



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: November 2025 Written Report

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

[Embarcadero Community Advisory Committee](#)





DEPARTMENT OF
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SUPPORTIVE HOUSING

Monthly Report



November 2025: Embarcadero SAFE Navigation Center



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Embarcadero SAFE Navigation Center

Reporting Period: 10/1/2025 to 10/31/2025

- Capacity was **200 beds** as of October 31, 2025.

- 199 guests** served for the month.

- A glossary of key terms is at the end of this report.

Site

Embarcadero S... ▾

Reporting Period

10/1/2025 10/31/2025

Capacity as of 10/31/25

200

Clients on 10/31/25

199

Weekly Intakes by CE Status

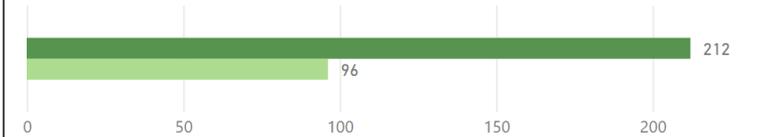
Housing Referral Status

- Yes
- No



Average Length of Stay by CE Status (Days)

Housing Referral Status ● Yes ● No

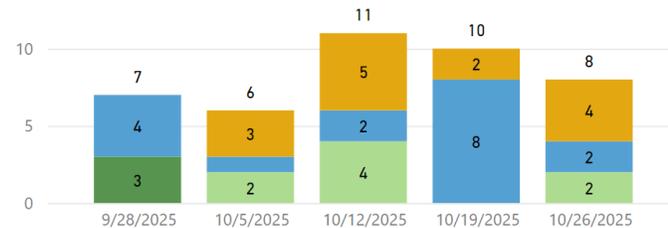


Note: Average length of stay calculates for all clients with exit dates regardless of the reporting period. CE Status for this chart is based on which clients were Housing Referral Status at any point during their stay.

Weekly Exits by Exit Destination Shelter Status

Exit Shelter Status

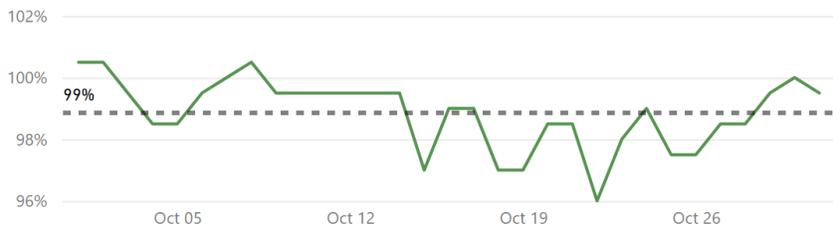
- Housed
- Sheltered
- Unknown
- Unsheltered



Exits by Exit Destination Category and Shelter Status

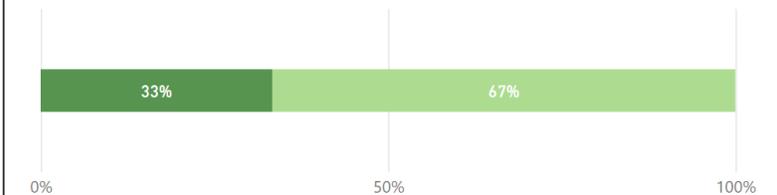
Exit Destination Category	Housed	Sheltered	Unknown	Unsheltered	Total
Homeless Situations		10%			34%
Other			41%		41%
Institutional Situations		7%			7%
Permanent Housing Situations	7%				7%
Temporary Housing Situations		2%			2%
Total	7%	20%	41%	34%	100%

