



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



# Embarcadero SAFE Navigation Center: Feb 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/>





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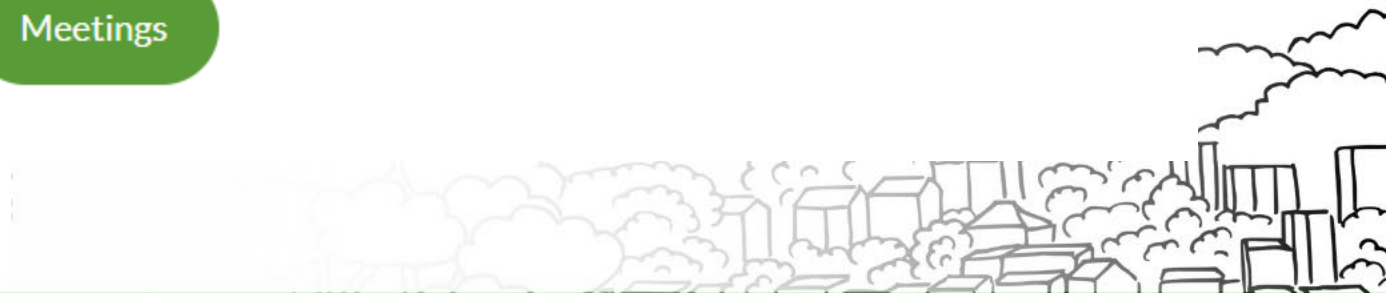
## Embarcadero Community Advisory Committee

The Embarcadero Community Advisory Committee meets quarterly to address concerns related to the Embarcadero SAFE Navigation Center at Beale Street. The purpose of the group is to maintain transparency with community stakeholders and promote a safe Embarcadero. The committee is dedicated to maintaining communication through delivering information and data, and collaborating with the community.

The current committee is the new iteration of the Embarcadero SAFE Navigation Center Advisory Group (ESNCAG) as The Department of Homelessness & Supportive takes the lead on the advisory group. Information for meetings prior to this transition can be found [here](#).

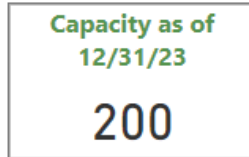
For questions and concerns please email us at [ESNCAG@sfgov.org](mailto:ESNCAG@sfgov.org).

Meetings



# January 2024: Embarcadero SAFE Navigation Center\*

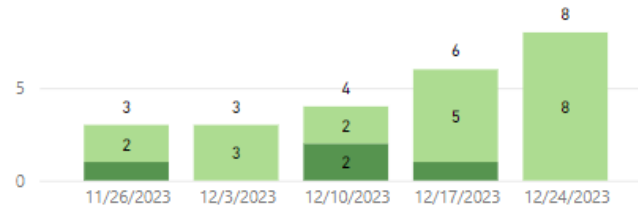
- Capacity was **200 beds** as of December 31, 2023.
- 198 guests** as of December 31, 2023.
- A glossary of key terms is at the end of this report.



## Weekly Intakes by CE Status

Housing Referral Status

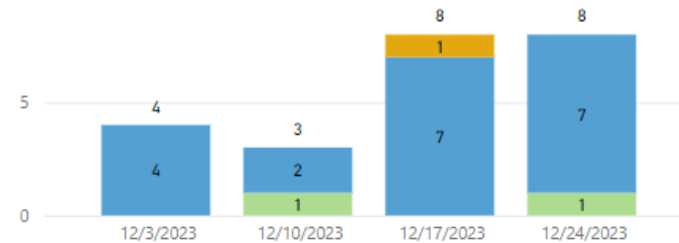
● Yes  
● No



## Weekly Exits by Exit Destination Shelter Status

Exit Shelter Status

● Sheltered  
● Unknown  
● Unsheltered

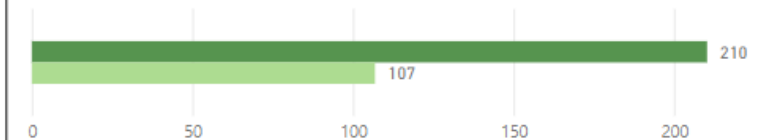


## Occupancy Rate



## Average Length of Stay by CE Status (Days)

Housing Referral Status ● Yes ● No



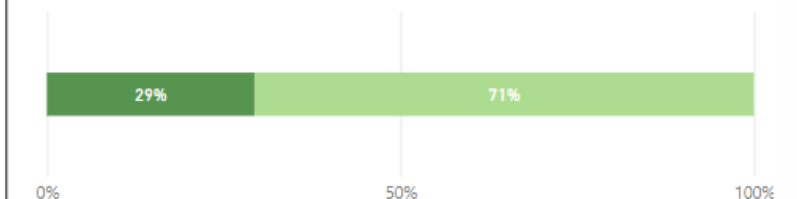
Note: Average length of stay calculates for all clients with exit dates regardless of the reporting period. CE Status for this chart is based on which clients were Housing Referral Status at any point during their stay.

