



San Francisco Department of
Homelessness and Supportive
Housing
Family Coordinated Entry Update

San Francisco Local Homeless
Coordinating Board

Tuesday February 21, 2017

Introduction

- Expectations
 - Respect, Collaboration, Constructive Input
- Strategic Planning and Initiatives at HSH
 - Equity Analysis and Plan
 - Service Needs Analysis and Plan
 - Housing and Shelter Capacity and Plan
 - Strategy by Population
- Timeline
 - Framework in April
 - 17-18 Process, Planning, Implementation

What is Coordinated Entry?

A process to connect people experiencing homelessness to the resources available in the community. A coordinated entry system assesses the needs of the people and prioritizes them for a range of types of assistance, including immediate shelter and longer-term housing-focused programs.

What Coordinated Entry Will Not Do

Critical needs that CE does not meet

- New resources for homeless
- Additional housing and shelter
- Provide additional supportive services

Key Components of Coordinated Entry

- Prioritization: Greatest needs receive priority for any type of housing and homeless assistance
- Low Barrier: Programs lower their screening barriers
- Housing First orientation: people are housed quickly without preconditions
- Person-Centered: The coordinated entry process incorporates participant choice through assessment
- Fair and Equal Access. people can easily access through well-known processes
- Full coverage: Covers the entire geographic area.
- Ongoing planning and stakeholder consultation: Feedback from individuals and families is regularly gathered and is used to improve the process
- Informing local planning: Information gathered through coordinated entry guides planning and system change efforts
- Safety planning. Protocols in place to ensure the safety of people seeking assistance
- Homeless Management Information System (HMIS): Single community-wide data system used to collect and manage data associated with assessments and referrals
- Source:
<https://www.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf>

Timeline 2015- Now

2015

- Engaged Focus Strategies for Family Coordinated Entry design
- Data gathering
- System mapping
- Stakeholder and Consumer Input

