



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Initiative to Enhance PSH Resident and Staff Safety

8/6/26



Overview

- Safety within PSH remains a top priority for HSH and our City partners
- HSH has implemented improvements over the past 3 years; gaps remain
- FY26-27 budget includes \$3M to strengthen safety across permanent supportive housing (PSH) sites
- HSH's strategy has 3 components:
 - Implement proactive site-based security enhancements
 - Improve protocols to respond to emerging safety & security concerns
 - Build on existing safety initiatives underway

Progress since 2023

Since 2023, HSH, DPH, DEM, and PSH providers have established several policies, procedures, and trainings to improve safety, including:

- Implemented systemwide safety policies, strengthened anti-violence requirements, and workforce safety planning and expectations around roles and responsibilities for critical incidents.
- Provided ongoing provider staff training, including DEM emergency-services training and HSH's anti-violence and weapons curricula.
- Standardized communication through Shared Partnership Agreements, expanded coordination with SFPD, and piloted individualized safety planning through the pre-move in case conference



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Proposed PSH Safety Strategies



1. Implement Proactive Site-Based Security Enhancements

- In the next 3 months, implement recommended security upgrades across PSH sites identified in a report commissioned by DPH
 - Will partner closely with contracted providers of property management to ensure rapid, high-quality implementation
- Establish quarterly data-driven prioritization of security upgrades
 - Convene quarterly cross-agency meetings with HSH, DPH, MOHCD, SFFD, and SFPD to review interagency, site-level safety data and identify top PSH sites to prioritize for proactive security upgrades
 - Will work closely with onsite providers to ensure high-fidelity, expedited implementation
 - Will learn and adapt as we go, based on on-the-ground experience regarding feasibility of implementation and impact of certain investments

2. Improve Protocols to Respond to Emerging Safety & Security Concerns

- Implement \$1M in Security Enhancement funds (SEF) in FY 26-27 that can be used for on-demand security guard services or safety improvements
- Convene monthly cross-agency meetings (HSH, DPH, MOHCD, SFPD, SFFD) to identify sites needing SEF deployment when CBOs have not yet requested it
- Develop a cross-department, rapid case-conferencing procedure to promptly escalate emerging safety concerns within 24 hours of initial notification

3. Build on Existing Safety Efforts

- Scale new Care Coordination Pilot to support clients with significant behavioral health risks through individualized safety plans
- Expand the Shared Partnership Agreement in DPH nurse-supported PSH sites to strengthen on-site coordination between PSH property management, support services, and on-site nurses
- Finalize and roll out the Good Neighbor Policy



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Thank you