DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission| January 15, 2025

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

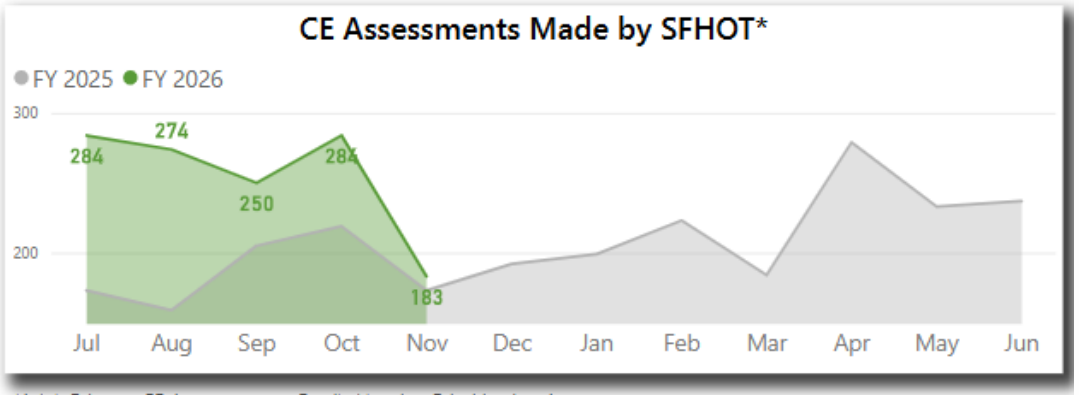
Homelessness Response System: Updates and Data*

**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

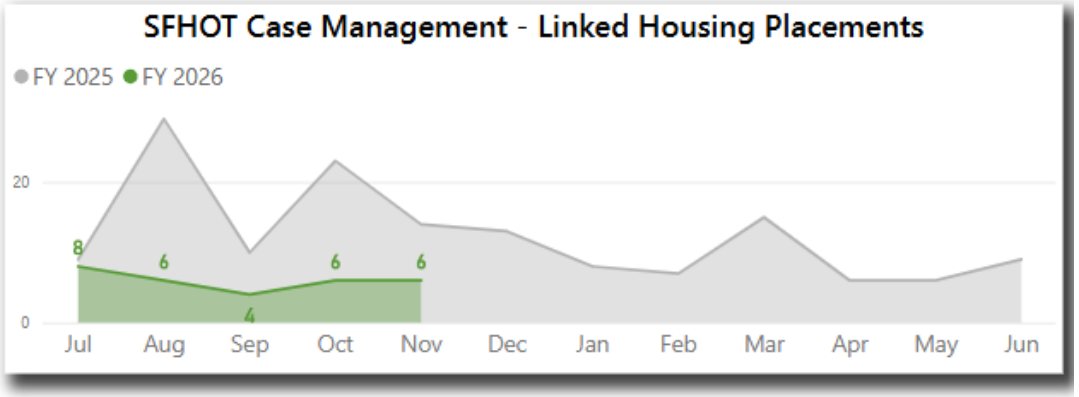
Data through November 30, 2025

183
Latest Month
1,275
Current Fiscal Year To Date
929
Last Fiscal Year To Date
37.2%
FYTD Percentage Change



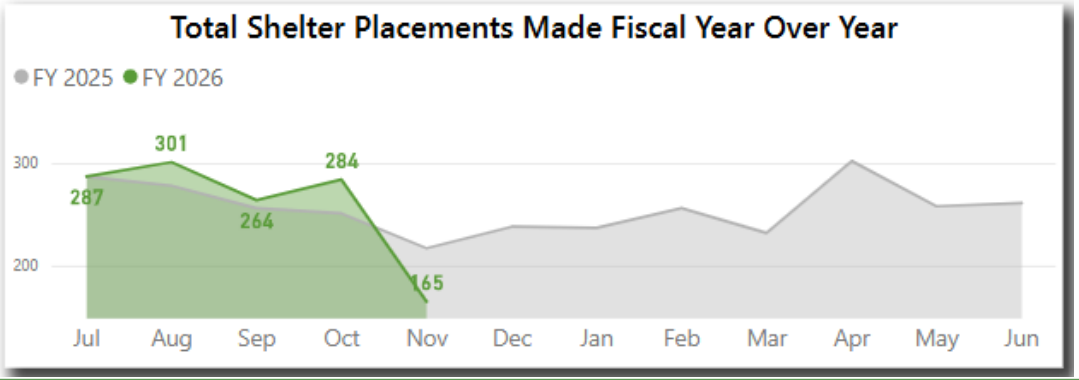
*Adult Primary CE Assessment or Family Housing Prioritization Assessments