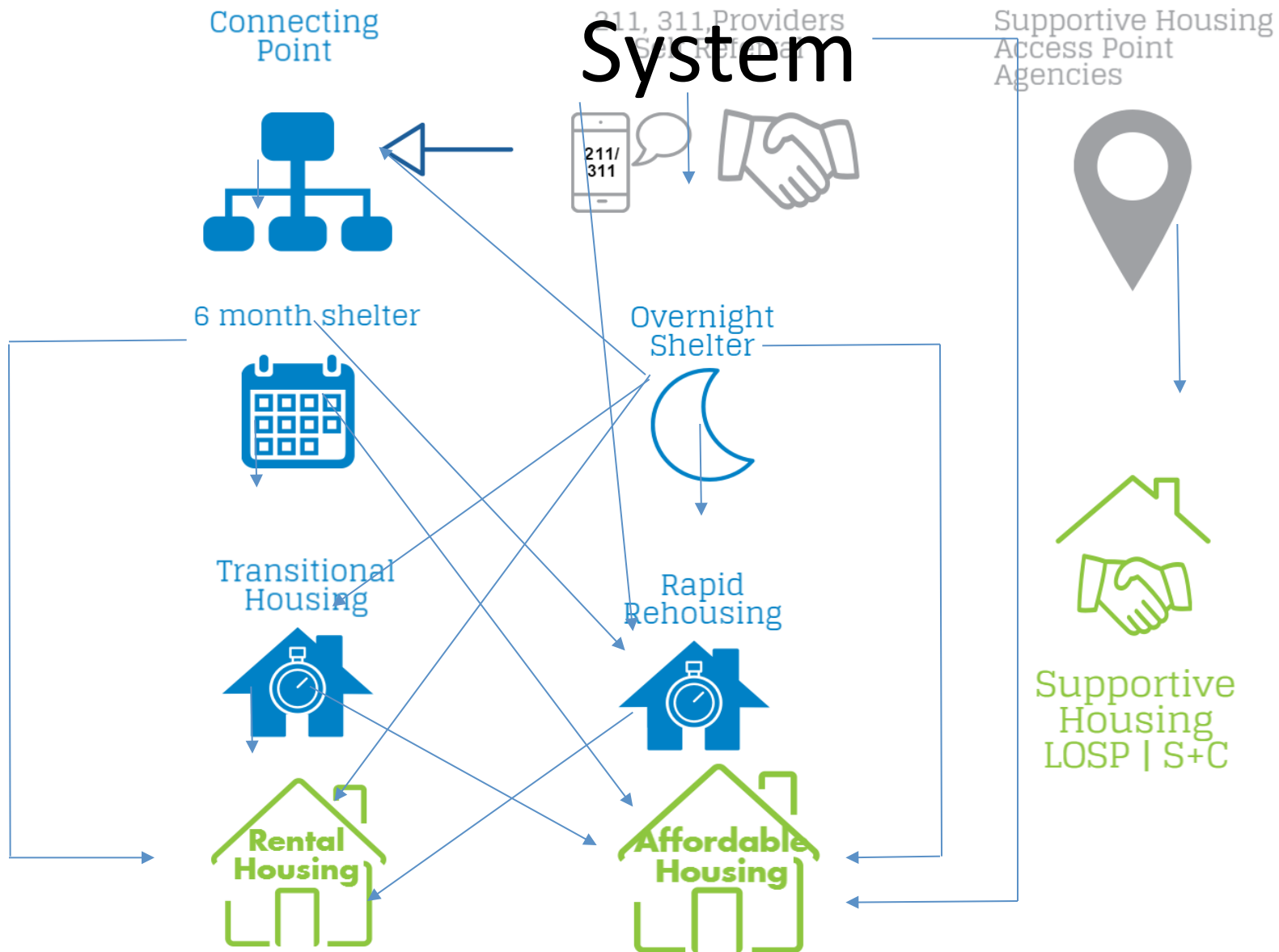
2016

- Family Coordinated Entry Consumer Feedback Report
- Family Coordinated Entry Phase 1 Report
- Analysis of Family Homeless System Data Report
- 4 San Francisco Family Coordinated Entry Stakeholder Meetings
- Local Homeless Coordinating Board Family Coordinated Entry Meeting
- Family Coordinated Entry Phase 2 Report
- Department of Homelessness and Supportive Housing Established

2017

- Begin prioritization with shelter applicants
- Local Homeless Coordinating Board Family Coordinated Entry Meeting

Current SF Homeless Family System



Data Available: Consumer Feedback Summary

1. Participants had to provide the same information multiple times (2-5 times), sometimes even with the same provider, and keep many appointments at different sites in order to access programs. Many forms were not provided in languages other than English.
2. Participants were most appreciative of Compass' s ability to provide food, diapers, transit passes and had inconsistent experiences with accessing housing or shelter with Connecting Point.
3. Several participants were not referred to Connecting Point by shelter or other program staff members, and instead learned about it through word of mouth.
4. Once sheltered, most participants said there was little consistent, up-to-date information about next steps and avenues for housing post-discharge.
5. Participants expressed a strong desire for better coordination
6. Homeless families expressed a great deal of anxiety about the search for permanent housing.
7. Many participants felt the system did not offer equal treatment. Most felt or observed that support varied depending on the experience and energy of the assigned case worker or the favoritism of staff
8. When starting over with a new case worker, much information had to be re-shared.

Source: <http://sfgov.org/lhcb/sites/default/files/San%20Francisco%20Family%20Coordinated%20Entry%20Consumer%20Feedback%20Report.pdf>

