



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: October 2026 Written Report

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

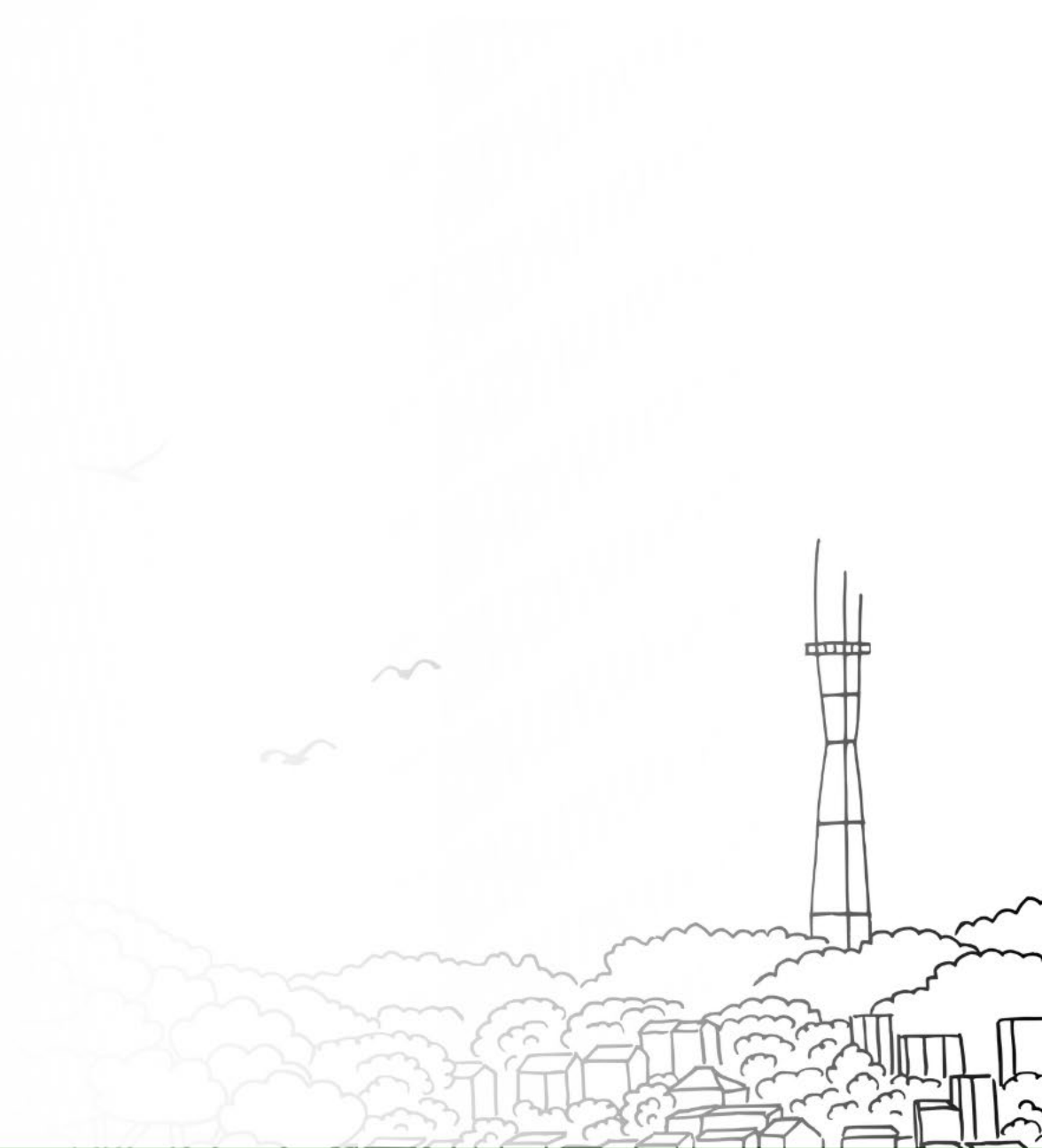
[Embarcadero Community Advisory Committee](#)





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1. Monthly Report
 - a) Program Data
 - b) Street Team Updates
 - c) General Updates
2. Port of San Francisco
3. Public Safety
4. Department of Public Works



