



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: August 2025 Written Report

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

[Embarcadero Community Advisory Committee](#)





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Agenda

1. Welcome
2. Overview – Embarcadero SAFE Navigation Center
3. MOU & Option to Extend
3. Monthly Report
4. Five Keys
5. Neighborhood Conditions
6. Public Safety
7. Discussion
8. Next Steps



Embarcadero Navigation Center



- Last renewed in December 2023
- Provides **low-barrier** shelter welcoming partners, pets, and possessions, for up to **200 guests**.
- **Five Keys** provides:
 - 2 daily meals, laundry, and showers
 - Case management, housing and benefits navigation, and referrals to services
 - Supportive groups, social events, and activities
 - Good Neighbors

Referrals to the Program

- Referrals to the program run through the City's **centralized placement process**, with prioritization for community placements from the Outreach Zone through San Francisco Homeless Outreach Team and Healthy Streets Operation Center.
 - The site does not accept walk-ins.
- Between 2020-2023 the site operated at a low capacity because of the COVID-19 pandemic.
- In mid-2023 HSH and Five Keys began expanding capacity to the originally planned 200 beds.
- Diversifying referral sources to reduce the concentration of high acuity guests.

Good Neighbor Policy

Five Keys is required to fulfill the requirements under the HSH Good Neighbor Policy:

1. Work with neighbors and city agencies to ensure **neighborhood concerns** are heard and addressed.
2. Assign appropriate staff to **participate in** and **attend** all neighborhood and community meetings.
3. Provide a **public phone number** that will be answered at all times and respond to complaints and issues at the program as they arise.
4. **Minimize the impact** on the neighborhood by limiting referrals, not allowing walk-ins, and having 24/7 access to the program.
5. Actively discourage and address **excessive noise** from program participants or those in the immediate vicinity.
6. Actively **discourage loitering** in the area immediately surrounding the program.
7. **Inform neighborhood businesses** and **residents** of the services available at the Program and how guests are referred.
8. Maintain the **safety and cleanliness** of the area immediately surrounding the facility, including ensuring staff and guests do not block driveways of neighboring residents and businesses.
9. Take all reasonable measures to ensure **sidewalks** adjacent to facility are not blocked.

Port of San Francisco MOU

- Current agreement expires at the end of December.
- Strada anticipates breaking ground by mid-2027.
- As of now we are meeting with the Port to determine what the term would look like. Our goal is not to impede development, but use space until Strada is ready for groundbreaking.

Option to Extend

- HSH has the **option to extend** the Memorandum of Understanding (MOU) with the Port for an additional **2 years** to continue to operate the Embarcadero Navigation Center on Seawall Lot 330.
 - HSH is prepared to vacate the site sooner if development moves forward prior to the 2-year term.
- The Port Commission will consider HSH's request to exercise the extension based on the city's performance in meeting the three "**Option Exercise Conditions**" set forth in Section 6.1 of the MOU.



Option Exercise Conditions

1. The City has provided **dedicated beat officers** within the **Safety Zone** and HSH has provided **dedicated cleaning services** in the **designated cleaning area**, through a partnership with its Embarcadero SAFE Navigation Center nonprofit operator, Five Keys Schools and Programs.
2. HSH has provided **quarterly reports** to the Port that include:
 - a) Information on publicly available **crime statistics**, updated **point in time counts** of unsheltered people, including those in vehicles and tents, in the Outreach Zone and **other community impact measures** in the Safety Zone.
 - b) Program utilization and outcomes.
 - c) Cleaning efforts.
3. HSH and its Embarcadero SAFE Navigation Center nonprofit operator have complied with the **Good Neighbor Policy**.

Next Steps

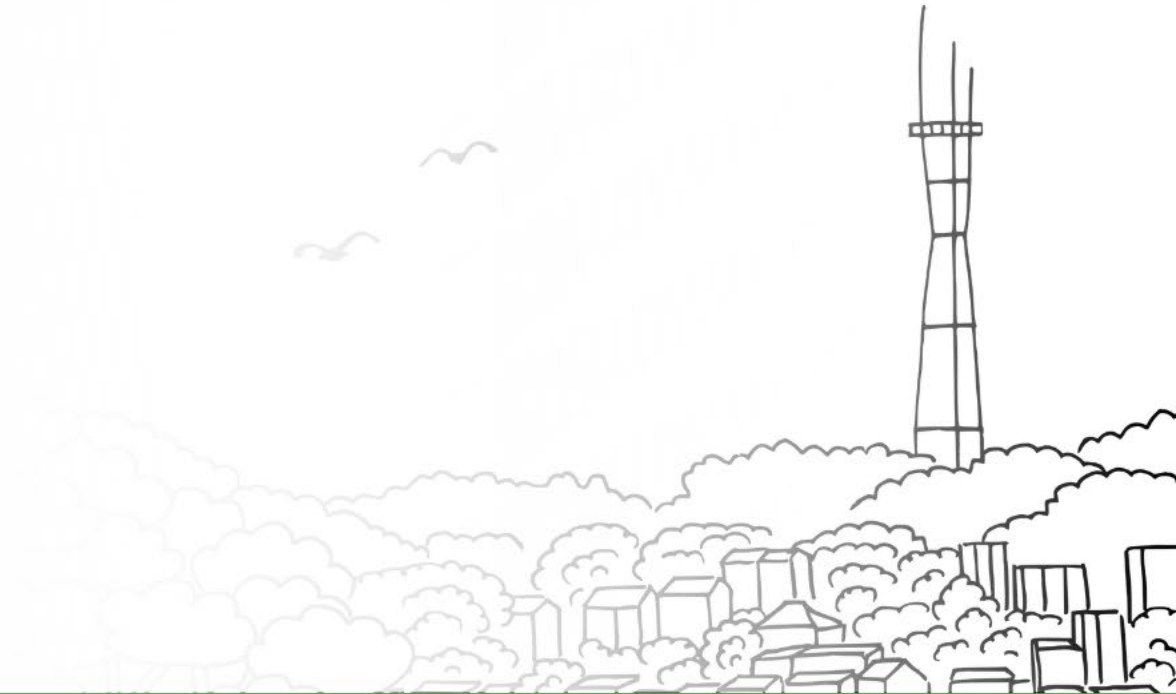
- ✦ **Embarcadero Community Advisory Committee (ECAC) Meetings**
 - August 27, 2025
 - September 24, 2025
 - October 29, 2025
- ✦ **Northern Advisory Committee (NAC) Meeting – September 17, 2025**
- ✦ **Port Commission – November 18, 2025**



