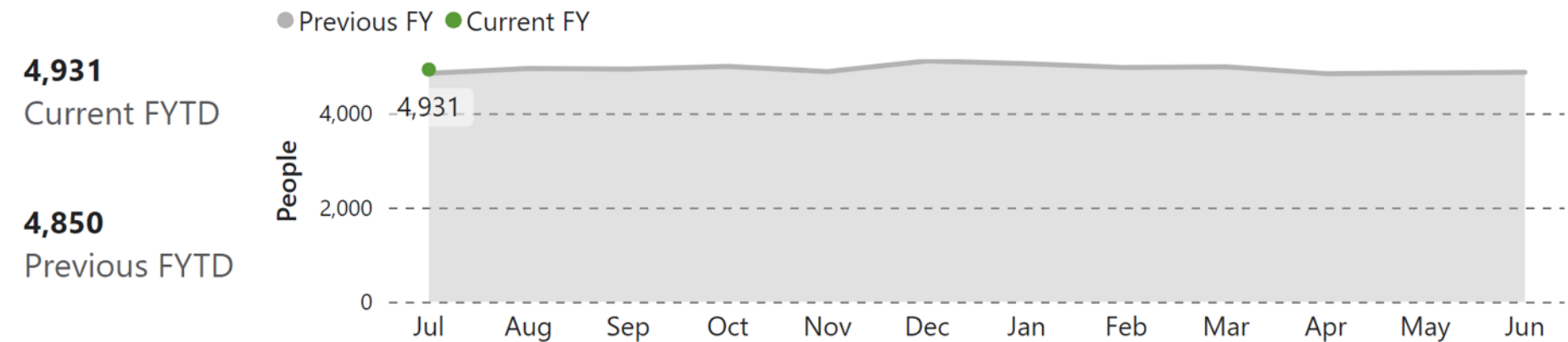
Current FYTD

	Youth*	All Households
Adult	14	44
Family		2

*Households led by youth age 18-27

Shelter Programs

Number of unique clients served by emergency shelter or transitional housing



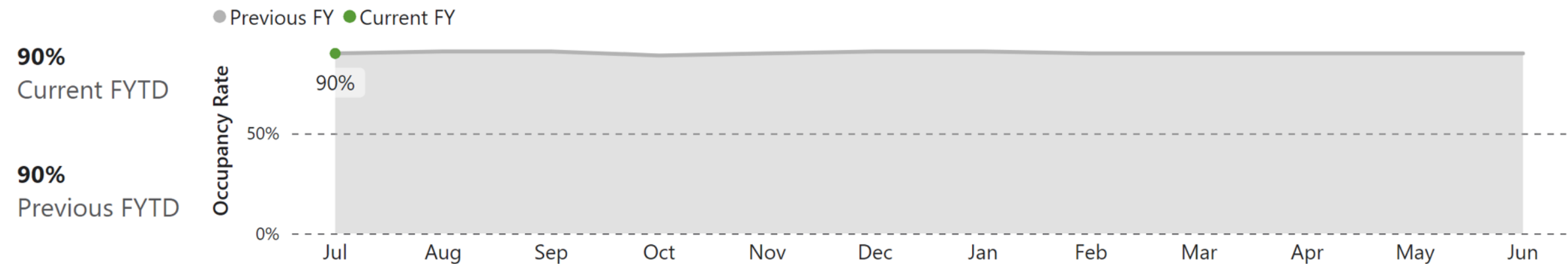
Clients by household type

Current FYTD

	Youth*	All Households
▲		
Adult	566	3,768
Family	189	1,152
Minor		21

* Households led by youth age 18-27

Occupancy rate of year-round emergency shelter and transitional housing (HSH-funded)



