



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: September 2024 Written Report

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





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Embarcadero Community Advisory Committee

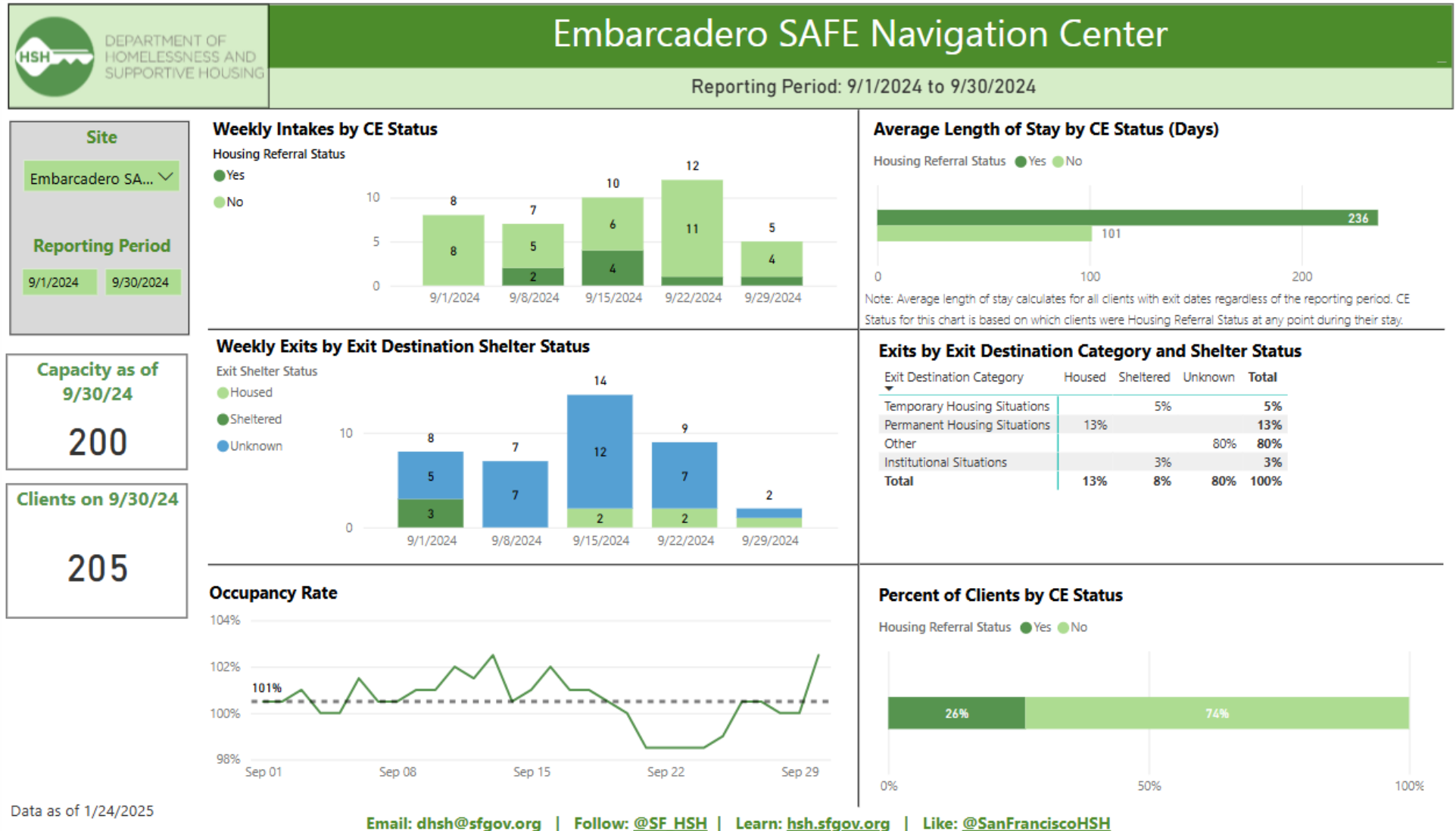
Now managed by HSH.