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

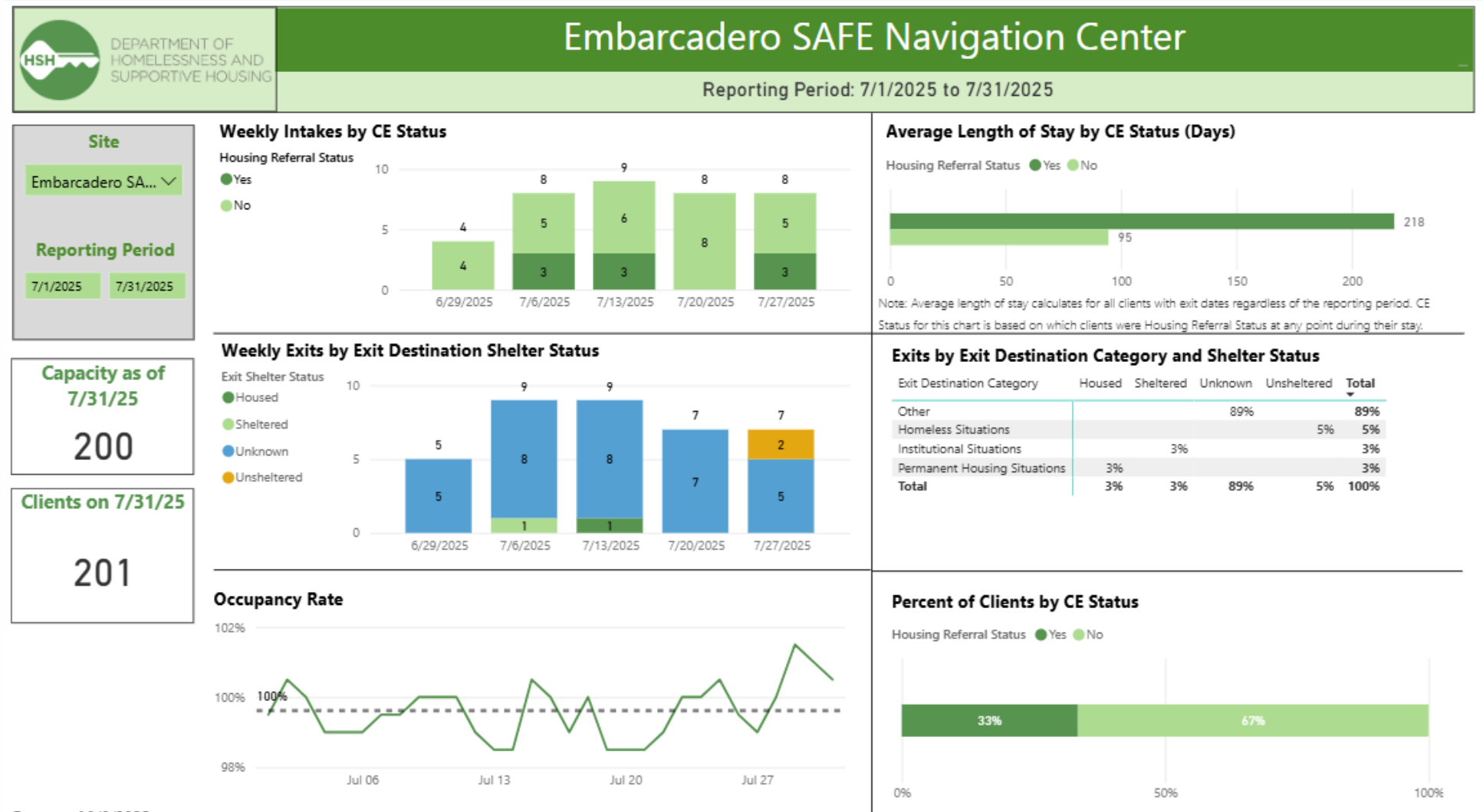
3. Monthly Report

2015-2016



July 2025: Embarcadero SAFE Navigation Center*

- Capacity was **200 beds** as of July 31, 2025.
- 201 guests** as of July 31, 2025.
- A glossary of key terms is at the end of this report.

