

# Home by the Bay

An Equity-Driven Plan to Prevent and  
End Homelessness in San Francisco

2023 - 2028

## Family Addendum Report May 7, 2026



City and County  
of San Francisco



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Table of Contents

Family Addendum to the Home by the Bay Plan 3

---

Overview: Strategic Priorities for Addressing Family Homelessness 4

---

Strategies and Activities 5

---

Data on Family Homelessness in San Francisco 21

---

Special Thanks to Participating Organizations 24

---

# Family Addendum to the Home by the Bay Plan

The Family Addendum is a community-informed supplement to the [Home by the Bay](#) strategic plan, outlining specific priorities and steps the Department of Homelessness and Supportive Housing (HSH) and partners can take to address the rise in homelessness among families in San Francisco. This Addendum identifies significant opportunities to strengthen collaboration across City departments to achieve better outcomes for families experiencing or at risk of homelessness. Strategies align closely with [Breaking the Cycle](#) – a Mayoral priority directive focused on addressing the needs of people at the intersection of homelessness and behavioral health challenges. These include:

- **Stopping homelessness before it begins** by [expanding the reach and range of prevention services](#) families can access and strengthening existing programs.
- **Bringing families in crisis inside and connecting to care quickly** by [expanding low-barrier hotel vouchers and targeting them](#) to families with the highest safety and health risks and by making system improvements to [connect more families to existing housing](#).
- **Generating better health outcomes and supporting families to sustainably exit the system** by ensuring families are successfully [connecting to supports beyond housing](#), and bringing more access to [skill-building](#) and workforce opportunities to families.
- **Strengthening system finances and quality** by [participating in citywide efforts](#) to better connect programs and services that serve vulnerable families, as well as [focus on the quality of services](#) that families receive within the homelessness response system.

## Community engagement process

The Family Addendum was shaped by community input from five community workshops with [non-profit organizations and city departments](#), as well as listening sessions with families participating in programs in the homelessness response system. The workshops were held between November 2025 and March 2026, and focused on bringing together organizations serving homeless families, including 76 representatives across 28 community organizations and 11 public agencies. The listening sessions were held in small groups in collaboration with Homeless Prenatal Program and Compass Family Services, reaching 23 family members who are current or former program participants across multiple interventions.

## How is this Addendum organized?

This addendum ties strategic priorities to the five Action Areas in Home by the Bay and ends with in-depth data about families in the homelessness response system. Each section includes:

- **1-2 strategic priorities for families** chosen through the community engagement process
- **A guiding statement** synthesized from family listening sessions
- **1-3 specific recommended activities** that set the path to achieve the strategic priorities
- **Ideas for implementation** within the recommended activities – these ideas should not be considered exhaustive or prescriptive, but concrete opportunities to move forward
- **References to activities in Home by the Bay** that connect to the priority and activities in the addendum

# Overview of Strategies in the Family Addendum

The summary below outlines the key strategies and recommended activities in this addendum.

## Action Area Family-Focused Strategies and Recommended Activities

### Advancing Racial Equity & Housing Justice

#### Strategy 1: Make the system more flexible and responsive for our most vulnerable families

- A. Directly address racial disproportionality in homelessness and displacement of Black families in San Francisco
- B. Build culturally competent, trusting relationships between families and people providing services
- C. Improve the level of customer service provided at Access Points, ensuring families feel cared for and receive clear information about their status and next steps

### Enhancing System Performance and Capacity

#### Strategy 2: Improve access to the homelessness response system for families navigating multiple systems of care

- A. Strengthen partnerships with the Family Resource Center network
- B. Strengthen partnerships with the San Francisco Unified School District
- C. Find opportunities to align funding, data systems, and/or program inventory across City departments to better understand and coordinate how families are served

#### Strategy 3: Support families' long-term stability through wraparound services and skill-building opportunities

- A. Increase successful connections to wraparound services offered outside the homelessness response system
- B. Strengthen learning and skill-building opportunities for families housed through the homelessness response system

### Strengthening Response to Unsheltered Homelessness

#### Strategy 4: Ensure rapid access to safe places to stay for families with urgent health or safety risks

- A. Make it easier and faster for families to access urgent accommodation vouchers (UAV)

### Increasing Stable & Successful Entries into Permanent Housing

#### Strategy 5: Improve housing options for families

- A. Decrease the time it takes for families who are prioritized to move into permanent supportive housing
- B. Expand opportunities available to families scoring lower on the Coordinated Entry assessment

### Preventing People from Experiencing Homelessness

#### Strategy 6: Expand the reach and range of homelessness prevention services

- A. Address returns to prevention programs through flexibility, financial empowerment, and connections to other resources
- B. Provide legal services for families at risk of homelessness
- C. Support families to find stable housing through their existing networks, including exploring kinship-based or host-home style models

# Strategies and Activities

## Strategic Priority 1: Make the system more flexible and responsive for our most vulnerable families

### Home by the Bay Action Area #1

#### Advancing Racial Equity & Housing Justice

This strategy focuses on meeting the needs of families who face the greatest vulnerabilities in homelessness by improving service quality and system flexibility. Improving service quality and system flexibility is a key driver of improving racial equity outcomes, and is directly tied to Home by the Bay Goal 2: Reducing Racial Disparities and Other Inequities. (See the Home by the Bay [Equity Addendum Report](#)).

#### How is vulnerability defined?

The community engagement process used a combination of current system data and community input to identify several types of vulnerabilities among families that should shape how programs are designed and implemented.

