



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



# Embarcadero SAFE Navigation Center: March 2024 Written Report

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





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HOMELESSNESS AND  
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# Embarcadero Community Advisory Committee

Now managed by HSH.

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





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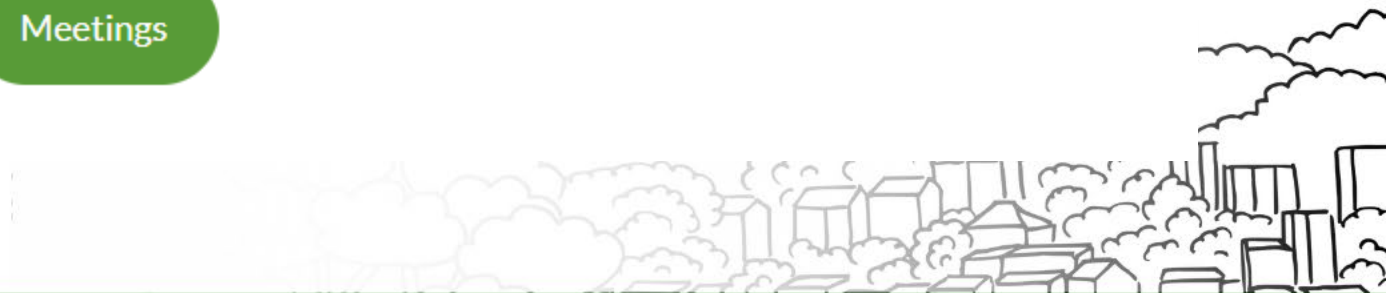
## Embarcadero Community Advisory Committee

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.

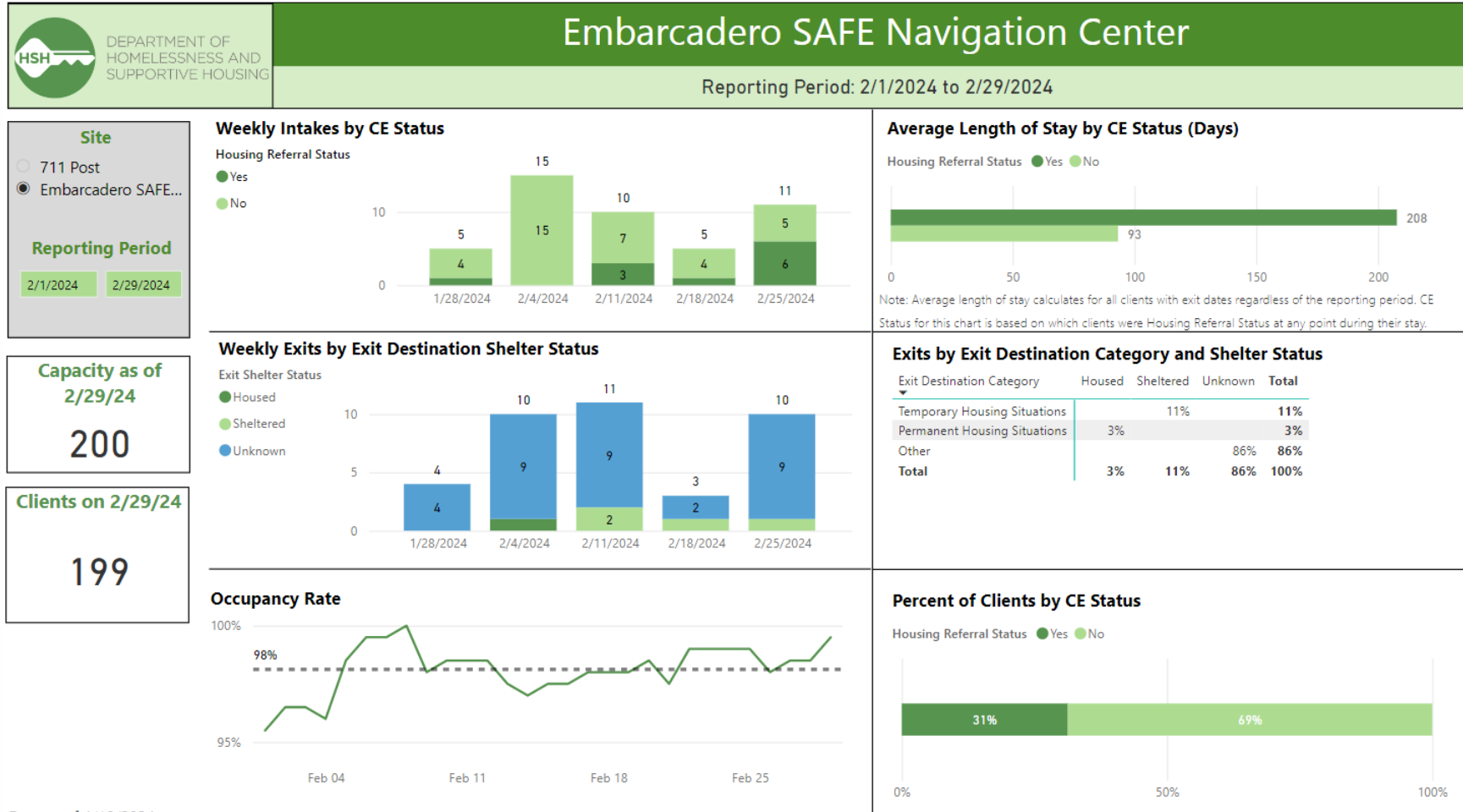
The current committee is the new iteration of the Embarcadero SAFE Navigation Center Advisory Group (ESNCAG) as The Department of Homelessness & Supportive takes the lead on the advisory group. Information for meetings prior to this transition can be found [here](#).

