



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Coordinated Entry Local Homeless Coordinating Board Committee

March 2022

<http://hsh.sfgov.org>



# Agenda

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1. Coordinated Entry Update
2. New Data: Coordinated Entry and Housing Demographics
3. Coordinated Entry Standards Revision: Domestic Violence (Elisabet Medina)
4. New Coordinated Entry Standards Revision:
  - a. Participation Policy for Review and Comment
  - b. Documentation Policy for Review and Comment
  - c. Prioritization Policy for Review and Comment
5. Public Comment
6. Adjournment



# What is Coordinated Entry?

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- Front Door 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

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**Uses a systemic approach**

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

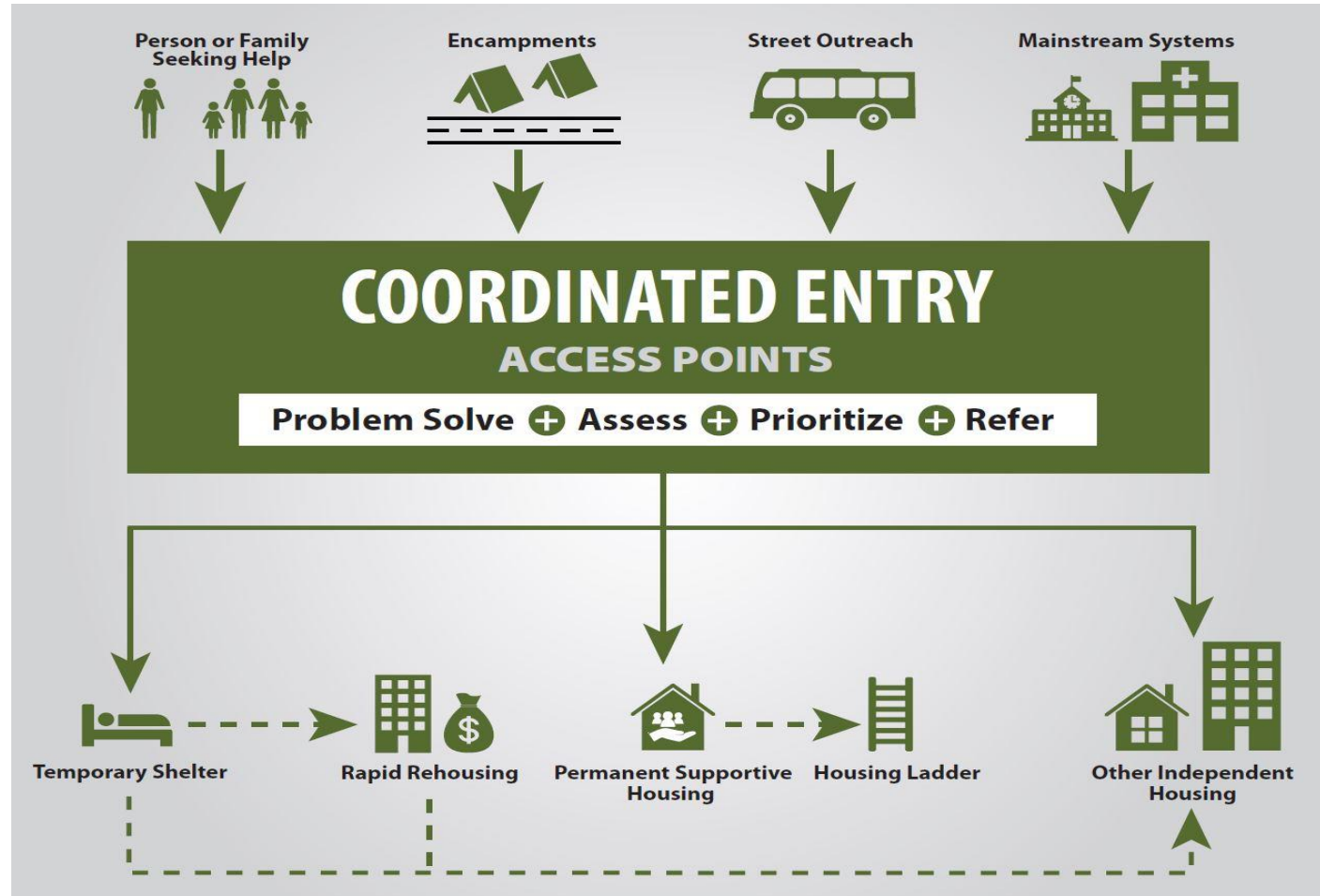


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# Coordinated Entry Process

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<http://hsh.sfgov.org>



# Problem Solving

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- 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

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• 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

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➤ **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

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- 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](mailto:hshclinicalreview@sfgov.org)
- Currently this process is not available for families.



