



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

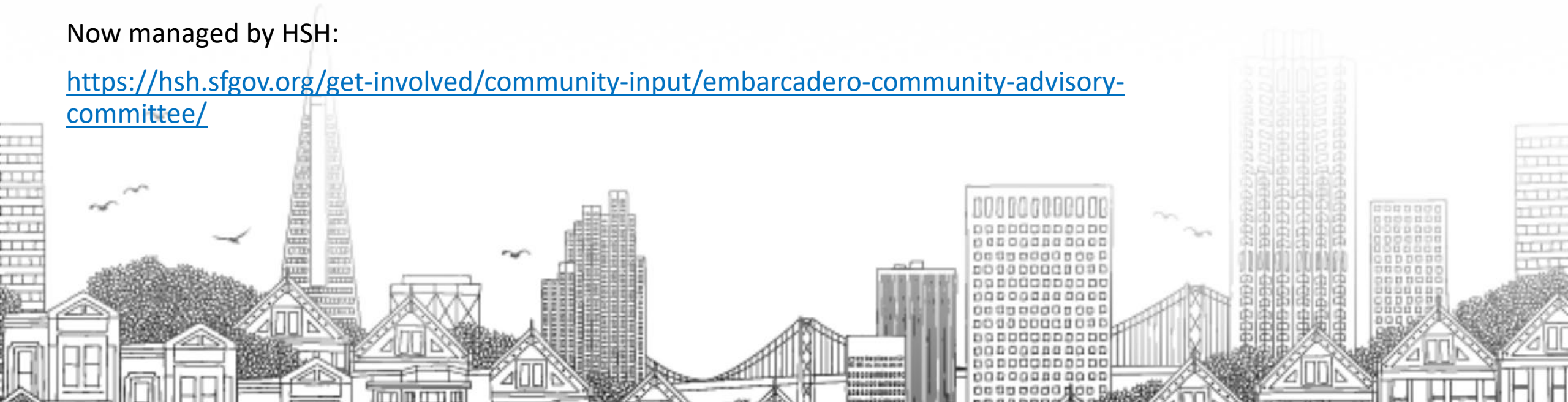


# Embarcadero SAFE Navigation Center: May 2025 Written Report

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

Now managed by HSH:

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





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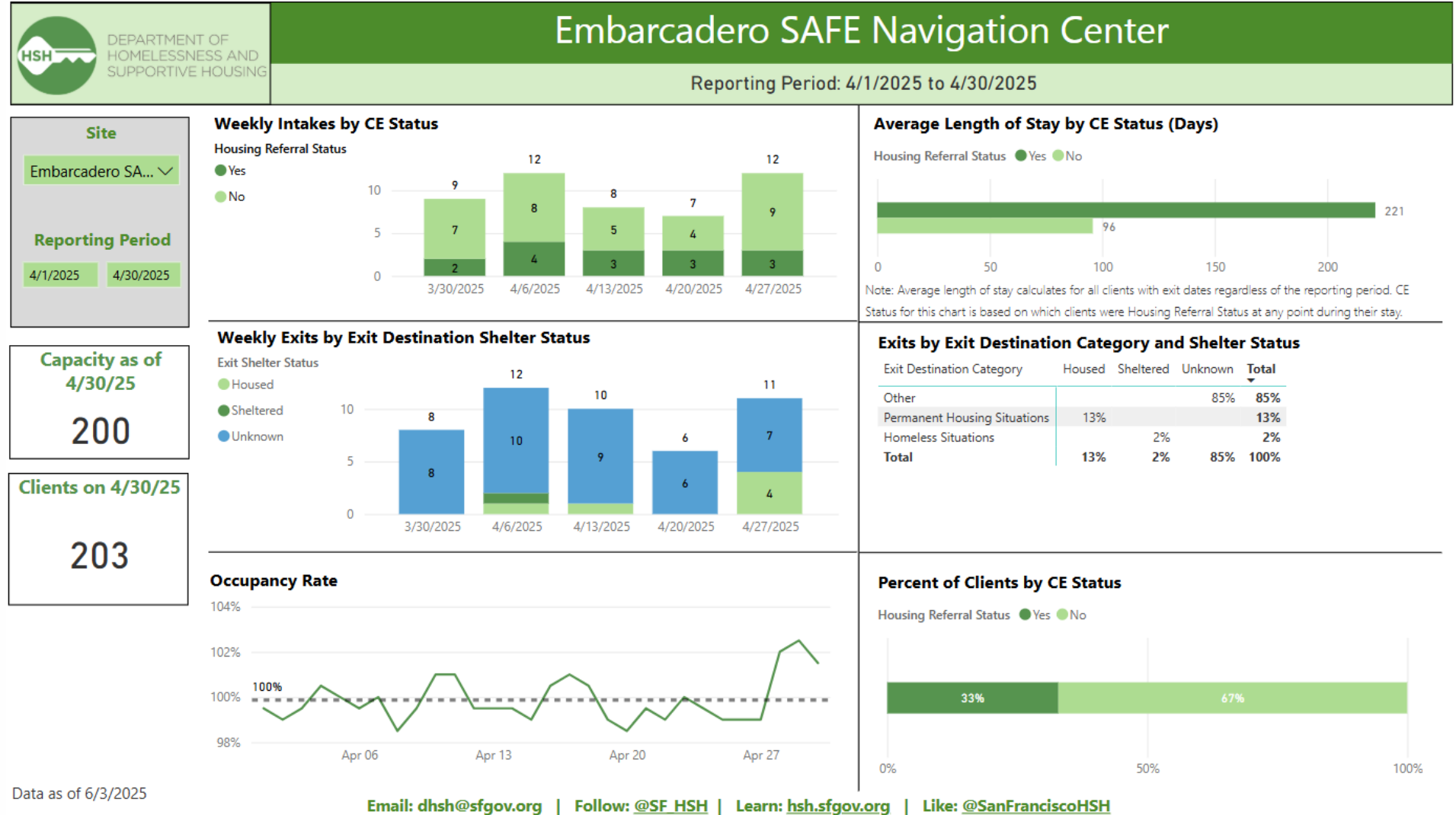
# 1. Report