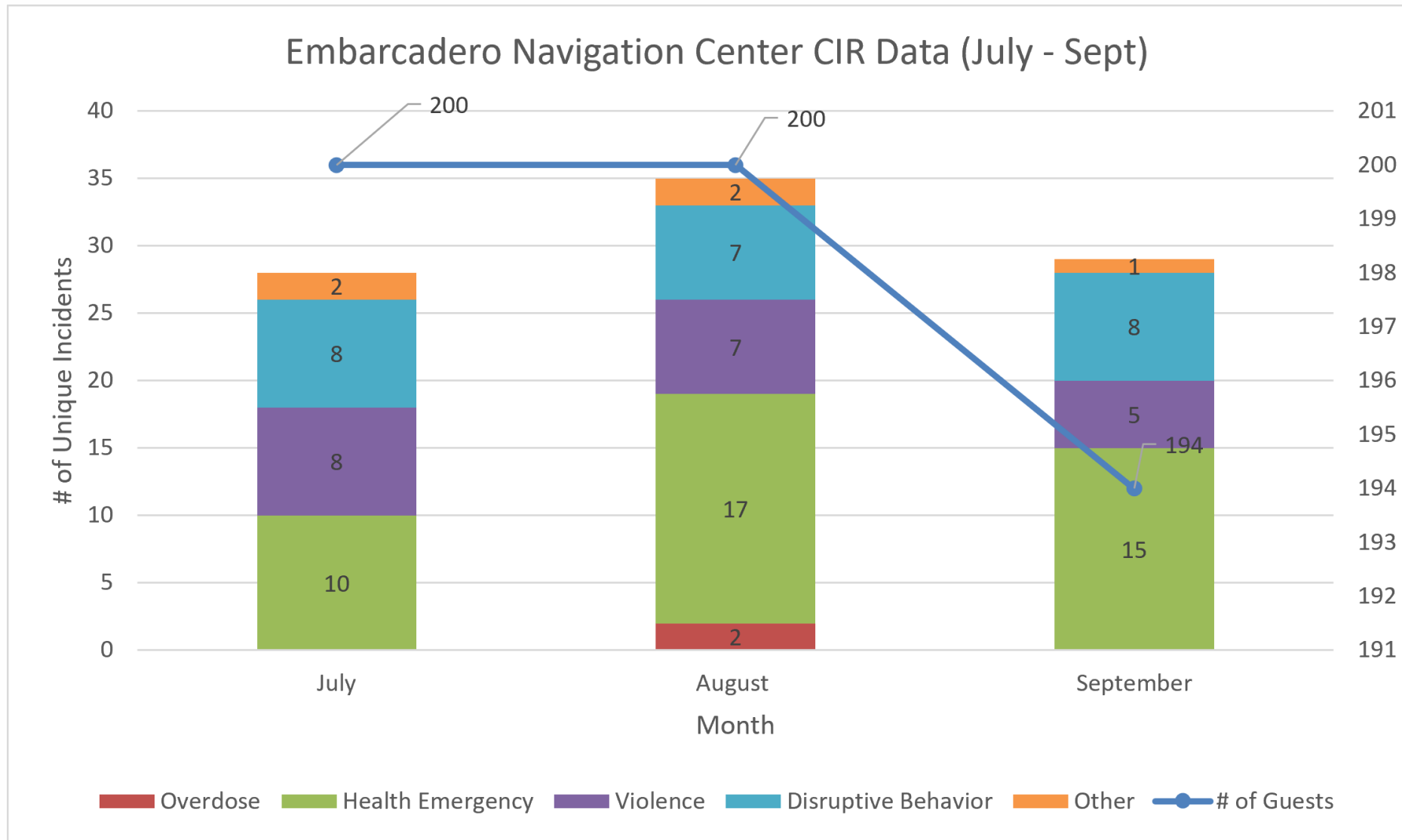


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Monthly Report



Embarcadero SAFE Navigation Center



Number of Guests

July - 200
August - 200
September - 194



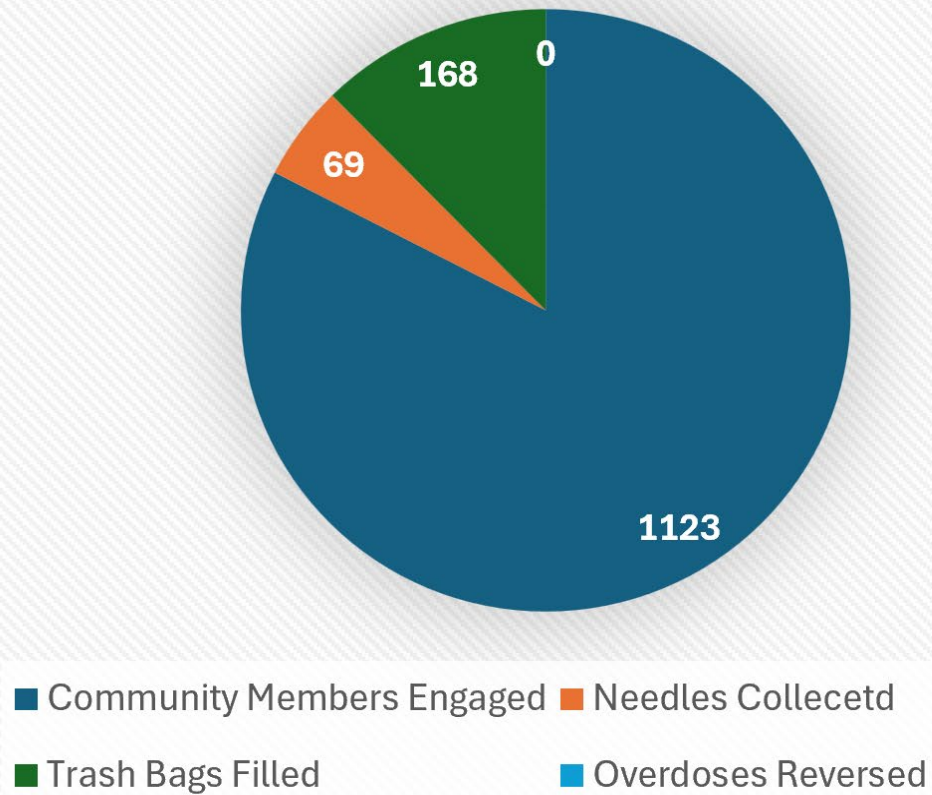
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Five Keys Operations



