



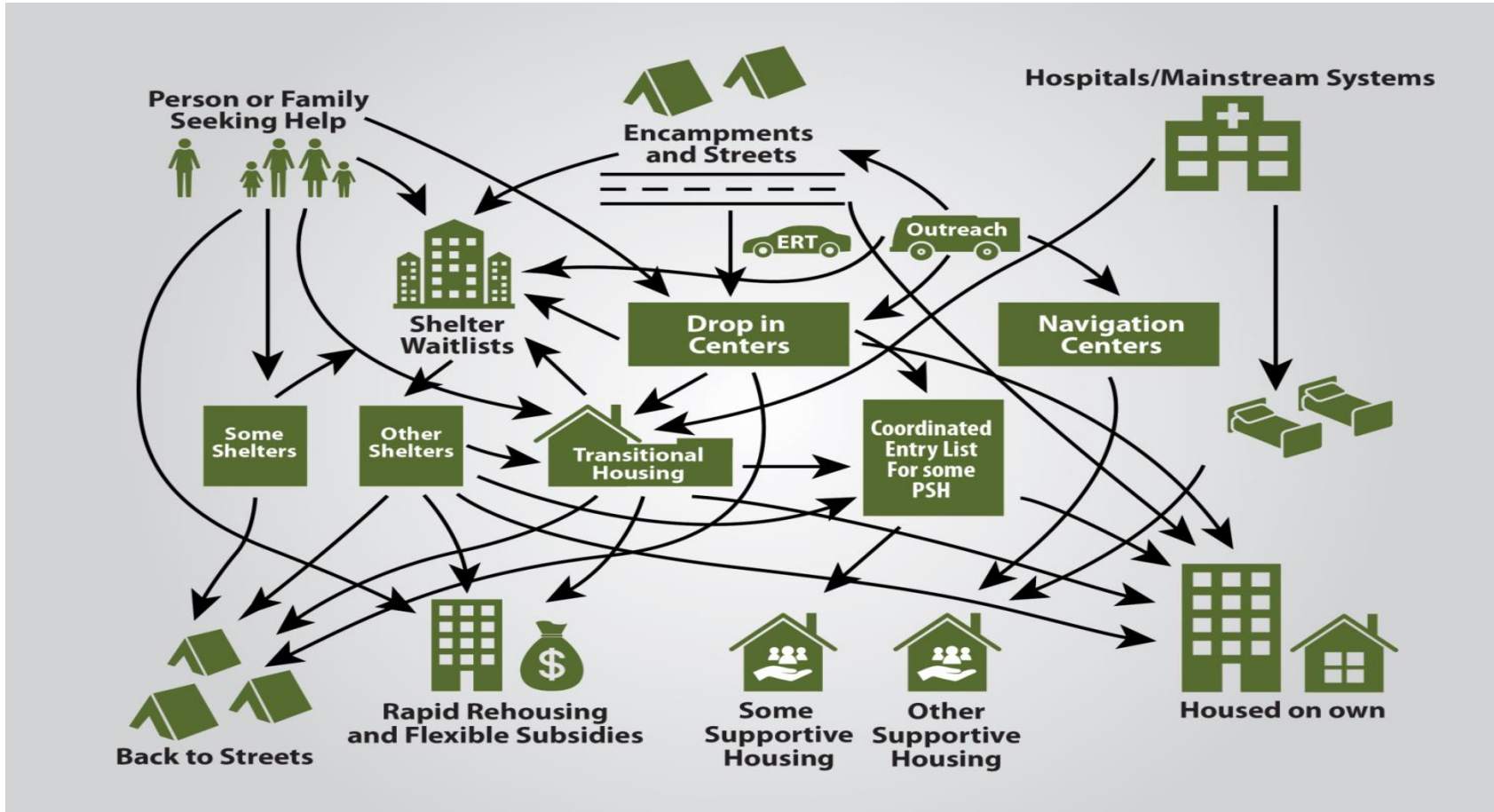
# Adult Coordinated Entry

November 2019



# Model Programs with No System

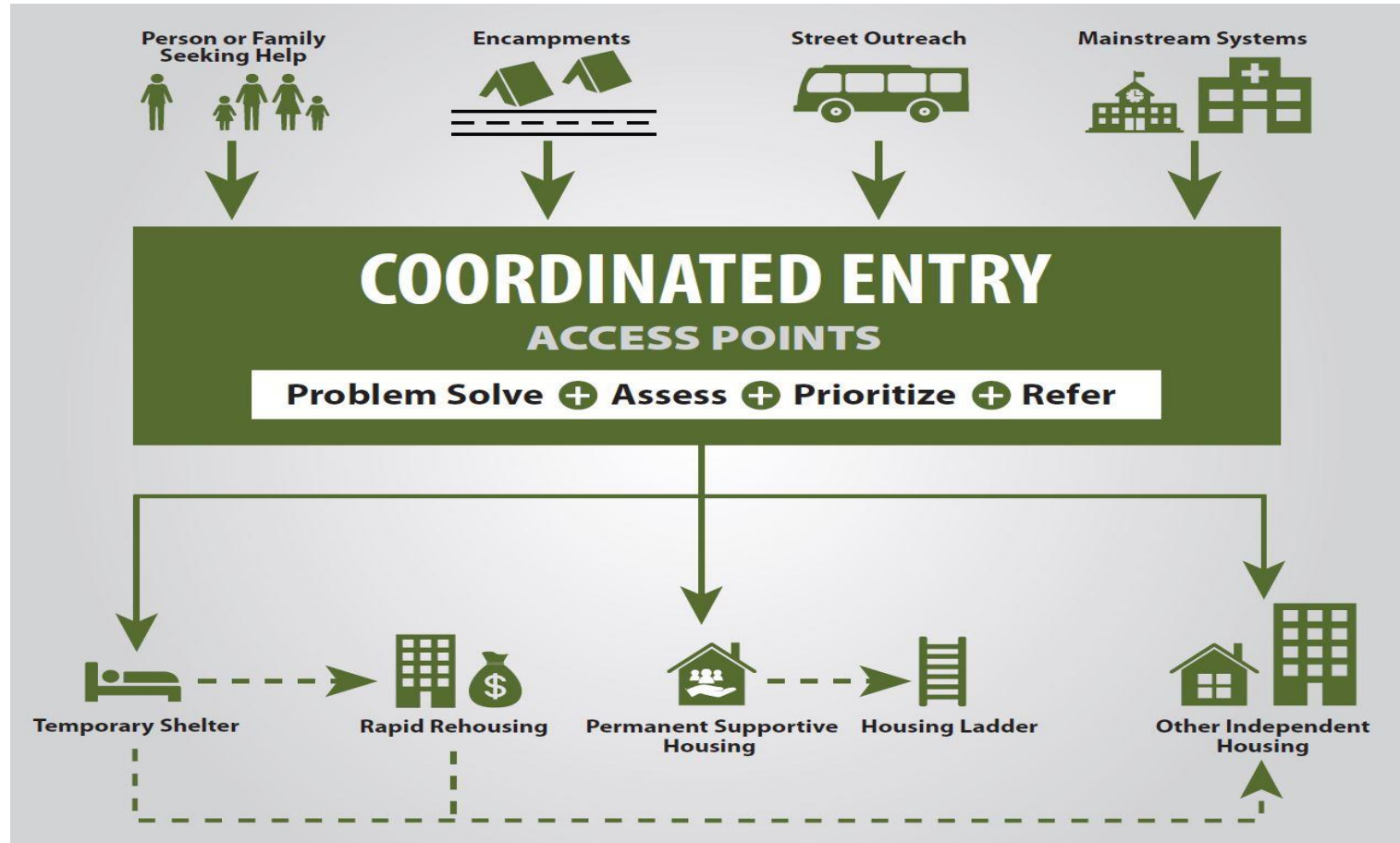
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# Goal State: Model System