Housing Programs

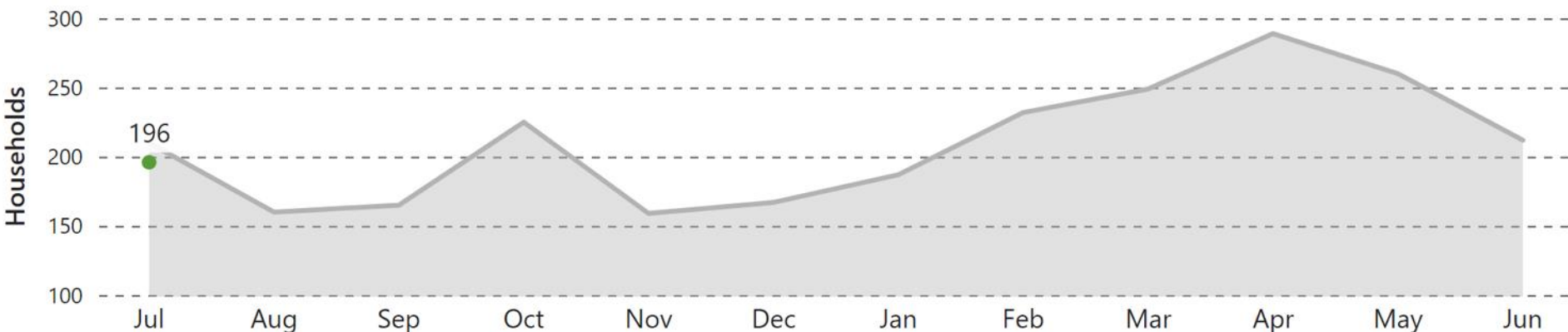
Households moved in

196
Current FYTD

210
Previous FYTD

Number of unique households moved in to permanent supportive housing or rapid re-housing

● Current FY ● Previous FY



By household type

Current FYTD

	Youth*	All Households
	▼	
Adult	32	162
Family	5	34

* Households led by youth age 18-27

By program area

Program Area	FY2025-26	FY2026-27 YTD
Housing Ladder	103	1
Rapid re-housing	741	61
Scattered site-PSH	240	9
Site-based PSH	1,420	126