Five Keys Dedicated Services

Tasks Completed in September



Map reflects Five Keys dedicated street team zone.

Program Updates

- Street Team staff continue to go well beyond cleaning including:
 - Giving directions to visitors in the area.
 - Making recommendations for local businesses.
 - Providing general assistance.
 - Picking up discarded furniture in the area to support DPW's ongoing work.
- Staff recently assisted neighbors at the community dog park after an unauthorized lock was placed on the gate and helped to restore access.
- In FY25-26 staff at the Embarcadero Navigation Center successfully house 75 guests.

HHS Good Neighbor Policy update

Goals for Good Neighbor Policy (GNP) reform

San Francisco's ability to open and sustain the housing, health, and social-service sites our residents depend upon requires community trust. A strong, actionable GNP enables us to effectively serve both our clients and community.

Specific

Defines exactly what's expected — from daily perimeter checks to how a concern gets escalated — in place of vague, contract-by-contract language that did not serve providers or community.

Consistent

GNP reform establishes a uniform HHS standard across over 500 sites and includes all DPH and HSH client-serving sites.

Enforceable

GNP reform establishes, for the first time, a real escalation ladder — four tiers of corrective action, from written notice to contract remedies — so noncompliance has consequences.

Note: City is continuing to evaluate how to integrate HSA and MOHCD sites under the unified policy.

What it means to be a good neighbor

1 Manage Your Perimeter

- Conduct three perimeter checks a day.
- Manage queues and dispose of waste related to your site's services.
- Discourage excessive noise, sidewalk blockage, and disruptive behavior by clients or their guests.

2 Ask for Help

- Escalate any other issues to the City through the Good Neighbor app, which routes to 311 and non-emergency response.
- When a situation calls for 911, call 911.

3 Be Responsive to Community Concerns

- Acknowledge receipt of Good Neighbor concerns within 24 hours.
- Make a reasonable effort to resolve routine concerns within 72 hours.
- Engage your City program manager as a problem-solving partner on Good Neighbor concerns.

4 Train and Orient Your Team

- Complete annual staff training in de-escalation, trauma-informed engagement, and safety.
- Provide a Good Neighbor orientation for participants staying 30+ days.

The Corrective Action ladder: what happens at each step

If a site is not meeting Good Neighbor expectations, the City moves through four progressive steps. Most sites are expected to resolve concerns at Tier 1 or 2.

1 TIER 1

Notice & Correction

- Verbal or written notice of the concern
- Required corrective steps, with a timeline
- Perimeter checks/documentation may be added by written notice, if not already required

2 TIER 2

Technical Assistance

- Written notice of non-compliance
- Formal technical assistance from the department
- Follow-up monitoring and status reporting
- May require community meeting attendance

3 TIER 3

Formal Corrective Action

- Increased monitoring frequency
- Operational changes: staffing adjustments, revised perimeter-check protocols, management review
- May require hosting or attending community meetings

4 TIER 4

Contract Remedies

- Remedies consistent with contract terms
- May include restrictions on expansion, payment holds, scope modification, re-procurement, or termination

Path to Go-Live

August 2026

Policy announced; app testing begins

- Final policy language finalized and made public
- Refine dept-specific compliance framework for tracking and escalations
- Good Neighbor app built and testing begins
- Training materials finalized

September – October 2026

App scales; formal training begins

- Good Neighbor app tested across City sites and scaled
- Live provider trainings and office hours begin

November – December 2026

Implementation, then enforcement begins

- Implementation period, followed by enforcement window
- Good Neighbor app and provider escalations become mandatory
- Exact enforcement date TBA, subject to full app scaling



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Adult and Transitional Age Youth Shelter Engagement Policy



Proposed Adult & TAY Shelter Engagement Policy

- Shelter length-of-stay (LOS) limits were suspended in 2020 and have not been reinstated for adults and TAY; San Francisco is now an outlier among peer cities in operating much of its shelter system without LOS or participation requirements.
- HSH proposes reinstating LOS requirements for Adult and TAY shelters effective **March 1, 2027**.
- **Initial stay: 90 days**
- Providers may approve up to **three additional 90-day extensions** when clients meet participation requirements.
- **HSH approval required beyond 360 days.**
- To reduce the risk of exits directly to the street, HSH also proposes establishing **one-night stay beds at select shelters** for individuals who are not meeting participation requirements.

