



Improving the Health of Residents in SRO Hotels

Health Impact Assessment

San Francisco Department of Public Health
Office of Policy and Planning

Introduction: *SRO Health Impact Assessment*



Our Vision: We work towards achieving better health for residents of SROs through public policy





Introduction:

Issue Addressed

In September of 2013, the San Francisco Health Commission passed a resolution requesting that SFDPH carry out an HIA to evaluate conditions to improve the health of residents in Single Resident Occupancy Hotels (SROs).



Introduction: *Policy Proposal*

KEY ISSUES:

Informed by 22 in-depth interviews and 3 stakeholder meetings with representatives of SFDPH, non-profit providers, and other City agencies, the HIA is focused on strategies to improve SRO management and reduce health and housing code violations in support of safer SRO environments.

Key health-related issues include:

Unsanitary living conditions

Safety

Mental health

Interagency coordination





Define Proposed Policies:

Three advisory groups were convened - SFDPH staff, SRO non-profit owners, and City agencies

Representation from 30 City agencies and non-profits helped identify key issues - When asked what types of projects, policies or programs would most improve the health of SRO tenants?



Screening

Overview of Screening:

Establishing Need for and Value of HIA

Consider:

Timing and resources

Sufficiency of information

Decision's potential impacts on health

Feasibility, timeliness, value

Users and uses for HIA

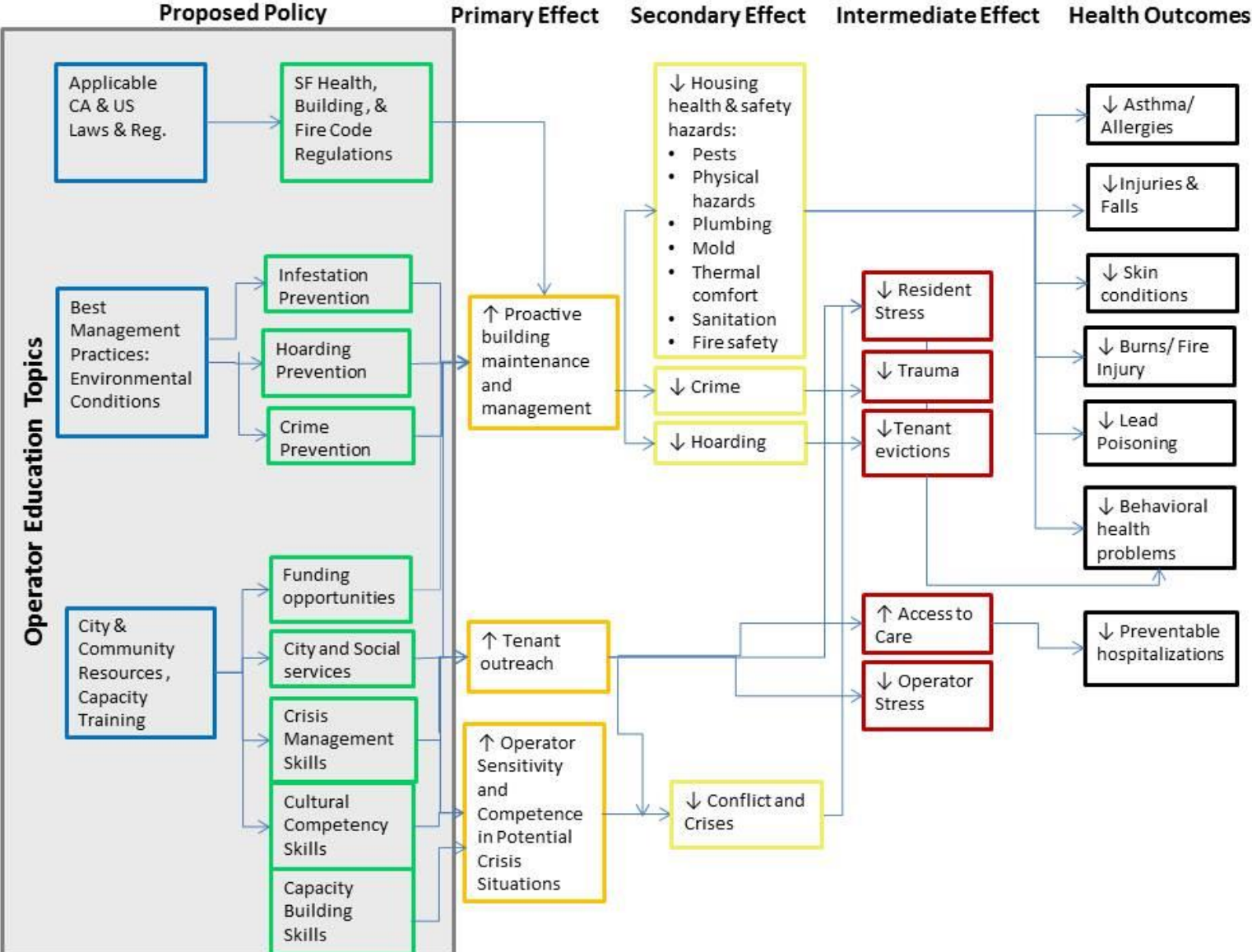


Policy Proposal

Requirement	Managing Entity	Detail
SRO Operator Training Certificate	SFDPH	In coordination with DBI and Fire, SFDPH will provide training on health, housing, and fire codes pertaining to SRO facilities; best practices in building operations (e.g. security, bedbugs, etc.); and resources to work with residents.
Facility Data Reporting	DBI	Requirement to report additional information on housing attributes including: number of rooms, toilets, showers, and rooms capable of supporting microwaves and refrigerators, ADA accessibility, etc.
Data Analytics / Enhanced Analysis of Data	SFDPH	Establish interagency working group for development and monthly tracking of performance metrics for quality improvement and measurement of impact.



Scoping:



Assessment: *Methods*

Data Analysis/Baseline Conditions

Empirical Evidence from Literature

Focus Groups

Expert Opinion



Assessment: *Baseline Conditions*

- ❑ SRO Facilities - older on average than San Francisco's housing stock.
