HSH Coordinated Entry
August 2019

http://hsh.sfgov.org
Model Programs with No System

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

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

COORDINATED ENTRY & INITIAL SCREENING

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

2. Initial Screening
   - If eligible...
     - 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
     - SSFV Rapid Resolution - For Veterans 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 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 for 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
HSH Housing & Housing Ladder

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

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>2111 Jennings Street</td>
<td>San Francisco</td>
<td>CA</td>
<td>94124</td>
</tr>
<tr>
<td>123 10th Street</td>
<td>San Francisco</td>
<td>CA</td>
<td>94103</td>
</tr>
</tbody>
</table>

### Family Access Points

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>37 Grove Street</td>
<td>San Francisco</td>
<td>CA</td>
<td>94102</td>
</tr>
<tr>
<td>1641 LaSalle Avenue</td>
<td>San Francisco</td>
<td>CA</td>
<td>94124</td>
</tr>
<tr>
<td>3270 18th Street</td>
<td>San Francisco</td>
<td>CA</td>
<td>94110</td>
</tr>
</tbody>
</table>

### Youth Access Points

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>134 Golden Gate Avenue</td>
<td>San Francisco</td>
<td>CA</td>
<td>94102</td>
</tr>
<tr>
<td>1728 Bancroft Avenue</td>
<td>San Francisco</td>
<td>CA</td>
<td>94121</td>
</tr>
<tr>
<td>555 Cole Street</td>
<td>San Francisco</td>
<td>CA</td>
<td>94117</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Mobile Access Points</th>
<th>Call: 415-487-3300, ext. 7000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>Email: <a href="mailto:SFACES@ecs-sf.org">SFACES@ecs-sf.org</a> (subject line: Request Assessments)</td>
</tr>
<tr>
<td>Family</td>
<td>Call: 415-430-6320 or 415-972-1281</td>
</tr>
<tr>
<td>Youth</td>
<td>Call: 415-318-6384</td>
</tr>
</tbody>
</table>

http://dhsh.sfgov.org
Adult Coordinated Entry (CE): Assessments

6,610 adults have completed the Housing Prioritization Assessment

*As of 7/31/2019

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

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 24</td>
<td>510</td>
</tr>
<tr>
<td>25 to 34</td>
<td>1,097</td>
</tr>
<tr>
<td>35 to 44</td>
<td>1,359</td>
</tr>
<tr>
<td>45 to 54</td>
<td>1,510</td>
</tr>
<tr>
<td>55 to 64</td>
<td>1,504</td>
</tr>
<tr>
<td>65 or Above</td>
<td>562</td>
</tr>
</tbody>
</table>

[http://hsh.sfgov.org](http://hsh.sfgov.org)
Adult CE: Race & Ethnicity

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

- Male: 4,442
- Female: 1,876
- Trans Female (MTF or Male to Female): 110
- Data not collected: 61
- Gender Non-Conforming (i.e. not exclusively male or female): 49
- Trans Male (FTM or Female to Male): 9
- Client refused: 4

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

http://hsh.sfgov.org
Questions?