Time to move in to housing

Median days to move in

151
Current FYTD

155
Previous FY

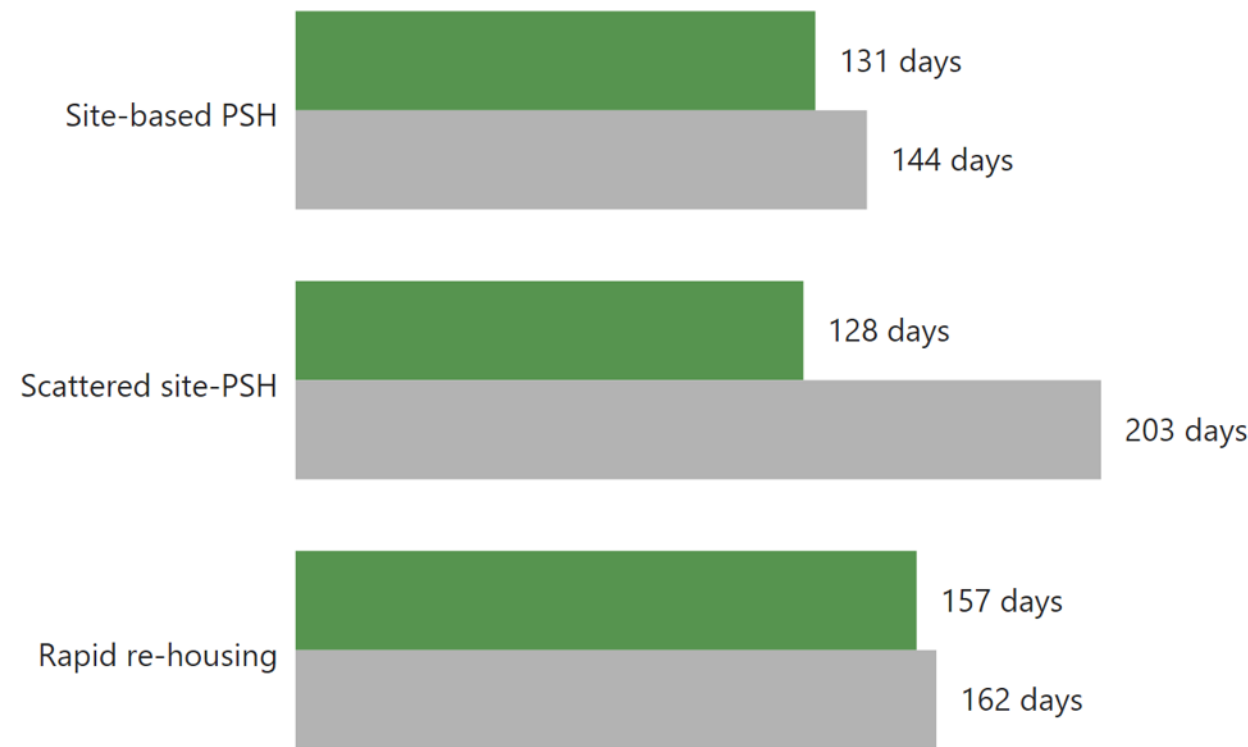
Average days to move in

211