Data Available: Consumer Feedback

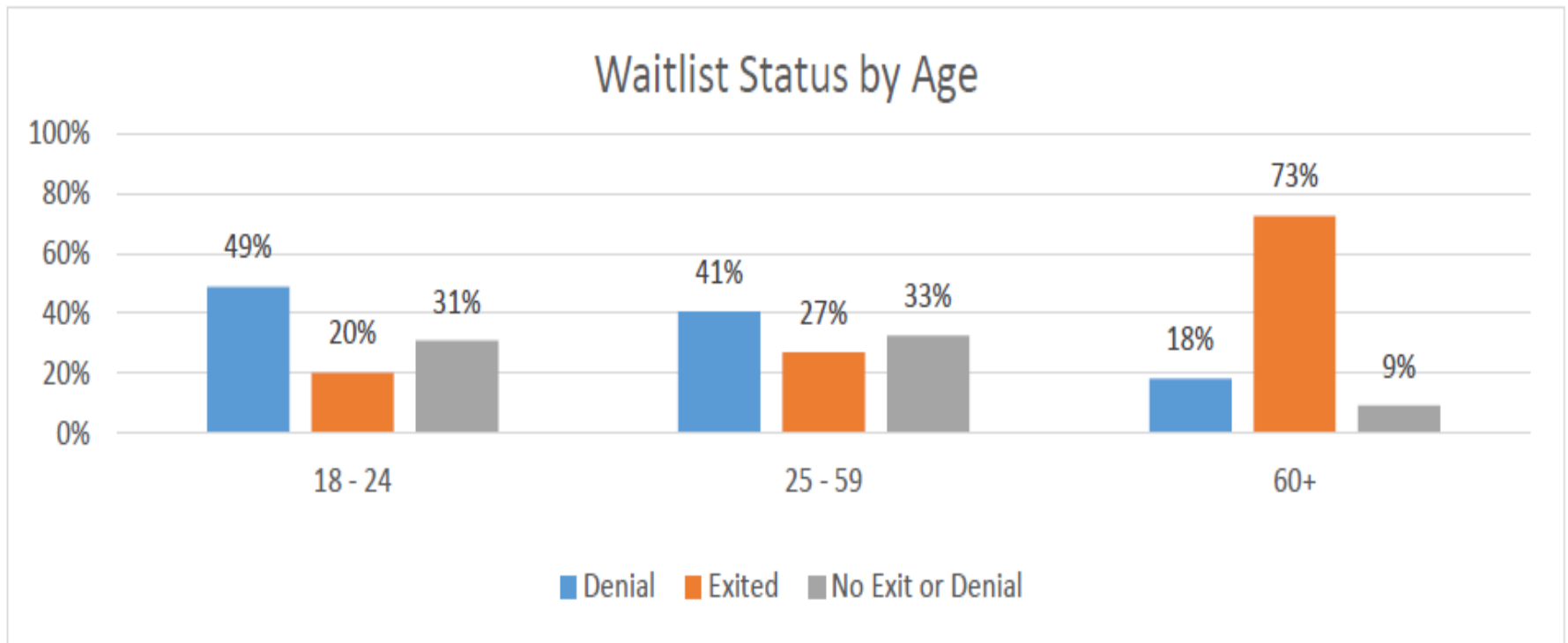
Quotes

- “There has to be a way to get my personal information into the systems so that I don’t have to give out the same information each place I go.”
- “You have to make multiple visits, and it seems hopeless. It seems like they are throwing your forms in the garbage. You fill out the same forms over and over.”
- “I have more case managers than services.”
- “During the housing search, you don’t have the case managers advocating for ... your needs.”
- “I made a lot of phone calls. I called everywhere – every city’s shelter. I called 211 and they gave me a lot of numbers over the years. I called information but I couldn’t understand them very well – they had a Spanish option but then I didn’t know where the places were.”
- “Someone needs to come in and come talk with us, find out where we’re at, what we need, how long you’ve had your job, what your goals are, tell us what apartments are ready ... instead we get told to go here, go here, go there, all in a big circle.”
- “There should be an organization who prioritizes and places people into housing. We should be able to get placed into housing and not just shelters.”

Data Available Number on San Francisco Family Shelter Waitlist

<u>Waitlist Date</u>	<u>Number on WL</u>	<u>Number on Priority WL</u>
1/18/2017	207	59
1/4/2017	224	55
12/28/2016	236	54
12/21/2016	251	55
12/14/2016	251	55
12/7/2016	243	54
11/30/2016	251	53
11/23/2016	248	46
11/16/2016	244	50
11/9/2016	241	56
11/2/2016	252	55
10/26/2016	248	52