Jordan Hartman



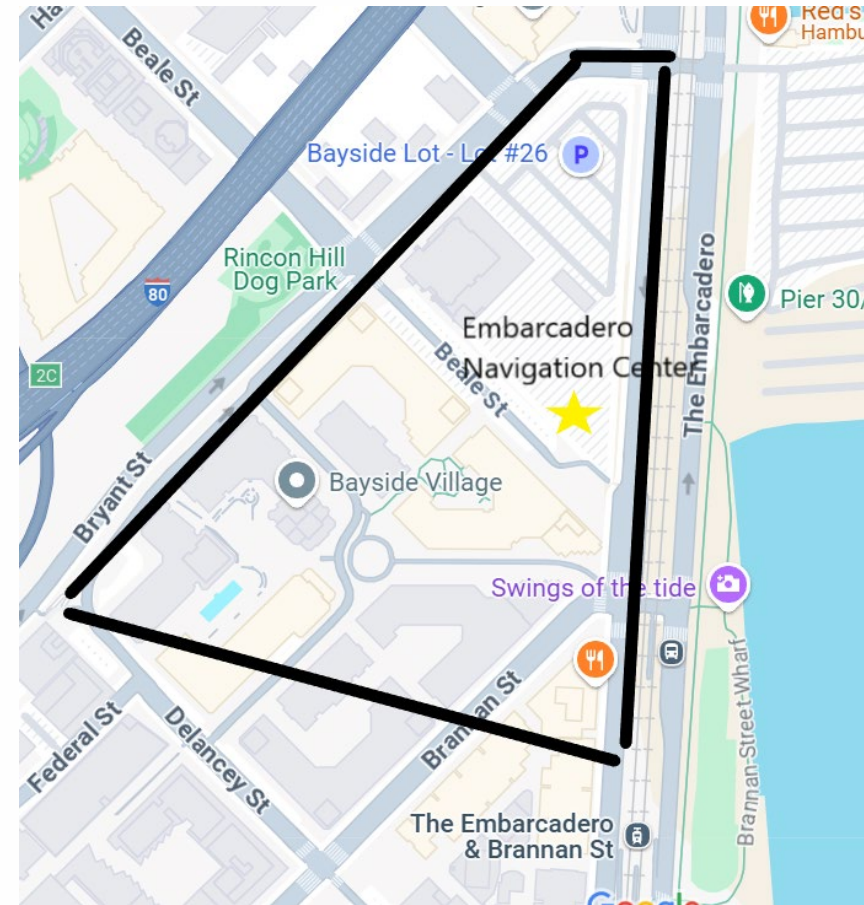
# May 2025: Embarcadero SAFE Navigation Center\*

- Capacity was **200 beds** as of April 30, 2025.
- 203 guests** as of April 30, 2025.
- A glossary of key terms is at the end of this report.



