

Briefing and update on the state of homelessness services and encampment clean-up

Special Session

April 11, 2024



Melody Woosley, Director, Department of Human Services

AGENDA

Coordination and
Collective Impact
Leadership Group

Housing and
Shelter

Targeted
Populations

Outreach

Encampment
Abatement

Prevention

Collective Impact Leadership Group

Partners

Close to Home
City of San Antonio
Bexar County
Haven for Hope
CHCS
SAMMinistries
Corazon
Christian Assistance Ministries
Centro
Salvation Army
Endeavors

Focus

Emergency Response
Investment Planning
Policy Priorities
Strategic Communications

Examples

COVID
Weather Events
Coordinated Shelter
Unified Outreach Training
Respite and Nursing Care
Marketing Campaign
**Collective Impact
Dashboard**

COLLECTIVE IMPACT DASHBOARD

3,155
Counted

Point in Time Count
January 23, 2023 (one night)

2,281 Sheltered
874 Unsheltered

11,178
Enrolled

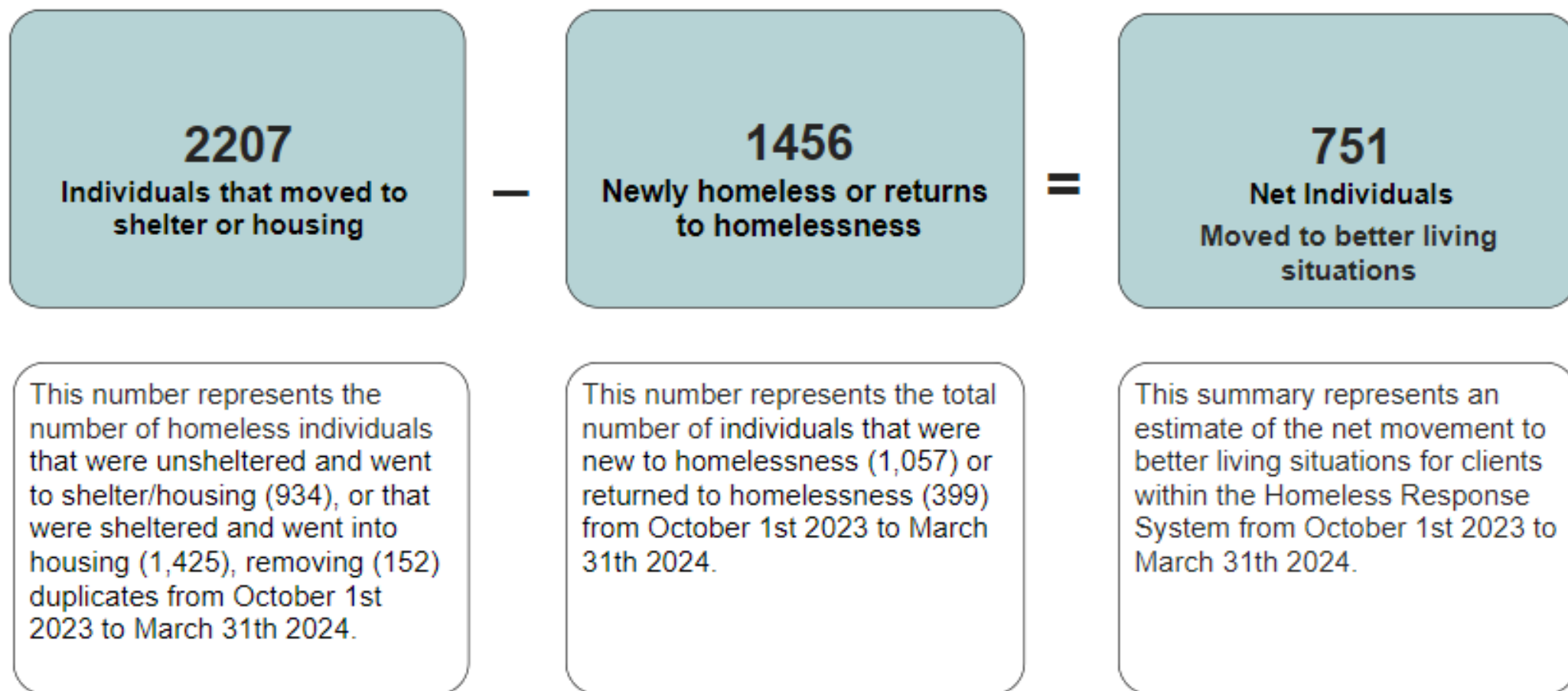
HMIS
Oct. 1, 2022 – Sept. 30, 2023 (one year)

8,773 Sheltered
2,405 Unsheltered

Homeless Response System Dashboard

Fiscal Year 2024, October 2023-March 2024

This dashboard provides an overview of programs across the homeless response system serving the San Antonio region, to demonstrate progress toward the city's goal to make homelessness rare, brief, and nonrecurring. The data is provided by Close to Home, the CoC Lead Agency, and the Homeless Management Information System (HMIS) Team, to demonstrate outcomes of the entire homeless response system.



