



Frequently Asked Questions about Family Coordinated Entry

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.

FAMILY COORDINATED ENTRY

What can San Francisco families who are experiencing homelessness expect from Family Coordinated Entry?

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

1. Eligibility Assessment. Determines whether a family qualifies as a San Francisco homeless family.
2. Housing Problem-Solving: Collaborative conversations with families that explore and plan short and long-term non-HRS housing solutions. The goal of problem solving is to help a San Francisco family experiencing homelessness to spend one or more nights safely housed, independent of the Homelessness Response System.
3. Shelter Prioritization. Families who need immediate shelter are referred to First Friendship Shelter. Unsheltered San Francisco families experiencing homelessness are referred to congregate bed or individual room shelter based on established Coordinated Entry policies.
4. Housing Prioritization Assessment: Determines priority status for housing, which is based on vulnerability, barriers to housing, and chronicity of homelessness. Given to families unable to resolve their homelessness through problem-solving.





5. General Service. Referral information to other community resources such as CALWORKs, and Below Market Rate housing programs.

What are Priority Status and No Priority Status?

Families who are priority status are eligible to for referral to available HSH-funded housing opportunities. However, no priority status families are ineligible for referral to HSH-funded housing. Instead, no priority status families are re-referred to problem-solving and other homeless prevention services, and also have the option to access emergency shelter.

Who can access Family Coordinated Entry?

Family coordinated entry eligibility requirements for San Francisco families experiencing homelessness:

- Geographic Requirements: currently staying in San Francisco or has stayed some nights in San Francisco in the past 7 days, or not staying in San Francisco but has a child/children enrolled in the San Francisco Unified School District or attends pre-school or daycare in San Francisco.
- Family composition: one or more adults with physical and legal custody of a minor child who is 17 years or younger, or one or more adults in a household with a person who is in the 3rd trimester or 5+ months high risk pregnancy.
- Current Living Situation: family experiencing homelessness is living in:
 - A housing unit (with or without their own lease) but experiencing domestic violence, sexual, or physical abuse.
 - An unsheltered location (outdoors, in a vehicle, another place not meant for human habitation).
 - An emergency shelter in San Francisco, a housing unit (with or without their own lease) but must leave immediately, or have been asked to leave (within the next 14 days) and has nowhere to go.
 - Transitional Housing for people experiencing homelessness after a period of fleeing DV; staying on the street or in shelter; and families who have stayed in two or more temporary housing locations in the past 60 days without another housing option.

Can families experiencing Domestic Violence Access Family Coordinated Entry?

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

Can Transitional Age Youth (TAY) use Family Coordinated Entry?

Yes. TAY (youth ages 18 – 24) experiencing homelessness with physical and legal custody of a minor child who is 17 years or younger are encouraged to 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/>.

Can Adults use Family Coordinated Entry?

No. San Francisco adults experiencing homelessness who do not have physical and legal custody of a minor child who is 17 years or younger, or who are not in the 3rd trimester or 5+ months high risk pregnancy should seek assistance from Adult Coordinated Entry.

How do I access Family Coordinated Entry?

Families who are experiencing homelessness can access Family Coordinated Entry by presenting at the Bayview Access Point or the Central City Access Point during their hours of operation:

BAYVIEW ACCESS POINT
1641 LaSalle Avenue
San Francisco, CA 94124
415.430.6320

Hours of Operations

Monday (Extended)	8:30 AM – 7:00 PM
Tuesday	8:30 AM – 5:00 PM
Wednesday	8:30 AM – 5:00 PM
Thursday	8:30 AM – 5:00 PM
Friday	8:30 AM – 5:00 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

CENTRAL CITY ACCESS POINT
37 Grove Street
San Francisco, CA 94103
415.644.0504

Hours of Operations

Monday	9:00 AM – 5:00 PM
Tuesday	9:00 AM – 5:00 PM
Wednesday (Extended)	9:00 AM – 7:00 PM
Thursday	9:00 AM – 5:00 PM
Friday	9:00 AM – 5:00 PM
Weekends	Closed

Holiday Closures

Thanksgiving Day, Christmas Day, New Year’s Day, Martin Luther King’s Birthday, President’s Day, Memorial Day and Fourth of July

MISSION ACCESS POINT
3270 18TH Street
San Francisco, CA 94124
415.972.1284

Hours of Operations

Monday	8:30 AM – 5:00 PM
Tuesday	8:30 AM – 5:00 PM
Wednesday	8:30 AM – 5:00 PM
Thursday	8:30 AM – 5:00 PM
Friday	8:30 AM – 5:00 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





How do I access emergency shelter if the Family Access Points are closed?

Families who need immediate emergency shelter are welcome to go directly to First Friendship Shelter at 501 Steiner Street, San Francisco, CA 94117, from Monday through Sunday between 3:00 PM to 8:00 PM.