# Coordinated Entry Access Points for Adults

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Access Point	Hours	Phone Number
<b>Episcopal Community Services</b> 123 10 <sup>th</sup> Street (at Mission)	Monday, Tuesday, Thursday & Friday: 9am – 4:30pm  Wednesday: 9am – 12pm	415-487-3300 x 7000
<b>United Council of Human Services</b> 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
<b>Huckleberry Youth Programs</b> 555 Cole Street	By appointment only: Monday to Friday, 9am – 5pm	415-386-9398
<b>LYRIC</b> 127 Collingwood St.	By appointment only: Monday to Wednesday, 10am – 6pm	415-690-3028
<b>The SF LGBT Center</b> 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 Youth

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Access Point	Hours	Phone Number
<b>Larkin Street Youth Services</b> 134 Golden Gate Ave.	Drop in hours: Monday to Friday, 10am – 2pm	415-673-0911 ex. 352
<b>3<sup>rd</sup> Street Youth Center and Clinic</b> 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/>

<http://hsh.sfgov.org>



# Coordinated Entry Access Points for Families

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

<http://hsh.sfgov.org>



DEPARTMENT OF  
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# Housing Referral Status Thresholds

Effective February 9, 2022

<http://hsh.sfgov.org>



# Assessment and Dynamic Prioritization

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- Assessment: the process of documenting participant needs and strengths, identifying barriers to housing, and clarifying participant's preferences and goals
  - What does the person need?
- Prioritization: the process of identifying which households, among all those assessed, have the greatest needs and will therefore receive referral to available housing and services within the Homeless Response System.
  - Who should the Homeless Response System serve first?

US Housing and Urban Development Dynamic Prioritization: <https://blog.homelessinfo.org/wp-content/uploads/2018-HUD-Dynamic-Prioritization.pdf>

