



Coordinated Entry/Online Navigation and Entry (ONE) System Update

San Francisco Local Homeless Coordinating
Board

Coordinated Entry/ONE System Committee

April 18, 2017

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

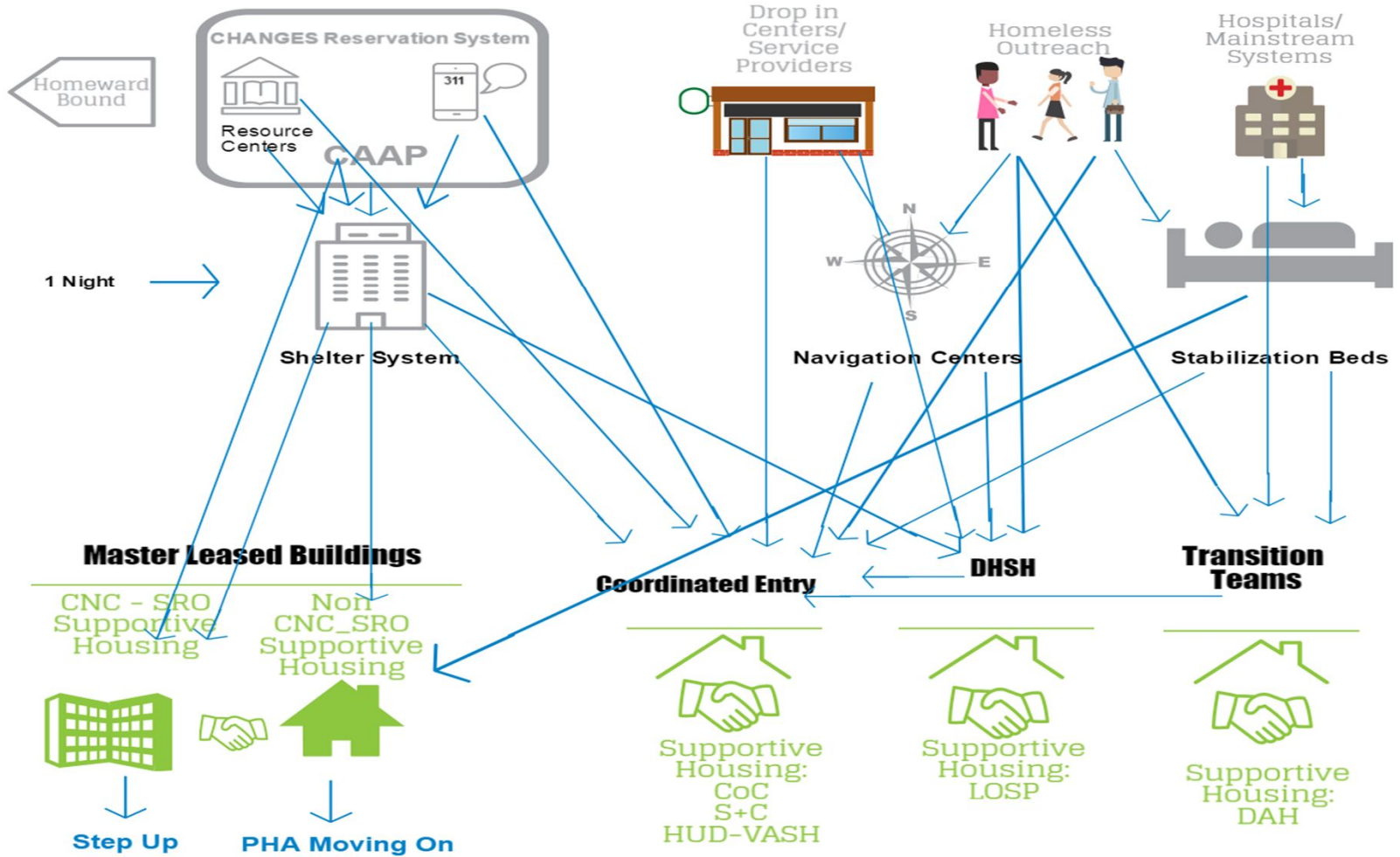
Critical needs that CE does not meet

- New resources for people experiencing homelessness
- Additional housing and shelter
- Provide additional supportive services

