



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Family Coordinated Entry Housing Referral Status

February 4, 2020



# From Priority Status to Housing Referral Status

2

## 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

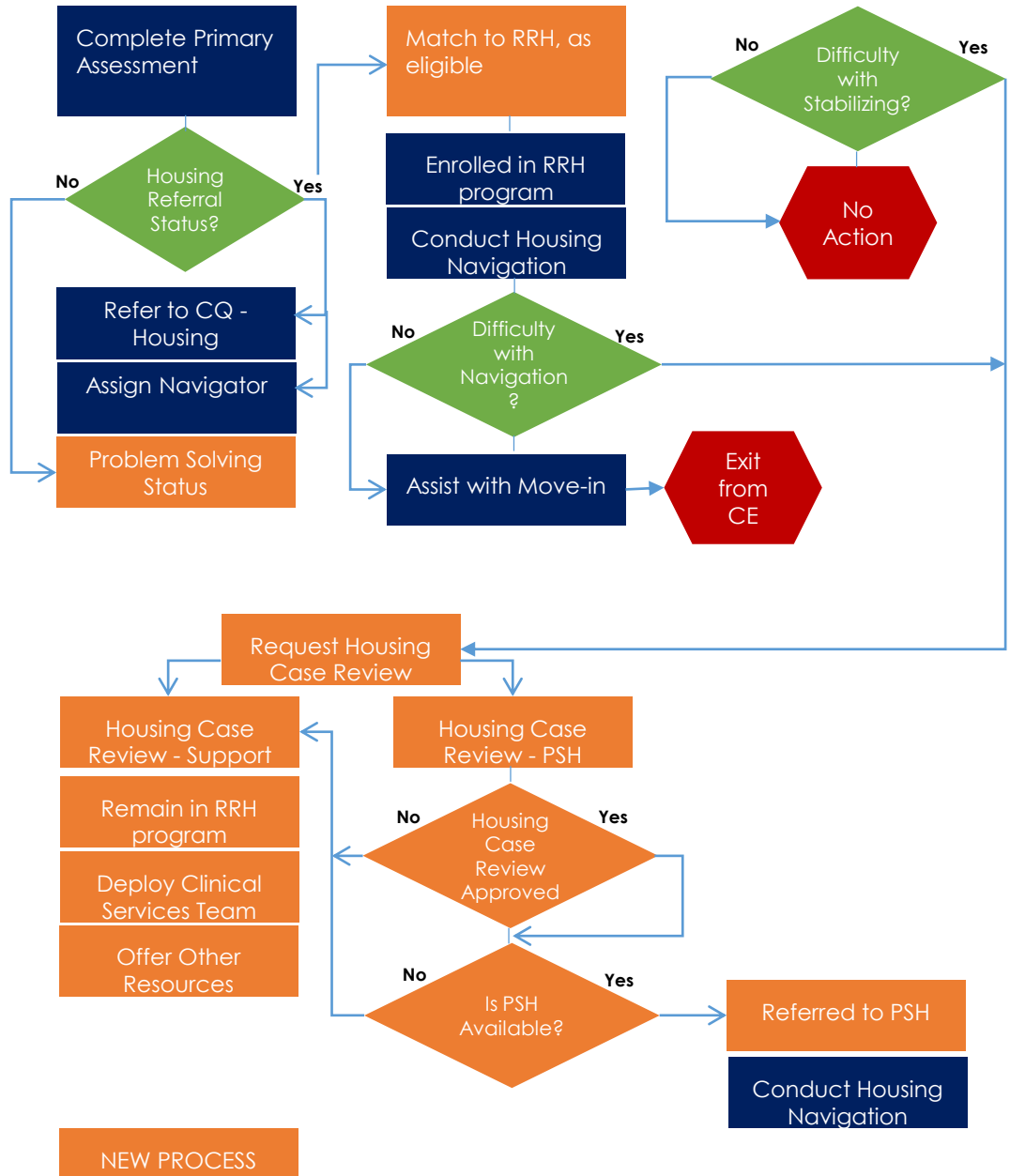
### • **Housing Case Review**

- 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 a 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