



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: August 2024 Written Report

Department of Homelessness and Supportive Housing | Five Keys Schools and Programs





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Embarcadero Community Advisory Committee

Now managed by HSH.

<https://hsh.sfgov.org/get-involved/community-input/embarcadero-community-advisory-committee/>



Updates: Embarcadero SAFE Navigation Center

- In June 2024, **1 guest** moved from Embarcadero to **permanent housing**.
 - **6 guests** exited to **other shelter** programs
- In July 2024, **4 guests** moved from Embarcadero to **permanent housing**.
 - **3 guests** exited to **other shelter** programs



Embarcadero SAFE Navigation Center

Reporting Period: 8/1/2024 to 8/31/2024

Site

Embarcadero SA... ▾

Reporting Period

8/1/2024 8/31/2024

Capacity as of
8/31/24

200

Clients on 8/31/24

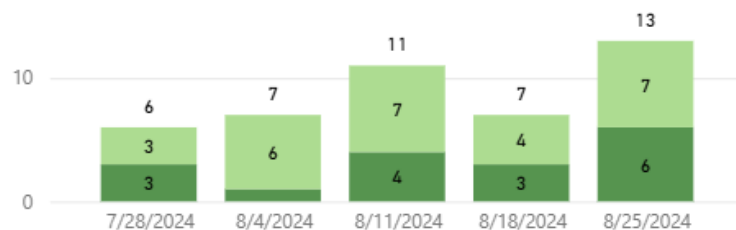
202

Weekly Intakes by CE Status

Housing Referral Status

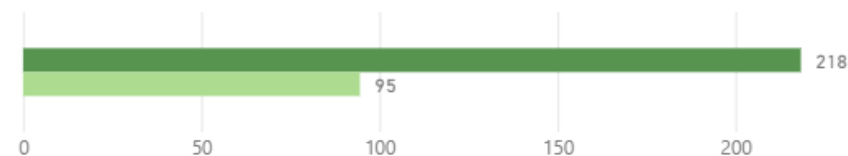
● Yes

● No



Average Length of Stay by CE Status (Days)

Housing Referral Status ● Yes ● No



Note: Average length of stay calculates for all clients with exit dates regardless of the reporting period. CE Status for this chart is based on which clients were Housing Referral Status at any point during their stay.

Weekly Exits by Exit Destination Shelter Status

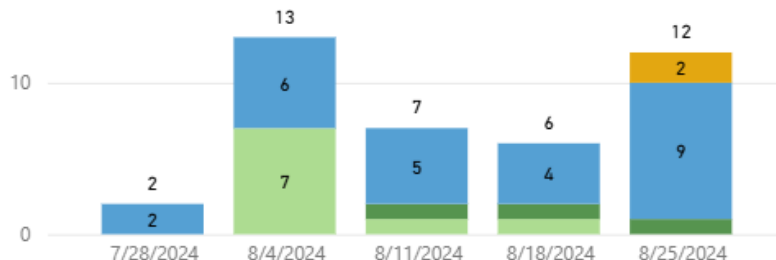
Exit Shelter Status

● Housed

● Sheltered

● Unknown

● Unsheltered



Exits by Exit Destination Category and Shelter Status

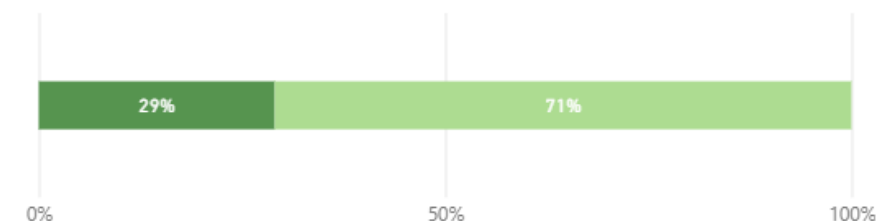
Exit Destination Category	Housed	Sheltered	Unknown	Unsheltered	Total
Other			65%		65%
Permanent Housing Situations	23%				23%
Homeless Situations		5%		5%	10%
Temporary Housing Situations		3%			3%
Total	23%	8%	65%	5%	100%