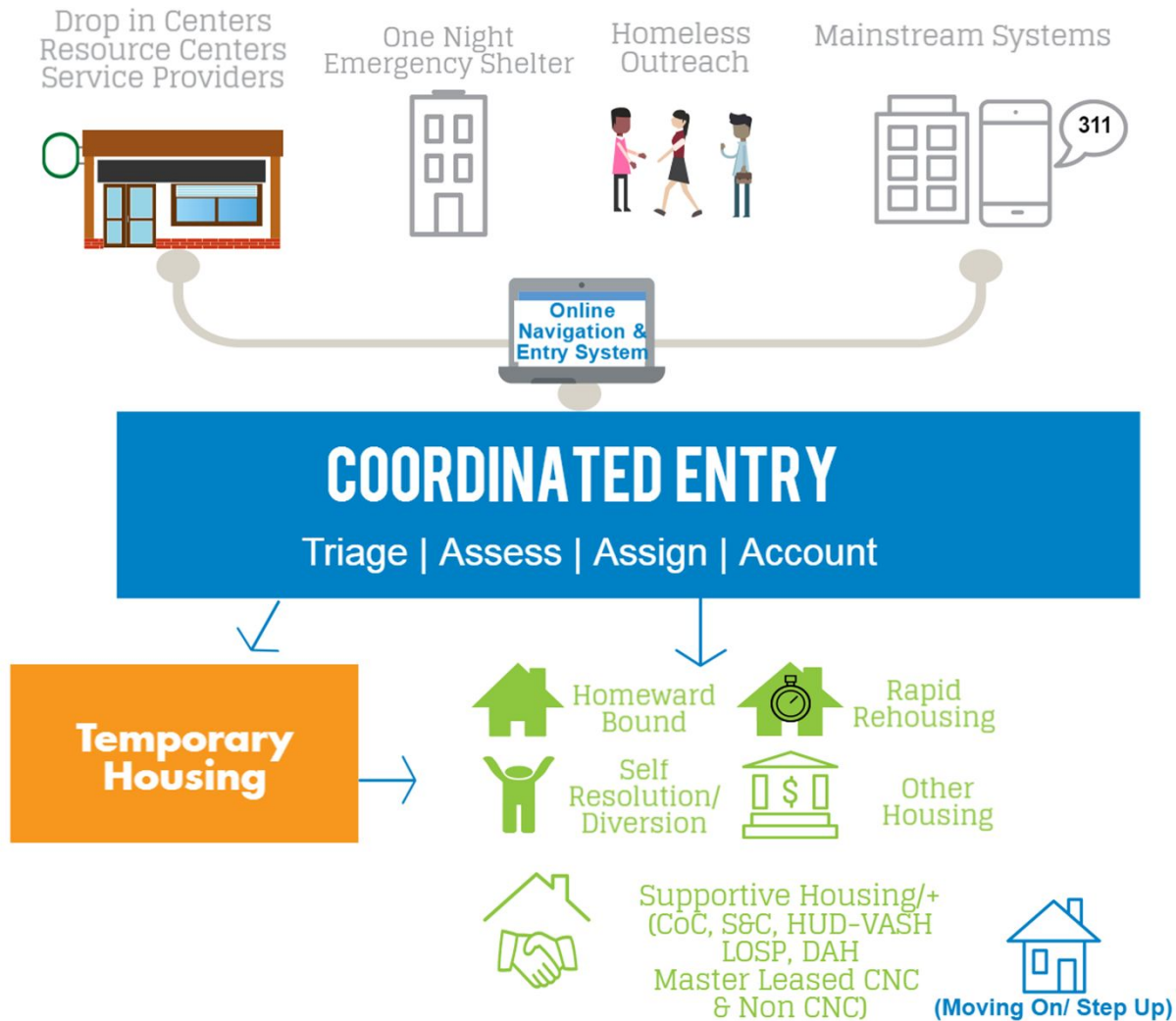
Key Components of Coordinated Entry

- Prioritization: Greatest needs receive priority
- 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
- 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 used to improve the process
- Informing local planning: Information gathered through coordinated entry guides planning
- Safety planning. Protocols in place to ensure the safety of people seeking assistance
- Single community-wide data system used to collect and manage data
- Transparency: homeless people and the community have clear information.
- Source: <https://www.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf>

