

Adult Coordinated Entry\ONE System- 11/5/2019

Laura Jessup Introduction:

Overview of Adult Coordinated Entry System

HSH created my former Mayor Lee to coordinated homeless services within San Francisco so that permeant housing, shelter, and outreach are all within in one department.

Former system was chaotic and clients needed to get onto multiple lists to get assistance.

Change and use of Coordinated Entry to stream line and simplify services.

See Diagram to illustrate current state of clients can access services:

Four key components:

1. Problem Solving
2. Assessments
3. Priorization
4. Referrals to housing

Eligibility screening first stage:

- Are you currently homeless?
- Are you a San Francisco resident?

Problem Solving:

Conversation about where a person is and what resources they need to help them end their own situation and to end homeliness.

Season of Sharing is a resource available to those who need back rent and rental assistance. There are currently Season of Sharing funds available for rental assistance.

Housing Assessments for those clients who Problem Solving does not work:

Assessment that measures barriers to housing, experience of homeliness, length of time homeless, etc...

Assessment are scored and results will immediately know if someone is prioritized in the housing in the next 3-6 month

Cut off score fluctuates based on housing stock available and process of eligible clients getting documents ready.

Housing Navigators assist clients with:

Case manager getting client and assisting clients getting ready for housing process.

Programs utilized by HSH

Rapid Rehousing-Currently Youth RRH currently largest part of RRH portfolio.

Permeant Housing- Around 7,000 units-largest type of HSH overall portfolio. Typically for adults

Scattered Sites Supportive Housing-Looking on expanding in HSH portfolio

Housing Ladder- Moving on Initiative for example Bristol Hotel where clients get housing vouchers to move out of PSH and frees up space in PSH. Creates flow within Homeless Response system.

RRH Question: IS there a minimum income?

Depending on program criteria can contact Alan Gutierrez HSH Program Manager.

Family-Adult-Youth Access Point information

Mobile Assessments are available as well-Catholic Charities is the primary organizations doing mobile assessments.

Bayview Access Point- Has a benefit assessment program for clients.

- 6-Slots per-day.
- 211 Jennings-Tuesday-Fridays to apply for CAAP benefits.

See PowerPoint Presentation

ONE System Data Quality:

Originally produced in 2017 and contains additions around user access and security and the ONE System. This is a codification about how things already are currently working.

- Will a DPH referral make it into the ONE System?
- Only if the DPH program is part of the ONE System.
- DPH treatment programs are not in ONE System.
- ONE System is expanding but programs like Problem Solving and adult shelter are not yet in ONE.
- Safety precautions about disabling staff accounts. Removal of inactivate employee accounts after one day and Bitfocus must be notified.
- Question around EPIC and DPH software?
 - Addition of client and case management summary to software.
- How are clients being identified as LGBTQ- Efforts to make access Points more welcoming. Lyric and Huckleberry being crafted to be more welcoming so that people will seek services. Representation is beneficial with youth population specifically.
- Data on folks who are not prioritized? How long does it take for them to get housed?
 - Problem solving is the resource for them.
 - Not solid data yet.
- How does HSH coordinate with shelters that are not in the ONE System?
 - Shelters managed by HSH work in conjunction with ONE but not completely integrated.
 - Databases are not aligned but referrals are still made.
 - Referrals through DPH programs are all done through DPH systems