Many families intersect multiple of these vulnerabilities. These include:

#### 1. Families who are disproportionately represented in homelessness

- Black-led families
- Latine-led families

See [accompanying data in the appendix](#)

#### 2. Families with urgent health and safety concerns

- Families fleeing violence (domestic violence, community violence, human trafficking, and other forms)
- Families with young children 0-5
- Families with someone who is pregnant
- Families with disabled members

#### 3. Families with multi-system involvement

- Families involved with the child welfare system
- Families involved with the justice system
- Families where the head of household is a young adult (under age 27)
- Newcomer families (recent immigrants)

## Guiding Principle from Family Listening Sessions

Staff working with families need to demonstrate true investment and care, be empathetic and culturally relevant, and bring meaningful answers.

### A. Directly address racial disproportionality in homelessness and displacement of Black families in San Francisco

Despite major investments into new housing within the homelessness response system over the past several years, Black families are still overrepresented among people experiencing homelessness and/or displacement out of San Francisco. Black-led families are overrepresented in homelessness, comprising 40% of all families experiencing homelessness in FY2024-2025. An analysis conducted by HSH as part of developing the [Home by the Bay Equity Addendum](#) found that Black families experience disproportionately high rates of returns to homelessness, disproportionately low engagement in prevention programs, and that black families with disabilities had lower rates of exits from homelessness. The Black population has also experienced high levels of displacement out of San Francisco. In 2020, 5.4% of San Francisco residents were Black, down from 13.4% in 1970.<sup>1</sup>

#### Ideas for Implementation:

- Analyze program outcomes with a racial equity lens, identifying disparities in placement timelines, exits, and housing placement locations for the population intersections listed above
- Expand landlord incentives and engagement strategies within San Francisco
- Collaborate with Black-led community organizations on housing program improvements and policies
- Ensure geographic equity in access to services by mapping service gaps in historically Black neighborhoods, and conducting targeted outreach in the Bayview and Western Addition by organizations rooted in those communities

---

<sup>1</sup> Alyce McFadden, Harsha Devulapalli, and Yalonda M. James, "How San Francisco's Black population changed, block by block over 50 years," *San Francisco Chronicle*, April 19, 2026. <https://www.sfchronicle.com/projects/2026/sf-black-population>.

## **B. Build culturally competent, trusting relationships between families and people providing services**

Families cite mixed experiences with staff they work with, sometimes experiencing a lack of compassion and understanding. Without cultural competency, staff are less likely to understand a family's situation, ask questions that will help connect families to the resources that would support them, and ultimately support families to find and keep stable housing. Cultural competency and trust should be a key focus at all levels in the community-based organizations and city departments serving families who are at risk of or experiencing homelessness.

### **Ideas for Implementation:**

- Implement contracting and hiring practices that emphasize representation from the communities seeking services through the homelessness response system, such as scoring criteria in Requests for Proposals (RFP) that value lived experience, language access, cultural responsiveness, and connection to the communities served
- Expand and sustain the systemwide case management training pilot, which includes a focus on cultural competency
- Issue grants to strengthen organizations rooted in marginalized communities disproportionately represented in homelessness
- Promote outreach conducted by people who reflect the target communities
- Facilitate regular training on how to be responsive to the needs of different communities, delivered by people from those communities
- Promote more expansive language access across the system

## **C. Improve customer service at Family Access Points**

This activity aims to help families understand what is available and the steps they need to take to access those resources, while increasing satisfaction with the services they receive. Families cite that they may leave without a clear understanding of what their housing options and next steps are. While high-quality, clear service should be a standard across the system, strengthening customer service at Family Access Points is especially important because they are families' first point of contact with the homelessness response system.

### **Ideas for Implementation:**

- Support staffing plans that allow sufficient time to build relationships with families and conduct thorough follow-ups
- Improve community education about what services are available through Access Points
- Facilitate cross-training between Family Access Points and domestic violence partners to strengthen safety planning and trauma-informed care for survivors
- Promote the use of [Our415](#) throughout the homelessness response system – a DCYF-funded centralized online resource guide for family and youth services
- Set contract outcomes related to quality of services, aligned with the Access Standards

### **Related activities in Home by the Bay**

- 1.3 Focus on racial inequity and other disparities within all data analyses
- 1.8 Equity-focused capacity building that celebrate the expertise of community-based, BIPOC-led organizations
- 1.10 Support capacity-building efforts of Black-led organizations to scale programming, administer resources, and engage more organizations
- 1.12 Implement a training strategy including regular trainings on cultural humility, racial equity, and gender diversity
- 1.16 Assess prior efforts to better reach marginalized communities and neighborhoods. Prioritize resources to reduce and eliminate inequities
- 20 Providing excellent customer service should be a key metric in every process and program delivered by the city
- 2.12 Strengthen contract administration and performance management
- 2.13 Implement a training strategy focusing on operations and service delivery
- 3.26 Expand capacity-building and contracting strategies for more providers deeply connected to highly impacted populations
- 4.9 Review and implement recommendations from the Coordinated Entry (CE) Redesign Workgroup to emphasize the clear communication of what resources are available and what people can expect

## Strategic Priority 2: Improve access to the homelessness response system for families navigating multiple systems of care

### Home by the Bay Action Area #2

Enhancing  
System  
Performance  
and Capacity

This action area focuses on how well the system is functioning and its overall capacity. The activities in this section aim to improve coordination and service integration across multiple city departments to improve families' experiences and access to resources.

#### Guiding Principles from Family Listening Sessions

Families should not need to navigate multiple, complex city systems to learn about programs and services they are eligible for that would support their goals.

