



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Embarcadero Navigation Center: MOU Extension

September 17, 2025 | Northern Advisory Committee



Background

- San Francisco & the Bay Area are in the middle of a **housing affordability crisis**.
- According to the 2024 Point in Time Count, **8,323** people were unhoused in San Francisco. Of those, nearly **4,000** were unsheltered.
 - **1% decrease** in unsheltered homelessness since 2022 and a **16% decrease** in unsheltered homelessness since 2019 PIT Count.
 - **13% fewer** people were sleeping on the streets or in tents than in 2022, lowest it has been in 10 years.
- Every day, the city provides housing and shelter to **over 15,000** people.

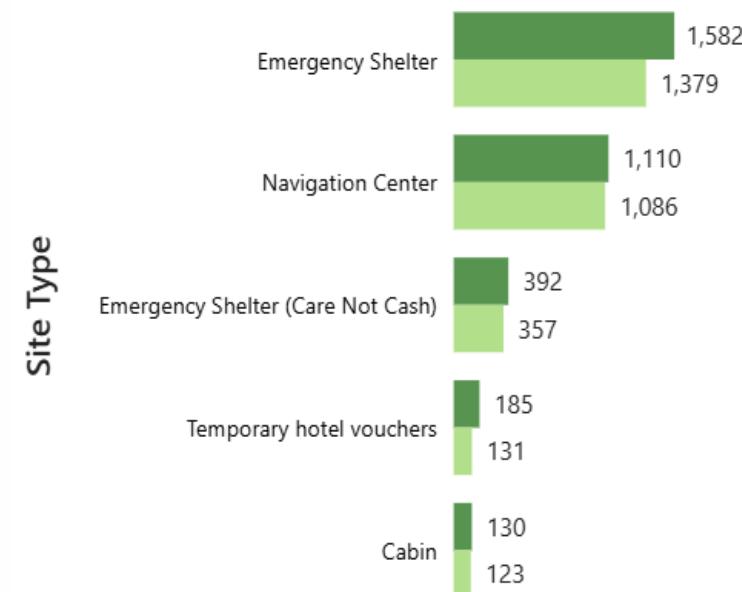


HSH's Temporary Shelter Portfolio

- **Temporary Shelter** provides people experiencing homelessness a temporary place to stay while accessing services and working towards a permanent exit from homelessness.
- HSH currently operates **3,670 beds/units** of temporary shelter.
 - As of September 8, 2025, **98% occupancy rate** across **1,110 Navigation Center beds**.
- Under Mayor Lurie's [Breaking the Cycle](#) plan, HSH has **expanded interim housing programs** including:
 - The city's first interim housing site dedicated to serving **older adults** in the Bayview;
 - 114 **recovery-focused** interim housing beds in SOMA; and
 - Expanded the **RESTORE program**, an innovative partnership between HSH and DPH that provides on-demand treatment and medication for people beginning their recovery journeys.

Capacity and occupancy by site type

● Capacity ● Occupancy



[HSH Shelter Inventory Dashboard](#)

September 8, 2025



Embarcadero Navigation Center

- Opened in December 2019
- Provides **low-barrier** shelter welcoming partners, pets and possessions, for up to **200 guests**.
- **Five Keys** is the non-profit operator and provides:
 - 2 daily meals, laundry and showers
 - Case management, housing and benefits navigation and referrals to services
 - Wellness checks
 - Supportive groups, social events and activities

Referrals to the Program

- Referrals to the program run through the City's centralized placement process, **the site does not accept walk-ins.**
- The city's **Neighborhood Street Teams** are regularly deployed to the area to conduct outreach and shelter placement in the Outreach Zone.
- To address challenges with overdoses at the Program earlier this year, HSH began **diversifying referral sources to the site** to reduce the concentration of high acuity guests.



Embarcadero Success Story

Sally* was a guest at the Embarcadero Navigation Center who had experienced severe trauma and was unable to remember much about her past. She would often ask staff, "what happened to me? Why am I here?".

Staff spent hours talking to Sally, helping her remember things that could support them in locating her family and friends. Eventually, staff were able to get in contact with a close family member. This person was not aware of the guest's condition and had been searching for her. Five Keys staff were able to reunite Sally with her family so she could move home and be cared for by the people who loved her.

Sally's situation and successful exit from the Program back to stability and community demonstrate how Five Keys works diligently to find unique solutions for their guests.



