




# Strategies for Addressing Encampments

SF Department of Homelessness & Supportive Housing  
July 28, 2016

# Four Key Steps to Ending Homelessness for People Living in Encampments

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- ✓ Prepare with Adequate Time for Planning and Implementation
  - ✓ **Collaborate Across Sectors and Systems**
  - ✓ Perform Intensive and Persistent Outreach and Engagement
  - ✓ **Provide Low-Barrier Pathways to Permanent Housing**
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# Addressing Homeless Encampments in San Francisco

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## **Collaborate Across Sectors & Systems**

### Encampment Resolution Team

- DSHS will coordinate a cross-departmental effort to address encampments
- Identify and track encampments
- Provide community outreach to neighbors
- Implement outreach and shelter placement for people living in encampments

## **Provide Low-Barrier Pathways to Permanent Housing**

### Navigation Centers

- Low-threshold residential programs
  - Radical hospitality
  - Harm-reduction
  - Housing focused
  - Removes many of the barriers to entry that traditionally keep people from engaging with shelter
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## Collaborate Across Sectors & Systems


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# Encampment Resolution Team: A Cross Sector Approach

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## Interagency Team

- ❑ Build an interagency team to develop a strategy and respond quickly to encampments
  - ❑ Convene weekly strategy meetings with the team
  - ❑ Consolidate and analyze data from Public Works, the SF Homeless Outreach team & SFPD to prioritize encampments for services and interventions
  - ❑ The team will include service, enforcement, and inspection agencies
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# Encampment Resolution Team: A Cross Sector Approach

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## Policy & Planning

- ❑ Review city department policies related to encampments to insure they balance the rights of the homeless with the need for clean and safe streets
- ❑ Utilize data from Public Health/SFHOT, SFPD and Public Works to identify and prioritize encampments and deploy outreach and services
- ❑ Track data against benchmarks and goals
  - Reducing number of encampments
  - Increasing the number of placements into housing and services from the streets
- ❑ Collaborate with the DSHS communications team to be present at community and neighborhood meetings and articulate this strategy to concerned residents

# Encampment Resolution Team: A Cross Sector Approach

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## Action

- Field, respond to, and investigate reports of encampments
  - Assess reported encampments
  - Develop the appropriate timeline for intervention
  - Utilize data to triage encampment residents for housing, health and service needs
  - Make service placements for encampment residents
  - Coordinate outreach, engagement, inspection, and clean-up at encampment sites
  - Ensure that all policies and guidance are being followed by partner agencies
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## Provide Low-Barrier Pathways to Permanent Housing

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## Navigation Centers: A New Approach

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The Navigation Center has been highly successful in serving people who have barriers to traditional shelter. Key successes to date include:

- **Over 600** highly vulnerable people brought off the streets and into the Navigation Center
- **84%** of clients who have left have exited the program to stable housing
- Average length of stay at the Navigation Center is **49 days** (94 days to PSH)

The City is building off the success of the first Navigation Center by opening additional sites to expand the number of people brought in off the streets, increase the number of people connected to benefits and stable housing, and diversify the neighborhoods served.



# Navigation Centers: A New Approach to Shelter

Target Population	Low-Threshold	Focus On Housing	Small Community/ High Staffing	Tranquil Environment
<ul style="list-style-type: none"><li>• Encampments</li><li>• People who have not accessed the traditional shelter system</li><li>• Long term homeless</li></ul>	<ul style="list-style-type: none"><li>• 3 P's (Pets, Possessions, Partners)</li><li>• 24 hour access / no curfew</li><li>• Harm Reduction</li></ul>	<ul style="list-style-type: none"><li>• Housing is priority 1 from day 1</li><li>• Connection to mainstream benefits</li><li>• Co-location of benefits workers</li></ul>	<ul style="list-style-type: none"><li>• 24/7 staffing High staff to client ratio<ul style="list-style-type: none"><li>• 1:5 during the day</li><li>• 1:25 at night</li></ul></li><li>• Capacity of 60-80 people</li></ul>	<ul style="list-style-type: none"><li>• "Village" inspired design to enhance community</li><li>• Outdoor space</li><li>• 24 hour access to community space &amp; food</li></ul>

# Navigation Centers: A New Approach to Shelter

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## Physical Components

- Dorms
- Bathrooms & Showers
- Laundry
- Kitchen/Dining
- Community space
- Storage

