



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Homelessness Oversight Commission | August 7, 2025





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Family Shelter Length of Stay Updates

Challenge

- **Family homelessness is a crisis** that impacts some of the most vulnerable people in our community.
 - 2024 Point in Time Count reflected a **94% increase** in families experiencing homelessness since 2022, **32%** of whom were **unsheltered**.
- In November 2024, there were **more than 500 families on the shelter waitlist**, families lingering in shelter, and vulnerable families on the streets unable to access scarce shelter resources.
- Changes to the family shelter system were needed to help ensure that we could meet the demand for homeless family services, including shelter.
- Considerable concerns, especially about the emotional impact of the policy and operational challenges have been raised.
- HSH will be reforming the family shelter length of stay policy to address these concerns, **effective October 1, 2025**.

Family Shelter Reforms

- Shelter Prioritization
- Family Shelter Waitlist
- Shelter Length of Stay

Family Shelter Reforms

Intended Impact

- **Increase flow** through the family system
- **Reinforce** the use of shelter for emergencies
- **Improve coordination** between multiple parts of the family homelessness response system
- **Increase access** for the most vulnerable families
- **Reduce** the family shelter waitlist to households who have no alternative places to stay

Shelter Length of Stay (LOS) Policy

- 90-day initial length of stay limit/goal.
- **Change** the first 30-day extension to a 90-day extension that can be authorized directly by the responsible service provider.
- After the first 90-day extension, families may continue to receive 90-day extensions **with** the authorization of HSH if they meet the shelter extension eligibility criteria (outlined below).
- **No limit on extensions** as long as the family continues to meet shelter extension eligibility requirements.

Criteria for Shelter Extensions

- **NEW: Client must consistently engage** with their case manager and participate in the housing search; **AND**
- Have a **medical condition** that is being treated; **or**
- Have a **pending** shelter or transitional housing placement; **or**
- Have a pending permanent housing **placement** (rapid rehousing, PSH or self-resolution); **or**
- Have **housing barriers** outside of the client's direct and immediate control (i.e. immigration-related, criminal background-related barriers).

Process Improvement

- HSH is working with the Mayor's Office of Innovation and people with lived experiences of homelessness to facilitate a human centered design process to recreate all client-facing materials.
- HSH is developing a new shelter provider focused training.
- HSH & Mayor's Office of Innovation are developing a new set of communications materials, letters, flyers, and trainings (in multiple languages) to help shelter guests and staff better understand the policy and their responsibilities in the process.

Reporting & Case Management

- HSH will provide updates to the Board of Supervisors every 6 months about the impact of the policy on families and the overall system of care.
- HSH, in partnership with the Tipping Point Community will be rolling out a case management training program to ensure better and more consistent case management across the shelter system.

Grievance Process

- HSH is developing the grievance process for this policy within the existing shelter grievance procedure for any families who want to appeal the denial of a requested extension by providers.
- This process will be finalized before the effective date of this policy and will be included in the provider trainings.

Timeline

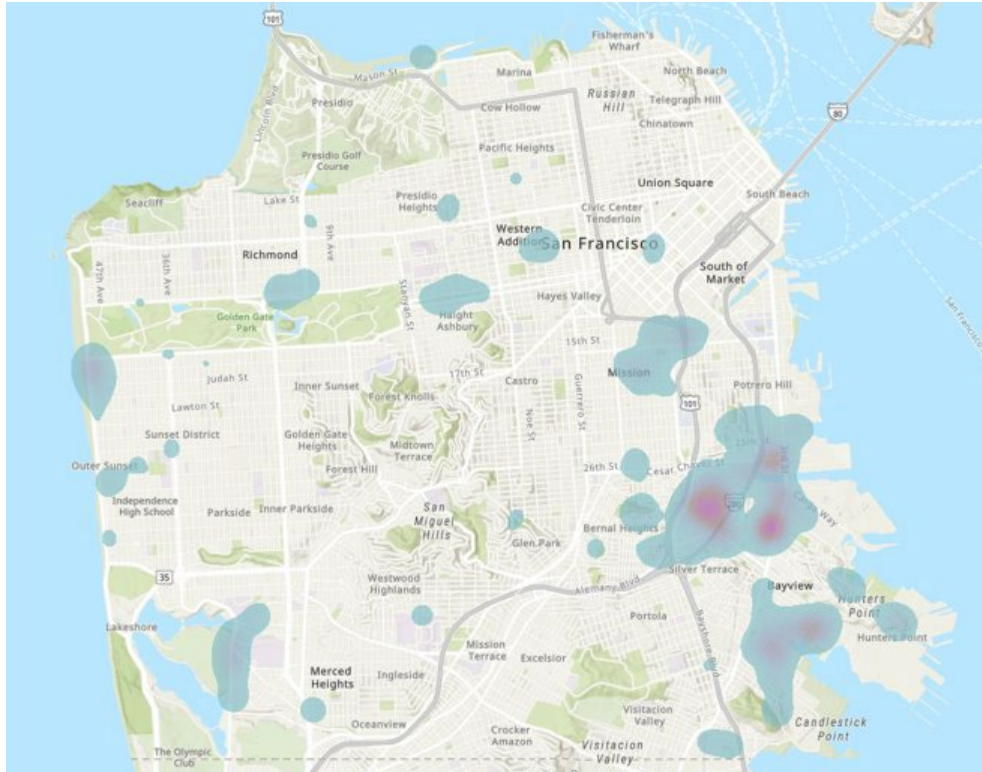
Action	Status	Completion Date
Human Centered Design Process	In Process	September 1
Policy development	In process	September 1
Grievance process development	In Process	September 1
Create new client and provider facing materials	In Process	September 12
Executive Briefing	Planning	September 9 @ 12pm
Provider / Case Management Trainings	Not yet started	Weeks of September 15 and 22
Website Updated with new policy and materials	Not yet started	By September 15
New policy goes into effect	Not yet started	October 1



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Vehicular Homelessness Strategy

Vehicular-Based Homelessness: Context



- 472 oversized vehicles in the March 2025 Healthy Streets Operation Center count
- 55% in D10 & 25% in D7
- Three segments of the community:
 - **People experiencing homelessness:** Individuals with no alternative housing, using vehicles for shelter and safety
 - **Voluntary mobile residents:** Individuals choosing vehicle dwelling as a deliberate lifestyle choice, with some financial flexibility
 - **Predatory Renting/Criminal Activity:** Individuals who manage multiple vehicles and/or engaging in predatory/illegal activity

Goals of the Large Vehicle Taskforce

- **Implement innovative and humane approaches that reduce vehicular homelessness** by addressing the immediate safety and stability needs as well as creating pathways to permanent housing for people living in vehicles, who represent our most vulnerable residents
- **Restore public spaces, public safety, public health and neighborhood livability** by effectively enforcing and managing oversized vehicle parking
- **Maximize efficiency through data-driven approaches and coordinated interdepartmental efforts** across agencies

City Departments of the Large Vehicle Taskforce:

- SFMTA
- Department of Homelessness & Supportive Housing
- Department of Emergency Management
- San Francisco Police Department
- San Francisco Sheriff's Office
- San Francisco Recreation and Parks
- San Francisco Public Utilities Commission
- The Port of San Francisco
- Department of Public Health
- City Administrator's Office

A New Approach: Comprehensive Transportation Code Changes

- 1) Establishes a 2-hour parking limit citywide except commercial vehicles or otherwise exempted by a Refuge Permit, all other restrictions apply.
- 2) Establishes a Large Vehicle Refuge Permit including requirements, privileges, duration, conditions, revocation. Refuge Permit exempts vehicle from 2-hour restriction.
- 3) Identifies Commercial Vehicles subject to restrictions by dimensions (22 feet long or 7 feet high) and refines the list of zoning classifications.

Outreach & Offerings

- **Outreach:** The city will deploy new outreach and case management staff trained to work with people living in large vehicles, with language skills and trauma-informed care.
- **Offerings:** Residents living in large vehicles in San Francisco as of May 2025 will be assessed for eligibility for:
 - **Appropriate Offer of Non-Congregate Interim or Permanent Housing:** The city will make offers based on individual needs and eligibility. Mayor Lurie expanded HSH's rapid rehousing subsidy program to support adults and families living in large vehicles and funding hotel vouchers.
 - **Large Vehicle Buyback Program:** The city will offer cash incentives to residents living in large vehicles as of May 2025 to relinquish their vehicles as part of the outreach program.
 - **Large Vehicle Refuge Permit Program:** Residents living in vehicles as of May 2025, who are actively engaged in services and awaiting placement into non-congregate interim or permanent housing, may be eligible for a permit allowing exemption from the two-hour parking rule.