Current FYTD

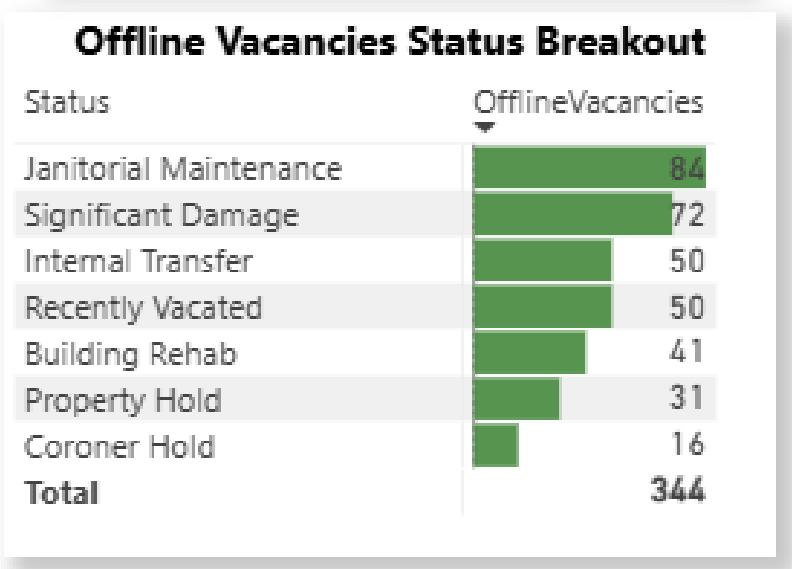
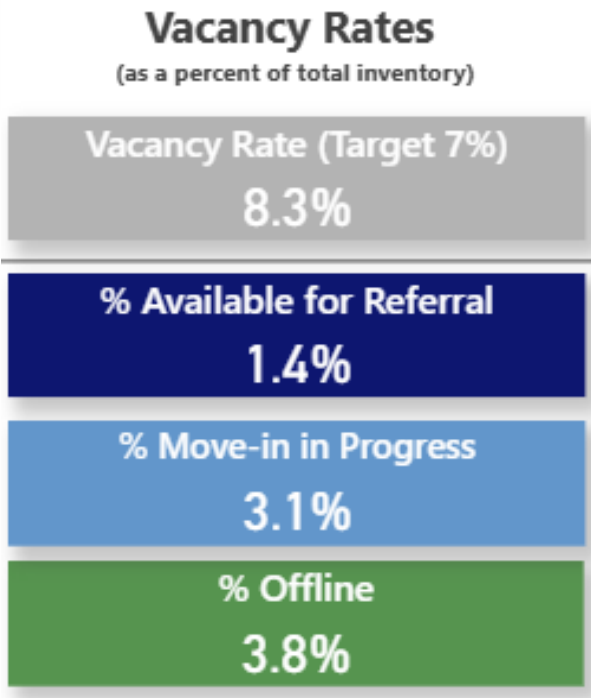
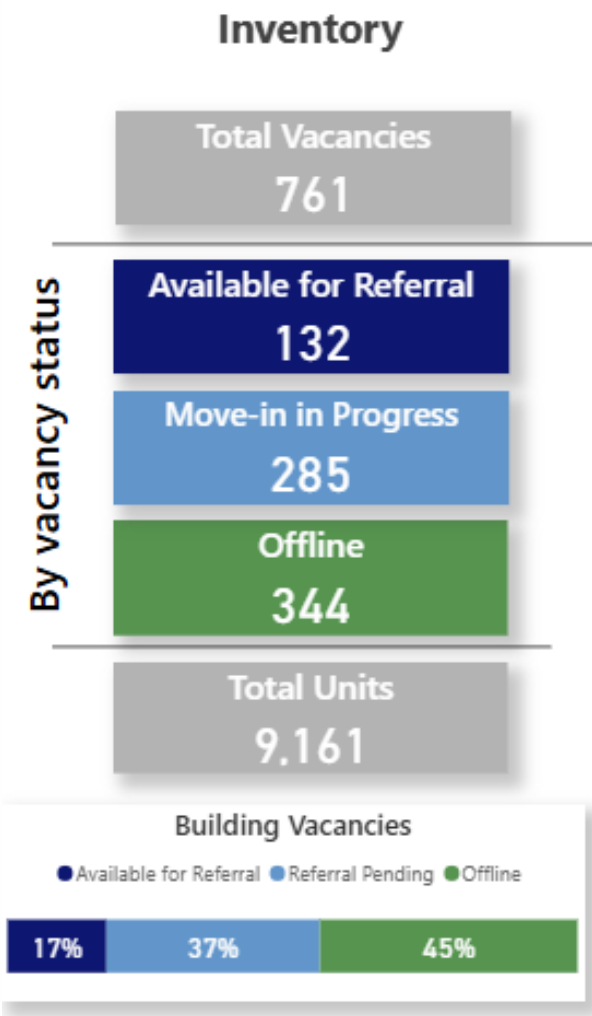
216
Previous FY