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

Meetings



# March 2024: Embarcadero SAFE Navigation Center\*

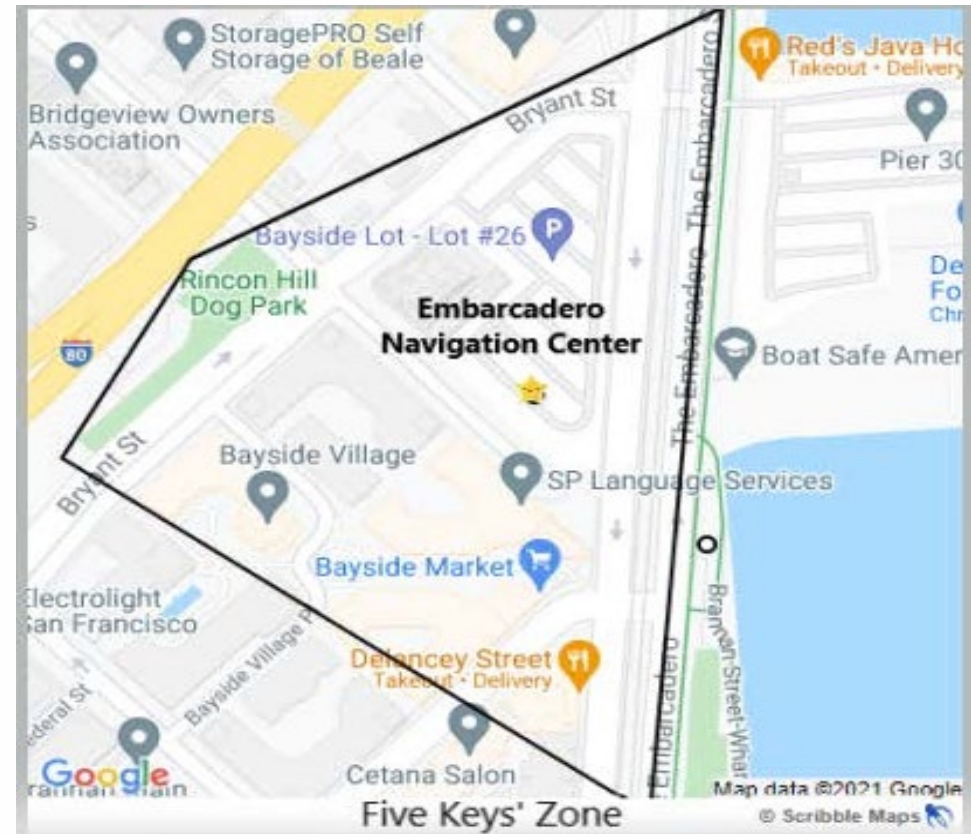


# Updates: Embarcadero SAFE Navigation Center

- In February 2024, **10 guests** moved from Embarcadero to **permanent housing**.
  - **4 guests** exited to **other shelter** programs
- 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**.

# Updates: Dedicated Cleaning Services

- In **February 2024**, Five Keys received **02 Calls** pertaining to cleaning in the designated area.
- In **March 2024**, Five Keys received **8 Calls** and **13 texts** pertaining to cleaning in the designated area.



# 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



# 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.