Large Vehicle Refuge Permit

Issuance: Homelessness and Supportive Housing (“HSH”) to certify eligibility and commitments to receive Refuge Permit

- Present and occupying large vehicle on May 31, 2025
- Experiencing homelessness
- Agree to engage consistently with city departments for case management services
- Agree to accept appropriate offer of non-congregate interim or permanent housing
- Allow Public Works to clear debris
- Agree to Good Neighbor Policy
- Follow other parking regulations

Revocation & Enforcement

- Refuge Permit may be revoked when permittee has refused an appropriate offer of non-congregate interim or permanent housing. With revocation, Large Vehicle is subject to citation & tow
- Refuge Permit may be revoked if permittee violates a condition of the permit. With revocation, Large Vehicle is subject to citation & tow

Planning and Implementation Phases

- **April-May 2025:** Planning conducted by Large Vehicle Taskforce
- **May 2025:** Large Vehicle Data Collection conducted to develop database of vehicles potentially eligible for housing and service offers
- **Summer 2025:** Legislative process and operational planning (e.g., expand and train staff).
 - Passed by the MTA board on June 17th
 - Passed by the Board of Supervisors on July 22nd
- **Fall 2025:**
 - **Permit Issuance Phase:** Education, outreach & permitting period
 - **Full Implementation Phase:** Dedicated case management and services for refuge permit holders paired with enforcement



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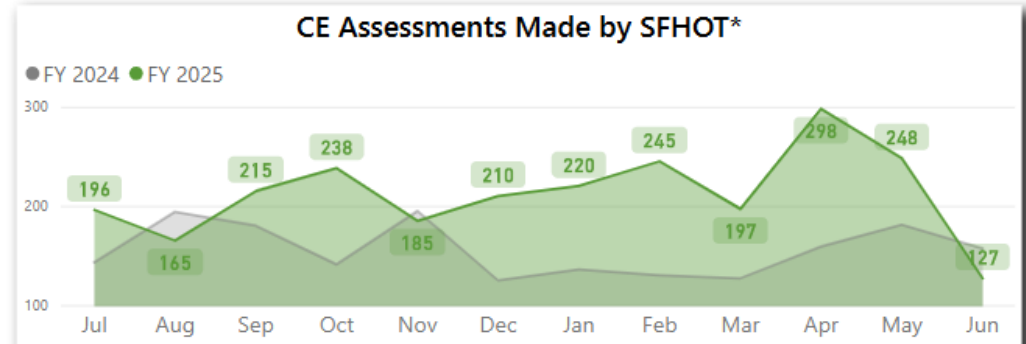
Homelessness Response System: Updates and Data*

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

Outreach Updates: SFHOT

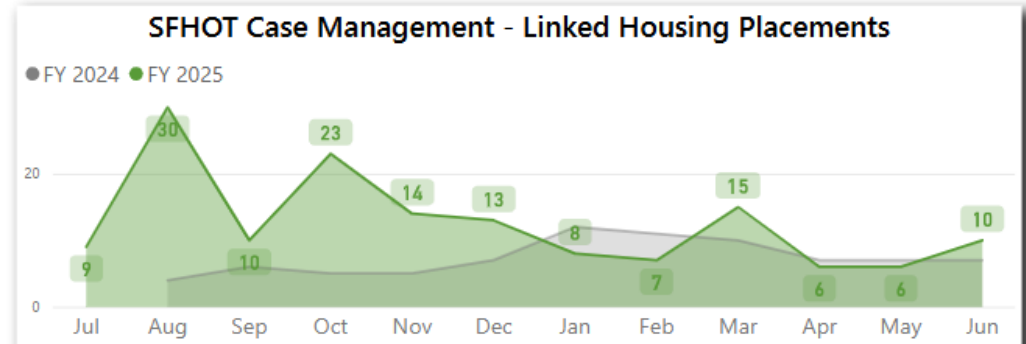
*Data through
June 30, 2025*

127
Latest Month
2,544
Current Fiscal Year To Date
1,868
Last Fiscal Year To Date
36.2%
FYTD Percentage Change



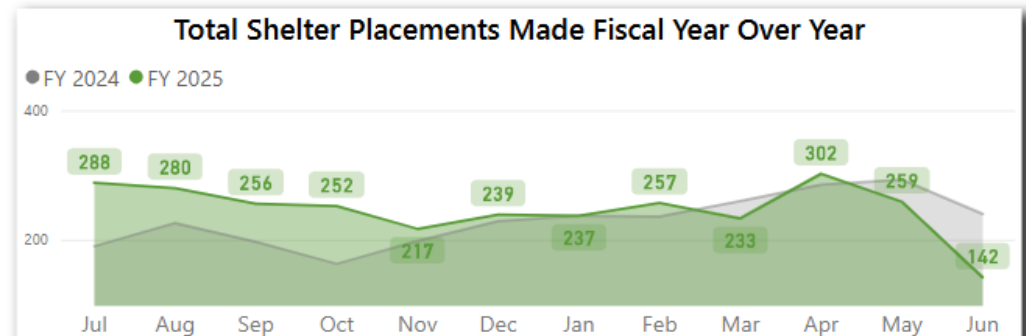
*Adult Primary CE Assessment or Family Housing Prioritization Assessments