Median number of days between queue placement and move in to HSH housing

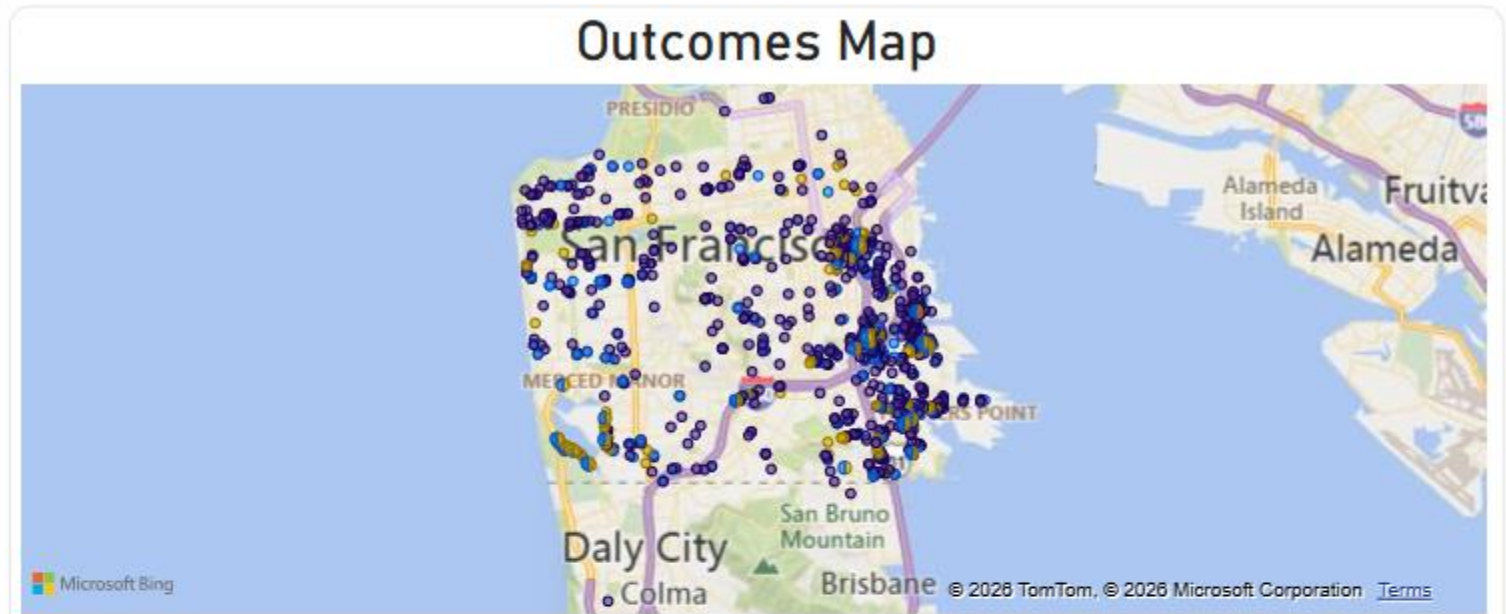
● Current FYTD ● Previous FY



Permanent Supportive Housing Vacancies



Large Vehicle Program



Legend ● citations ● household housed ● tows

LVs w Active Permits

Permits were issued in October 2025 and exempt Large Vehicles from the 2 hour parking limit.

129

Buybacks Completed

LVs are removed from the street after they are voluntarily relinquished in exchange for a financial incentive.

148

Sheltered or Housed Households

Number of households that have moved out of Large Vehicles and into housing or shelter through the program.

208

Housing Placements: 160

Shelter Placements: 48

Learn more at
sf.gov/large-vehicle-program-outcomes



Shelter Waiting List - Commission Metrics

Adult waitlist counts are based on unique requests for shelter and might not represent unique people.

Adult Shelter Waiting List

There are currently 370 people on the waiting list.

659 people joined the waiting list in July 2026.

Average time on waiting list = 15 days
(for people who accepted placement offers)

In July 2026, 125 people were placed into shelter from the waiting list. 526 people were offered shelter but did not accept (444 did not respond, and 82 declined shelter).

Family Shelter Waiting List

There are currently 252 families (670 people) on the waiting list.

124 families (317 people) joined the waiting list in July 2026.

Average time on waiting list = 39 days
(for families who accepted placement offers since January 2025)

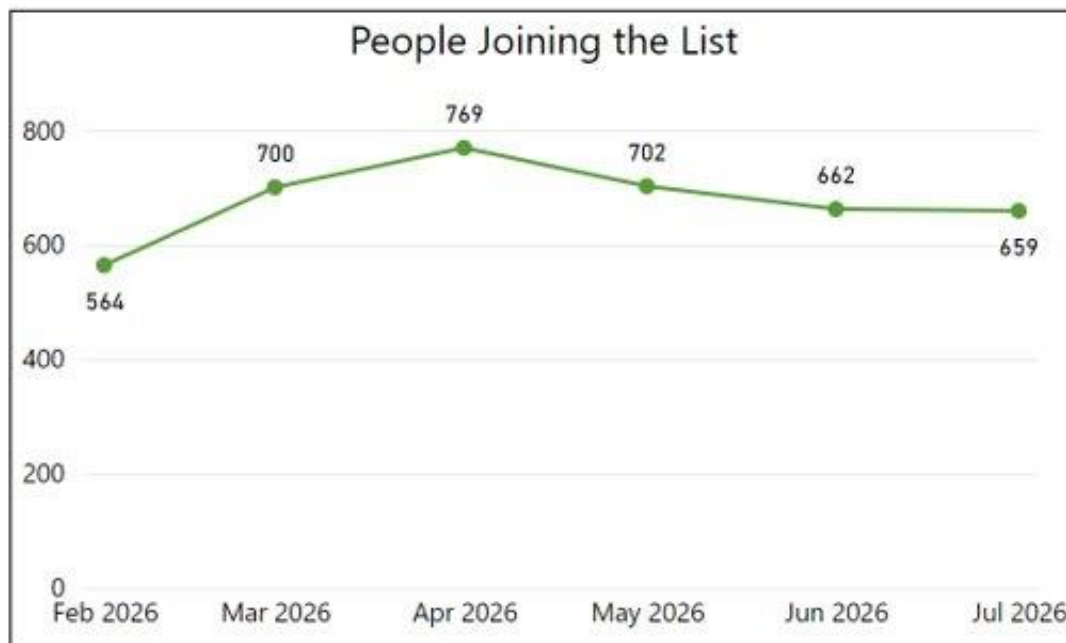
In July 2026, 39 families (111 people) were placed into shelter from the waiting list.