6
Latest Month
30
Current Fiscal Year To Date
85
Last Fiscal Year To Date
-65%
FYTD Percentage Change



Shelter Placements

165
Latest Month
1,301
Current Fiscal Year To Date
1,289
Last Fiscal Year To Date
1%
FYTD Percentage Change



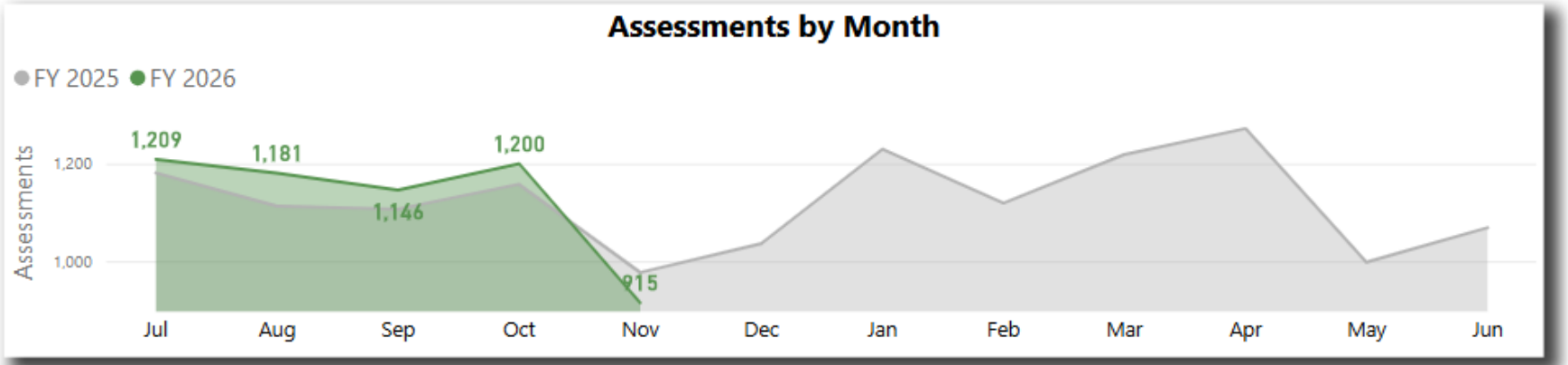
Coordinated Entry Assessments

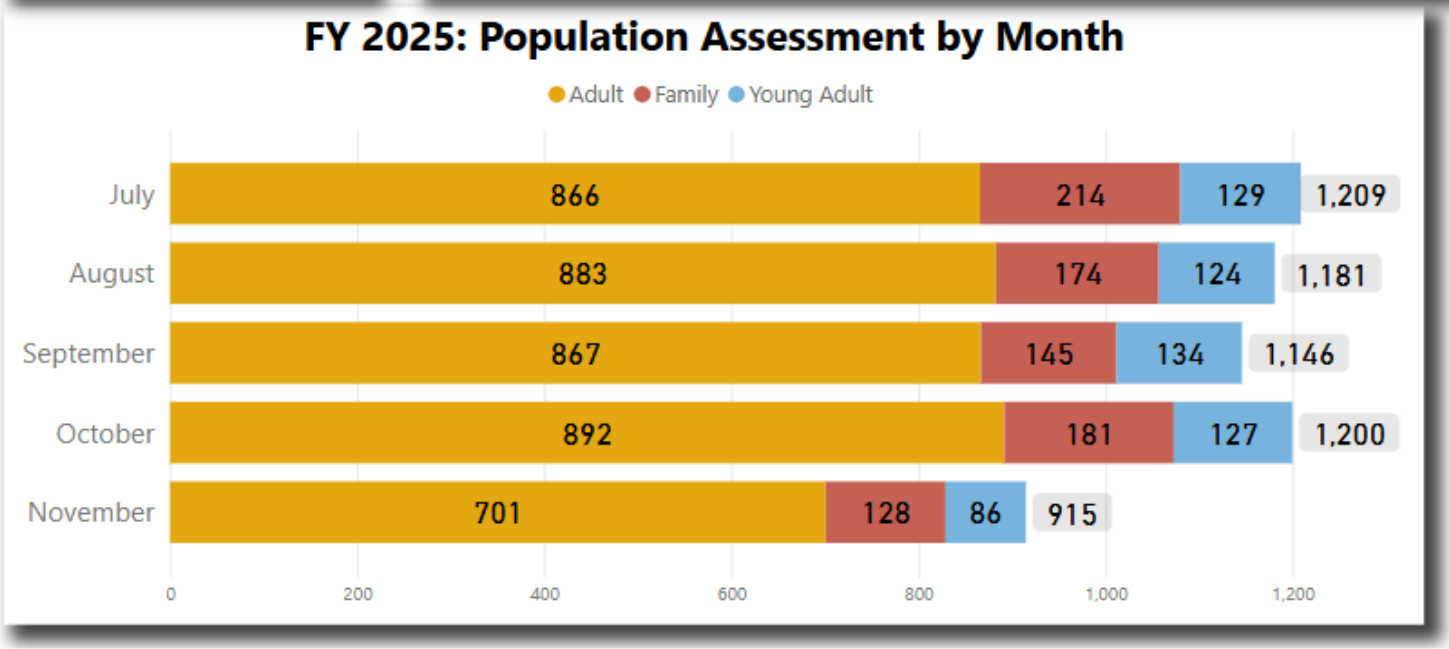
915
Latest Month Assessments

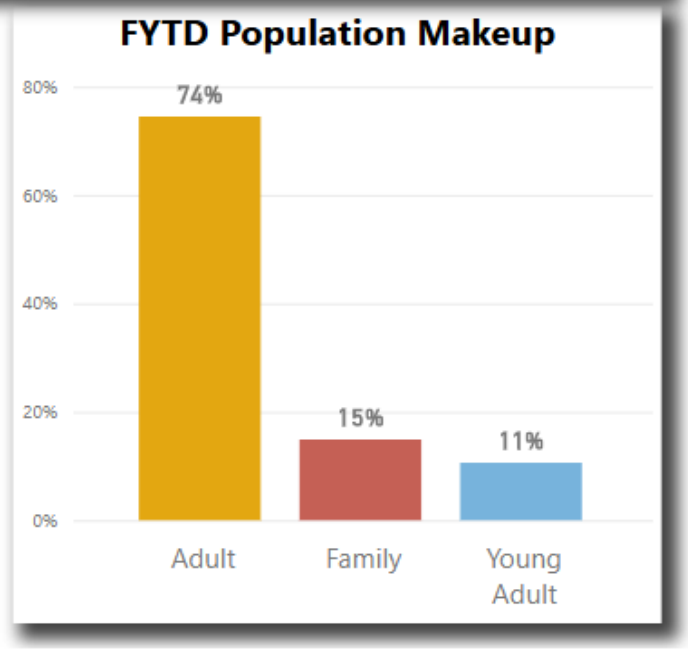
5,651
FYTD Assessments

5,536
Last FYTD Assessments

12,813
Last Year Total







Data through November 30, 2025.

Link to online dashboard.

Homelessness Prevention

Date of Assistance

7/1/2025 — 11/30/2025

Total Households Served

660

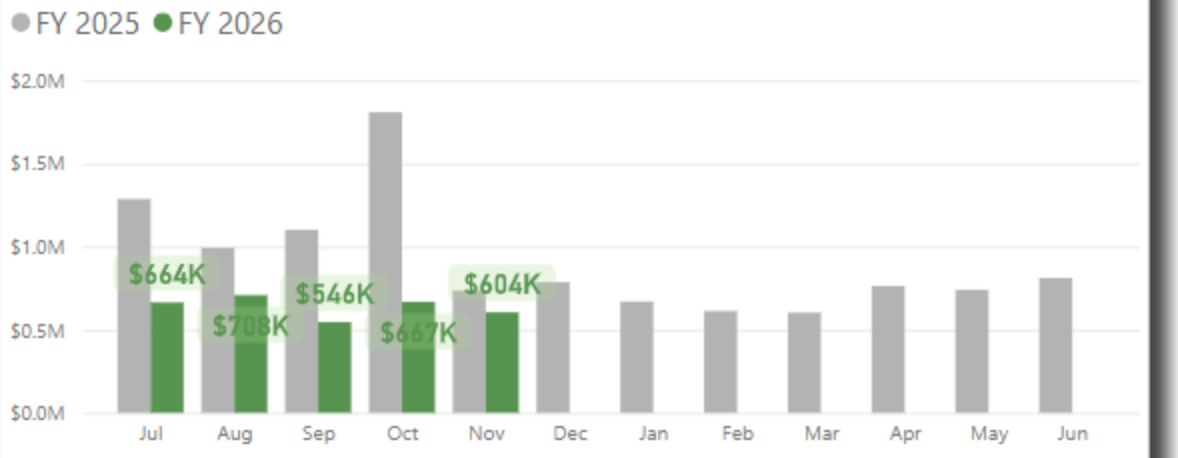
Total Financial Assistance Distributed

$3,188,898

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

Monthly Households Served

Monthly Financial Assistance Distributed



Types of Financial Assistance

Assistance Type	Amount
Back Rent	$1,691,186
Move in Assistance	$737,250
Stipulated Agreement Assistance	$513,630
Future Rent	$246,832

Clients Served Between 7/1/2025 and 11/30/2025

Prevention:
San Francisco Emergency Rental Assistance Program (ERAP) Data

Households Served: 362

- Below 30% of Area Median Income (AMI): 76%
- Experienced homelessness: 70%
- At risk of displacement: 71%
- Received eviction notice: 3%
- Identify as people of color: 86%

Average Assistance

$2,748

Total Distributed

$994,852

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

Data is for those who applied in November 2025.

Problem Solving Resolutions

Service Dates

7/1/2025 — 11/30/2025

Households

335
Unique Households Resolved

5,371
Households Served

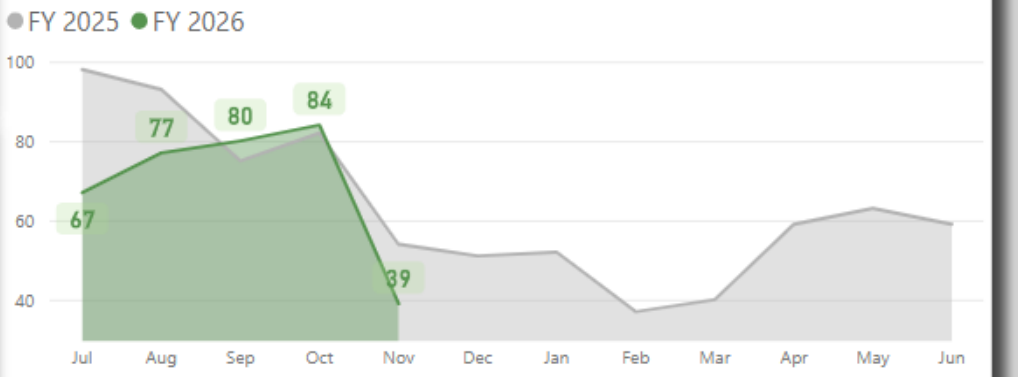
Services

347
Total Resolutions

$727,063
Total Financial Assistance

7,918
Total Conversations

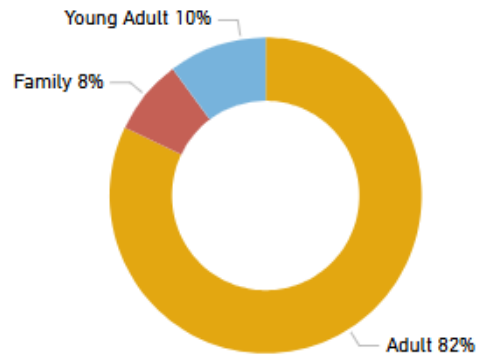
Resolutions by Month



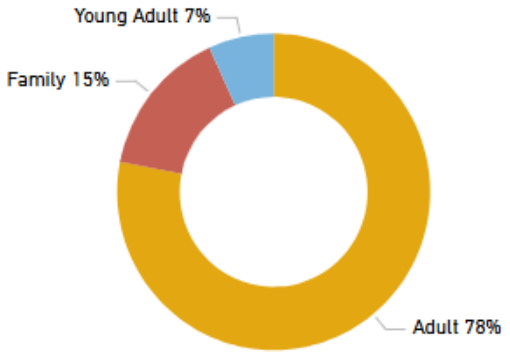
Top 5 Types of Financial Assistance

Assistance	Amount
Move-In Assistance for housing outside the San Francisco HRS, including deposits and first month's rent	$512,434
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	$88,229
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	$65,552
Payment of debts that are in collections that will allow the client to obtain a housing resolution	$26,226
Rental assistance after move-in	$18,342

Population: Household Type Resolved



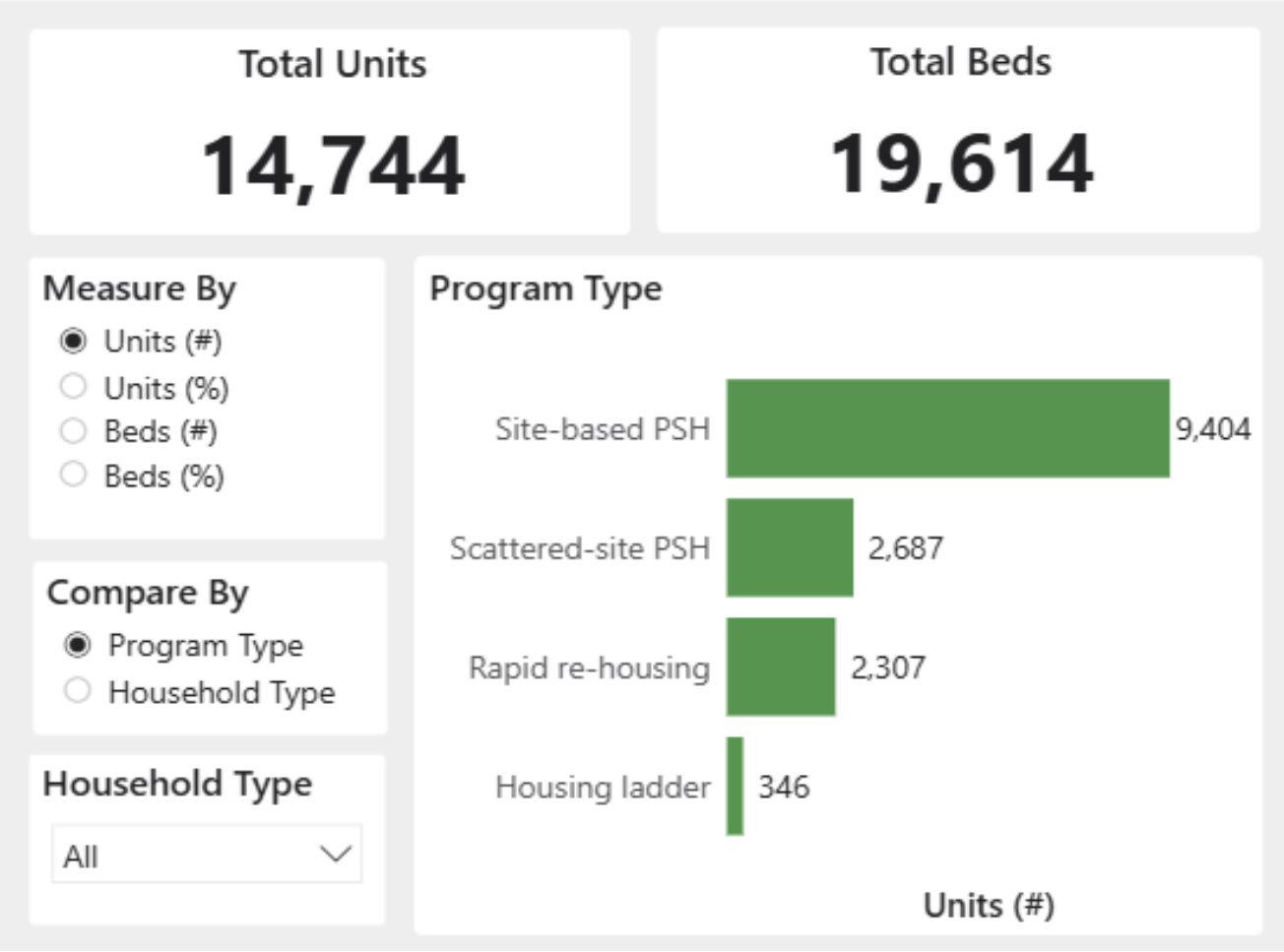
Population: All Problem Solving Household ...

