Coordinated Entry
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Claire Genese, HSH, (She/Her/Hers)

HSH Nonprofit Provider Conference
December 2019
Goals of This Breakout Session

• Understand what “housing referral status” and “problem solving status” mean
• Share Coordinated Entry Access Point Information
• Share key equity findings and strategies on race, ethnicity, sexual orientation, and gender
• Share how Outreach, Temporary Shelter, and Housing providers can partner with Coordinated Entry to best serve their clients
• Collect feedback from the group
Overview of Coordinated Entry

• HSH Five Year Strategic Framework outlines vision to make homelessness a rare, brief and one-time event

• Coordinated Entry is a core component of San Francisco’s Homelessness Response System (HRS)

• Coordinated Entry organizes the HRS, through a common assessment and prioritization method

• Coordinated Entry directs clients to the most appropriate resource available, based on their status determined by the Primary Assessment.
Client Experience of Homeless Services
Homeless Response System
Prioritization in Coordinated Entry

• Primary Assessment uses three types of factors to determine priority:
  1. Chronicity of homelessness (length of time, number of episodes)
  2. Vulnerability
  3. Barriers to securing housing

• Households with greater chronicity, vulnerability and barriers are prioritized higher

• The highest group is prioritized for a referral to housing available in the HRS – permanent supportive housing, rapid rehousing (& in some cases transitional)

• This group is considered to be in “Housing Referral Status.”

• All others are in “Problem Solving Status.”

• *Everyone is offered something*
Adult Access Points

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

Adult Mobile Access

• Call: 415-487-3300, ext. 7000
• Email: SFACES@ecs-sf.org (subject line: Request Assessments)
Youth Access Points

• Larkin Street Engagement & Community Center 134 Golden Gate Avenue San Francisco, CA 94102
• 3rd Street Youth Center and Clinic 1728 Bancroft Avenue San Francisco, CA 94121
• Huckleberry Youth Health Center 555 Cole Street San Francisco, CA 94117
• The SF LGBT Center 1800 Market Street San Francisco, CA 94102
• LYRIC 127 Collingwood Street San Francisco, CA 94114
Adult CE: Age of Assessed Clients

*As of 11/4/2019*
Adult Housing Referral Status: Age

*As of 11/4/2019

- 18 to 24: 183
- 25 to 34: 416
- 35 to 44: 504
- 45 to 54: 505
- 55 to 64: 398
- 65 or Above: 123
Adult CE: Race & Ethnicity

*As of 11/4/2019
Adult Housing Referral Status: Race & Ethnicity

*As of 11/4/2019
Adult CE: Gender

*As of 11/4/2019

- Male: 5,401
- Female: 2,248
- Trans Female (MTF or Male to Female): 137
- Data not collected: 72
- Gender Non-Conforming (i.e., not exclusively male or female): 64
- Trans Male (FTM or Female to Male): 16
- Client refused: 4

*As of 11/4/2019*
Adult Housing Referral Status: Gender

*As of 11/4/2019*
Adult CE: Sexual Orientation

*As of 11/4/2019
Adult Housing Referral Status: Sexual Orientation

*As of 11/4/2019

- Straight / Heterosexual: 1,542
- Gay / Lesbian / Same-Gender Loving: 195
- Bisexual: 147
- Not Asked: 86
- Declined to Answer: 31
- Questioning / Unsure: 27
- Not Listed: 25
- Incomplete / Missing Data: 6

*As of 11/4/2019*
LGBTQ Representation Initiative

- HSH is committed to equitable representation within the LGBTQ community
  - Announced August 21st, 2019
  - Goal to make number of LGBTQ individuals served through Adult and Youth Coordinated Entry representative of the proportion of those populations in the Point in Time count

- 2019 Point in Time Count
  - 6% identify as transgender or gender non-conforming
  - 26% identify as LGBQ

- Monthly Assessment Goals
  - 36 TGNC individuals
  - 156 LGBQ individuals
Meaning of “Problem Solving Status”

• “Housing Referral Status” is limited by the number of housing placements available.

• Many people do not receive “Housing Referral Status” but still would benefit from a housing placement. However, there is not enough to go around, so these households are not able to receive a referral.

• “Problem Solving Status” means that the household will be referred to (or back to) Problem Solving and have access to Problem Solving on a continuous basis.
What you can do now

Connect all people experiencing homelessness to Coordinated Entry:
1. Refer clients to Access Points
2. Host a mobile Access Point
3. Book an all staff or team training on Coordinated Entry (Contact Laura.Jessup@sfgov.org)

House people in partnership with Coordinated Entry:
1. Accept the common housing application
2. Be as flexible as reasonable with ID and other documents
3. Partner with us to make the Tiger Team Campaign to fill vacancies successful

Housing Referral Status: In ONE System with an alert Support Housing Placement

Problem Solving Status—In ONE with a recent Assessment, but not Housing Referral Status

Unclear on status, or not in ONE System: Connect to the Access Point
Families Assessed in 2019 by Race & Ethnicity

Race of Families Assessed
January through November 2019

- Black or African American: 533
- Client doesn’t know: 213
- White: 203
- Multi-Racial: 66
- Client Refused: 55
- Native Hawaiian or Other Pacific Islander: 49
- Asian: 45
- American Indian or Alaska Native: 43
- Data Not Collected: 37
- Total: 1,244

Ethnicity of Families Assessed
January through November 2019

- Non-Hispanic/Latino: 749
- Hispanic/Latino: 485
- Data Not Collected: 5
- Client doesn’t know: 3
- Client refused: 2
- Total: 1,244
A Conversation with Catholic Charities: Bayview & Mission Access Point Success Stories

- Problem Solving
- Permanent Support Housing
- Building Relationships
A Conversation with Catholic Charities: Collaborating with HSH

- What’s Going Well
- Growing Pains
- Opportunities for Growth
## A Conversation with Catholic Charities: Access Point Locations

<table>
<thead>
<tr>
<th>Central City Access Point</th>
<th>Bayview Access Point and Mobile Team</th>
<th>Mission Access Point and Mobile Team</th>
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<tbody>
<tr>
<td>37 Grove Street (across the street from Main Library)</td>
<td>1641 LaSalle Street (in the Bayview)</td>
<td>2817 Mission (near 24&lt;sup&gt;th&lt;/sup&gt; Street Bart)</td>
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What are your recommendations?

What is your feedback?