HOUSING AND SHELTER: EMERGENCY SHELTER

- Total Shelter Capacity: 1,808+
- Emergency Shelter
 - Haven for Hope (909)
 - Currently at 108% Capacity (981)
 - Served 2,327 Unduplicated Clients from Oct 2023 thru March 2024.
 - 475 Successful Exits
- Low Barrier Emergency Shelter
 - Haven for Hope Congregate (429)
 - Currently at 145% capacity (622)
 - Served 4,536 unduplicated individuals from Oct 2023 thru March 2024.
 - 491 Successful Exits
 - SAMM Non Congregate (200)
 - Will be at 100% capacity by June 1, 2024

SAMM

Non-Congregate Low Barrier
FY2024, Oct 2023-Mar 2024

Unduplicated Individuals
Served
133

Occupancy
82 (44%)

Successful Exits
31

Returns to Street
20

HOUSING AND SHELTER: PERMANENT SUPPORTIVE HOUSING

Permanent Supportive Housing – PSH (1,000)

48% of Goal – On Track

Development	PSH	District	Address	Status
Towne Twin Village (Phase 1)	83	2	4711 Dietrich Road	Complete
Towne Twin Village (Phase 2)	41	2	4711 Dietrich Road	Construction
The Hudson Apartments	47	1	6014 Blanco Road	Construction
425 San Pedro	25	1	425 San Pedro	Pipeline
Towne Twin Village (Phase 3)	80	2	4711 Dietrich Road	Pipeline
Commons at Acequia Trails	200	3	S. Presa/Old Corpus Christi Rd	Pipeline
Total	476			



- Strategic Housing Implementation Plan sets a goal of 1,000 new Permanent Supportive Housing Units over the next 10 years.
- Facilitated 496 PSH units and are on track to meet the 10 –year goal.
- \$10M remaining in the 2022 Housing Bond that is dedicated to PSH and the RFP for the funding is currently open.
- 622 chronically homeless individuals were on the list for PSH as of March 1, 2024.

HOUSING AND SHELTER: RAPID REHOUSING

- Rental assistance of 3 to 24 months, with case management to promote housing stability
- Available to people experiencing homelessness, prioritized through Homelink for the most vulnerable
- FY 2024 Capacity – 925 households
 - Compared to 613 in 2023 (new HOME-ARP funding online this FY)
- Waitlist of 2,222 active households for Rapid Rehousing and/or PSH, as of March 1, 2024



HOUSING AND SHELTER: AFFORDABLE HOUSING

Set aside
vouchers and
project based
vouchers
are key

Deeply Affordable Units			
AMI	10-Year Goal	Complete/Pipeline	% of Goal
PSH	1,000	496	50%
0-30%	5,897	2,808	48%
31-50%	2,653	1,979	75%

HOUSING AND SHELTER: DAY SERVICES FOR UNSHELTERED



- Daytime and drop-in services for unsheltered population, providing services connection
- Corazon Day Center provides indoor respite, hot lunch, group sessions, case management, harm reduction, and more
- CAM provides breakfast, showers, mail, ID Recovery, clothing, case management, and more
- Serve 300 people per day

HOUSING AND SHELTER: DOWNTOWN ENGAGEMENT



CENTRO San Antonio Quality of Life (QOL) Ambassadors:

- Conduct wellness checks
- Make referrals to homeless service providers
- Dissuade uncivil behaviors
- Observe and report crimes to the police
- Provide safety escorts
- Equipped with body cameras to aid reports to service providers
- Work from **6 am to 10 pm, 7 days a week**

QOL Pop-Up Kiosk:

Provides a consistent visible presence to improve safety downtown.

- Prevention through relationships and engagement
- Hospitality, peer support, and service connections
- Education, awareness, and changing perceptions



TARGETED POPULATIONS

- **90 Families in 90 Days Initiative**

- Focused initiative coordinated by Close to Home to deploy resources to prevent or quickly end families' experiences of homelessness between December 2023 and February 2024.
- Result: 102 families housed in 106 days, including 55 families from Haven for Hope (with 124 children)

- **Skilled Nursing and Assisted Living**

- Skilled nursing facility and Close to Home partnership to provide care to unsheltered clients in need of ongoing medical care.
- Prepping first 5 clients to enter program.