Families should be able to leave an interaction with a clear understanding of where they are in a process, what their next steps are, and who to follow up with.

#### A. Strengthen partnerships with the Family Resource Center network

There are 26 Family Resource Centers (FRC) located throughout San Francisco that provide a breadth of services for families. FRCs offer workshops and classes, parent education, playgroups, support groups, information and referrals, and advocacy and case management. The homelessness response system has limited integration with FRCs but does include several contracted service providers who also operate FRCs. This activity aims to help FRCs better connect eligible families to available housing resources. Given that FRCs reach 2,100 children aged 0-5 and 7,500 parents and caregivers per year,<sup>2</sup> strengthening this partnership would allow the homelessness response system to better serve priority populations [named above](#).

##### Ideas for Implementation:

- Explore opportunities to build FRC capacity to connect families with the homelessness response system through Access Partnerships, stronger pathways to problem solving and prevention resources, staff training, and/or dedicated staffing.
- Collaborate with other agencies to help share information about citywide housing resources to FRCs, building from the City's

<sup>2</sup> "2025 Annual Impact Report," San Francisco Department of Early Childhood, accessed April 29, 2026. [https://media.api.sf.gov/documents/2025-Impact-Report\\_021826\\_53Z8MS1.pdf](https://media.api.sf.gov/documents/2025-Impact-Report_021826_53Z8MS1.pdf).

existing [consolidated housing resource list](#) (available in seven languages)

## **B. Strengthen partnerships with the San Francisco Unified School District**

The San Francisco Unified School District (SFUSD) and homelessness response system connect in several ways already, but the partnership could be stronger to better serve families who have school-aged children and are experiencing homelessness or housing instability and meet them where they are. In 2024-2025, the California Department of Education reported 4,500 students who experienced homelessness throughout the year, 9% of whom were unsheltered, 42% of whom were in temporary shelters or hotels, and another 49% of whom were temporarily doubled up.<sup>3</sup>

### **Ideas for Implementation:**

- Ensure SFUSD is equipped with updated information to share with families about how to access resources through the homelessness response system
- Conduct continuous process improvement of the Family Stayover Program at Downtown High School
- Co-develop a shared strategy with the SFUSD Students and Families Experiencing Homelessness program to:
  - Improve coordination between agencies
  - Ensure students experiencing homelessness can effectively access their McKinney-Vento rights, and
  - Support better identification and quick connections to appropriate resources, especially during school enrollment periods

## **C. Find opportunities to align funding, data systems, and program inventory across City departments to help streamline services for families**

When providers and city staff try to assess a family's needs, the information they need is scattered across multiple systems – each with varying access processes, eligibility criteria, and governing policies. Families, providers, and city departments all advocate for better coordination across city systems to create more seamless experiences for

---

<sup>3</sup> California Department of Education, 2024-25 Homeless Student Enrollment by Dwelling Type; San Francisco County Report disaggregated by district. Accessed on 03/09/2026, and available at [Homeless Enrollment by Dwelling Type - San Francisco County \(CA Dept of Education\)](#).

families. This strategy aims to build on existing efforts and ensure families' needs are centered in cross-departmental coordination.

### **Ideas for Implementation:**

- Participate in interdepartmental initiatives serving children and families, including the citywide planning and budget alignment through Proposition J and the Strong Starts initiative focused on maternal and infant health outcomes. Align on citywide definitions for terms related to family services, eligibility, and funding where possible.
- Promote accurate, timely, and culturally responsive public communications and outreach materials on homelessness response system and housing resources for families.
  - Leverage existing resources like [Our415](#) – a DCYF-funded centralized online resource guide for family and youth services – or the City's [consolidated housing resource list](#).
  - Explore creative distribution through trusted locations such as schools, childcare providers, WIC sites, and healthcare settings.
  - Facilitate information sharing on available resources through provider-to-provider education or participation in multi-disciplinary teams.
- Collaborate more closely with domestic violence-focused providers and city departments on best practices to support survivors' safety when they transition between systems or programs
- Encourage cross-sector collaboration in procurements
- Explore data sharing opportunities between systems to reduce duplicative intake questions, minimizing the need for families to re-tell their stories, which can be traumatizing

### **Related activities in Home by the Bay**

- 1.17 Work across City departments on strategies that advance racial equity and justice within efforts to prevent and end homelessness
- 2.9 Increase data sharing and integration between the homelessness response system, the public health system, and Managed Care Plans
- 2.10 Ensure public understanding of Coordinated Entry and the DAHLIA housing portal, and ensure that homelessness services providers can support people to access housing through both systems

- 2.16 Engage in a city-wide public communications campaign to support the public in better understanding the homelessness response system
- 2.21 Improve data sharing between SFUSD and the homelessness response system to improve targeting resources for families experiencing homelessness
- 2.22 Improve information-sharing and relationship-building among homelessness response system providers and providers of non-housing services to children, youth, and families
- 3.2 Coordination around budget investments and funding decisions connected to efforts to address unsheltered homelessness
- 5.4 Expand housing Problem Solving interventions to more settings across the homelessness response system to support people to identify possible pathways to resolve their current housing crisis

## Strategic Priority #3: Support families' long-term stability through wraparound services & skill-building opportunities

Families are frequently navigating a complex web of services to address their holistic needs. Recognizing that stability for families goes beyond housing, the activities in this priority area are focused on ensuring families have the holistic tools and supports needed to end their housing crisis and prevent future returns to homelessness.

### Guiding Principle from Family Listening Sessions

Support needs to come before, during, and after a housing crisis.