Occupancy Rate



Percent of Clients by CE Status

Housing Referral Status ● Yes ● No

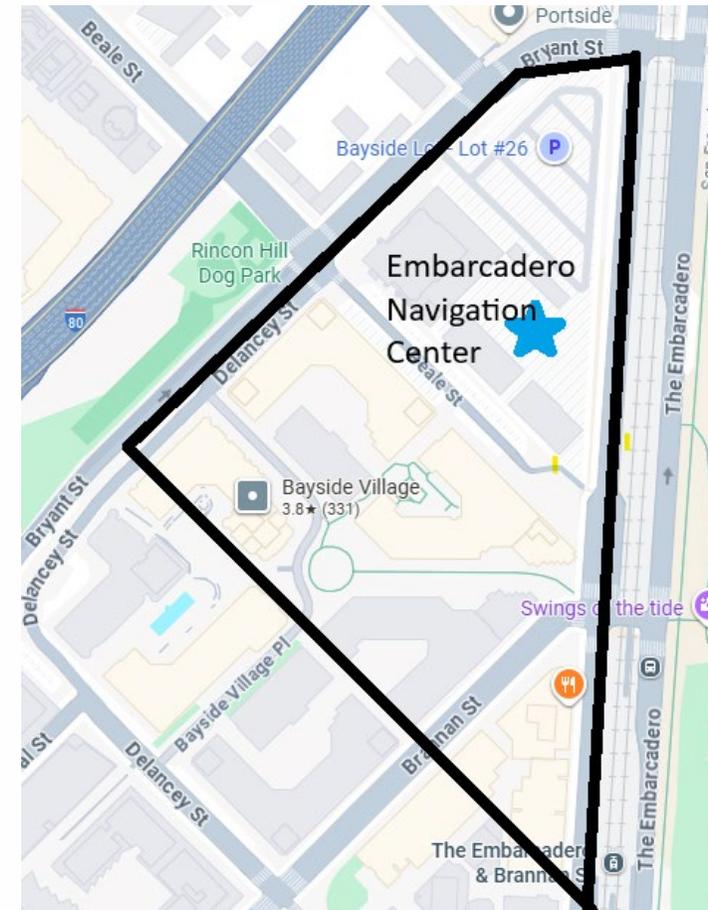


Data as of 12/17/2025

Email: dhsh@sfgov.org | Follow: [@SF_HSH](https://twitter.com/SF_HSH) | Learn: hsh.sfgov.org | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)

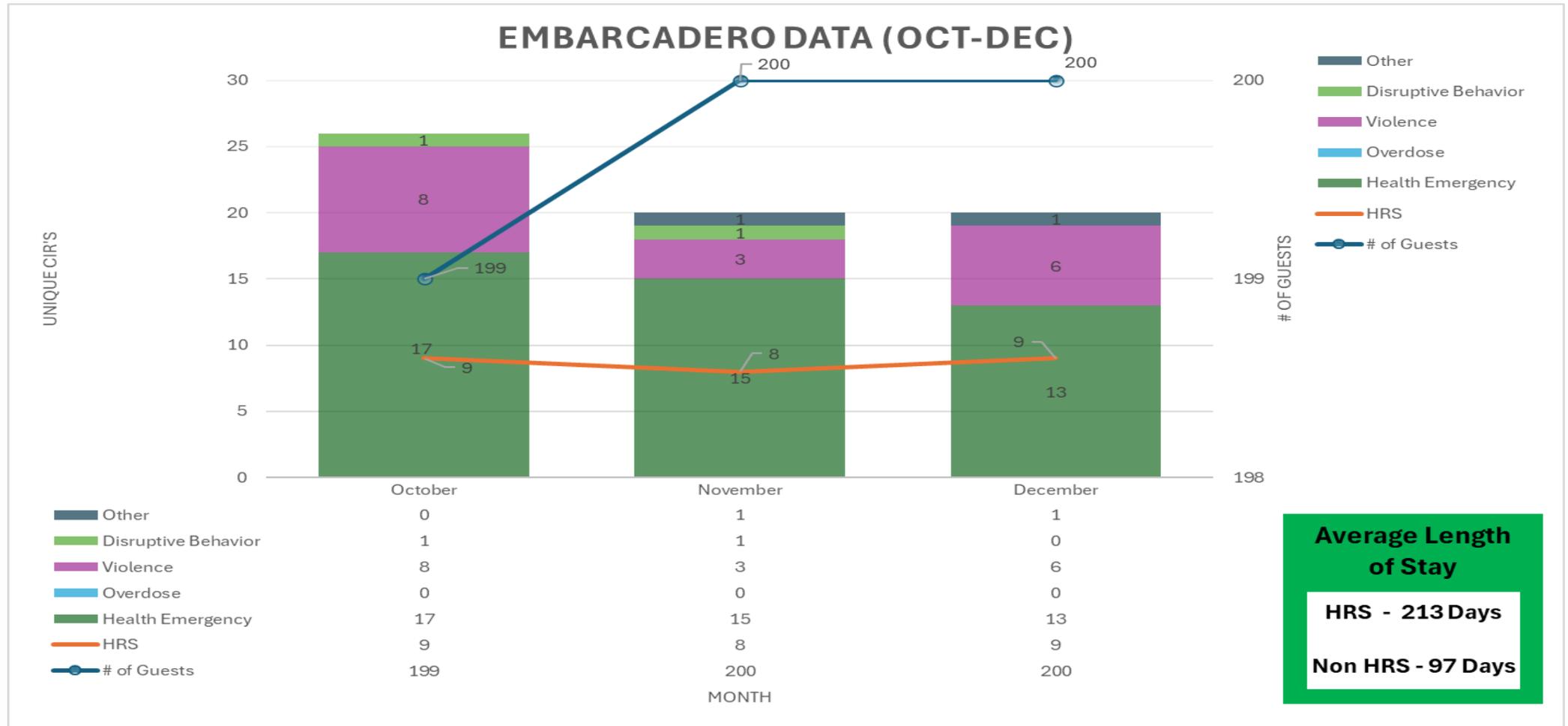
Updates: Dedicated Cleaning Services

- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center during their hourly perimeter walks.
- In **September 2025**, Five Keys received **2 call and 1 text**.
- With the deployment of the **Street Team**, Five Keys expected a drop in calls for service as they will be addressing most requests in **real time**.