10
Latest Month
151
Current Fiscal Year To Date
81
Last Fiscal Year To Date
86%
FYTD Percentage Change



Shelter Placements

142
Latest Month
2,962
Current Fiscal Year To Date
2,754
Last Fiscal Year To Date
8%
FYTD Percentage Change



Coordinated Entry Assessments

1,069

Latest Month Assessments

13,479

FYTD Assessments

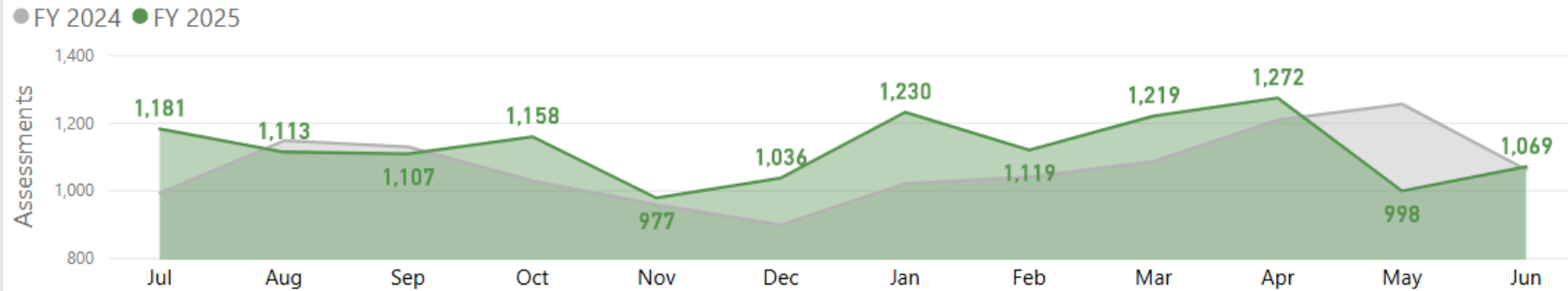
12,813

Last FYTD Assessments

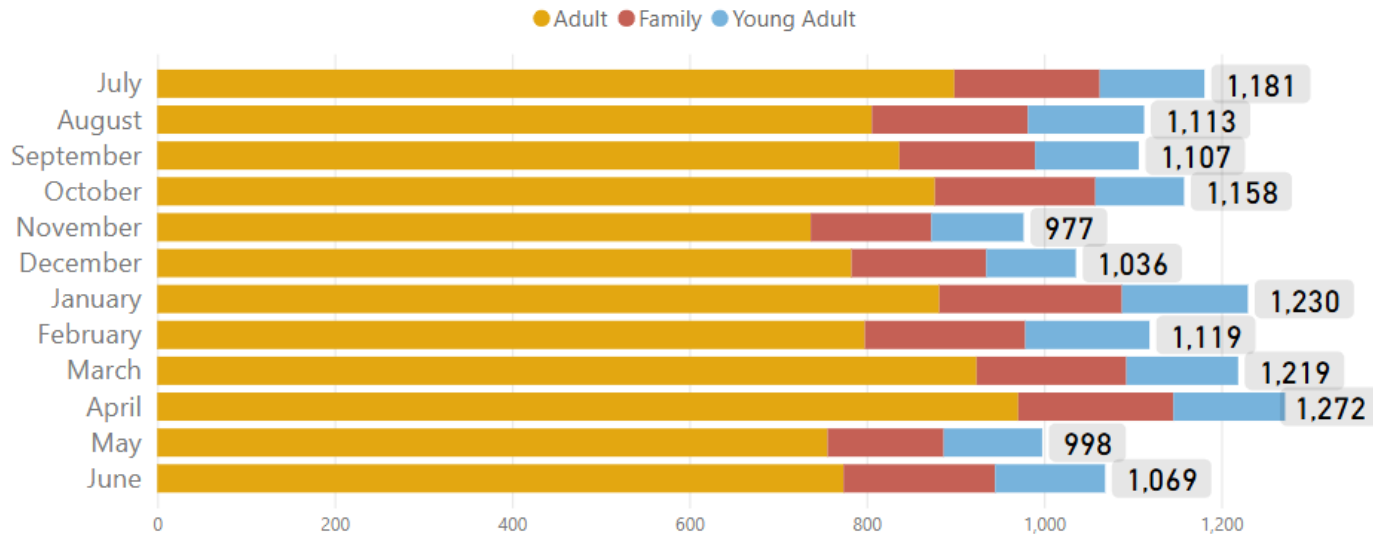
12,813

Last Year Total

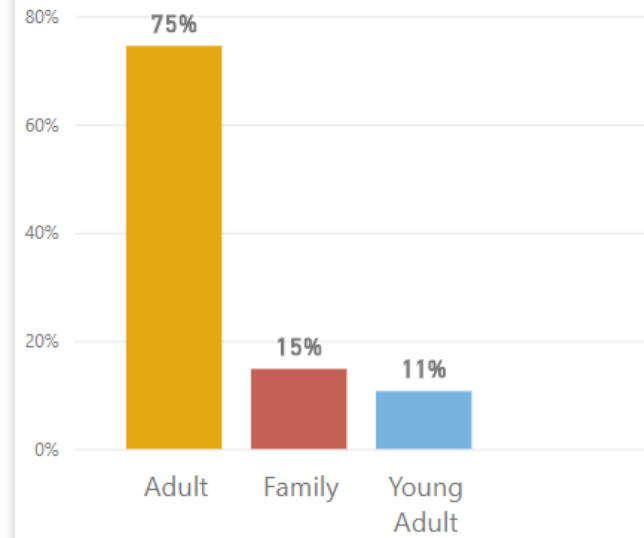
Assessments by Month



FY 2025: Population Assessment by Month



FYTD Population Makeup



Data through June 30, 2025.

[Link to online dashboard.](#)

Homelessness Prevention

Date of Assistance

7/1/2024

6/30/2025

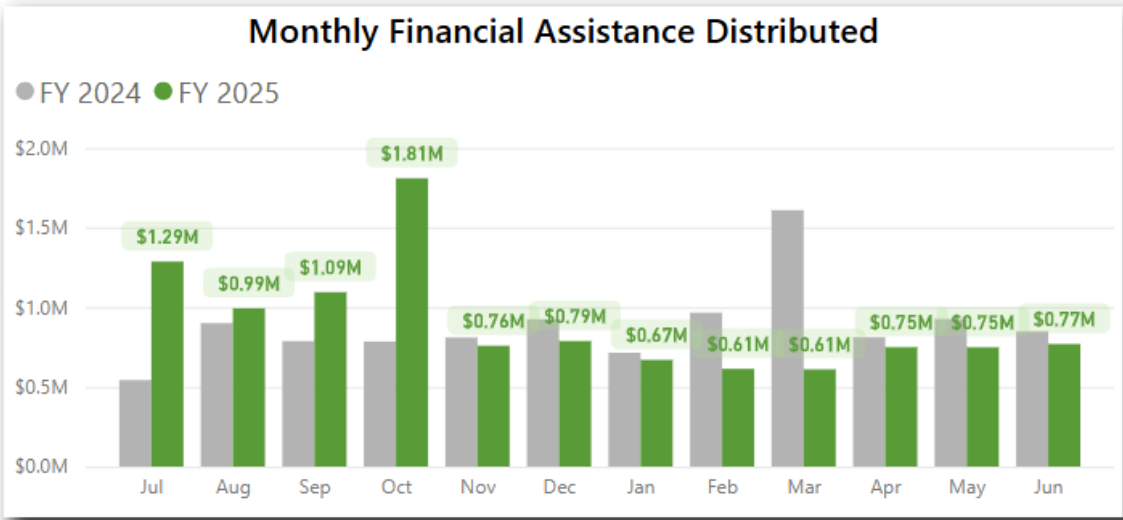
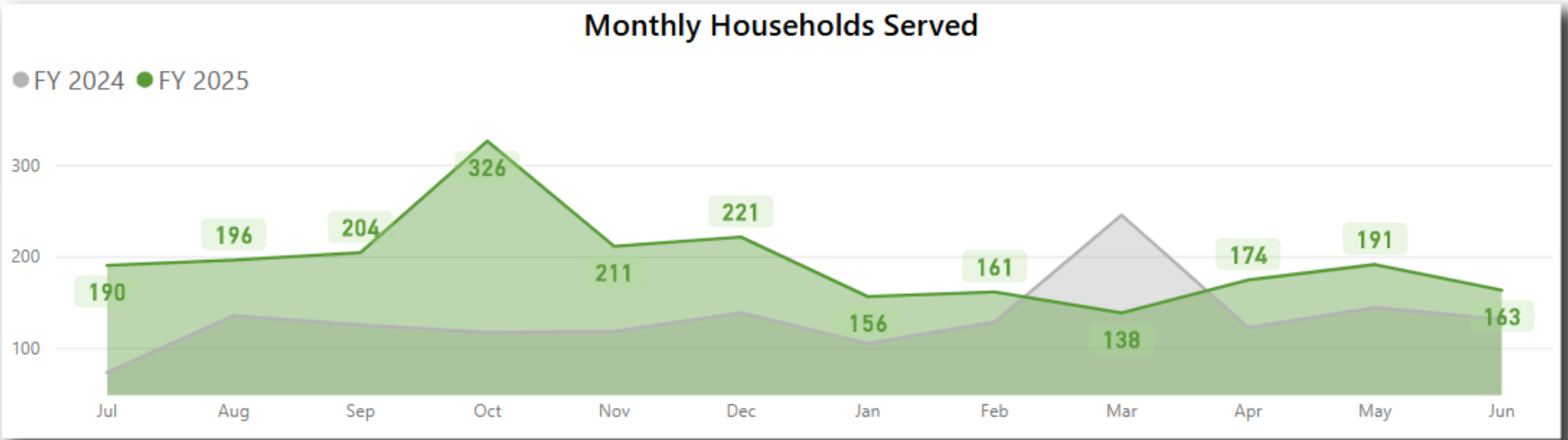
Total Households Served

2,301

Total Financial Assistance Distributed

\$10,884,583

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	\$6,141,851
Move in Assistance	\$2,274,382
Stipulated Agreement Assistance	\$1,424,137
Future Rent	\$1,044,214

Prevention:

San Francisco Emergency Rental Assistance Program (ERAP) Data

Households Served: 401

- Below 30% of Area Median Income (AMI): 80%
- Experienced homelessness: 77%
- At risk of displacement: 65%
- Received eviction notice: 12%
- Identify as people of color: 80%

Average Assistance

\$5,111

Total Distributed

\$2,049,704



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

Data is for those who applied in June 2025.