3





# Problem Solving

4

- 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

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- 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



# Priority Status

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• **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**



# Navigation and Referral

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- 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



# HSH Housing & Housing Ladder

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





# Current Access Points: Adults & Families

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## Adult Access Points

2111 Jennings Street  
San Francisco, CA 94124

123 10<sup>th</sup> Street  
San Francisco, CA 94103

## Family Access Points

Central City Access Point

37 Grove Street  
San Francisco, CA 94102

Bayview Access Point

1641 LaSalle Avenue  
San Francisco, CA 94124

Mission Access Point

2871 Mission Street  
San Francisco, CA 94110

<http://hsh.sfgov.org>



# Current Access Points: Youth

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## Youth Access Points

Larkin Street  
Engagement & Community Center  
134 Golden Gate Avenue  
San Francisco, CA 94102

3<sup>rd</sup> Street  
Youth Center and Clinic  
1728 Bancroft Avenue  
San Francisco, CA 94121

Huckleberry  
Youth Health Center  
555 Cole Street  
San Francisco, CA 94117

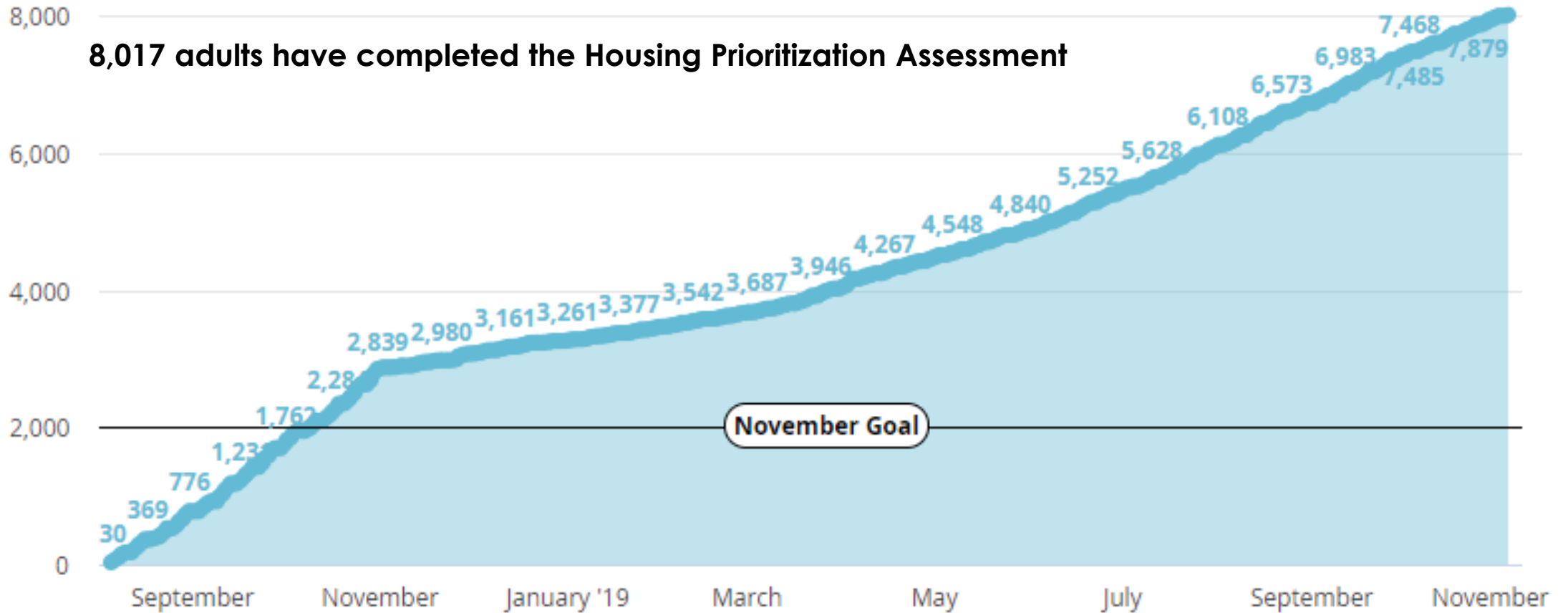
The SF LGBT Center  
1800 Market Street  
San Francisco, CA 94102

