



## **Frequently Asked Questions about Adult Coordinated Entry**

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### COORDINATED ENTRY

#### **What is “Coordinated Entry”?**

Coordinated Entry is the streamlined, standardized process that is the “front door” for connecting households experiencing homelessness to available community resources, whether shelter or housing, based on a person’s living situation and vulnerability. The goal of Coordinated Entry is to make homelessness a rare, brief, and one-time occurrence. The San Francisco Department of Homelessness and Supportive Housing (HSH) created the Coordinated Entry process to ensure people experiencing homelessness have access to San Francisco’s Homelessness Response System (HRS), which is the overall system of programs and housing opportunities for people experiencing homelessness.

Critical to Coordinated Entry are Access Points that provide local community access to HRS. People experiencing homelessness should present at an Access Point; however, if they are unable, mobile Access Point staff can serve people experiencing homelessness at various locations in San Francisco.

### ADULT COORDINATED ENTRY

#### **What can San Francisco adults experiencing homelessness expect from Adult Coordinated Entry?**

Based on eligibility and acuity of need, all San Francisco adults experiencing homelessness will be offered the same continuum of services from the Homelessness Response System at the Access Points:

1. Eligibility Assessment: Determines whether an adult qualifies as a San Francisco homeless adult.
2. Problem-Solving: Collaborative conversations with adults that explore and plan short and long-term non-HRS housing solutions. The goal of problem solving is to help a San Francisco adult experiencing homelessness to spend one or more nights safely housed, independent of the Homelessness Response System.
3. Housing Prioritization Assessment: Determines priority status for housing, which is based on vulnerability, barriers to housing, and chronicity of homelessness. Given to adults unable to resolve their homelessness through problem-solving.

#### **What are Priority Status and No Priority Status?**

Adults who are priority status are eligible to for referral to available HSH-funded housing. However, no priority status adults are ineligible for referral to HSH-funded housing.





Instead, no priority status adults are re-referred to problem-solving and other homeless prevention services, and also have the option to access emergency shelter.

**Who can access Adult Coordinated Entry?**

All San Francisco adults experiencing homelessness; however, adults with physical and legal custody of a minor child who is 17 years or younger should seek assistance from Family Coordinated Entry.

**Can adults experiencing Domestic Violence Access Adult Coordinated Entry?**

Yes. If disclosed, Access Point staff will work to quickly connect the adult to available domestic violence shelters and resources, and HRS services and interventions.

**Can Transitional Age Youth (TAY) use Adult Coordinated Entry?**

Yes. TAY (youth ages 18 – 24) experiencing homelessness are welcome to access Adult Coordinated Entry. However, TAY with physical and legal custody of a minor child who is 17 years or younger should seek assistance from Family Coordinated Entry.

Currently, HSH is in the implementation planning phase for Youth Coordinated Entry. Any community members who are interested in learning more about Youth Coordinated Entry can attend the Local Homeless Coordinating Board (LHCB) Coordinated Entry and ONE System Committee meeting. For more information about Youth Coordinated Entry, refer to <http://hsh.sfgov.org/lhcb/lhcb-cesone-system-committee/>.

**How do adults experiencing homelessness Access Adult Coordinated Entry?**

Adults who are experiencing homelessness can access Adult Coordinated Entry by presenting at:

123 10th Street  
San Francisco, CA 94103

Hours of Operations	
Monday	9:00 AM – 4:30 PM
Tuesday	9:00 AM – 4:30 PM
Wednesday	9:00 AM – Noon
Thursday	9:00 AM – 4:30 PM
Friday	9:00 AM – 4:30 PM
Weekends	Closed

**Holiday Closures**  
Thanksgiving Day, Christmas Day (and December 24 & 26), New Year’s Day, Martin Luther King’s Birthday, President’s Day, Memorial Day and Fourth of July

2111 Jennings Street  
San Francisco, CA 94124

Hours of Operations	
Monday	7:00 AM – 11:00 AM
Tuesday	7:00 AM – 11:00 AM
Wednesday	7:00 AM – 11:00 AM
Thursday	7:00 AM – 11:00 AM
Friday	7:00 AM – 11:00 AM
Weekends	Closed

**Holiday Closures**  
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