#### **A. Increase successful connections to wraparound services offered outside the homelessness response system**

While foundational staff frequently refer and connect families to other services, families do not always receive clarity about what to expect, and organizations do not always have correct information about each other's services. Families may feel shuffled around from service to service, spending time trying to access resources they are ineligible for without getting their needs met.

### **Ideas for Implementation:**

- Strengthen referral partnerships with services that support families experiencing domestic violence, families with young children, families with disabled members, and families wanting mental health support
- Develop warm handoff protocols to support successful connections to other systems, promoted through systemwide case management trainings and standards of care
- Explore technology opportunities to support more seamless referrals, follow-up, and communication with families
- Explore scaling up community case management models where trusted navigators support families before, during, and after a housing crisis

### **B. Strengthen learning and skill-building opportunities for families housed through the homelessness response system**

The Department of Early Childhood (DEC) supports a network of Family Resource Centers (FRC) that are located throughout the city that offer parent education and support with a wide range of language access and culturally affirming approaches.

Family support opportunities through FRCs include:

- Evidence-based curricula that can help parents learn about child development and build skills to maintain healthy routines and promote positive behavior
- Workshops on topics such as financial literacy, communicating with landlords, child development, nutrition, and school success
- Parent support groups and leadership opportunities
- Parent and child interactive groups that promote family bonding, early literacy, and community connections

This activity aims to better connect families living in HSH-funded housing programs (Permanent Supportive Housing, Rapid Rehousing, Shallow Subsidies, and Housing Ladder) with family support programs funded through DEC to support their housing retention and long-term stability. As of March 1, 2026, there were 5,371 people across 1,782 families in housing programs within the homelessness response system. <sup>4</sup>

### **Ideas for Implementation:**

- Increase awareness among family providers in the homelessness response system about available classes and workshops held at

FRCs, especially scattered site providers without on-site programming

- Collaborate with family PSH providers and DEC to identify opportunities to offer parenting education and workshops on-site
- Identify opportunities to develop customized workshops that address the specific needs of families in PSH programs, based on feedback from families and supportive housing providers

### **Related activities in Home by the Bay**

- 4.20 Ensure that households in supportive housing can more easily access and maintain public benefits, income support, and food security support
- 4.23 Connect to workforce services; test strategies for supporting employment and income growth that can enhance housing stability
- 4.29 Foster partnerships between family and youth service providers to improve child and youth outcomes through family support, educational support, financial literacy, money management, and workforce services

## **Strategic Priority 4: Ensure rapid access to safe places to stay for families with urgent health or safety risks**

### **Home by the Bay Action Area 3: Strengthening Response to Unsheltered Homelessness**

Expanding shelter options and availability is an overall priority within Home by the Bay. This priority focuses on targeting expansions to families in especially urgent situations, including increasing, improving, and targeting these resources

### **Guiding Principle from Family Listening Sessions**

The system needs to have increased inventory and more flexibility to address the most urgent crisis situations, including families fleeing violence or going through pregnancy.

### **A. Make it easier and faster for families to access urgent accommodation**

As of March 1, 2026, 94% of 90-day UAVs were in use, supporting 363 people across 113 families to stay in hotels. This resource is a critical emergency intervention, especially for families with high safety concerns,

such as those fleeing violence. Over the lifetime of the program, 298 households were served, 36% (108) of whom were fleeing domestic violence. For those receiving UAVs, exit data shows a 35% positive exit rate<sup>4</sup>. This activity aims to increase the availability of safe, non-congregate (private), emergency shelter through hotel vouchers, as well as increase the ease of access to UAVs for families with urgent health or safety risks, such as pregnant people and families fleeing violence.

### Ideas for Implementation:

- Target UAVs to families who are fleeing violence, include someone who is pregnant, and/or have another imminent health and safety risk
- Develop closer partnerships with organizations specializing in domestic violence (DV) and pregnancy care, and Child Support Services to reach families in need
- Continuous program improvement efforts to make 90-day UAV placements more accessible and faster, as well as increase the rate of families who moved into permanent housing after their stay
- Identify opportunities to further increase UAV inventory

### Related activities in Home by the Bay

- 3.16 Improve access to shelter and transitional housing options for survivors and for better addressing survivors' safety and service needs.
- 3.19 Add new shelter, transitional housing, and other options for temporary accommodations in a variety of settings and models, with enhanced case management and housing-focused services

## Strategic Priority 5: Improve housing options for families

### Home by the Bay Action Area 4: Increasing Stable & Successful Entries into Permanent Housing

The activities in this section focus on system improvements to more effectively navigate families to available resources, and to support families in resolving their homelessness outside the homelessness response system. In turn, these strategies aim to increase flow out of the homelessness response system into stable housing, opening up availability for more families needing support.

<sup>4</sup> HSH Program Enrollments data for a point-in-time on March 1st, 2026. Data accessed on 03/23/2026

## Guiding Principle from Family Listening Sessions

Families should not be expected to exhaust their networks, separate from other family members, or otherwise reach a point of chronic crisis before being prioritized for long-term, stable housing

### **A. Decrease the time it takes for families who are prioritized to move into permanent supportive housing**

Families who are prioritized for permanent housing through the homelessness response system face long waiting times and challenges moving in. On average, it took 142 days<sup>5</sup> between when a family was placed on the housing queue to receive their first housing offer, often due to limited housing availability. Families waited an average of 239 total days<sup>6</sup> between being added to the queue to moving in.