Map reflects Five Keys dedicated cleaning zone.

Embarcadero Data

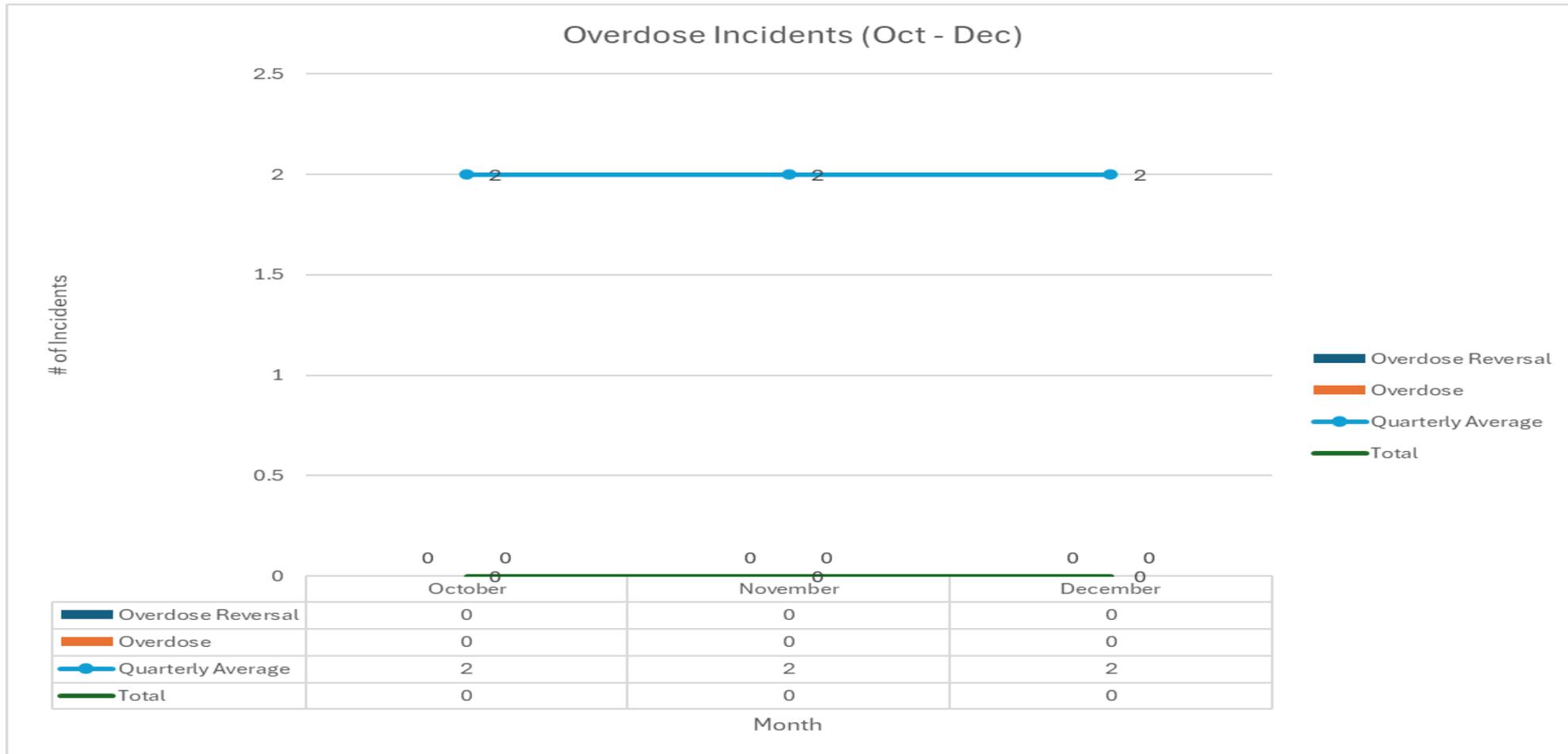


Average Length of Stay

HRS - 213 Days

Non HRS - 97 Days

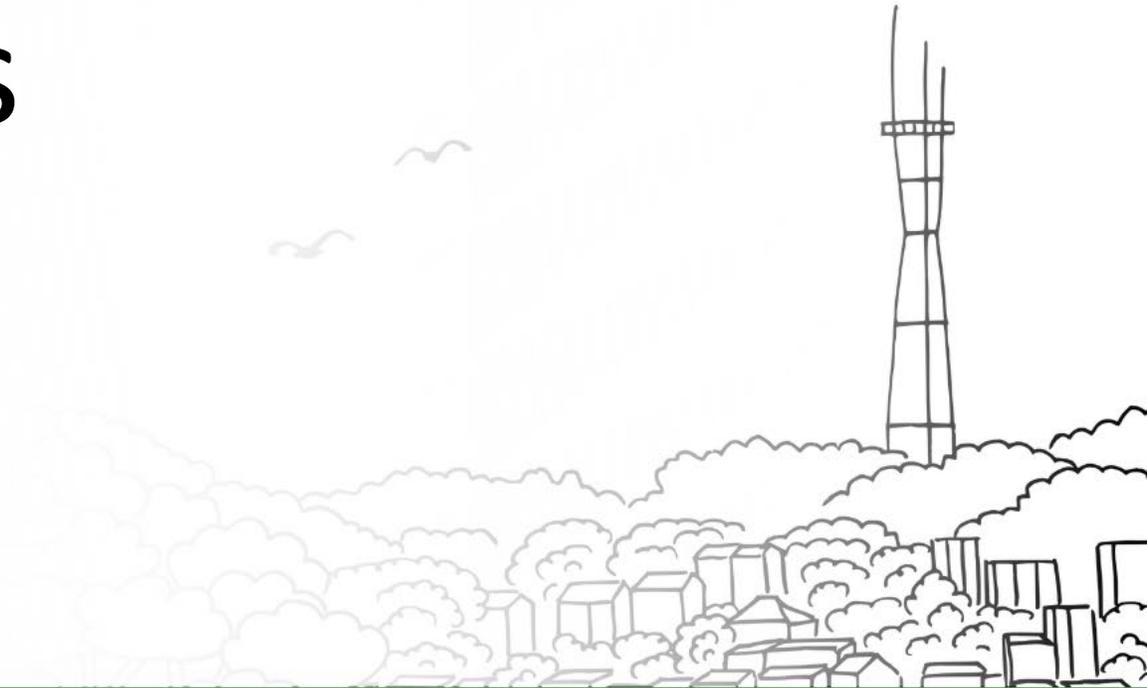
Overdose Incidents





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Five Keys Operations



Street Team Calls for Support & Responses

Calls for Support	Five Keys Response
Trash: 1 call reporting a large amount of trash on Beale Street.	Staff responded and cleaned up the trash.
Trash: 1 call reporting a dead animal along the Embarcadero.	Staff disposed of the animal.
Drug Use: 1 text reporting drug use in the area.	Staff interacted with the person and asked them to leave, no further incident.

Street Team

- Request support through public line
 - **415-603-0431**
- Two staff members walking the highlighted area from 7am - 9pm providing immediate response during
- Picking up trash and moving people along.
- Community will be provided referrals to appropriate agencies or services