## Exits by Exit Destination Category and Shelter Status

Exit Destination Category	Sheltered	Unknown	Unsheltered	Total
Other		87%		87%
Temporary Housing Situations	9%			9%
Homeless Situations			4%	4%
<b>Total</b>	<b>9%</b>	<b>87%</b>	<b>4%</b>	<b>100%</b>

## Percent of Clients by CE Status

Housing Referral Status ● Yes ● No



# Updates: Embarcadero SAFE Navigation Center

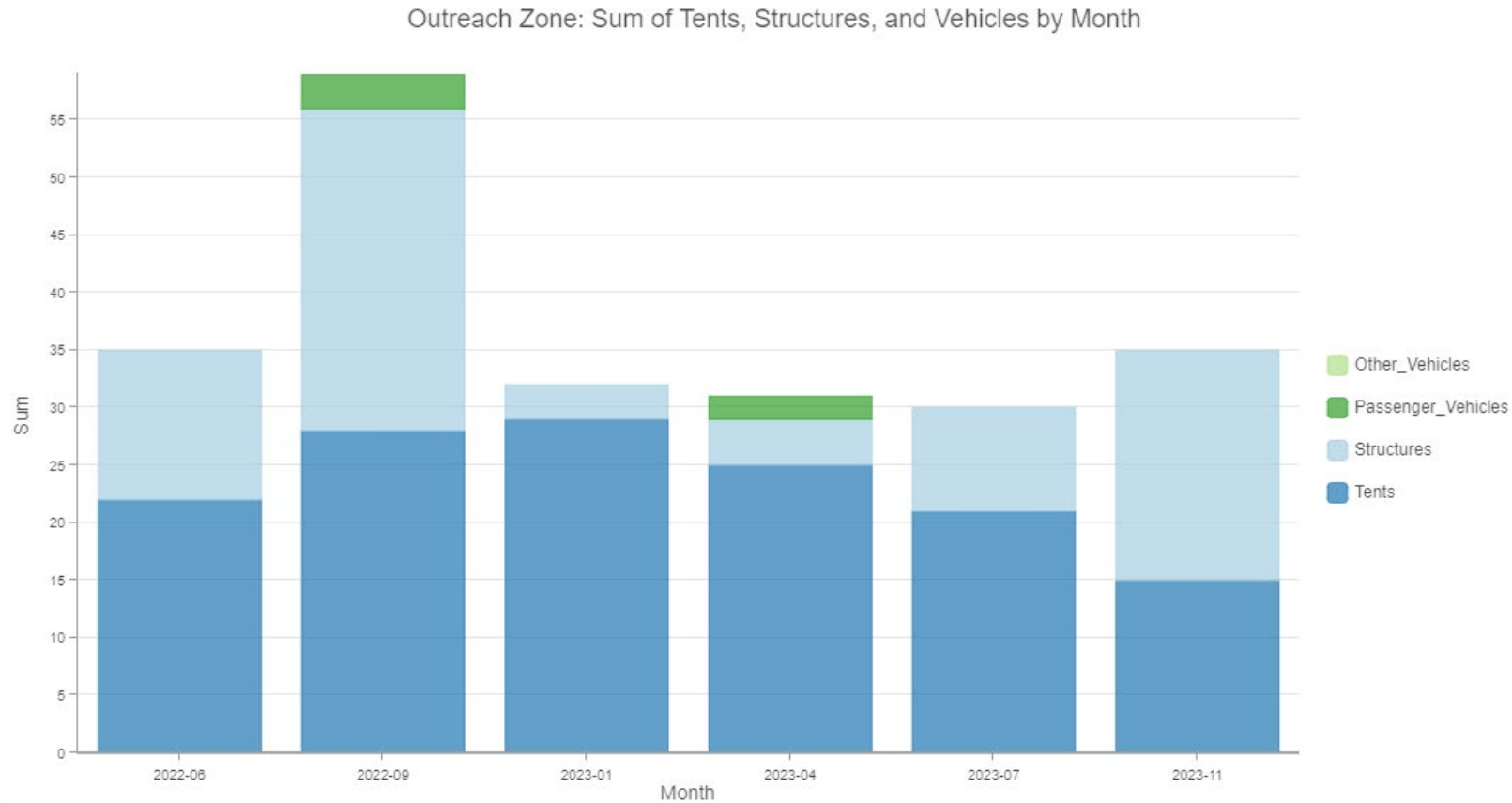
- In December 2023, **4 guests** moved from Embarcadero to **permanent housing**.
  - **2 guests** exited to **other shelter** programs
- Referrals continue to run through the City's **centralized placement process**, with priority for community placements made by SFHOT and HSOC.
- Five Keys continues to provide **community activities** for guests, hosts DPH **Shelter Health** and **Behavioral Health** staff onsite 3 times a week and has a partnership with **Goodwill** for **workforce development**.

