

# (d)3. BEAUTIFYSJ ENCAMPMENT MANAGEMENT SERVICES STATUS REPORT

NEIGHBORHOOD SERVICES AND EDUCATION COMMITTEE— JUNE 8, 2023



Presented by: Omar Passons, Deputy City Manager | Andrea Flores Shelton,  
Deputy Director (PRNS) | Dhruv Hemmady, Lead Product Manager (ITD)

# Key Objectives



## Encampment Management Requests

Allow City staff to submit requests related to homeless encampments



## Coordinate Work & Provide Services

System converts requests for appropriate City teams to deploy resources



## Reporting & Analytics

System captures performance, customer service, and continuous improvement metrics

# System Complexity

- ❑ No management system found with all features
- ❑ Exceptional coordination required among departments, contractors, services partners
- ❑ Customized system matches need best → Maintenance impacts

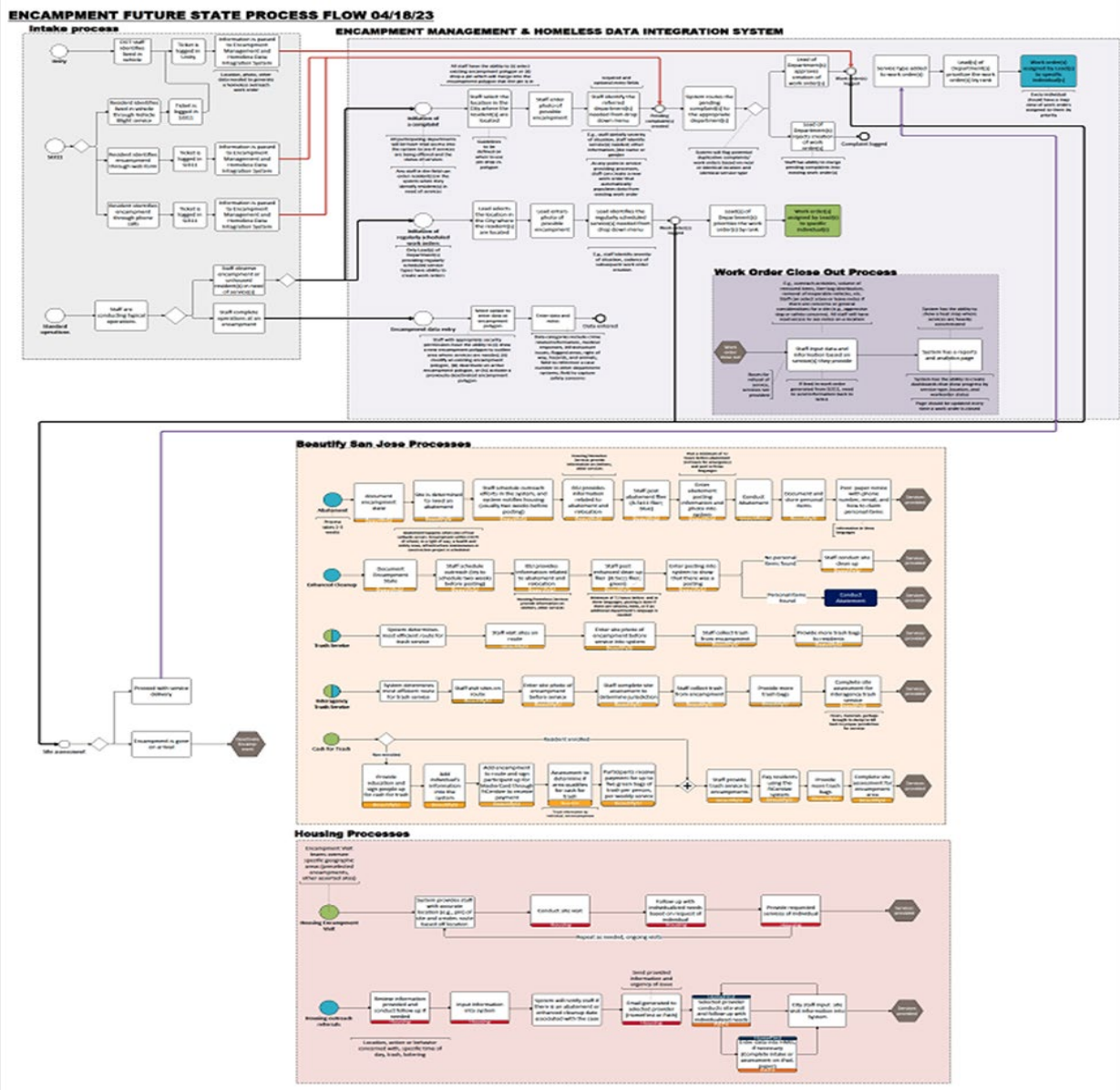




# Collaborative Design

- ❑ 6 user persona group interviewed
- ❑ 10 departments participated in design workshops
- ❑ Determined several shared pain points:
  - ❖ Manual processes
  - ❖ Lack of data sharing & transparency across departments
  - ❖ Inability to aggregate reporting

# Process Flow



# Priority Features

## Phase 1

- ☐ Ability to create and track encampment service work orders
- ☐ Mapping capability enabling assessment of encampment services
- ☐ Data aggregation & report creation to inform future Council policy direction

## Subsequent Phases

- ☐ Connections to partner systems (ex: HMIS)
- ☐ "Report an Encampment" service added to SJ311
- ☐ Ability to communicate work order status to the reporting party

# Implementation Plan

Milestone	Date
System Planning & Requirements Gathering	May 2023 (Completed)
Initiate development of System	June 2023
Complete development of System	October 2023
User Acceptance Testing/Training	November 2023
Phase 1 Go-Live/Release	December 2023

# Thank you

**Andrea Flores Shelton (PRNS)**

**Dhruv Hemmady (ITD)**

**Khaled Tawfik (ITD)**

**Olympia Williams (PRNS)**

**Omar Passons (CMO)**

**Ragan Henninger (Housing)**

**Rob Lloyd (CMO)**



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