



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | April 2, 2026





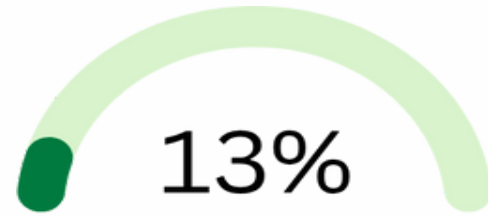
DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Family Homelessness

How many families utilize the homelessness response system?

6,784

Families with children served by the homelessness response system throughout FY 2024-2025



Families with minor children made up 13% of all households experiencing homelessness in FY 24-25

Families made up **19%** of all exits from homelessness to housing



Families made up **33%** of all households whose homelessness was prevented



+3% ↑

Increase in families engaged with the homelessness response system FY23-24 to FY 24-25

2,425

Families with children experienced homelessness in FY 24-25

Families Served by HSH

Data reflects families who engaged with coordinated entry in FY 24-25

71% (1,424) of families reported at least one **member with a disability** (physical, developmental, HIV/AIDS, chronic health/mental condition, mental health condition, substance abuse)

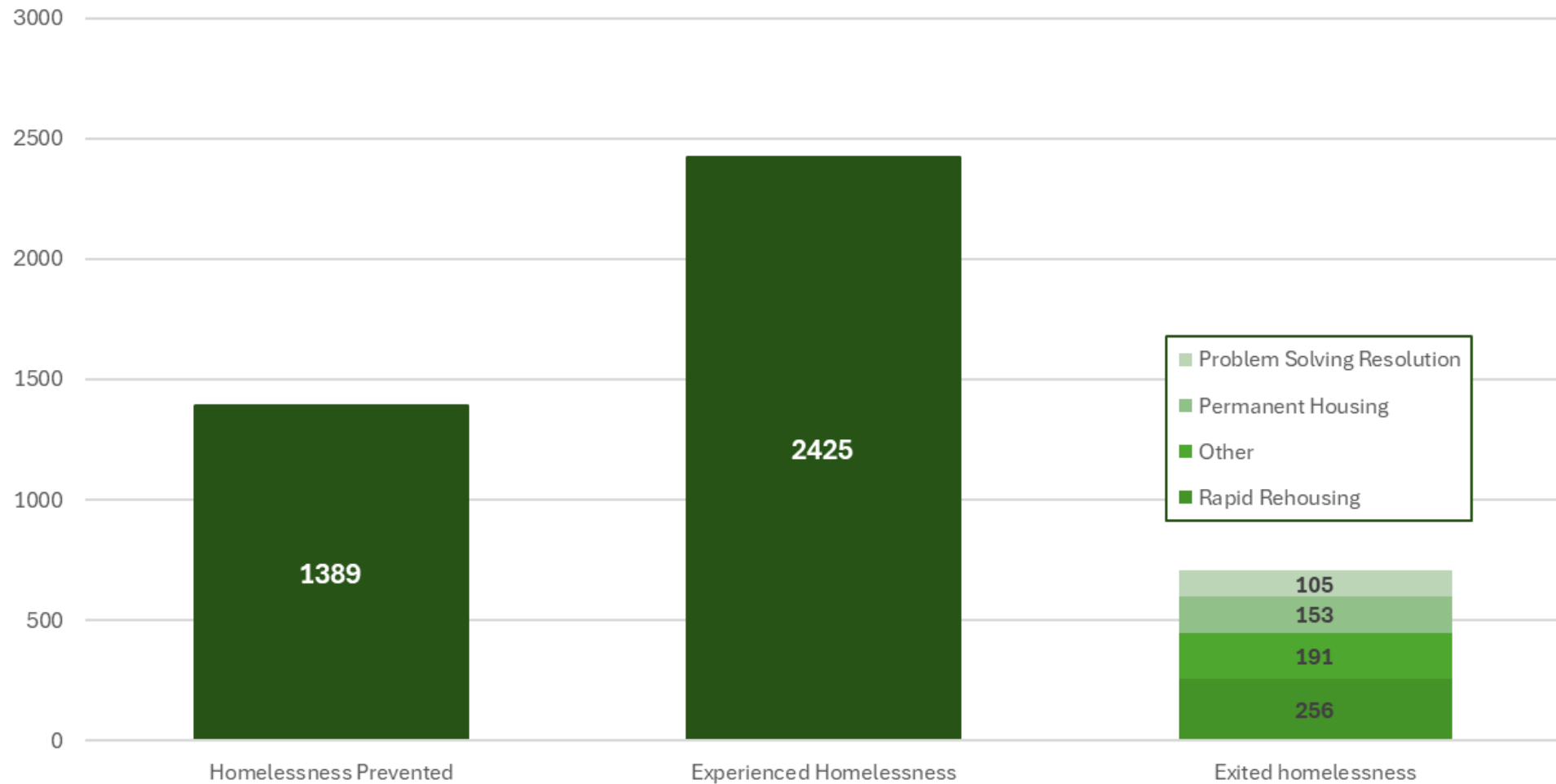
52% (1,048) of families have **children under 5 years old**. 45% of those families were **unsheltered**.

43% (864) families were **fleeing violence**.

26% of family households where all members are 27 and under. 84% of those families are **parenting TAY-headed**.

14% of families included a **pregnant person**. 50% of those households were **unsheltered**.

Families Served by the Homelessness Response System in FY 2024-25



Families Served by HSH: Fiscal Year 2024–25

45%

Families assessed through Coordinated Entry were **Housing Referral Status**
Compared to 30% for other populations

50%

Move-in rate for 703 completed referrals
Compared to 47% for other populations

Key Insight

Greater housing readiness and strong exits to permanent housing reflect continued progress in outcomes for families accessing HSH services.

49%

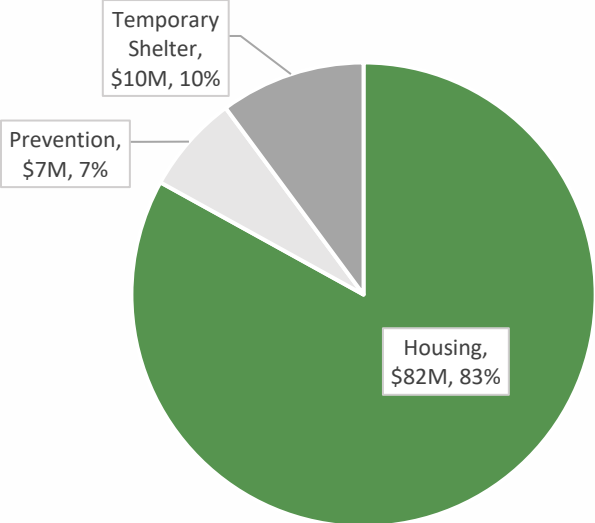
Of people in families in shelter exited to permanent housing
Compared to 20% for other populations

5%

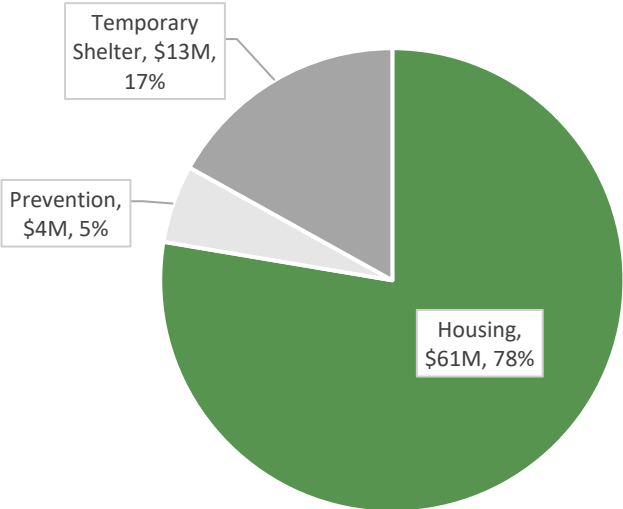
Returned to homelessness within 12 months
Compared to 8% for other populations

