

February 04, 2020
Family Coordinated Entry
Tuesday, February 4, 2020
Room 408, City Hall
San Francisco, CA 94103
10:00 AM – 11:00 AM

Housing Referral Status:

HSH expects 30 RRH & two permanent supportive housing (PSH) monthly openings. Rapid Rehousing is intended for households who need both subsidy and case management services in order to secure housing in the private market.

Clients will now be either housing referral status or non-housing referral status. Whether they meet the eligibility requirements for a housing opportunity (including rapid rehousing) and when an opportunity is available clients are assigned a navigator to work with them through the process.

If they are not housing referral status, they will work with the Access Point and Problem Solving.

If they meet housing referral status, clients will immediately be matched to rapid rehousing and enrolled in a rapid rehousing program and then to a housing.

In the ONE\System we have a matchmaking process based on how someone answers their questions in the assessment and the ONE System is capturing folks who are eligible for our varied programs.

Housing Case Review Process

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.

If someone's having difficulty with navigation, we refer them to the housing case review process. If they're not having difficulty navigating the housing navigation process, then the Access Point or the Shelter staff will assist them. Housing case review process involves, people who may have just been enrolled in RRH and having problems navigating it,

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.

People already housed in the RRH who maybe having issues with rent or stabilizing their housing.

Questionnaires:

We ask both a client and provider questionnaire. Service provider questionnaire inquires whether provider has provided services as agreed upon in its service provider agreement. The client survey which is still being developed with the family advisory council asks questions to clients around what they would have wanted to know before the process had started?

Requires that family is struggling with the housing process.

Public Comment: What happens when a family declines RRH?

Leslie Bilbro: Problem solving is the only option when a family turns down RRH.

The Housing Case Review Process- There are two processes since it may be determined that permanent supportive housing is not the next step and the proper next step is more additional clinical services or problem-solving resources.

Housing Case Support- Housing case process determines that client not eligible for PSH and should remain getting services and RRH.

Housing Case Approved- Housing case process determines that client eligible for PSH and whether can immediately be moved into. Based on history 30 people per month can be moved into PSH per month. Will receive clinical support as you go through the process.

Either a family or provider can request a housing case review.

Decision Making

Case manager (Leslie Bilbro) for family coordinated makes the decision on review requests and who is approved.

Megan Owens acts as the grievance process and makes those final appeal decisions.

Who participates in the process? Shelter, RRH, family coordinated entry, Access points, and the clinical support team as needed. It depends who is working with the family at that time and point. Really want to have the family voice in the room.

Questions:

Can you provide more information about the RRH model?

Typically the RRH search period is 90 days. Extenuating circumstances, it could be extended up to 120 days. And then the subsidies will vary depending on funding type, but they range from 18 to 24 months. But am not certain and to reach out to Alan Gutierrez.

One of the drivers behind this was the rapid rehousing providers were saying, we have families who are in housing and they just need more help because they're being evicted or getting kicked out. And the other biggest driver behind it is we really want to be able to tell whether clients have housing status or problem-solving status.

Trying to be transparent about what is available, and Megan's future goal is at least to be able offer every family Rapid Rehousing.

Will be a shift for families who will hear that there aren't that many openings and that they will be offered Rapid Rehousing.

What are the issues that families have with Rapid Rehousing?

There has been lots of success with RRH providers. There are issues with families but don't have data about what issues they are having with the process or why they can not gain stability. The transition is a lot for families and are looking to provide more services to support them in their transition.

Contact Information:

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