#### **Ideas for Implementation:**

- Ensure families have consistent access to housing navigation resources (staff support, access to security deposits, consistent processes, etc.) when reprocurring housing navigation resources
- Improve processes related to getting families matched and moved into housing within the homelessness response system
- Decrease the time it takes for safety-related transfers between permanent supportive housing programs, including partnering more closely with victims' services providers to co-develop standards and processes for safety-related transfers

### **B. Expand opportunities available to families scoring lower on the Coordinated Entry assessment**

The Coordinated Entry (CE) system aims to prioritize those who are most vulnerable to connect to housing resources. Families reported frustration at not being considered "homeless enough" to be prioritized for permanent housing resources. This strategy aims to strengthen the support available for families who are not prioritized for permanent supportive housing but who are still experiencing homelessness.

---

<sup>5</sup> HSH data for average length of time between date added to the housing queue and date of first housing offer, FY 2024-2025

<sup>6</sup> HSH data for average length of time between date added to the housing queue and date moved-in to housing for family households, FY 2024-2025

### **Ideas for Implementation:**

- Increase utilization of Housing Problem Solving among families by better tailoring options when reprocurring problem solving contracts
- Expand Rapid Rehousing and Shallow Subsidies for families
- Develop a public communications strategy to ensure families who are unsheltered, including those living in vehicles, understand and can access Coordinated Entry Analyze the barriers to housing that families who score lower on the CE assessment cite – such as health, education, employment, legal, etc.; Collaborate with family partners to develop more targeted strategies that address those barriers
- Continue to partner with Mayor's Office of Housing and Community Development (MOHCD) around pathways to long-term affordable housing, such as: broadening the income range so more families with low incomes qualify, exploring preferences/priority for families with a connection to San Francisco, and supporting policy changes that would incentivize more multi-bedroom Below Market Rate units

### **Related activities in Home by the Bay**

- 1.4 Redesign Coordinated Entry to aim to connect all people experiencing homelessness to available supports and drives progress toward racial equity and housing justice
- 2.3 Redesign Coordinated Entry to connect people to diverse housing options and services interventions based upon their needs and choices
- 4.22 Help households experiencing homelessness navigate application, eligibility, and move-in requirements and processes to ensure racially equitable access into MOHCD-funded affordable housing
- 4.32 Develop additional strategies for providing a broader range of housing options to families living in doubled-up situations, SROs, or other overcrowded, unsafe, or unstable living arrangements, including housing outside of the homelessness response system

## Strategic Priority 6: Expand the reach and range of homelessness prevention services

### Home by the Bay Action Area #5

Preventing People from Experiencing Homelessness

Both Home by the Bay and San Francisco's Breaking the Cycle plan emphasize homelessness prevention as an essential tool for reducing inflow into homelessness. The activities in this section are focused on broadening the types of support available and focusing on families' existing strengths to help them avoid entering the homelessness response system.

#### Guiding Principle from Family Listening Sessions

Interventions need to go beyond one-time assistance to prevent homelessness and keep families stable

#### A. Reduce returns to prevention programs through flexibility, financial empowerment, and connections to other resources

The San Francisco Emergency Rental Assistance Program (SF ERAP) aims to provide one-time funding to prevent families from falling into homelessness by providing rent back-pay or move-in financial assistance. About 20%<sup>7</sup> of families who receive SF ERAP funding reapply for funding again within one year, indicating that one-time assistance suggesting a need for more sustained or complementary supports to fully address housing insecurity. This activity focuses on improving the quality, flexibility, and responsiveness of SF ERAP, including supporting families to build lasting financial stability that prevents returns to the program.

##### Ideas for Implementation:

- Scale successes from the current Tipping Point-funded Family Prevention pilot for targeted homelessness prevention
- Continue to improve SF ERAP to target families facing the greatest risks of homelessness, such as families fleeing domestic violence  
Expand the types of expenses that prevention funding could cover to offer broader housing barrier removal
- Offer case management alongside prevention assistance to connect at-risk families with support services that address financial instability such financial coaching, workforce development, money management, etc.

<sup>7</sup> SF ERAP data for households who received prevention financial assistance in FY23-24. Data accessed on 04/10/2026

## **B. Support families to find stable housing through their existing networks**

This activity is focused on resourcing and stabilizing families who are doubled up with families and friends, recognizing the strengths of existing networks of support and the opportunities families may have to find pathways to stable housing through them. In FY24-25, 19,333 households experienced homelessness. In FY24-25, 2,479 family households experienced homelessness. Where we collected prior living situations for 2,204 of those households, 36% (or 794 families) indicated they were staying with family or friends prior to enrolling in a homelessness response system program<sup>8</sup>. Additionally, the California Department of Education reports that 49% of students experiencing homelessness while enrolled in San Francisco public schools were temporarily doubled up.<sup>9</sup>

### **Ideas for Implementation:**

- Make SF ERAP more flexible, aligned with the flexibility of the Housing Problem-Solving program, to expand the types of barriers that SF ERAP can address
- Pair SF ERAP move-in assistance with housing location assistance services on the private market; Outreach families who are doubled-up and couch surfing to promote the program
- Identify opportunities and parameters for kinship-based or host-home housing within existing programs, and define the support services that would be most needed to ensure family stability in these models
- Partner with philanthropic funders and family-serving agencies to develop a framework for direct cash transfer or basic income programs targeted to families at risk of homelessness

## **C. Provide legal services for families at risk of homelessness**

Legal services have proven to be effective at addressing root causes of homelessness by resolving issues such as employment or housing discrimination, wage theft, benefit denials, domestic violence, child support, immigration status, and eviction records. Families at risk of homelessness who need legal support may not be able to access these resources due to limited funding and capacity at publicly funded legal organizations.