Data Available: Family Shelter Waitlist by Age



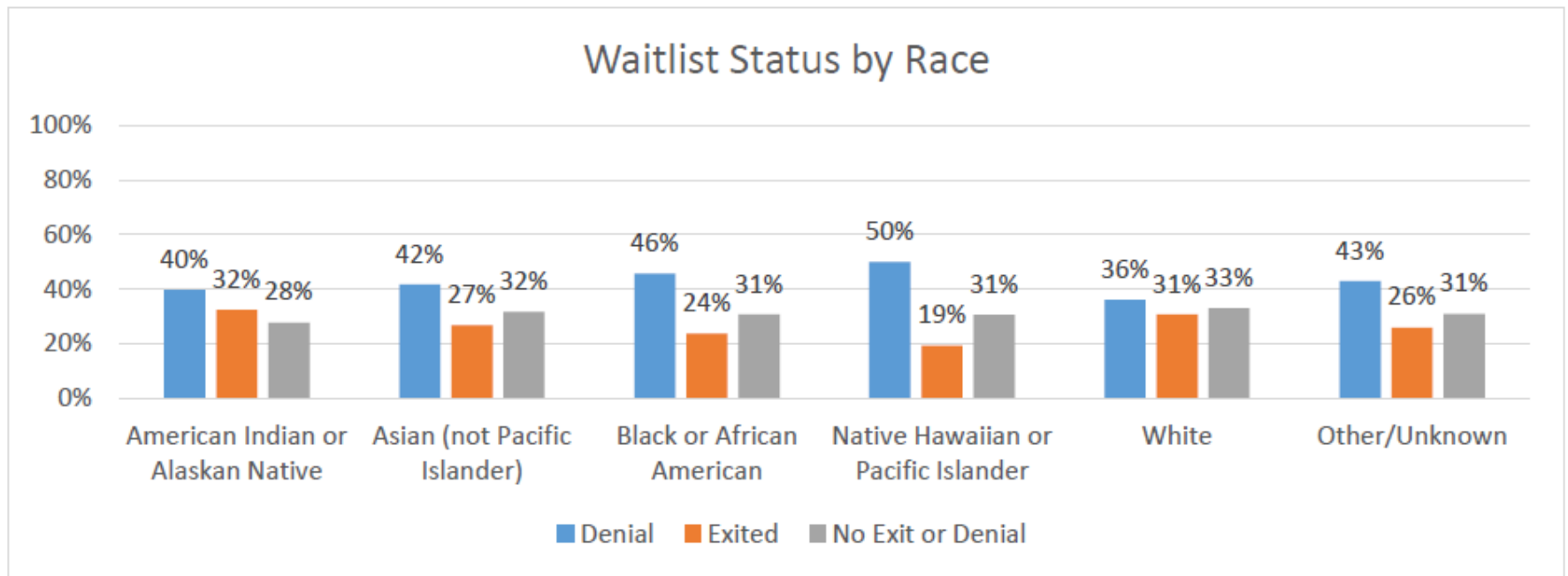
Legend

Denial: Family is removed from family shelter waitlist, most frequently for not staying in touch as frequently as required.

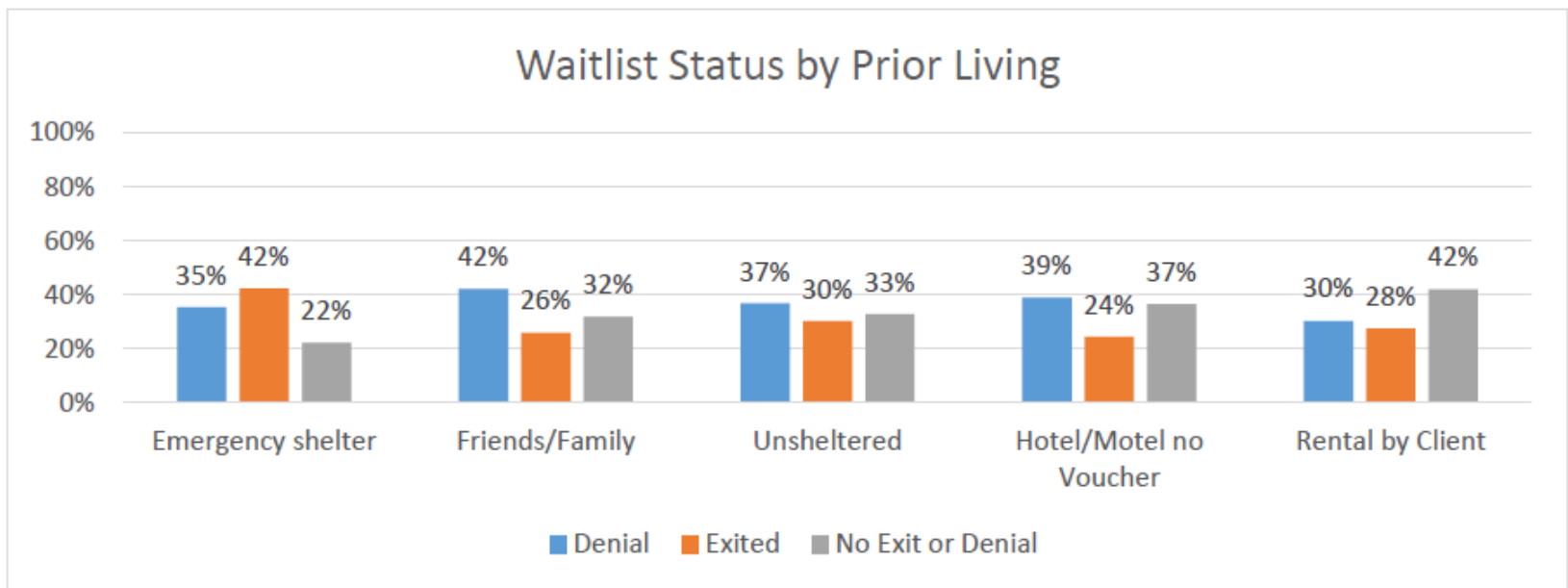
Exited: Family no longer seeking shelter, most frequently due to shelter placement