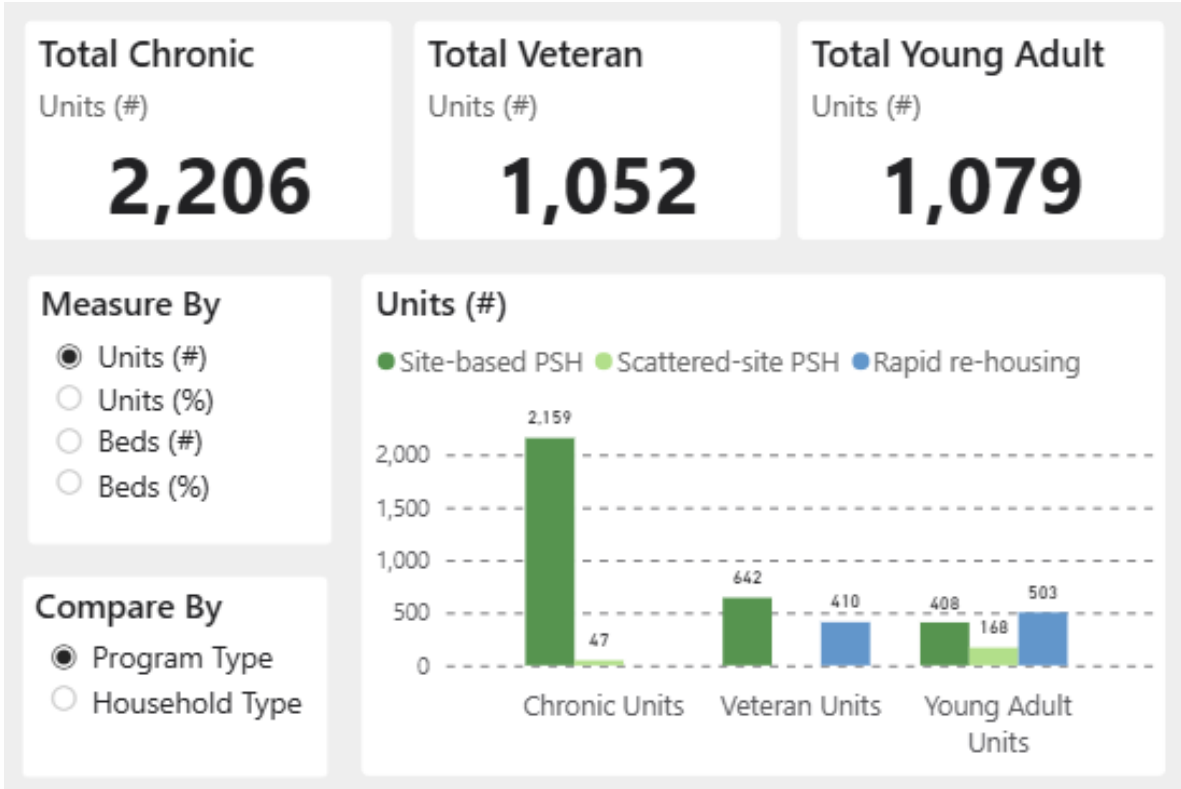


Data through November 30, 2025

Link to online dashboard.

Housing Inventory Dashboard

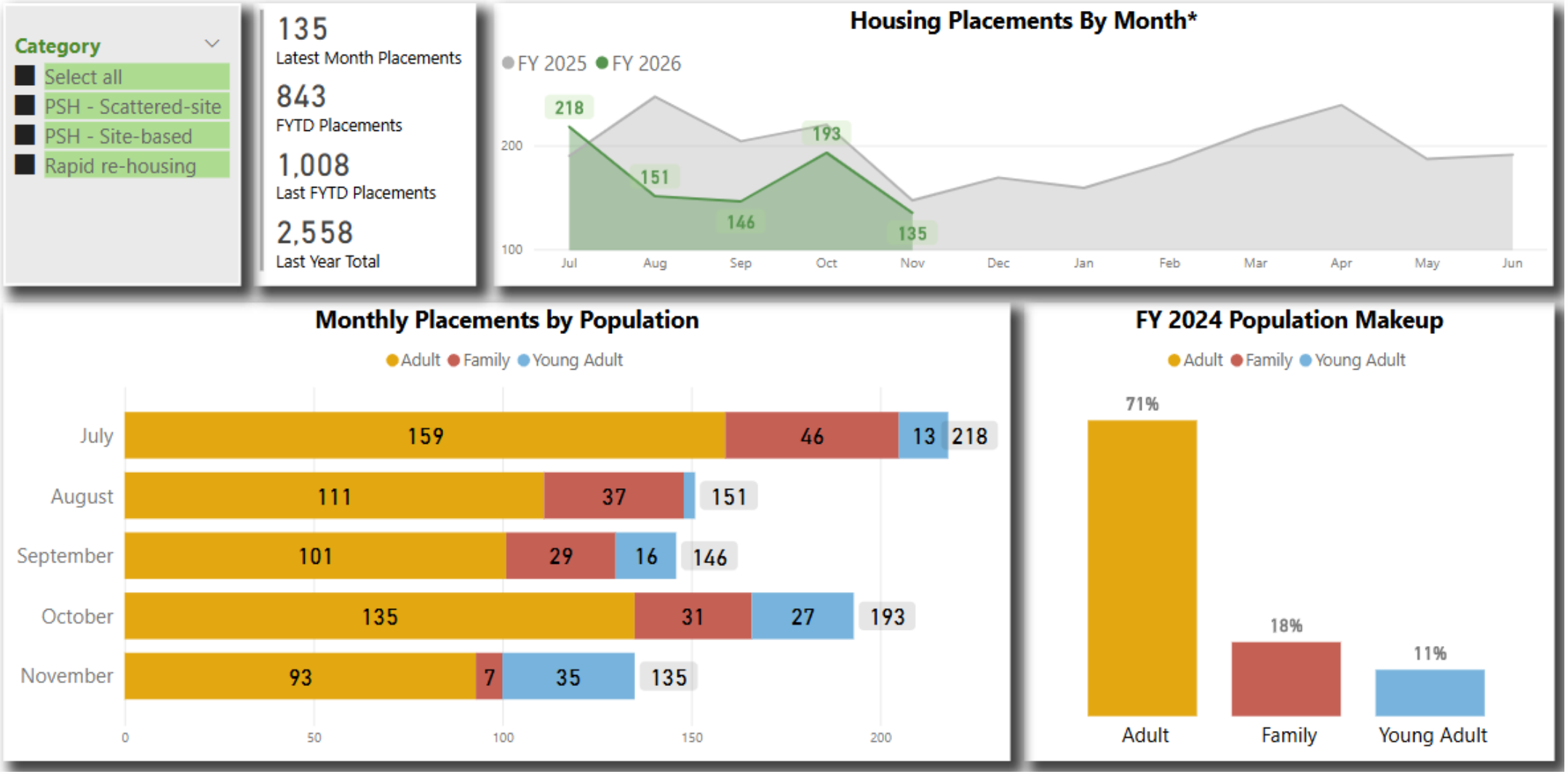




Data as of December 15, 2025.

Link to online dashboard.

Housing Placements



Excludes transfers.

Data through November 30, 2025.

Link to online dashboard.