# 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 and conduct hourly perimeter checks.**
- In **April 2025**, Five Keys received **8 calls and 59 texts** pertaining to cleaning in the designated area.



*Map reflects Five Keys dedicated cleaning zone.*



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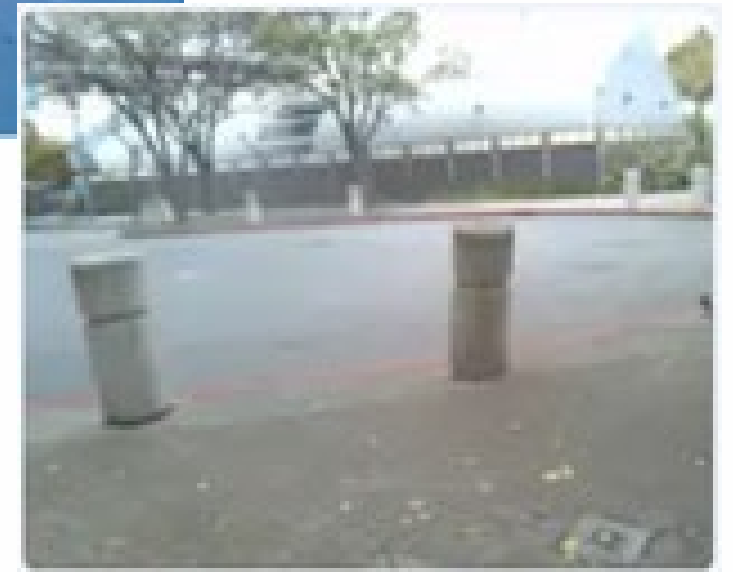
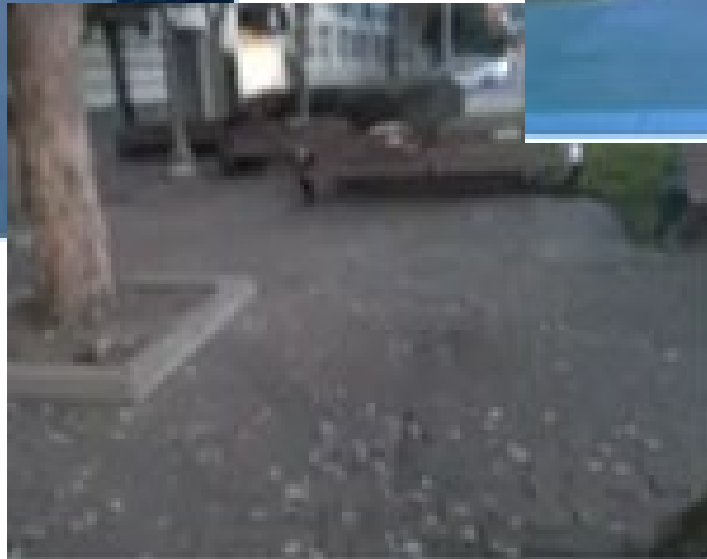
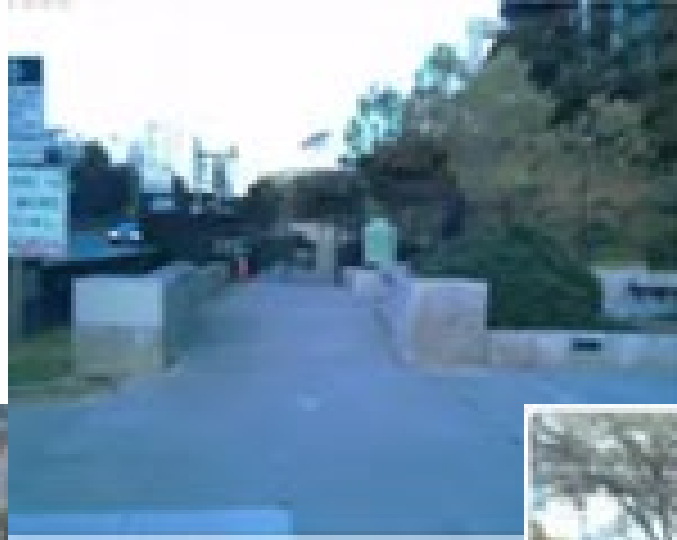
## 2. Improving Operations



# Calls for Support & Responses

Calls for Support	Five Keys Response
<b>Drug Use:</b> People loitering around the cul de sac using drugs	Five Keys addressed by consistently following up until the people moved on.
<b>Loitering:</b> multiple texts about a group loitering near the hedges using drugs	Five Keys staff engaged with the people in the cul de sac, provided information about supports and group moved on.
<b>Resident identified using drugs:</b> at cul de sac	Five Keys addressed and will hold guest accountable. Guest discontinued using and later moved.

