



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Local Homeless Coordinating Board Coordinated Entry Committee

August 2021

<http://hsh.sfgov.org>



Agenda

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- Welcome and Introductions
- Coordinated Entry Overview & Update
- Problem Solving Update
- Community Input on Future Agenda Items
- Public Comment
- Adjourn



What is Coordinated Entry?

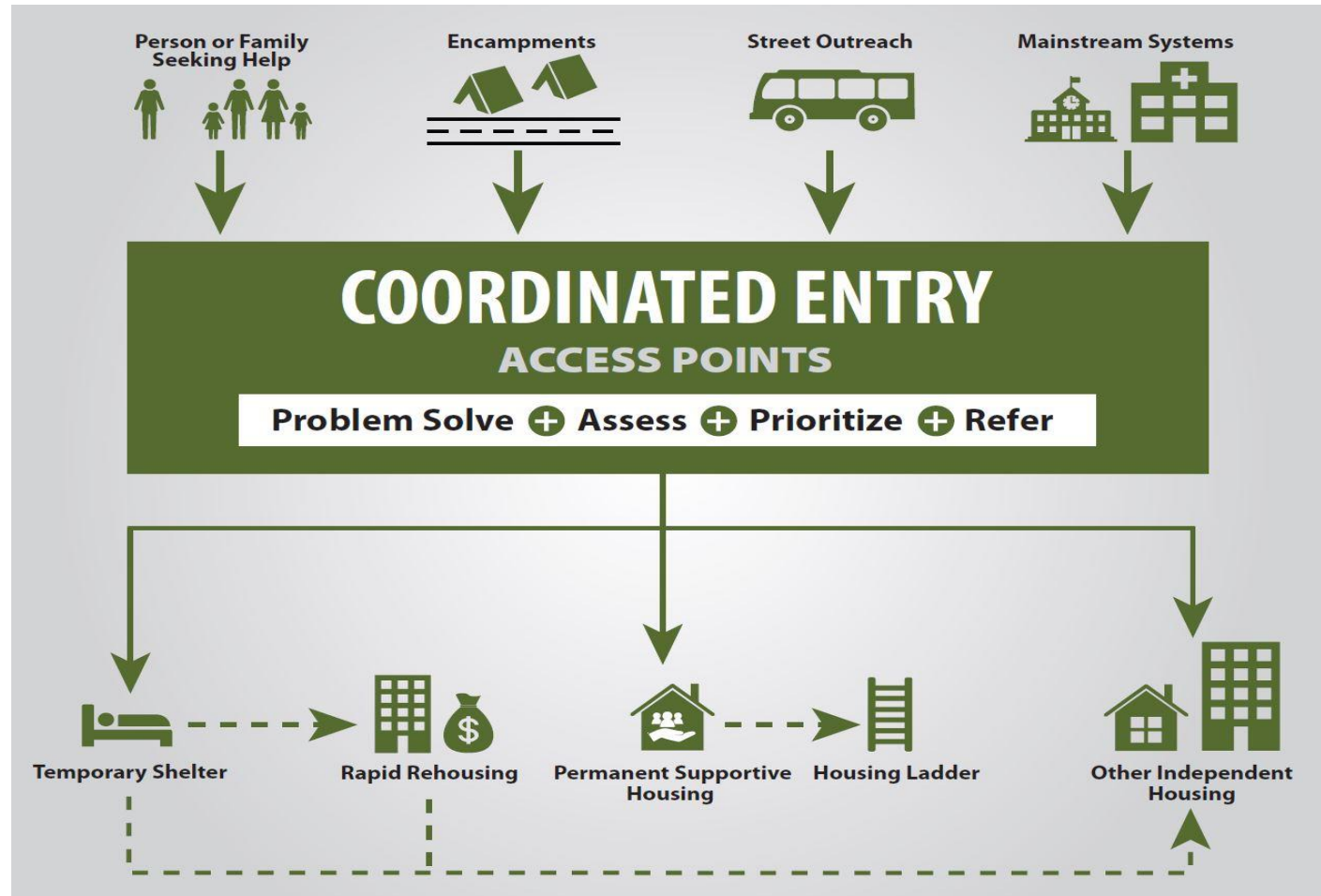
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- Foundation of San Francisco's Homelessness Response System
 - Consistent, streamlined process for households experiencing homelessness to access available housing and community resources needed to resolve their housing crisis
- Federal Continuum of Care (CoC) requirement