<http://hsh.sfgov.org>

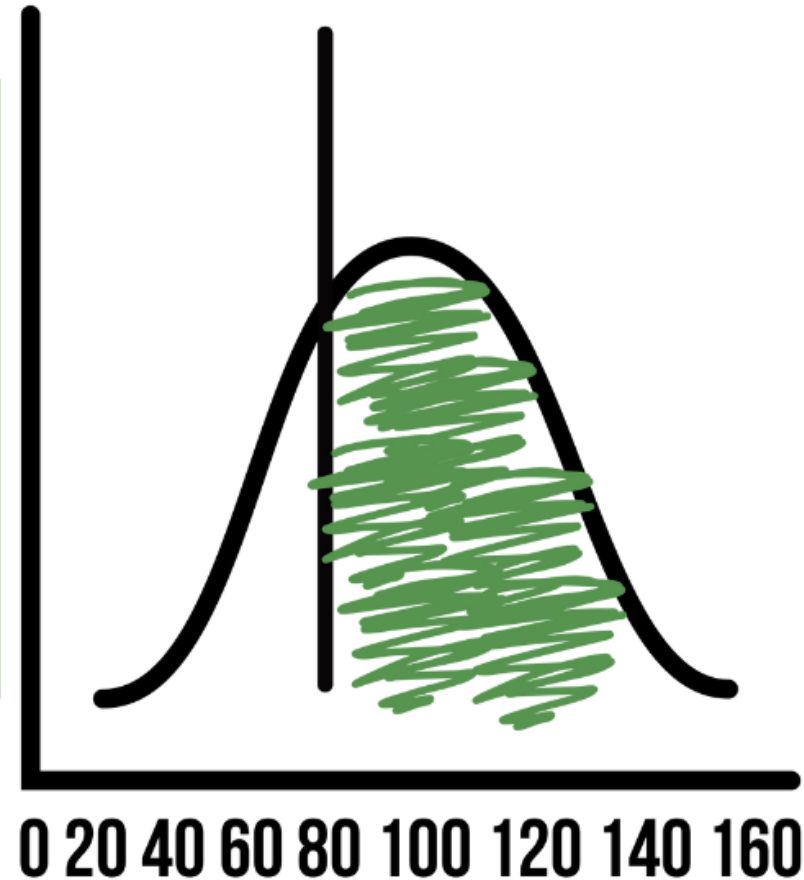


HSH

# Housing Referral Status Threshold - Family

FAMILY

Single Hispanic/Latinx father with a child who has a disability. Late 30s, makes less than 10% of annual median income. Lives in Shelter and has been homeless for over a month.



HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold adjustment. (2/22)





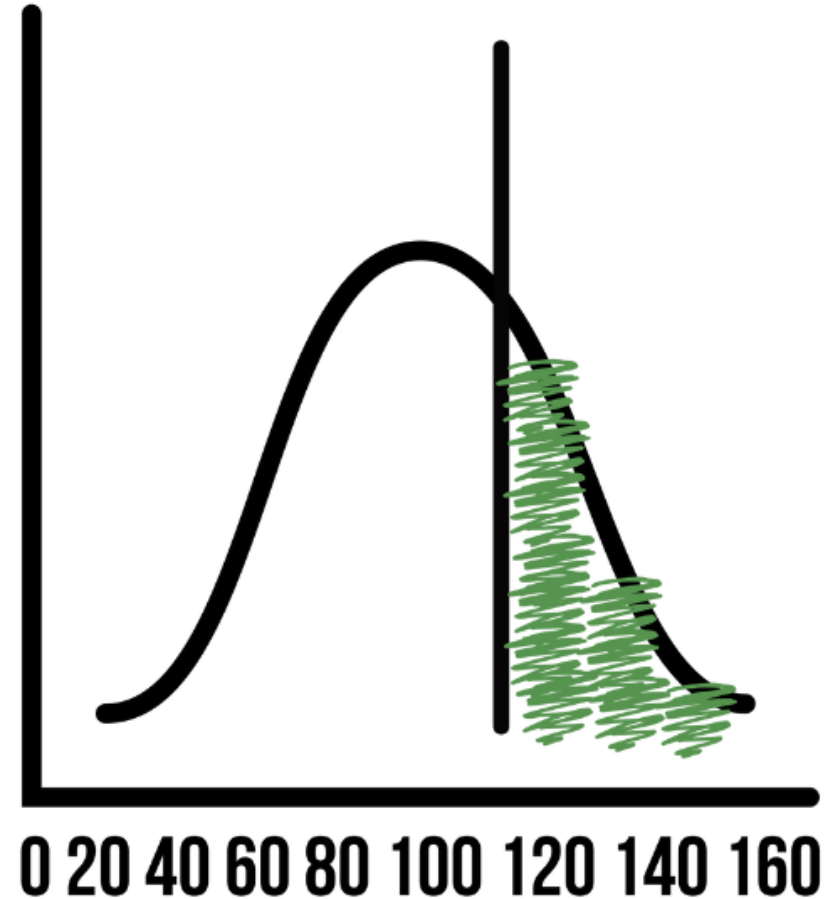
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# Housing Referral Status - Adult

ADULT



Female, transgender, indigenous Hispanic/Latinx has been homeless for more than 15 years at age of 18. Lived for over four years in a place not meant for human habitation. Regularly experiences violence and has to seek help from crisis services. Has a disabling condition. Total income less than 10% annual median income.



HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold adjustment. (2/22)



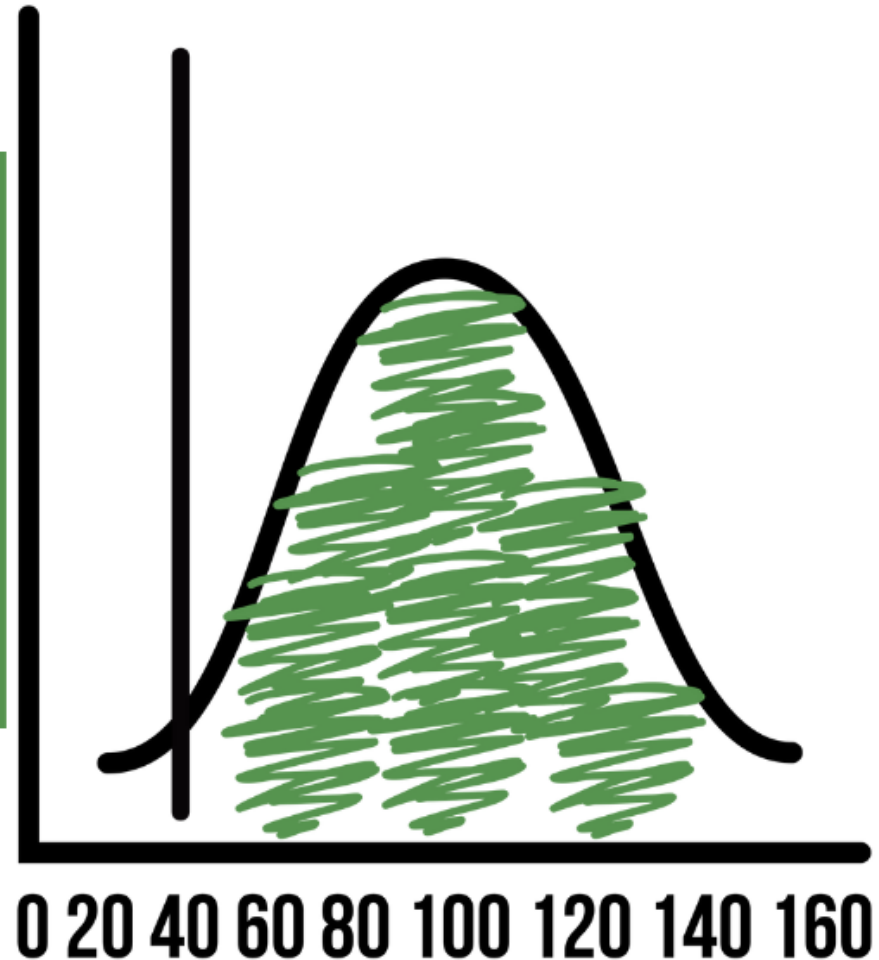
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# Housing Referral Status Threshold - Veteran

**Veteran**



Veteran in his 70s who started experiencing homeless at age 24. Regularly stays in City emergency shelters and access points. Lives with 3 or more disabling conditions. Has never been arrested. Total income is greater than 20% of annual median income.



HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold adjustment. (2/22)



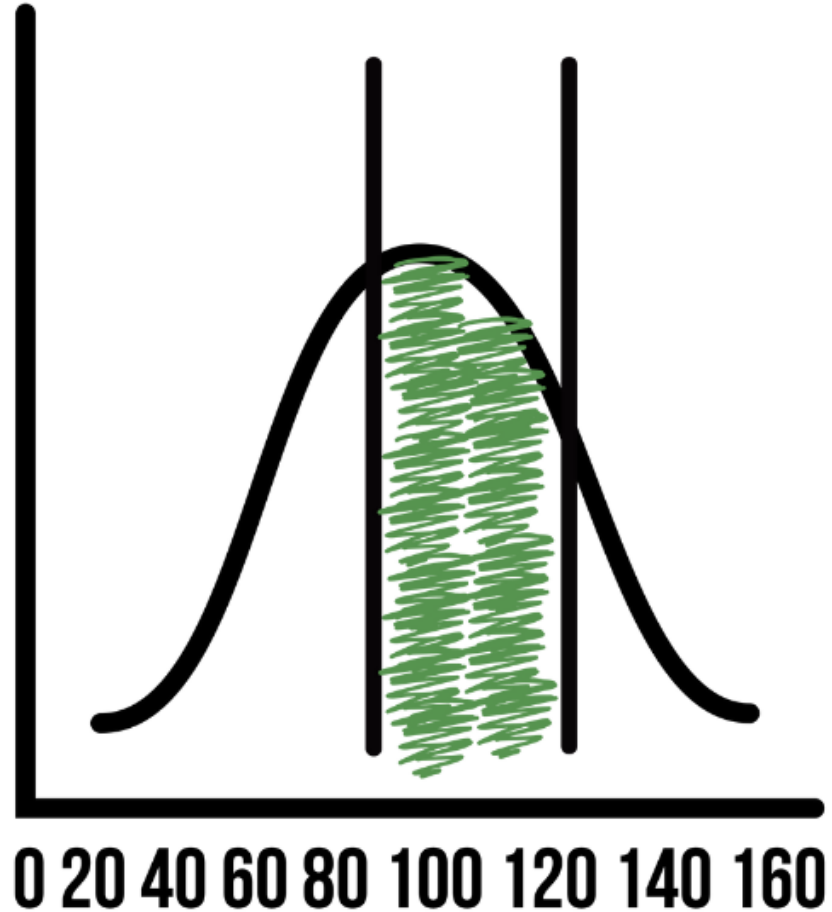
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## Housing Referral Status Threshold - CAAP (County Adult Assistance Program)