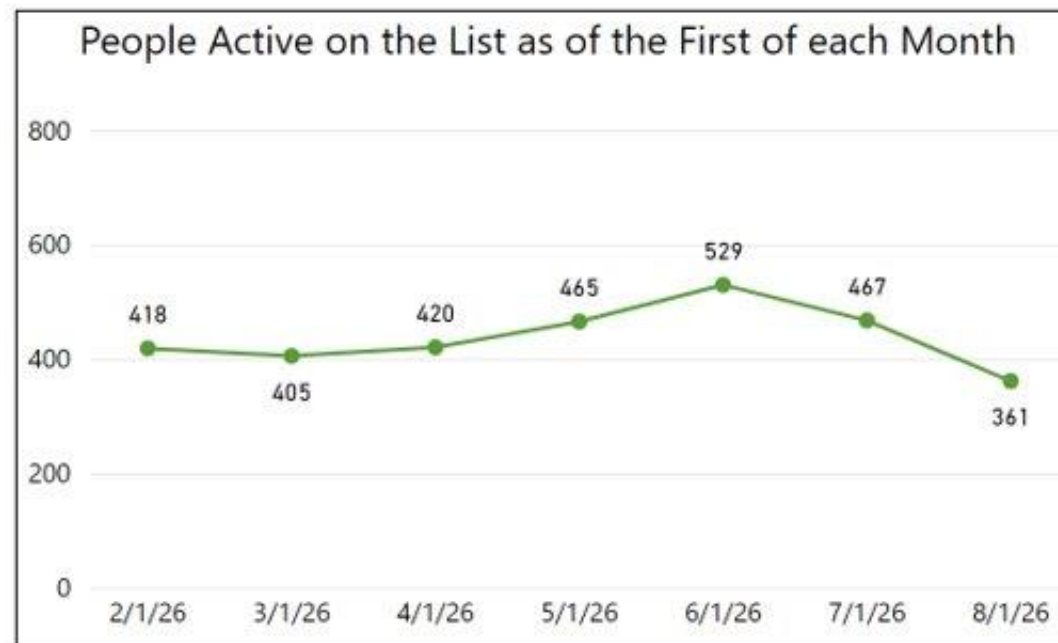
Adult Shelter Waiting List - Joining & Active

Adult waitlist counts are based on unique requests for shelter and might not represent unique people.

People Joining the List



People Active on the List as of the First of each Month





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Adult Shelter Waiting List - Coming Off the Waitlist

Adult waitlist counts are based on unique requests for shelter and might not represent unique people.

Month ▲	Placed into Shelter	Removed from the List Without Placement*
Feb 2026	120	486
Mar 2026	141	530
Apr 2026	119	596
May 2026	107	545
Jun 2026	130	582
Jul 2026	125	633

*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 - Waitlist Removal Reasons

Adult waitlist counts are based on unique requests for shelter and might not represent unique people.

Adults Who Came Off the Shelter Waiting List Each Month by Reason

● Placed into shelter ● Offered shelter but declined ● Offered shelter but did not respond ● Already had a shelter bed