FY25-26 & FY26-27 Family Program Budget

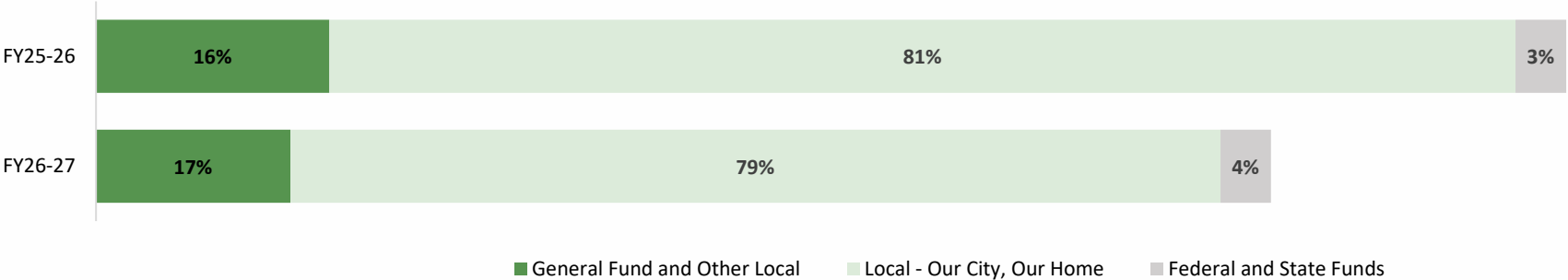
Family FY25-26 Budget by Program



Family FY26-27 Budget by Program



Family Budget by Fund Source



FY24-26 Budget Initiatives for Families

Program	Details	Funding Source	Two-Year Investment	Status
Rapid Re-housing Subsidies	130 two to five-year rapid rehousing subsidies for families	Prop C	\$23.8 million	100% utilization
Rapid Re-housing Subsidies for TAY-headed families	50 two to five-year Rapid Rehousing Subsidies for TAY-headed families	Prop C	\$9.9 million	100% utilization by May 2026
Shallow Rental Subsidies	35 two to five-year shallow rental subsidies for families	Prop C	\$4.8 million	HOC approved in March
New Urgent Accommodation Vouchers	80 urgent accommodation vouchers (hotel vouchers) for families, expected to serve 500 families over 18 months (an additional \$2.9 m in General Fund support budgeted)	Prop C	\$8.7 million	100% utilization

FY25-27 Budget Initiatives for Families

Program	Details	Funding Source	Two-Year Investment	Status
Family Rapid Rehousing	Adds 130 new family Rapid Rehousing slots to the Homelessness Response System	Prop C	\$17.3 million	Paused until Summer 2026
Family Rapid Rehousing	Adds 65 new family Rapid Rehousing slots to the Homelessness Response System to be used in collaboration with the RV Intervention strategy.	Prop C	\$8.2 million	51% utilization
Family Shallow Subsidy	Adds 30 new family Shallow Subsidy slots to the Homelessness Response System	Prop C	\$2.8 million	HOC approved in March
Prevention	Increase for family and transitional age youth (TAY) homelessness prevention programs	Prop C	\$6.7 million	HOC approved in February
Family Hotel Vouchers	Continues funding for 130 family hotel vouchers brought online in FY2024-25 under the Safer Families Plan. This funding continues the vouchers for an additional 18 months beyond the original funding term	Prop C	\$9.9 million	April HOC
SFUSD Family Stayover Program	Funding for the 80-bed emergency family stayover program at Downtown High School (partnership with SFUSD).	Prop C / General Fund	\$4.6 million	Funds grant agreement through FY 27-28



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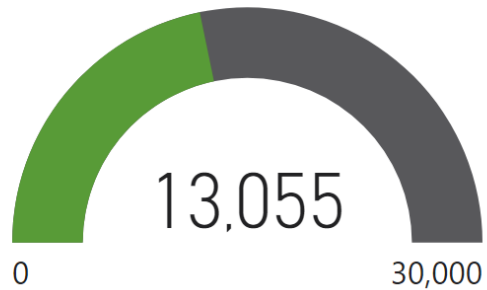
Homelessness Response System: Updates and Data*

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

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

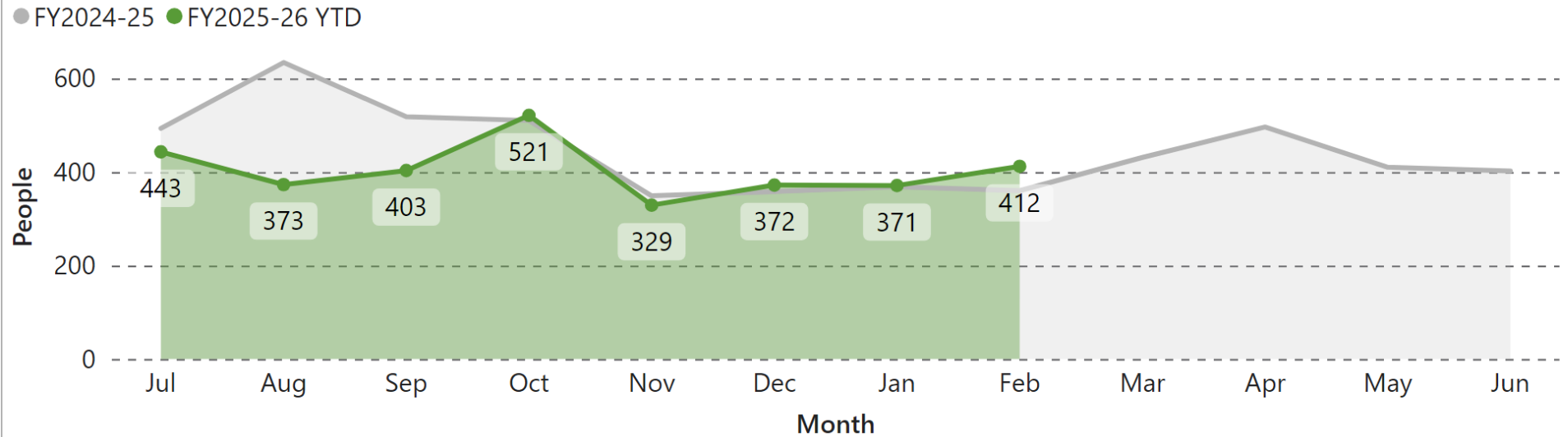


FYTD comparison

3,031
Current FYTD

3,415
Previous FYTD

Number of unique clients exiting homelessness



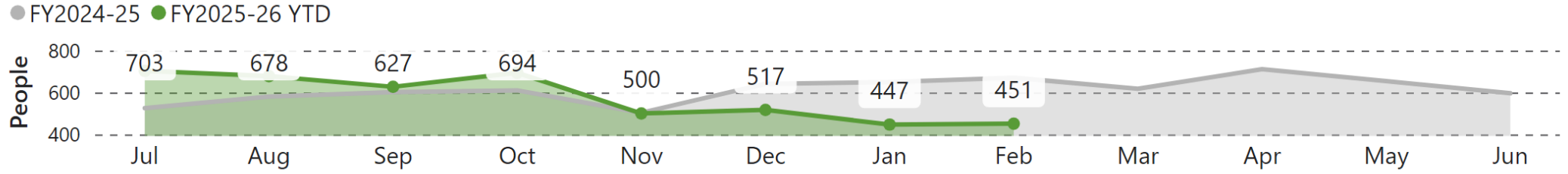
Fiscal Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY2023-24	373	513	495	693	426	487	491	489	520	494	490	403
FY2024-25	493	634	518	510	349	358	368	360	431	496	410	402
FY2025-26 YTD	443	373	403	521	329	372	371	412				

Street Outreach

HSH street outreach programs include the San Francisco Homeless Outreach Team (SFHOT) & Large Vehicle Case Management