Permanent Supportive Housing Vacancies

Inventory

Vacancy Rates

(as a percent of total inventory)

By vacancy status

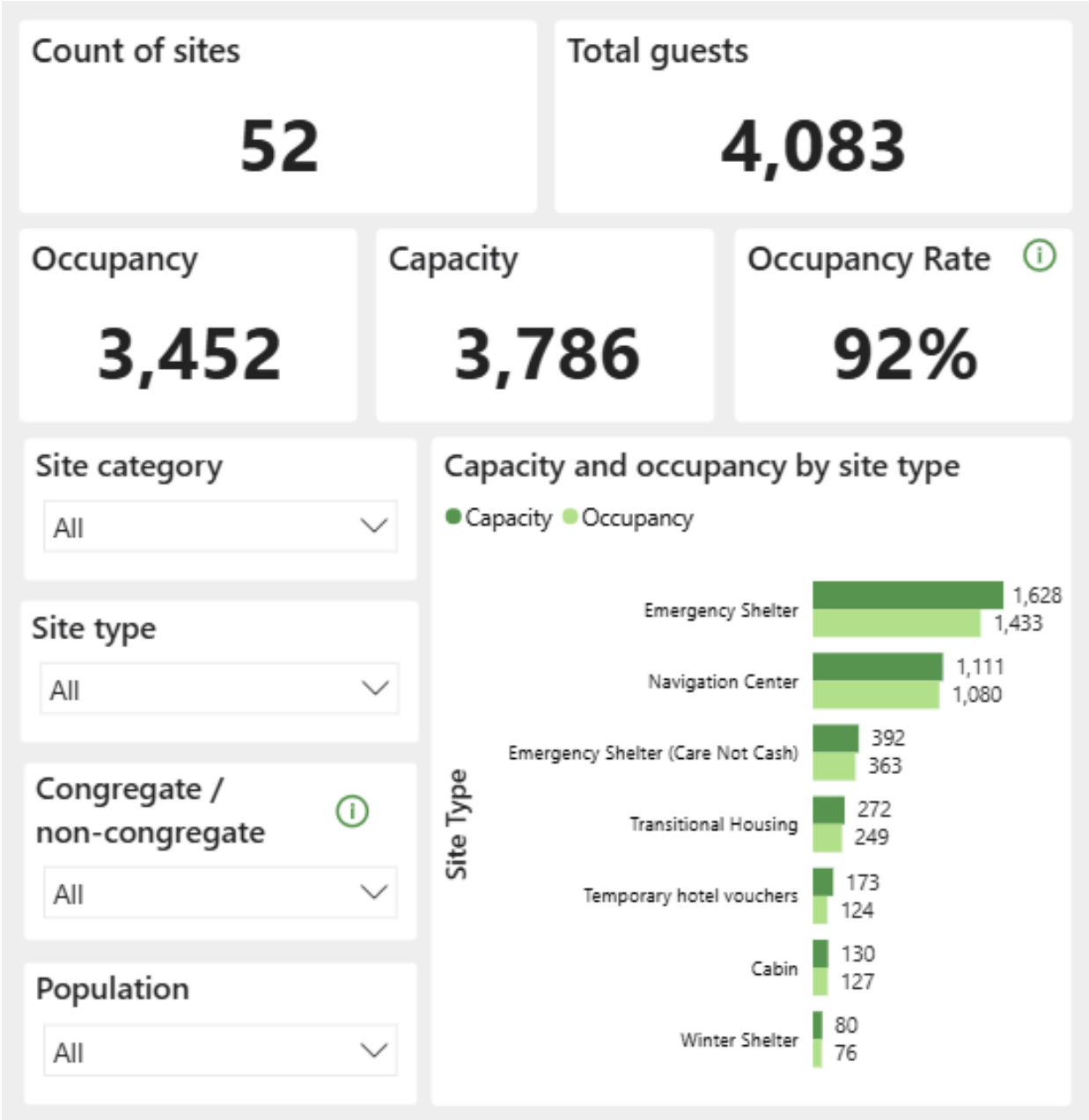
	Inventory	Vacancy Rates
Total Vacancies	754	Vacancy Rate (Target 7%) 8.6%
Available for Referral	90	% Available for Referral 1.0%
Move-in in Progress	250	% Move-in in Progress 2.8%
Offline	414	% Offline 4.7%
Total Units	8,811	

Offline Vacancies Status Breakout

Status	OfflineVacancies
Janitorial Maintenance	143
Recently Vacated	82
Internal Transfer	54
Property Hold	52
Significant Damage	51
Building Rehab	18
Coroner Hold	14
Total	**414**

HSH Shelter Inventory

- Snapshot as of January 5, 2026
- **Public dashboard** available on HSH website; **refreshes daily Monday – Friday.**
- Ability to filter for specific programs and populations served.



Adult & Family Shelter Waiting Lists

Adult Shelter Waiting List

There are currently 409 people on the waiting list.

710 people joined the waiting list in December 2025.

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

In December 2025, 131 people were placed into shelter from the reservation system.

Family Shelter Waiting List

There are currently 296 families (852 people) on the waiting list.

120 families (325 people) joined the waiting list in December 2025.

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

In December 2025, 35 families (77 people) were placed into shelter from the list.

Data as of January 5, 2026

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Additional Updates

Large Vehicle Program Update

Large Vehicles with Active Refuge Permits

- Permits were issued in October 2025 and exempt large vehicles from the two-hour parking limit
- 322 Permits Issued

Households Housed

- The number of households moved out of large vehicles and into housing and shelter as part of this program.
- 5

Buybacks Completed

- Large vehicles that are removed from the streets after they are voluntarily relinquished in exchange for a financial incentive.
- 4

New Dashboard Available: https://www.sf.gov/large--vehicle--program--outcomes

Home by the Bay: Year 2 Progress Report

- **4,989 people** moved from homelessness into permanent housing between July 2024 and June 2025, bringing the **two-year total to 10,300 people**, achieving **34%** of the five-year housing goal.
- **8,033 people** received homelessness prevention services in Year 2, with **15,186 people assisted** since the start of Home by the Bay (84% of the five-year prevention target).
- **93%** of people who exited homelessness remained stably housed for at least 12 months.
- Equity analysis confirmed persistent racial disparities, guiding the establishment of **new equity goals and metrics** to monitor progress.

Available online at https://www.sf.gov/home-bay

New Youth and Equity Addendums also available online

Providence Foundation: Accountability, Reform and Continued Partnership

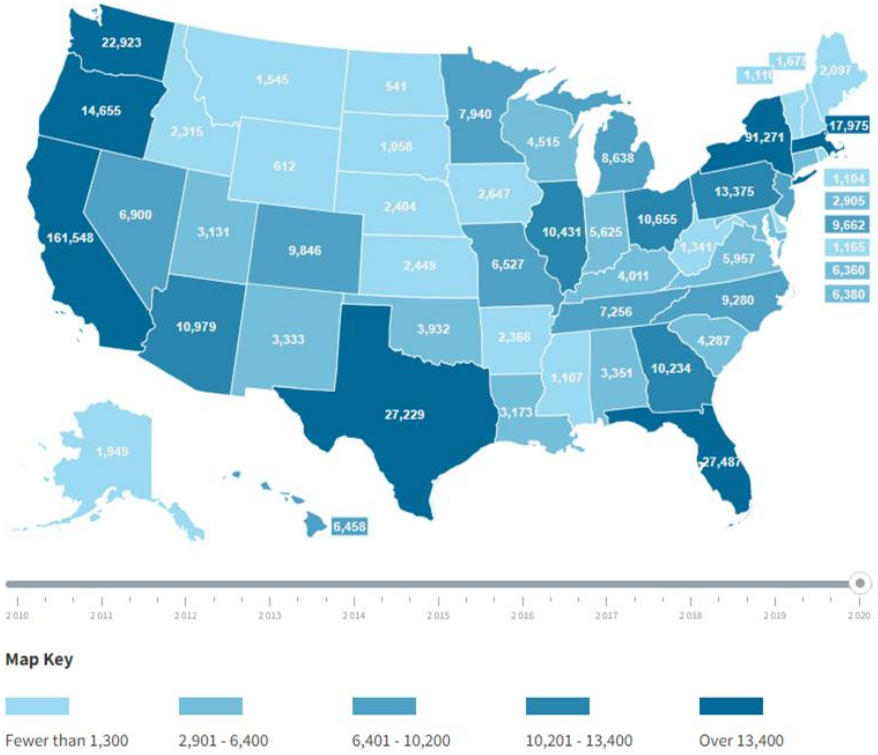
- Providence Foundation entered into a **$1M settlement with the City** to resolve past labor and contract violations under **former leadership**.
- The organization **accepted responsibility** and provided restitution.
- Providence implemented **significant reforms**, including:
  - **New executive leadership and board restructuring**
  - **Strengthened financial controls and compliance systems**
  - **$300K+ invested** in governance, training, and operations
- Recent media coverage reflects **past issues**, not current leadership or operations.
- Based on documented improvements and ongoing oversight, **HSH remains confident** in Providence's ability to deliver **critical, culturally responsive services** .
- The City supports **accountability with recovery**, ensuring services continue while maintaining strong oversight.

2026 Point-in-Time (PIT) Count

- US Department of Housing and Urban Development (HUD) requires Continuum of Care (CoC) grantees to conduct a PIT Count of all sheltered and unsheltered persons experiencing homelessness at least once every other year.
- San Francisco's next count will take place the morning of **January 29, 2026**.

What is the PIT Count used for?

- The PIT Count…
  - Increases our understanding of local needs
  - Impacts funding for homeless services and meets federal reporting requirements
  - Generates nationwide trend data regarding individuals and families experiencing homelessness
  - Drives program and policy decisions
  - Does not directly determine that amount of federal funding we receive.
- Limitations:
  - The PIT may not capture everyone experiencing unsheltered homelessness due to visibility, timing and access constraints
  - It captures a “snapshot” of <u>one single night</u> only, and does not represent homelessness over the full year
  - It does not count certain living situations like individuals doubled up, couch surfing, or in certain institutional settings



2026 Changes

2024 PIT Count	2026 PIT Count
Count happened late at night (8pm – 12am) with certain areas counted in early morning for safety and visibility reasons	Count will occur entirely during the **early morning** (5am – 10am)
Count was visual-only, with surveys were administered in the following weeks	Client engagement and surveys will happen during the count (**a survey-first approach**)
The count was conducted on a mobile app, and surveys were conducted via paper	The count and surveys will both be collected digitally via a **mobile app**
HMIS data was only used for the shelter count and for safe parking sites	**Additional HMIS data** will be leveraged during the count to improve accuracy and reduce survey questions
Majority of the count was conducted by City workers and outreach teams, with some community volunteers	Count will primarily be conducted by **City workers and outreach teams**, with volunteer recruitment only if needed

Continuum of Care (CoC) Funding

- On November 13th, HUD released the CoC Notice of Funding Opportunity (NOFO) with some of the most substantial changes the CoC program has seen, including a 30% cap on Permanent Housing and other major shifts in priorities and policy.
- San Francisco was awarded ~$56 million in the 2024 competition, largely for Permanent Supportive Housing and Rapid Re-Housing.
- Due to the contents and timeline of the initial NOFO, a coalition of communities sued.
- A preliminary injunction was granted December 23rd preserving the “status quo” of the prior NOFO.

