Adult Coordinated Entry

November 2019
Model Programs with No System

The latest HSH CE System Map will be added here.
Goal State: Model System

http://hsh.sfgov.org
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
Housing Assessment

Assessment questionnaire determines priority status score

- Homelessness history
- Income and other resources
- Barriers to housing, including legal issues
- Disabling conditions
- Experience of trauma and violence
- Use of crisis services

http://dhsh.sfgov.org
Priority Status

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

  - Priority status is determined by the HSH Assessment Process
  - Priority Status households will be assigned a housing navigator who will match the household with available housing
  - Non priority status households will not be referred to HSH-funded permanent housing programs

- **Problem Solving is a continuous resource**

http://dhsh.sfgov.org
Navigation and Referral

- Housing navigators assist priority status individuals with the application process for housing
  - Application paperwork
  - Gathering required documents, such as ID and income verification
  - Reasonable accommodation requirements
  - Determining individual preferences
  - Assistance with interview and move-in

- Stabilization services available for first year after move-in

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

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

http://dhsh.sfgov.org
# Current Access Points: Adults & Families

## Adult Access Points

<table>
<thead>
<tr>
<th>2111 Jennings Street</th>
<th>123 10th Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Francisco, CA 94124</td>
<td>San Francisco, CA 94103</td>
</tr>
</tbody>
</table>

## Family Access Points

<table>
<thead>
<tr>
<th>Central City Access Point</th>
<th>Bayview Access Point</th>
<th>Mission Access Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>37 Grove Street</td>
<td>1641 LaSalle Avenue</td>
<td>2871 Mission Street</td>
</tr>
<tr>
<td>San Francisco, CA 94102</td>
<td>San Francisco, CA 94124</td>
<td>San Francisco, CA 94110</td>
</tr>
</tbody>
</table>

[http://hsh.sfgov.org](http://hsh.sfgov.org)
# Current Access Points: Youth

<table>
<thead>
<tr>
<th>Youth Access Points</th>
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</thead>
<tbody>
<tr>
<td>Larkin Street</td>
</tr>
<tr>
<td>Engagement &amp; Community Center</td>
</tr>
<tr>
<td>134 Golden Gate Avenue</td>
</tr>
<tr>
<td>San Francisco, CA  94102</td>
</tr>
<tr>
<td>3rd Street</td>
</tr>
<tr>
<td>Youth Center and Clinic</td>
</tr>
<tr>
<td>1728 Bancroft Avenue</td>
</tr>
<tr>
<td>San Francisco, CA  94121</td>
</tr>
<tr>
<td>Huckleberry</td>
</tr>
<tr>
<td>Youth Health Center</td>
</tr>
<tr>
<td>555 Cole Street</td>
</tr>
<tr>
<td>San Francisco, CA  94117</td>
</tr>
<tr>
<td>The SF LGBT Center</td>
</tr>
<tr>
<td>1800 Market Street</td>
</tr>
<tr>
<td>San Francisco, CA  94102</td>
</tr>
<tr>
<td>LYRIC</td>
</tr>
<tr>
<td>127 Collingwood Street</td>
</tr>
<tr>
<td>San Francisco, CA  94114</td>
</tr>
</tbody>
</table>
Adult Coordinated Entry (CE): Assessments

8,017 adults have completed the Housing Prioritization Assessment

*As of 11/4/2019

http://hsh.sfgov.org
Adult CE: Age of Assessed Clients

*As of 11/4/2019

http://hsh.sfgov.org
Adult Priority Clients: Age

*As of 11/4/2019

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

*As of 11/4/2019

http://hsh.sfgov.org
Adult Priority Clients: Race & Ethnicity

*As of 11/4/2019

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

*As of 11/4/2019

http://hsh.sfgov.org
Adult Priority Clients: Gender

*As of 11/4/2019

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

*As of 11/4/2019

- 5,714 Straight / Heterosexual
- 763 Gay / Lesbian / Same-Gender Loving
- 458 Bisexual
- 329 Not Asked
- 142 Declined to Answer
- 88 Not Listed
- 65 Questioning / Unsure
- 25 Incomplete / Missing Data

http://hsh.sfgov.org
Adult Priority Clients: 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

http://hsh.sfgov.org
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

http://dhsh.sfgov.org
LGBTQ Representation: Gender

Since 8/21/2019
55 Transgender or Gender Non-Conforming individuals
3% of those assessed

http://dhsh.sfgov.org
LGBTQ Representation: Sexual Orientation

Since 8/21/2019
276 LGBTQ+ individuals
16% of those assessed
Continuous Data Quality Improvement

- Initially published in 2017 with launch of ONE

- Updated to include section on User Access and Security
  - Authorizing new user accounts
  - Deactivating user accounts within one business day
  - Access role changes within one business day

- Questions or concerns?
Questions or Comments?

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