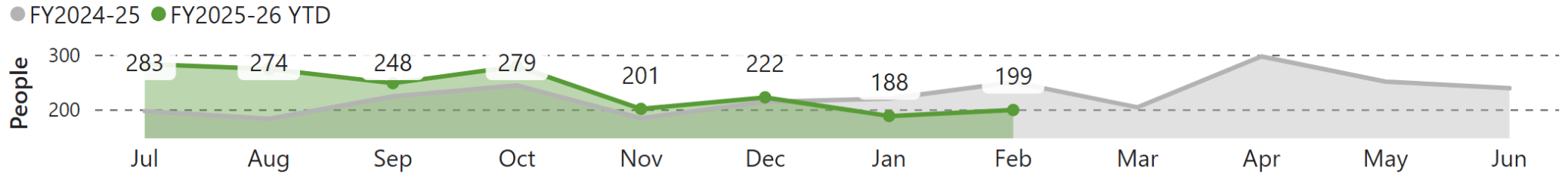
Number of unique clients encountered

3,091
Current FYTD
4,226
Previous FYTD



Number of unique clients assessed for housing

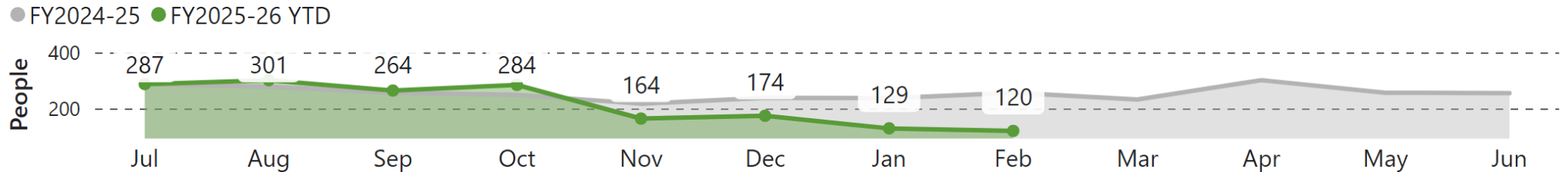
1,854
Current FYTD
2,583
Previous FYTD



Number of shelter placements by outreach teams

*Does not include placements made by Large Vehicle Case Management using Urgent Accommodation Vouchers (UAV)

