



## **1515 South Van Ness Temporary Navigation Center Frequently Asked Questions**

On Monday, April 24th Mission District residents attended a community meeting on the proposal to open a temporary Navigation Center at 1515 South Van Ness. This facility will have 120 beds and will operate from approximately June 2017 – February 2018. This FAQ document will address many of the questions raised by community members.

### **What is a Navigation Center?**

Navigation Centers are programs designed to shelter and house San Francisco's homeless residents. Navigation Center provides these otherwise unsheltered San Franciscans room and board while case managers work to connect them to stable income, public benefits, health services, shelter, and housing. Navigation Centers are different from traditional shelters in that they have few barriers to entry and an intensive case management focus. Unlike traditional shelters, people with partners, pets and possessions are welcome at Navigation Centers.

### **What services are provided at Navigation Centers?**

Navigation Centers are service rich environments that providing the following services:

- Case management
- On site medical services (roving)
- Connections to employment
- Enrollment into public benefits such as Medi-Cal, Cal Fresh, SSI, or CAAP
- Support getting documents like IDs and birth certificates
- Counseling and mental health treatment
- Connection to addiction treatment programs
- Short and long-term housing solutions including transitional shelter, supportive housing, Homeward Bound, and/or temporary rental assistance

Onsite case managers will work with all guests to identify the most appropriate housing resource for them to access when they leave the Navigation Center. For some people this will be shelter, for some it will be supportive housing and others will have access to short term financial assistance to help them reenter the housing market. In addition, some will be enrolled in residential treatment programs for mental health or substance abuse.

### **How effective are Navigation Centers?**

Through Navigation Centers the Department of Homelessness and Supportive Housing (HSH) has brought over 1,300 highly vulnerable people off of the streets. 68% of Navigation Center clients have exited to housing. Currently, there are two Navigation Centers in operation, the Mission Navigation Center at 1950 Mission Street and the Civic Center Navigation Center at 20 12th Street. Three additional navigation centers are planned for the Central Waterfront, SOMA and San Francisco General Hospital. The Central Waterfront Navigation is slated to open by June and SOMA this winter (2017-2018).



### **Who accesses Navigation Centers?**

Navigation Centers serve adults that have been living on the streets and in tents. Services are only available by invitation from the Homeless Outreach, San Francisco Police Department and Encampment Resolution Teams. The South Van Ness Navigation Center will specifically serve people living in encampments in the Mission District (Valencia to Potrero, Cesar Chavez to Division).

### **How long can people stay in Navigation Centers?**

Navigation centers are designed to assist people on their journey out of homelessness. The length of stay at each navigation center is determined by the specific program model at the site. Most clients at the South Van Ness Navigation Center will be able to stay up to sixty days. Clients who are on a path to permanent housing or other services will be able to extend their stay beyond sixty days.

### **How will the City connect people to permanent solutions to their homelessness?**

Each person's path out of homelessness will be different. Case Managers will work with each person to help them identify their next step. Through this effort at the South Van Ness Navigation Center HSH will pilot a flexible housing fund that will provide guests with flexible and short term financial assistance to reconnect them to housing. Additionally, clients will be assessed for other housing resources including permanent supportive housing and the homeward bound program to reconnect with friends and family.

### **What is the plan for taking down the Navigation Center?**

Lennar Multifamily Communities, the property owner, has agreed to let the City use its property for a Navigation Center while they pursue various permits to develop the site. They anticipate that it will take anywhere from 6-9 months to secure all of the necessary permits to begin building on the site. 30 days before the start of construction, the City will begin demobilization efforts at the site and begin transitioning all guests who have not yet been housed to other sites to continue their journeys out of homelessness.

### **What happens to people who are unable to enter the Navigation Center?**

The City will continue to offer shelter and services to all people in need. The Homeless Outreach Team connects people on the streets to shelters, Homeward Bound, and other services daily. City Departments will continue to coordinate and work together to respond to neighborhood concerns regarding homeless people and encampments.

### **What will the impact of the Navigation Center be on our neighborhood?**

The South Van Ness Navigation Center will have a positive impact on the immediate neighborhood near 1515 South Van Ness, the greater Mission community and the City as whole. 1515 South Van Ness neighbors will see fewer people on the street and in tents and less disruptive street behavior associated with encampments. Similarly, other parts of the Mission will enjoy these benefits as people in tents from all over the Mission will be served at the South Van Ness Navigation Center. In partnership with the San Francisco Police Department and Public Works, our goal is to eliminate tent encampments in the Mission District and serve as a model for other neighborhoods in San Francisco.

### **What are other neighborhoods doing to help solve the homelessness crisis?**

The homelessness crisis in San Francisco impacts every part of the City. Residents and neighbors throughout the city are equally concerned about the crisis and are coming together to help identify



sustainable solutions. HSH currently operates two Navigation Centers, one in the Mission and one in Civic Center. We will be opening additional Navigation Centers in Central Waterfront (by June) and SOMA (this winter, 2017-2018) and on the campus of San Francisco General Hospital. Additionally, we are scouting sites in all districts for future Navigation Centers.

**How is HSH spending its resources and what are the results of that investment?**

HSH has an annual budget of approximately \$210MM. HSH resources fund the following efforts:

- 64% = Permanent housing for over 8,000 formerly homeless adults, families, and youth
- 21% = Temporary housing (navigation centers, shelters, stabilization beds)
- 13% = Street outreach, resource centers and medical services
- 2% = Transitional housing

Nearly 15,000 homeless people access temporary housing, street services and transitional housing each year. Since 2011, San Francisco has ended homelessness for over 11,000 adults, youth, families, and veterans through supportive housing, short-term rental assistance, and by reuniting people with family and friends who can house them.

**How much is the City spending to operate the navigation center?**

HSH has set aside up to \$2.5 million for staffing, meals, utilities, services, and housing subsidies and other operating costs.

**How many people will stay at the South Van Ness Navigation Center?**

South Van Ness Navigation Center will have capacity for 120 adults. We expect to serve anywhere from 250-350 adults at this site during the time it is open.

**What is the staffing plan?**

There will always be a minimum of 6 staff on site, 24 hours per day, including around the clock security staff.

**Will there be security on site?**

Yes, every shift will include on-site staff who will help keep the facility secure inside. SFPD has committed to provide security on the perimeter.

**Will there be any children on site?**

No. Families with children are served exclusively in our family system of care and will not be at the Navigation Center.

**Who will manage the site?**

HSH will contract with a highly qualified nonprofit organization to manage the site and provide services to clients.

**Who should I call if I see people in a tent encampment in my neighborhood?**

If you notice encampments in the area, please call 311. If you see a health or safety emergency, please call 911. If you witness criminal behavior, please contact SFPD.