Occupancy Rate



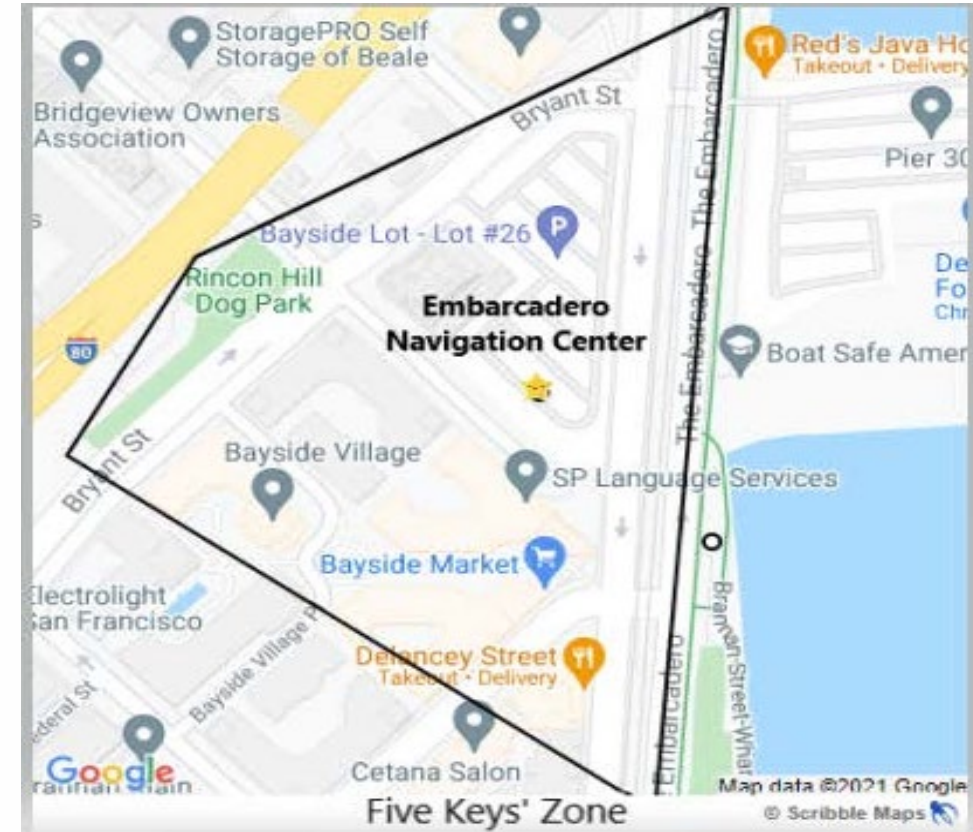
Percent of Clients by CE Status

Housing Referral Status ● Yes ● No



Updates: Dedicated Cleaning Services

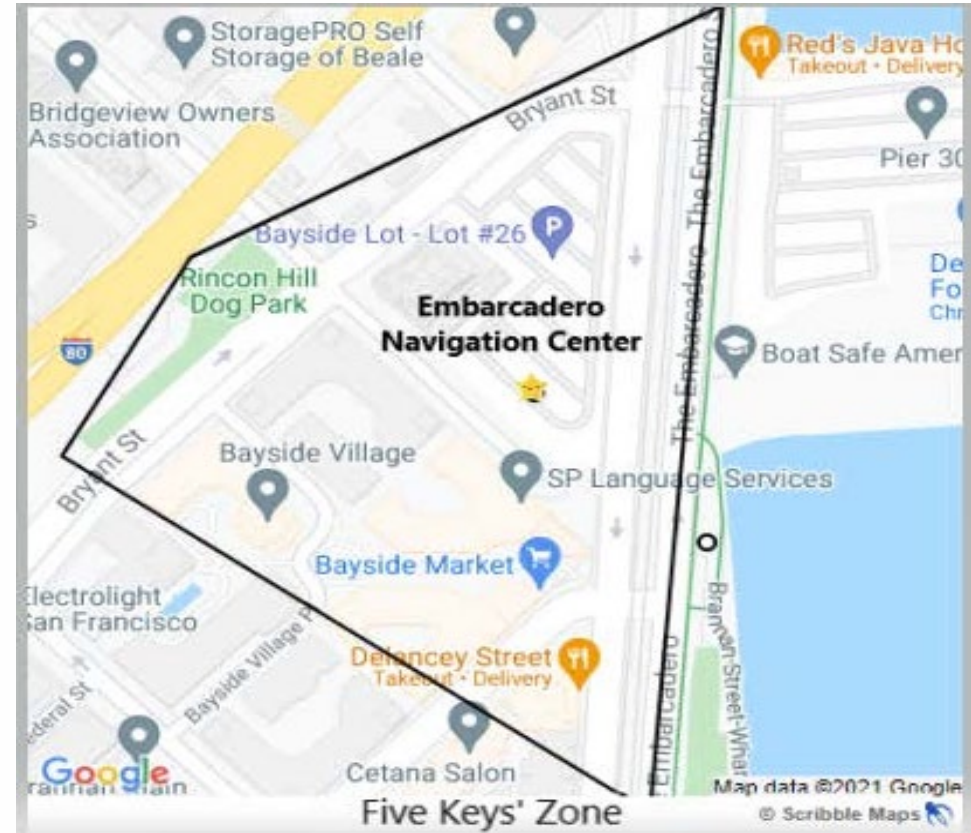
- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center.
- Five Keys staff clean the area at least **2 times a day**.
- In **May 2024**, Five Keys received **1 text and 0 calls** pertaining to cleaning in the designated area.