CAAP



Female, 46, homeless for over 15 years living mostly in places not meant for human habitation. Regularly experiences violence and has to seek help from crisis services. Has two disabling conditions. Total income is less than 10% annual median income.



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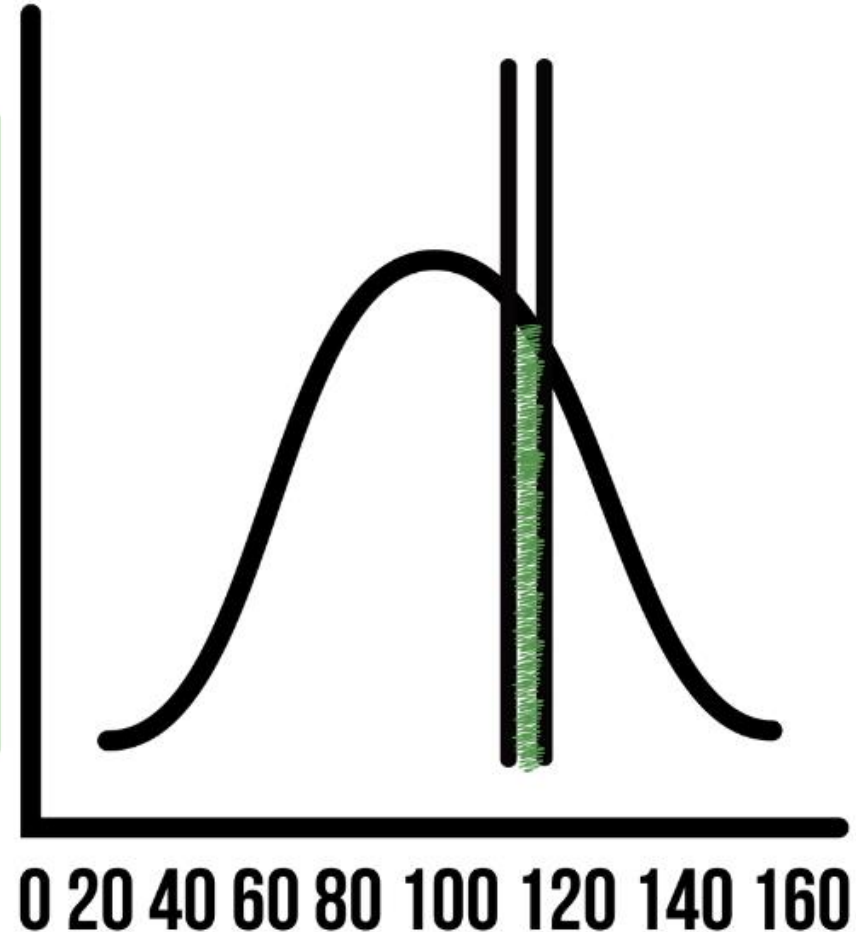


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## Housing Referral Status Threshold - Youth Rapid Rehousing

YOUTH

Black, female, in her 20s. Homeless since under the age of 14 living in places not meant for human habitation but frequents City shelters and access points. Has three or more medical complications. Experiences violence regularly and seeks help through crisis services. Has zero source of income totaling less than 10% annual median income.