Problem Solving Resolutions

Service Dates

7/1/2024

6/30/2025

Households

730

Unique Households Resolved

11,075

Households Served

Services

756

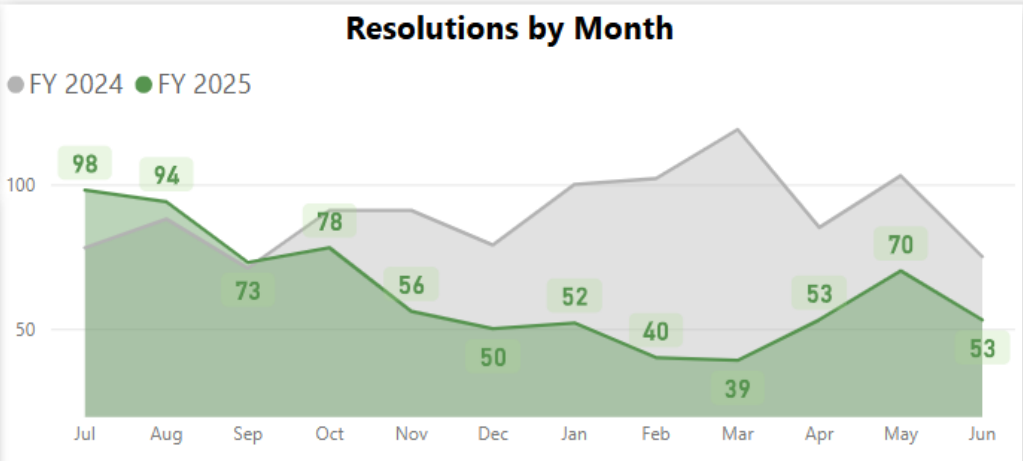
Total Resolutions

\$1,863,281

Total Financial Assistance

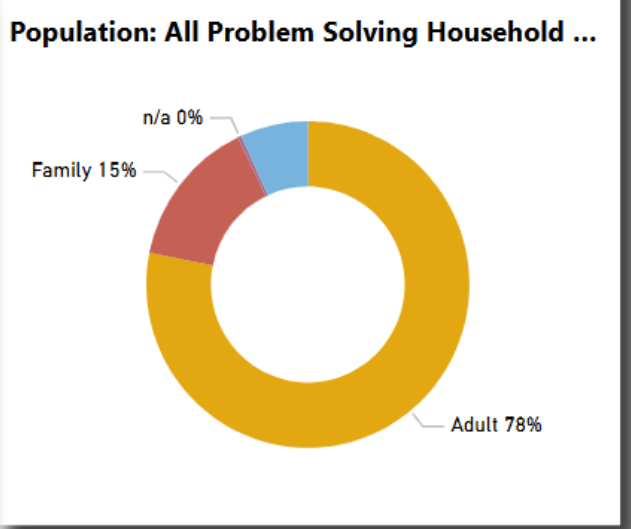
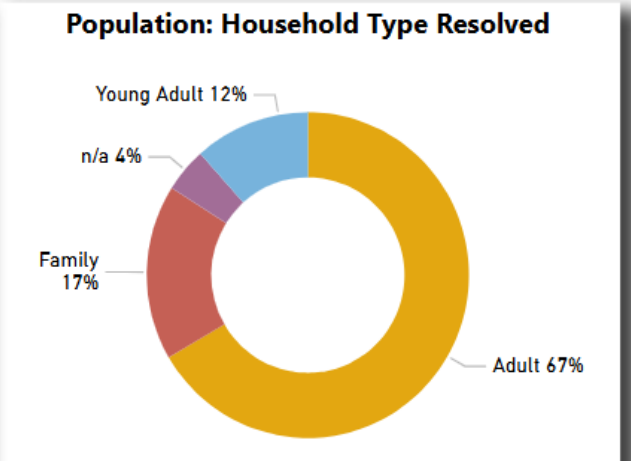
19,279

Total Conversations



Top 5 Types of Financial Assistance

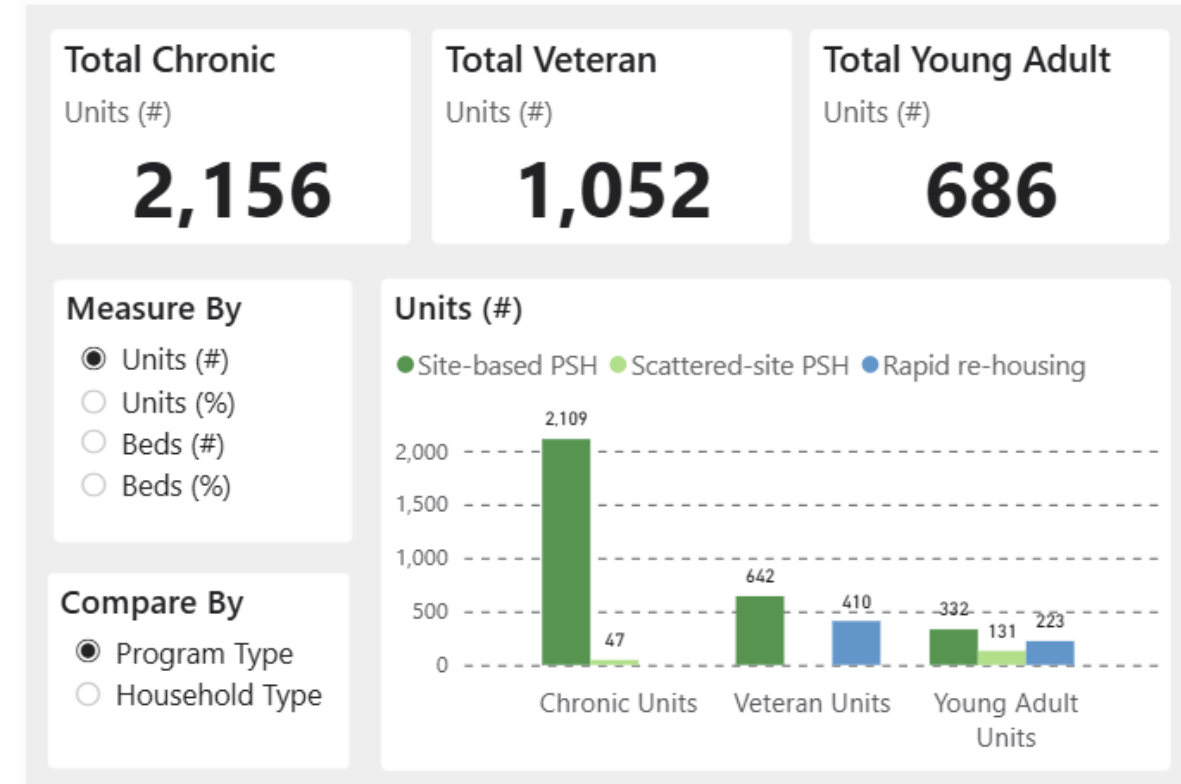
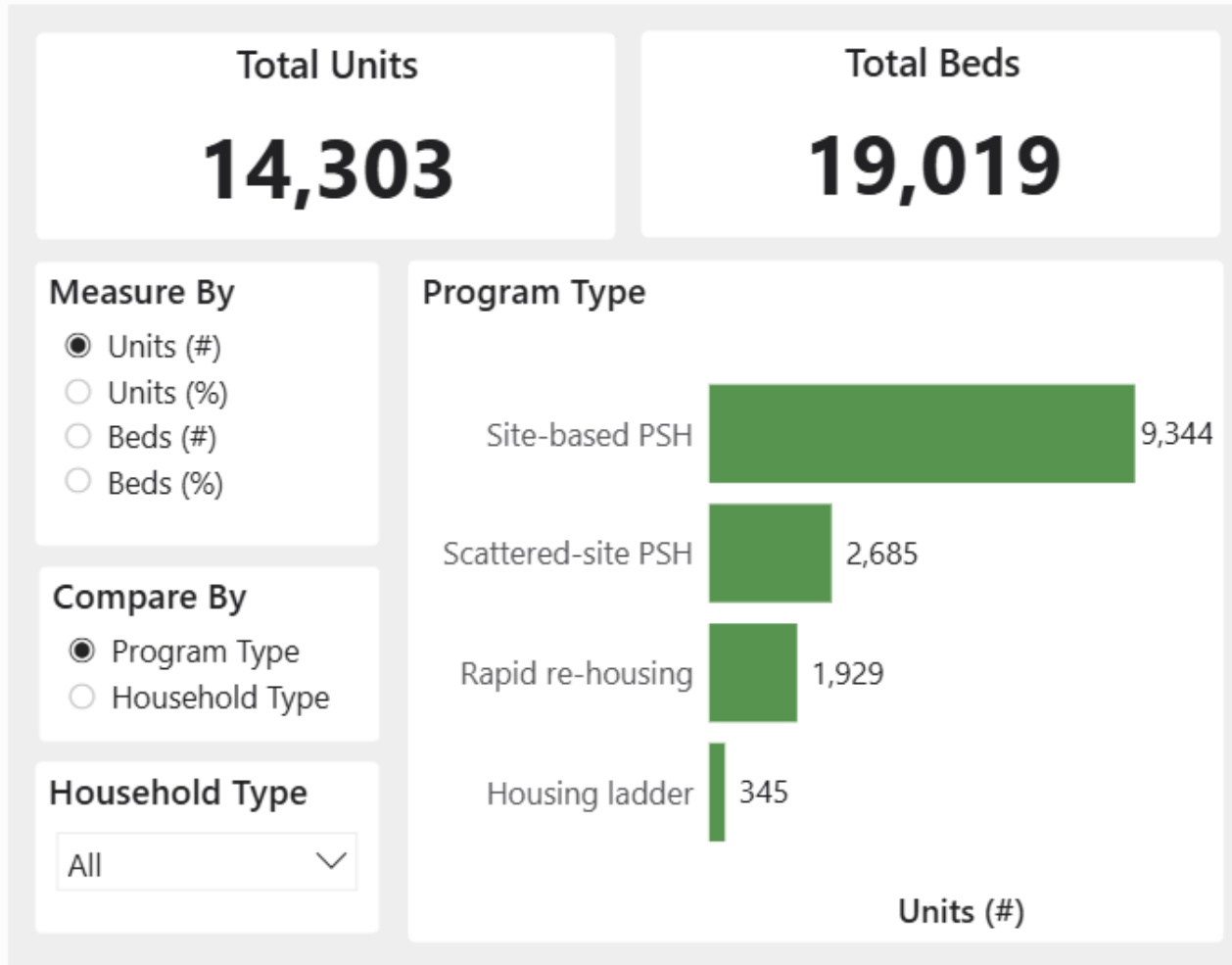
Assistance	Amount
Move-In Assistance for housing outside the San Francisco HRS, including deposits and first month's rent	\$1,444,007
Furniture, such as a bed, if reasonable and directly linked to a housing resolution	\$222,007
Travel and relocation support outside of San Francisco that will result in a housing connection - airline, train or bus ticket	\$130,978
Rental assistance after move-in	\$16,942
Travel and relocation support outside of San Francisco that will result in a housing connection- food stipend	\$15,331



Data through June 30, 2025

[Link to online dashboard.](#)

Housing Inventory Dashboard



Data as of July 15, 2025.