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



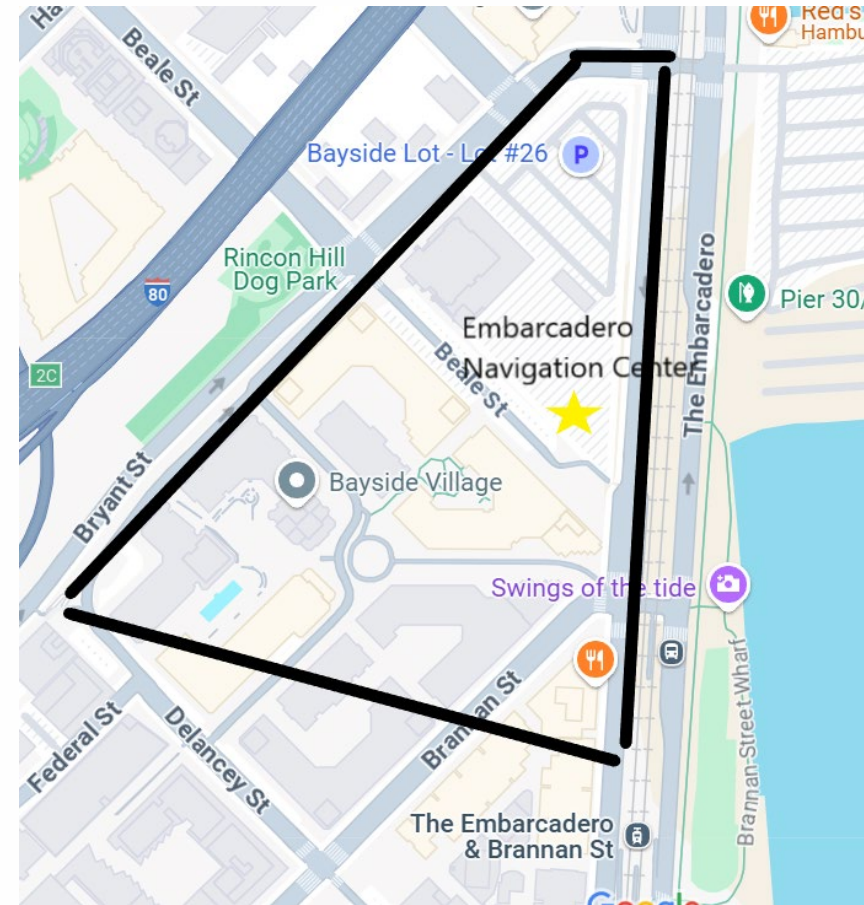
September 2024: Embarcadero SAFE Navigation Center*

- Capacity was **200 beds** as of September 30, 2024.
- 205 guests** as of September 30, 2024.
- 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**.
- In **September 2024**, Five Keys received **3 Google Texts and 6 calls** pertaining to cleaning in the designated area.



Map reflects Five Keys dedicated cleaning zone.

Five Keys Responses:

- 8 texts regarding folks sitting in the little park next to the nav center with belongings, garbage, overflowing, drug use, etc. Staff responded with 9 texts back addressing the matter.
- Portside security texted (3 texts) about an unhoused individual cooped up in the corner of the property, under the overpass on main street. Staff responded and called 311, individual was asked to leave. Staff called the police. Staff responded with 4 texts.
- There was 1 text about a disabled person on main street. Someone was sent over to assist and street crisis was requested, responded back with 1 text.
- Texts regarding an unhoused person giving dirty looks to people in front of the dog park. Police showed up to address the matter and the individual packed up and left.
- Staff tried to engage with unhoused individual on the street but had to be reported to their security guard.
- Texts regarding guests making a mess in the cul de sac area. Staff responded and did not identify any guests, asked unhoused folks to leave the area.

Reporting Concerns: Embarcadero

For latest guidance and resources on reporting concerns about street crises and conditions visit: sf.gov/healthy-streets