1,723
Current FYTD
3,062
Previous FYTD



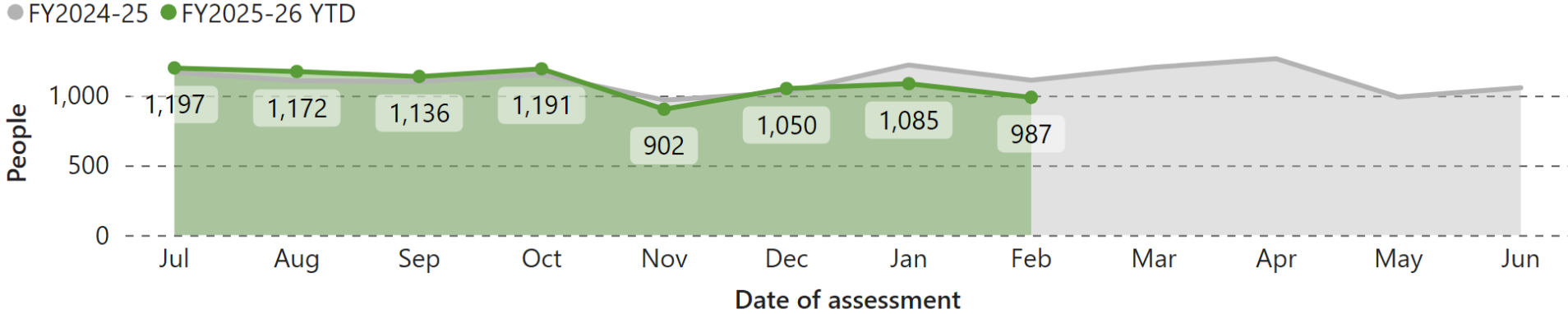
Coordinated Entry

Number assessed

8,374
Current FYTD

8,470
Previous FYTD

Number of unique clients assessed for housing



By household type

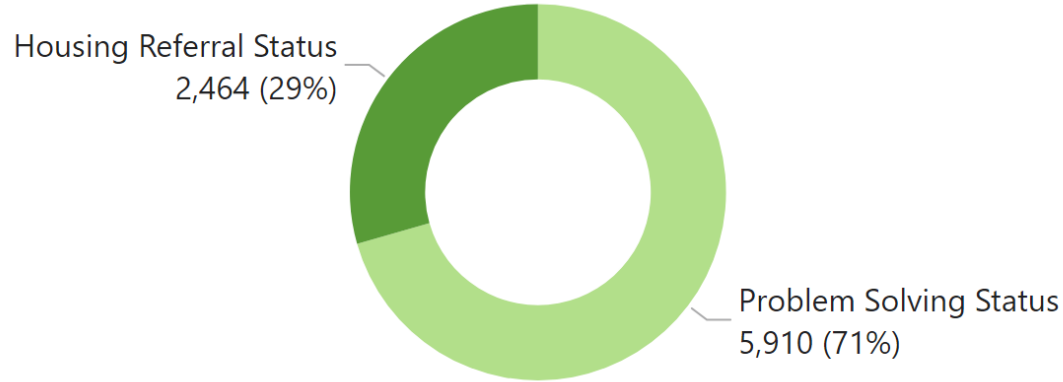
Current FYTD

	Youth*	All Households
Adult	1,443	7,369
Family	269	1,022

*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

\$5,092

Households awarded

1062

Current FYTD

1,654

Previous FYTD

Total distributed

\$5,407,542

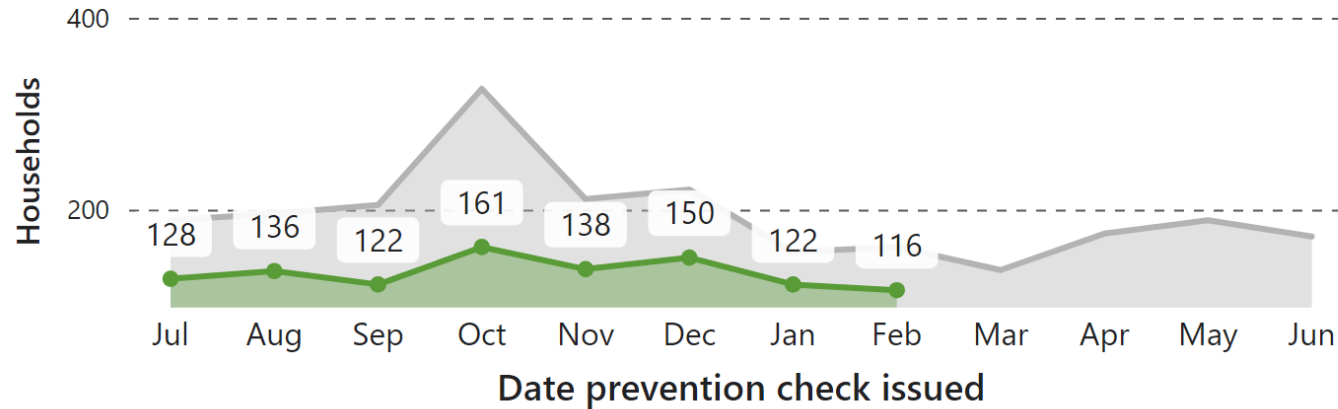
Current FYTD

\$8,015,349

Previous FYTD

Number of unique households receiving prevention financial assistance

● FY2024-25 ● FY2025-26 YTD



By household type

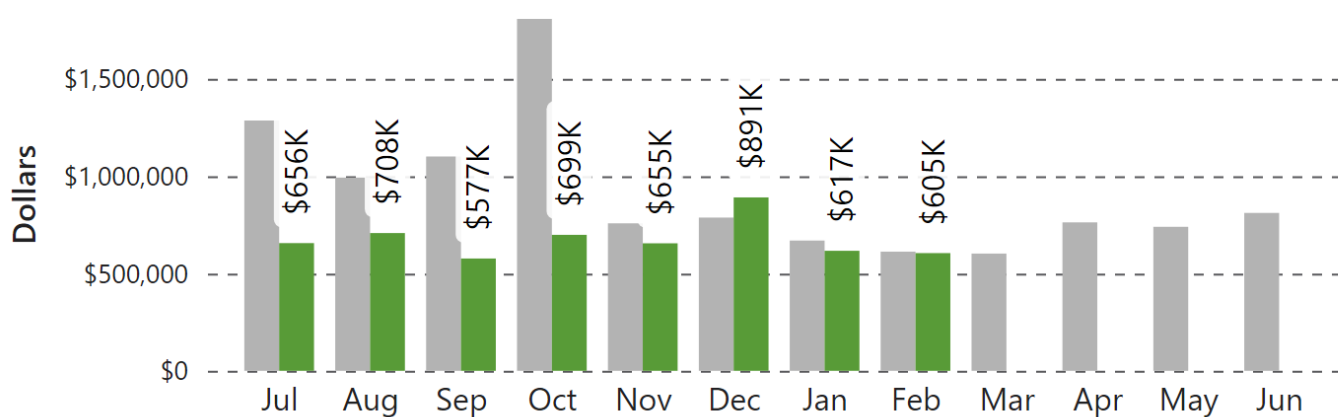
Current FYTD

	Youth*	All Households
Adult	44	511
Family	53	543

* Households led by youth age 18-27

Total amount of prevention financial assistance distributed

● FY2024-25 ● FY2025-26 YTD



By type of assistance

Current FYTD

\$13,897,119

Back Rent

\$3,020,386

Future Rent

\$5,560,945

Move In

\$4,130,061

Stipulated

SF ERAP Policy Changes

- The SF Emergency Rental Assistance Program is a collaboration between HSH and MOHCD.
- To increase program spending, the SF ERAP program has adjusted its threshold policies, effective February 23, 2026, for new and in-progress cases.

Key Changes

Returning Applicants

- Threshold score lowered and income limit raised to bring parity with new applicant requirements.
 - Score threshold: 10 → 8
 - Income limit: 30% AMI → 50% AMI
- No new financial hardship required

Future Rent Assistance

- Eligible for up to 3 months if rent burden \geq 50%
- Third month only if there is no expected improvement in ability to pay.

Assistance over \$7,500

- Score threshold: 10 → 8
- Can include future rent

Problem Solving

Average award amount

Current FYTD

\$2,159

Number resolved

472

Current FYTD

480

Previous FYTD

Total distributed

\$1,019,090

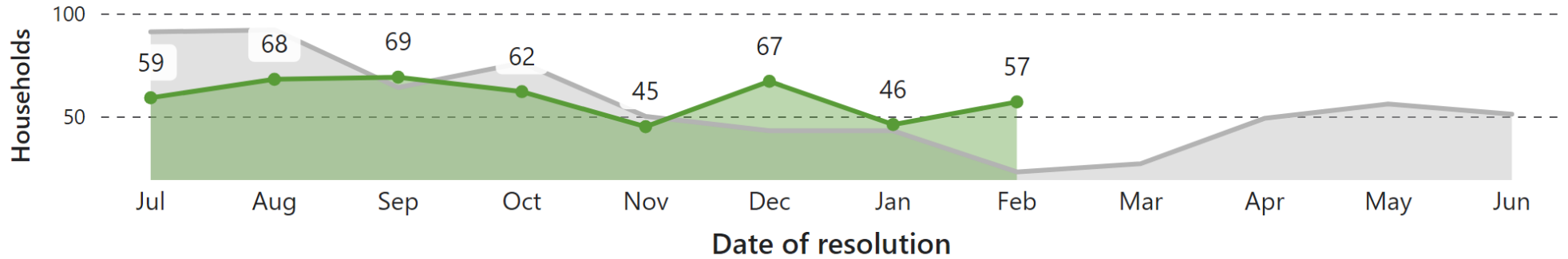
Current FYTD

\$1,416,390

Previous FYTD

Number of unique households resolved through problem solving

● FY2024-25 ● FY2025-26 YTD



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	\$726,278
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$145,530
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$95,968
Rental Assistance after Move-in	\$28,932
Travel and relocation support outside of San Francisco that will result in a housing connection- food stipend	\$13,568

By household type

Current FYTD

	Youth*	All Households
Adult	91	356
Family	4	21

*Households led by youth age 18-27

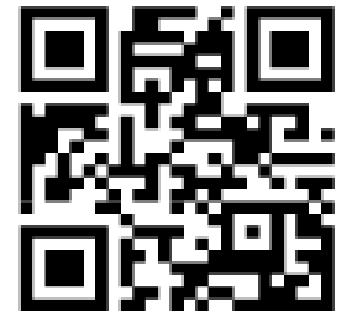
Journey Home

Reunification & Relocation Assistance Program

- You may be able to access services if you:
 - Are an adult or family experiencing homelessness in San Francisco
 - Want to move to another city where you have family or support
 - Choose to join the program on your own
- Program Details
 - No eligibility check is needed to refer
 - GLID will complete all screenings and travel planning
 - Operations are 24/7

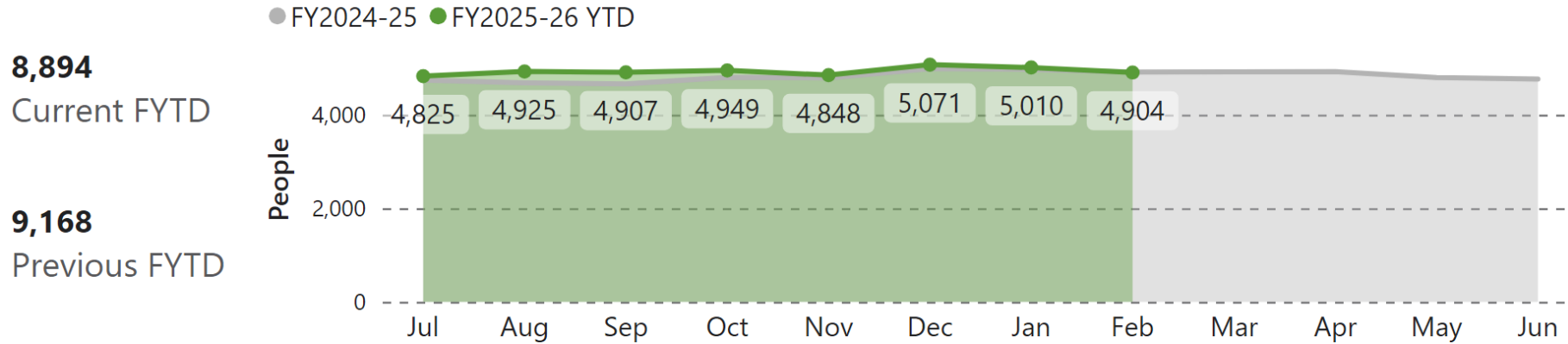
If someone is experiencing homelessness in San Francisco and wants to relocate, call:

 **669-265-9373**



Shelter Programs

Number of unique clients served by emergency shelter or transitional housing



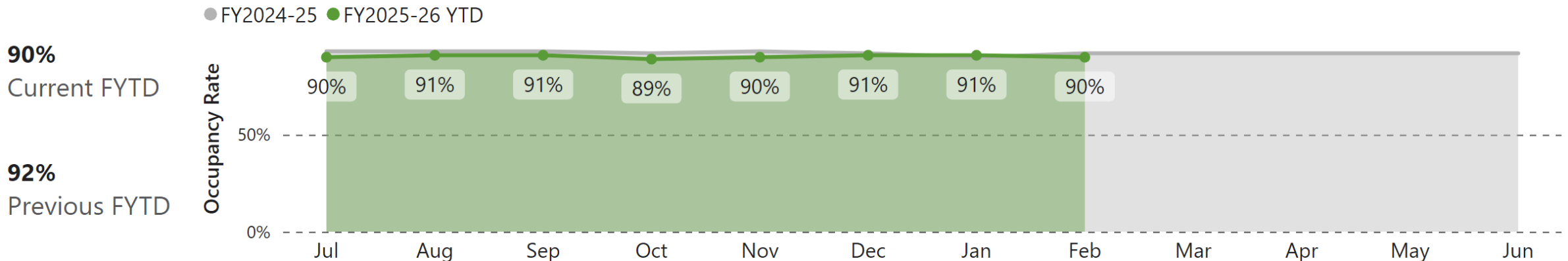
Clients by household type

Current FYTD

	Youth*	All Households
▲		
Adult	1,164	7,150
Family	326	1,698
Minor		83

* Households led by youth age 18-27

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



Housing Programs

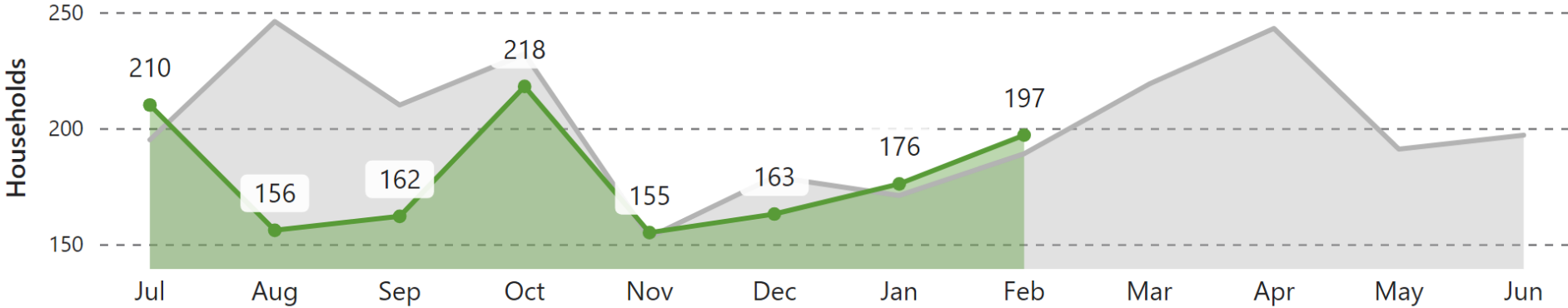
Households moved in

1,435
Current FYTD

1,571
Previous FYTD

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

● FY2024-25 ● FY2025-26 YTD



By household type

Current FYTD

	Youth*	All Households
Adult	232	1167
Family	80	267

* Households led by youth age 18-27

By program area

Program Area	FY2024-25	FY2025-26 YTD
Housing Ladder	75	27
Rapid re-housing	541	366
Scattered site-PSH	329	182
Site-based PSH	1,470	862

Time to move in to housing

Median days to move in

174

Current FYTD

154

Previous FY

Average days to move in

217

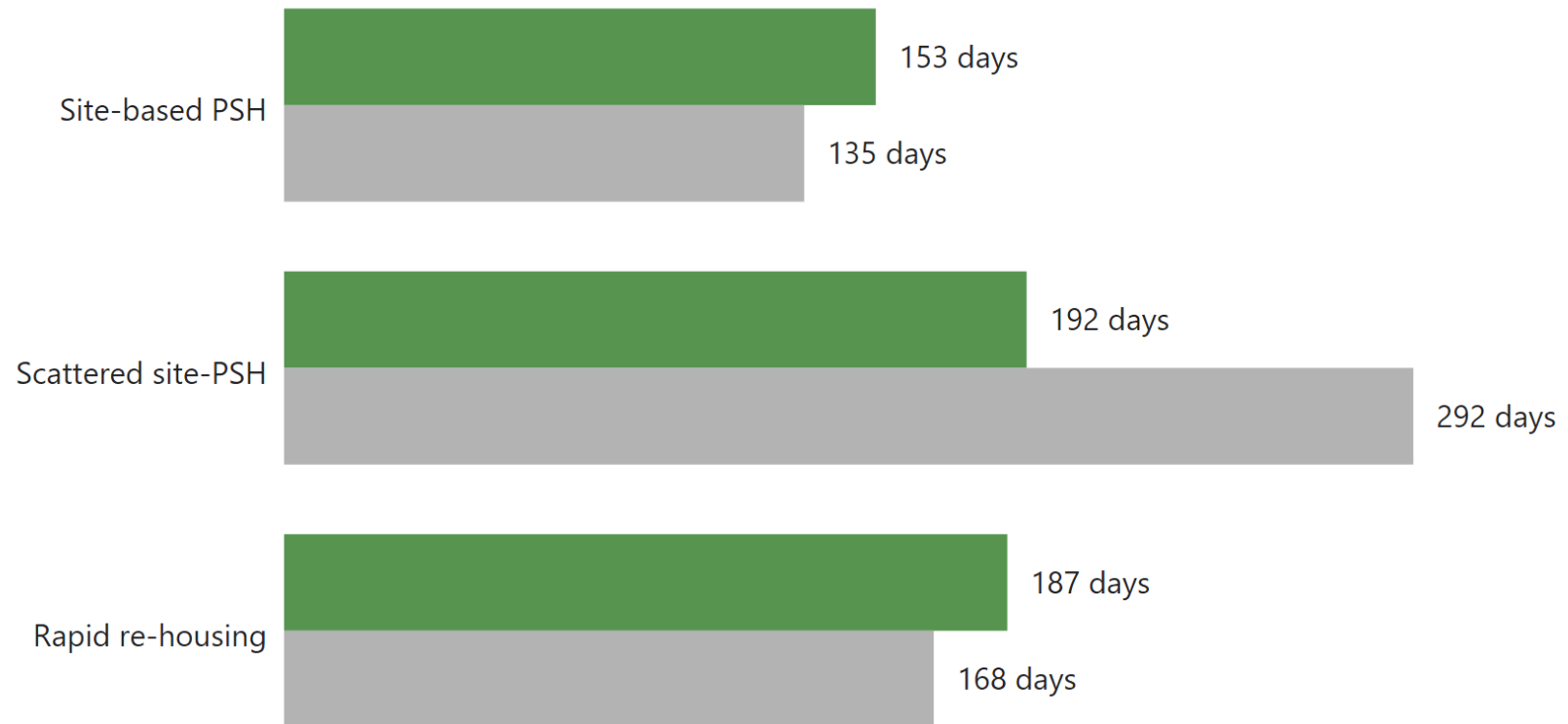
Current FYTD

197

Previous FY

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

● Current FYTD ● Previous FY



Permanent Supportive Housing Vacancies

	Inventory	Vacancy Rates (as a percent of total inventory)
	Total Vacancies 803	Vacancy Rate (Target 7%) 9.1%
By vacancy status	Available for Referral 74	% Available for Referral 0.8%
	Move-in in Progress 325	% Move-in in Progress 3.7%
	Offline 404	% Offline 4.6%
	Total Units 8,784	

Offline Vacancies Status Breakout

Status	Offline Vacancies
Janitorial Maintenance	178
Recently Vacated	57
Significant Damage	50
Property Hold	33
Internal Transfer	30
Building Rehab	29
Coroner Hold	27
Total	404

Recent PSH Capital Improvements

FY 22-23 HHIP Grant Funding

\$600,000 one-time state funding

Funded capital improvements at 12 PSH sites.

Primarily accessibility improvements

FY 23-25 General Fund

\$10M in local General Funds appropriated in the FY23-25 budget

Funded capital improvements in 38 PSH sites.

Funded more diverse projects including safety, security, accessibility and tenant quality of life improvements.

PSH Elevator Modernization Program (EMP)

- The FY 22-23 budget included \$10 million to address essential repairs and modernization of passenger elevators in City-funded PSH SRO buildings.
- HSH has disbursed \$9.2 million to modernize elevators at 27 PSH sites.
- HSH has upgraded 52% of all HSH SRO elevators in under 24 months.





