



HSH Direct Access to Housing (DAH) Transition

August 12, 2019

Summary

HSH prioritizes adults experiencing homelessness by their vulnerability, barriers to housing, and chronicity of homelessness.

All Public Health partners of HSH who currently make referrals to the DAH program will continue to be welcome to submit Clinical Review Forms in order for their clients to be considered for HSH housing. The new expectation will be that participation in the Problem Solving & Coordinated Entry process at Adult Access Points are the first step. Coordinated Entry Clinical Review Forms should only be completed for San Francisco homeless individuals who are highly vulnerable, chronically homeless, and have high barriers to housing.

The HSH Coordinated Entry team is happy to attend staff meetings to provide training on this process. To set up a training, contact Laura Jessup at Laura.Jessup@sfgov.org.

HSH regards this process as highly iterative, and we anticipate an update on refinements to this process in May 2020. HSH hopes to reduce the burden on people experiencing homelessness who are highly vulnerable, chronically homeless, and have high barriers to housing.

The Coordinated Entry Clinical Review Team is staffed by DPH nurses. The team and their methodology are not changing at this time.

DAH Priority Status List

All adults experiencing homelessness with an active referral to the DAH Program who have been served with Problem Solving and Assessment at an [Adult Access Point](#) are priority status for HSH housing placement.

A total of 213 total people will be added in the first push to Adult Coordinated Entry Priority Status List in August 2019.

The DAH Clinical Review Team of DPH nurses (CRT) have assessed each of the 213 to determine an appropriate housing navigation pathway and whether or not the individual would benefit from onsite nursing.

Active DAH Referrals by Participation in Adult Coordinated Entry	
Previously assessed	156
Need assessment	57
Total	213





As of July 30, 2019, 57 individuals with active DAH referrals had not yet participated in the Problem Solving & Coordinated Entry process. Providers working with any of these clients should support their connection with the Adult Access Points. Once seen at an Adult Access Point in the next two months, these individuals will be priority status.

In conjunction with this announcement, the CRT will notify referring case managers via email of their clients' placement on the priority status list and next steps they should take. The CRT will also send the program leads for each of the referring agencies a complete list of all the clients referred by their agency who are priority status.

Providers who would like to check to see if their client has visited an Access Point can call 415/355-5301 to obtain this information.

Clinical Review and DAH Applications

Providers who could previously refer to DAH will continue to have access to the Coordinated Entry Clinical Review request process for a clinical review of their clients.

1. People experiencing homelessness participate in the Coordinated Entry problem solving and assessment process.
2. If the client is known to their clinical provider to have high barriers to housing, high vulnerability, and high chronicity of homelessness, but they are not deemed priority status after completing the primary assessment, then the provider will complete the Coordinated Entry Clinical Review Form (CRF).
3. HSH will review the Coordinated Entry CRF. This review will determine whether a client should be granted priority status based on their high vulnerability, chronicity of homelessness, and barriers to housing as reported by their provider and based on narrative information available within systems of record.
4. If the client is determined to be priority status by the Clinical Review Team, they will become priority status and referred to housing navigation. If the client is not priority status, the provider who submitted the referral will be notified.

Housing Placements for Priority Status Adults Experiencing Homelessness

Beginning August 14th, units previously managed separately from Coordinated Entry under the DAH portfolio will be filled with priority status homeless adults through. Vacancies in these units will be filled by the Adult Coordinated Entry team. Matchmaking for units in legacy DAH programs with onsite nursing will be managed by CRT. All priority status individuals will be served with HSH housing whether they are prioritized by the Primary Assessment or by the Clinical Review Team.