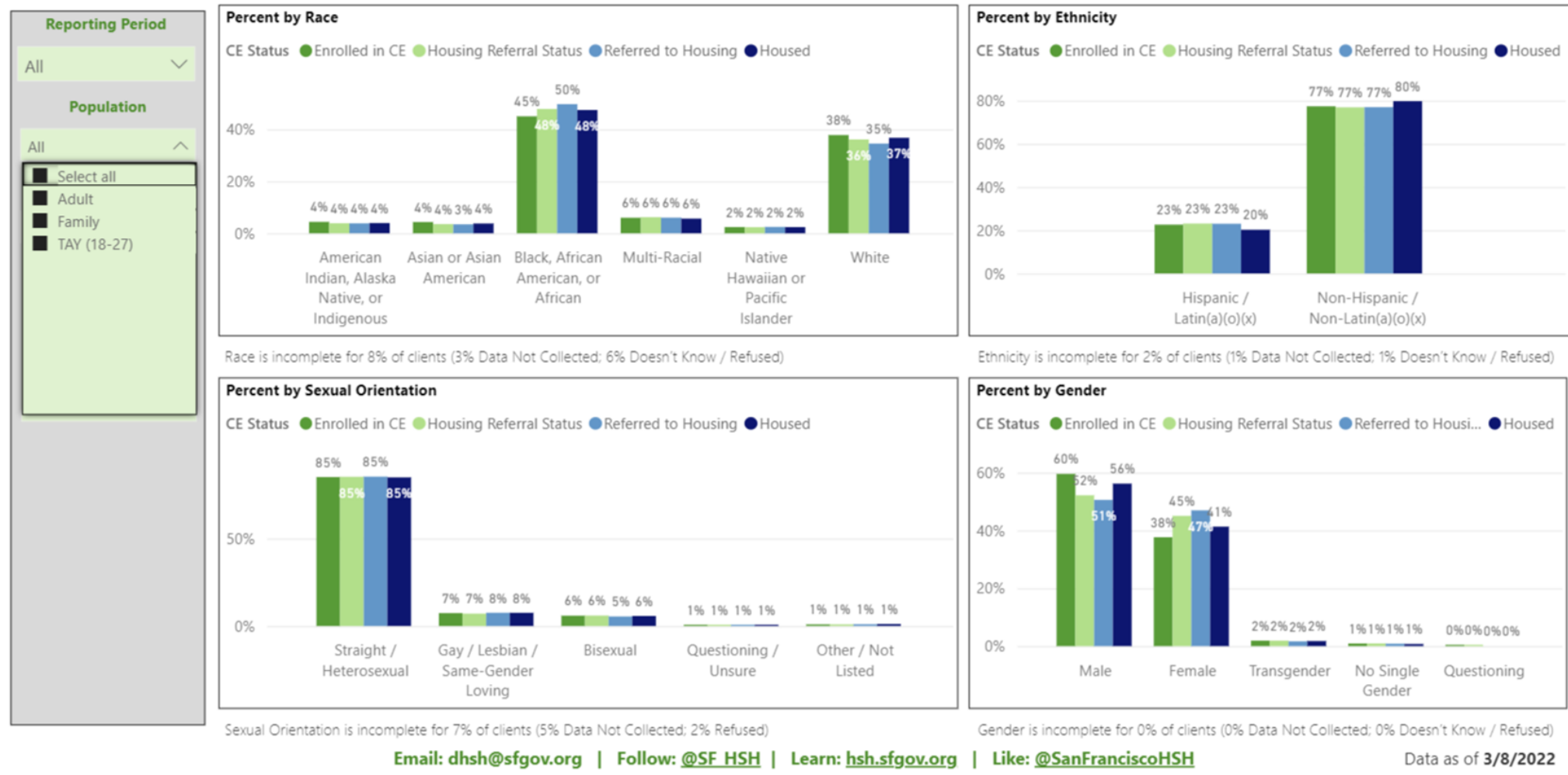


HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold adjustment. (2/22)



# New Data: Coordinated Entry and Housing Dashboard

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# Safe Housing Update

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<http://hsh.sfgov.org>



# Review and Comments Process

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- Today: HSH is releasing drafts for community review, comment and consideration. Comments can be made:
  - Today in the meeting
  - Via email to [Megan.Owens@sfgov.org](mailto:Megan.Owens@sfgov.org) April 1, 2022
  - Access Points and Access Partners were already invited to comment and given comment instructions.
  - Please consider:
    - What is the best, most fair, most equitable way?
    - Is this clear? Will people experiencing homelessness understand?



