



## What is the Direct Access to Housing Program?

Direct Access to Housing (DAH) is a program that provides permanent supportive housing to San Francisco residents who are experiencing homelessness and have complex medical, mental health, and/or substance use diagnoses. Unique in its onsite provision of wrap-around support services, DAH currently houses over 1,700 individuals across 38 sites. Tenants live independently in their own units, with access to on-site support services, property management, and 24-hour desk clerks if needed.

All DAH sites are service-enriched, offering tenants access to voluntary on-site support tailored to their needs. Onsite support services staff actively engage residents using a harm reduction model to improve their overall health and well-being. Engagement is continuous and implemented through community groups, events, and individual outreach. Support services staff help tenants:

- Access and maintain benefits
- Access medical, mental health, and substance abuse treatment
- Secure food and clothing
- Interface with property management to aid in eviction prevention
- Staff also provide other social services and case management

Access to medical care is key to the success of the DAH program. All DAH tenants may choose to access primary and/or psychiatric care through Tom Waddell Urban Health Clinic. Additionally, some buildings have a registered nurse on site to assist tenants with medication management and provide nursing case management.

**PLEASE NOTE:** New DAH referral acceptance is currently suspended. Please see our [DAH Community Announcement](#) for more details.

## Eligibility, Access, and Referral

DAH's success relies on the ability to place clients in the setting most appropriate to their needs. The program's varied portfolio of housing sites and individual referral prioritization system allows for tailored placement based on clinical needs of the population. The DAH Access and Referral Team (DART)





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works with San Francisco service providers to maintain a pool of active client referrals. These clients are prioritized for housing based on their level of medical acuity, current living situation, match between clients' needs and available onsite services, and availability and suitability of a DAH unit.

### In order to be eligible for DAH, clients must be:

- Currently experiencing homelessness
- Have a mental health diagnosis, and/or an alcohol/substance use diagnosis, and/or complex medical needs
- San Francisco residents
- "Extremely low-income" as defined by the US Department of Housing and Urban Development (in 2016, max income for a single adult in San Francisco is \$25,850 annually)
- Willing to pay up to 50% of their monthly income toward rent via an approved third party rent payment provider
- Referred by a service provider, such as a case manager or social worker

Please note that some buildings have additional eligibility criteria dependent on their funding source or target population.

### Do you need to update your client's referral?

Referrals need to be updated every 90 days to remain active. If your client is in the DAH pool, please:

1. Review and print the [Checklist of Referring Case Manager Responsibilities](#). DAH developed this list to assure that case managers give their clients the support they need throughout the application process and during/after move-in.
2. Review, complete, and submit the [DAH Clinical Referral Form](#). Forms must be completed electronically and emailed to DART at [DAH@sfdph.org](mailto:DAH@sfdph.org).

**NOTE:** The DAH program does not accept client self-referrals. Applicants must be referred by case managers.

Upon identifying a match between an available unit and a potential applicant, DART initiates the DAH application process via the referring case manager. DART supports the referring case manager throughout the specific housing site application process. Housing sites have additional building-specific applications and paperwork, in addition to the DAH housing application form. Property Management at the housing site determines all applicant housing outcomes based on resident selection criteria.

## Frequently Asked Questions

For additional information about program eligibility, referral and application processes, and case manager responsibilities, please check our [DAH Frequently Asked Questions](#).