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Additional Updates

Local Legislation

April 2025

HSH Introductions

- **On April 7th**
 - THC – Abigail Housing Ladder
 - THC – Garland Hotel
 - Five Keys – Ellis Semi-Congregate shelter
 - Community Forward – Coronado Hotel

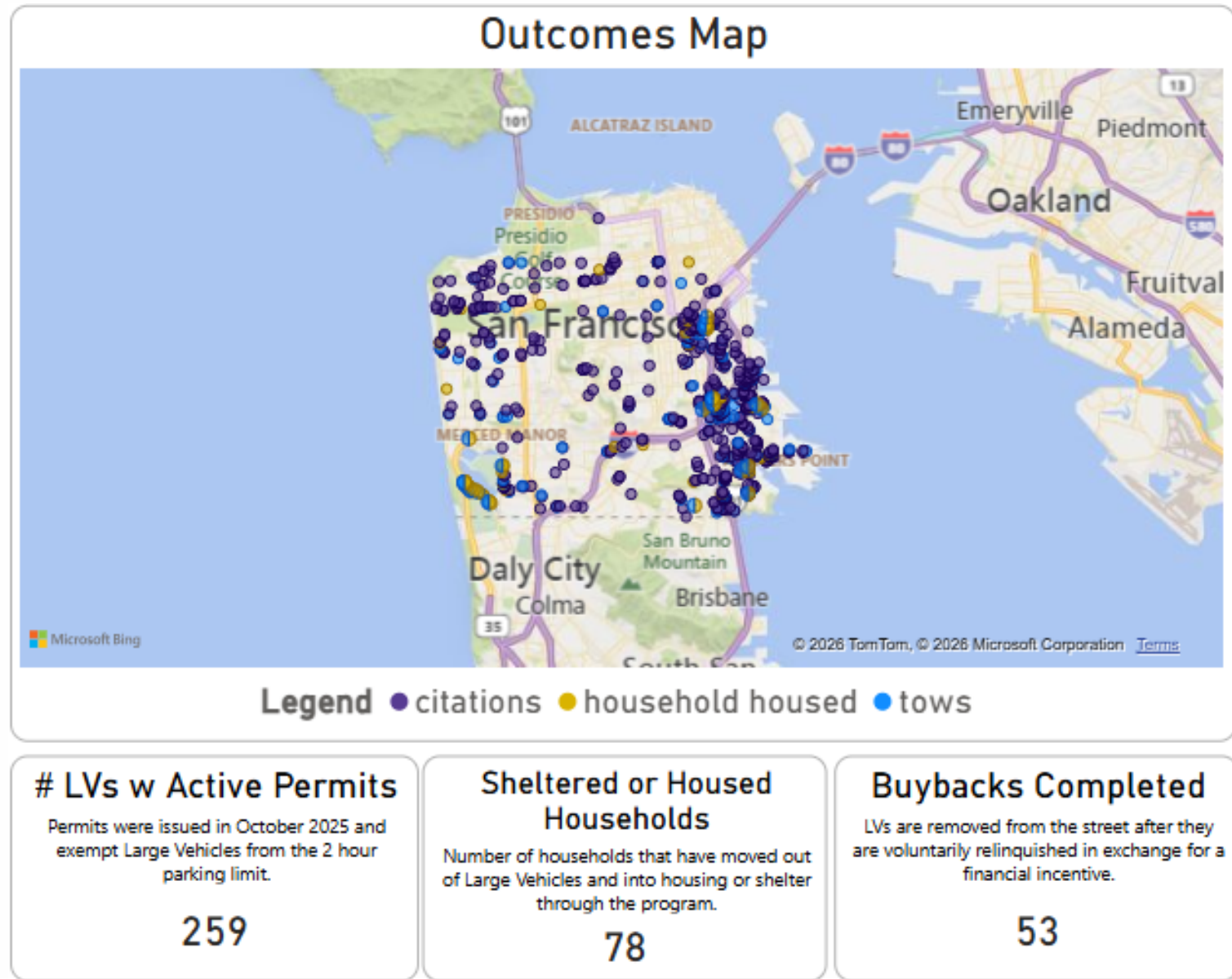
BOS Introductions

Supervisor Dorsey's ordinance to expand "Drug-Free PSH" would...

- Prohibit* the City from expanding its PSH portfolio unless it is to create "Drug-Free Housing"
- Allow the BOS to waive the prohibition
- Require HSH to survey PSH tenants to measure the demand for "drug-free housing"
- Require collaboration between HSH and DPH to establish rules and regulations for Drug-Free Housing operators

Large Vehicle Program

- October 1, 2025: Permitting began
- 78 households housed/sheltered and 259 large vehicles with active permits.
 - 130 additional households enrolled in Rapid Rehousing
- The City has begun permit renewal process



Large Vehicle Refuge Permit (LVRP) Renewal

- The LVRP renewal process will extend active permits for 6 months.
- Renewals ***are not*** automatic.
- Active permit holders can their permit with their case manager or by attending a renewal event.

Lakeshore Events

510 John Muir Drive:
March 30th; 3-7pm

Intersection of Lake
Merced Blvd & Font Blvd:
April 9th; 3-7pm

510 John Muir Drive:
April 14th; 3-7pm

Bayview Events

Carrol and Jennings: April
1st; 3-7pm

Bancroft and Ingalls:
April 11th; 11-3pm



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 338 people on the waiting list.

564 people joined the waiting list in February 2026.

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

In February 2026, 120 people were placed into shelter from the waiting list. 419 people were offered shelter but did not accept (356 did not respond, and 63 declined shelter).

Family Shelter Waiting List

There are currently 304 families (821 people) on the waiting list.

89 families (230 people) joined the waiting list in February 2026.

Average time on waiting list = 37 days
(for families who accepted placement offers since January 2025)

In February 2026, 23 families (69 people) were placed into shelter from the waiting list.

April 2026 Contract Amendments & Renewals

Program	Provider	New Term End	New NTE	Number Served	Staffing Ratio
Bayview Family Access Point	Catholic Charities	6/30/2028	\$5,350,222	550	N/A
Central City Access Point	Compass Family Services	6/30/2028	\$7,760,905	N/A	N/A
TAY Emergency Housing Vouchers	Abode Services	6/30/2027	\$3,985,767	86	Housing Coordinator 1:50; Case Manager 1:20
Urgent Accommodation Vouchers for Families and Pregnant People	Compass Family Services	6/30/2027	\$17,801,570	15	N/A
One-Time Urgent Accommodation Voucher	Compass Family Services	6/30/2027	\$9,593,671	115	N/A

Cont.: April 2026 Contract Amendments & Renewals

Program	Provider	New Term End	New NTE	Number Served	Staffing Ratio
Diamond Youth Emergency Shelter	Larkin Street Youth Services	6/30/2029	\$7,007,967	16	1:15
Flexible Housing Subsidy Pool	Brilliant Corners	6/30/2027	\$9,996,603	500	1:50
Flexible Housing Subsidy Pool	Compass Family Services	6/30/2027	\$9,946,798	165	Housing Coordinator 1:50; Case Manager 1:20
Flexible Housing Subsidy Pool for the Ending Transgender Homelessness Initiative	Transgender, Gender Variant and Intersex Justice Project	6/30/2027	\$5,090,495	27	Housing Coordinator 1:50; Case Manager 1:20
Family Housing Ladder	Compass Family Services	6/30/2027	\$5,040,931	70	Housing Coordinator 1:50; Case Manager 1:40

Cont.: April 2026 Contract Amendments & Renewals

Program	Provider	New Term End	New NTE	Number Served	Staffing Ratio
Mainstream Voucher and Rapid Rehousing for Adults	Episcopal Community Services	6/30/2027	\$6,876,260	180	Housing Coordinator 1:50; Case Manager 1:20
TAY Navigation Center	3rd Street Youth Center	6/30/2028	\$9,411,413	75	1:25
Prop 63 MHSA	Homerise	6/30/2029	\$7,050,435	28	1:25
Shallow Subsidy Housing Program for Families	Mission Neighborhood Centers, Inc.	6/30/2027	\$4,157,520	60	1:60
711 Post	Five Keys Schools and Programs	3/31/2027	\$9,847,270	250 + additional 30 shelter beds through 8/31/26	1:25

Cont.: April 2026 Contract Amendments & Renewals

Program	Provider	New Term End	New NTE	Number Served	Staffing Ratio
Arnett Watson Apartments Support Services	HomeRise	6/30/2029	\$6,845,339	40 adults, 43 family units	Adults 1:25; Family 1:20
Essex and Zygmunt Arendt House	HomeRise	6/30/2029	\$7,003,856	131	1:25
Island Bay Homes	HomeRise	6/30/2029	\$5,033,123	41	1:20
Domestic Violence Survivors Urgent Accommodation Vouchers	St. Vincent de Paul	6/30/2028	\$3,349,668	15	1:15



HR Update

Positions Update

247.5 total FTE

14 vacant positions

14 active recruitments



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Questions?