- ❑ SRO Violations & Associated Health Outcomes - Top 5 - animals/pests; mold; refuse; sanitation; and structural conditions.
- ❑ SRO Population Demographics & Neighborhood Conditions - The majority (88%) are located in six zip codes: 94102, 94103, 94108, 94109, 94110, and 94133,

Housing Violations at Single Room Occupancy Locations - San Francisco, CA

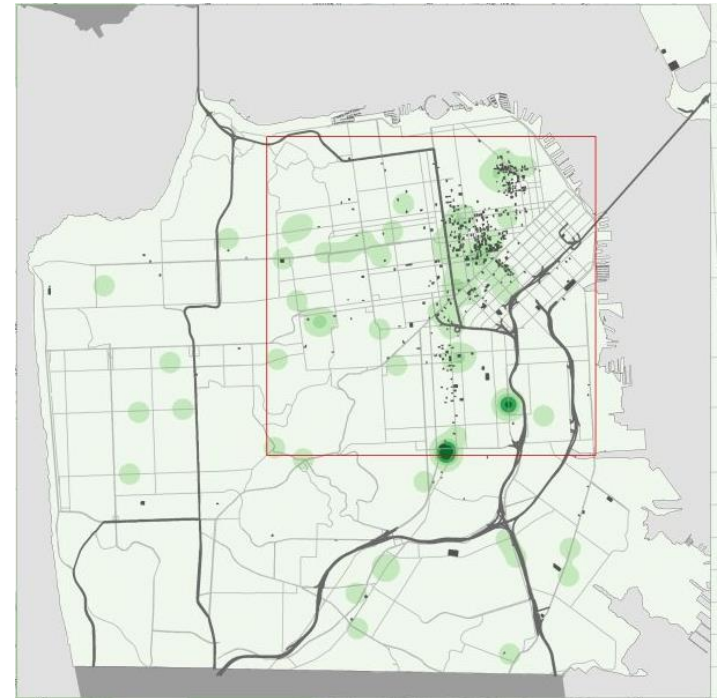


Housing Violations & Single Room Occupancy Locations - San Francisco, CA



Assessment: *Neighborhood Health Status*

- ❑ Hospitalization and ER Rates in zip codes associated with common violation types high than City Averages
- ❑ Adult asthma rates 2x, falls 2-3x, & self-inflicted Injuries 3-4X City Average
- ❑ Zip codes in Tenderloin and South of Market experienced both the highest hospitalization rates as well as the highest violation rates.
- ❑ Deaths from drug overdoses are high and increasing



Healthcare Facilities

Assessment: *SRO Operator Focus Groups*

- ❑ Fragmentation of Health, Housing and Fire codes and expressed the need for centralized information
- ❑ Lacked knowledge and/or practices on how to effectively work with tenants and not aware of the primary health outcomes of poor housing quality
- ❑ Mental health was seen as a significant health problem, as well as elderly population and associated health issues, drugs and alcohol.

“A training would be helpful, but what would help more would be to work together to get the population in better living conditions.”

Assessment: *Data Analytics*

- ❑ Open data strategies no direct impact on health, but can lend themselves to increasing the efficiency & transparency
- ❑ Data analytics alone do not lead to vast improvements. Inter-agency working groups and forums for continuous quality improvement, coupled with data analytics and strong leadership support work best.



01

Recommendations:

Establish a training for SRO operators that focuses on successfully working with the SRO tenant populations, increasing knowledge of health outcomes, and understanding the role of City agencies and management best practices.

02

The creation of culturally competent and consolidated educational materials for SRO operators that would serve as a one stop guide.



03

Recommendations:

Standardize and automatically publish housing inspection data, including collection of SRO facility attributes.

04

Incorporate Data Analytics Into Business Operations .

05

Create an interagency housing data sub-committee to establish and track performance measures.





Next Steps

- Presentation to Stakeholders for feedback
- Final Health Impact Assessment & Communicate Findings
- Evaluate options for implementation and funding