Proposed Adult & TAY Shelter Engagement Policy

- Initial provider feedback has been positive, with providers viewing LOS as a tool to strengthen engagement with case management and housing planning.
- Implementation will require additional capacity for **grievance management, client advocacy, and arbitration**, including one additional HSH staff position and increased funding for Shelter Client Advocates.
- HSH reinstated LOS requirements for families in December 2024 alongside other eligibility and prioritization changes. Because several reforms launched simultaneously, the specific impact of LOS on engagement and shelter flow cannot be isolated.

Proposed Adult and TAY Shelter Engagement Policy

	Adults & TAY - Proposal
Initial LOS Timeframe	90 days
Length of Extensions	90 days
How many 90-day extensions can be made by the CBO provider?	3
When is HSH approval required for an extension?	After 360 days
Total number of extensions	Unlimited
Continuous length of stay (with transfer between programs)	Yes
Appeals Process for shelter approved extensions	CBO grievance procedure

Adult and TAY Extension Criteria

Housing Referral Status Guests

- Regular case management engagement
- Maintain Housing Referral Status designation

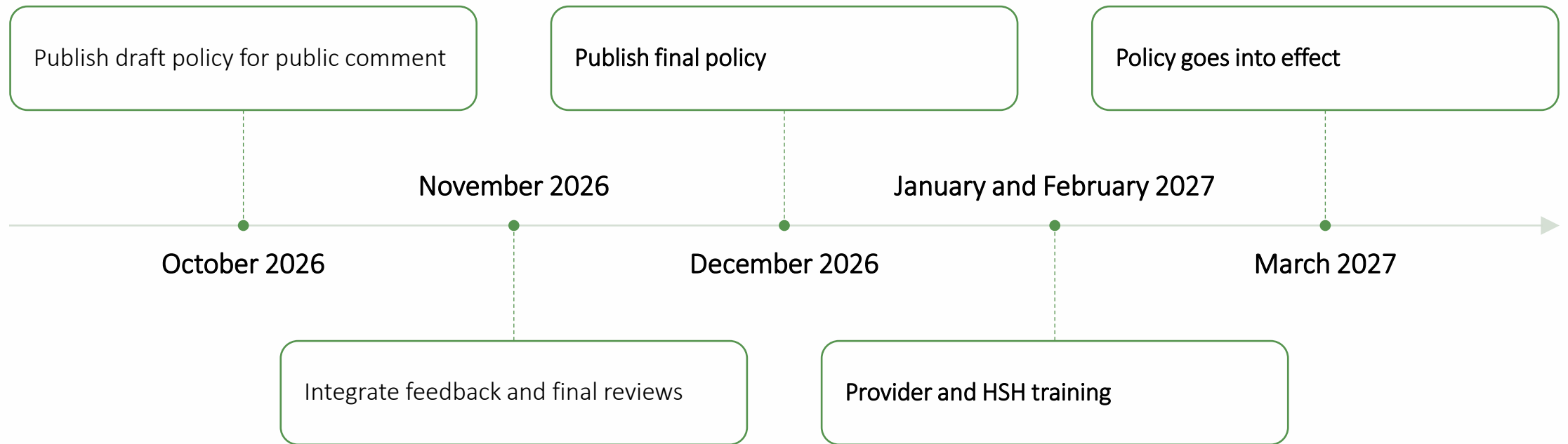
Problem Solving Status Guests

- Regular case management engagement
- **AND** meet at least 1 of the following:
 - Medical/Behavioral Health
 - Transitional Housing or Residential Treatment Placement Pending
 - Housing Pending
 - Housing Barriers

Guests with an unknown Coordinated Entry status

- Adult and TAY clients unknown to CE at the end of the initial LOS are ineligible for extensions.

Implementation Timeline





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Port of San Francisco

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Public Safety

San Francisco Police Department
Southern Station





Public Safety

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

July - 24 of 30 days fully staffed.