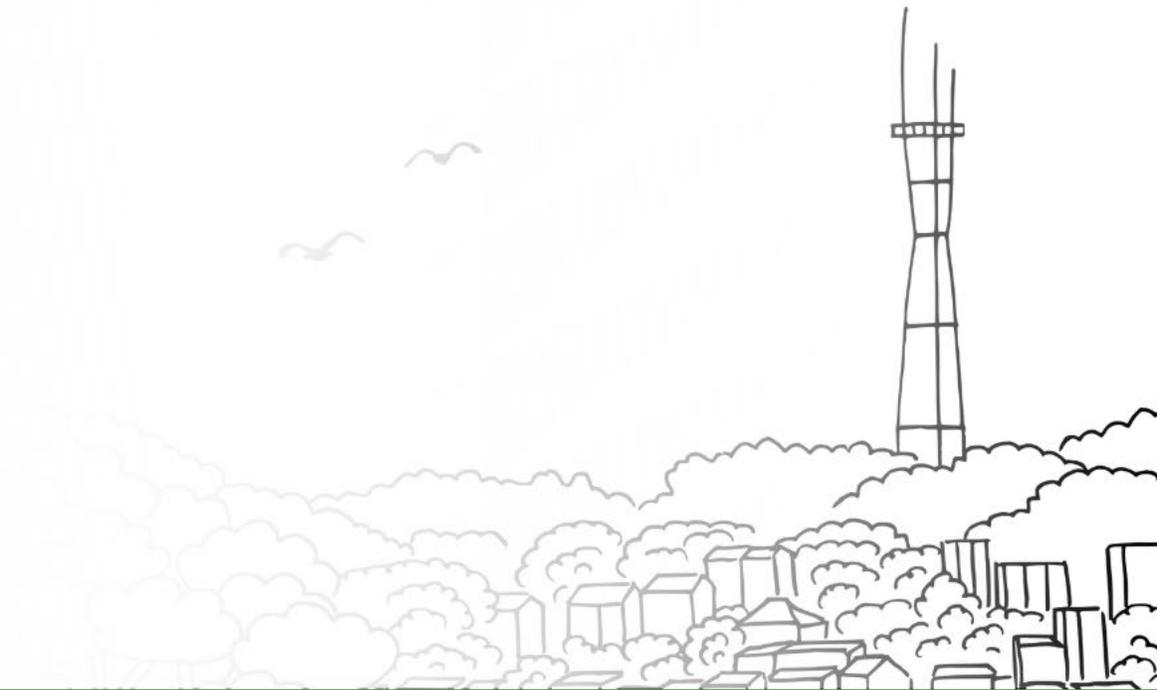




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Public Safety

San Francisco Police Department



Public Safety

Public Safety Staffing is a combination of **Overtime Officers** and **SFPD Ambassadors** assigned to the Safety Zone around the Navigation Center.

Regular Deployment Hours are:

SFPD Overtime Patrol

- 7 days per week - 11:00 AM – 9:00 PM

SFPD Ambassadors

- Mon-Fri - 10am-8pm



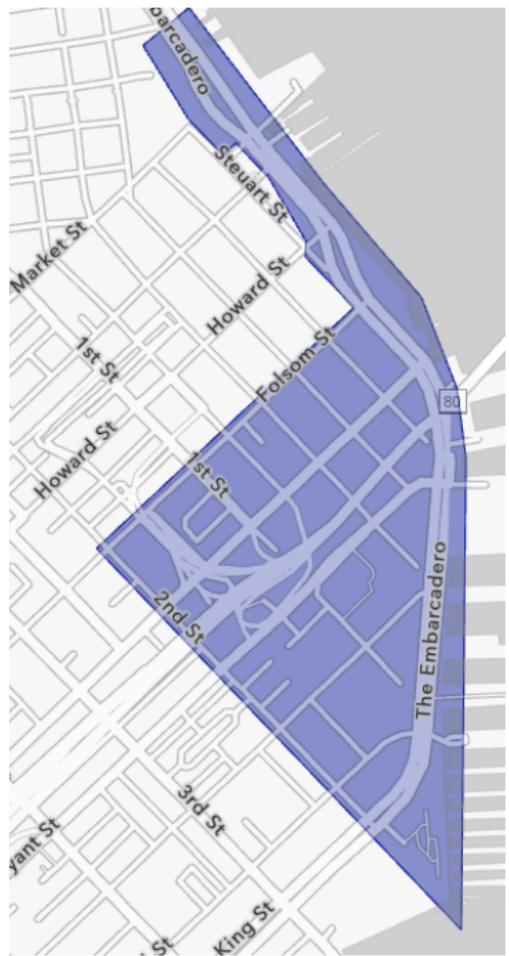
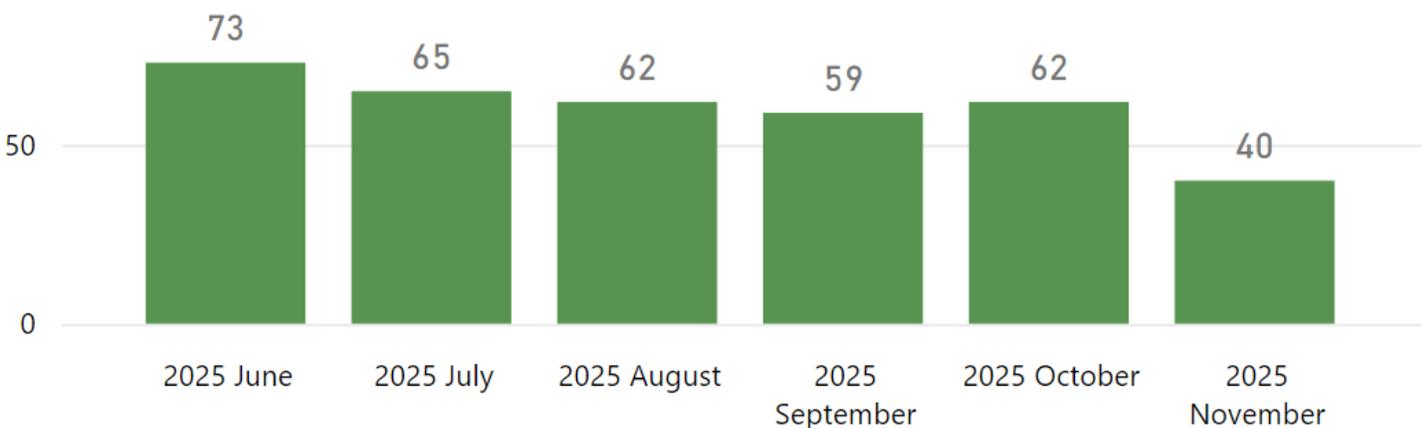
Police Incidents

