DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Family Coordinated Entry Housing Referral Status

February 4, 2020
From Priority Status to Housing Referral Status

What has Changed?

Language
- Priority / No Priority Status is replaced with Housing Referral Status and Problem Solving Status

Primary Assessment Process
- Immediately informed of Housing Referral or Problem Solving Status
- Housing Referral Status household is immediately offered rapid rehousing (RRH)

Housing Case Review
- Evaluate requests for higher level intervention
- Occurs as PSH becomes available or a need for more support

Expected Implementation Date?

Housing Referral Status Language
- December 2019

Primary Assessment Process
- After LCHB subcommittee feedback
- Anticipate Spring 2020

Housing Case Review
- After LCHB subcommittee feedback
- Anticipate Spring 2020

Families experiencing homelessness, & HSH, AP, Shelter & RRH staffs were involved in discussions for these changes

http://hsh.sfgov.org
Closer Look at Housing Referral Status Process Flow

**Housing Referral Status**

Housing referral status families are matched/referred to rapid rehousing (RRH), as eligible. In FY19-20, HSH expects 30 RRH & two permanent supportive housing (PSH) monthly openings.

**Rapid Rehousing (RRH):**
- Rapid Rehousing is intended for households who need both subsidy and case management services in order to secure housing in the private market.

**RRH Criteria Includes:**
- Household income
- Connection to SFUSD

**Evaluation of “Best Fit”:**
- Housing case review seeks to identify & evaluate supportive service needs of a currently enrolled family and, as necessary:
  - refer them to an alternate, available housing program that better supports their needs
  - enhance services received in the existing RRH program, including setting clear expectations for service delivery
- If PSH is available and there isn’t housing case review request, the highest scoring, eligible Housing Referral Status family will be referred to the opening

**Housing Case Review Criteria**

**Housing Case Review Requests**

Prior to requesting a housing case review, the provider and/or family must:
1. Submit requests per these guidelines:
   a. Reassignment requested during Housing Navigation: Family has challenges with the housing navigation process, even with receiving navigation support as defined by the Scope of Service and outcomes
   b. Reassignment requested while enrolled in a Program: Family has established residency in a housing program, but is having difficulty stabilizing in housing, even with receiving the contractually prescribed stabilization support
2. Complete the Provider Questionnaire
3. Complete the Family Questionnaire

**Who Can Request a Housing Case Review?**
Family and housing provider

**Housing Case Review Approvals & Participants**

Approval for Housing Case Review
Family CE Program Manager makes final decision for housing case review requests and approvals. If a grievance is submitted, the CE Manager makes final decision

**Housing Case Review Participants**
- Family, HSH, AP, housing provider, shelter, clinical, & external care team, as needed