## Services

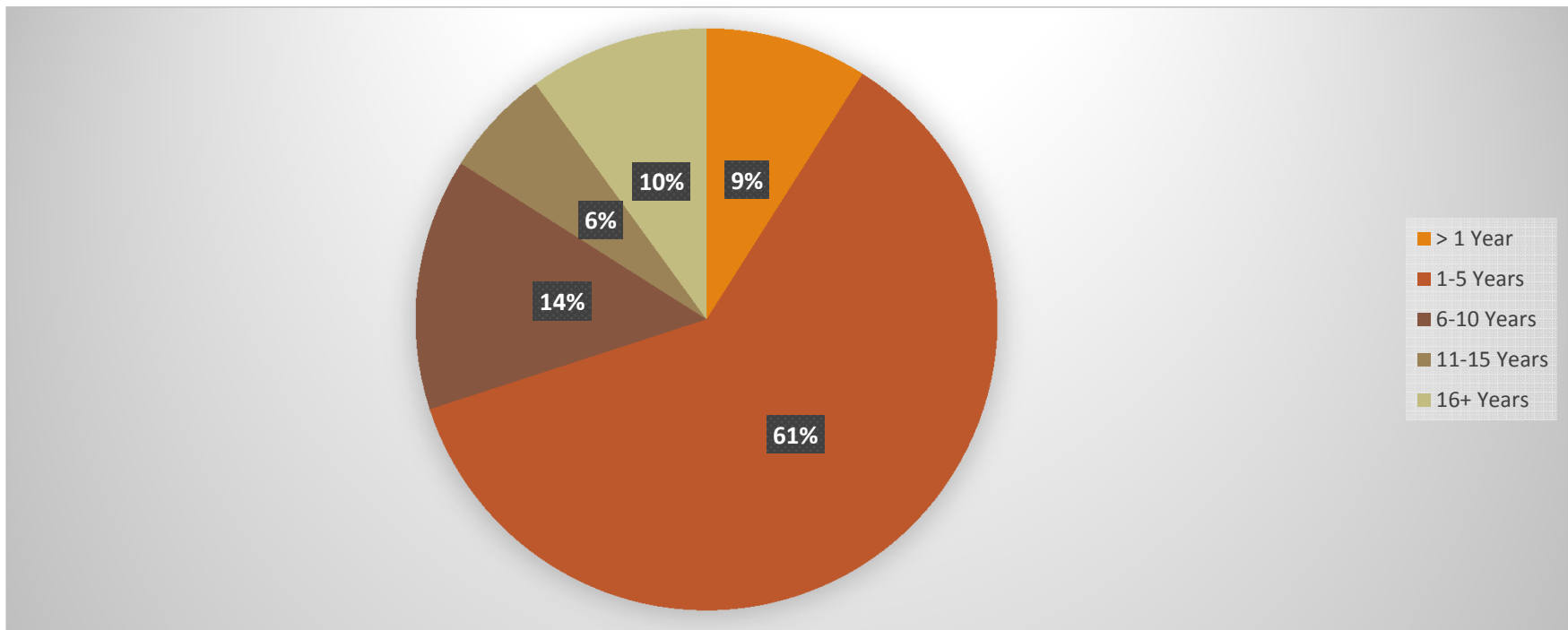
- Housing assistance
- Benefits advocacy
- Counseling
- Onsite medical care (roving)
- Meals
- Community activities