Police Incidents within the Safety Zone

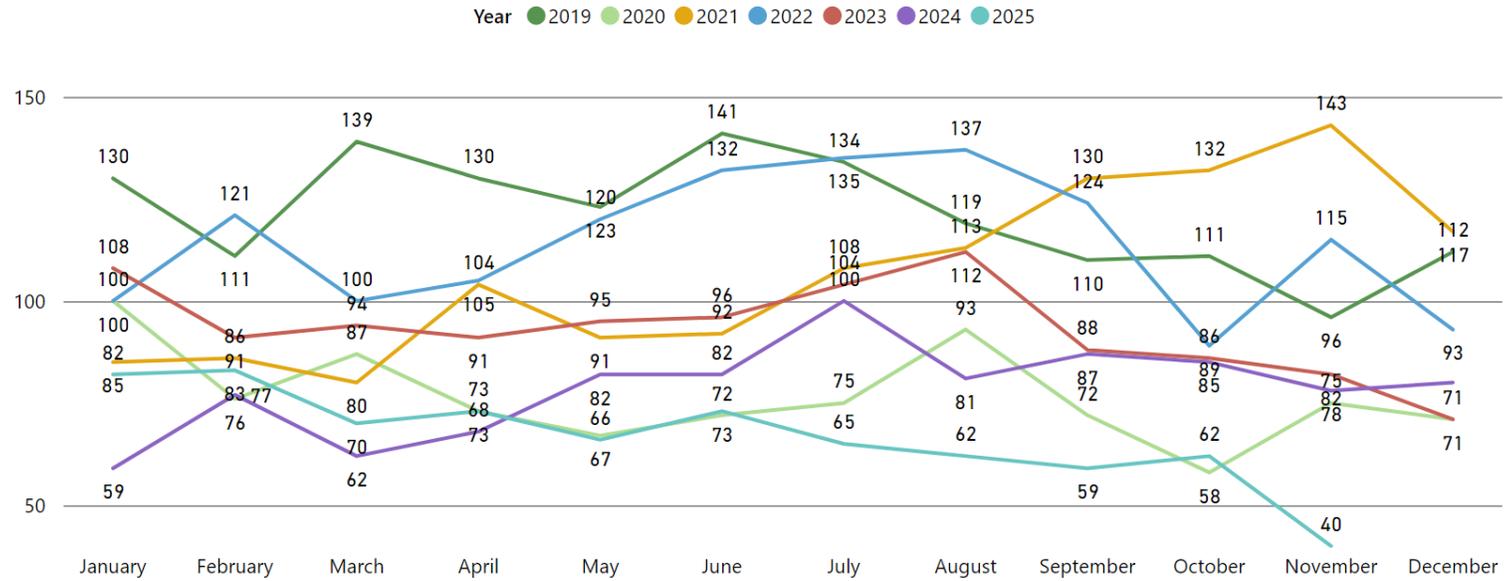
The data shown below is public police incident data from the Open Data Portal here: <https://data.sfgov.org/Public-Safety/Police-Department-Incident-Reports-2018-to-Present/wg3w-h783>. Incidents within the Safety Zone (shown at the right) are presented below.

Note: Data was last updated on 12/17/2025, 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.