---

<sup>8</sup> HSH Program Enrollments data for FY 2024-2025, Data accessed on 03/23/2026

<sup>9</sup> 2024-25 Homeless Student Enrollment by Dwelling Type; San Francisco County Report. Accessed on 04/09/2026 and available at [Homeless Enrollment by Dwelling Type - San Francisco County \(CA Dept of Education\)](#)

- Expand legal services for families at risk of homelessness by broadening eligible legal issues and extending access beyond households in immediate crisis.
- Train staff working across the homelessness response system to screen families for legal issues and refer them to legal services
- Support legal services that help protect at-risk families' wealth and intergenerational stability, such as estate planning for low-income homeowners

### **Related activities in Home by the Bay**

- 4.23 Continue implementation and assess the impact of pilots connecting households to workforce services
- 4.30 Scale up shallow subsidies for households in time-limited or other types of housing who need ongoing financial assistance to remain housed; connect households seeking emergency rental assistance to shallow subsidies
- 5.2 Retool the City's approach to prevention funding and flexible financial assistance to retain or secure housing for households at risk of homelessness
- 5.3 Evaluate emergency rental assistance activities; use findings to drive future program design and policy decisions
- 5.4 Expand Housing Problem Solving interventions to more settings across the homelessness response system to support people to identify possible pathways to resolve their current housing crisis
- 5.5 Expand the range of prevention interventions including: eviction-related legal services and emergency rental assistance; tenant counseling, education, and outreach; housing-related mediation; and other services

# FY2024-2025 System Flow Metrics



## PREVENTION

3,902 families applied, representing 32% of 12,219 total household applied for prevention.  
50% of eligible family applicants were awarded, compared to 44% for all other households.  
1,395 families (4,683 people) prevented, representing 33% of 4,223 total households prevented.

## EXPERIENCING HOMELESSNESS

2,479 families (6,789 people) experienced homelessness, representing 13% of households and 29% of people experiencing homeless.

778 families (2,768 people) experienced homelessness for the first time.

5% of families exited homelessness in FY24 returned within 12 months, compared to 8% for all other households.



## STREET OUTREACH

5 families (15 people) encountered, representing .01% of 4,216 total households encountered.  
0% families encountered were assessed for housing, compared to 61% for all other households.  
0.03% of people exited to a positive outcome, compared to 21% for all other people.



## COORDINATED ENTRY

1,504 households assessed, representing 12% of 12,040 total households assessed.  
45% of families were housing referral status (HRS), compared to 30% for all other households.  
53% move in rate of 703 completed referrals, compared to 46% for all other households.  
239 days from queue to move in on average, compared to 183 days for all other households.



## EMERGENCY SHELTER & TRANSITIONAL HOUSING

679 families (2,076 people) served, representing 7% of 9,755 total households served.  
98% of 305 households<sup>1</sup> were assessed for housing, compared to 93% for all other households.  
49% of people in families exited to permanent housing, compared to 21% for all other people.

## EXITING HOMELESSNESS

738 families (1,915 people) exited homeless, representing 19% of households and 38% of people exiting.  
30% of households experiencing homelessness exited to housing, compared to 20% for all other households.



## PROBLEM SOLVING

1,517 families (4,583 people) served, representing 14% of 11,097 total households served.  
7% families served were resolved, compared to 6% for all other households.

## MOVING INTO HOUSING



153 families (456 people) moved into PH, representing 8% of 1,814 total households moved in to PH.  
256 families (705 people) moved into RRH, representing 47% of 544 total households moved in to RRH.

<sup>1</sup> Point in time measure of active households in shelter and assessed as of the fiscal year end

# FY2024-2025 System Flow Metrics – Inventory & Homelessness Demographics

INVENTORY

## EMERGENCY SHELTER & TRANSITIONAL HOUSING



1,191 family dedicated beds (25% of 4,840 total beds)

79% average occupancy rate for HSH-funded family beds

Compared to 94% occupancy rate for all other HSH-funded beds

## PERMANENT HOUSING



6,908 family dedicated beds (35% of 19,576 total beds)

89% average occupancy rate for family-dedicated site-based PSH units

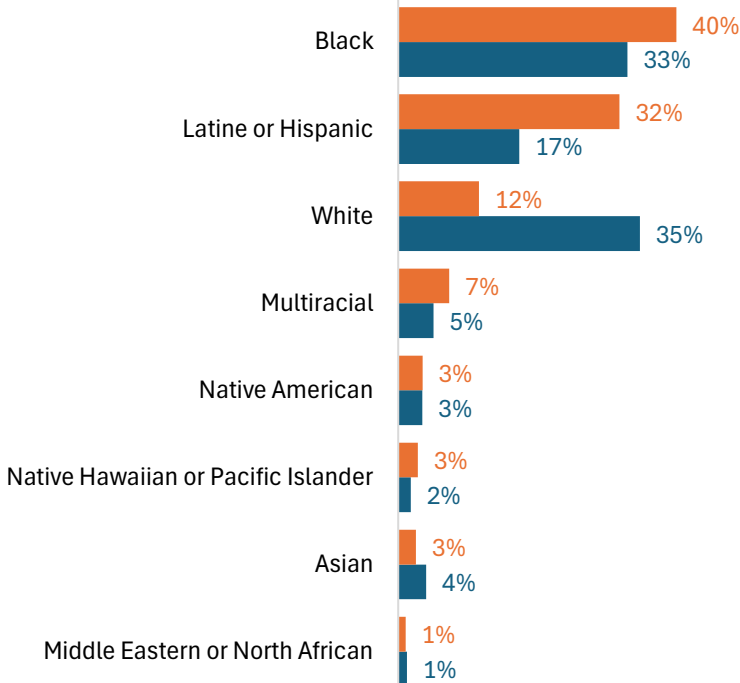
Compared to 90% average occupancy rate for all other site-based PSH units