No Exit or Denial: Family remained on waitlist without exit or denial

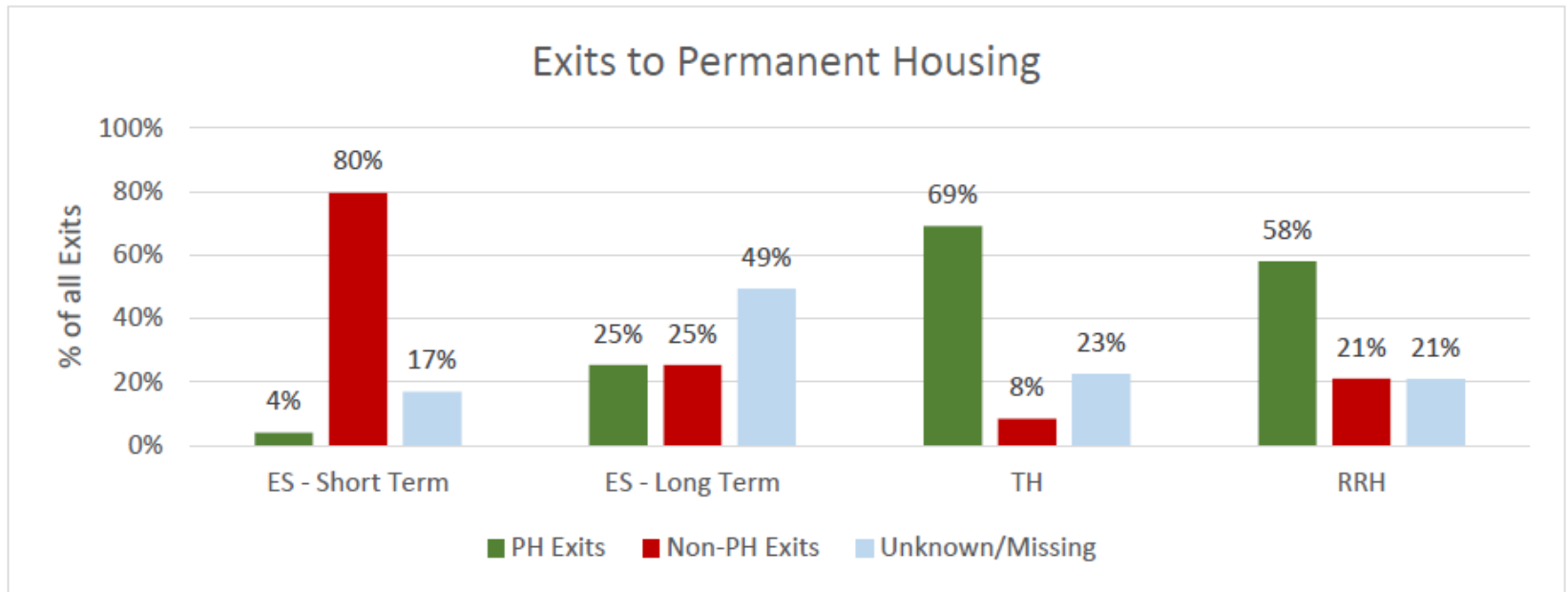
Data Available: Family Shelter Waitlist by Race