Continuum of Care (CoC) Funding: Updated Timeline

- FY 2024 – FY 2025 Continuum of Care Competition and Renewal or Replacement of Youth Homeless Demonstration Program grants NOFO opened on January 9th.

- E-snaps will open **January 13, 2026**.

- Applications will be due **February 9, 2026**.

- HUD expects to announce awards **no later than March 2026**.

Continuum of Care (CoC) Funding: Update on Renewal Projects

- Renewal projects that were awarded FY24 funds that are **not being reallocated or replaced will not be required to submit a renewal application**.
- These renewal projects may, however, need to **notify HUD in writing that they do not intend to reallocate or replace their awards**. HUD has not yet clarified the exact mechanism for this, but it would need to occur prior to the award deadline.
- HUD indicated it **may begin reviewing these types of renewals prior to February 9**.
- Renewal projects should ensure that **APRs, audit reports, and all other grant-required materials are up to date** to avoid delays in processing renewals.

Additional Continuum of Care Updates

- A **2025 Priority Listing** will only be required for communities that **did not have projects renewed in 2024** (for example, first-time renewals or projects created through reallocation).

- Any required 2025 Priority Listing would include **only those projects not already listed on the 2024 Priority Listing**.

Jan 2026 Contract Amendments & Renewals (p. 1)

Program	Provider	New Term End	New NTE	Number Served	Staffing Ratio
2550 Irving	Tenderloin Neighborhood Development Corporation	6/30/2028	$923,305	22 Families	1:20
730 Stanyan	Tenderloin Neighborhood Development Corporation	6/30/2029	$2,432,282	12 Families, TAY	1:20
City Gardens Support Services	Abode Services	6/30/2027	$9,712,285	93 Households	1:20
Dolores Hotel dba Casa Quezada LOSP	Mission Action	6/30/2028	$4,558,860	52 Individuals	1:25
Enhanced Services in PSH	Cardea Health	6/30/2028	$7,075,731	40-60 Individuals	N/A

*Journey Home Travel and Relocation will increase to 900/yr after FY 25-26

Continued: Jan 2026 Contract Amendments & Renewals

Program	Provider	New Term End	New NTE	Number Served	Staffing Ratio
5th and Harrison Transitional Living Program	HomeRise	6/30/2026	$13,150,000	44 Individuals	N/A
TAY Flexible Housing Subsidy Pool	At the Crossroads	6/30/2027	$1,094,057	18 Individuals	Housing Coordinator - 1:50 Case Manager - 1:16
Prevention Fiscal Agent	Abode Services	6/30/2027	$9,999,999	392 Households	N/A

HR Update

Positions Update

247.5 total FTE

16 vacant positions

16 active recruitments

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH Performance Strategy

The Performance Measurement Plan (PMP)

- **Goal:** Identify appropriate **Performance Measures** to best monitor system and program performance.
  - The PMP is a key output of the Home by the Bay Strategic Plan.
- The Department identified **~100** measures through the PMP, including:
  - Measures focused on achieving **Home by the Bay Strategic Plan** Goals and Expansion Targets
  - **System-Wide Measures** (Homelessness Response System as a Whole)
  - Measures for **Core Components of the Homelessness Response System** (Program Types)

Measures Reflecting Strategic Plan 5-Year Goals

SLM.001	Total number of people experiencing homelessness, and total number of people experiencing unsheltered homelessness, in the Point-in-Time Count. ***[HBTB Goal #1]***
SLM.002	Number of unique people exiting homelessness to a permanent housing situation. ***[HBTB Goal #3]***
SLM.003	Percentage of unique people who exited homelessness to a permanent housing situation and returned to the homelessness response system within 12 months. ***[HBTB Goal #4]***
SLM.004	Number of people at imminent risk of homelessness who receive prevention assistance. ***[HBTB Goal #5]***

How will the PMP be used?

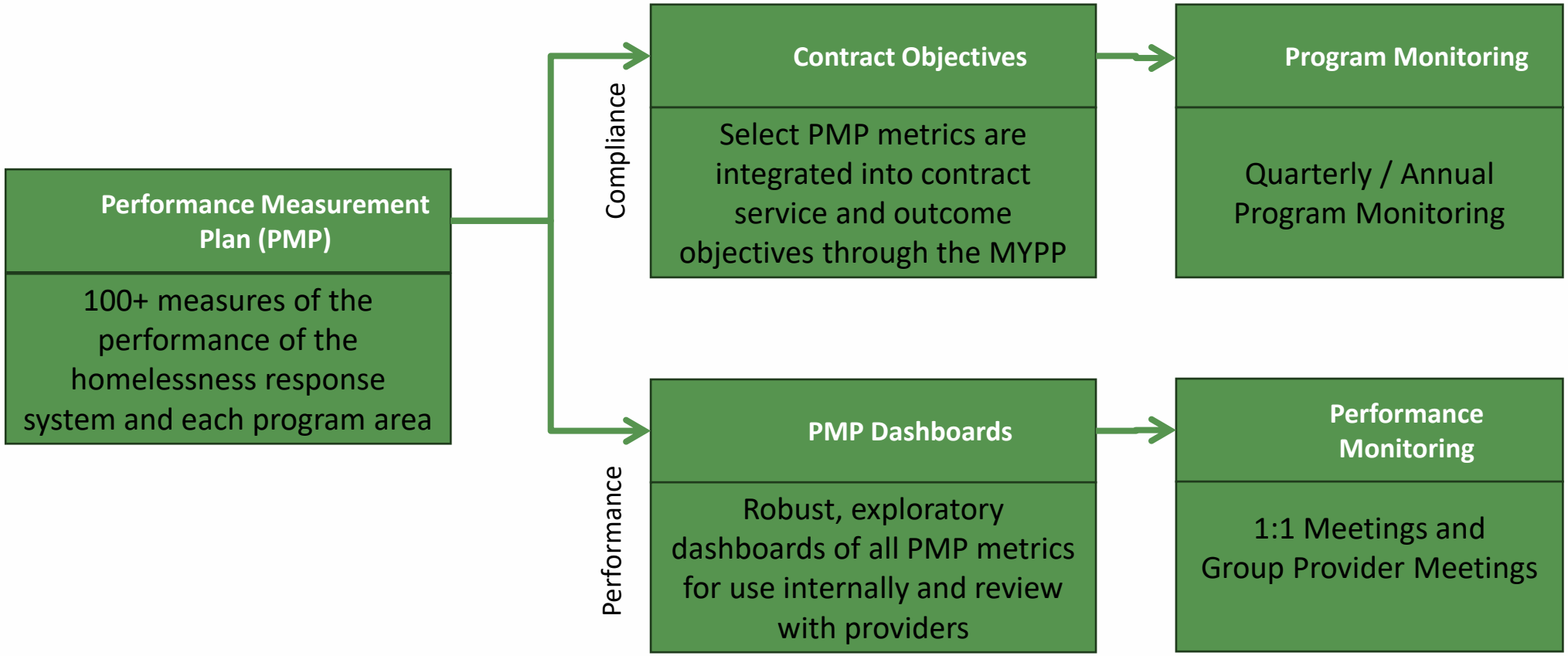
- To build better consistency in how we monitor progress and measure performance across our systems, HSH is integrating PMP metrics into a variety of outputs, including:
  - Controller's Office Scorecard
  - Public Reporting HSH's Website
  - Homelessness Oversight Commission Director's Reports
  - Contract Service & Outcome Objectives
  - Internal Dashboards

Contract Service and Outcome Objectives

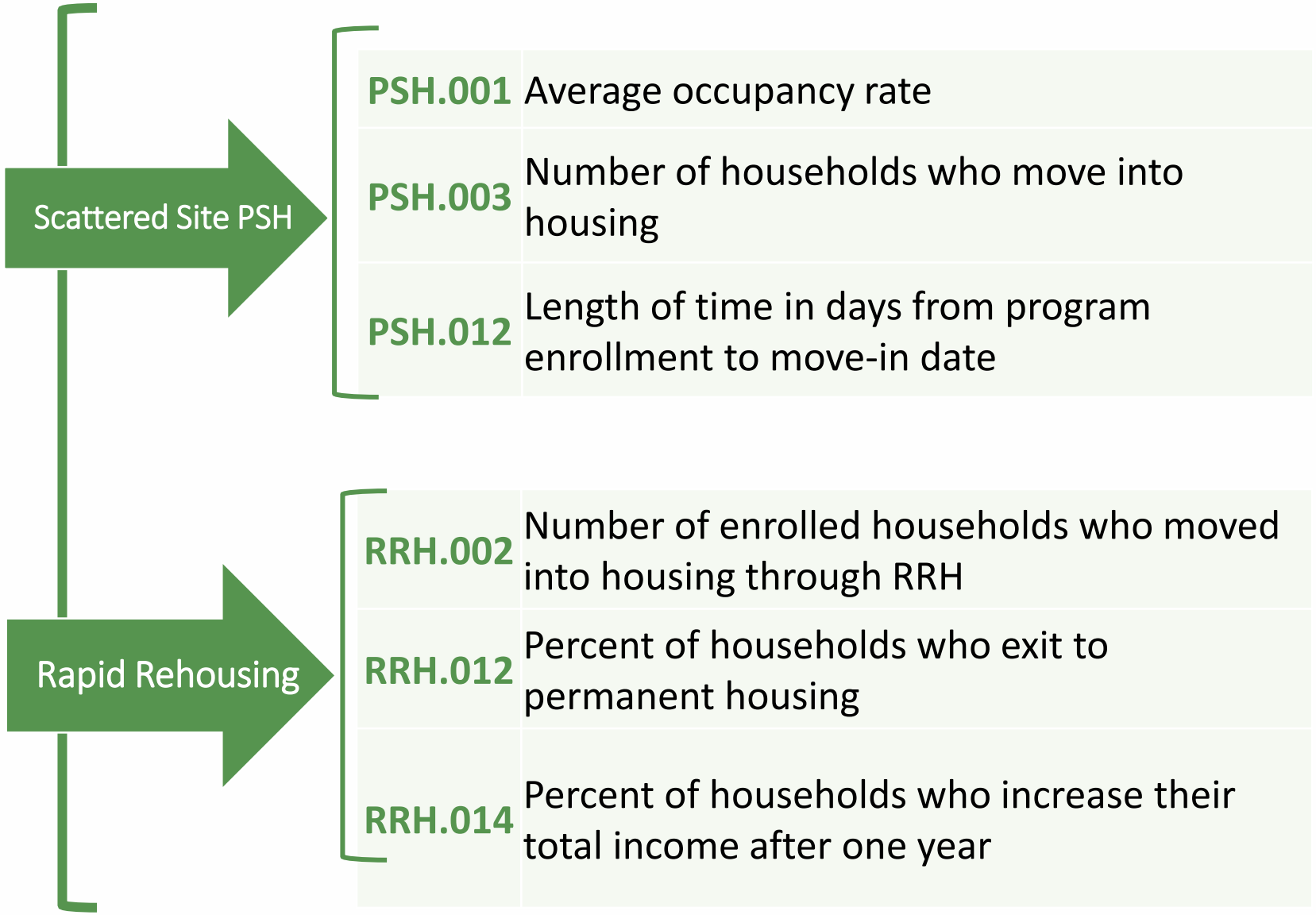
- **Outcome Objectives** and **Services Objectives** are included in all HSH contracts and measure the effectiveness and efficiency of services being delivered.