# FY2024-2025 Homelessness Demographics

■ Families (head of household)

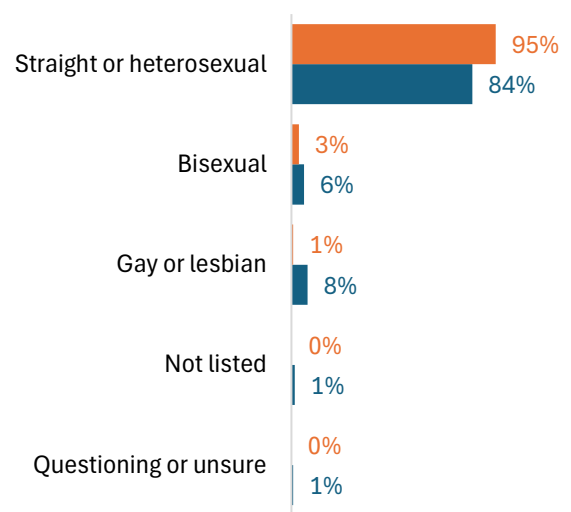
■ All other households

### Race



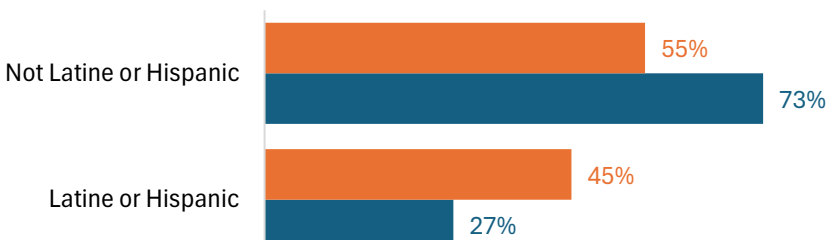
Incomplete for 3% of head of households

### Sexual Orientation



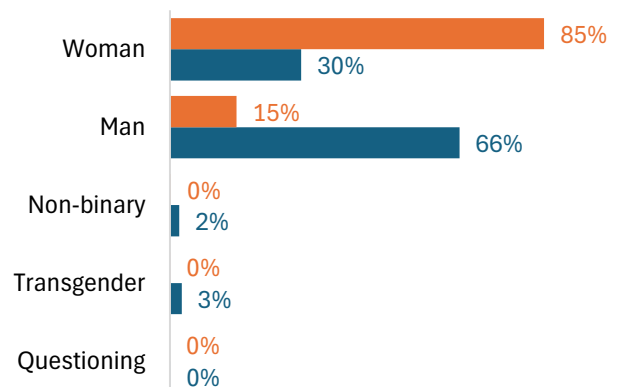
Incomplete for 7% of head of households (not collected for clients under 13yo)