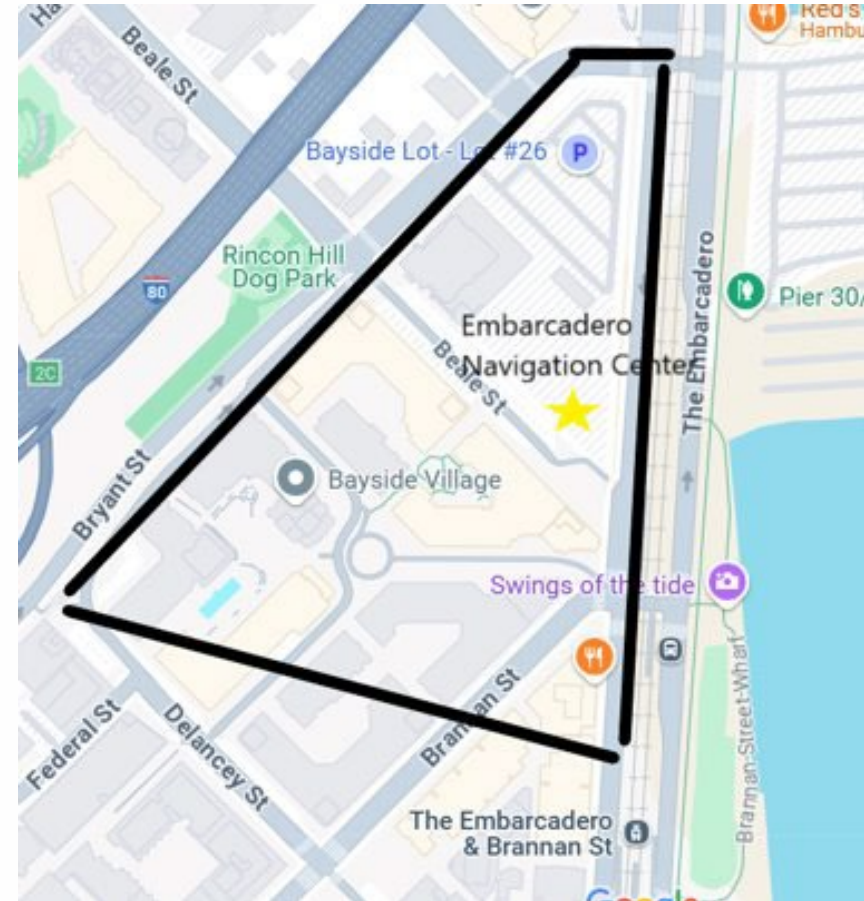


Data as of 8/8/2025

Email: dhsh@sfgov.org | Follow: [@SF_HSH](https://twitter.com/SF_HSH) | Learn: hsh.sfgov.org | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)

Updates: Dedicated Cleaning Services

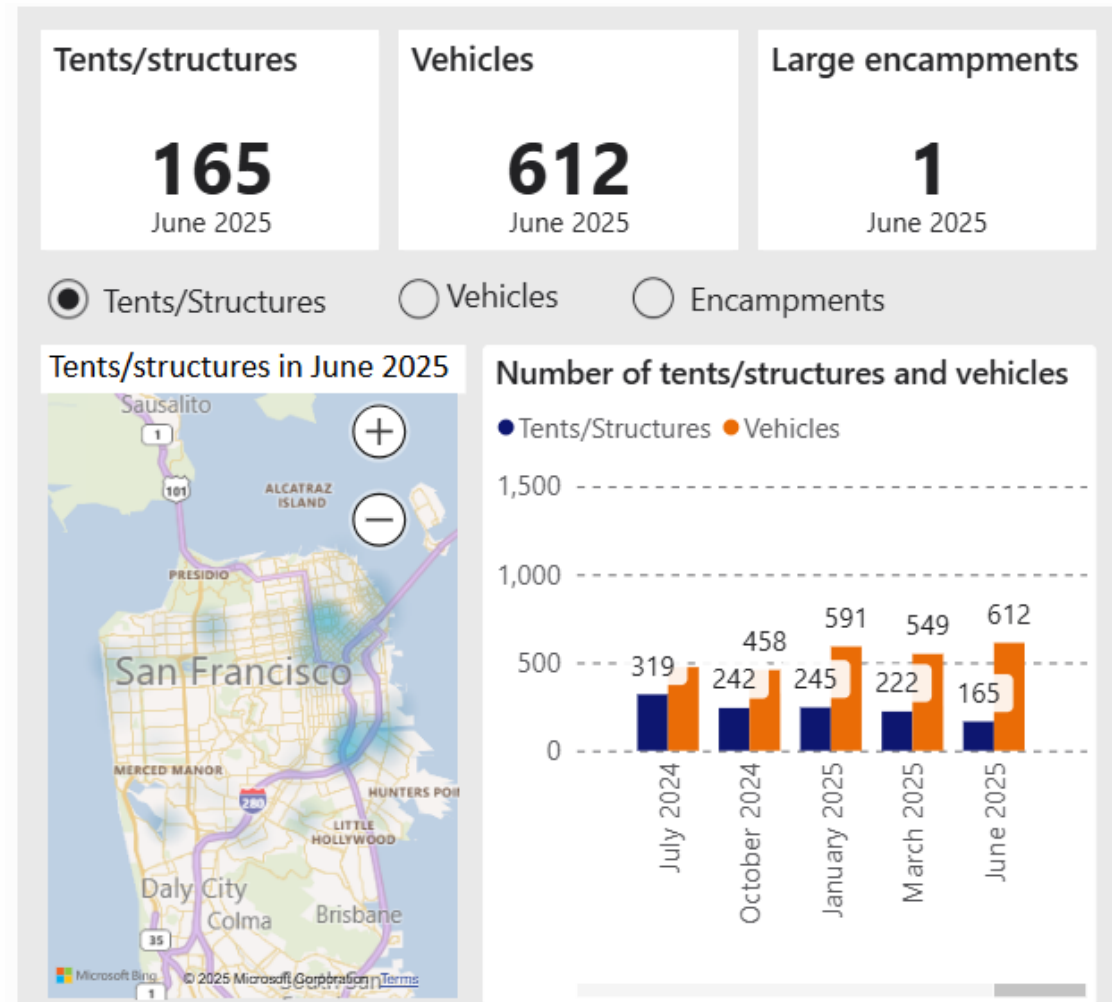
- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center.
- Five Keys staff clean the area at least **3 times a day and conduct hourly perimeter checks.**
- In **July 2025**, Five Keys received **11 calls and 11 texts.**



