Adult Coordinated Entry Assessment Blitz

Key Provider Meeting

September 18, 2018
Welcome

**Presenters**
- Leslie Bilbro, HSH
- Holly Aversano, Adult Coordinated Entry Access Point, ECS

http://hsh.sfgov.org
Coordinated Entry Overview

COORDINATED ENTRY & INITIAL SCREENING

1. Coordinated Entry
   - 311
   - HSA/SSA
   - SF HOT
   - Access Point Mobile
   - Veterans
   - Providers
   - School District
   - Justice System
   - Self Referral

2. Initial Screening
   - If eligible . . .
     Access Points will enroll household into Coordinated Entry and move on to Problem Solving...
   - If ineligible (not homeless or living in another county) . . .
     Access Points will connect household to the appropriate resource

PROBLEM SOLVING & HOUSING ASSESSMENT

3. Problem Solving
   - Problem Solving Opportunities . . .
     - Homeward Bound
     - Homelessness Prevention Assistance
     - Market Rate Housing/Non-HSH Housing
     - Conflict Resolution/Mediation
     - SSFV Rapid Resolution - For Veterans Only

4. Housing Assessment
   - If unable to Problem Solve . . .
     - Housing Prioritization
     - Primary Assessment
     - Adult Coordinated Entry Only . . .

HOUSING OPPORTUNITIES

5. Housing Navigation and Housing
   - Once an intervention match is made . . .
     - Permanent Supportive Housing
     - Scattered Sites Supportive Housing
     - Review and Prepare Housing
     - Eligibility Documents
     - Rapid Re-Housing
     - Market Rate/Non-HSH Housing

Problem Solving - A Constant Resource

http://hsh.sfgov.org
Assessment Blitz Key Components

1. Access
2. Eligibility
3. Problem Solving
4. Assessment
5. Housing
Assessment Blitz Goals

- Assess 2,000 adults experiencing homelessness from August 2018 through October 2018

- Primary Assessment prioritizes adults experiencing homelessness by:
  - Vulnerability, including disabling and medical conditions, services history
  - Barriers to housing
  - Chronicity of homelessness

- Target population for the primary assessment includes:
  - Adults experiencing homelessness at UCSF Emergency Department - Parnassus SF
  - Adults experiencing homelessness on County Adult Assistance Programs (CAAP) and other benefits programs
  - Direct Access to Housing Community Referral Pool
  - Continuum of Care Coordinated Entry Pilot Priority 1 Households

http://hsh.sfgov.org
Priority Status: Adults experiencing homelessness who are prioritized for housing based on their health vulnerability, housing barriers, and homelessness chronicity.

Priority status is determined by the Primary Assessment.

Priority Status households will be assessed for the best housing fit and referred to housing.

Non priority status households will not be referred to HSH-funded permanent housing programs.
Completed Assessments

Approximately 1,643 adults assessed as of September 17, including 257 adults receiving CAAP* benefits as of 9/1/18 and 100 veterans

*County Adult Assistance Program

http://hsh.sfgov.org
Adults Assessed: Where did you stay last night?

- Emergency shelter or safe haven: 806
- Place not meant for human habitation: 545
- Any other location: 150
- Interim Housing: 96
- Hotel or motel paid for without emergency shelter voucher: 24
- Exiting institution (see SF homeless definition): 22

For the percentage distribution:
- Emergency shelter or safe haven: 49.1%
- Place not meant for human habitation: 33.2%
- Any other location: 9.1%
- Interim Housing: 5.8%
- Hotel or motel paid for without emergency shelter voucher: 1.5%
- Exiting institution (see SF homeless definition): 1.3%
Adults Assessed: Age Range
Adults Assessed: Race

- Black or African American: 661
- White: 576
- Multi-racial: 93
- Client doesn’t Know: 89
- Asian: 63
- Data Not Collected: 49
- American Indian or Alaska Native: 47
- Client Refused: 35
- Native Hawaiian or Other Pacific Islander: 30