Regular Deployment Hours are:

SFPD Overtime Patrol

- 7 days per week - 10:00 AM – 9:00 PM

SFPD Ambassadors

- Mon-Fri - 10am-8pm

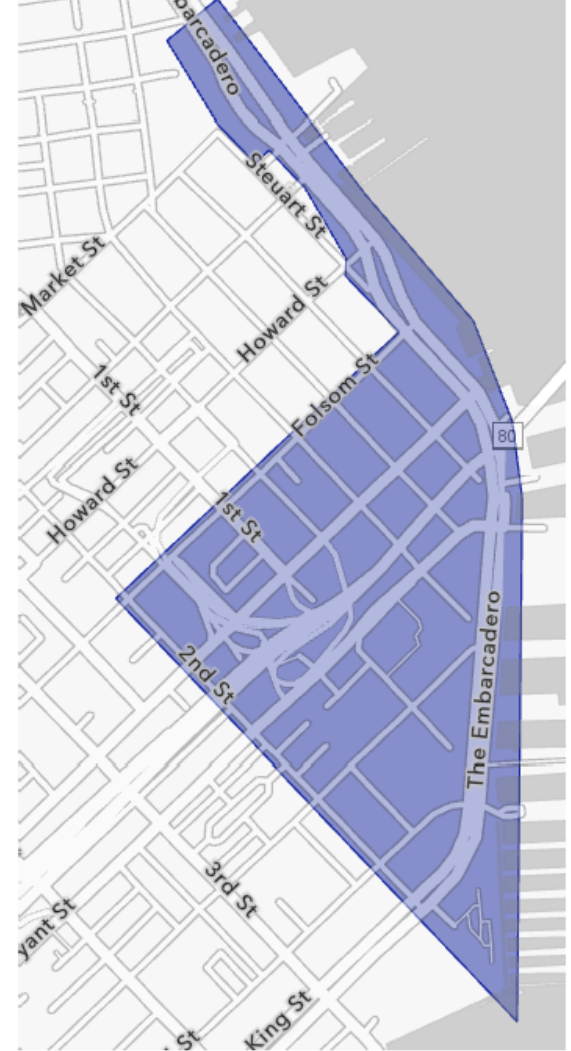
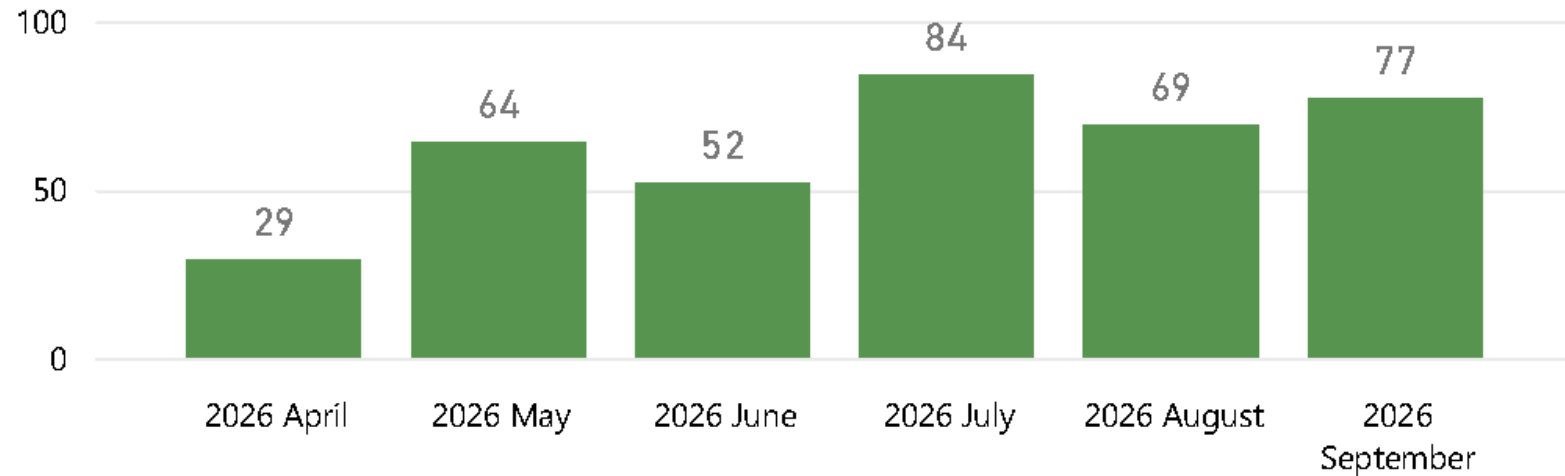
Police Incidents

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.

