Model Programs with No System

http://hsh.sfgov.org
Goal State: Model System

Coordinated Entry

Access Points

Problem Solve + Assess + Prioritize + Refer

Person or Family Seeking Help

Encampments

Street Outreach

Mainstream Systems

Temporary Shelter

Rapid Rehousing

Permanent Supportive Housing

Housing Ladder

Other Independent Housing

http://hsh.sfgov.org
Coordinated Entry Process Flow

COORDINATED ENTRY & INITIAL SCREENING

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

2. Initial Screening
   - 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
     - SSVF Rapid Resolution - For Veterans Only
   - Adult Coordinated Entry 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
   - Housing Navigation
   - Review and Prepare Housing Eligibility Documents
   - Rapid Re-Housing
   - Market Rate/Non-HSH Housing

Problem Solving - A Constant Resource

http://hsh.sfgov.org
Problem Solving

- Prevent people from entering the HRS and to redirect people who can resolve their homelessness without the need for shelter or ongoing support
  - Eviction Prevention
  - Relocation assistance (e.g., Homeward Bound)
  - Family reunification
  - Move-in assistance
  - Flexible Grants

http://dhsh.sfgov.org
**Priority Status Assessment**

- **Priority Status**: people experiencing homelessness who are prioritized for housing based on their health **vulnerability, housing barriers, and homelessness chronicity**

  - Priority status is determined by the HSH Assessment Process

  - Priority Status households will be assigned a housing navigator who will match the household for available housing

  - Non priority status households **will not** be referred to HSH-funded permanent housing programs

**Problem Solving is a continuous resources**

http://dhsh.sfgov.org
HSH Housing & Housing Ladder

- Rapid Rehousing
- Permanent Supportive Housing
- Scattered Site Supportive Housing
- Housing Ladder

http://dhsh.sfgov.org
Rapid Rehousing (RRH)

- Help establishing tenancy
  - Short to medium term support
  - Connections to employment
  - Goal to take over rent
  - Can be within San Francisco or outside

- New initiatives:
  - 400+ Heading Home for families
  - 500 Rising Up for Youth
  - 40 for Adult

http://dhsh.sfgov.org
Permanent Supportive Housing (PSH)

- Pillar of Homeless Response System (HRS) to end chronic homelessness
- More than 1,500 units in PSH pipeline through 2024
Moving On Initiative (MOI)

- Subsidies to people who have been in PSH and Families in RRH
- Supports resident goals
- Creates flow/new openings
- Up to 300 vouchers in pipeline
# Current Access Points

## Adult Access Points

| 2111 Jennings Street  
San Francisco, CA 94124 | 123 10th Street  
San Francisco, CA 94103 |

## Family Access Points

| 37 Grove Street  
San Francisco, CA 94102 | 1641 LaSalle Avenue  
San Francisco, CA 94124 | 3270 18th Street  
San Francisco, CA 94110 |

## Youth Access Points

| 134 Golden Gate Ave  
San Francisco, CA 94102  
Monday – Friday – 9:00am-2:00pm | 1728 Bancroft Ave  
San Francisco, CA 94124  
Monday – Friday 1:00-5:00pm |

[http://hsh.sfgov.org](http://hsh.sfgov.org)
Mobile Access Points

<table>
<thead>
<tr>
<th>Adult</th>
<th>Call: 415-487-3300, ext. 7000</th>
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<tbody>
<tr>
<td></td>
<td>Email: <a href="mailto:SFACES@ecs-sf.org">SFACES@ecs-sf.org</a></td>
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<tr>
<td></td>
<td>(subject line: Request Assessments)</td>
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<table>
<thead>
<tr>
<th>Family</th>
<th>Call: 415-430-6320 or 415-972-1281</th>
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http://dhsh.sfgov.org
Adult Coordinated Entry (CE): Assessments

5,400 total assessments

*As of 5/6/2019

http://hsh.sfgov.org
Adult CE: Age

http://hsh.sfgov.org
Adult CE: Race & Ethnicity

- Black or African American: 2,117
- White: 1,986
- Multi-racial: 263
- Asian: 233
- Client doesn't know: 221
- American Indian or Alaska Native: 163
- Data Not Collected: 156
- Client Refused: 119
- Native Hawaiian or Other Pacific Islander: 101
- (empty): 0

http://hsh.sfgov.org
Adult CE: Gender & Sexual Orientation

- Male: 3,651
- Female: 1,515
- Trans Female: 88
- Data not collected: 58
- Gender Non-Conforming: 36
- Other: 11
- Trans Male: 5
- Client refused: 3

- Straight / Heterosexual: 3,331
- Gay / Lesbian / Same-Gender Loving: 460
- Bisexual: 246
- Not Asked: 229
- Declined to Answer: 114
- Not Listed: 57
- Questioning / Unsure: 56
- Incomplete / Missing Data: 36
- Other: 5

http://hsh.sfgov.org
Questions and Comments?

http://hsh.sfgov.org