Coordinated Entry Process

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Coordinated Entry Access Points for Adults

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Access Point	Hours	Phone Number
Episcopal Community Services 123 10 th Street (at Mission)	Monday, Tuesday, Thursday & Friday: 9am – 4:30pm Wednesday: 9am – 12pm	415-487-3300 x 7000
United Council of Human Services 2111 Jennings Street (at Van Dyke)	Monday to Friday: 9am – 12pm	415-487-3300 x 7000

- Access up-to-date contact information & hours at <https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/>



Coordinated Entry Access Points for Youth

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Access Point	Hours	Phone Number
Larkin Street Youth Services 134 Golden Gate Ave.	Drop in hours: Monday to Friday, 10am – 2pm	415-673-0911 ex. 352
3rd Street Youth Center and Clinic 1728 Bancroft Ave.	By appointment: Monday to Friday, 9am – 5pm Drop in hours: Monday to Friday, 1pm – 4pm	415-713-4782
Homeless Youth Alliance	Phone services: Monday to Friday, 9am – 5pm	415-318-6384

- Access up-to-date contact information & hours at <https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/>



Coordinated Entry Access Points for Youth, continued

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Access Point	Hours	Phone Number
Huckleberry Youth Programs 555 Cole Street	By appointment only: Monday to Friday, 9am – 5pm	415-386-9398
LYRIC 127 Collingwood St.	By appointment only: Monday to Wednesday, 10am – 6pm	415-696-4191
The SF LGBT Center 1800 Market Street	Drop in hours: Tuesday & Wednesday, 12pm – 5pm Phone and video services available by appointment.	415-865-5612 youth@sfcenter.org

- Access up-to-date contact information & hours at <https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/>

<http://hsh.sfgov.org>



Coordinated Entry Access Points for Families

Access Point	Hours	Phone Number
Central City Access Point 37 Grove Street	Monday, Wednesday, Thursday & Friday: 9am – 5pm Tuesday: 9am – 12pm <i>Closed the fourth Tuesday, monthly</i>	415-644-0504
Bayview Access Point 1641 LaSalle Avenue	Monday to Friday: 7am – 6pm Last Thursday of the month: 7am – 12pm	415-430-6320
Mission Access Point 2871 Mission Street	Monday to Friday: 7am – 5pm Last Thursday of the month: 7am – 12pm	415-972-1281

- Access up-to-date contact information & hours at <https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/>



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Coordinated Entry Assessment Data