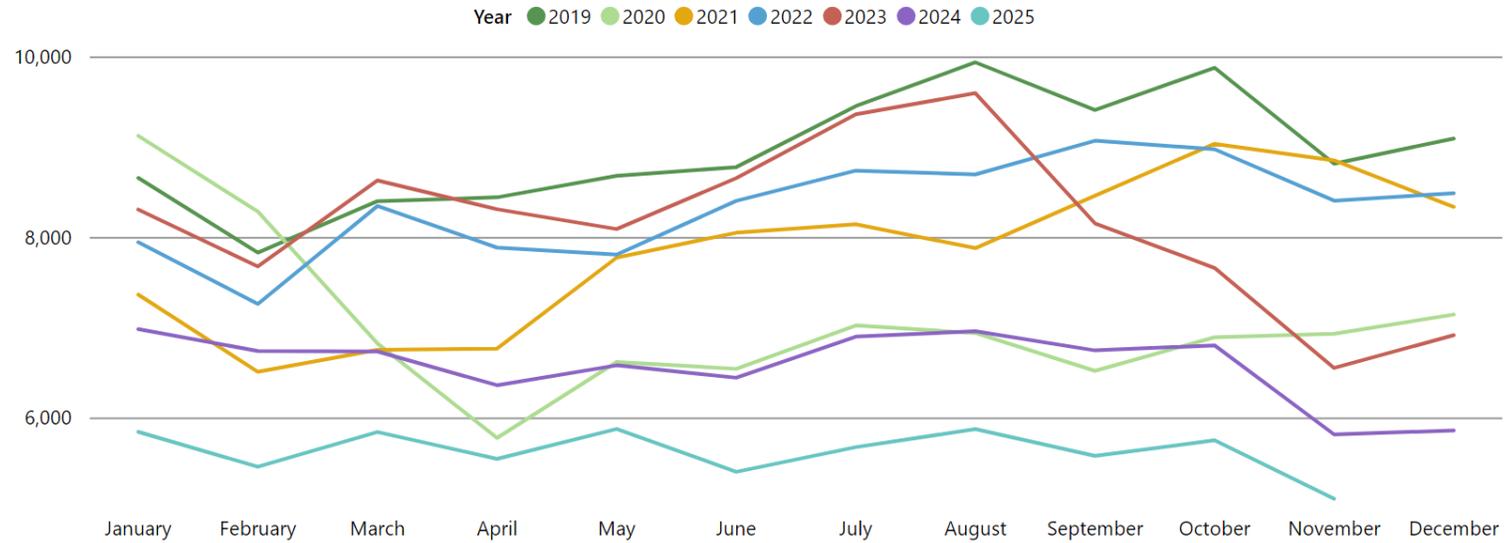
Distinct Incidents in Safety Zone in Last Six Months