Map reflects Five Keys dedicated cleaning zone.

Updates: Dedicated Cleaning Services

- In **August 2024**, Five Keys received **3 texts and 6 calls** pertaining to cleaning in the designated area.



Five Keys Updates

- Staff has good rapport with SCRT and Police. They know to reach out when they need additional support.
- Encampment was successfully moved and provided information on resources.
- Staff assisted unhoused folks in cleaning up location of encampment.

Reporting Concerns: Embarcadero

For latest guidance and resources on reporting concerns about street crises and conditions visit: sf.gov/healthy-streets

- ✦ Text the **Five Keys** public text line at **415-237-3175** to report:
 - ✦ Concerns related to the Navigation Center (noise disturbance, etc.).
 - ✦ Basic trash clean up and syringe pick-up in the area.

- ✦ Call **311** to report:
 - ✦ **Tents, structures and encampments**
 - ✦ Abandoned RV/vehicle or shopping carts
 - ✦ Trash, debris, human or animal waste
 - ✦ Medical waste (You can also text SFAids Foundation Syringe Disposal at 415-801-1337)

**Five Keys provides regular outreach and engagement to unhoused neighbors in addition to SFHOT and SFPD Beat Officers. Five Keys cannot directly refer unsheltered neighbors into the program and does not have the authority to move people or resolve encampments. If Five Keys cannot address concerns received via public text line, they will respond with guidance on who to call.*

Reporting Concerns: Embarcadero

• Call **Police Non-Emergency** at **415-553-0123** to report:

- Blocked Driveways
- Illegal Parking

• Call **911** to report:

- Crime
- Fire
- Overdoses
- Medical emergencies
- Mental health crises



Police Incidents

Police Incidents within the Safety Zone

The data shown below is public police incident data from the Open Data Portal here: <https://data.sfgov.org/Public-Safety/Police-Department-Incident-Reports-2018-to-Present/wg3w-h783>. Incidents within the Safety Zone (shown at the right) are presented below.

Note: Data was last updated on 1/28/2025, and data is only shown through the last complete month. Counts for previous months may increase in future reporting, as additional incidents may be added to the database.

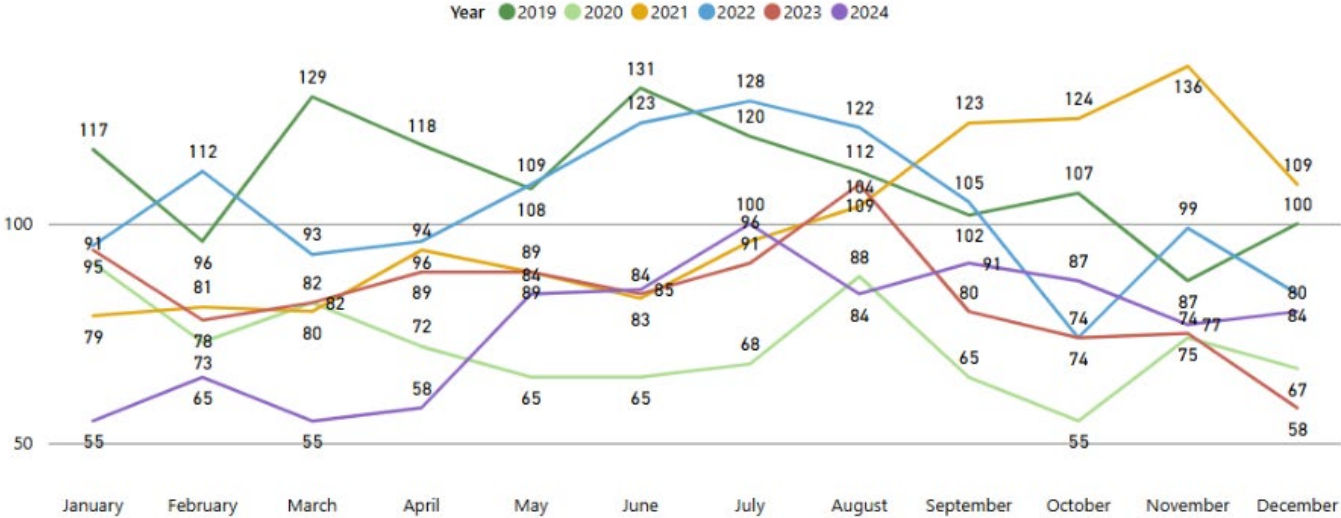
Distinct Incidents in Safety Zone in Last Six Months