Thank you!



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Appendix Slides:

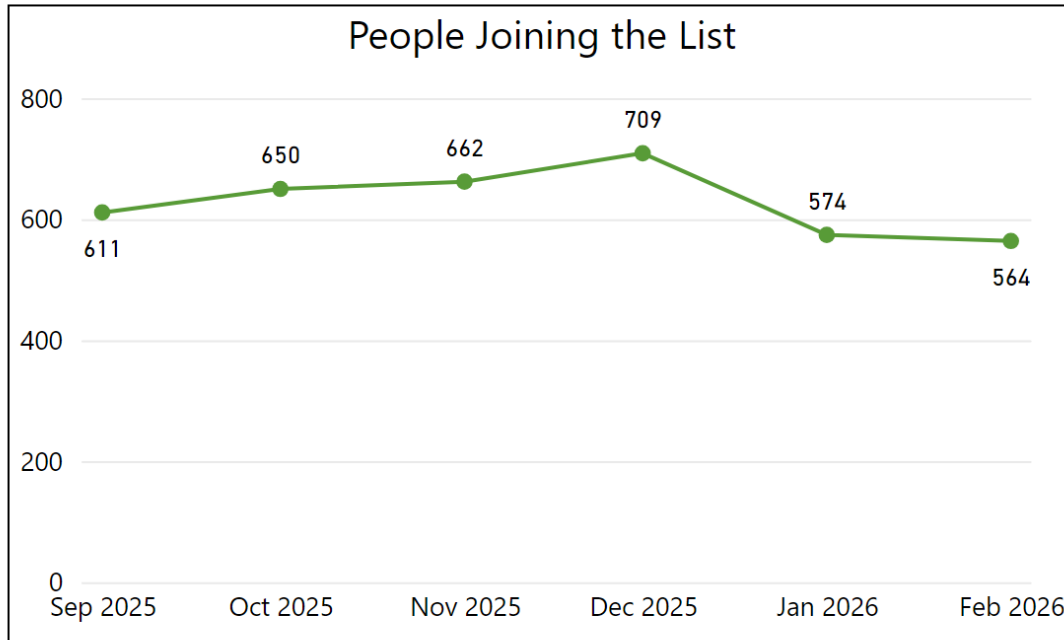
Shelter Waiting List Data Over Time



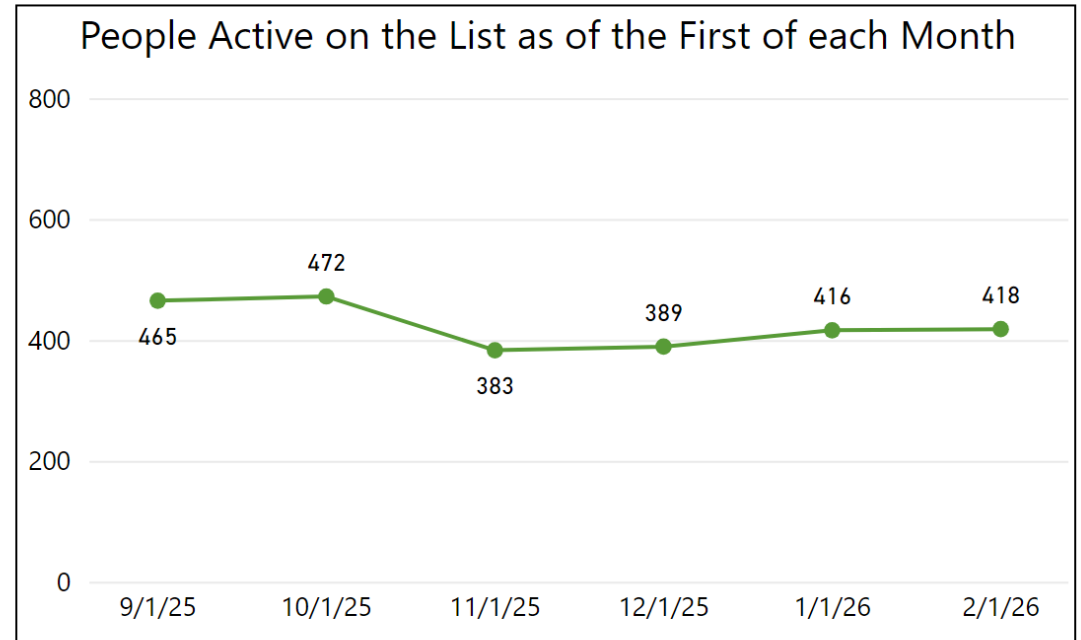
Adult Shelter Waiting List - Joining & Active

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





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*
Sep 2025	94	521
Oct 2025	130	597
Nov 2025	136	528
Dec 2025	131	536
Jan 2026	109	469
Feb 2026	120	486

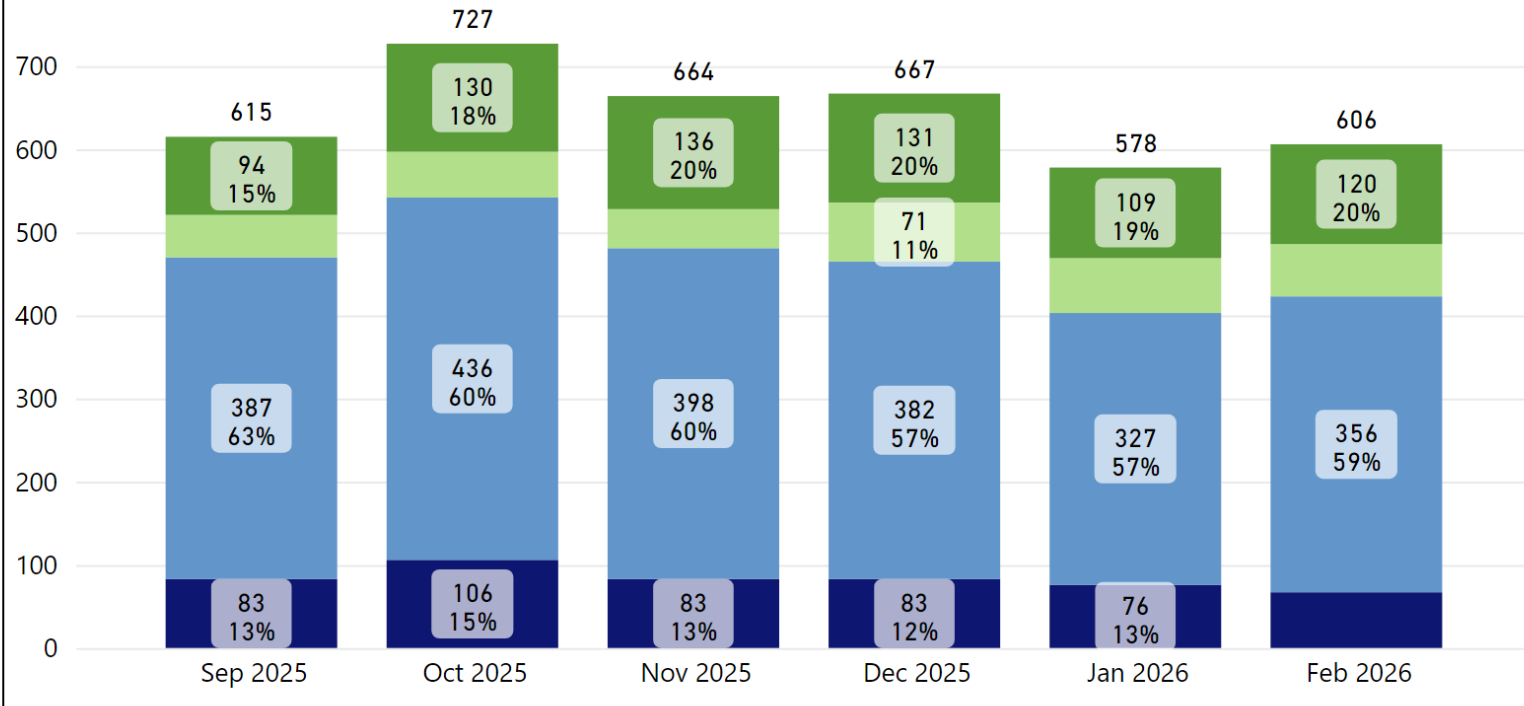
*Reasons someone may be removed from the adult shelter waiting list without being placed into shelter include not responding to a shelter offer within three days, declining a shelter offer, or already having a shelter bed.