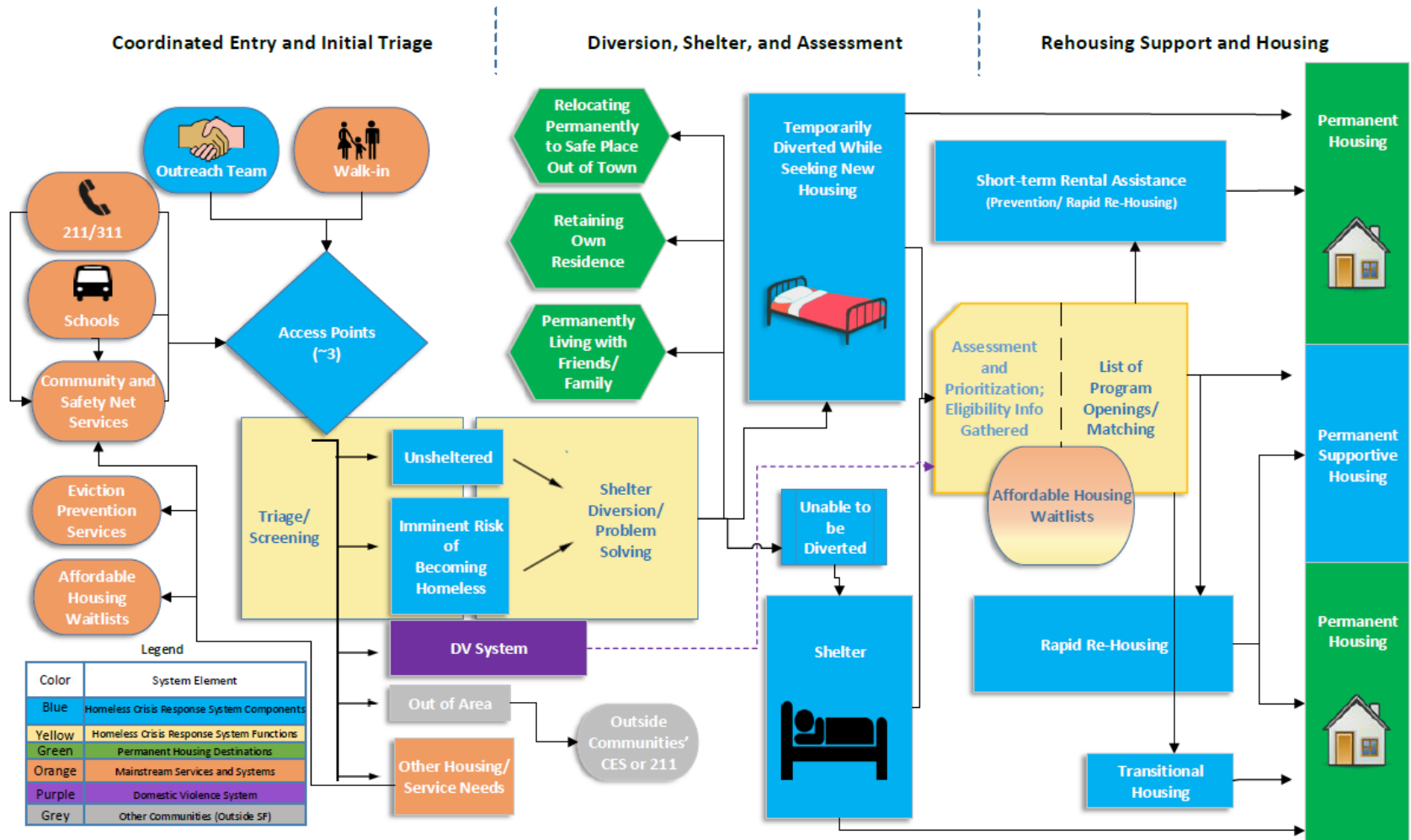
Data Available: Family Shelter Waitlist Status by Previous Living Situation