- ✦ 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



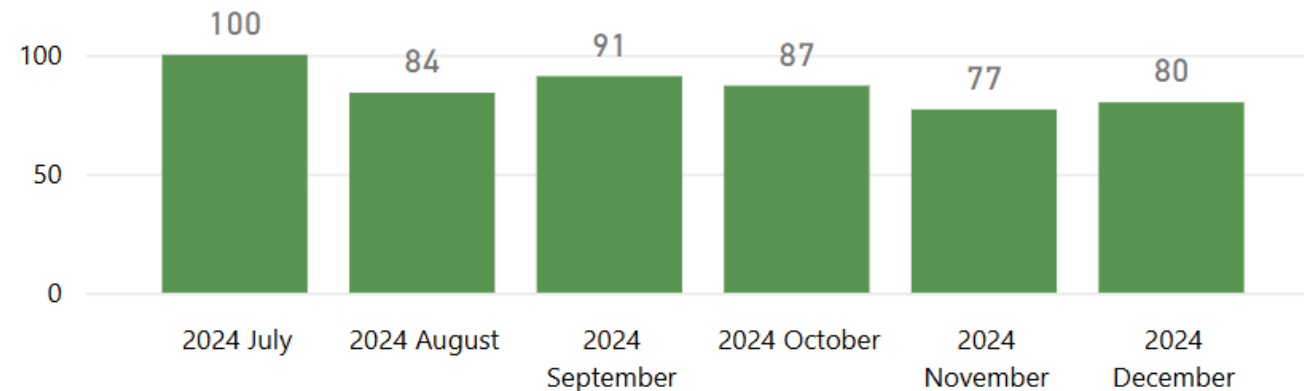
Police Incidents

Police Incidents within the Safety Zone

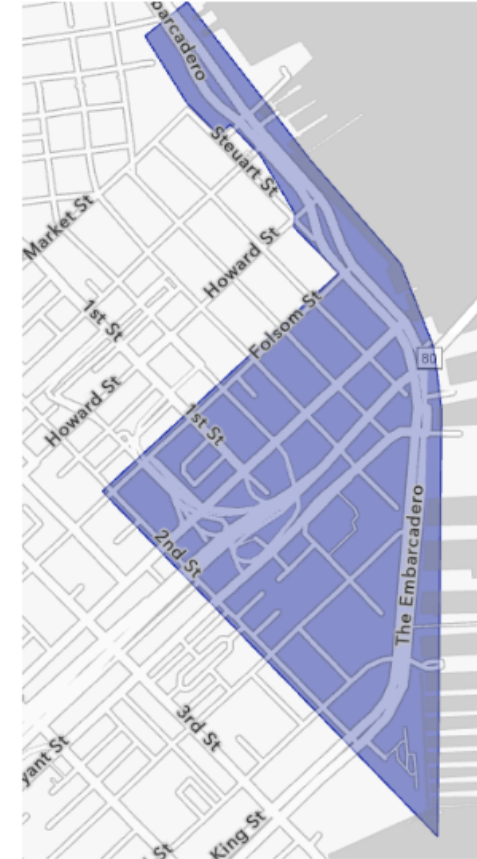
The data shown below is public police incident data from the Open Data Portal here: <https://data.sfgov.org/Public-Safety/Police-Department-Incident-Reports-2018-to-Present/wg3w-h783>. Incidents within the Safety Zone (shown at the right) are presented below.

Note: Data was last updated on 1/28/2025, 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.

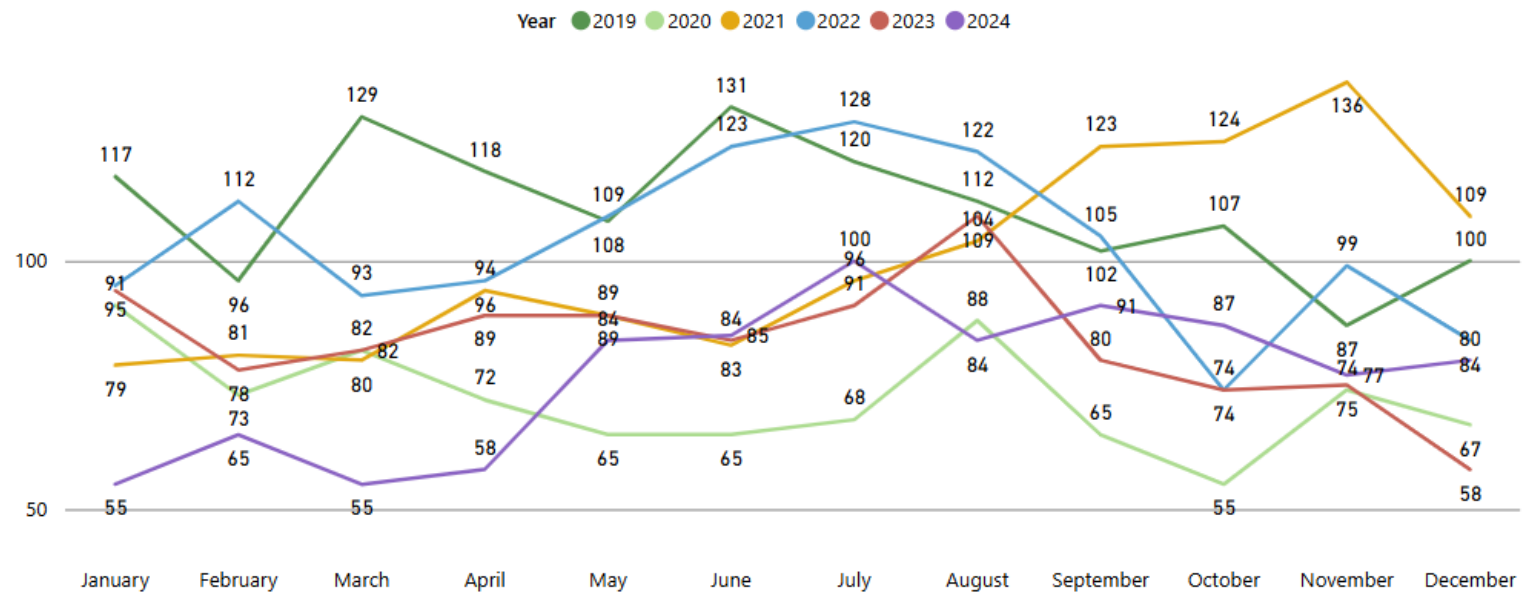
Distinct Incidents in Safety Zone in Last Six Months