Map reflects Five Keys dedicated cleaning zone.

June 2025 Healthy Streets Operations Center Quarterly Tent and Vehicle Count

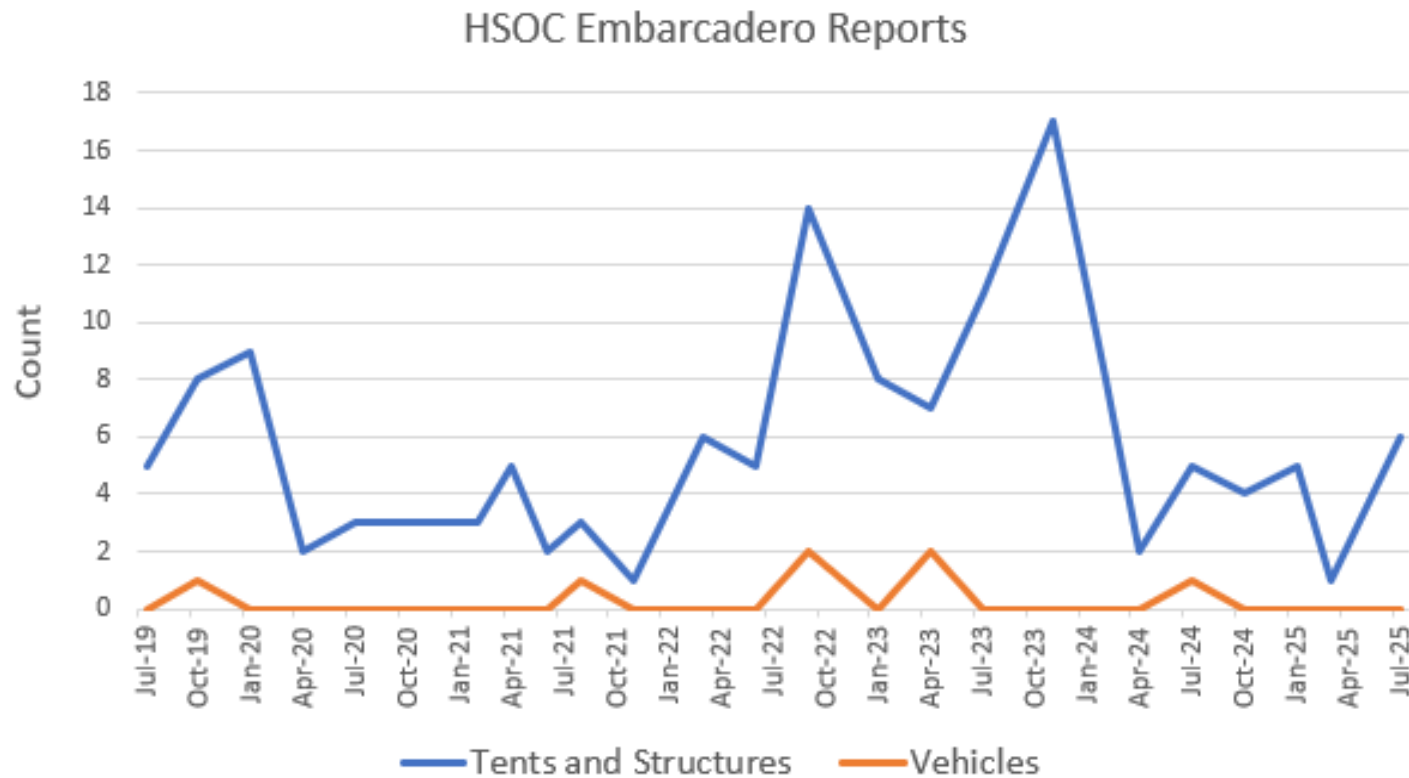
The June 2025 citywide Healthy Streets Operations Center Quarterly tent and vehicle count found **165 tents/structures** and **612 inhabited vehicles** citywide.



Embarcadero SAFE Navigation Center Quarterly Count



The June 2025 Healthy Streets Operations Center Quarterly Count identified **6 tents and structures** and **0 inhabited vehicles** in the Embarcadero Area.



Homelessness is highly dynamic and variable.