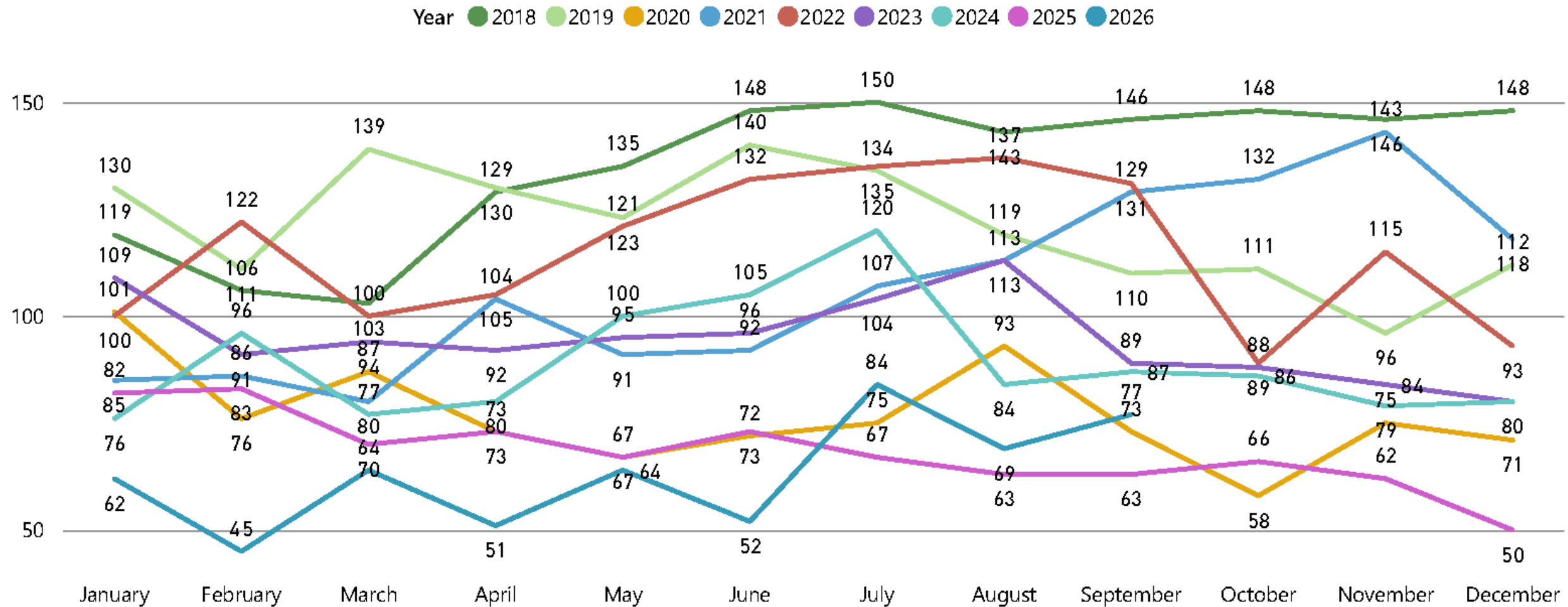
Note: Data was last updated on 10/14/2026, and data is only shown through the last complete month. Counts for previous months may increase in future reporting, as additional incidents may be added to the database.

Distinct Incidents in Safety Zone in Last Six Months



Police Incidents

Distinct Incidents in Safety Zone by Month and Year



Police Incidents

Police Incidents in August 2026

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	21	1,592
Assault	9	540
Burglary	7	293
Warrant	7	619
Lost Property	6	261
Malicious Mischief	6	422
Other Miscellaneous	6	542
Fraud	4	216
Motor Vehicle Theft	3	272
Non-Criminal	3	306
Forgery And Counterfeiting	2	17
Miscellaneous Investigation	2	200
Missing Person	2	176
Suspicious Occ	2	162
Courtesy Report	1	28
Disorderly Conduct	1	164
Drug Offense	1	624
Other Offenses	1	149
Robbery	1	128
Traffic Violation Arrest	1	108
Vandalism	1	12