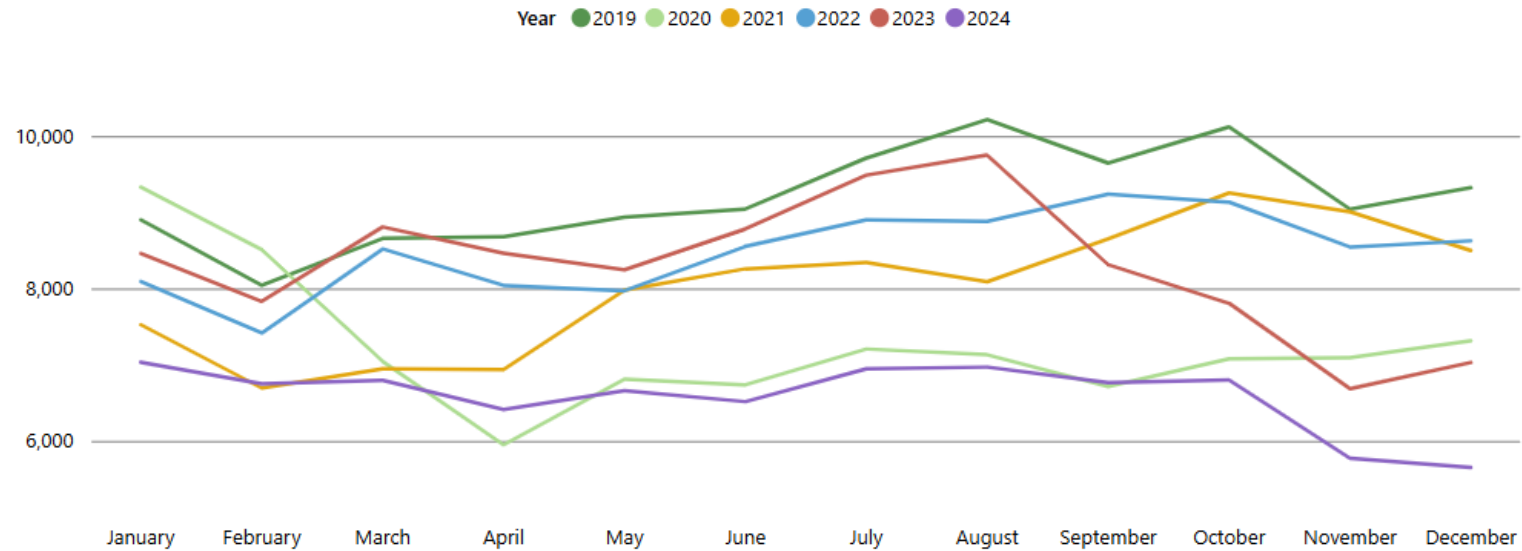
Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents in Safety Zone by Month and Year



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.