LYRIC  
127 Collingwood Street  
San Francisco, CA 94114

<http://hsh.sfgov.org>



# Adult Coordinated Entry (CE): Assessments

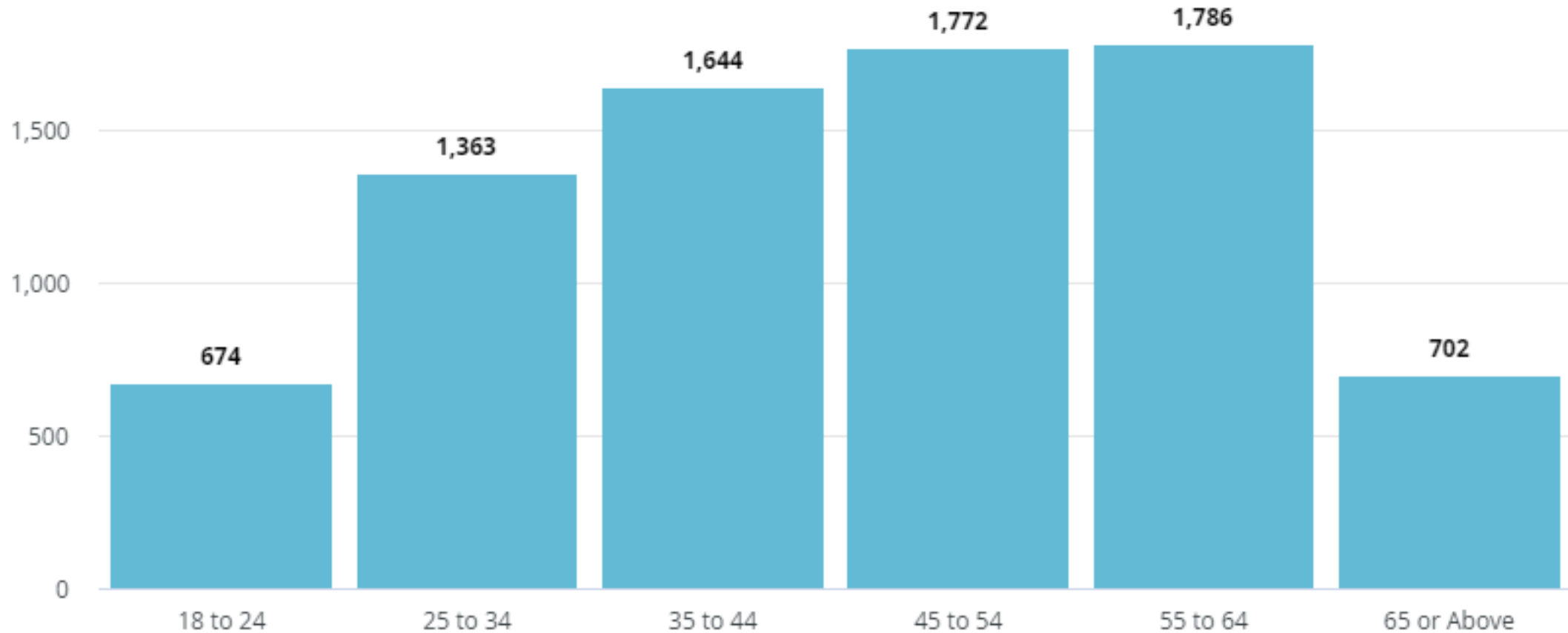


\*As of 11/4/2019



# Adult CE: Age of Assessed Clients

12



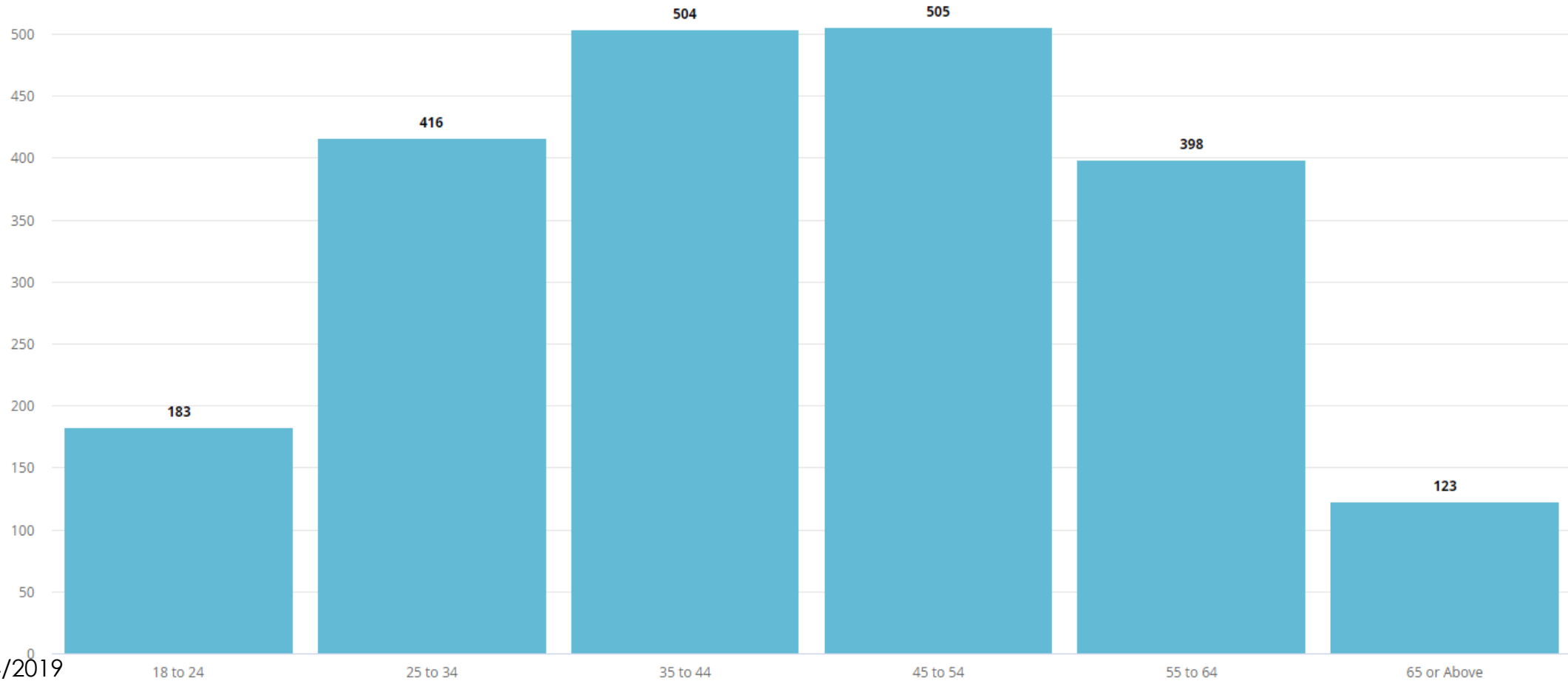