# Documents and Next Steps

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## • Documents:

- a. Participation Policy for Review and Comment
- b. Documentation Policy for Review and Comment
- c. Prioritization Policy for Review and Comment

## • Next Step

- HSH will present a summary of the comments received and revised drafts at the April LHCB CE Committee Meeting





# Housing Referral Status Participation Policy for Review and Comment

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- **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
- **Housing Referral Status is documented in the ONE System by being present on a Housing Queue.**



# Why the participation policy

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- We want to make sure each individual understands the choice they are making & its consequences
- We want to help individuals continue to be stably housed
- Some folks have reasons for refusing housing



# Housing Offers

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- 3 separate outreach periods: Each should constitute multiple outreach attempts within a 30 day period
- Will clearly articulate the consequences of not participating and issue an [Act of Refusal Notice](#)



# Removal from Housing Referral Status Notice

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- Guests with 3 or more refusal notices with no extenuating circumstances will be exited from the Community Queue and from Coordinated Entry.
- Guests will receive a Removal From Housing Referral Status Notice and be removed from the Community Queue and Exited from Coordinated Entry in the ONE System
  - People experiencing homelessness who received a Housing Primary Assessment more than 6 months are eligible for re-engagement with an Access Point immediately



# GUEST OUTREACH ATTEMPT OUTCOMES

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- **ONE SYSTEM Complete/Successful Attempt:** if an attempt results in getting a “yes” (agree to receive Rehousing services); or “no” (do not agree to receiving services) from the guest
- **ONE SYSTEM Failed Contact Attempt :** when a City or provider representative cannot contact a guest because they are not home, refuses to open the door, or does not pick up the phone
- Each documented attempt must be spaced out by 72 hours and consist of multiple outreach attempts
- Each documented failed attempt must be documented in ONE



# EXTENUATING CIRCUMSTANCES

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- If there is an extenuating circumstance (such as if a guest is in the hospital, in a rehab program, or in jail), that circumstance must be documented by the navigator/case manager in ONE
- If the circumstance is documented, the missed meeting will not count towards ineligibility



# INTERACTIONS THAT CAN IMPACT ELIGIBILITY: REFUSAL TO PARTICIPATE WITH PROVIDER

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## Logging Attempts and Outcomes

- **Unsuccessful Outcome: Refusal to engage with Housing Navigation Provider**
- Log this service when:
  - The client refuses to work with their Housing Navigation Provider
  - Clients with an issue with a Housing Navigation provider can request review, and extenuating circumstances will be documented
  - 3 instances of refusal to engage with Housing Navigation counts toward ineligibility



# INTERACTIONS THAT CAN IMPACT ELIGIBILITY: REFUSAL TO PARTICIPATE IN Housing Navigation

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PROFILE

HISTORY

SERVICES

PROGRAMS

NOTES

FILES

CONTACT

LOCATION

REFERRALS

ASSESSMENTS

Batch ID	Housing Search and Placement
Bus tickets	Coordinated Entry Event
Chart Audit	Other
Client Housing Appointment Outcome	Coordinated Entry Event
Client Refused Housing Option	Coordinated Entry Event
Extenuating Circumstance	Coordinated Entry Event
Housing Stabilization	No Category
Ineligible for Rehousing	Coordinated Entry Event
Outreach for Batch Prioritization	Coordinated Entry Event
Outreach to Complete Primary Housing Assessment	Coordinated Entry Event