[Link to online dashboard.](#)

Housing Placements

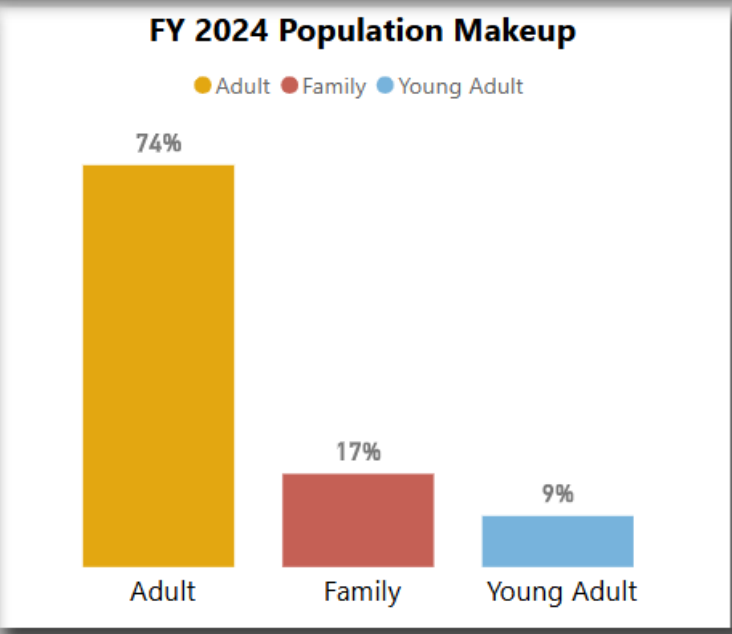
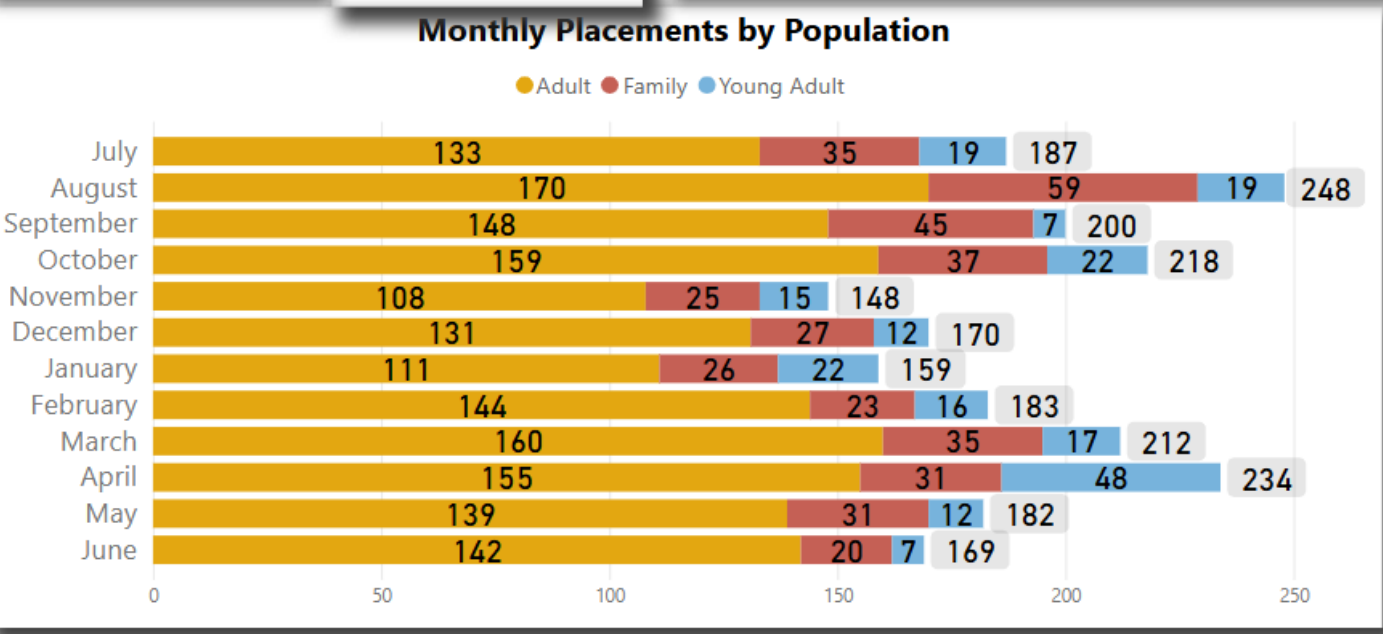
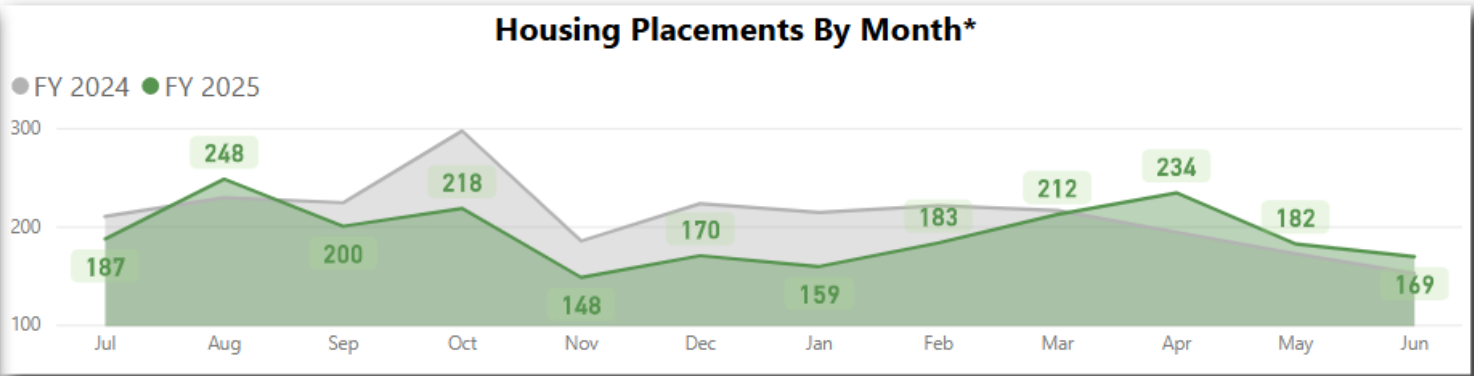
- Category
- Select all
 - PSH - Scattered-site
 - PSH - Site-based
 - Rapid re-housing

169
Latest Month Placements

2,310
FYTD Placements

2,537
Last FYTD Placements

2,537
Last Year Total



Excludes transfers.

Data through June 30, 2025.

[Link to online dashboard.](#)

Housing Vacancies

By vacancy status	Inventory	Vacancy Rates (as a percent of total inventory)
	Total Vacancies 739	Vacancy Rate (Target 7%) 8.5%
	Available for Referral 54	% Available for Referral 0.6%
	Move-in in Progress 268	% Move-in in Progress 3.1%
	Offline 417	% Offline 4.8%
	Total Units 8,651	

Offline Vacancies Status Breakout	
Status	Offline Vacancies
Janitorial Maintenance	136
Recently Vacated	93
Property Hold	55
Internal Transfer	38
Building Rehab	37
Significant Damage	33
Coroner Hold	25
Total	417

HSH Shelter Inventory

- Snapshot as of July 16, 2025
- [Public dashboard](#) available on HSH website; **refreshes daily Monday – Friday.**
- Ability to filter for specific programs and populations served.