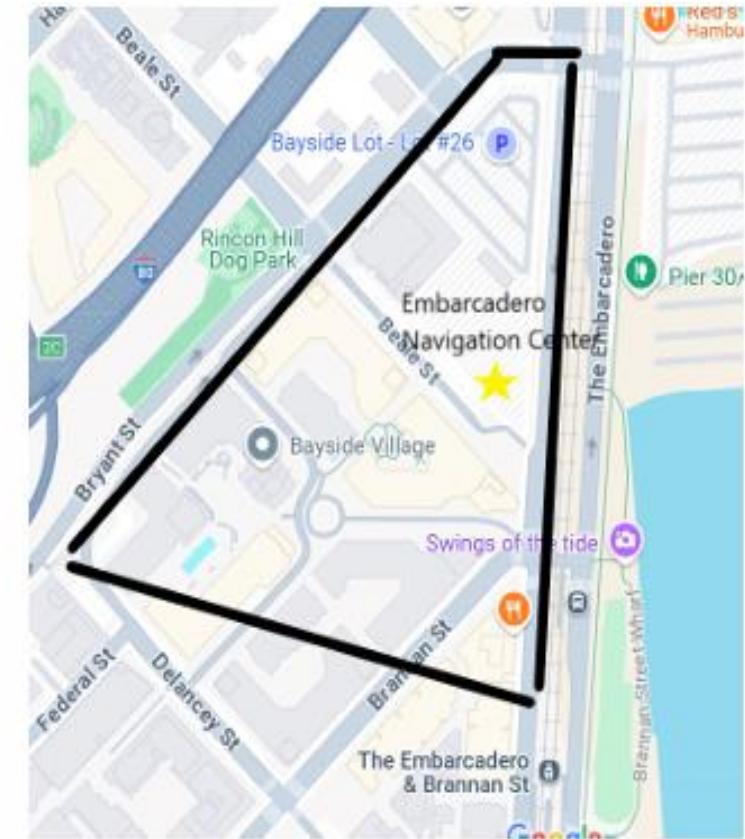
**Name changed for privacy.*

Good Neighbor Policy

- Five Keys is required to fulfill the requirements under the HSH Good Neighbor Policy:
 - Work with neighbors and city agencies to ensure **neighborhood concerns** are heard and addressed.
 - Assign appropriate staff to **participate in** and **attend** all neighborhood and community meetings
 - Provide a **public phone number** that will be answered at all times and respond to complaints and issues at the program as they arise.
 - **Minimize the impact** on the neighborhood by limiting referrals, not allowing walk-ins and having 24/7 access to the program.
 - Actively discourage and address **excessive noise** from program participants or those in the immediate vicinity.
 - Actively **discourage loitering** in the area immediately surrounding the program.
 - **Inform neighborhood businesses** and **residents** of the services available at the Program and how guests are referred.
 - Maintain the **safety and cleanliness** of the area immediately surrounding the facility, including ensuring staff and guests do not block driveways of neighboring residents and businesses.
 - Take all reasonable measures to ensure **sidewalks** adjacent to facility are not blocked.