- **Veterans**

- In last quarter of 2023, Veterans were housed within 75 days on average. 149 Veterans exited to permanent housing, while 111 were newly identified
- DHS with CTH leads regular partner coordination with Endeavors, American GI Forum, Haven for Hope, VA, and others to maintain benchmarks

TARGETED POPULATION - YOUTH

- Close to Home HUD Youth Homelessness Demonstration Program including funding to multiple youth services.
- Haven for Hope shelter space dedicated to youth between the ages of 18-24.
 - 56 Beds at 100% capacity
- SAMM YASS day center services
 - Served over 325 youth, nearly 50% with foster care history
- DHS NXT Level Opportunity Youth Program Coordination
 - 15% of NXT Level Opportunity Youth are unhoused
- UTSA Bexar County Fostering Educational Success project
 - 910 students served since launch in 2019
- Next Steps: System mapping with the goal of young adult housing summit in the fall of 2024



TARGETED POPULATION - SURVIVORS OF DOMESTIC VIOLENCE

- Close to Home has developed skilled assessor pathway & training to connect survivors to housing faster
- Homeless Connections Hotline designated two staff as domestic violence skilled assessors
- HOME-ARP funding for tenant-based rental assistance set aside for those experiencing homelessness due to DV

OUTREACH

- 38 Outreach Team Members
 - DHS, Corazon, SAMMinistries, Haven for Hope, CAM, and CHCS
- Homeless Outreach builds trust and rapport with individuals living in spaces not meant for human habitation including encampments, overpasses, drainage ditches, vehicles
- Teams offer service connection such as emergency shelter referrals, transportation, ID recovery and professional trauma informed case management
- May require repeated interactions before accepting service



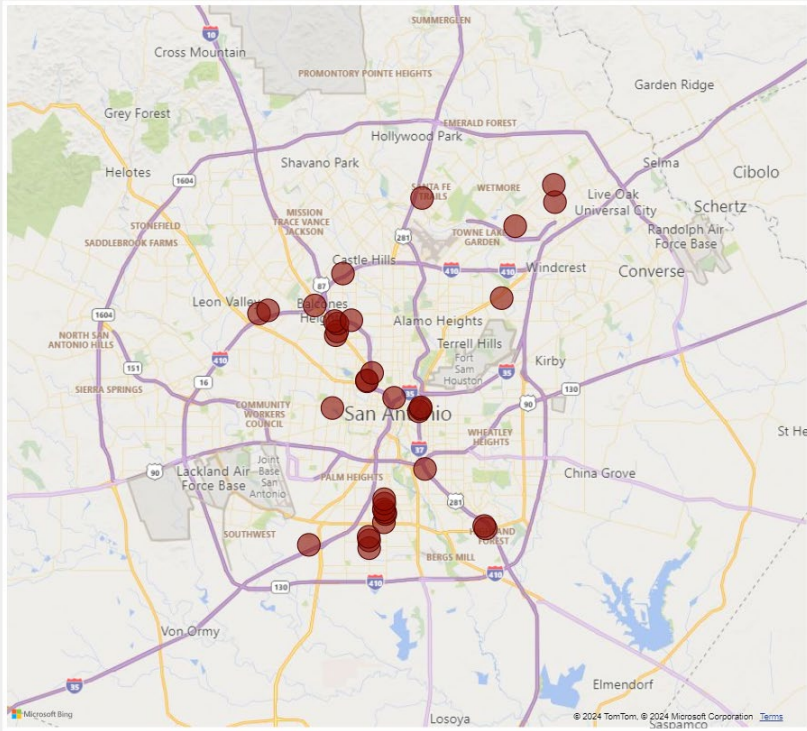


System Improvements

- Uniform Standards
- Field Guide App
- Centralized Shelter Coordination
 - 165 sheltered from Jan. 26 to March 31
- Self-Care Program including “Rescue Yourself” Workshop and Self Care Expo
- DHS Homeless Services Added 4 FTE’s in FY 2024
 - Sr. Communications Manager
 - Data Analyst
 - 2 Encampment Outreach Specialists

ENCAMPMENT ABATEMENT

Reoccurring Urban Encampment Abatements



Reoccurring Abatement are sites that have been abated 2 or more times within FY24. As of January 20, 2024