- Through the **Multi-Year Procurement Process,** HSH is integrating **PMP metrics** by:
  - **Standardizing** objectives across contracts.
    - All outcome objectives and the majority of service objectives will be aligned with the PMP. This will allow HSH to compare performance across providers and monitor the system overall.
  - **Simplifying** and **reducing** the number of service and outcome objectives upheld in contracts to a short, meaningful, and measurable list.
    - Includes removing objectives that are used to ensure basic service requirements are being met (e.g. Grantee shall offer support services to 100% of clients) as these will be monitored as part of our annual program monitoring.
  - Adhering to new Controller's Office **nonprofit contract monitoring guidance**.

Data & Contract Monitoring



Core Component Measures: Scattered Site Housing



Updates to the Oversight Body Structure

Prepared by the City Controller's Office

Homelessness Bodies

Recap of 10/15 decisions:

- Task Force Members voted to **keep the Homelessness Oversight Commission (HOC), combine** it with the **Local Homelessness Coordinating Board** (LHCB), convert it to an **advisory committee**, and **eliminate** the other three bodies.[1]
- Task Force voted to partially align to advisory committee template.
- Requested **proposal** for structure (members, appointments, and qualifications) that aligns with advisory body template and meets federal requirements for CoC Board

[1] Our City Our Home Oversight Committee, Shelter Grievance Advisory Committee, and Shelter Monitoring Committee

Homelessness Bodies

	Homelessness Oversight Commission (HOC)	Local Homeless Coordinating Board (LHCB)	Shelter Grievance Advisory Committee	Shelter Monitoring Committee	Our City, Our Home Oversight Committee (OCOH)	New Homelessness Advisory Board
Number of Members	7	11	13	12	9	7
Appointing authority	Mayor (4 seats) BOS (3 seats)	HOC	HOC (12 seats) Director of Health (1 seat)	HOC	Mayor (4 seats) BOS (4 seats) Controller (1 seat)	Mayor (4 seats) BOS (3 seats)
Qualifications	Specific qualifications around lived and professional experience	Body-level broad qualifications	Specific qualifications around lived and professional experience	Specific qualifications around lived and professional experience	Specific qualifications around lived and professional experience	Body-level qualifications; lived and professional experience[1]

+ CoC Subcommittee

[1]Proposed Qualifications:

- 2 homeless or formerly homeless people (Mayor and BOS each appoint one).
- 5 people with experiencing serving or advocating for one or more relevant homeless subpopulations in San Francisco. Desirable to have at least one member who has experience with each primary component of the homelessness response system, such as temporary shelter, housing, and prevention.

New Homelessness Advisory Board

Key Considerations:

- Maximizing points in CoC application:
  - Ongoing issue, especially given current federal government uncertainty
  - Board membership should be **nimble** to meet changing requirements
- CoC members should have role in determining who sits on the CoC Board
- CoC Board should be able to make decisions on behalf of the CoC

Proposal:

Homelessness Advisory Board

Details
- 7 members
- Standard 4-year terms; 3 term limits
- Advisory role for HSH-related items

Continuum of Care Subcommittee

Details
- 2 HAB members as co-chairs
- Up to 11 additional members (flexible membership numbers)
  - Nominated by CoC members, based on process that CoC members develop. Appointed by HAB.
  - 1-year terms; 12 term limits
  - Primary role is input into NOFO, other CoC related activities
  - Decision-making role for CoC-required items.

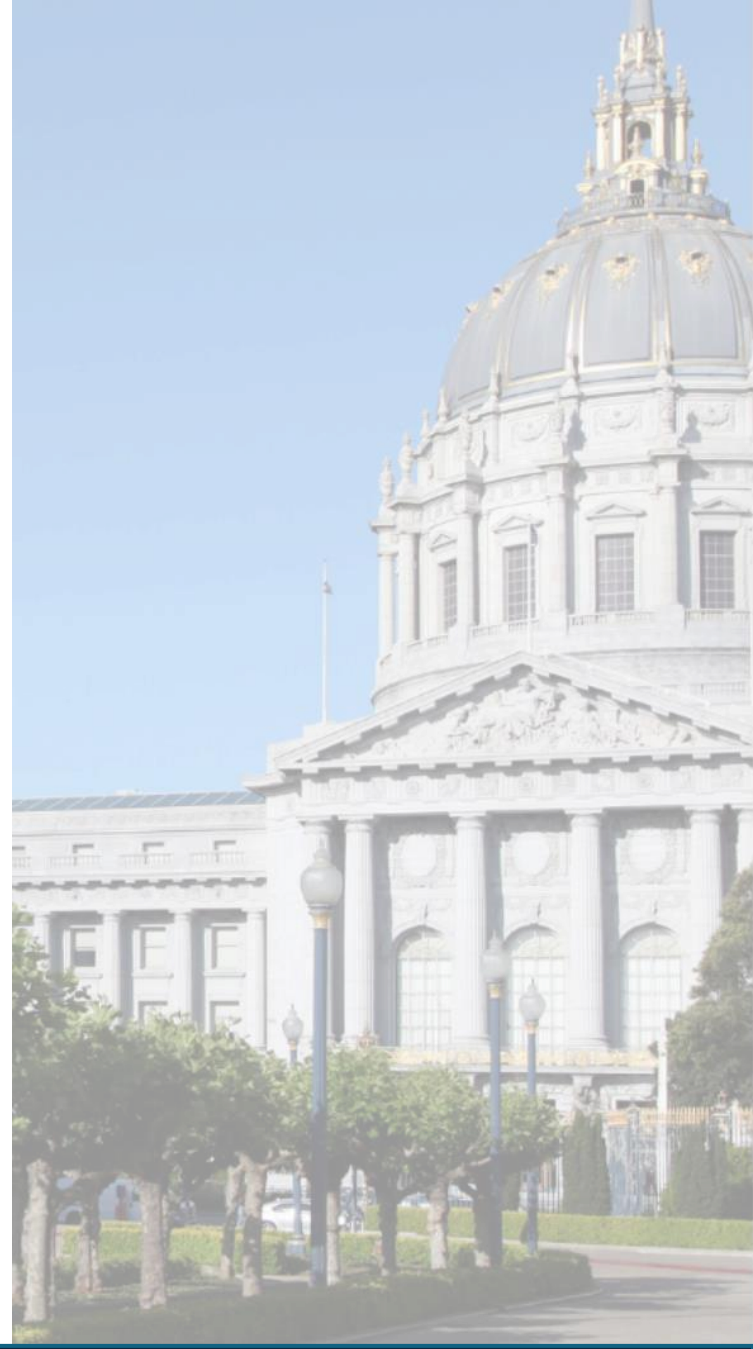
New Homelessness Advisory Board

Template component	New Homelessness Advisory Board	CoC Subcommittee
Number of Members	7	Up to 13 members (flexible)
Appointing authority	Mayor (4) BoS (3)	CoC Members nominate HAB appoints
Appointment confirmations	None	None
Member removal	At will	At will
Term length	4 years	1 year
Term limits	3 terms	12 terms
Qualifications	• 2 homeless or formerly homeless people (Mayor and BOS each appoint one). • 5 people with experiencing serving or advocating for one or more relevant homeless subpopulations in San Francisco. Desirable to have at least one member who has experience with each primary component of the homelessness response system, such as temporary shelter, housing, and prevention.	• 2 HAB members as co-chairs • 7-11 members with experiencing serving or advocating for one or more relevant homeless subpopulations in San Francisco and/or meet the federal requirements for CoC Boards as outlined in federal documentation.
Establishing authority	Administrative Code	Administrative Code (Under HAB)
Sunset date	None	None (Under HAB)

Next Steps

Important Dates for Report and Legislation

- **January 14th Commission Streamlining Task Force:** review second draft of report
- **January 21st Commission Streamlining Task Force:** will meet if needed
- **January 28th Commission Streamlining Task Force:** approve final report; discuss legislation
- **February 1st:** deadline to approve final report
- **February 4th and 11th Commission Streamlining Task Force Meetings:** present and discuss draft legislation
- **February 25th: Commission Streamlining Task Force Meeting:** approve legislation
- **March 1st:** deadline to approve legislation



DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Questions?

