

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center December 2021

Department of Homelessness and Supportive Housing (HSH) and

Five Keys Schools and Programs

November 2021: Embarcadero SAFE Navigation Center

HSH



Updates: Embarcadero SAFE Navigation Center

- Embarcadero SAFE Navigation Center continues to follow public health guidance regarding COVID prevention and mitigation.
- •Continues to operate at a COVID-informed capacity of **91 beds**.

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- Referrals to the Embarcadero SAFE Navigation Center continue to run through a centralized referral process.
- Five Keys continues to provide COVID-informed community activities for guests, hosts DPH Behavioral Health staff onsite 1 – 2 times a week and has a partnership with Goodwill for workforce development.

Updates: Embarcadero SAFE Navigation Center

 HSH, Five Keys and SFPD met at Embarcadero SAFE Navigation Center in November 2021 for a tour and conversation about how to continue to improve and strengthen our partnerships.



Updates: Dedicated Cleaning Services

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- Five Keys continues to provide dedicated cleaning services to the area surrounding the Embarcadero SAFE Navigation Center.
- Five Keys staff clean the area 3-5 times a day.
- In November 2021, Five Keys received and responded to 4 text messages pertaining to cleaning in the designated area.



Map reflects Five Keys dedicated cleaning zone.

Updates: Public Information and Guidance

- Five Keys has developed a flier they have distributed to neighborhood businesses, residents and members of the Community Advisory Group that includes updated guidance on who to call to express neighborhood concerns.
 - If you would like to receive a copy of this flier, please contact Five Keys by texting the public hotline at 415-265-9827 or email meganp@fivekeys.org



We run the **Embarcadero SAFE Navigation Center** at 555 Beale Street. You may recognize us by our Five Keys blue shirts and see us walking around the neighborhood. We are here to do our best to keep the neighborhood clean and safe in partnership with other city organization



HERE IS A QUICK GUIDE TO NEIGHBORHOOD SERVICES THAT WE DO OR OUTSOURCE:

Call or text Five Keys: 415-265-9827

To say hi and get to know us!

To troubleshoot neighborhood issues and point you in the right direction
For basic trash clean up and syringe pick up in the area on this map...

For basic trash clean up and syninge proclup in the area on th

Call SFPD Non-Emergency (412-553-0123) for:

- Non-emergency illegal activity
- Encampments blocking the sidewalk or less than 6 feet from the entrance to a home or business

Call 911 Call 311

For all emergencies
 To request clean-up of trash or human/animal wa
 To report discarded syringes

Other Resources:

Safety issues

If you see people who look like they need immediate assistance or are camping outside, our staff can go and check in with them. However, we are not able to make them move. If there is an emergency, call 911.

Accessing shelter

Our site does not take walk-ins. Our guests must be referred to us from City agencies. For referrals, families and young adults (ages 18-24) can visit a Coordinated Entry Access Point. Adults over 24 can call the San Francisco Homeless Outreach Team to request outreach and available shelter placement.



Who to call to report neighborhood concerns

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- Text the Five Keys public text line at 415-265-9827 to report:
 - Concerns related to the Navigation Center (noise disturbance, etc.).
 - Garbage, debris or syringes within the designated cleaning area (for large items please call 311).
 - Unsheltered individuals around the program perimeter.*

- ← Call **311** to report:
 - Garbage, debris and human or animal waste outside the designated cleaning area.
 - Discarded syringes outside the designated cleaning area.

*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.

Who to call to report neighborhood concerns

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- ← Call Police Non-Emergency at 415-553-0123 to report:
 - An encampment blocking the sidewalk where the sidewalk is fully obstructed or there is less than 6 feet of clearance from entrances to a home or business.
 - Non-emergency illegal activity.

- ← Call 911 to report:
 - Medical emergencies or behavioral health crises.
 - Fires.
 - Emergency illegal activity.

Additional Guidance on How to Report Neighborhood Concerns is available on the HSH website at: <u>https://hsh.sfgov.org/services/public-guidance/expressing-concerns/</u>

Key Terms for Embarcadero SAFE Navigation Center Data Dashboard

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- 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.
- Problem Solving Status: Those who are not Housing Referring Status will be offered Problem Solving conversations and may be offered support through Problem Solving resources including: one-time flexible grants to address issues related to housing and employment, reunification programs (Homeward Bound), mediation and move-in assistance.
- Needs CE Assessment: Reflects guests pending a Coordinated Entry Assessment. Onsite Case Managers work
 with guests to encourage engagement with Coordinated Entry Assessments.

Key Terms for Embarcadero SAFE Navigation Center Data Dashboard (Cont.)

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- Not in ONE System: Clients pending entry into the ONE System. This includes data collection and entry conducted by the site operator during the guest's participation in the program.
- ONE System: The ONE System is San Francisco's Homeless Management Information System (HMIS) and supports HSH and non-profit providers within the Homelessness Response System by providing a single unified system.
- 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.
- Safety Discharge due to Behavior: Reflects exits of guests that have been discharged from the site based on program rules.
- Probable Bed Abandonment: Reflects voluntary exits, destinations usually unknown given there is not an
 opportunity to conduct an exit interview.