Data Available: Family Exits



System Map

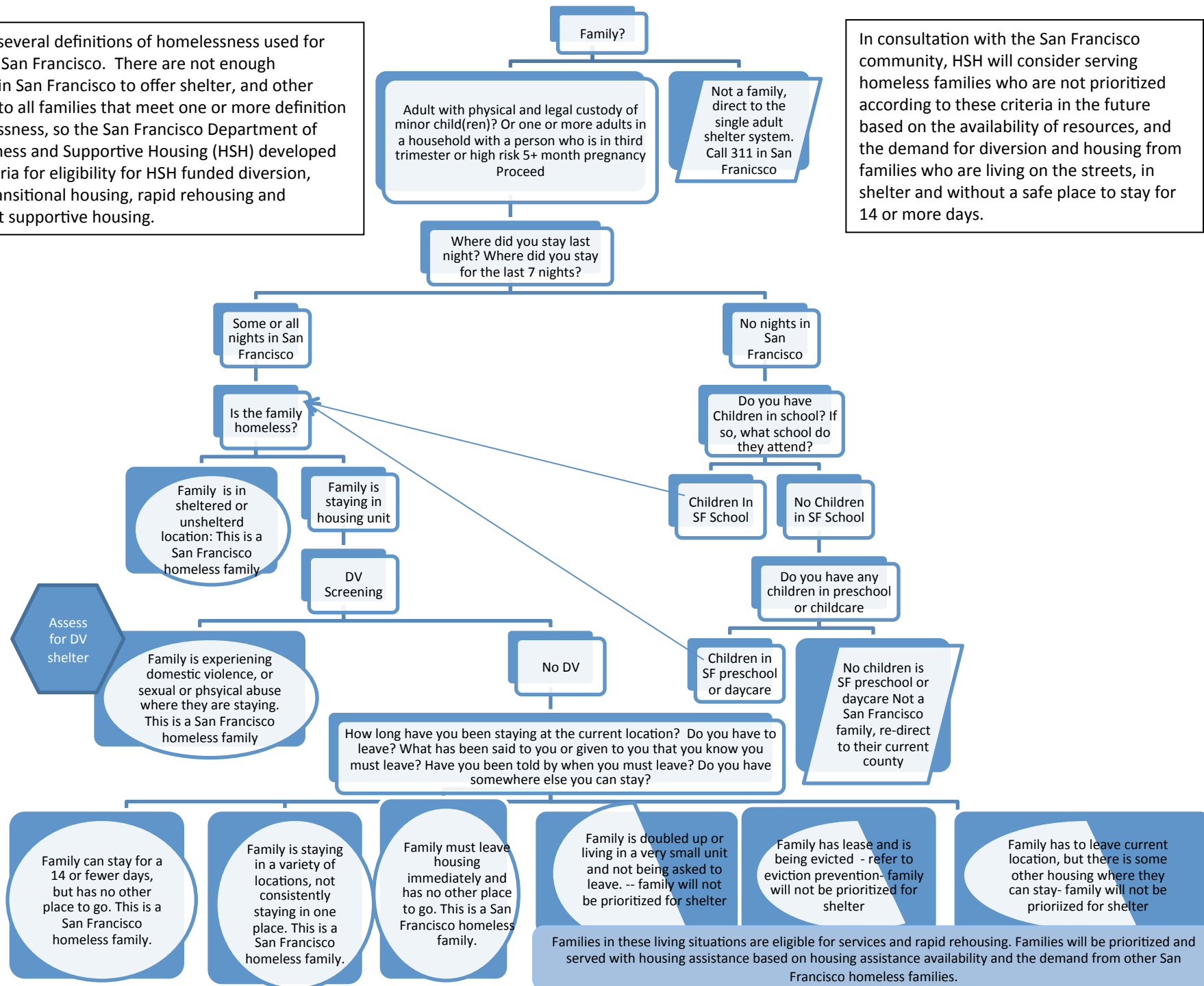


Prioritization for Disparate Impact Testing

- Living Situation
- Length of Homelessness, number of episodes, chronically homeless
- Lease history, and Eviction History
- Age of children (under 5, and under 2), Number of children, Third trimester pregnancy
- Disability, Severe medical condition
- Significant functional impairment
- Recent use of crisis services
- Income
- Traumatic Events

There are several definitions of homelessness used for families in San Francisco. There are not enough resources in San Francisco to offer shelter, and other resources to all families that meet one or more definition of homelessness, so the San Francisco Department of Homelessness and Supportive Housing (HSH) developed these criteria for eligibility for HSH funded diversion, shelter, transitional housing, rapid rehousing and permanent supportive housing.

In consultation with the San Francisco community, HSH will consider serving homeless families who are not prioritized according to these criteria in the future based on the availability of resources, and the demand for diversion and housing from families who are living on the streets, in shelter and without a safe place to stay for 14 or more days.



Assess for DV shelter

Families in these living situations are eligible for services and rapid rehousing. Families will be prioritized and served with housing assistance based on housing assistance availability and the demand from other San Francisco homeless families.