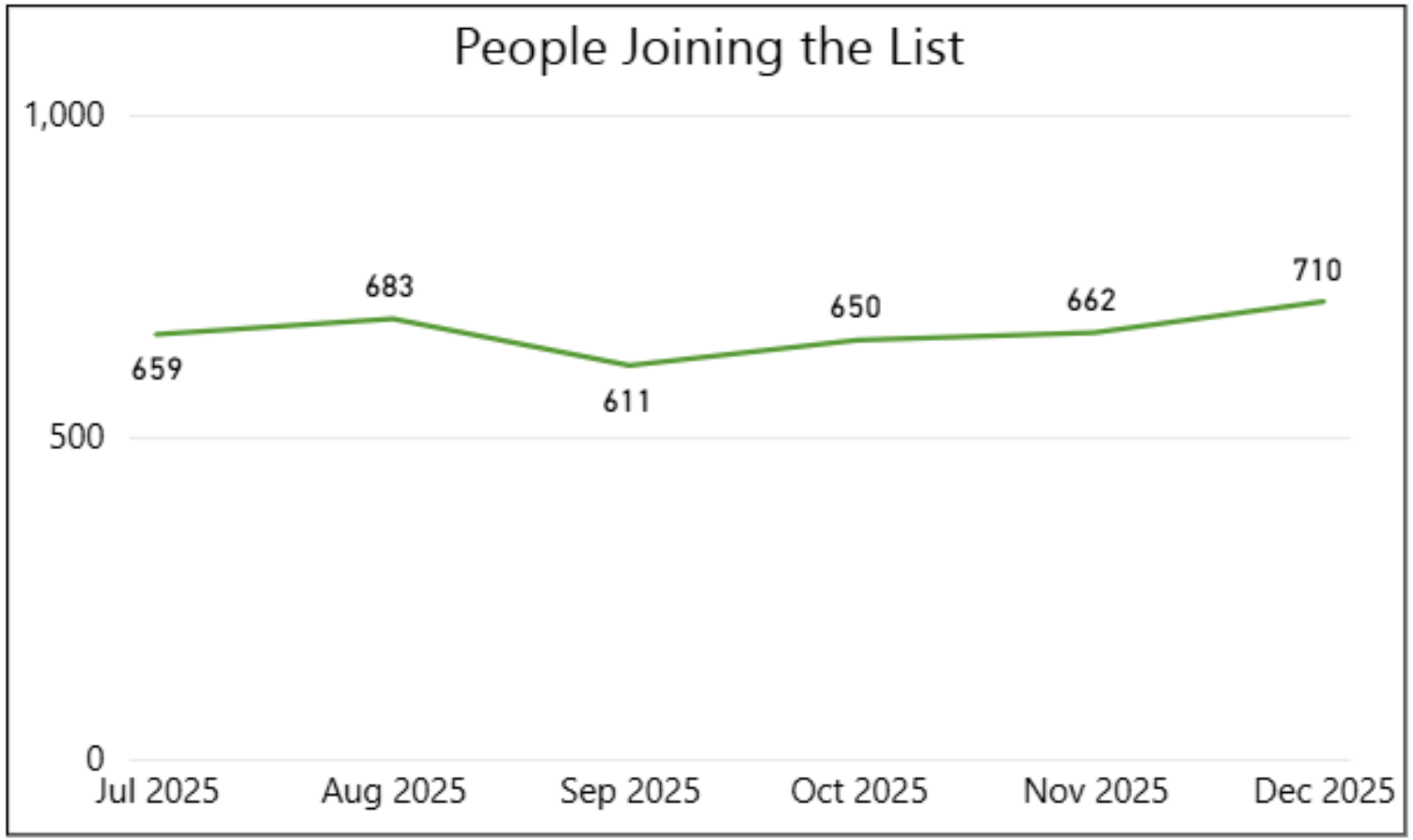
Thank you!

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Appendix Slides:

Shelter Waiting List Data Overtime

Adult Shelter Waiting List Metrics: People Joining the Waiting List

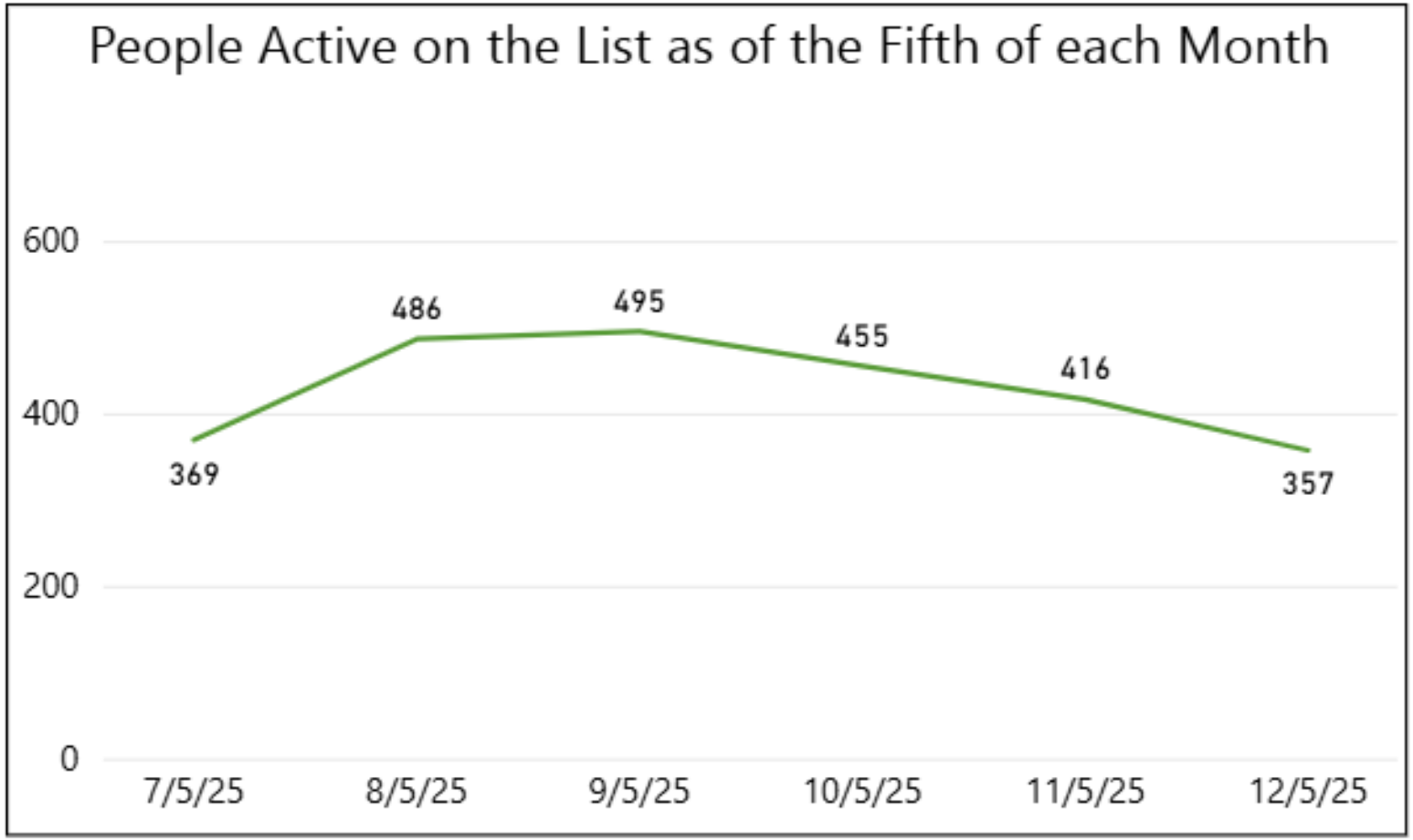


Adult Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

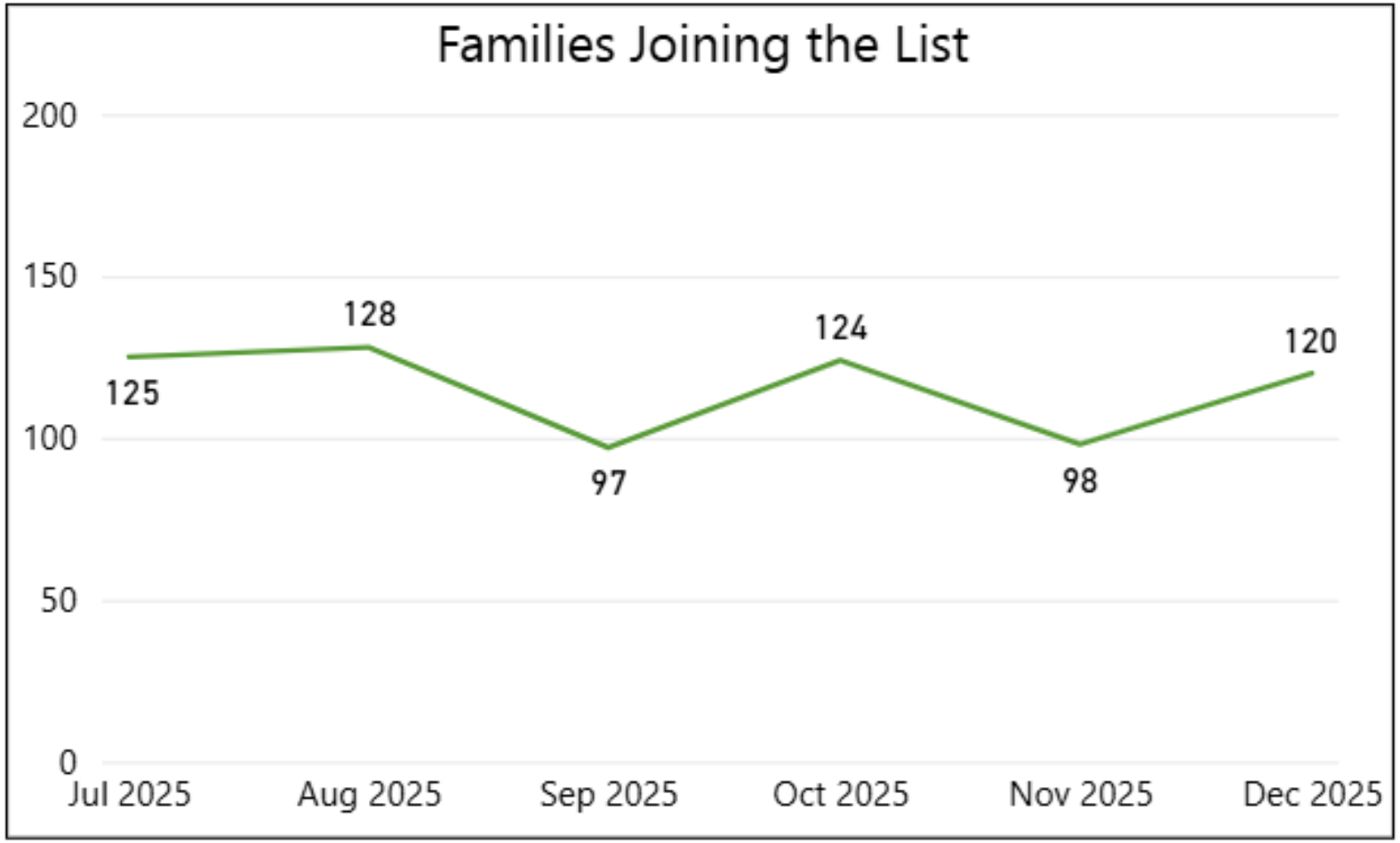
Month	Placed into Shelter	Removed from the List Without Placement*
Jul 2025	103	514
Aug 2025	119	560
Sep 2025	94	521
Oct 2025	130	597
Nov 2025	136	528
Dec 2025	131	536

*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



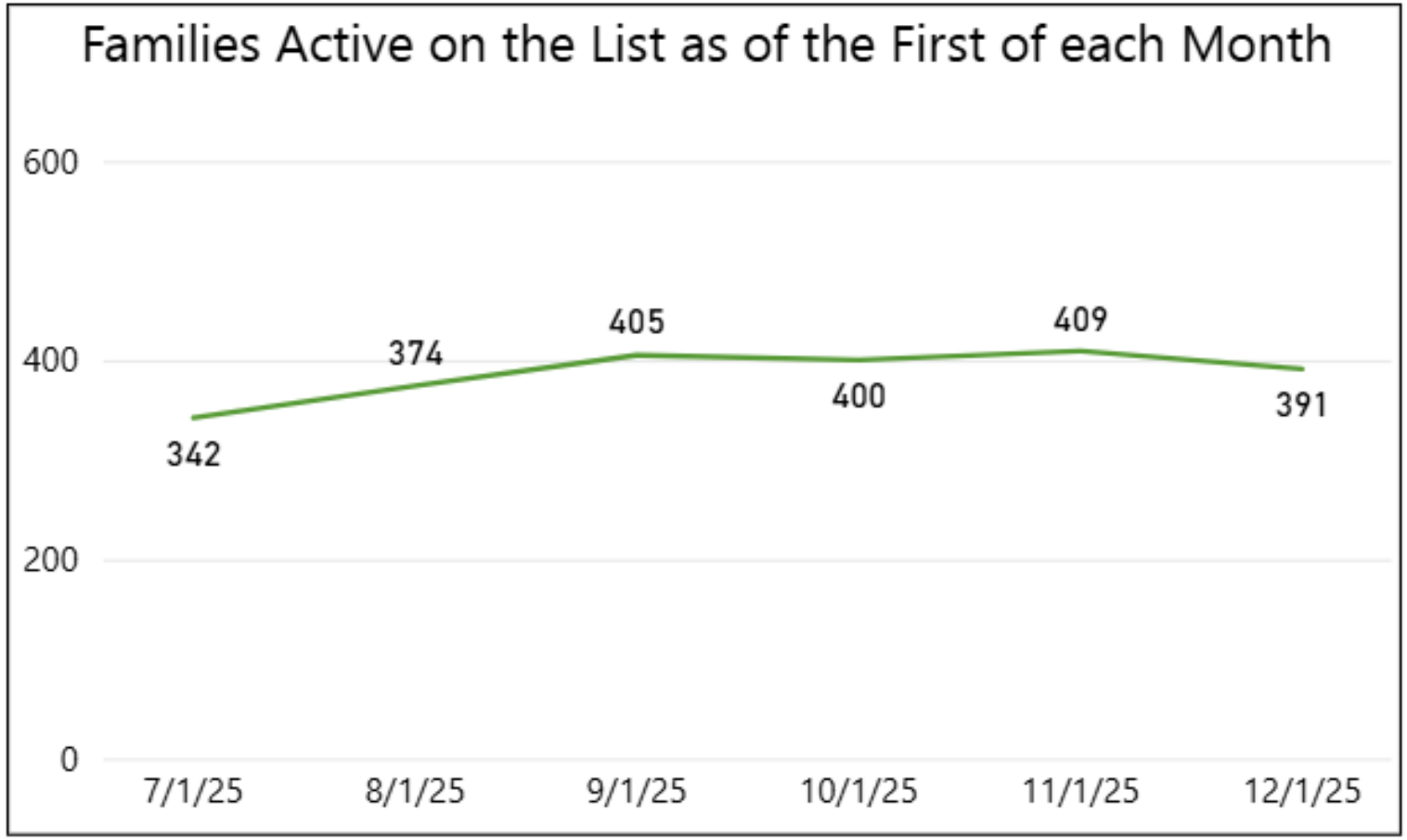
Family Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

Month	Placed into Shelter*	Removed from the List Without Placement**
Jul 2025	30	63
Aug 2025	19	78
Sep 2025	29	82
Oct 2025	36	71
Nov 2025	28	94
Dec 2025	35	158

*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

Total Encounters

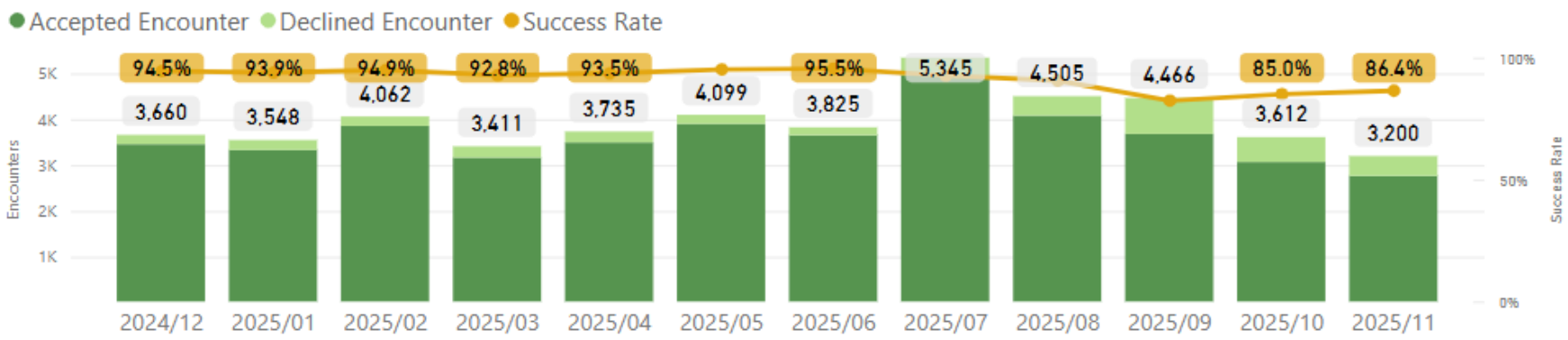
47,468

(Trailing 12 Months)

% Accepted Encounters

91.4%

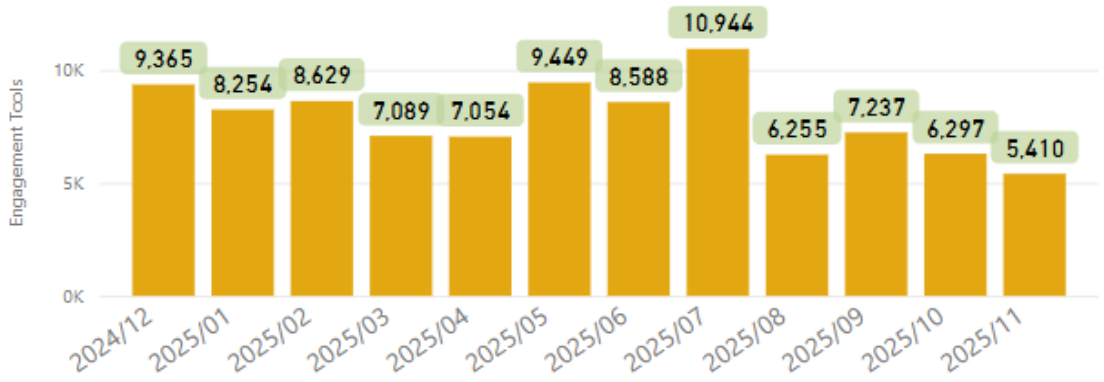
(Trailing 12 Months)



Total Engagement Tools

94,571

(Trailing 12 Months)



2025/Nov

Top Engagement Tools

Tool	Count	% of Total
Food	1,937	38.66%
Hygiene Supplies	1,305	26.05%
Water	1,126	22.48%
Ponchos	358	7.15%
Emergency Blankets	284	5.67%

*List is not exhaustive; totals may not equal 100%.

Data through November 30, 2025.

Link to online dashboard.