HSH will continue to report out on Healthy Streets Operations Center Quarterly Counts to track trends over time.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

4. FiveKeys Operations



Calls for Support & Responses

Calls for Support	Five Keys Response
Drug Use: Drug use occurring at the Brannan Wharf, Bayside Village, and in perimeter	Five Keys addressed all situations. Brannan Wharf is outside Five Keys scope.
Loitering: 2 people setting up camp at small park.	Reported by volunteer group. Five Keys addressed encampment.
Loitering: Aggressive man in park	SFPD and SFPD Ambassadors
Loitering: Group of 8 people reported	Cleared out by Staff

Success at Embarcadero

Five Keys staff have been engaging with the unhoused people and provide them with resources for shelter. There are times that staff call Street Crisis Response Team for additional shelter resources or to maintain safety of the individual and neighbors. During these engagements, the opportunity to inform about the good neighbor policy is presented and people are made aware that doing drugs is not appropriate. If the situation calls for it, staff contact San Francisco Police Department. Recently, the San Francisco Police Department Street ambassadors introduced themselves. The staff continue to maintain the Embarcadero perimeter clean and free of trash. 311 is used for larger items or any other assistance that is need from City Departments.

John

For more than two decades, John, a senior citizen and a veteran lived unhoused on the streets of San Francisco. Shaped by the trauma of war, chronic homelessness, and years of substance use, his struggle was not just for shelter, but for stability, dignity, and peace.

He found the strength to get sober and made the courageous decision to check into a Five Keys shelter.

John stood out immediately—well-spoken, kind, and full of humility. It was clear he was ready for a new chapter. With the help of his Care Coordinator, John began navigating the process of securing resources and housing in San Francisco.

After months of waiting, John was matched with a unit and his application had been accepted. When John received the news he broke down in tears.

All John could say, “After all this time—after everything—I’m finally going to have a key to a door that closes.”

Examples of Site Cleaning



Critical Incidents

7/1/2025

7/31/2025

Site	Health Emergency	Overdose	Violence	Disruptive Behavior	Unique CIRs
Embarcadero	16	1	8	1	26



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

5. Improving Neighborhood Conditions

Office of Community Investment and Infrastructure
Port of San Francisco
Public Works



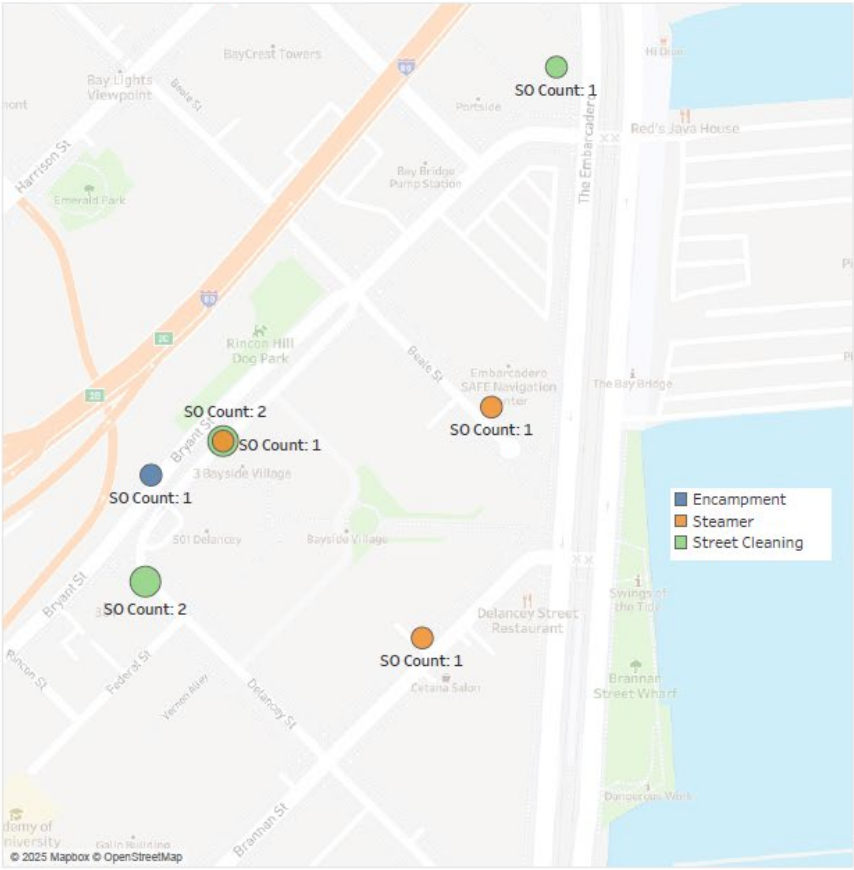
Office of Community Investment and Infrastructure (OCII) and Port of San Francisco Updates

- Removal of 6 Benches
- Agreement Routed to OCII for review and execution
- Port to issue permits
- Construction (removal) – early September

Public Works Updates

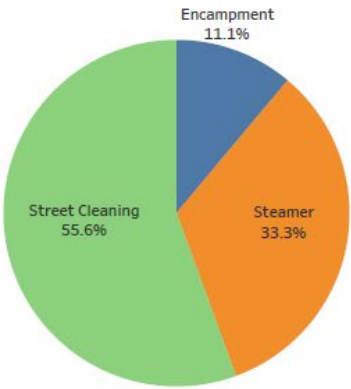
Embarcadero Community Advisory Committee
Bureau of Street and Environmental Services (BSES) - 311 Service Orders
Service Order Accepted Date Range: 7/1/2025 to 7/31/2025

SES Service Orders Map

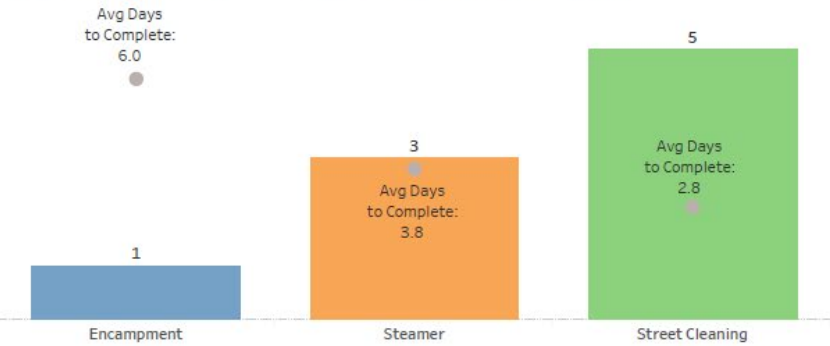


Disclaimer: Reports are subject to change. If you have any questions, please contact dpw-performance@sfdpw.org.