<http://hsh.sfgov.org>



CE Assessments Year to Date: All Populations

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Total Assessments:
2,316

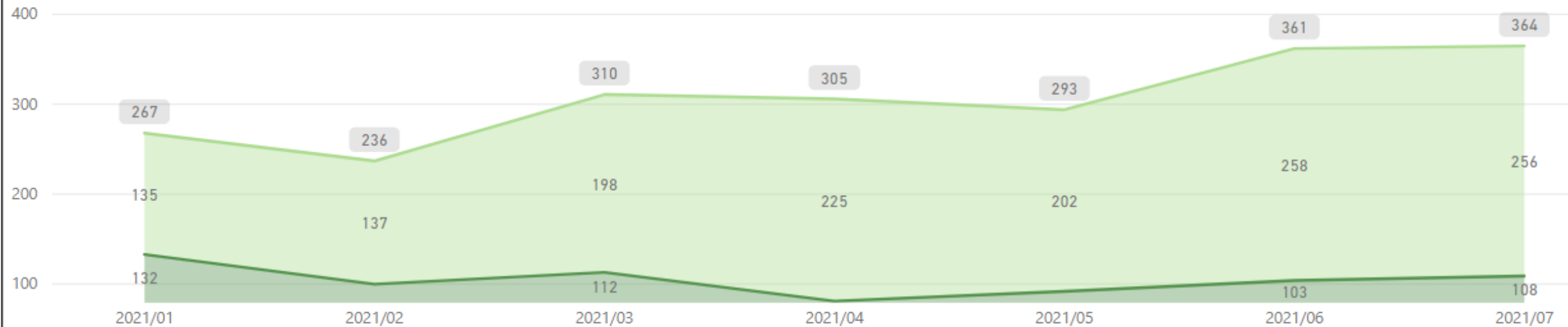
**Average Assessments
per Month:**
331

**Problem Solving Status
Households:**
1,411 (66%)

**Housing Referral
Status Households:**
725 (34%)

Count of Individuals Assessed per Month

CE Status ● Housing Referral Status ● Problem Solving Status



*Data for individuals who have completed Housing Primary Assessment or Family Housing Primary Assessment only

<http://hsh.sfgov.org>



CE Assessments: July 2021

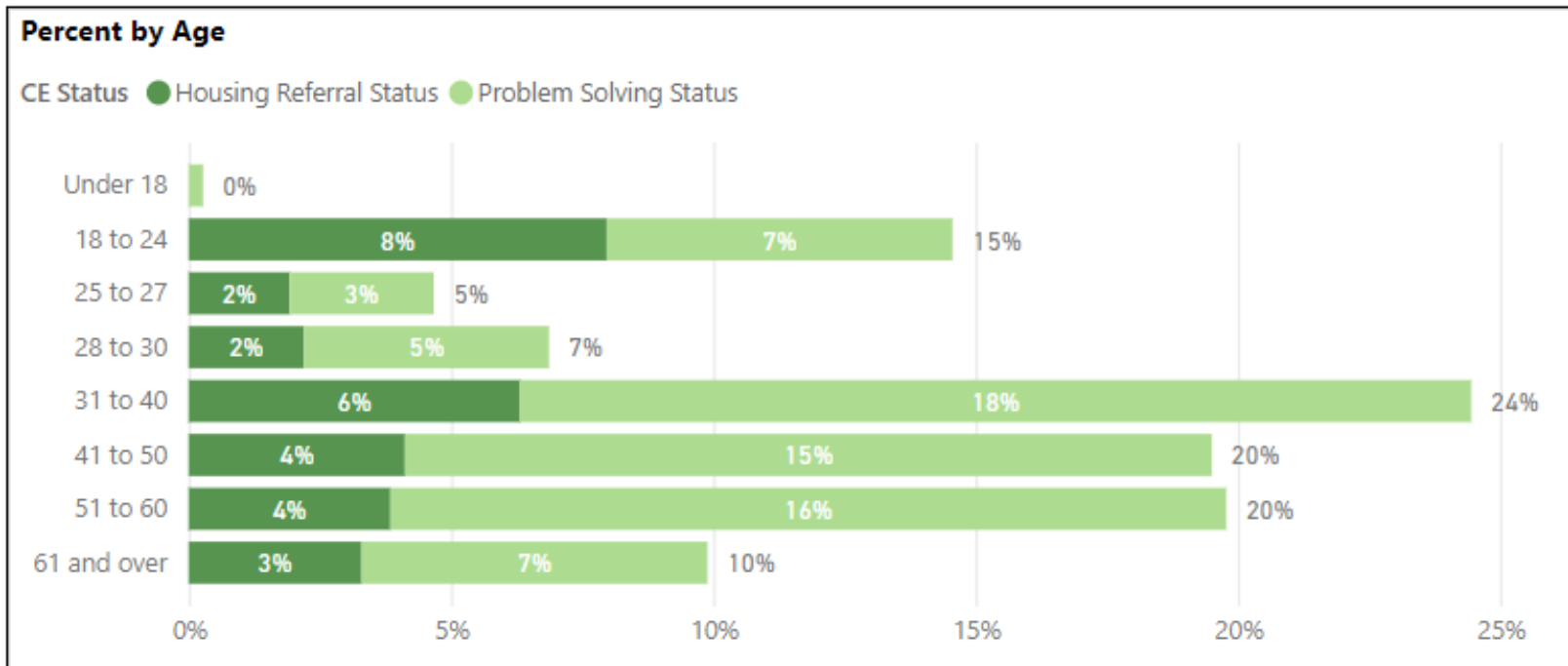
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Population	Problem Solving Status	Housing Referral Status	Total Assessments
All Populations	256 (70%)	108 (30%)	364
Adults	220 (81%)	50 (19%)	270
Families	2 (8%)	22 (92%)	24
Youth (18-27)	34 (49%)	36 (51%)	70