# Engagements and Counts

Count of People Over Time		
Month	Outreach Zone	Safety Zone
Nov. 2023	9	3
July 2023	3	1
June 2023	7	3
Jan. 2023	8	4
Sept. 2022	36	22
June 2022	17	4

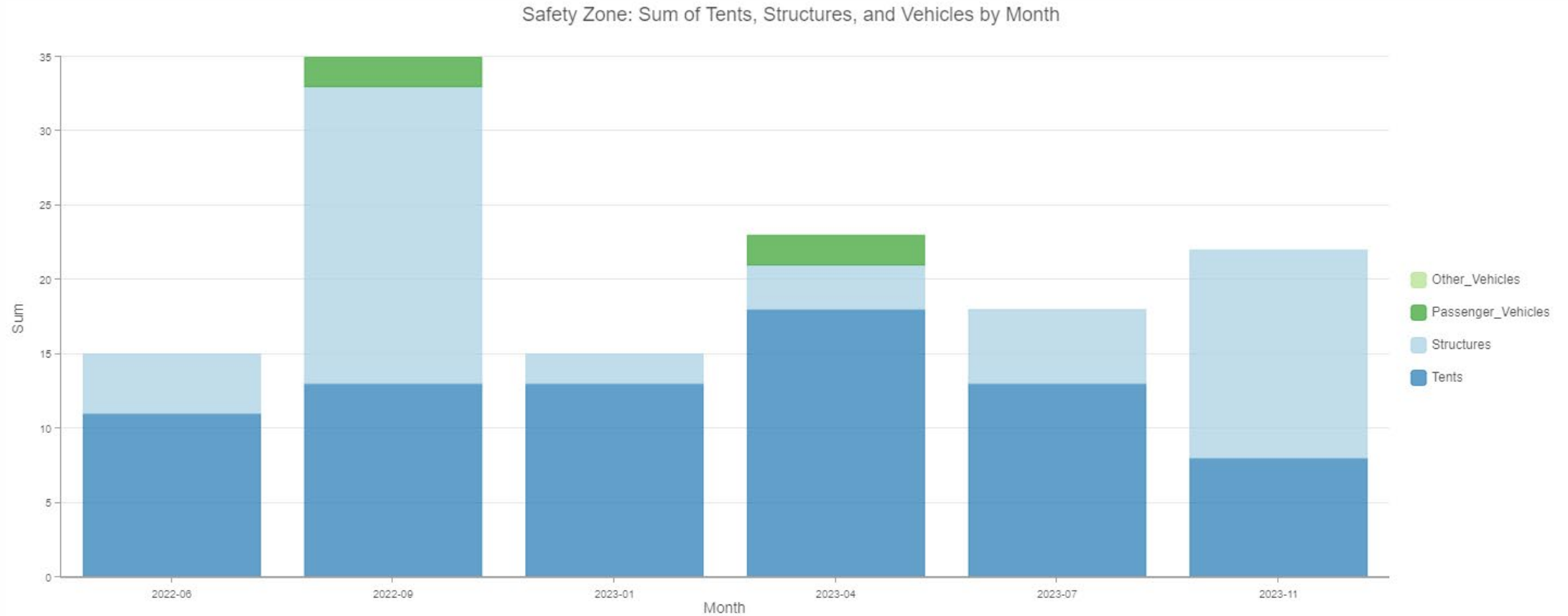


# Counts: People, Vehicles, Structures





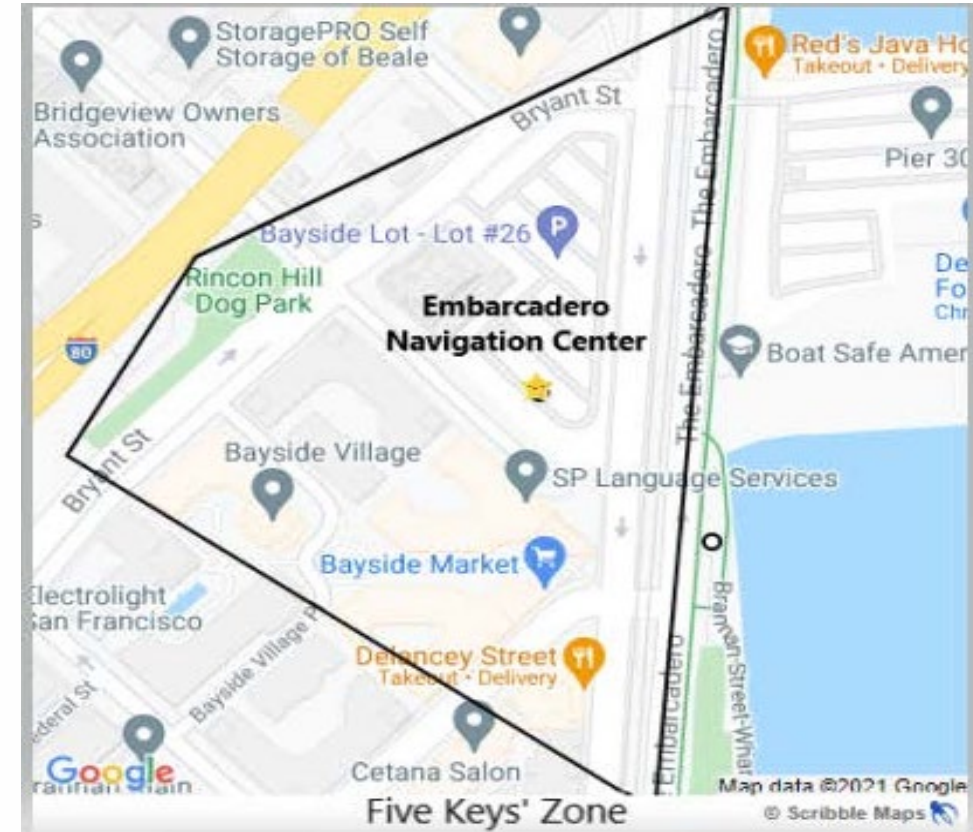
# Counts: People, Vehicles, Structures





# 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 **December 2023**, Five Keys received **4 Calls** pertaining to cleaning in the designated area.



*Map reflects Five Keys dedicated cleaning zone.*

# Reporting Concerns: Embarcadero

*For latest guidance and resources on reporting concerns about street crises and conditions visit: [sf.gov/healthy-streets](https://sf.gov/healthy-streets)*