\*As of 11/4/2019

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# Adult Priority Clients: Age

13



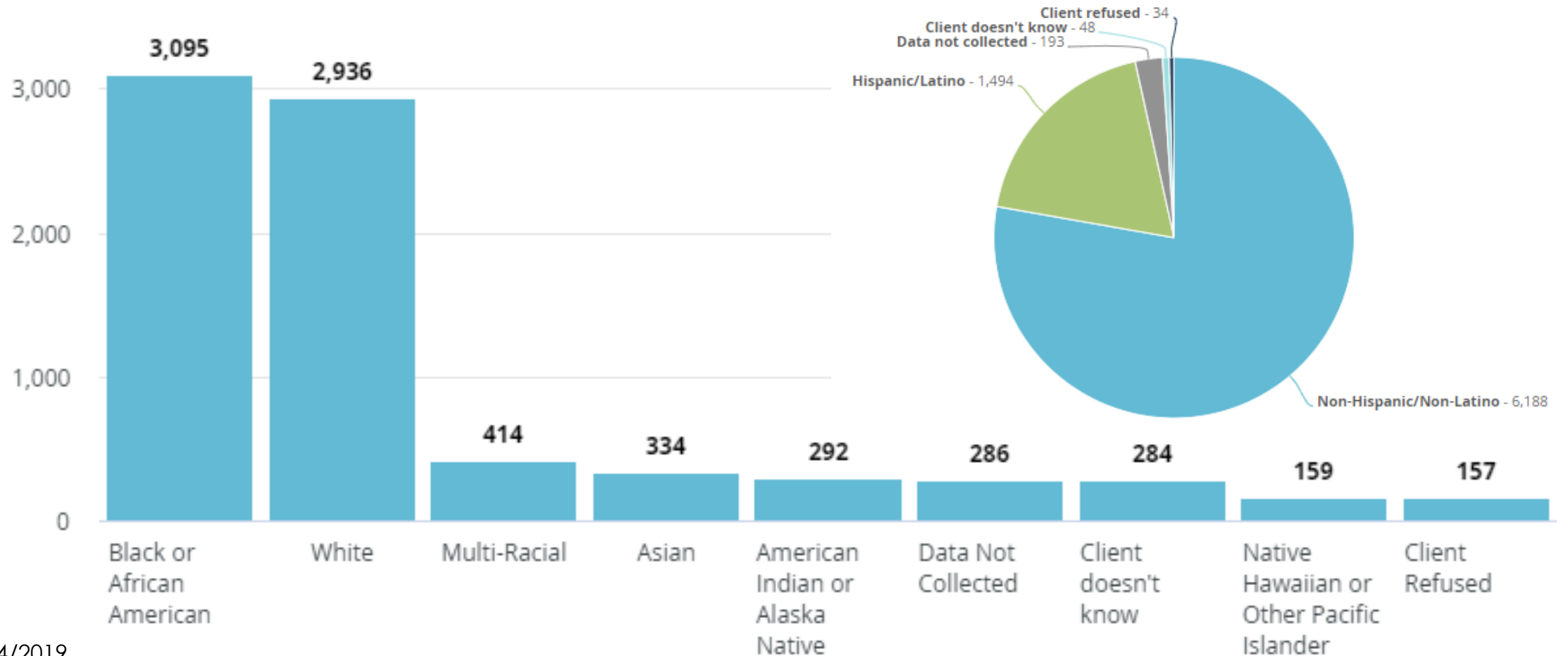
\*As of 11/4/2019

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# Adult CE: Race & Ethnicity