Distinct Incidents in Safety Zone by Month and Year

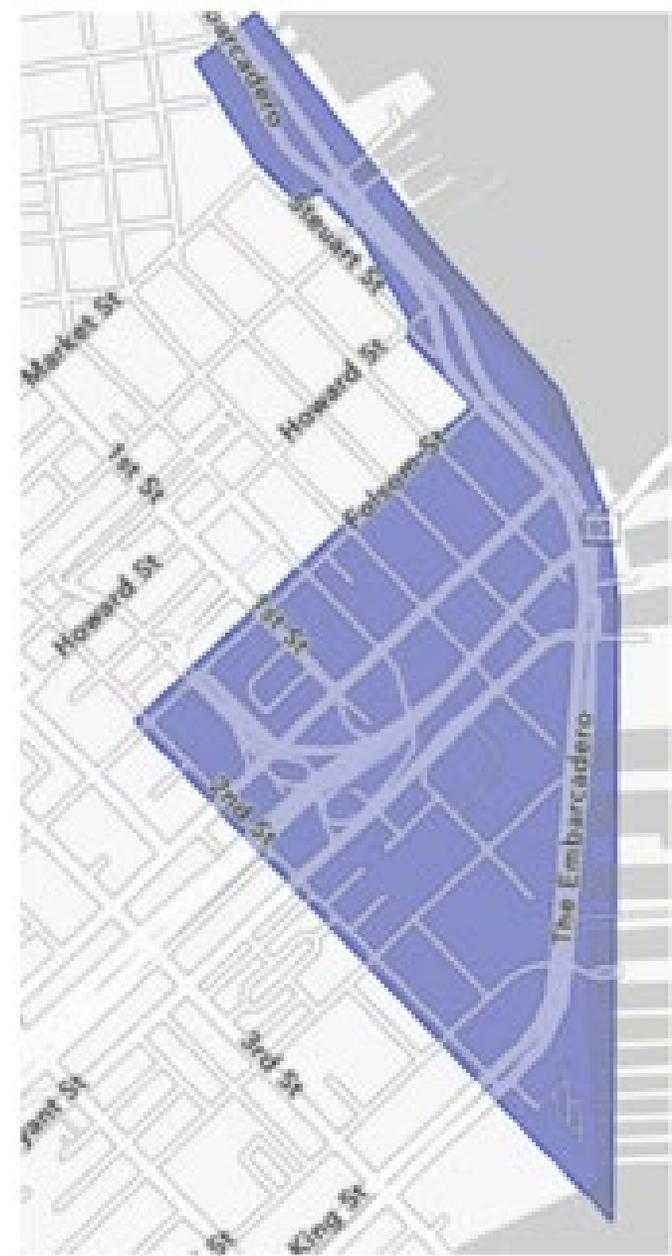


Distinct Incidents - Citywide by Month and Year



Police Incidents in October 2025

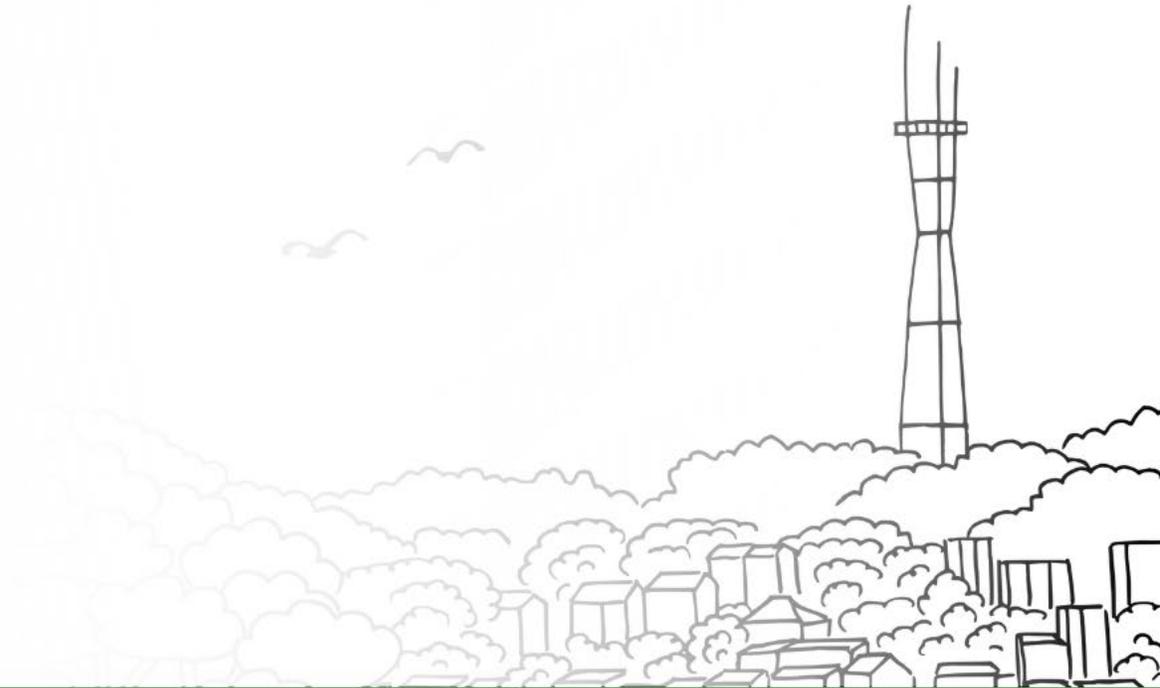
Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	12	1,562
Burglary	7	320
Malicious Mischief	7	464
Suspicious Occ	7	167
Assault	6	599
Non-Criminal	6	332
Other Miscellaneous	6	483
Fraud	5	276
Disorderly Conduct	4	172
Warrant	4	448
Case Closure	3	16
Motor Vehicle Theft	3	292
Offences Against The Family And Children	2	112
Traffic Violation Arrest	2	99
Courtesy Report	1	33
Lost Property	1	312
Miscellaneous Investigation	1	148
Recovered Vehicle	1	208
Robbery	1	148
Weapons Offense	1	61





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Appendix Slides



Proposed Development – Seawall Lot 330

- Development **timelines** for Seawall Lot 330 are currently anticipated to begin by **mid-2027**.
- Activation **of the lot will only be** until development is ready to begin.
- **180 day notice** (at minimum) is to be provided to HSH by the Port, supporting a responsible **6-month** winddown and demobilization of the Program.
 - Work with ~200 guests on **customized exit plans** including housing and other shelter programs; and
 - **Demobilization** of the site by Public Works.

Reporting Concerns: Embarcadero

For latest guidance and resources on reporting concerns about street crises and conditions visit: <https://www.sf.gov/coordinated-street-response-program-1>

• Text the **Five Keys** public text line at **(415) 347-9458** to report:

- Concerns related to the Navigation Center (noise disturbance, etc.).
- Basic trash clean up and syringe pick-up in the area.
- Response times are usually within the hour. If call back is required, will be returned within 24 hours.

• 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

Police Non-Emergency

415-553-0123

If there is no safety concern, but an issue needs to be addressed, please report to Police Non-Emergency.

Examples:

blocked driveways, suspicious activity

911

If you see someone's life in danger, crime in progress, or a fire please report to 911.

Dispatch will ask questions to ensure the appropriate team responds.

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.