Count of sites

50

Total guests

3,880

Occupancy

3,259

Capacity

3,668

Occupancy Rate 


90%

Site category

All

Site type

All

Congregate / non-congregate 

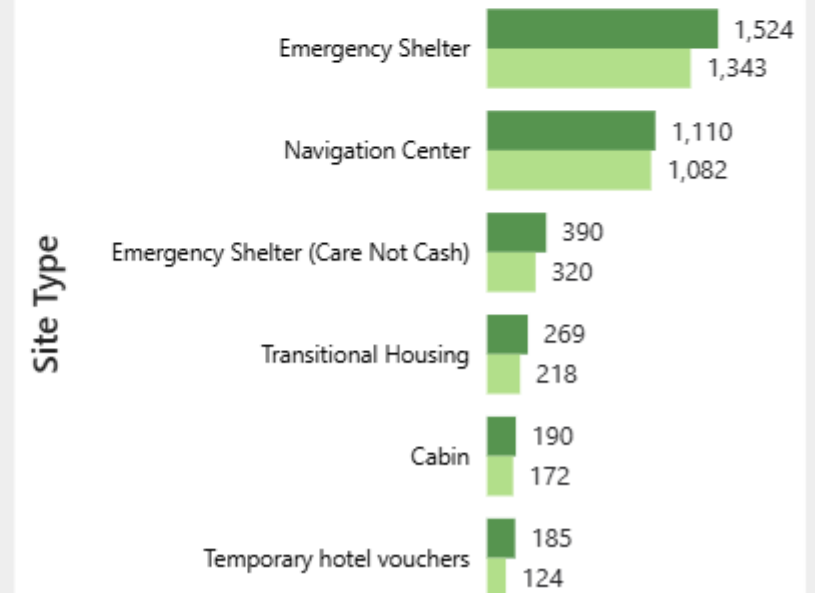
All

Population

All

Capacity and occupancy by site type

● Capacity ● Occupancy



Adult & Family Shelter Waiting Lists

Adult Shelter Waiting List

There are currently 457 people on the waiting list.

629 people joined the waiting list in June 2025.

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

In June 2025, 118 people were placed into shelter from the reservation system.

Family Shelter Waiting List

There are currently 360 families
(1,049 people) on the waiting list.

106 families (283 people) joined the waiting list in June 2025.

Average time on waiting list = 33 days
(for families who accepted placement offers since January 2025)

In June 2025, 24 families (57 people) were placed into shelter from the list.

Site	Program Description	Opening Date
Jerrold Commons	Adult shelter focusing on older adults	April 2025
James Baldwin Place	Sober Living Transitional Housing for Adults in Recovery	June 2025
Sharon Hotel	Recovery Focused Shelter for Adults	August 2025
Dolores Shelter	Expansion of existing adult shelter	October 2025
Just Home	Transitional Housing for Justice Involved Youth	November 2025

Site	Program Description	Closing Date / Stopping Intakes
Mission Cabins	Non-congregate shelter for adults	November 2025 / July 2025

Shelter Updates: Openings & Closings



Ribbon cutting at James Baldwin Place, May 2025

Seeking Volunteers: Attorneys to Serve as Shelter System Arbitrators

- Under the Shelter Grievance Ordinance* shelter guests who receive a Denial of Service have the right to appeal. If they are unsatisfied with the outcome of a Program Hearing, they may request a formal Arbitration.

Volunteer arbitrators will:

- Facilitating the arbitration session virtually;
- Reviewing documentation related to the Denial of Service;
- Hearing statements from the shelter, guest(s), and Shelter Client Advocates (SCA);
- Making a final decision on the Denial of Service

Eligible volunteers must:

- Be an active member of the California Bar, or an attorney employed by the federal;
- Be available to facilitate one three-hour arbitration session per quarter;
- Attend one arbitration training per fiscal year.

- We ask that you share this opportunity with any eligible attorneys in your network who may be interested in contributing their time and expertise to support fairness and accountability in our shelter system.
- For more information or to express interest, contact HSHShelterArbitrations@sfgov.org.



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Additional Updates

August 2025: Contract Amendments & Renewals

Program	Provider	New Term End	New NTE	# of units	Annual cost per unit	Staffing Ratio
730 Stanyan - LOSP Support Services	Tenderloin Neighborhood Dev. Corp.	6/30/2028	\$1,834,111	32 (20 TAY, 12 Families)	\$16,609	TAY 1:20 Families 1:12

Local Legislative Update

❖ Board Recess: 8/4/25 - 8/29/25

Grant Agreements

To be introduced after Board recess:

- Urban Alchemy – 711 Post Shelter
- Housing and Homelessness Incentive Program (HHIP) Round 2 funds

Hearings

- Overdose Prevention Policy – July 24th

Local Budget Highlights

- **\$26 million** – Funds a new strategy for addressing vehicular homelessness
- **\$60.7 million** – new investments in interim housing (shelter)
- **\$64.6 million** – new investments in housing
- **\$6.7 million** – prevention services for families and youth

Local Legislation - Continued

• Large Vehicles (File No. 250655)

- Enables the implementation of the **Mayor's vehicular homelessness strategy** component of the Breaking the Cycle Initiative
- The ordinance:
 - Changes parking limits for large vehicles
 - Enables HSH and other Depts. to implement the Large Vehicle Refuge Permit

• Equitable Citywide Access to Shelters (File No. 250487)

- Would **prohibit** the City from siting 1) a new City-funded homeless shelter **within 300 feet of an existing shelter**, and 2) a new, City-funded homeless shelter, transitional housing facility, or certain behavioral health facilities in a neighborhood **where its share of beds exceeds its share of the City's unsheltered population** unless otherwise approved by the board.

Updates from other Advisory Bodies

🔑 Local Homeless Coordinating Board:

- All seats filled
- Next meeting: Monday August 4th, 2025. 11am-1pm San Francisco City Hall Room 416 or [online](#)
- **Topics:** Committee Nominations, FY24 HUD Grant Agreement Announcements, FY25 HUD CoC NOFO update.

🔑 Shelter Monitoring Committee:

- 3 vacant seats (seats 2, 6, and 7)
- Next meeting: Wednesday, September 17th at 10AM in Room 408, City Hall
- **Topics:** Security at shelters and caring for shelter guests' property

🔑 Shelter Grievance Advisory Committee:

- 4 vacancies (seats 2, 4, 5 and 7)
- Next meeting: Tuesday, September 9th, 2025, 2:45– 4:30PM, Room 305
- **Topics:** Filling vacant seats



HR Update

Positions Update

247.5 total FTE

10 vacant positions

10 active recruitments



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Questions?

Thank you!

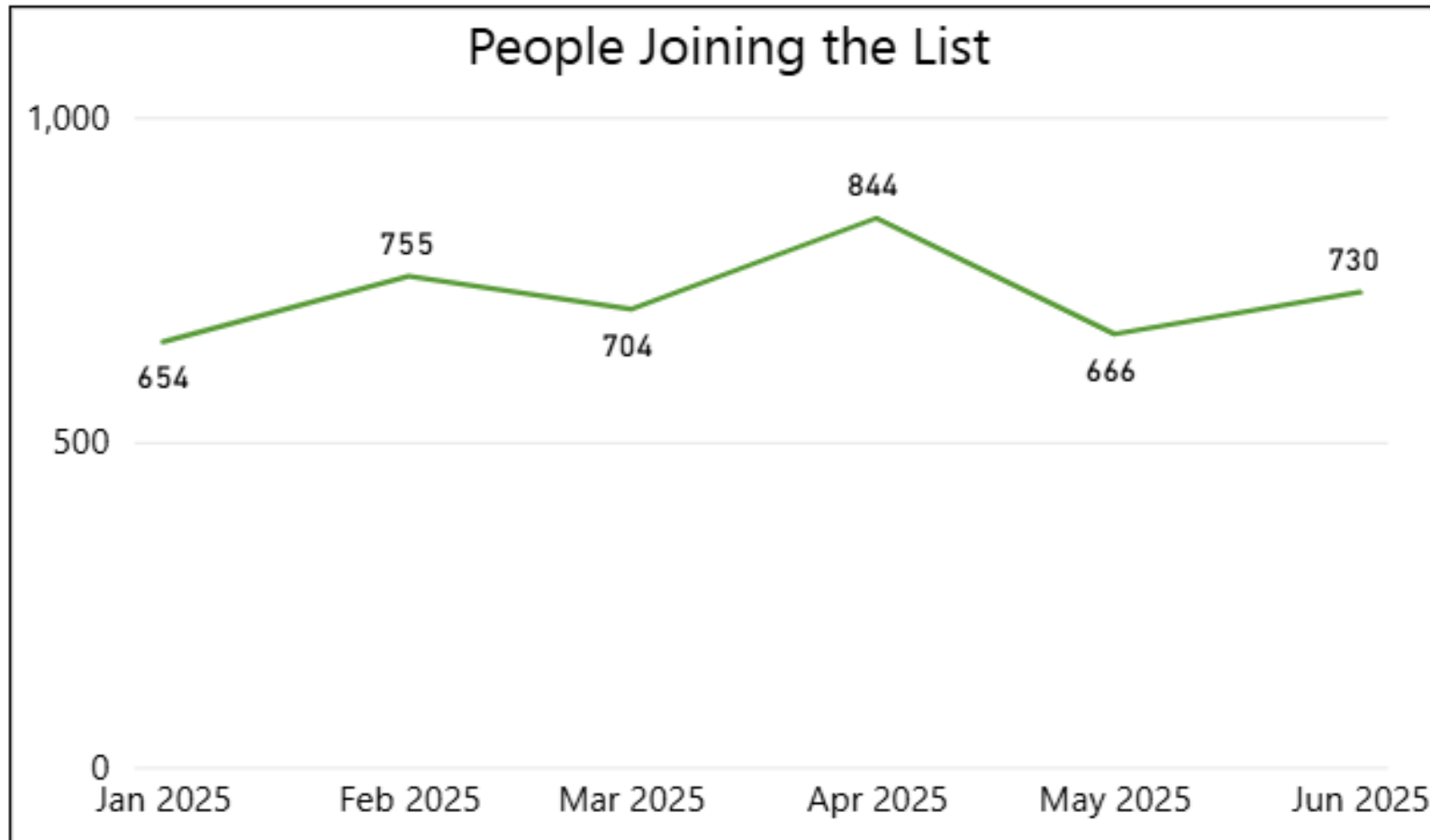


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Appendix Slides:

Shelter Waiting List Data Overtime

Adult Shelter Waiting List Metrics: People Joining the Waiting List

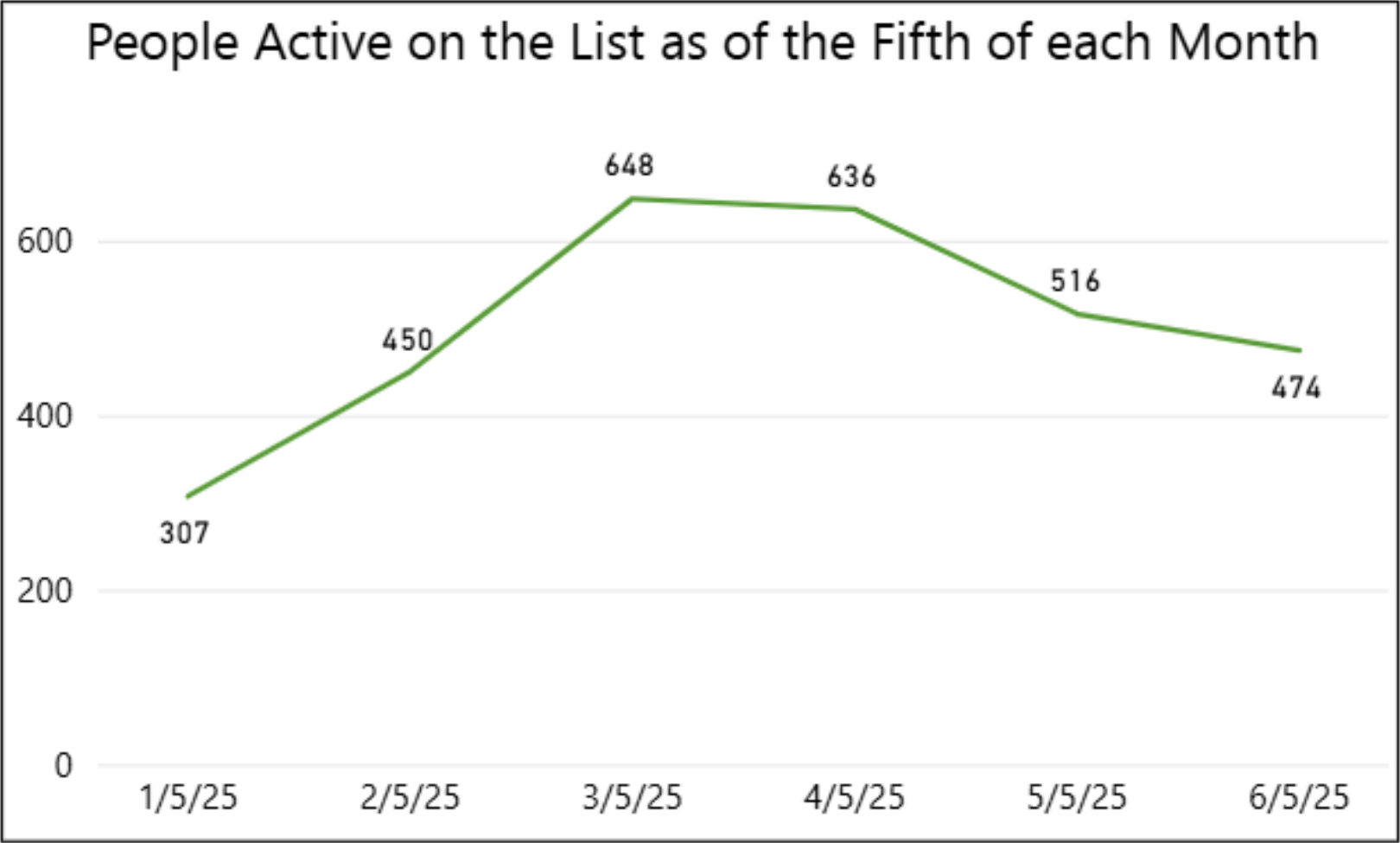


Adult Shelter Waiting List Metrics: Placements into Shelter from the Waiting List

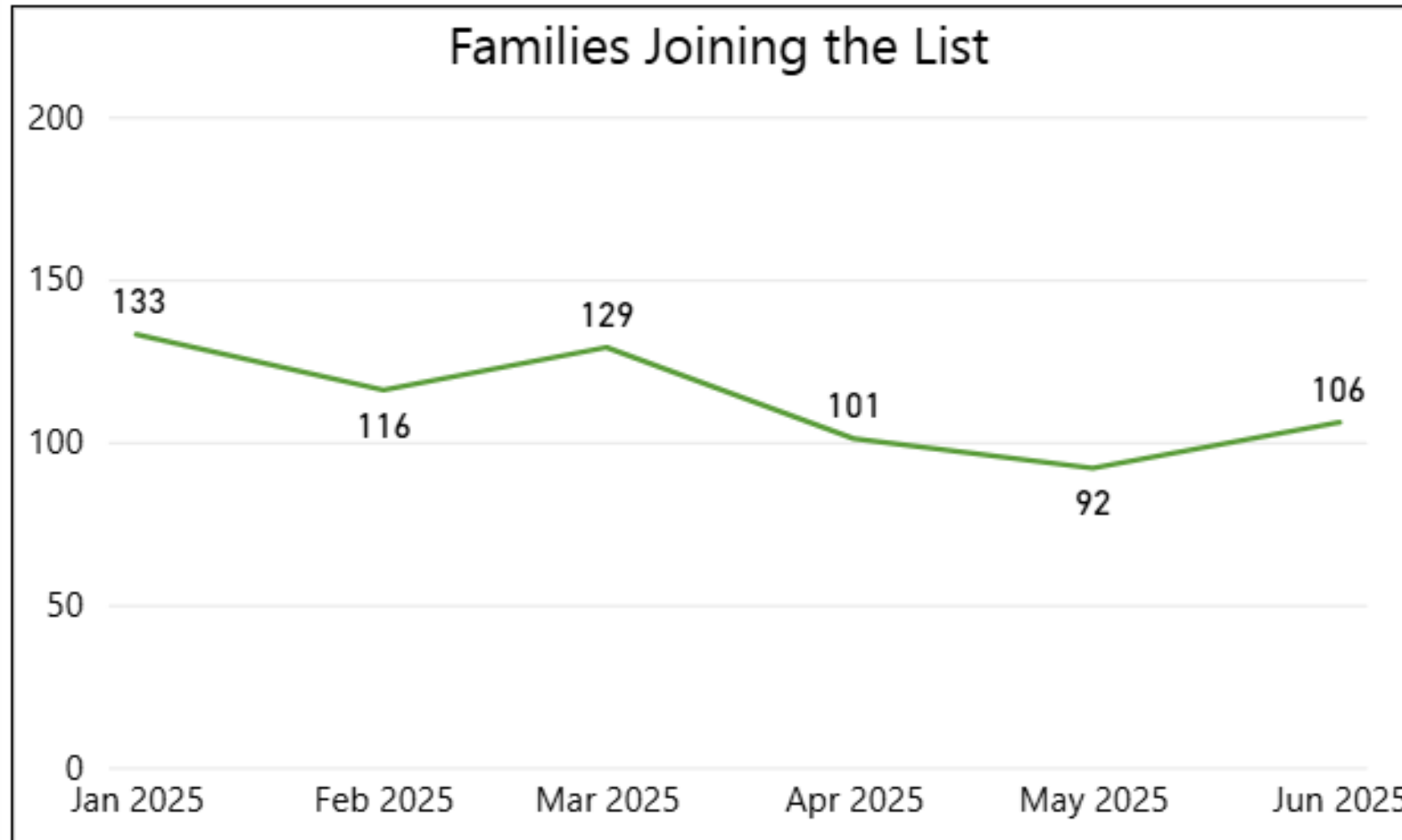
Month	Placed into Shelter	Removed from the List Without Placement*
Jan 2025	102	310
Feb 2025	79	373
Mar 2025	76	409
Apr 2025	120	720
May 2025	80	564
Jun 2025	118	539