## [Coordinated Street Response Program Video](#)

- ✦ 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



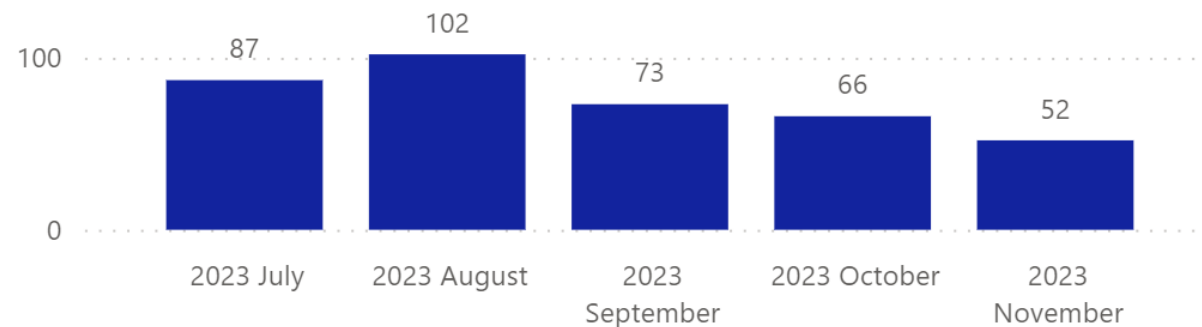
# Police Incidents

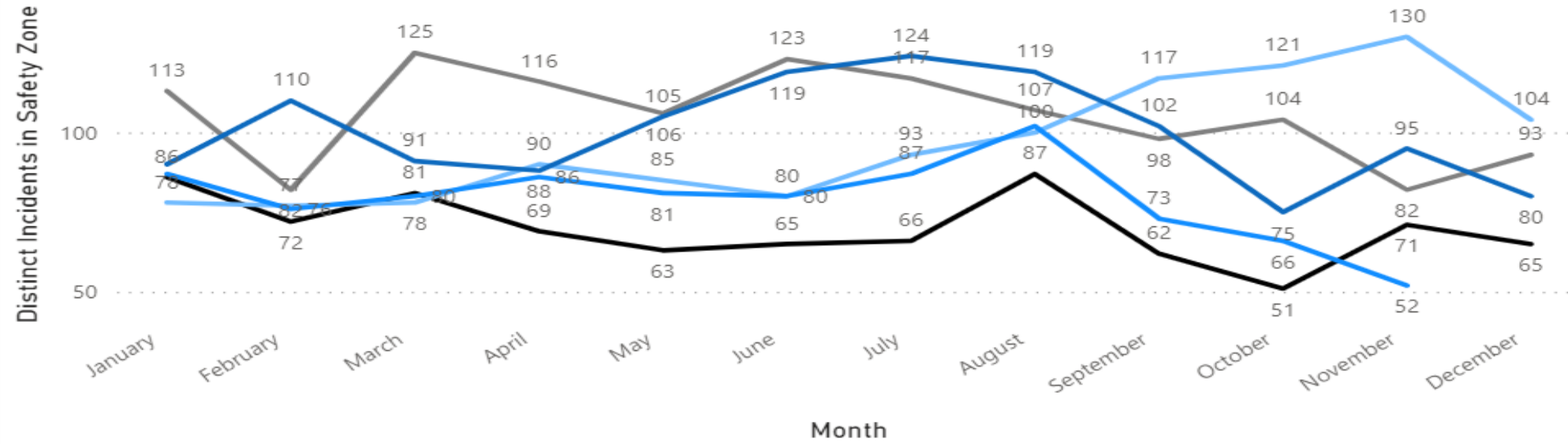
## Police Incidents within the Safety Zone

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.

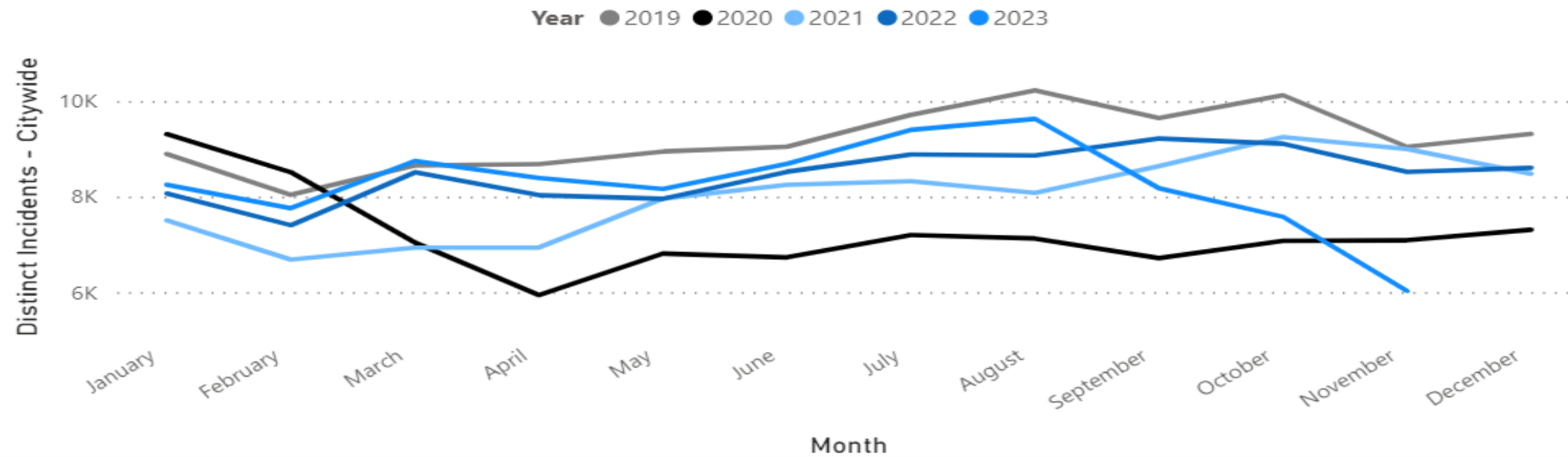
Note: Data was last updated on 12/14/2023, and data is only shown through the last complete month. Counts for previous months may increase in future reporting, as additional incidents may be added to the database.

### Distinct Incidents in Safety Zone in Last Six Months





Distinct Incidents - Citywide by Month and Year



# 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.