



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry Local Homeless Coordinating Board Committee

January 2022

<http://hsh.sfgov.org>



Agenda

2

1. Coordinated Entry Update
2. Public Comment
3. Emergency Housing Voucher Update
4. Safe Housing Working Group Briefing
5. Meeting Adjournment



What is Coordinated Entry?

3

- 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



Effective Homelessness Response System: Goal

4

Permanently and equitably house
people as quickly as possible and
prevent people from imminent
homelessness



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Effective Homelessness Response System: Goal

5

Uses a systemic approach
to align interventions and resources
across programs in a coordinated way
around this common goal



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Effective Homelessness Response System: Goal

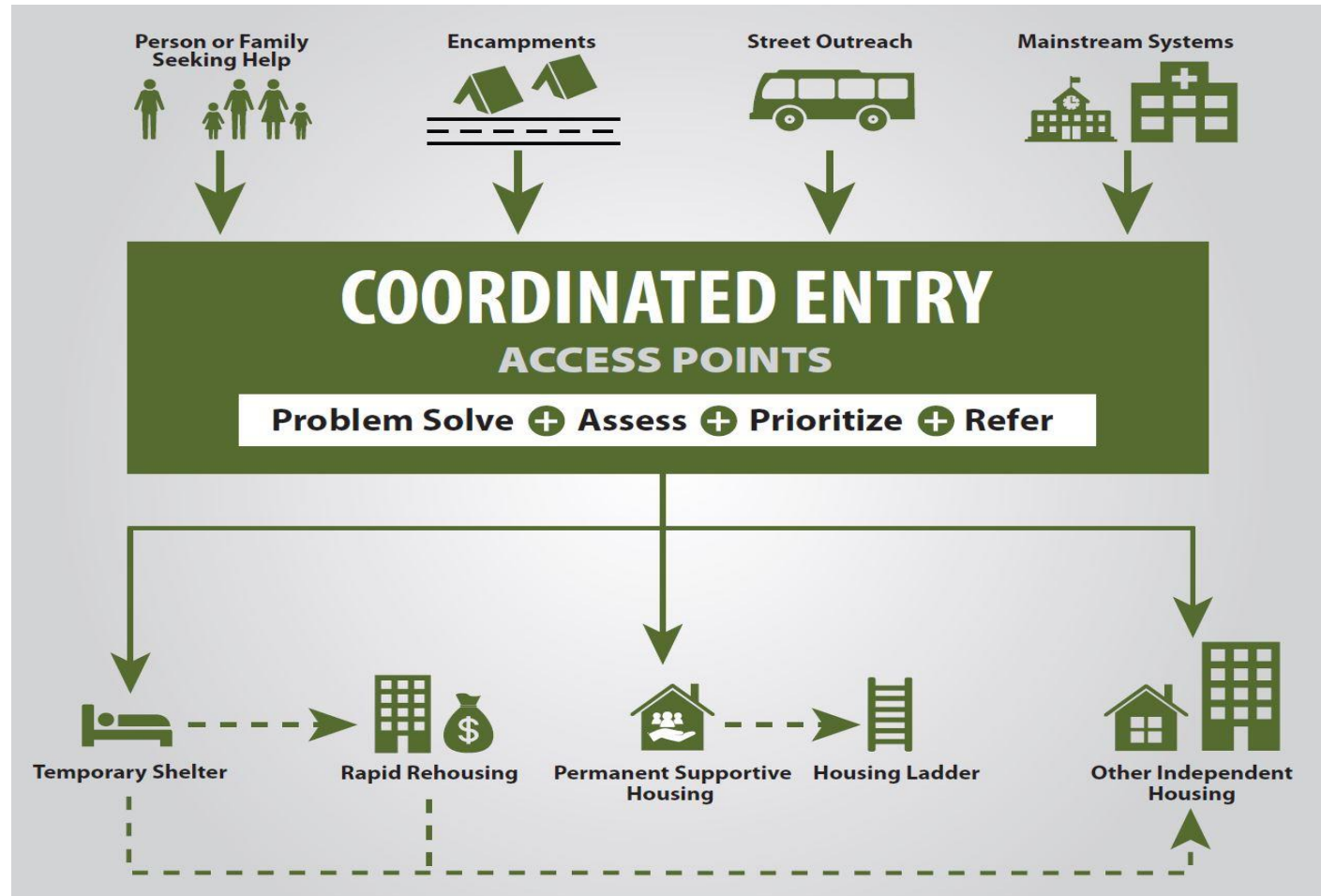
6





Coordinated Entry Process

7



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Problem Solving

8

- Prevent people from entering the Homelessness Response System 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

9

- HSH Housing Primary Assessment determines whether the household is Housing Referral Status or Problem Solving Status
 - Vulnerability
 - Physical and behavioral health
 - Experience of trauma and violence
 - Use of crisis services
 - Homelessness history: duration and frequency of homelessness
 - Barriers to housing, including legal issues, income and other resources



Housing Referral Status

10

- **Housing Referral Status:** people experiencing homelessness who are prioritized for housing based on their health *vulnerability, barriers to housing, and chronicity of homelessness*
 - Housing status is determined by the Assessment Process
 - These households are assigned a housing navigator who will match the household with available housing
- **Problem Solving is a continuous resource**
 - Problem solving status households will not be referred to HSH-funded permanent housing, but are offered Problem Solving
- Access up-to-date contact information & hours at <https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/>



Coordinated Entry Clinical Review

11

- Provides an administrative review process for clients who cannot adequately self-report their own history with homelessness, barriers to housing, or vulnerability
- Clients complete a Housing Primary Assessment prior to clinical review
- Available to any provider with a relationship with the client, ideally a case manager
- Contact hshclinicalreview@sfgov.org
- Currently this process is not available for families.