Percentage:
- Black or African American: 40.2%
- White: 35.1%
- Multi-racial: 5.7%
- Client doesn’t Know: 5.4%
- Asian: 3.8%
- Data Not Collected: 3.0%
- American Indian or Alaska Native: 2.9%
- Client Refused: 2.1%
- Native Hawaiian or Other Pacific Islander: 1.8%
Adults Assessed: Ethnicity

Clients Number of Clients

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Number</th>
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<tbody>
<tr>
<td>Non-Hispanic/Non-Latino</td>
<td>1,237</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>343</td>
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<tr>
<td>Data not collected</td>
<td>44</td>
</tr>
<tr>
<td>Client doesn't know</td>
<td>11</td>
</tr>
<tr>
<td>Client refused</td>
<td>8</td>
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</table>

Clients Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>%</th>
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<tbody>
<tr>
<td>Non-Hispanic/Non-Latino</td>
<td>75.3%</td>
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<tr>
<td>Hispanic/Latino</td>
<td>20.9%</td>
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<tr>
<td>Data not collected</td>
<td>2.7%</td>
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<tr>
<td>Client doesn't know</td>
<td>0.7%</td>
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<tr>
<td>Client refused</td>
<td>0.5%</td>
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Assessment Feedback

Most of those assessed expressed:

- Appreciation for getting information on how to access HSH-housing is changing
- Satisfaction with investing personal time to complete the assessment
- Understanding of the need to wait until November to get primary assessment results so everyone has the opportunity for housing

Many of those assessed answered primary assessment questions and shared in-depth explanations
Assessment Locations

Current Assessment Locations:

- 123 10th Street @ Mission
- 2111 Jennings Street @ Van Dyke (United Council)
- Mobile Assessment Team visit provider sites, as requested:
  - Call Assessment Hotline at 415-487-3300, extension 7000
  - Email request to SFACES@ecs-sf.org, subject line: Request Assessments
Agency Assessment Requests

- Mobile Assessment teams consist of 2-3 staff who can visit sites to assess clients
- Primary Assessment takes approximately 20 to 30 minutes
- Mobile Assessment teams need:
  - Designated Agency lead staff contact information
  - Agency outreach to clients using Access Point Outreach Flyer
  - Coordination to ensure clients are on-site for the assessments
  - Date, Time, and Location of Assessment event
  - Comfortable client waiting area
  - At least two quiet office spaces to meet with clients, including desks and chairs
- Call Assessment Hotline at 415-487-3300, extension 7000
- Email request to SFACES@ecs-sf.org, subject line: Request Assessments
## Adult Coordinated Entry Timeline

<table>
<thead>
<tr>
<th>AUGUST 2018</th>
<th>SEPTEMBER 2018</th>
<th>OCTOBER 2018</th>
<th>NOVEMBER 2018 &amp; BEYOND</th>
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<tbody>
<tr>
<td>Assessment Blitz</td>
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<tr>
<td>- Assess 2,000 adults experiencing homelessness</td>
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<tr>
<td>- Unable to advise adult experiencing homelessness of their priority status in real time</td>
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<tr>
<td>- Key Provider meeting on September 18th</td>
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<tr>
<td>- Coordinated Entry &amp; ONE LHCB Meeting on October 2, 9:00 AM – 11:00 AM, Room 408, City Hall</td>
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<td>- Key Provider meeting on October 23, 11:00 - 2:00 PM, Koret Auditorium, SF Public Library</td>
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<td>- Coordinated Entry &amp; ONE LHCB Meeting on November 6, 2018, 9:00 AM – 11:00 AM, Room 408, City Hall</td>
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<td>- Key Provider meeting on November 14, 11:00 - 2:00 PM, Koret Auditorium, SF Public Library</td>
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### Adult Coordinated Entry:
- Problem-Solving
- Assessments
- Housing Referral, Navigation, Placements and Housing Stabilization Services based on priority status
- Real time advisement of priority status
Next Steps

Learn more at Monthly Meetings:
- Coordinated Entry & Online Navigation and Entry – Local Homeless Coordinating Board (LHCB)

Refer adults experiencing homelessness to Access Points for an assessment.

Contact ECS to come to your agency and assess adults experiencing homelessness.