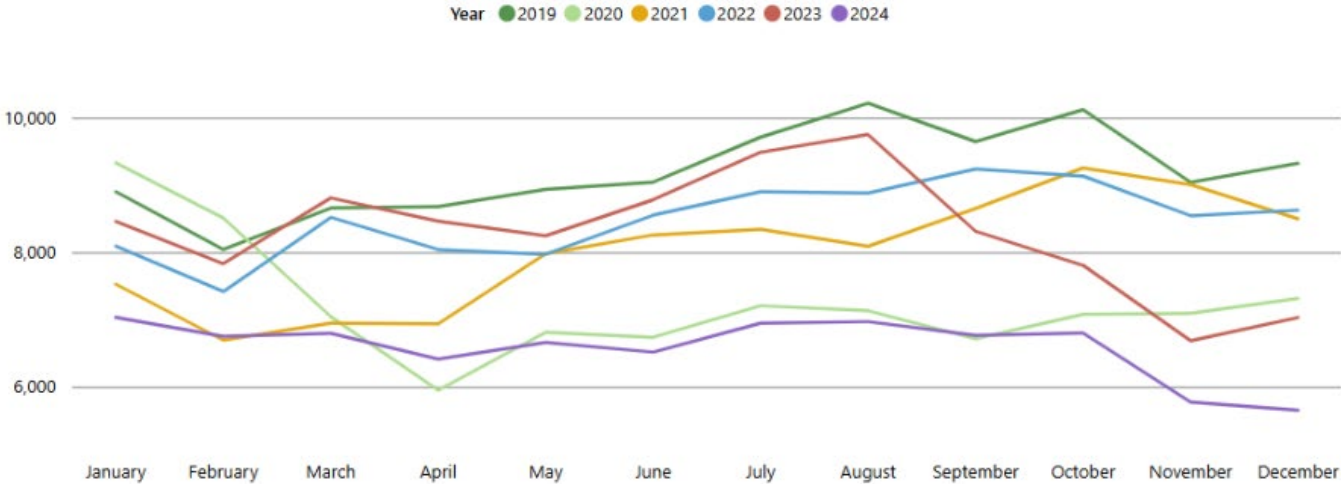
Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents - Citywide by Month and Year



Police Incidents

Police Incidents in July 2024

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	22	1,755
Assault	13	613
Motor Vehicle Theft	10	689
Non-Criminal	7	475
Burglary	6	574
Lost Property	5	166
Malicious Mischief	4	582
Warrant	4	358
Fraud	3	146
Recovered Vehicle	3	490
Weapons Offense	3	76
Disorderly Conduct	2	169
Other Miscellaneous	2	527
Robbery	2	162
Suspicious Occ	2	179
Drug Offense	1	255
Miscellaneous Investigation	1	138
Stolen Property	1	45
Arson		7
Carjacking		32



Key Terms: Embarcadero SAFE Navigation Center Data Dashboard

- **Exits by Destination:** Reflects the exit destination of guests leaving the program. We anticipate seeing additional exits to housing for Housing Referral Status clients as additional housing resources become available.
- **Homeless Situations:** Emergency shelter, hotel or motel temporarily, host home shelter, safe haven, place not meant for habitation.
- **Institutional:** Hospital, psychiatric facility, substance use treatment facility, jail, prison, foster care, long term care facility.
- **Permanent Housing:** Rental, owned by client with or without housing subsidy, staying with family or friends on permanent tenure.
- **Temporary Housing:** Transitional housing or homeless persons, staying with friends or family on temp tenure, hotel or motel, residential project or halfway house, or Host home.
- **Other:** Deceased, no exit interview completed, other, client doesn't know, client prefers not to answer, or data not collected.

Key Terms: Embarcadero SAFE Navigation Center Data Dashboard

- **Coordinated Entry Status:** (CE Status) is determined on a case-by-case basis after an individual completes the Coordinated Entry Primary Assessment that determines if an individual is Housing Referral Status or Problem-Solving Status.
- **Housing Referral Status:** Determined based on vulnerability, housing barriers and chronicity of homelessness. Individuals identified as Housing Status will be assigned a Housing Navigator who will match the household with available housing.