## Short Term

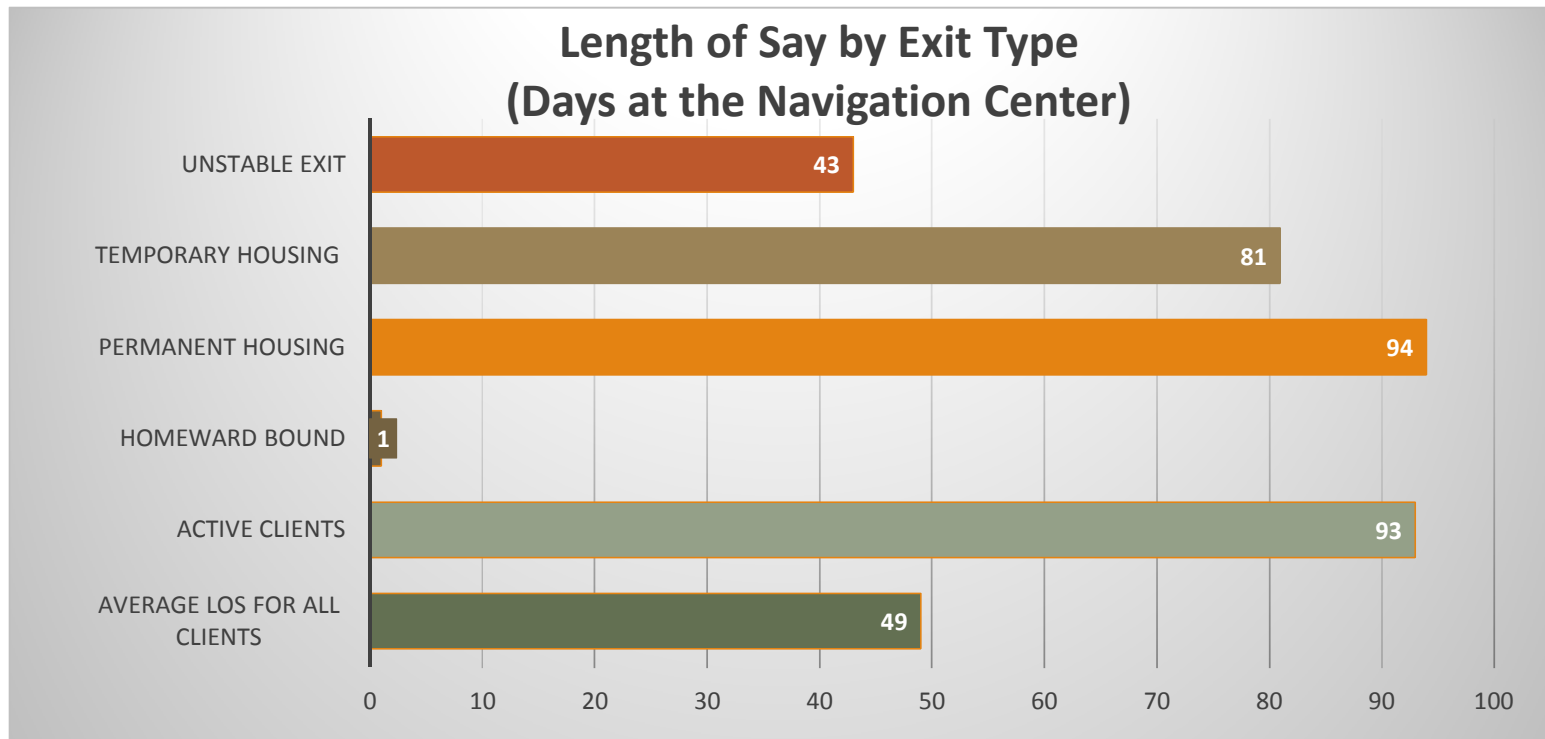
- Temporary site use
- 2-4 years

# Navigation Center Clients

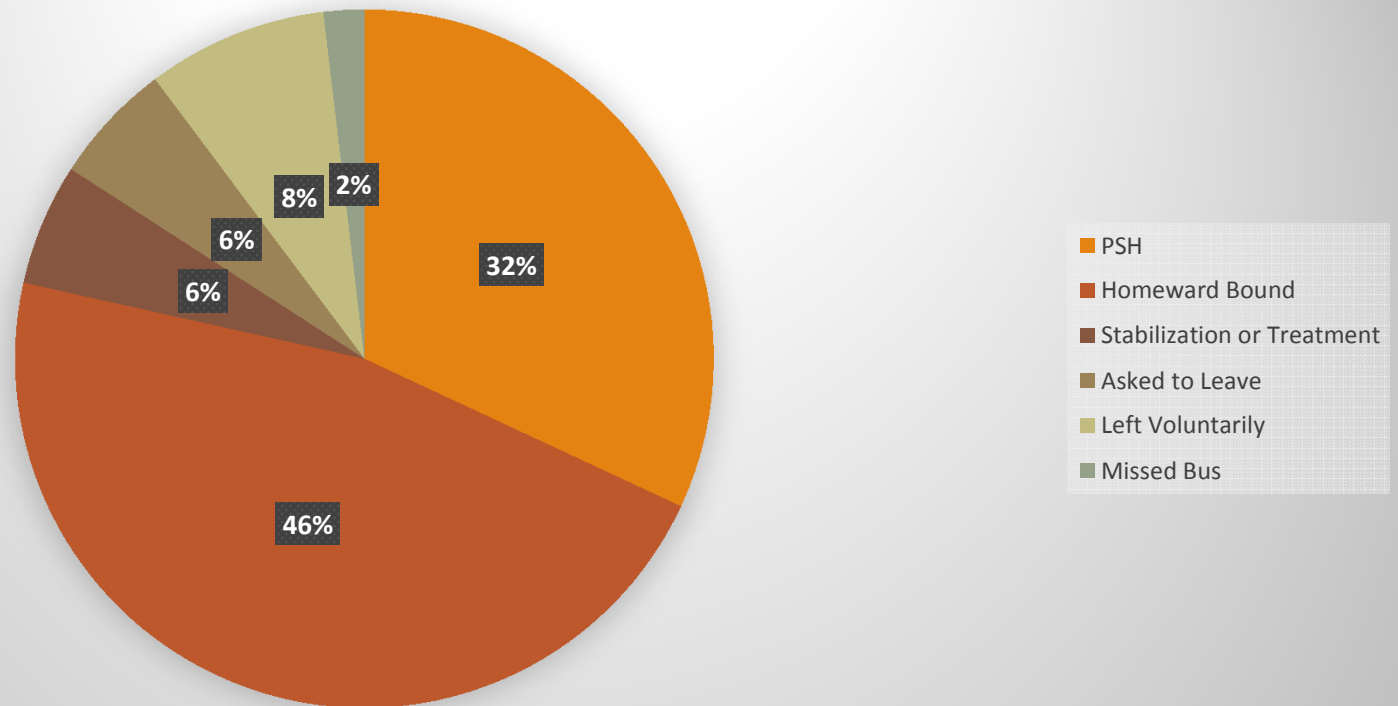
Length of Homelessness Prior to Entering the Navigation Center



# Navigation Center: Outcomes



## Outcomes: Housing Placements



## Next Steps

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1. Implement Encampment Resolution Team & track data
2. Expand low-threshold learnings to all shelters
3. Build Navigation Centers into a Coordinated Entry System
4. Expand the Navigation Centers