Average Days on Waitlist by Outcome

2/1/2026 - 7/31/2026

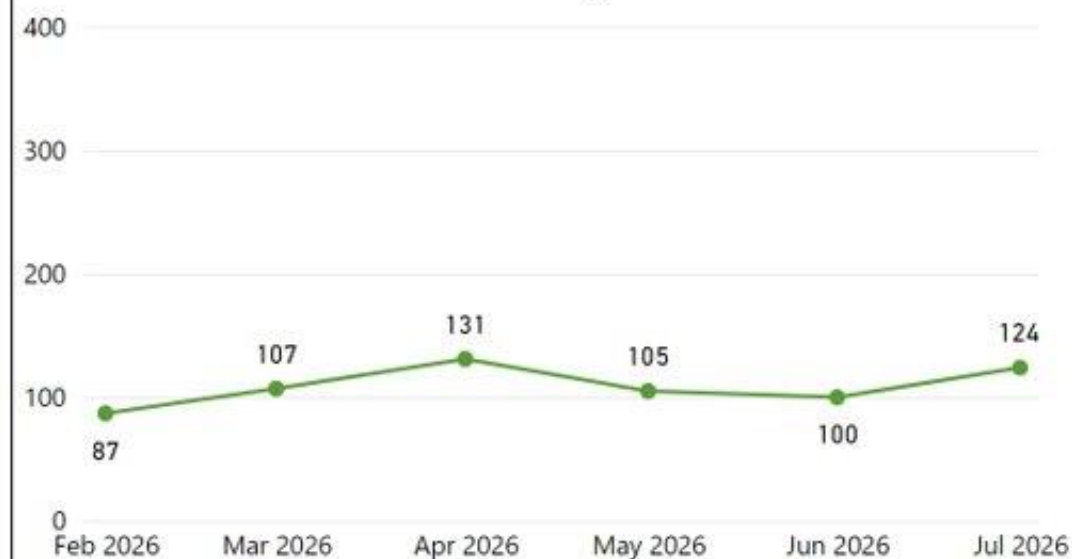
Outcome	Average Days on Waitlist	# of Adults
Placed into shelter	18	742
Offered shelter but declined	17	388
Offered shelter but did not respond	21	2,460
Already had a shelter bed	18	524
Total	19	4,114



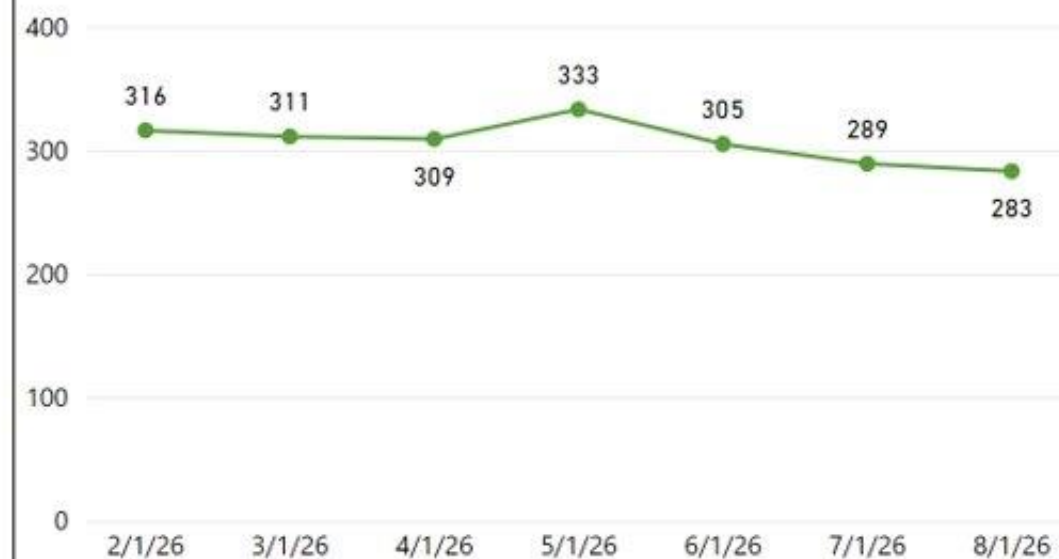
Family Shelter Waiting List - Joining & Active

Family counts are based on unique Heads of Household.

Families Joining the List



Families Active on the List as of the First of each Month





Family Shelter Waiting List - Coming Off the Waitlist

Family counts are based on unique Heads of Household.