*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:

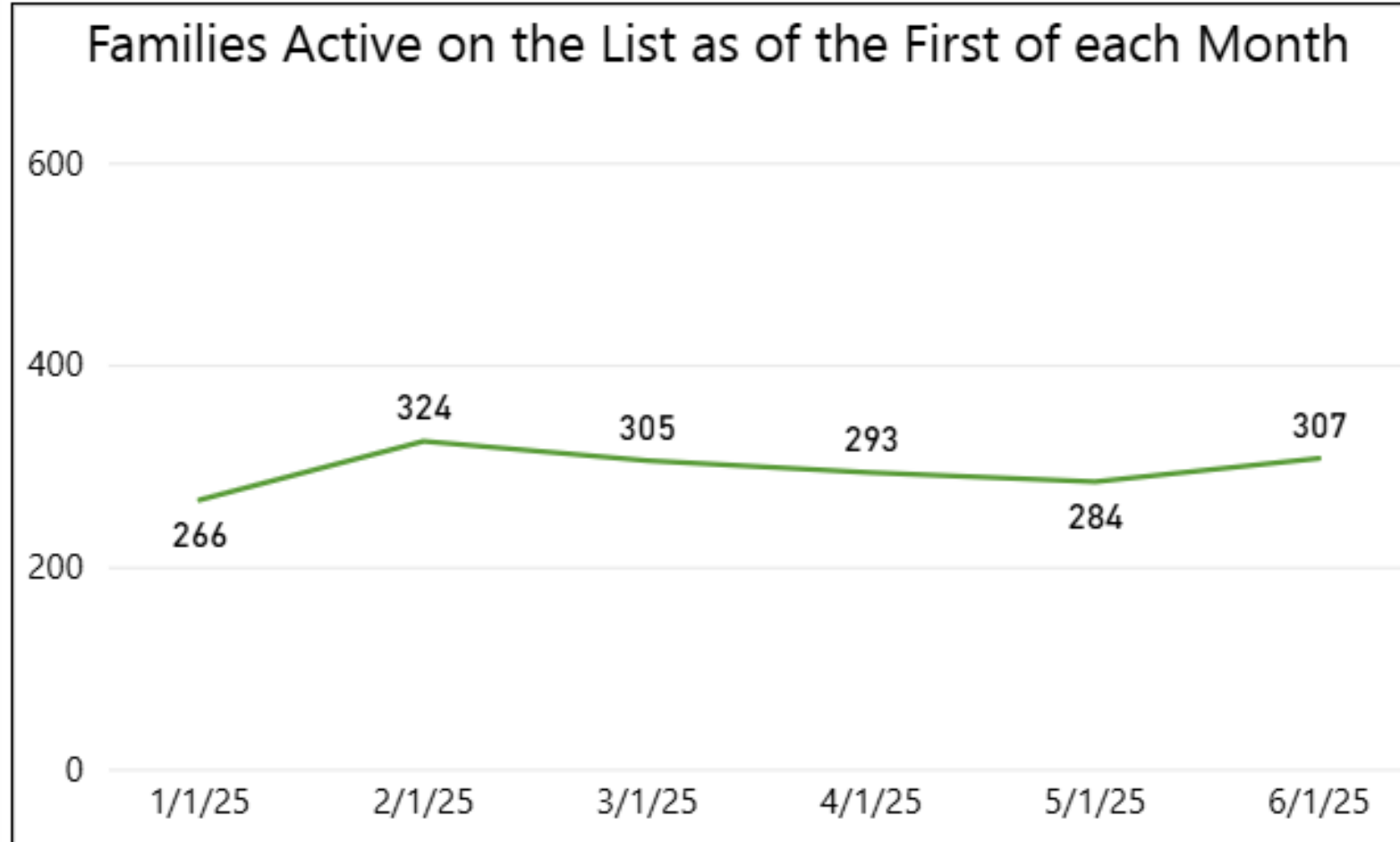
Placements into Shelter from the Waiting List

Month ▲	Placed into Shelter*	Removed from the List Without Placement**
Jan 2025	32	38
Feb 2025	36	94
Mar 2025	42	90
Apr 2025	35	71
May 2025	25	29
Jun 2025	24	34

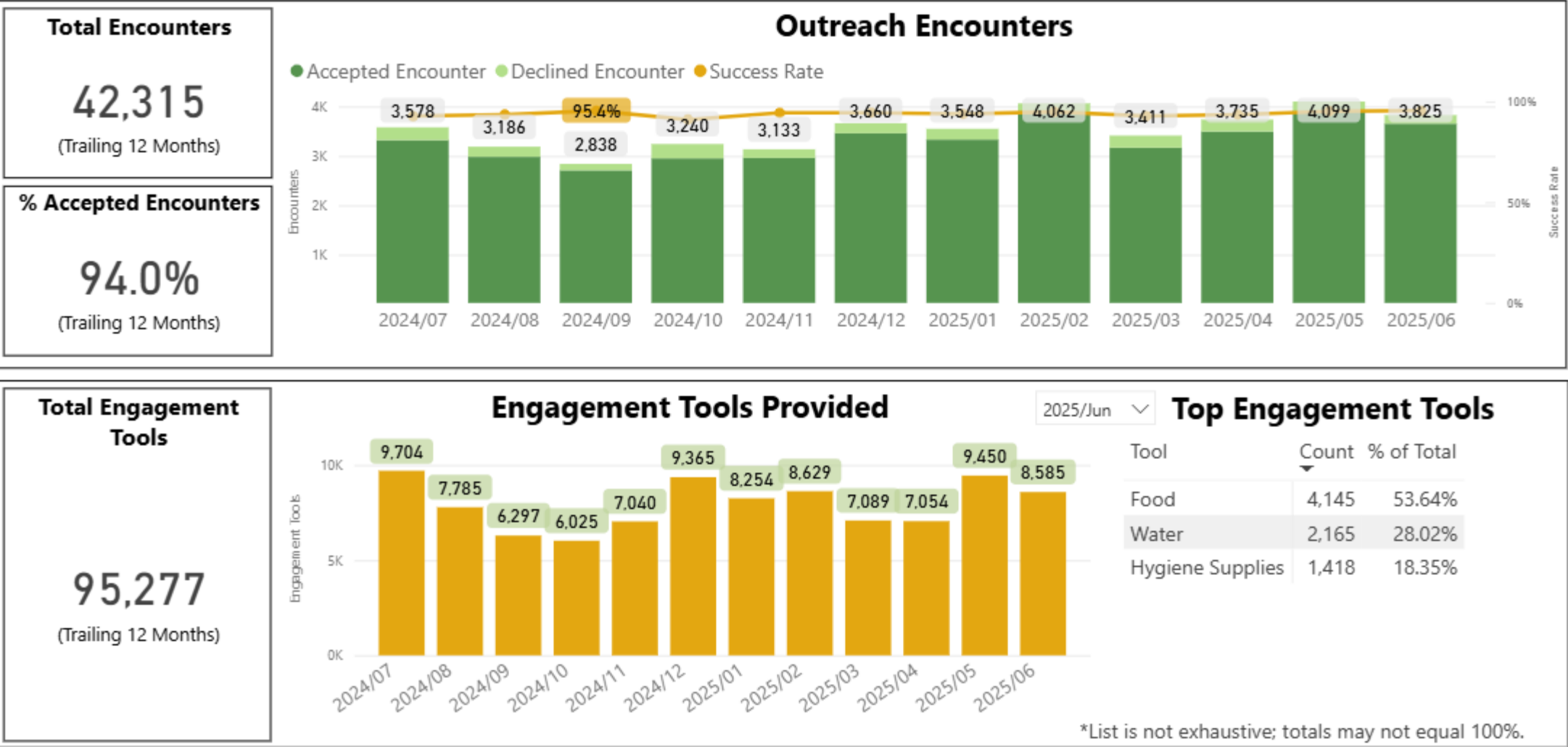
*Starting in December 2024, placements into shelter from the list include placements into Hamilton Family Emergency Center, a 44-bed congregate shelter.

**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 Engagement Tools

95,277

(Trailing 12 Months)

Engagement Tools Provided

2025/Jun

Month	Engagement Tools Provided
2024/07	9,704
2024/08	7,785
2024/09	6,297
2024/10	6,025
2024/11	7,040
2024/12	9,365
2025/01	8,254
2025/02	8,629
2025/03	7,089
2025/04	7,054
2025/05	9,450
2025/06	8,585

Top Engagement Tools

Tool	Count	% of Total
Food	4,145	53.64%
Water	2,165	28.02%
Hygiene Supplies	1,418	18.35%

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

Data through June 30, 2025.

[Link to online dashboard.](#)