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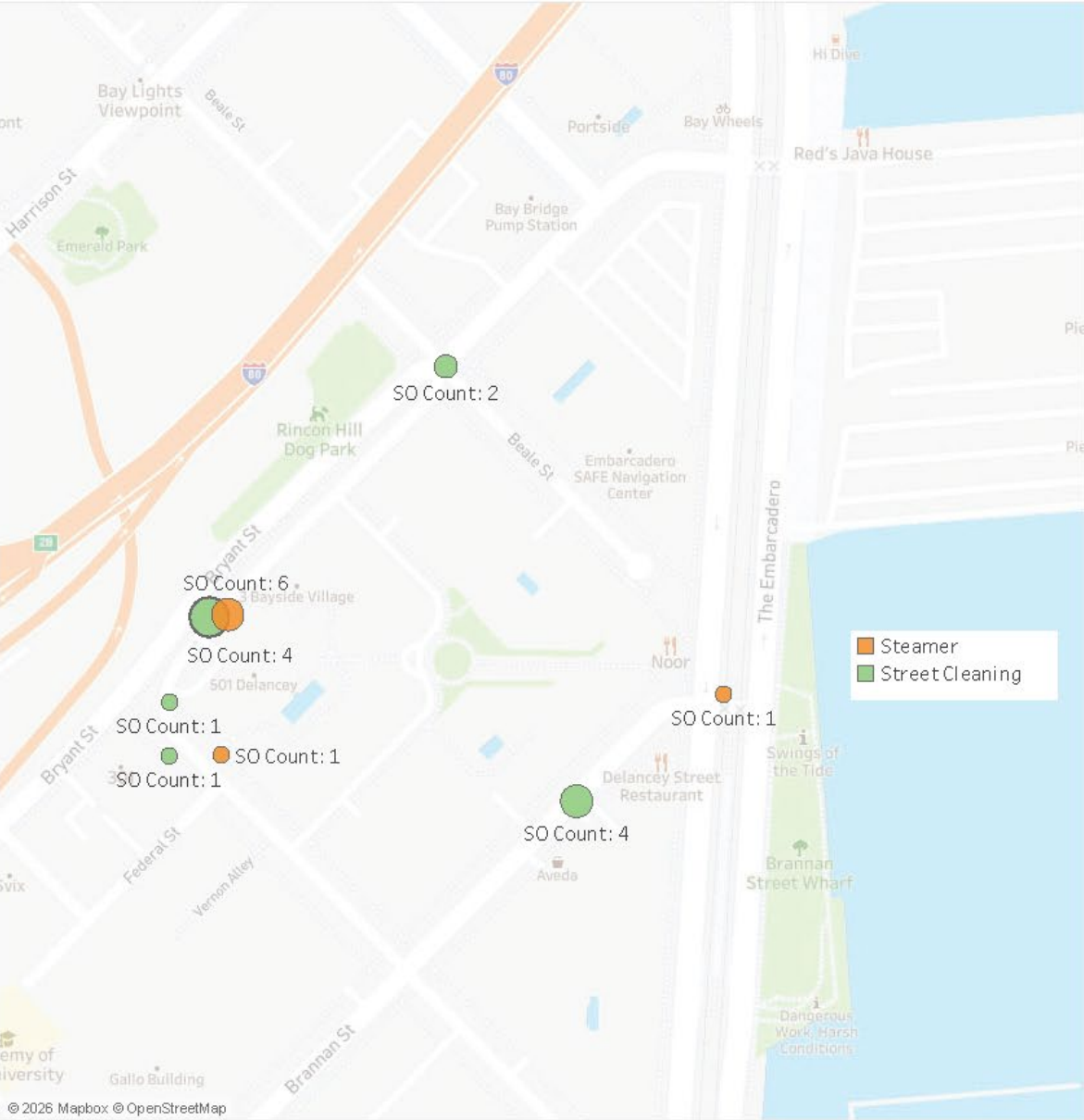
Department of Public Works

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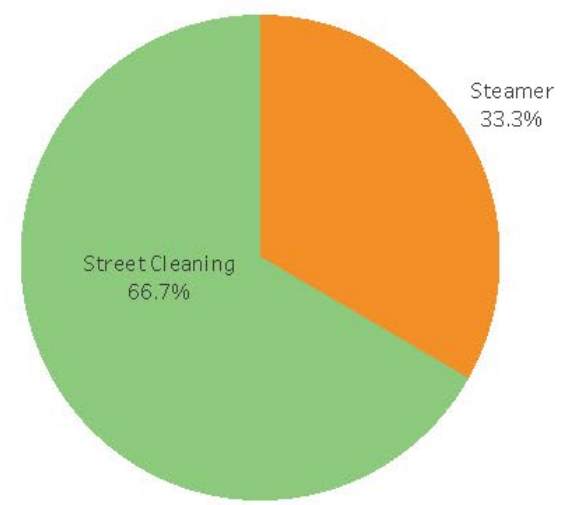