Adult Shelter Waiting List - Waitlist Removal Reasons

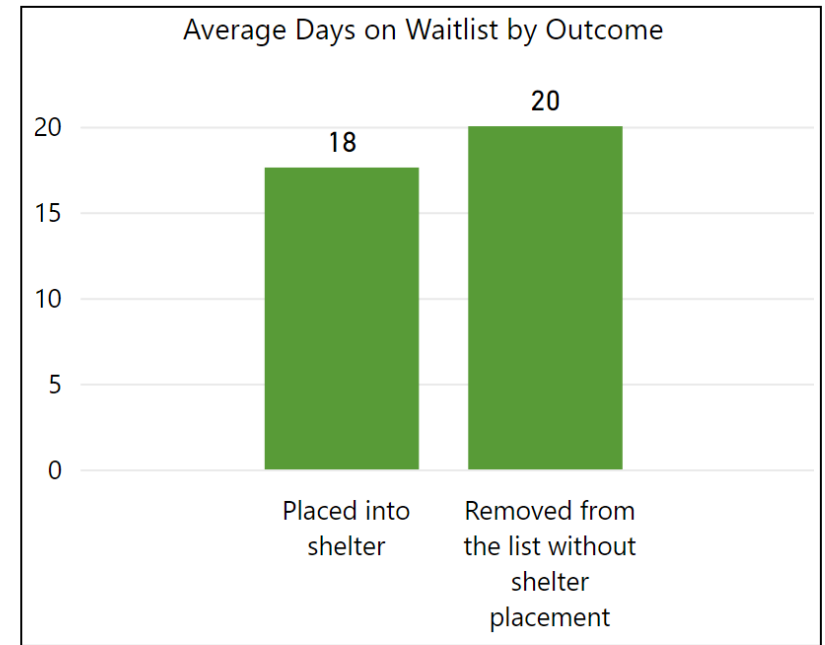
Adult waitlist counts are based on unique requests for shelter and might not represent unique people.

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

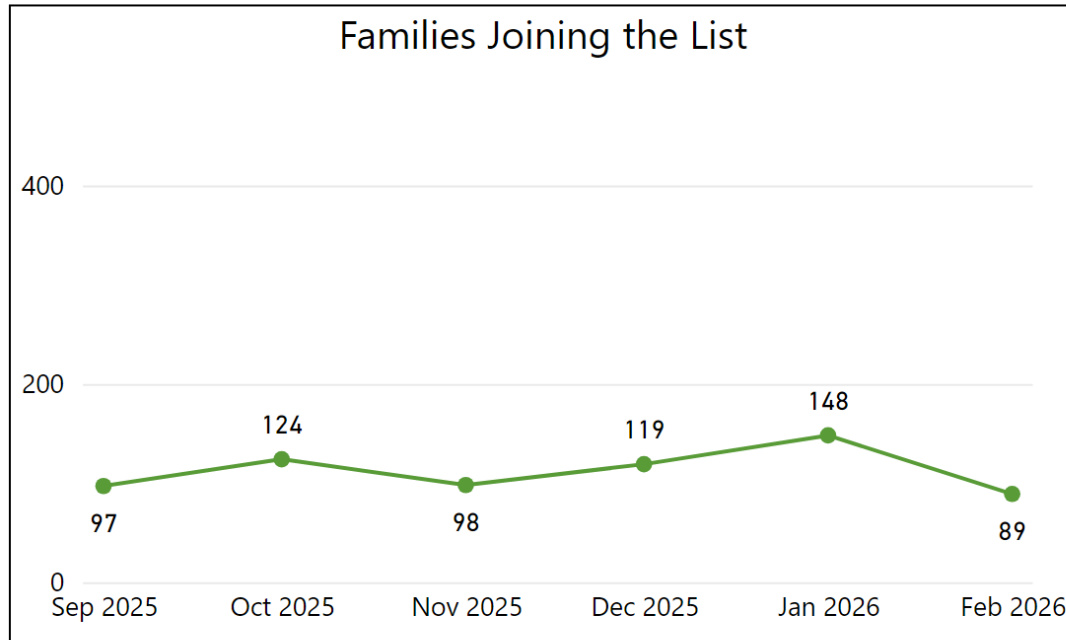




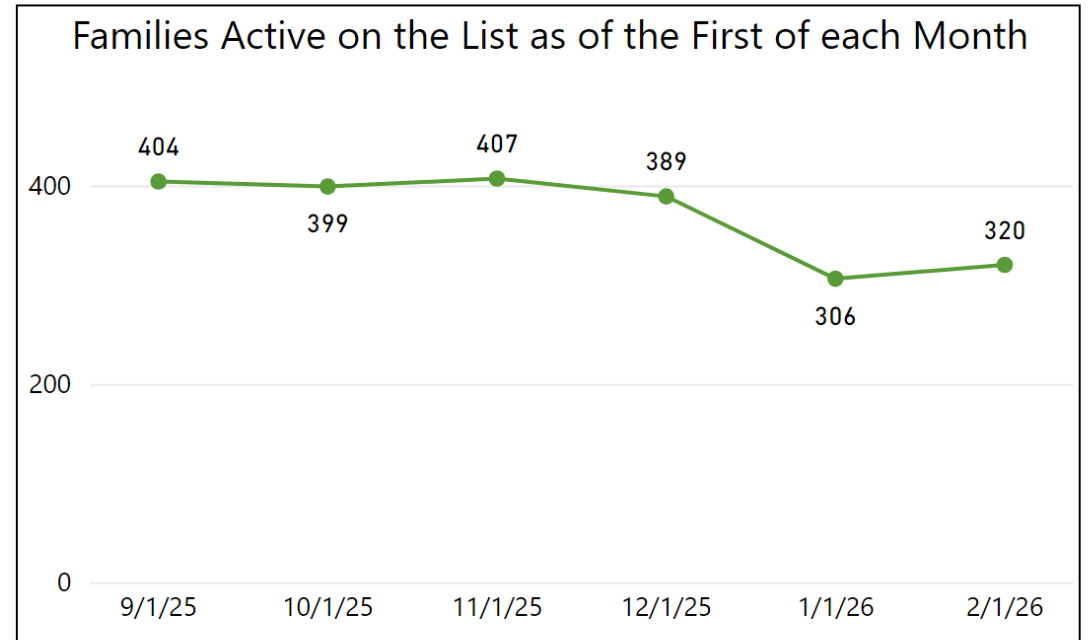
Family Shelter Waiting List - Joining & Active

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**
Sep 2025	29	82
Oct 2025	36	71
Nov 2025	28	94
Dec 2025	35	158
Jan 2026	34	101
Feb 2026	23	67

*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.