Coordinated Entry Access Points for Adults

12

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

13

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	415-690-3028
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/>

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Coordinated Entry Access Points for Youth

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

- 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 Families

15

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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Emergency Housing Voucher Updates

16

- Online Emergency Housing Voucher (EHV) Screener is going live this week: The screener will be open for **five weeks** from Wednesday December 15th through Thursday January 20th and is **not** first-come-first serve. People will be able to use the screener at any point during this window, with no advantage to completing it early or multiple times.
- This screener is a one-time opportunity. Responses that are collected will not be maintained after all 73 EHVS are referred, and those who are not contacted by the end of February were not selected.
- The screener will be available in English, Cantonese, Spanish, and Tagalog online, and people can call 3-1-1 if they would like help filling it out or need additional language access.



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Community Needs Assessment



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Overview

18

- **Community Needs Assessment is a Coordinated Entry (CE) planning process that centers survivors' rights, voices, and perspectives via a collaborative design process for the Homelessness Response System (HRS).**
- **Goals:**
 - Improve survivor access, safety, choice, and privacy to services from Homelessness Response System.
 - Improve coordination between Victim Service Providers and Homelessness Response System.
- **Desired Outcome:**
 - Survivors can access housing in ways that are safe for them.



Overview

19

• Values:

- **Centering the rights, voices, and experiences of survivors:** *Using a collaborative design process, the project will identify barriers survivors face to safe housing. This includes partnership with survivor-led organizations, extensive survivor interviews and listening sessions, and 50% survivor membership on the project's Safe Housing Working Group (which is to be co-chaired by a survivor).*
- **Using an intersectional lens in all project activities and in assessing data and findings:** *HSH and project partners are keenly aware that survivors' multiple issues and identities combine to create additional challenges to accessing and retaining safe housing. These include income disparities, housing discrimination, impacts of historical trauma, and systemic racism. **The project will center the experiences and needs of LGBTQ+, immigrants, diverse genders, nonnative English speakers, Black, Indigenous, and People of Color (BIPOC), people with disabilities, and other marginalized groups.***
- **Employing Radical Listening and humility:** *In seeking to understand and center the perspectives of survivors, emphasis is placed on creating safe space, listening deeply, and asking thoughtful follow-up questions and to ensure people can share their experiences fully and are heard with empathy and without judgment.*



Overview





Stakeholder Interviews

21

- Interviewees from different organizations and city departments:
 - Victim Service Providers
 - Department on the Status of Women
 - Office of Sexual Harassment and Assault Response Prevention
 - Office of Transgender Initiatives
 - Department of Public Health
 - Various non-profits



Survivor Listening Sessions

22

• Survivor Listening Sessions will:

- Gather input on survivor housing needs and gain insight into survivor experiences with the homelessness response system including Coordinated Entry regarding safety, race equity, confidentiality, and sensitivity to the trauma that survivors have experienced.
- Include 30 Diverse Survivors for one time- 1:1 or Group Format sessions
- Be Survivor facilitated
- Be compensated for survivor participants



Safe Housing Survey

23

• Safe Housing Survey

- HSH in collaboration with Safe Housing Working Group will develop a Safe Housing Survey with questions that capture providers perceptions of how survivors are currently served by the Homelessness Response System.
- The survey will also have questions to assess whether programs are implanting or desire to implement best practices for serving survivors within housing programs such as Rapid Rehousing, DV Housing First or Flex Funding.



Data Analysis

24

- Demographics: Gender, Sexual Orientation, Race, Ethnicity, Age and Household Type of survivors currently accessing the Homelessness Response System.
- What program types are survivors currently accessing?
 - Coordinated Entry for Adults, Youth, Families
 - Emergency Shelter
 - Transitional Housing
 - Permanent Supportive Housing
 - Rapid Rehousing
- Comparing current outcomes for survivors in accessing housing as compared to peer Adults, Youth and Families.



Policy Development

25

• Policy Development:

- Update the San Francisco Coordinated Entry Written Standards as it pertains to survivors' privacy and confidentiality including use of Homeless Management Information System (HMIS)



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Safe Housing Working Group



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Safe Housing Working Group

27

• Safe Housing Working Group will:

- Be led by survivors for survivors and include other representatives from relevant systems, responders, and service providers.
- Solicit input from the community on the design of Coordinated Entry for Survivors of Violence through monthly meetings.
- Serve as an advising body to the Department of Homelessness & Supportive Housing on implementation of community need assessment recommendations.
- Report back to the LHCB through the Coordinated Entry committee on a regular basis with progress updates.
- Be Co-Lead by a survivor



Public Comment and Adjournment

28