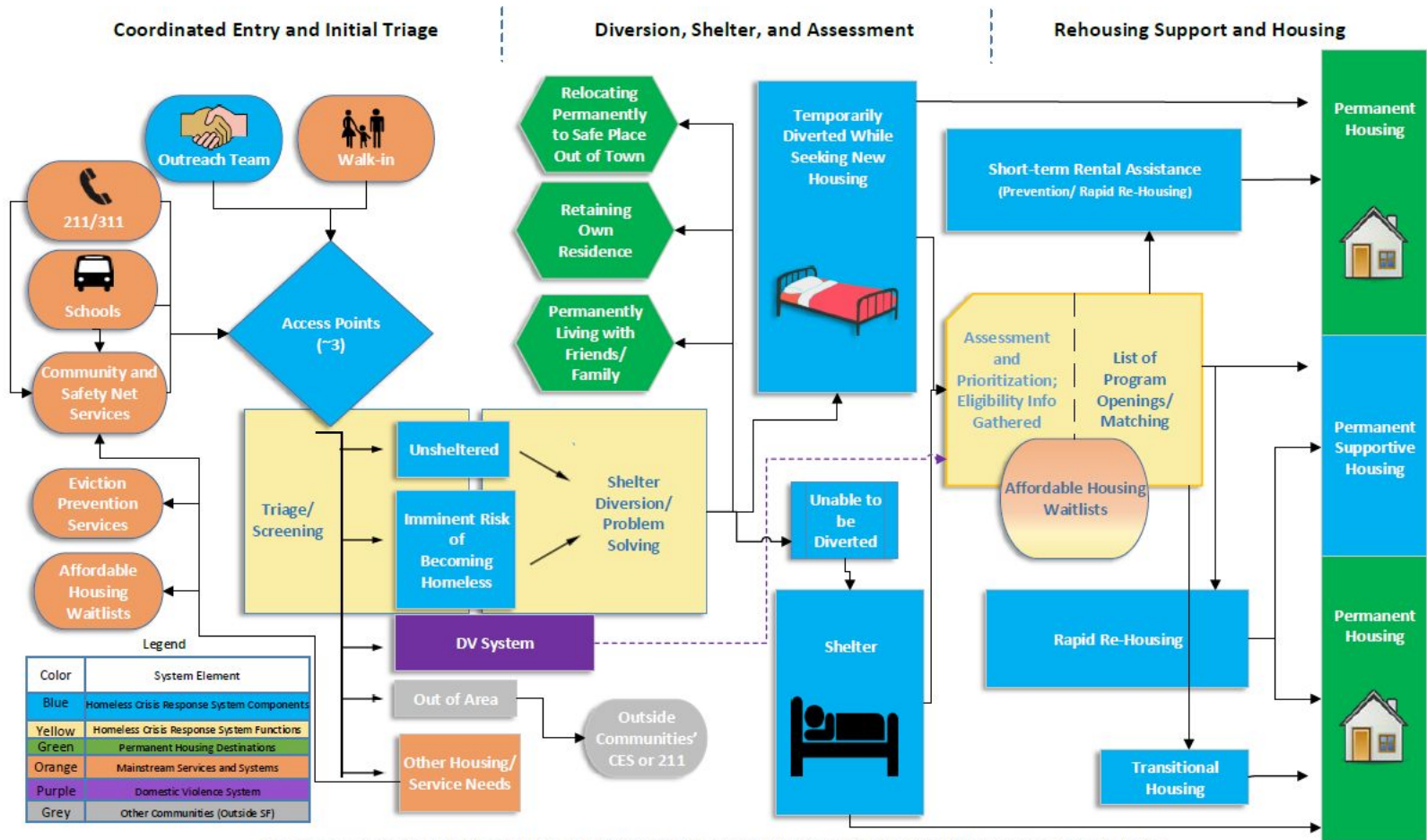
Current SF System



Future State SF Adult System



Future State SF Family System



San Francisco Family Coordinated Entry System Flow Chart | Developed by Focus Strategies for the San Francisco Department of Homelessness and Supportive Housing

Community Feedback

- ***Provide Robust Support for End-to-End Client Care*** - determining client eligibility (for housing and other resources), documenting client eligibility (repository of eligibility documentation), coordinated entry, coordination of resources
- ***Streamlined Data Entry Workflow with Robust Validation and Deduplication*** - Duplication concerns included: entering people in HMIS multiple times (due to slight changes in client information), answering the same question about the same person multiple times, and being asked irrelevant questions at the time of annual review or exit. Also, data clean up is time-consuming and requires support from HMIS staff.

Community Feedback

- ***Powerful Reporting, Data Analytics and System Level Performance Measurement*** - understand the homeless system using HMIS, including clarity on what's effective, how people move through the system, and need. Because agencies are not participating as fully in HMIS, and because providers do not trust that the data is accurate, using HMIS data to support decision-making is not currently possible. Reporting is currently limited in that the specific questions asked by the community are not able to be answered using HMIS and reports are time-consuming to generate.
- ***Clear Benefit for All Users*** - Overall, agencies indicated they would like to get more benefit out of using HMIS.

Online Navigation and Entry (ONE System) Selection Process

- *Community Feedback and Market Research*
- *Requests for Proposals Issued*
- Responses from vendors submitted
- Seven member expert panel reviews applications
- User Testing and Interviews for Finalists
- Finalist Technical Interview with Local Technology Leaders
- Contract Negotiations and Contracting Process

Next Steps

- *Configuration and on-going refinement of Coordinated Entry Systems*
- *System Launch*
- *Data Migration and retirement of legacy systems*
- *User Training*

Program Specific Transition Meetings

- *April 18th 9:00 am— **Continuum of Care Supportive Housing Program (SHP)** Current Grantee Planning Meeting*
- *April 19th 9:00 am— **Emergency Solutions Grant (ESG)** Current Grantee Planning Meeting*
- *April 19th 10:30 am— **Continuum of Care Shelter Plus Care (S+C)** Current Grantee Planning Meeting*
- *April 20th 11:00 am— **Runaway and Homeless Youth** Current Grantee Planning Meeting*
- *April 27th 10:00 am— **Supportive Services for Veteran Families (SSVF)** Current Grantee Planning Meeting*