Target:
Complete 700
encampment
abatements

Goal: Address
requests within
2 weeks

Increased
operations from
3 to 5
days/week

33 recurring
sites scheduled
bi-weekly

ENCAMPMENT ABATEMENT PRIORITY

Sites Abated October 2022 – February 2024	
Location	# of Abatements
Residential Area	229 (27.84%)
Schools	19 (1.77%)
Parks	129 (12.01%)
Storm Channels	434 (40.41%)
Other	193 (17.97%)

Current Procedures

- ☐ DHS and Solid Waste prioritize sites based on level of concern and proximity to residential neighborhoods, schools, and businesses.
- ☐ Encampment sites reported by SAPD or Fire Department are removed immediately, without notice, if fires or felony crimes are documented.

Encampment Abatements

Fiscal Year 2024, October 2023 to March 2024

FY24 Abatement Year-to-Date October 2023 - April 2024

520

Abatements (YTD)

The total number of abatements Year to Date (YTD) are abatement events conducted between October 1, 2023 and the current reporting period.

Total Abatement by Council District

Fiscal Year	1	2	3	4	5	6	7	8	9	10	Total
FY23	194	77	94	46	57	44	57	24	25	62	680
FY24	100	65	70	49	47	42	46	27	28	46	520

Monthly Abatements by Council District

Month	1	2	3	4	5	6	7	8	9	10	Total
October 2023	7	9	9	9	8	7	6	5	5	7	72
November 2023	9	4	4	7	7	7	7	6	6	6	63
December 2023	6	6	6	5	5	6	6	5	5	6	56
January 2024	13	14	3		9	2	6	1	3	3	54
February 2024	21	10	28	8	7	5	11	7	2	10	109
March 2024	44	22	20	20	11	15	10	3	7	14	166

TxDOT site abatements are included in the total Urban Encampment Abatements.

To view the monthly totals by Council District, select the plus (+) symbol next to the year to expand the table.

Encampment Abatements

Average Days to Abatements

Average Days to Abatement March 2024

13.8
Average Days*

Average days are calculated from the date the initial notification was received to the date the abatement has completed.

*This average reflects the number of days during the current reporting month. (As of March 2024)

Month	Average Days to Abatement
October 2023	43
November 2023	62
December 2023	53
January 2024	27
February 2024	14
March 2024	13

Month	Percent abated within 15 days
October 2023	4.63%
November 2023	0.00%
December 2023	0.00%
January 2024	8.33%
February 2024	59.26%
March 2024	65.00%

This table displays the months with the total number of abatements that were conducted under 15 days, from notification to site cleanup.

Encampment Abatement Tentative Schedule

Month ▲	Day	Location Reference	Council District
April	8	Austin & IH 35	2
April	8	Hays & Austin	2
April	8	Hays & Chestnut	2
April	8	Rittiman & Goldfield	2
April	9	Jackson Keller & Veda Mae	1
April	9	Jackson Keller & West Ave	1
April	9	Nacogdoches & Naco Pass	10
April	9	Nacogdoches & Wurzbach Pkwy	10
April	9	Scotland & Blanco	1
April	9	Sprucewood & Hwy 281	1
April	10	Goliad & IH-37	3
April	10	Killarney & Valle Vista Drive	3
April	10	S. New Braunfels & Pecan Valley	3
April	11	Babcock & Frederickshurg	1

The Department of Human Services (DHS) only publishes tentative sites to be abated by the City of San Antonio. DHS **does not publish tentative sites to be abated by TxDOT. DHS conducts homeless outreach support, within 48 hours of the TxDOT site abatement and on the day of the TxDOT site abatement, to provide those individuals occupying the site access to community shelter resources. Sites are tentative due to factors beyond the City of San Antonio's control including inclement weather (rain, cold and heat) and other environmental factors. If a site is postponed it will be rescheduled as soon as possible.*

PREVENTION – Human Services & Neighborhood Housing

- **Homeless Hotline**
 - 17,662 Calls handled Oct. 2023-Mar. 2024
 - 33% At Risk of Homelessness
- **Homeless Diversion**
 - Quickly diverts people from needing shelter or resolves experience of homelessness (\$1,000 average)
 - 325 served through March 2024
- **Prevention with case management**
 - \$2.4 million in federal grants allocated to provide medium-term rental assistance and case management
- **Eviction Court**
 - 10,732 Court hearings since October 2023
- **Rental Assistance Program**
 - Pre-screened 3,743 households through the Homeless Connections Hotline between February 15 and March 29
 - Referred 2,087 households - 1,376 applications completed



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