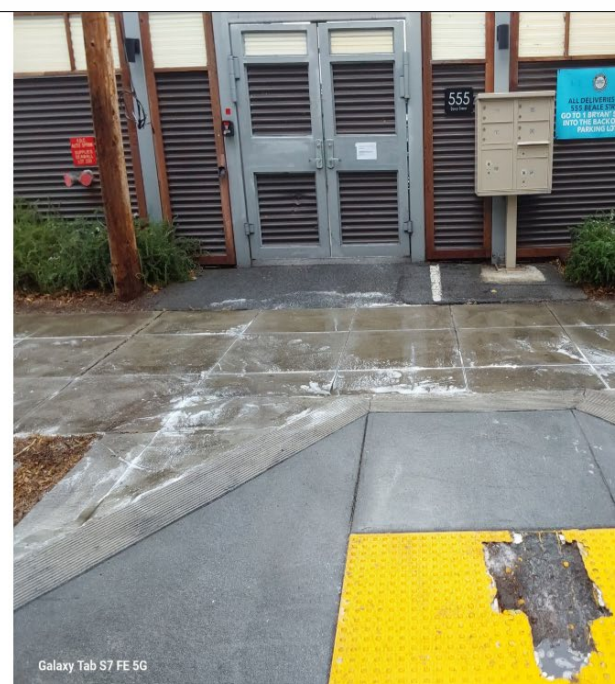
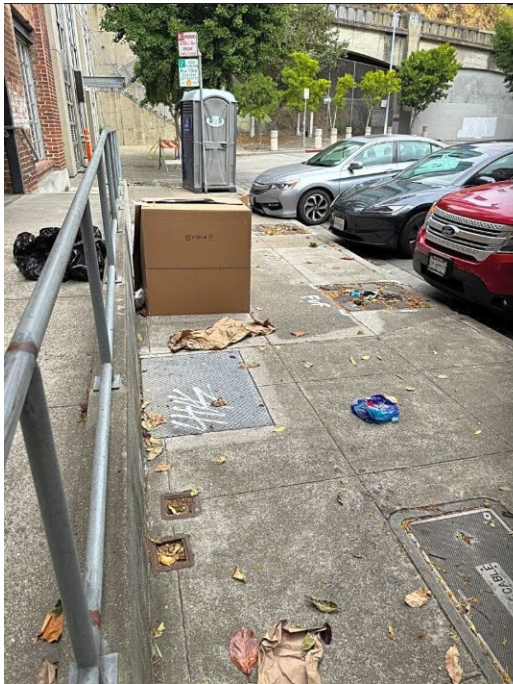
Service Order Volume Distribution by Problem Code



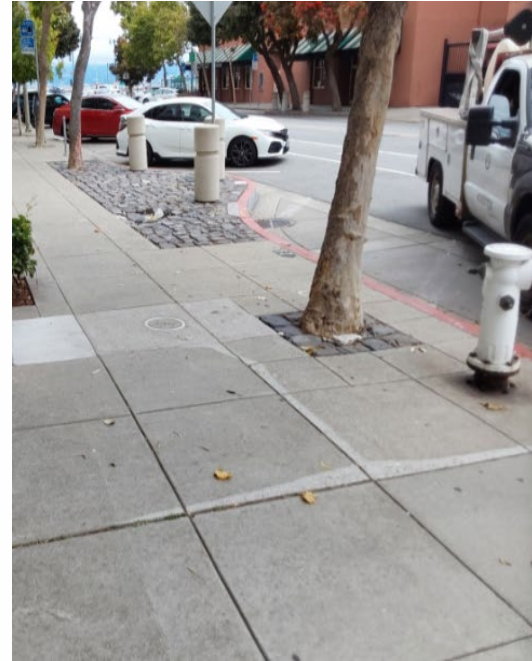
Service Order Volume by Problem Code and Average Days to Complete



Public Works



Public Works





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

6. Public Safety

San Francisco Police Department



Public Safety Update: SFPD Patrols

Beat Patrols

- Starting as of June
- Patrolling Embarcadero Nav Center and Safety Zone
- 7 days per week
- 11:00 AM – 9:00 PM