Dedicated Cleaning

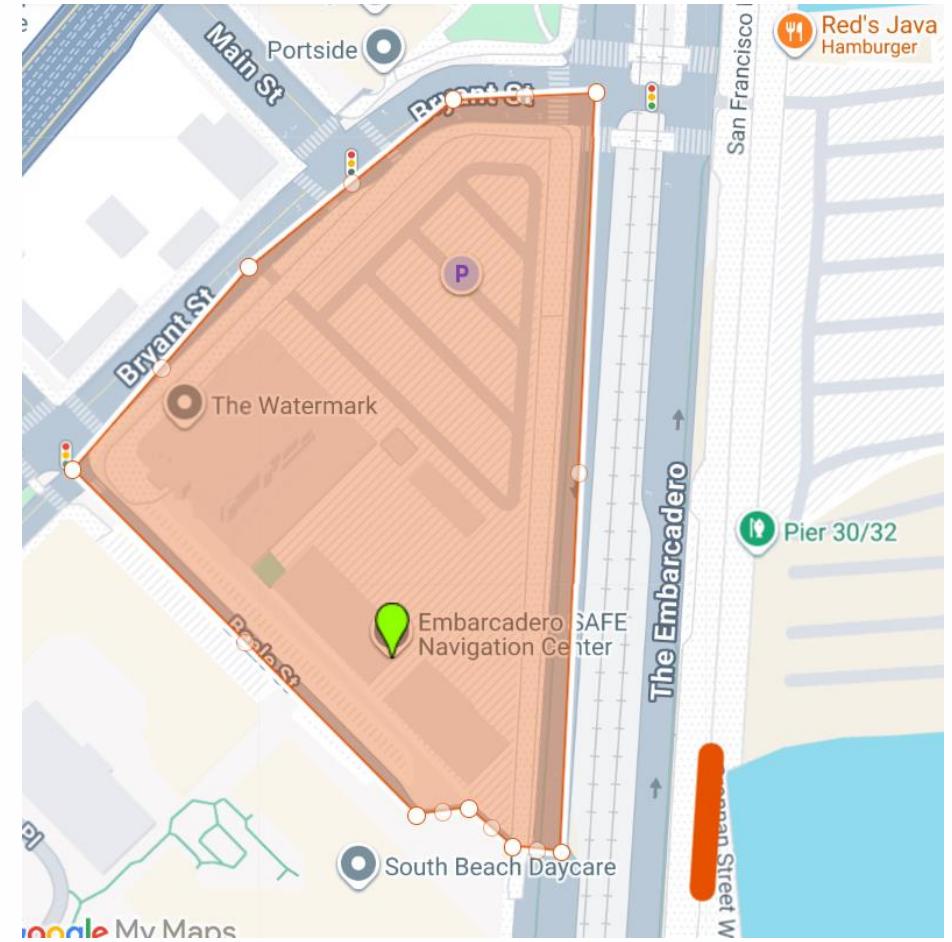
- Five Keys provides **dedicated cleaning** in the **designated cleaning area** (map on right) around the Embarcadero Navigation Center.
- Starting in April 2025, Five Keys staff began **hourly perimeter checks that include cleaning**. Every hour the designated area receive the following services:
 - Pick-up litter and garbage;
 - Engage with unsheltered individuals in the area and discourage loitering;
 - Respond to cleaning or engagement requests from neighbors via the public text line; and
 - Report concerns outside Five Keys' scope to 911, 311 or other city agencies as appropriate.



*Designated Cleaning Area
(2025)*

Five Keys Community Ambassadors

- In September 2025, Five Keys began providing Neighborhood Ambassador services to the area around the program.
 - This was made possible by new funding provided by HSH.
- Ambassadors will be in the area daily from 6am-9pm
- They will be engaging community, deterring antisocial behavior, and cleaning.



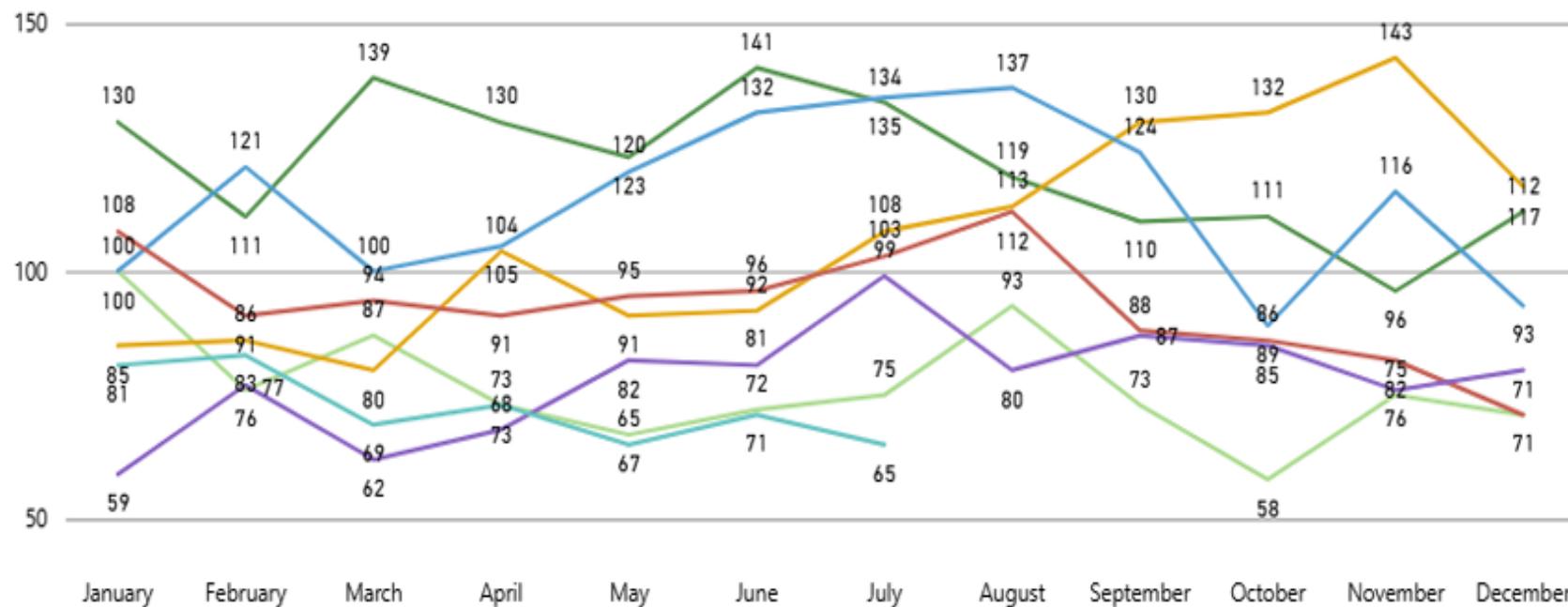
*Five Keys Community
Ambassadors Area (2025)*