14

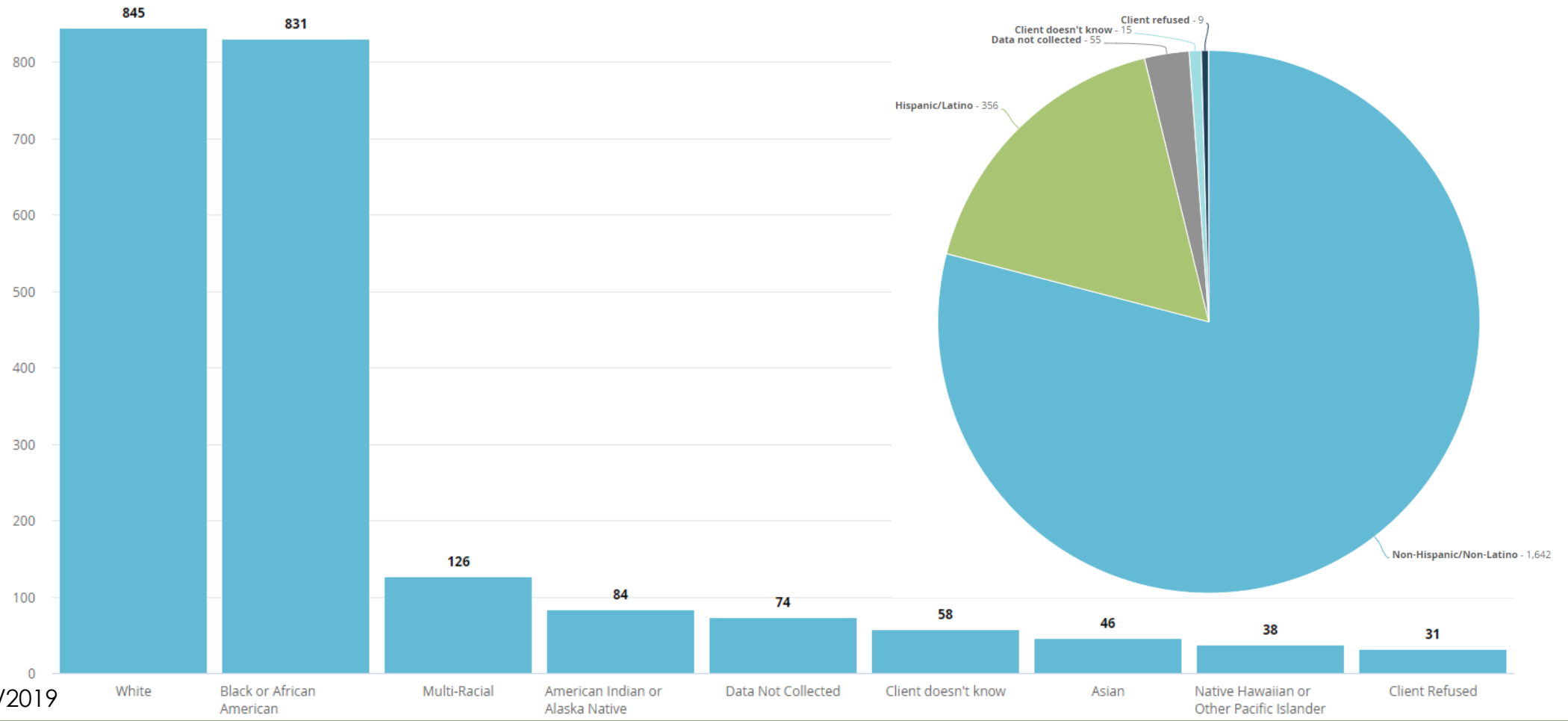


\*As of 11/4/2019



# Adult Priority Clients: Race & Ethnicity

15

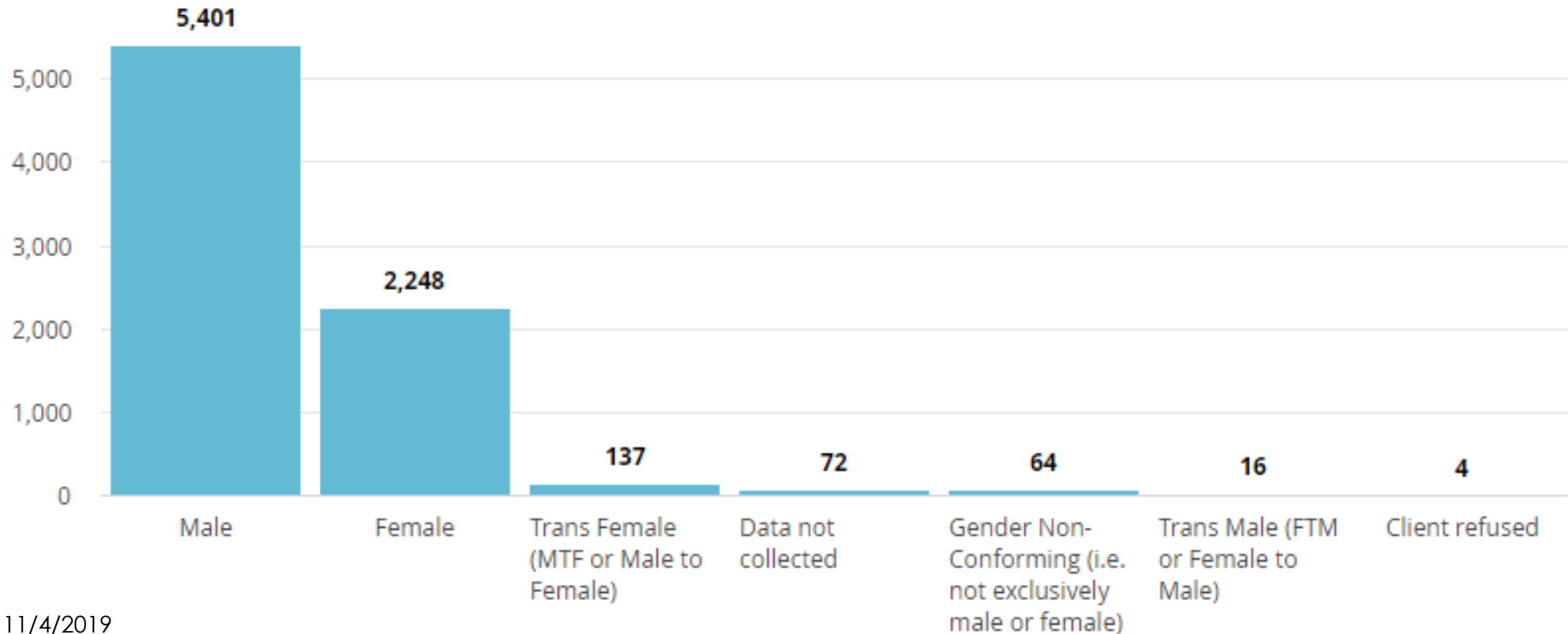


\*As of 11/4/2019



# Adult CE: Gender

16



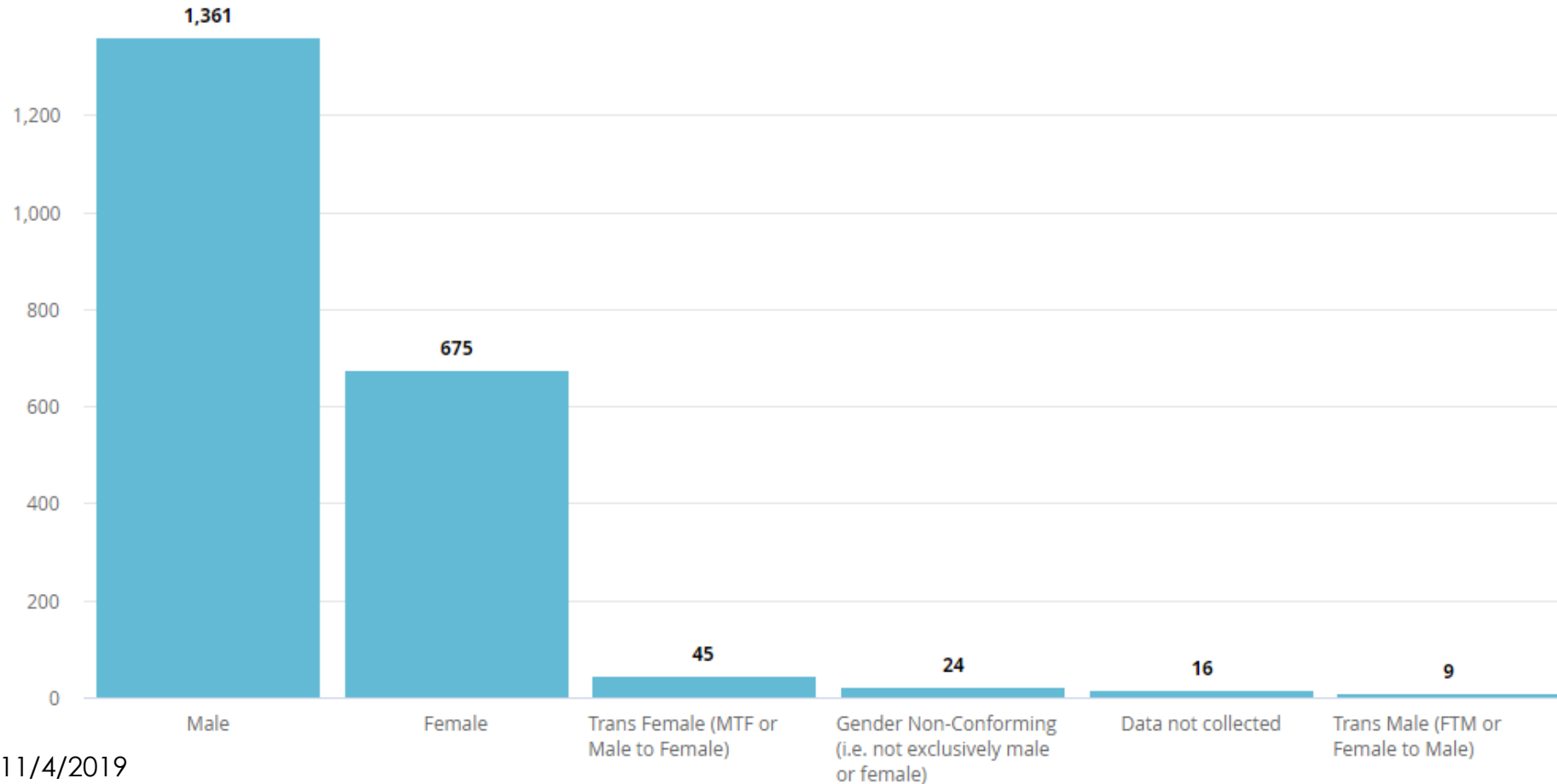
\*As of 11/4/2019





# Adult Priority Clients: Gender

17