Month ▲	Placed into Shelter*	Removed from the List Without Placement**
Feb 2026	23	67
Mar 2026	35	82
Apr 2026	19	93
May 2026	29	98
Jun 2026	35	84
Jul 2026	39	87

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

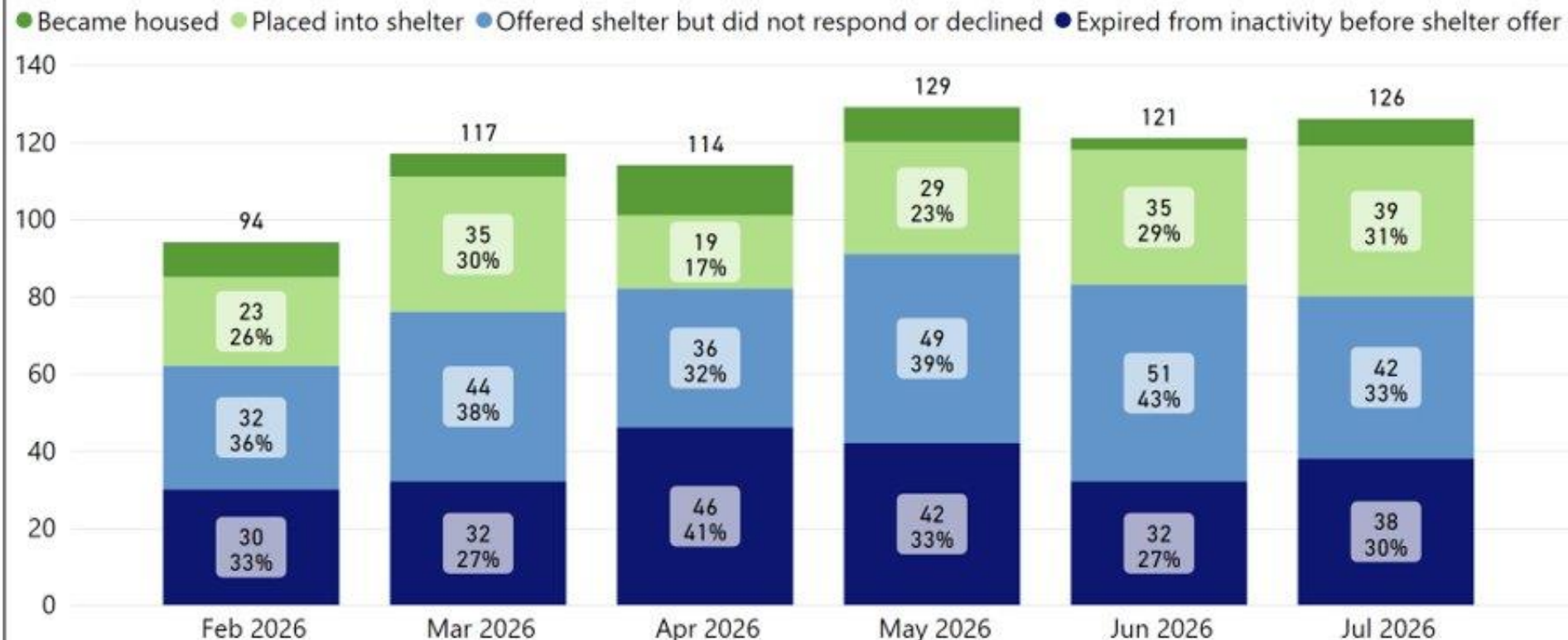
**Reasons a family may be removed from the family shelter waiting list without being placed into shelter include not responding to a shelter offer, declining a shelter offer, or becoming housed.



Family Shelter Waiting List - Coming Off the Waitlist

Family counts are based on unique Heads of Household.

Families Who Came Off the Shelter Waiting List Each Month by Reason



Average Days on Waitlist by Outcome

2/1/2026 - 7/31/2026

Outcome	Average Days on Waitlist	# of Unique Families
▲ Became housed	213	47
Placed into shelter	42	176
Offered shelter but did not respond or declined	53	225
Expired from inactivity before shelter offer	122	219
Total	82	624