



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Encampment Resolution Team San Francisco's Approach to Homeless Encampments

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Agenda

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- Homelessness in San Francisco
- Resolving Encampments
- Outcomes and Lessons Learned



Homelessness in San Francisco

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- 7,500 people experiencing homelessness on any given night
- Includes youth, families and adults
- 51% are unsheltered
- 68% have a chronic health condition



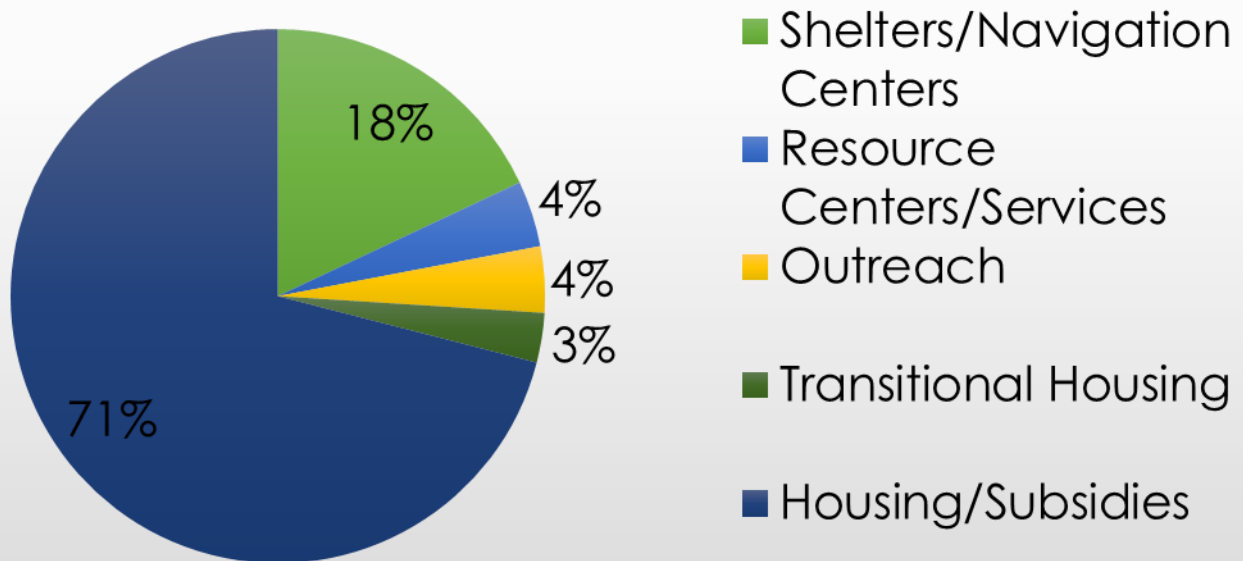


Services and Spending

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- Includes over 7,000 units of housing
- Help nearly 3,000 people a year exit homelessness
- Flat or slightly decreasing rates of homelessness in past 10 years

FY 16-17 Budget = \$209M Program Spending





Increasing Visibility

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- Increase in real estate development
- Concentration of social services
- Impact of Occupy and Super Bowl
- Opioid epidemic





Encampments in San Francisco

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- Approximately 105 encampments in San Francisco
 - 1-5 people – 50
 - 6-20 people – 45
 - 20+ people - 20
- About 1,000 people in encampments
 - 13% of homeless population
 - 25% of unsheltered population





Why Resolve Encampments:

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PROBLEM

- Higher levels of substance abuse and communicable disease in large encampments
- Increase in public health and public safety concerns in and around encampments
- Public outrage impacts City's ability to address homelessness

GOAL

- Assist as many people as possible by connecting them to shelter, services and housing
- Address quality of life issues for housed and unhoused
- Change culture on streets to permanently eliminate large, long term encampments



Selecting Encampments for Resolution

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- 6 tents, 6 persons, 1 month
- Evaluation of Community Impacts with Partners
- Coordinated through City Wide Encampment Working Group





Resolving Encampments: Overview

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- Encampment noticed of resolution date
- 3 weeks engagement
- Intensive outreach (daily)
- Individual service assessment
- Transportation to places of safety
- Intensive Case Management





Resolving Encampments: Services

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- Health and Wellness Fair
- Incentives (gift cards) successful
- Testing/treatment for disease
- Urgent care, suboxone starts
- Prevention medications for HIV





Resolving Encampments: Process

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- 1st week: Focus on engagement, relationship building
- 2nd week: Increased contact. Residents logged to Encampment Master log. Lookups in data sets to assess needs. Action steps on service needs
- 2nd week features: Finalization of service plans for each engaged resident. May include a community meeting if encampment situation allows. Housing applications for open waitlists
- 3rd week: Increased connection with residents. Begin to emphasize alternatives and remind of resolution date.



Resolving Encampments: Completion

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- Reservation of navigation and shelter beds
- Addressing needs of high acuity Individuals
- 72 hour notice is posted advising residents will need to depart
- Mobilization to site with police, the Public Works Department, ERT
- Remaining individuals offered available options



Preventing Re-Encampment

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- Walkthrough with Public Works to assess safety and access
- Coordinate with neighbors on prevention (fencing, lighting, security)
- Ongoing re-encampment prevention team (outreach workers, police and public works)



Case Study: Islais Creek Park.

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- Resolved Aug. 29, 2016
- Over 50 persons in a park
- Community meetings weekly
- TB testing to clear for shelter
- Over 40 individuals accepted help
- Park returned to service





Case Study: Islais Creek Park.

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- Boat was used as live-aboard—individual accepted services.
- Placement of a debris box reduced belongings.
- Placement of portable toilet enhanced client dignity, improved engagement





Outcomes: August – May 2017

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- ERT has resolved 11 encampments
- 461 people were involved in these eleven sites
- 329 accepted a place of safety off the streets – 71%
- Approximately 25% exited homelessness
- 9 of the 11 encampments have remained clear



Lessons Learned - Systems

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- Compared to past efforts, this process is humane, legal and effective
- Access to temporary shelter and housing exits are critical
- Entire homeless response system cannot be focused on encampments
- Partnerships with other agencies and systems to manage these partnerships are critical



Lessons Learned - Individuals

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- Intensive and ongoing outreach to encampment residents is the most critical part of this process
- Must work with both housed and unhoused people affected by the encampments
- Providing medical and other services at the encampments assists with the transition
- Having access to substance abuse and behavioral health programs is critical



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