SFPD Ambassadors

- Mon-Fri - 10am-8pm



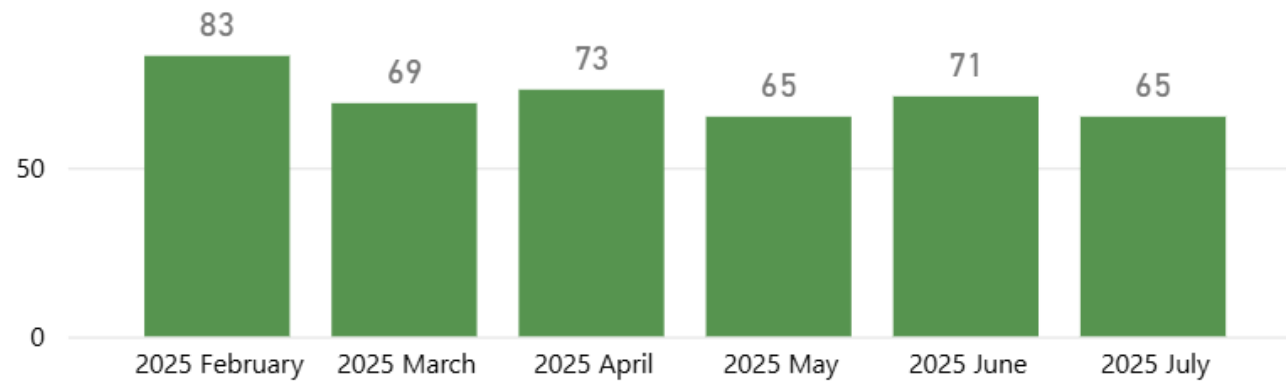
Police Incidents

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 8/08/2025, 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.

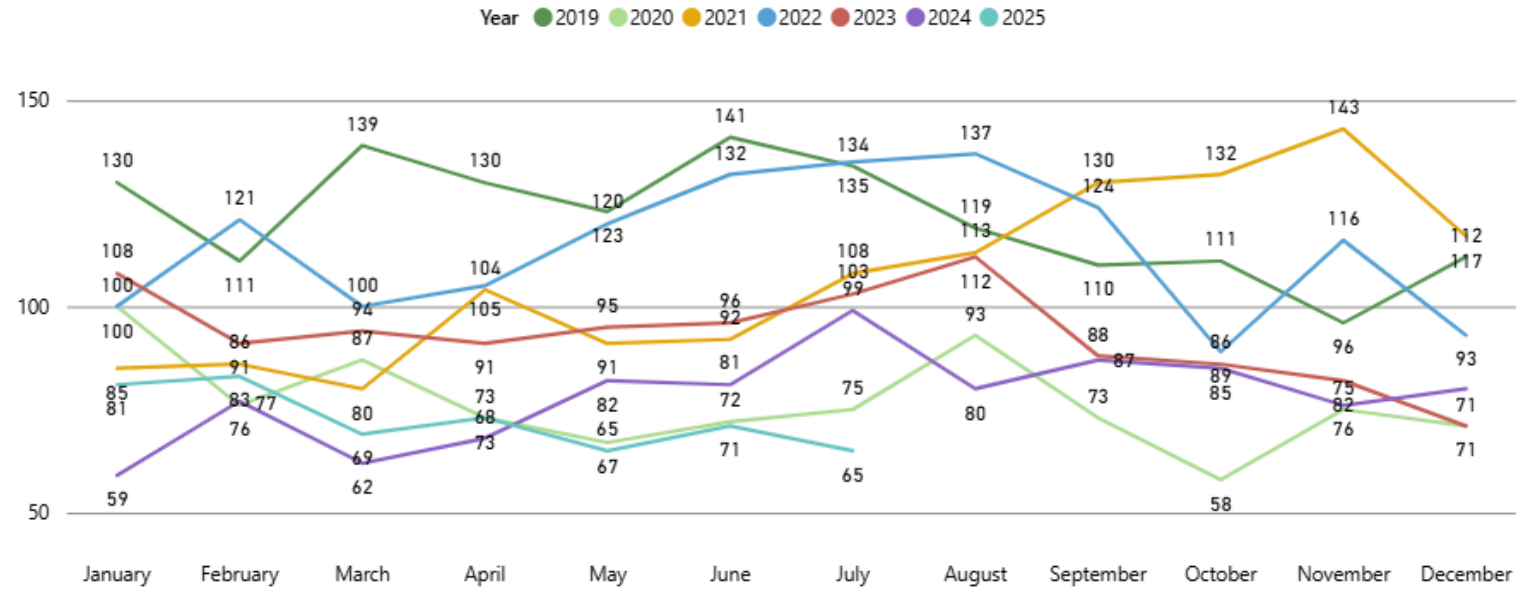
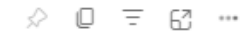
Distinct Incidents in Safety Zone in Last Six Months