# Examples of Site Cleaning





# Diversifying Referral Sources

- To address recent challenges with overdoses at the navigation center, HSH is diversifying the referral sources to the site.
- Diversifying the referral sources will reduce the overall acuity at the site.







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# 3. Improving Neighborhood Conditions

HSH, SFPD, & OCII



# OCII Update

- Removal of 6 Benches (OCII review/approvals)
- Shrubs removed May 9
- Tree Daylighting April 28



# Public Works Updates

# Public Safety Update: SFPD Patrols

## • San Francisco Police Department Patrols

- Starting at the end of May
- Patrolling Embarcadero Nav Center and Safety Zone
- 7 days per week
- 9:00 AM – 7:00 PM



# Public Safety Updates



*Safety with Respect*

- Health and safety
- Vandalism
- Public drug use & sales

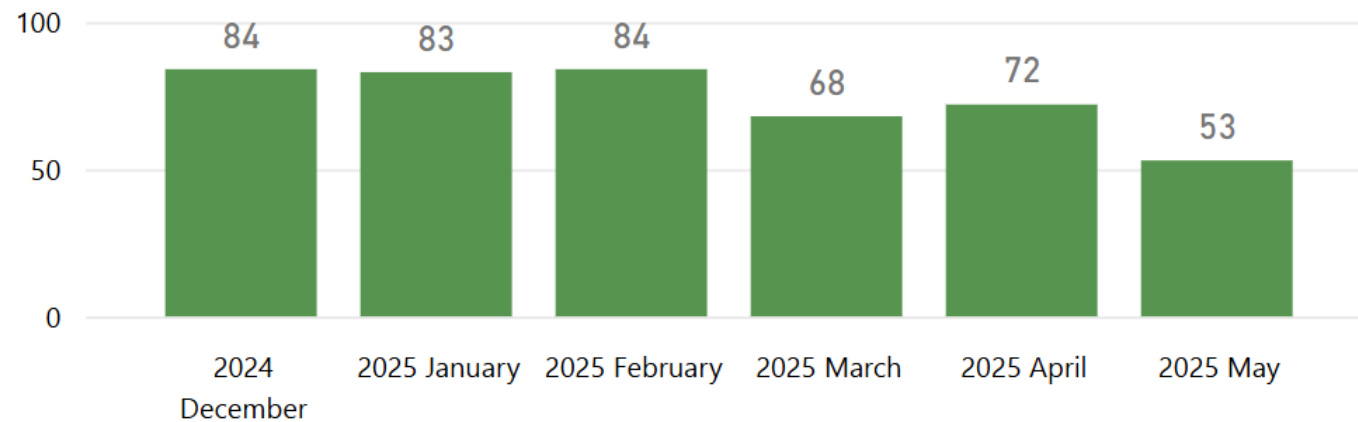
# Police Incidents

## Police Incidents within the Safety Zone

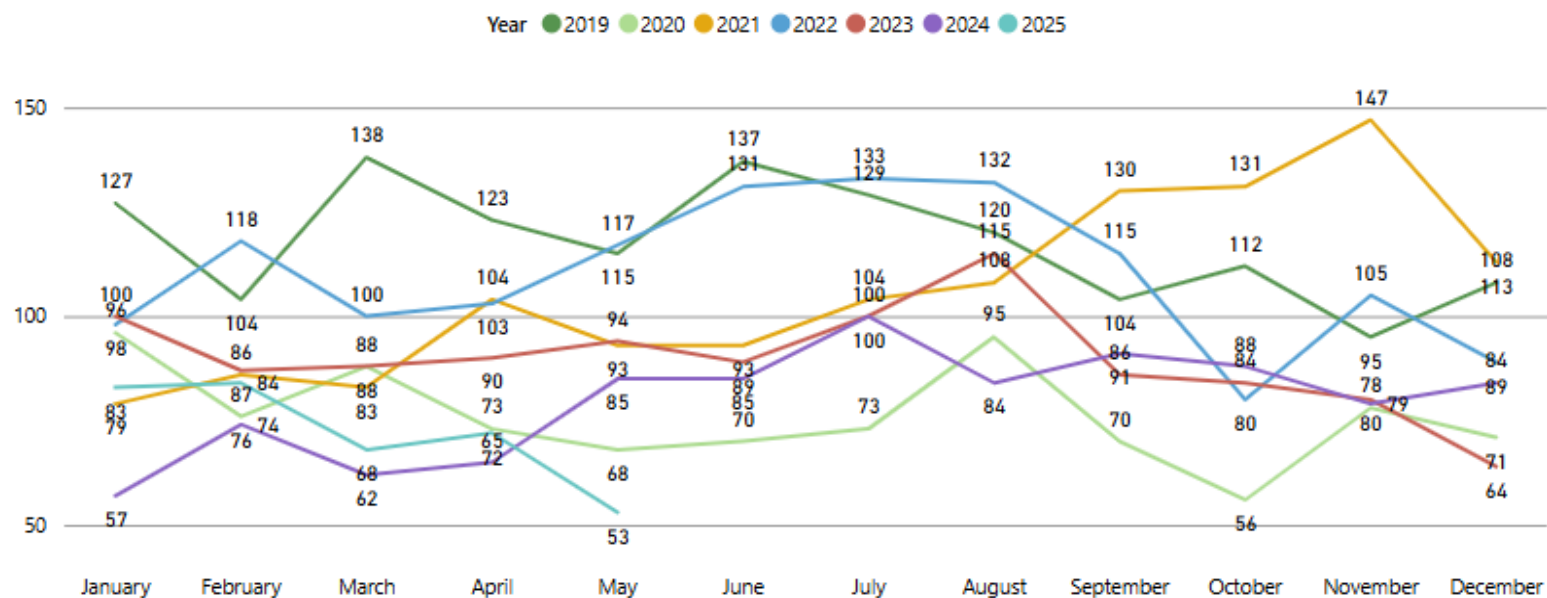
The data shown below is public police incident data from the Open Data Portal here: <https://data.sfgov.org/Public-Safety/Police-Department-Incident-Reports-2018-to-Present/wg3w-h783>. Incidents within the Safety Zone (shown at the right) are presented below.

Note: Data was last updated on 6/03/2025, 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.

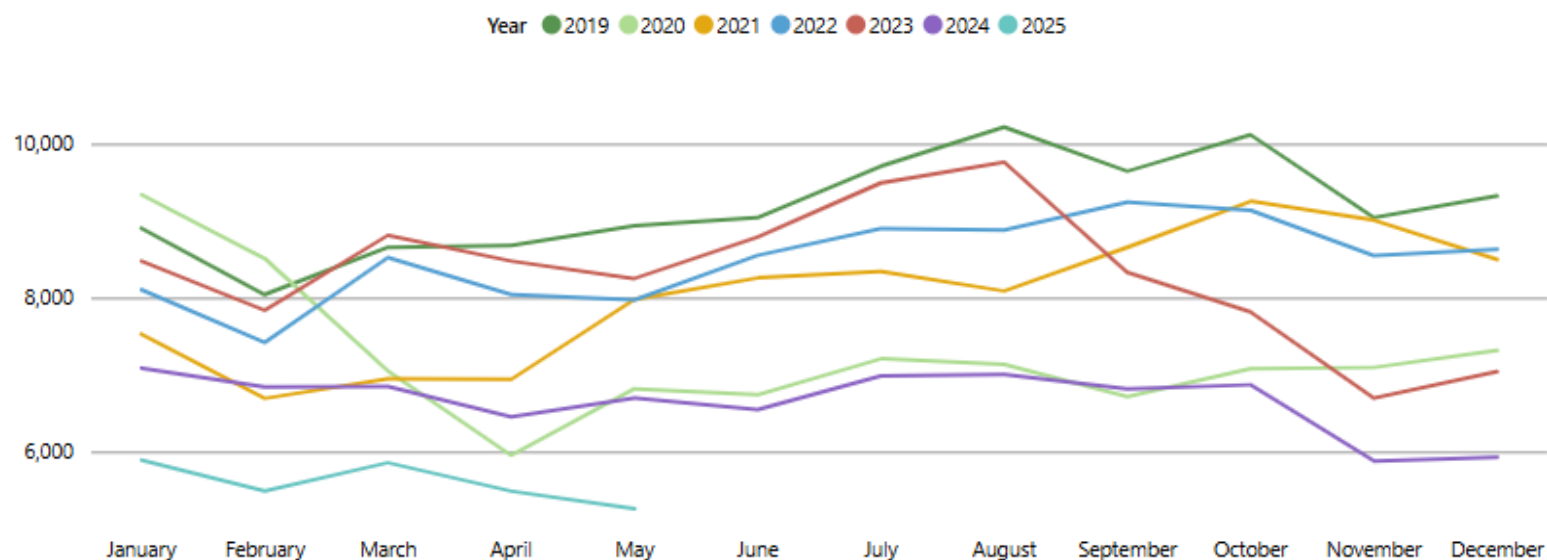
Distinct Incidents in Safety Zone in Last Six Months



Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents - Citywide by Month and Year





# Police Incidents

## Police Incidents in May 2025

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	18	1,341
Burglary	6	323
Motor Vehicle Theft	5	319
Assault	4	497
Malicious Mischief	4	467
Other Miscellaneous	3	455
Suspicious Occ	3	148
Weapons Offense	3	62
Lost Property	2	226
Miscellaneous Investigation	2	142
Missing Person	2	141
Other	2	75
Forgery And Counterfeiting	1	21
Fraud	1	155
Non-Criminal	1	428
Offences Against The Family And Children	1	119
Recovered Vehicle	1	226
Robbery	1	114
Traffic Collision	1	21
Vandalism	1	18



# Strengthening our Community Advisory Committee

- Purpose and goals of the committee
  - Meeting cadence and format
  - Reports
  - Membership / participation
  - Facilitation
- Email: [ecac@sfgov.org](mailto:ecac@sfgov.org)





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# 5. Q&A and Next Steps

Leo Alfaro

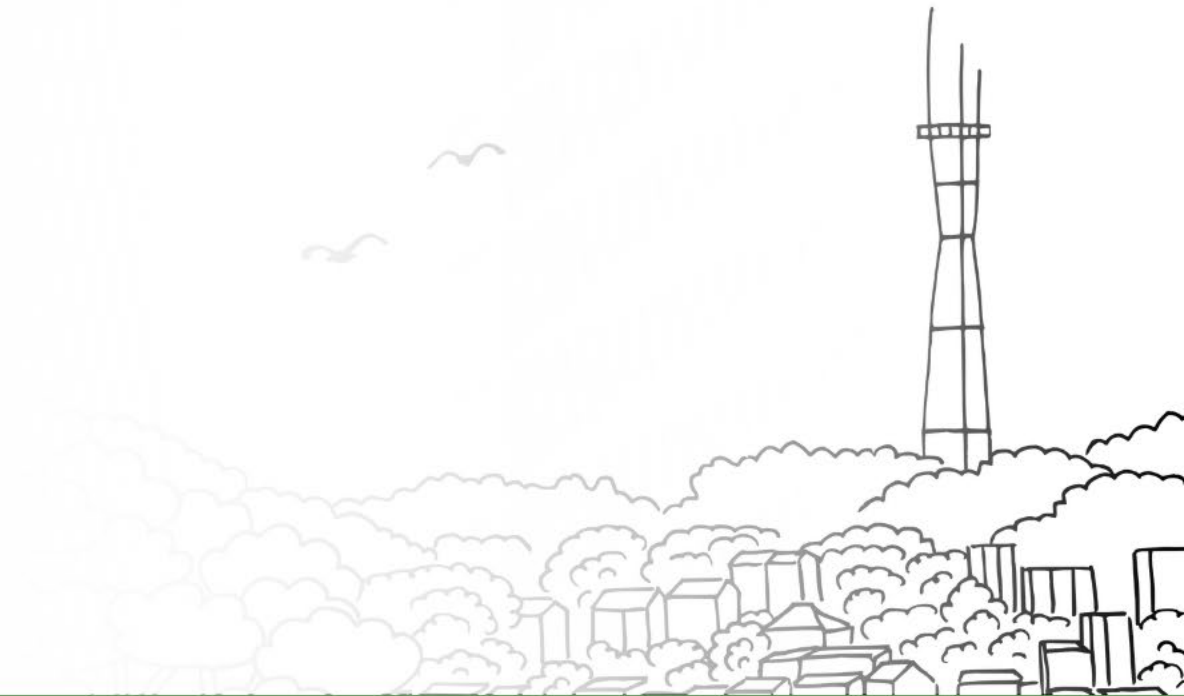




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# Appendix Slides

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# 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)*

- ✦ 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

• 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.