SFPD Crime Stats

Distinct Incidents in Safety Zone by Month and Year



Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024 ● 2025



Distinct Incidents in the Safety Zone **decreased 52%** from July 2019 to July 2025.

Embarcadero Community Advisory Committee

- The **Embarcadero SAFE Navigation Center Community Advisory Group** was created in 2019. In 2024, the facilitation of the group transitioned over to HSH under the new 2023 MOU, and renamed the **Embarcadero Community Advisory Committee (ECAC)**.
 - Monthly reports are posted to the [HSH website](#).
- ECAC **meets quarterly** to address developments relevant to the Program, and facilitates **inclusive communication and collaboration** among Advisory members, city departments and the public to promote the **safety and quality of life** of everyone in the neighborhood.
- This has been a successful model of continued community participation that HSH has replicated in other neighborhoods across the city.
- ECAC will **continue throughout the term** of the Embarcadero Navigation Center to continue to support communication and collaboration.



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Option to Extend

Memorandum of Understanding (MOU)

- Current MOU between HSH and the Port expires December 31, 2025.
 - MOU includes 2-year option to extend through December 31, 2027.
- HSH would like to continue to utilize the site as the **Embarcadero Navigation Center** until development begins.
- The Port anticipates **development will begin** on Seawall Lot 330 by **mid-2027**.
- It will take up to **6 months** to **wind down the program**, including transitioning guests to other programs and working with Public Works to demobilize the physical site.

Option to Extend

- HSH has the **option to extend** the Memorandum of Understanding (MOU) with the Port for an additional **2 years** to continue to operate the Embarcadero Navigation Center on Seawall Lot 330.
 - HSH is prepared to vacate the site sooner if development moves forward prior to 2-year term.
- The Port Commission will consider HSH's request to exercise the extension based on the city's performance in meeting the four **"Option Exercise Conditions"** set forth in Section 6.1 of the MOU.



Option Exercise Conditions

1. The City has provided **public safety personnel** within the **Safety Zone** and HSH has provided **dedicated cleaning services** in the **designated cleaning area**, through a partnership with its Embarcadero SAFE Navigation Center nonprofit operator, Five Keys Schools and Programs.
2. HSH has provided **quarterly reports** to the Port that include:
 - a) Information on publicly available **crime statistics**, updated **point in time counts** of unsheltered people, including those in vehicles and tents, in the Outreach Zone and **other community impact measures** in the Safety Zone.
 - b) **Program utilization and outcomes**
 - c) **Cleaning efforts**
3. HSH and its Embarcadero SAFE Navigation Center nonprofit operator have complied with the **Good Neighbor Policy**.

City Partners

HSH stewarded the development of an **Interdepartmental Agreement** to reflect the commitments to the area from each City agency. We are working with City agencies to update this Agreement to reflect any updated practices and commitments.

- Department of Homelessness and Supportive Housing (**HSH**)
- Port of San Francisco (**Port**)
- San Francisco Policy Department (**SFPD**)
- Department of Public Works (**DPW**)
- Department of Emergency Management's Healthy Streets Operations Center (**HSOC**)

Next Steps

• **Embarcadero Community Advisory Committee (ECAC) Meetings**

- Regular Meeting: **August 27, 2025**
- Special Meeting: **September 24, 2025**
- Special Meeting: **October 29, 2025**

• **Northern Advisory Committee (NAC) Meeting – September 17, 2025**

• **Port Commission – November 18, 2025**



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Thank you!

