



SRO Families United Collaborative

Serving families in Chinatown, SOMA, Tenderloin, & Mission

General Information

Families in SRO Hotels in the City and County of SF

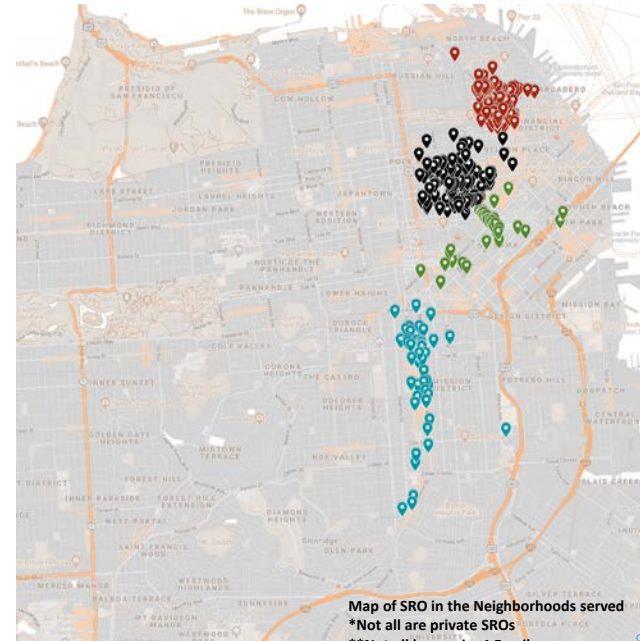
By Neighborhood Served

Chinatown ~350

Mission ~35

Tenderloin ~31

South of Market ~15



Housing Work by the Collaborative

Housed 75 of families through deep rental subsidies and family choice vouchers in the last 24 months.

Housed 25 families through LOSP although not in the last 4 years

Forecast: House an additional 10 SRO families, and 5 doubled up families through 2020, and an additional 15 families in 2021.

COVID's effects on Families in SROs*

Financial information of Families in SROS	
# of Participants in Data Collection	320 ¹
Average income Pre-COVID	\$2,994.44 p.m
Average Income during COVID	\$926.60 p.m
<i>% of loss on Averages in reported income</i>	69.06% p.m
¹ Data collected from families was self reported by majority of participants with expectation of 1x rental assistance. Criteria was based on: Living in SRO, Being a family. Income reported was not a factor in eligibility.	

Barriers to Coordinated Entry

- Language and Cultural competency at C.E
- Limits or bans on allowing “Navigators” attend assessment with clients at C.E.
- Limits on accessing C.E. through service providers; other than CC and Compass
 - Lack of transparency from HSH on assessment process with SRO Families
 - No published guides or accessible published guides from HSH for Families
- Limits due to operational hours at each C.E. site

Questions to/for HSH

Where is and or has HSH used the data from the Focus Groups?

of families from SROs that have been through the Assessment Phase?

When will published docs and or HSH adopt the widely used definition of homeless families?

Policy Changes/Recommendation to C.E

Allow the use of a “Navigator” in the assessment process with a family.

Publish a timeline or a “Path to Housing” triage process that is legible by families; preferably more visual.

Allow for or have accessibility at C.E. for working families on the weekends.

Adopt the definition of homelessness experienced by families as other City Agencies have.
Eliminate the Exclusion of working SRO Families.

Ensure all family members are assessed including children and grandparents.