DPW Bureau of Street and Environmental Services

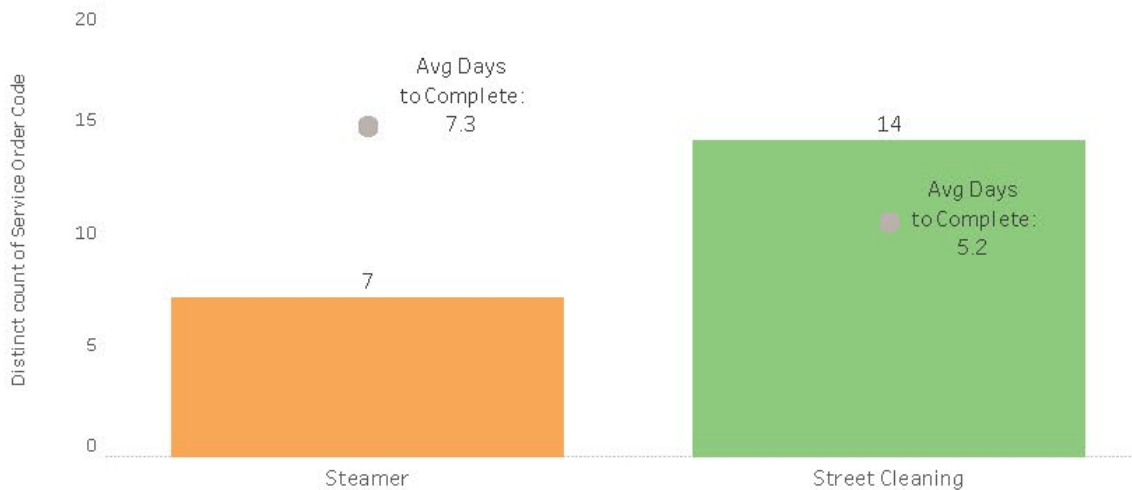
SES Service Orders Map



Service Order Volume Distribution by Problem Code



Service Order Volume by Problem Code and Average Days to Complete



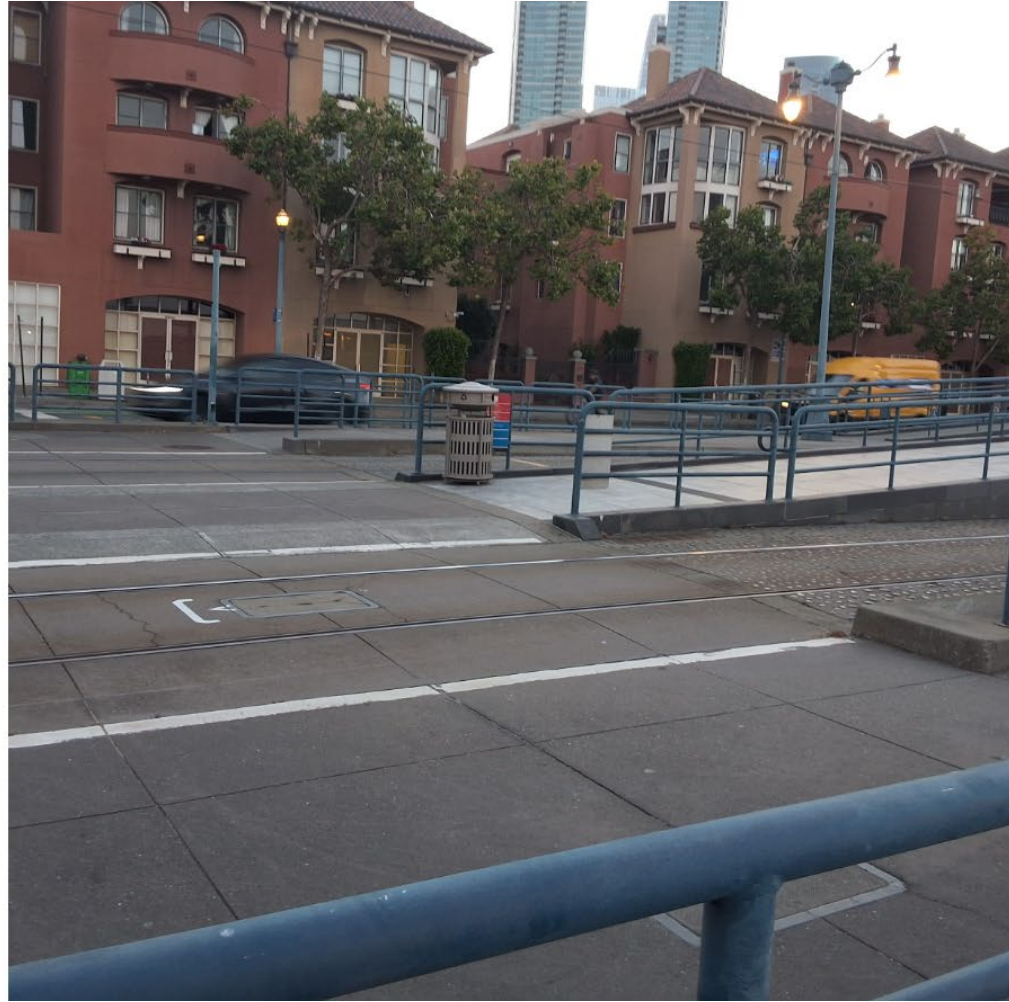
DPW Embarcadero Cleaning



DPW Embarcadero Cleaning



DPW Embarcadero Cleaning





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Appendix Slides



Street Team

- Five Keys Street Team patrols
- Request support through public line
415-594-3997
- 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



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 **415-594-3997** 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.