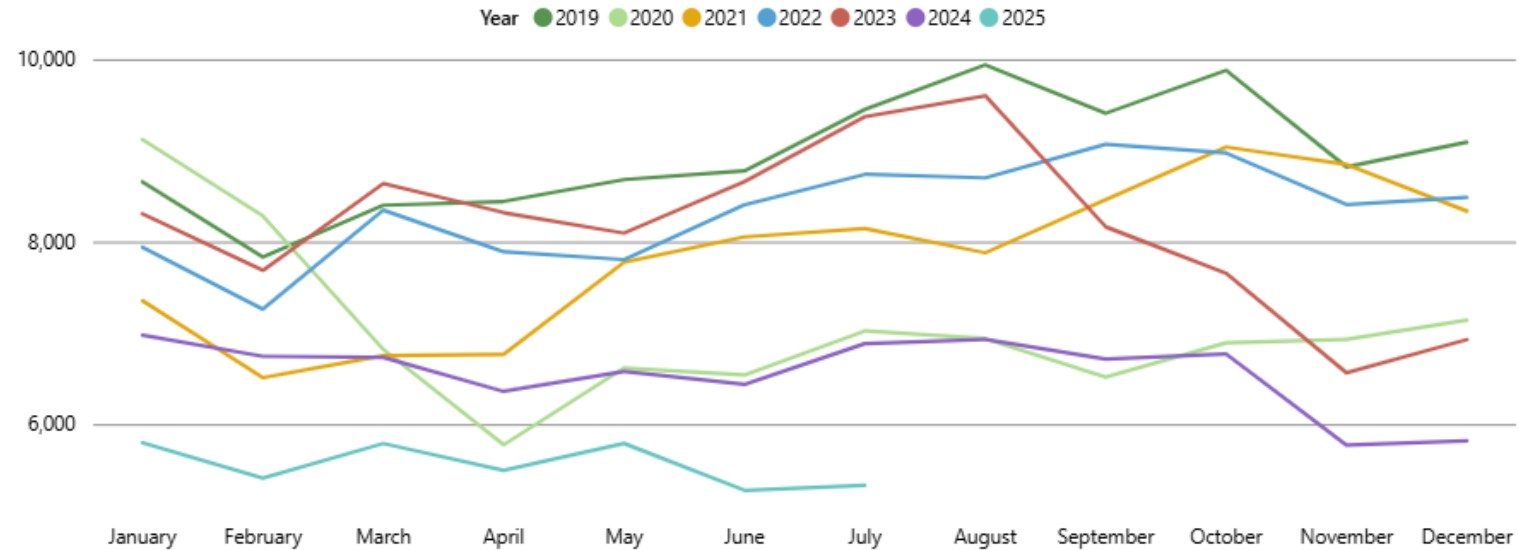
Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents - Citywide by Month and Year



Police Incidents

Police Incidents in July 2025

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	18	1,458
Other Miscellaneous	8	482
Assault	6	523
Malicious Mischief	6	472
Burglary	5	285
Other Offenses	5	47
Suspicious Occ	5	150
Motor Vehicle Theft	3	305
Non-Criminal	3	300
Warrant	3	425
Miscellaneous Investigation	2	139
Offences Against The Family And Children	2	118
Recovered Vehicle	2	218
Drug Offense	1	389
Fraud	1	173
Liquor Laws	1	2
Lost Property	1	262
Other	1	64
		24
Arson		21





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

7. Discussion





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Next Steps

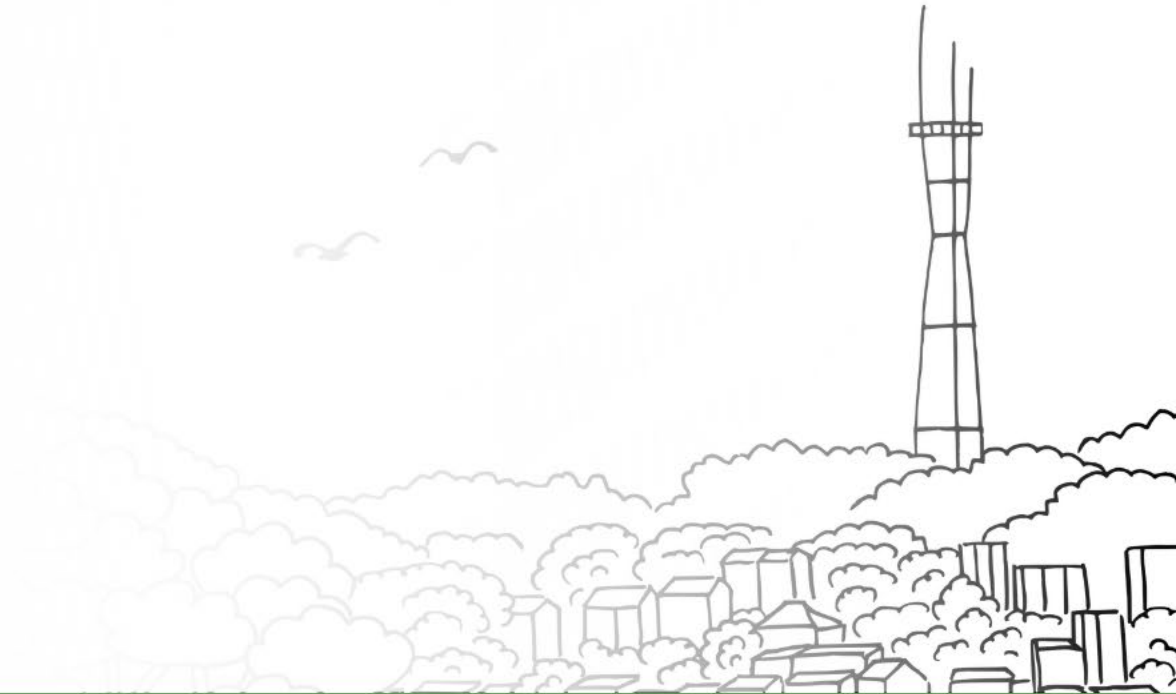




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Appendix Slides

2015-2016



Reporting Concerns: Embarcadero

For latest guidance and resources on reporting concerns about street crises and conditions visit: <https://www.sf.gov/coordinated-street-response-program-1>

✦ Text the **Five Keys** public text line at **415-603-0431** 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

Police Non-Emergency

415-553-0123

If there is no safety concern, but an issue needs to be addressed, please report to Police Non-Emergency.

Examples:

blocked driveways, suspicious activity

911

If you see someone's life in danger, crime in progress, or a fire please report to 911.

Dispatch will ask questions to ensure the appropriate team responds.

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.