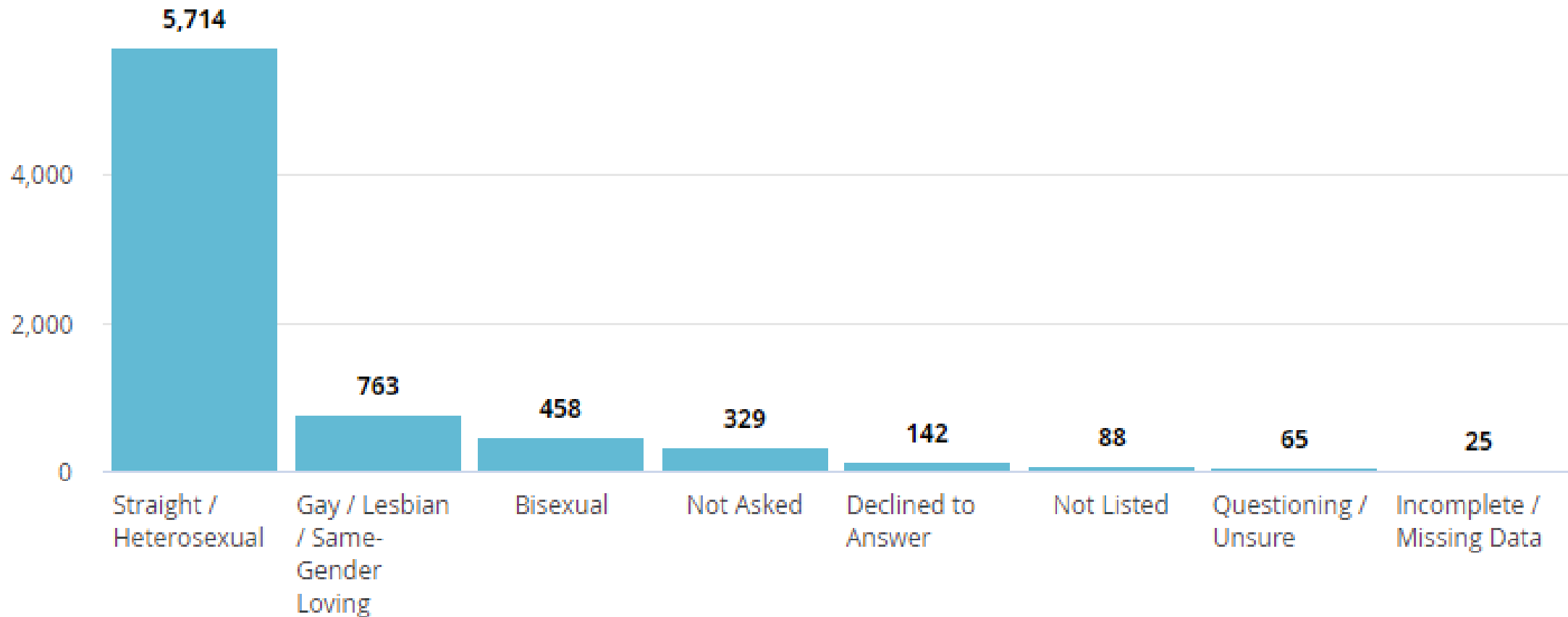


\*As of 11/4/2019



# Adult CE: Sexual Orientation

18



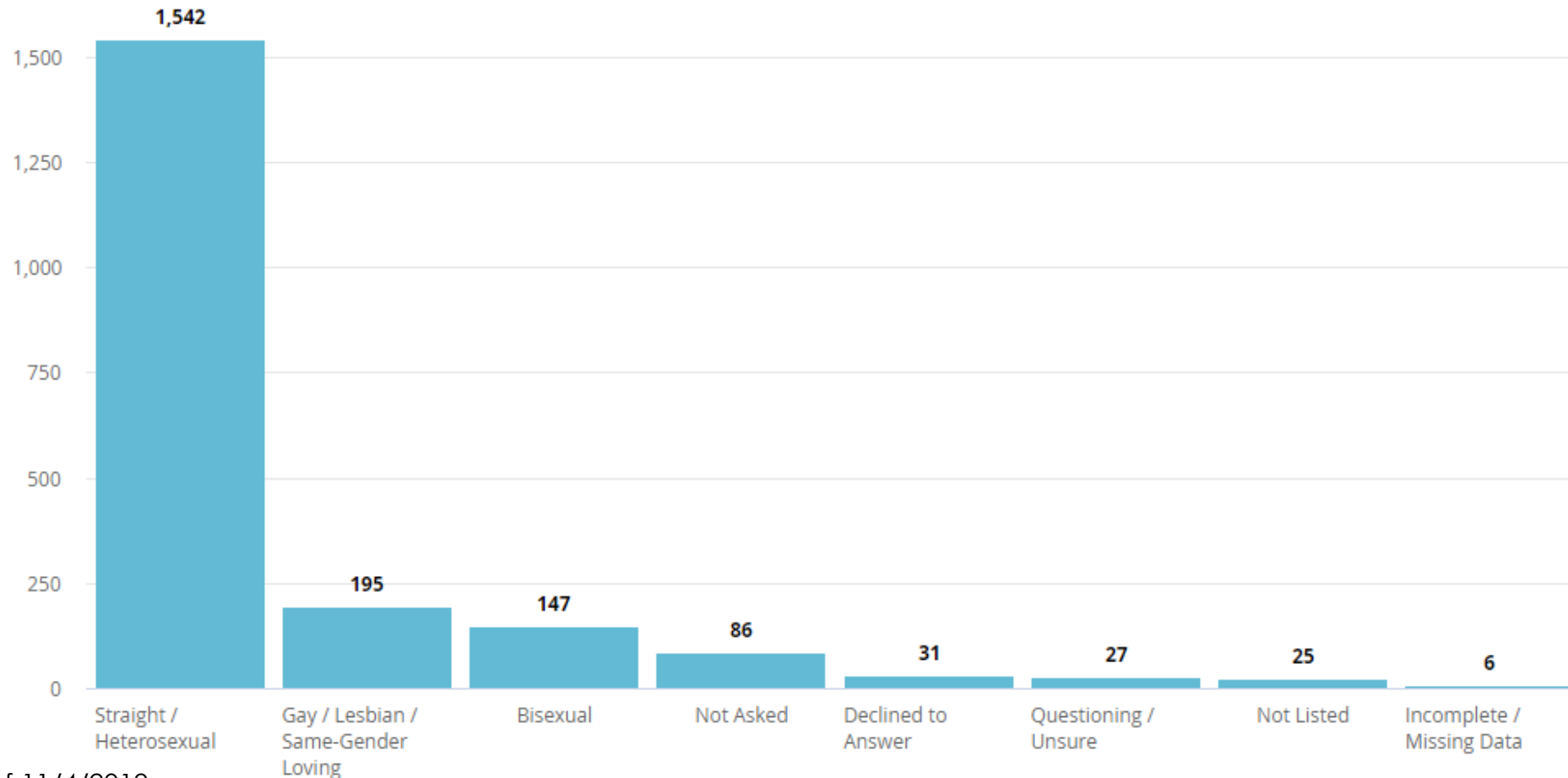
\*As of 11/4/2019

<http://hsh.sfgov.org>



# Adult Priority Clients: Sexual Orientation

19



\*As of 11/4/2019

<http://hsh.sfgov.org>