*Data for individuals who have completed Housing Primary Assessment or Family Housing Primary Assessment only



CE Assessments by Age: July 2021



Comparing July 2021 to June 2021:

- Age of those assessed did not change significantly

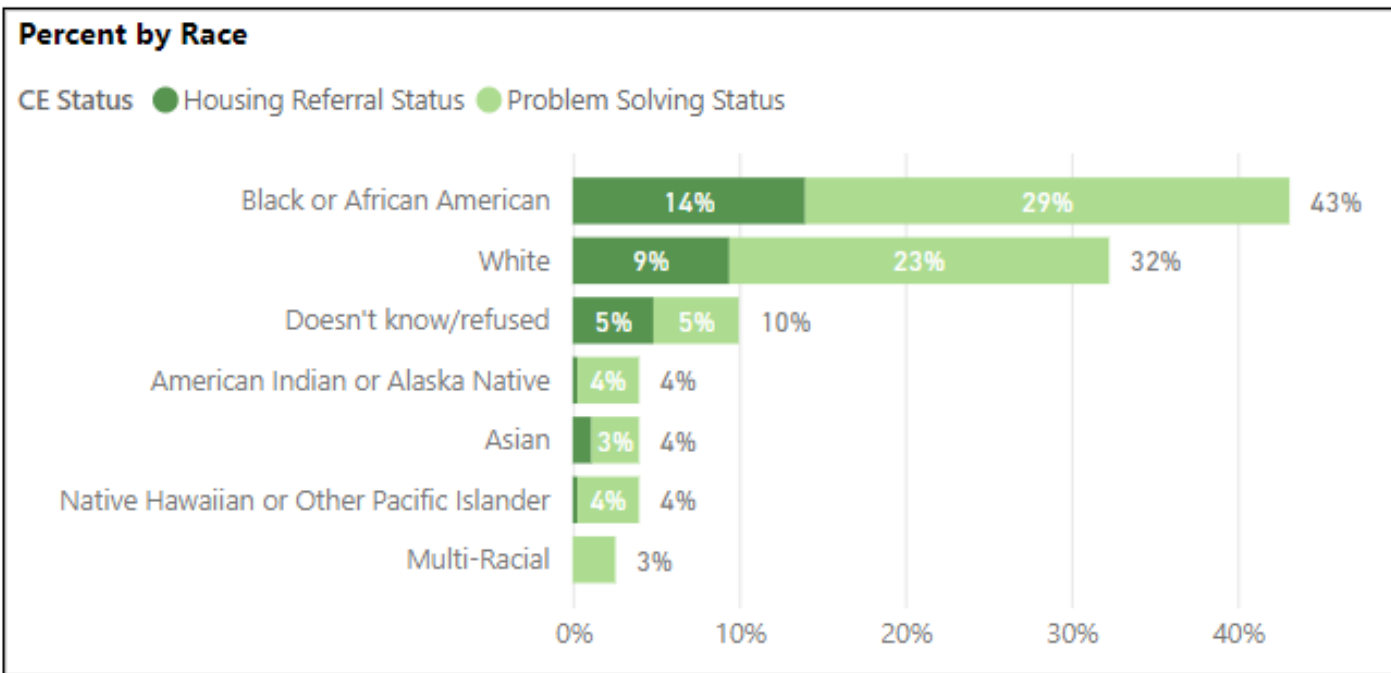
Comparing July 2021 to January 2021 through June 2021:

- Age of those assessed did not change significantly

*Data for individuals who have completed Housing Primary Assessment or Family Housing Primary Assessment only



CE Assessments by Race: July 2021



Race data was categorized as "Data not collected" for 4% of individuals

Comparing July 2021 to June 2021:

- Increase in percent assessed who identify as Black or African American (from 38% to 43%)
- Increase in those responding as “doesn’t know” or “refused” (from 5% to 10%)
- Decrease in percent assessed who identify as White (from 39% to 32%)

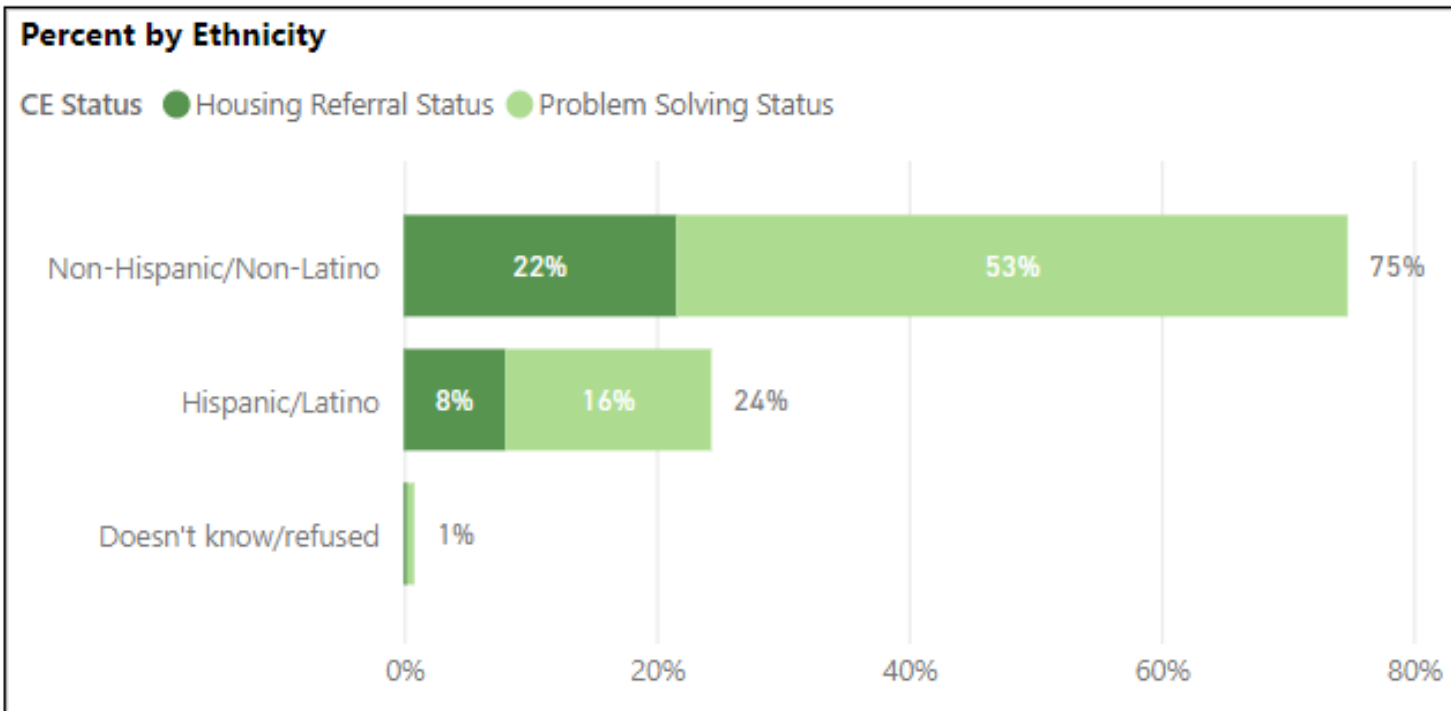
Comparing July 2021 to January 2021 through June 2021:

- Increase in those responding as “doesn’t know” or “refused” (from 5% to 10%)

*Data for individuals who have completed Housing Primary Assessment or Family Housing Primary Assessment only



CE Assessments by Ethnicity: July 2021



Ethnicity data was categorized as "Data not collected" for 1% of individuals

Comparing July 2021 to June 2021:

- Ethnicity of those assessed did not change significantly

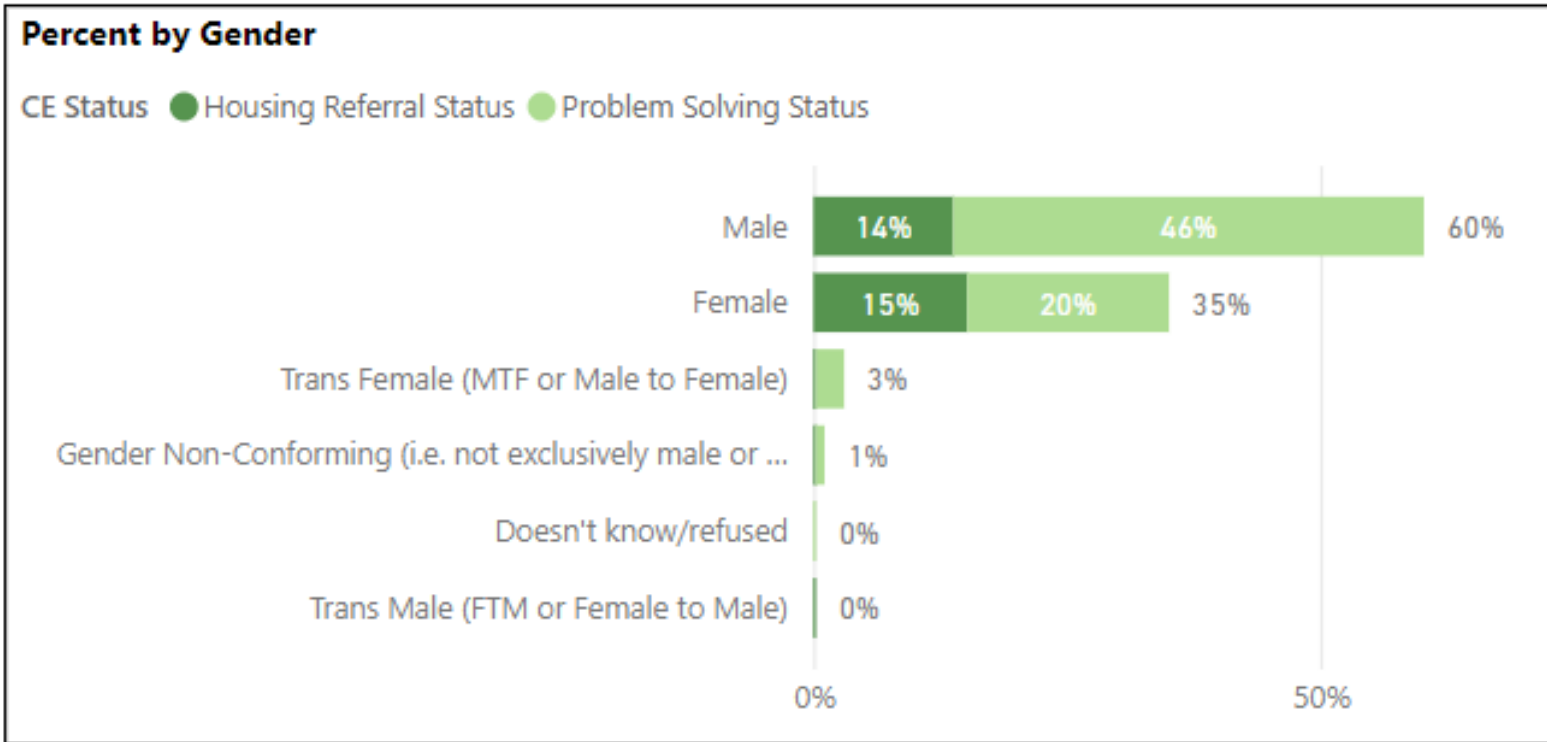
Comparing July 2021 to January 2021 through June 2021:

- Ethnicity of those assessed did not change significantly

*Data for individuals who have completed Housing Primary Assessment or Family Housing Primary Assessment only



CE Assessments by Gender: July 2021



Gender data was categorized as "Data not collected" for 1% of individuals

Comparing July 2021 to June 2021:

- Gender identity of those assessed did not change significantly

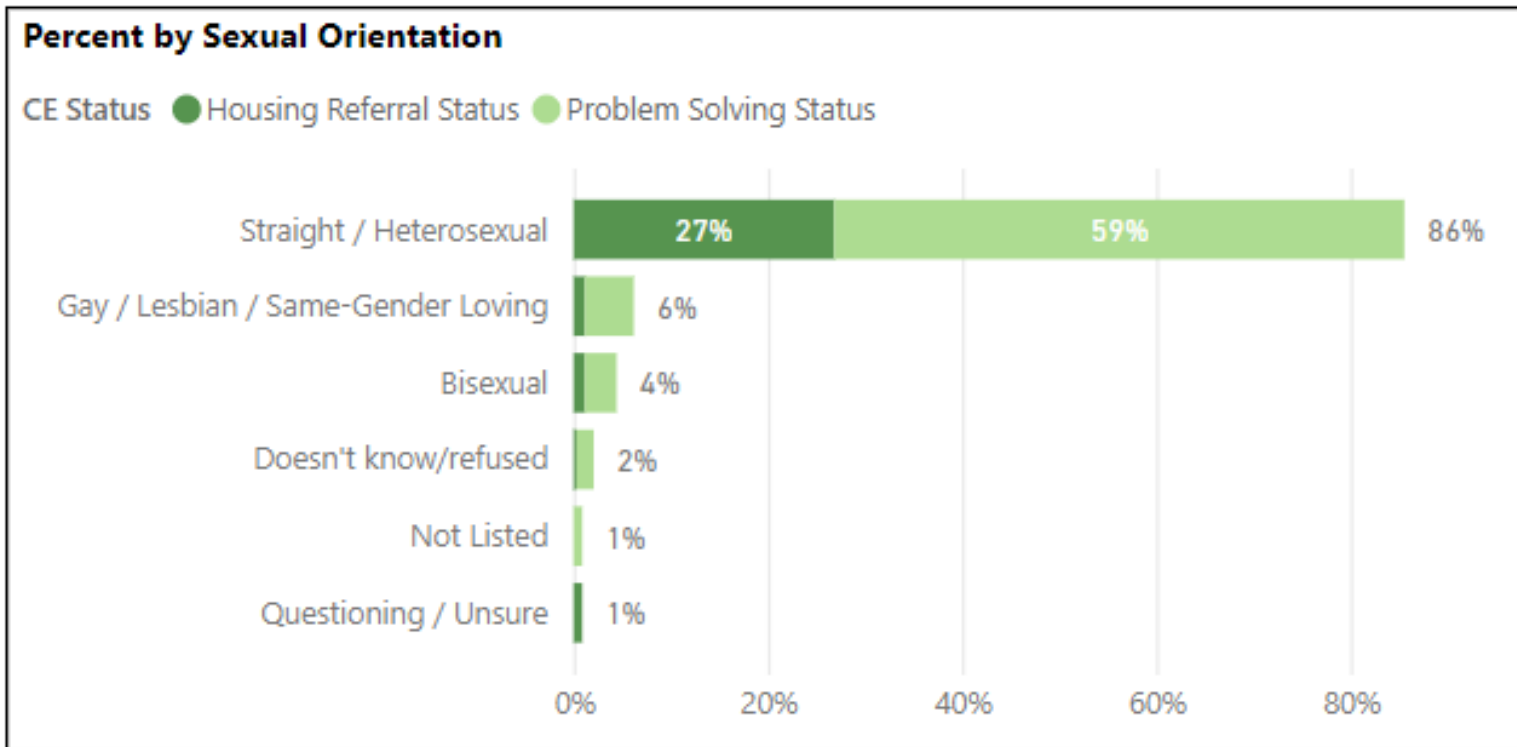
Comparing July 2021 to January 2021 through June 2021:

- Gender identity of those assessed did not change significantly

*Data for individuals who have completed Housing Primary Assessment or Family Housing Primary Assessment only



CE Assessments by Sexual Orientation: July 2021



Sexual Orientation data was categorized as "Data not collected" for 7% of individuals

Comparing July 2021 to June 2021:

- Increase in percent assessed who identify as straight/heterosexual (from 80% to 86%)

Comparing July 2021 to January 2021 through June 2021:

- Sexual orientation of those assessed did not change significantly

*Data for individuals who have completed Housing Primary Assessment or Family Housing Primary Assessment only



Coordinated Entry Data Dashboard

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- We anticipate having demographic data on Coordinated Entry assessments publicly available on our website in October 2021
 - Data on households who have completed the Housing Primary Assessment or Family Housing Primary Assessment
 - Data on number and percent of Housing Referral Status and Problem Solving Status households by demographic breakdown:
 - Age
 - Race
 - Ethnicity
 - Gender
 - Sexual Orientation
 - Veteran Status



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Problem Solving Updates

Jimisha Baker

Problem Solving Program Manager

<http://hsh.sfgov.org>



What is Problem Solving?

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Problem Solving is an approach that empowers households facing a housing crisis to explore and identify possible solutions outside of the Homelessness Response System (i.e. solutions that do not rely on shelter or housing resources).



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Benefits of Problem Solving

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Problem Solving is a valuable and needed addition to current strategies to combat homelessness in San Francisco.

- Reduces inflow to a limited and strained system
- Reduces demand for shelter and other interventions
- Faster, less expensive and more flexible
- Provides potential resolution now vs. waitlist later
- May be the primary or only resource for some



Problem Solving Data: FY 2020-2021

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• Youth System

- 842 Problem Solving Conversations
- 94 Problem Solving Resolutions
- 11.2% Problem Solving Resolution Rate

• Adult System

- 4,568 Problem Solving Conversations
- 228 Problem Solving Resolutions
- 5% Problem Solving Resolution Rate

• Family System

- 675 Problem Solving Conversations
- 7 Problem Solving Resolutions
- 1% Problem Solving Resolution Rate



Program Updates

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• **Problem Solving Training**

- Starts by population in late August
- Enhanced version of last year's annual training

• **Tools To Support Ongoing Development**

- Problem Solving Toolkit
- Financial Assistance Desk Guide
- Problem Solving Champions
- Leadership Collaborative



Program Updates Cont.

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• **Expansion of Problem Solving**

- Problem Solving will expand services to all 12 Family Shelters
- Preparing to offer “housing location assistance services” to support resolutions



Program Updates Cont.

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• **Workforce Accelerator Fund (WAF)**

City-wide project that includes the Office of Economic and Workforce Development (OEWD), Human Services Agency (HSA) and Department of Public Health (DPH) and seeks to create and prototype innovative strategies that bridge workforce gaps for those experiencing homelessness

• **Current Pilots**

- Abode (Short Term Housing) - connection to employment and education via Goodwill
- Larkin - connection to employment and education via inhouse workforce development services



Program Updates Cont.

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• Shared Housing Training

HSH, Tipping Point and Shared Housing Institute have been working together to implement a shared housing approach in San Francisco

- Shared Housing will maximize housing options for Problem Solving households
- Eight session training is underway with all providers who help people access housing



Future Agenda Items: Discussion

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What CE topics would you like to learn about and discuss at future LHCB CE Committee meetings?



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Public Comment

Thank you!

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