



Community Input Opportunity: Help Shape the Future of San Francisco's Homelessness Response System

Why HSH is Asking for Input

The San Francisco Department of Homelessness and Supportive Housing (HSH) is planning for the future of the City's [Homelessness Response System](#). HSH funds programs that help people avoid homelessness, access shelter and other temporary places to stay, connect to housing, and remain stably housed.

In the next few years, HSH will competitively select providers for its ongoing homelessness services and housing programs. Before making decisions about how these programs should be designed and funded, we want to hear from people who use homelessness services, service providers, community members, residents, and others with ideas or expertise to share.

This is an opportunity to consider what is working today, what needs to change, and what results San Francisco should expect from its homelessness programs.

HSH's goals for this work include:

- **Better outcomes for clients:** We will design every program for clear, measurable results – preventing homelessness and accelerating clients' journeys toward stable housing and independence.
- **Accountability and excellent stewardship of public funds:** We will set fair and transparent performance expectations for both HSH and our provider partners, and we will grant them the funding and flexibility needed to succeed. HSH must be able to link every dollar it spends to outcomes; that means being honest when an approach is not working and redirecting resources to a better use.
- **Serve San Franciscans and communities effectively:** HSH will ensure that services are directed toward San Franciscans who are homeless or at risk of homelessness; that HSH programs are good neighbors; and that we achieve strong outcomes for every client and community we serve.

Input from this process will help shape HSH's overall direction and future contracts. No decisions about individual contracts will be made through this community input process.

Who Should Participate

Everyone is welcome to participate. We especially want to hear from:

- People who are currently or formerly experiencing homelessness
- People who have used HSH-funded housing or services
- Current and prospective homelessness service providers
- Neighborhood and community members
- Healthcare, behavioral health, and other public-sector partners



- Advocates, researchers, philanthropic organizations, and other interested members of the public

You do not need special knowledge of HSH programs or City contracting to participate, and you do not need to answer every question.

How to Give Input

You can share written comments through this [online form](#) by September 21, 2026, at 5:00 PM.

HSH will also hold community listening sessions where people can discuss these questions with HSH staff and one another:

- September 11, 2026
9:00 – 11:00 AM
49 South Van Ness
Room: 0134 and 0136
- September 14, 2026
4:30 – 6:30 PM
Southeast Community Center @ 1550 Evans Avenue
Room: Hunters Point Room
- September 17, 2026
4:30 – 6:30 PM
The Women's Building @ 3543 18th Street
Room: Audre Lorde Room

People may participate through the written form, at a listening session, or both. Registration is not required. All are welcome to join the listening sessions until we reach maximum room capacity. [You can register on Eventbrite.](#)

HSH is also releasing a separate **Request for Information on contracting and procurement design** for organizations and individuals who want to provide more detailed feedback about payment approaches, contract requirements, performance measurement, and other technical issues.

Questions for Community Input

1. **What is working well?** What is working well in San Francisco's homelessness response today? What programs, services, or approaches should HSH make sure to continue or expand?
2. **Where do people get stuck?** Where do people have the most difficulty getting the help they need or moving toward stable housing? What would make the system better?
3. **What results matter most?** What outcomes are most important when deciding if a homelessness program is successful? Examples could include preventing homelessness, spending less time homeless, getting into housing, improved safety or well-being, or other results. What are the two or three results you think matter most?



4. **Where are outcomes unequal?** Are some groups of people having more difficulty getting services or achieving good outcomes than others? How should HSH reduce those gaps?
5. **What resources should shift?** Since 2018, HSH has expanded shelter and permanent supportive housing capacity by 85% and 27%, respectively. In the coming years, should the department shift its resources toward certain program areas (e.g., prevention, transitional housing) in order to achieve better outcomes for clients and their communities? If so, how?
6. **How should resources be prioritized?** When there are not enough services or housing resources for everyone who needs them, what should HSH consider when deciding who receives priority?
7. **What can we learn from other cities?** What practices from other geographies should San Francisco adopt? What practices should we avoid?
8. **What else should we consider?** Is there anything else HSH should consider as we redesign and competitively procure San Francisco's homelessness programs?

