San Francisco Youth Homeless System and Coordinated Entry Project
FRAMING REPORT

September 10, 2018
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Purpose of Report

• Assessment of current youth homeless system & recommendations for youth CE design and system changes

  • Building upon Strategic Framework and YHDP Plan
  • Support HSH goal of reducing youth homelessness by 50% by December 2022
Information Sources

• Key stakeholder interviews (11)
• Youth focus groups (3)
• Youth feedback from YDAP meetings
• Document review
• Community examples (LA, CT, Seattle)

— Note: no separate data analysis
Findings: System Strengths

- Strong youth development focus and commitment
- Positive working relationships between providers
- Coordinated supportive housing access process
- YDHP Plan and expanded youth engagement
Findings: System Challenges & Gaps

• Lack of standardized entry processes for most resources; one provider manages access to most shelter and transitional housing
• Transitional housing viewed as not sufficiently housing-focused; concerns that many youth leave unhoused
• Poor linkages to Adult System
Findings: System Challenges & Gaps

Gaps in system; feedback indicated there is not enough:

• Shelter and housing
• Targeted prevention and diversion
• Support for Parenting TAY and TAY couples
• Behavioral health services for TAY
• Targeted employment services and supports for youth
Findings: System Challenges & Gaps

• Geographical issues – most housing (esp. Adult) in central city area; many youth in (or prefer) Haight and Bayview
• Need for more standardized and expanded staff training
• Discrimination/safety concerns, particularly for LGBTQ and trans-identifying youth
• Lack of shared data and system-level data
• Youth input not reflected at program design level
Youth CE: Lessons from Other Communities

Ensure Cross-Population System Integration: some system level integration necessary to ensure that youth have equitable, or preferred, access to all system resources.

Focus on Ensuring Highest Need Access: highest need youth must be not only be prioritized but assisted to get timely access to assistance, including Navigation.

Reduce Program Entry Barriers: prioritization does not ensure access if program barriers remain.
Youth CE: Lessons from Other Communities

Deploy Diversion/Problem-Solving: problem solving critical to ensure system flow and quick resolution for many; problem solving for youth has special features and needs

Build in Cross-System Linkages: Linkages to a variety of mainstream and community resources particularly important for youth.

Manage Data Systems Expectations: operating CE in data systems still challenging to many communities.
Recommendations: Youth CE

1. Ensure overall approach is not overly bureaucratic or automated; seat or empower an Advisory group especially for first year

2. Ensure access points address community concerns, including being mobile, youth-oriented, diverse, and with access to more than homeless services

3. Provide targeted, high quality problem-solving to all youth; ensure staff are trained to identify safety issues
4. Do not fill beds for minors through CE; improve coordination among City and agencies serving minors

5. Use results of adult assessment blitz to inform approach to prioritization for youth
   • Consider higher priority for youth with mental health challenges, at risk of violence, with strong SF ties
   • Work with behavioral health care TAY SOC to assess for mental health needs
   • Delay decision about incorporating TAY shelter in coordinated entry process until process fully functioning
6. Use targeted case conferencing to inform referrals at start, and to troubleshoot CE process; ensure case conferencing does not enhance subjectivity.

7. Open ONE system records for sharing across providers, but keep case notes private.

8. Produce and share system level outcome data.
Recommendations: Youth System

1. Assess and make changes in youth programs to become more housing-focused, especially transitional housing
2. Explore whether need to reduce beds for minors/rebalance the shelter inventory
3. Define functions of drop-in and outreach programs in relationship to CE access points
4. Consider establishing Ombudsman for youth
DISCUSSION