### Ethnicity



Incomplete for 3% of head of households

### Gender

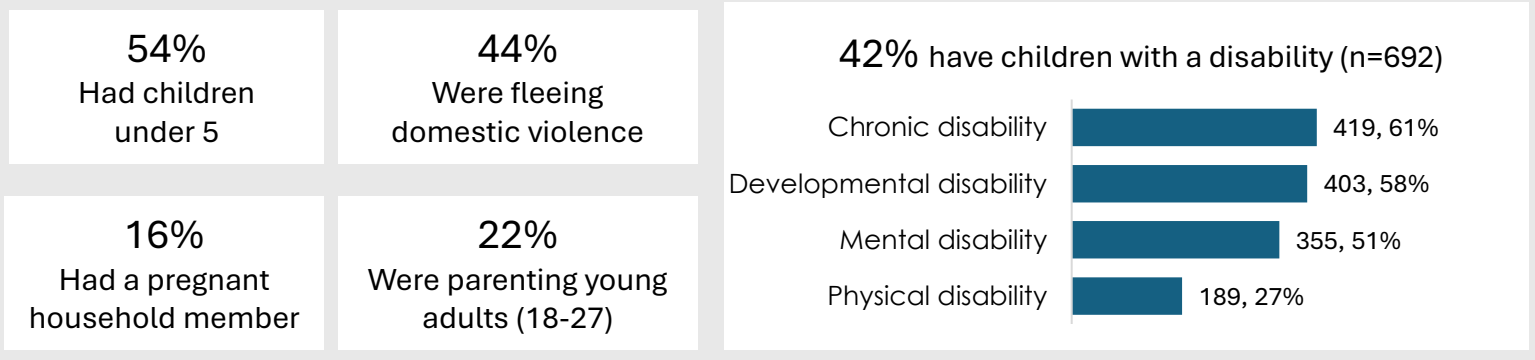


Incomplete for 1% of head of households

# FY2024-2025 System Flow Metrics

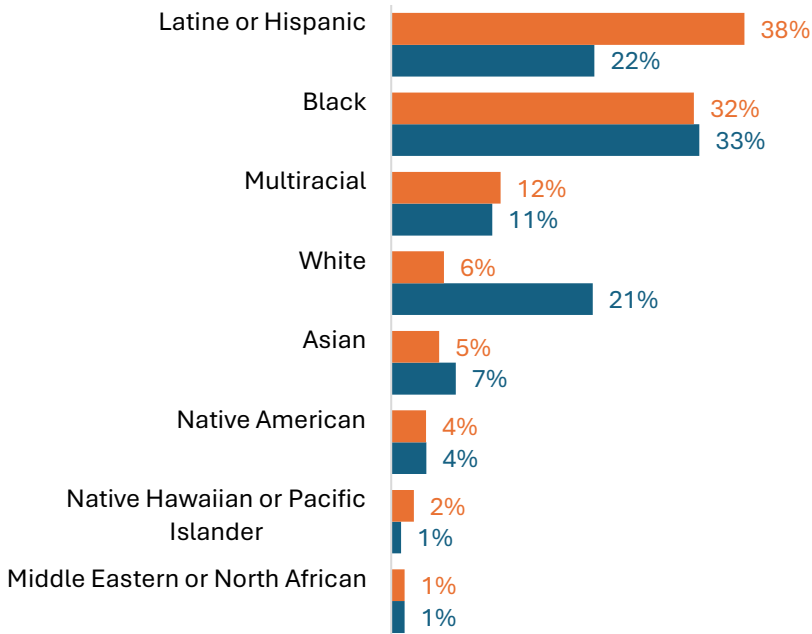
## Assessment Characteristics and Prevention Applicant Demographics

### 1,654 UNIQUE FAMILIES WERE ASSESSED FOR HOUSING IN FY2024-2025



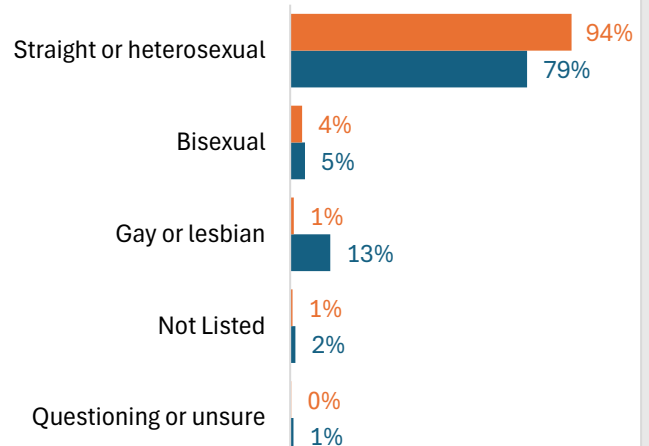
## FY2024-2025 Prevention Applicant Demographics

### Race



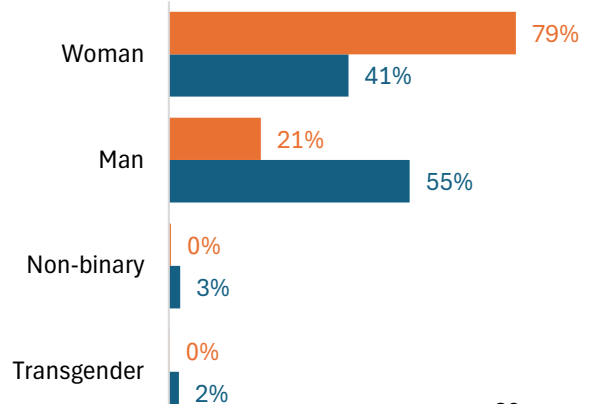
Incomplete for 6% of head of households

### Sexual Orientation



Incomplete for 8% of head of households (not collected for clients under 13yo)

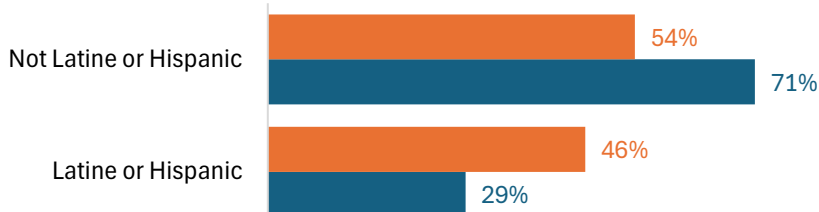
### Gender



Incomplete for 2% of head of households

23

### Ethnicity



Incomplete for 5% of head of households

# Special Thanks to Participating Organizations

HSH wishes to thank the following organizations for their active partnership and support in developing the Family Addendum:

## Community-Based Organizations

- Abode Services
- APA Families Collaborative
- Asian Women's Shelter
- Bayview Hunters Point Foundation for Community Improvement
- Booker T Washington Community Services Center
- Californians for Safety and Justice
- Catholic Charities
- Compass Family Services
- Edgewood Center for Children and Families
- Episcopal Community Services
- Felton Institute
- First Place for Youth
- Hamilton Families
- Homeless Prenatal
- HomeRise
- La Casa de Las Madres
- Larkin Street Youth Services
- Mission Economic Development Agency
- Mission Action
- Open Door Legal
- Providence Foundation
- Raphael House
- St. Vincent De Paul Riley Center
- Safe and Sound
- SF Bar Association Justice and Diversity Center
- SF Pretrial
- St. Anthony's
- Tenderloin Neighborhood Development Corporation

## City Departments

- Department of Children, Youth and their Families
- Department of Early Childhood
- Department of Public Health: Maternal Child and Adolescent Health Division and the Children, Youth, and Families System of Care
- Human Services Agency: Family and Children's Services
- Mayor's Office for Victim's Rights
- Mayor's Office of Housing and Community Development
- Office of Economic and Workforce Development
- San Francisco Child Support Services
- San Francisco County Office of Education
- San Francisco Unified School District



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

[hsh.sfgov.org](http://hsh.sfgov.org)