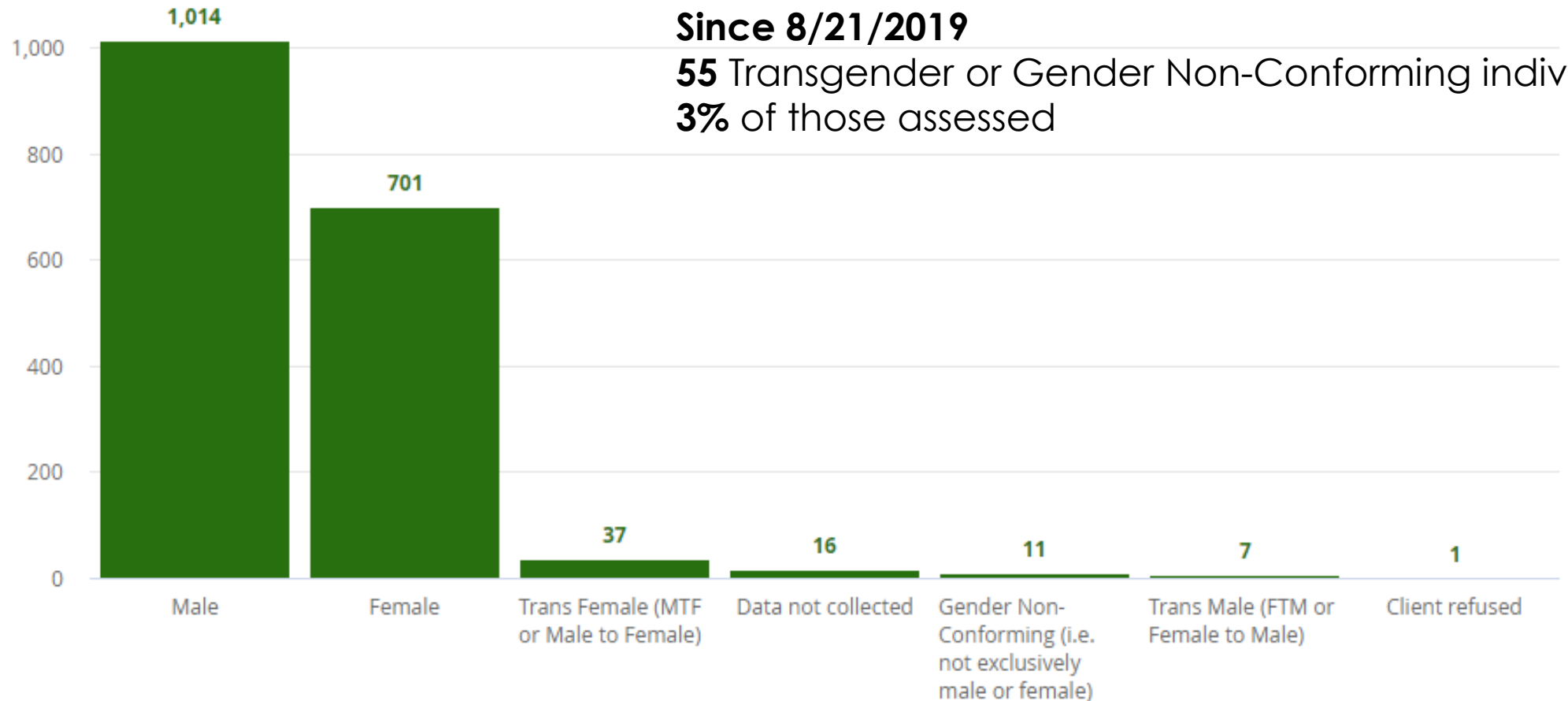
# LGBTQ Representation Initiative

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- HSH is committed to equitable representation within the LGBTQ community
  - Announced August 21<sup>st</sup>, 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

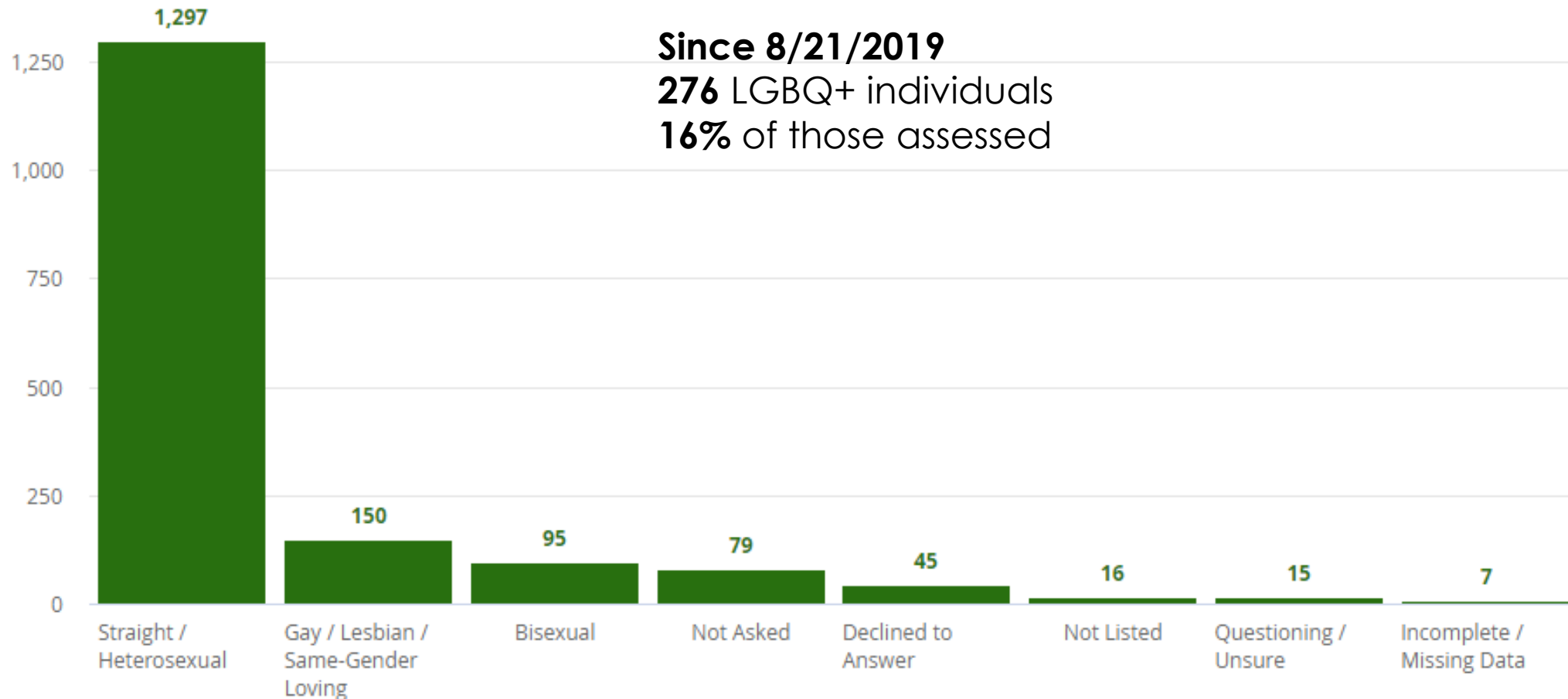


# LGBTQ Representation: Gender





# LGBTQ Representation: Sexual Orientation





# Continuous Data Quality Improvement

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- 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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