

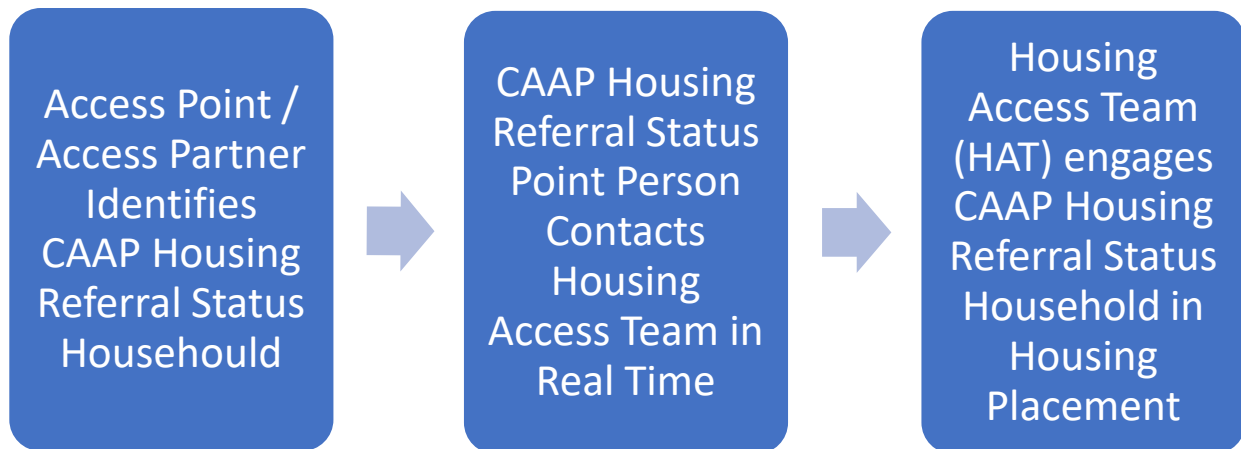
## CAAP Housing Referral Status Procedure for HSH Coordinated Entry Access Points and Access Partners

### CAAP Housing Access Team Referral Coordination Procedure

This process will be adopted on Jan 4, 2022. The San Francisco Department of Homelessness and Supportive Services (HSH) will monitor the implementation of this process and refine or maintain it in 2022. HSH will share our implementation findings in March 2022.

**Background:** Presently there are vacancies in the County Adult Assistance Program (CAAP) Housing, and there are CAAP Housing Referral Status Adults who are not connected to the HSH Housing Access Team (HAT).

**Goal:** Rapidly match all CAAP Housing Referral Status households to housing and fill CAAP Housing Referral Status vacancies quickly.



#### Definitions:

**CAAP Housing Referral Status Household:** One or more adults without children in a household that are on the CAAP Housing Referral Status Queue in the ONE System or completes a Housing Primary Assessment and scores in the CAAP Housing Referral Status score range.

**Housing Access Team (HAT):** HSH Civil Servants who navigate CAAP Housing Referral Status households to Housing.

**CAAP Housing Referral Status Point Person:** Point of contact at HSH Access Point or Access Partner agency who is the primary contact with HAT.

**Process:**

The Housing Access Team will maintain a real time referral coordination line to engage CAAP Housing Referral Status households and match them to housing. Access Points and Access Partners are expected to designate a point person to call the CAAP Housing Access Team Referral Coordination line directly, when a new CAAP Housing Referral Status household is identified or contacts a person experiencing homelessness who are already CAAP Housing Referral Status.

Please note:

Third party verification of CAAP Status will not be required if an adult is already on the CAAP queue. Please activate the CAAP Housing Access Team Referral Coordination process for all CAAP Housing Referral Status households on the CAAP Queue.

For a new assessment, third party verification of CAAP status will be required before adding an adult to the CAAP queue. CAAP benefits can be verified by contacting the CAAP office at 415-558-2227.

**Steps:**

1. Access Point, Housing Locator/Navigator or Access Partner has contact with CAAP Housing Referral Status household
2. Access Point/Partner calls CAAP Housing Access Team Referral Coordination line to directly connect CAAP Housing Referral Status household to HAT—it is ideal for this phone call to be made in the presence of the client or with the client on the phone, so HAT can work with the client directly.
3. HAT engages client and begins housing placement with CAAP Housing Referral Status household.
4. HAT is the lead for Housing Navigation of the CAAP Housing Referral Status household into CAAP Housing.
5. CAAP Housing Referral Status household is offered housing in the CAAP Housing Portfolio by HAT.
6. CAAP Housing Referral Status household moves into CAAP Housing.

**CAAP HAT Referral Coordination Line Information:**

Hours of Operation: Monday to Friday 9am to 3pm

Phone Number: XXX-XXX-XXXX

Hotline will be staffed in real time, with most estimated calls to be answered in real time. HAT intends to return all voicemails within one (1) business day.

**Housing Access Team Email Address:**

For non-urgent questions please communicate via email to HAT at: [HAT@sfgov.org](mailto:HAT@sfgov.org)