Outreach for Batch Prioritization

Coordinated Entry Event

Unsuccessful : Refusal to engage with Batch Provider





# INTERACTIONS THAT CAN IMPACT ELIGIBILITY: CLIENT HOUSING APPOINTMENT

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## Logging Outcome

### **Unsuccessful Housing Appointment: Client was a no show at housing appointment**

- 3 missed prescheduled meetings with the same provider to review housing offers will count toward ineligibility.
- Log Extenuating Circumstances if applicable
- A notice should be left for the client before the scheduled appointment, and this should be entered in ONE at least 72 hours pre appointment



# INTERACTIONS THAT CAN IMPACT ELIGIBILITY: CLIENT HOUSING APPOINTMENT OUTCOME

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- Prop C Program Level Service

PROGRAM: BRILLIANT CORNERS-FLEXIBLE HOUSING SUBSIDY POOL UNDER 60-PROP C

Enrollment History **Provide Services** Assessments Notes Files Forms [X Exit](#)

Services

Client Housing Appointment Outcome	Coordinated Entry Event ▼
Client Refused Housing Option	Coordinated Entry Event ▼

Client Housing Appointment Outcome Coordinated Entry Event ▼

Notice Left for Client	▼
Unsuccessful Housing Appointment: Client was a no show at housing appointment	▼



# INTERACTIONS THAT CAN IMPACT ELIGIBILITY: CLIENT REFUSED HOUSING OPTION

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## Logging Outcome

### Client Refused Housing Option

- After the guest signs the Rehousing Participation Agreement accepting housing support the guest **will be offered up to three housing options**
- If the guest says no to all three choices, the guest will no longer be eligible for Rehousing services.
- Document this service for each refusal of an individual unit immediately upon refusal by the client
- Client has 72 hours to respond to offers. If client does not respond within 72 hours, document refusals for each offered unit after the 72 hours has passed.



# INTERACTIONS THAT CAN IMPACT ELIGIBILITY: CLIENT REFUSED HOUSING OPTION

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## ▪ Prop C Program Level Service

PROGRAM: BRILLIANT CORNERS-FLEXIBLE HOUSING SUBSIDY POOL UNDER 60-PROP C

Enrollment History **Provide Services** Assessments Notes Files Forms [X Exit](#)

Services

Client Housing Appointment Outcome Coordinated Entry Event ▼

**Client Refused Housing Option** Coordinated Entry Event ▼

Client Refused Housing Option Coordinated Entry Event ▼

Client Refused Unit ▼



# Extenuating Circumstances

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- Housing Refusals are an opportunity to identify Reasonable Accommodations—clients who refuse a unit or housing referral that does not meet their Reasonable Accommodation needs do not count toward the 3 refusal limit.
- Housing Refusals in a site where the client fears contact with a stalker or abuser due to site location, site staffing, or other factor do not count toward the 3 refusal limit.

## Logging Outcome

### **Client Refused Housing Option**

- If unit does not meet documented reasonable accommodation request, record refusal plus subservice of extenuating circumstance and ensure RA documentation is uploaded in ONE.



# DOCUMENTING EXTENUATING CIRCUMSTANCES

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- Add a new extenuating circumstance service item for each refusal to participate in the housing assessment where there is a valid extenuating circumstance
- A refusal must be logged in the relevant category before an extenuating circumstance can be logged for that category
- One extenuating circumstances entry eliminates one refusal within each category



# DOCUMENTING EXTENUATING CIRCUMSTANCES

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- Prop C Agencies Client Level Service

Robert Simpson

PROFILE HISTORY **SERVICES** PROGRAMS NOTES FILES CONTACT LOCATION REFERRALS ASSESSMENTS

SERVICES

Batch ID	Housing Search and Placement
Bus tickets	Coordinated Entry Event
Chart Audit	Other
Client Housing Appointment Outcome	Coordinated Entry Event
Client Refused Housing Option	Coordinated Entry Event
Extenuating Circumstance	Coordinated Entry Event

Extenuating Circumstance Coordinated Entry Event

Client Housing Appointment	
Client Refused Housing Option: Other	
Client Refused Housing Option: Unit did not meet documented RA request	
Outreach for Batch Prioritization	
Outreach to Complete Primary Housing Assessment	
Outreach to Sign Rehousing Policy	



# NEW FILE CATEGORIES FOR REHOUSING

40

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PROFILE HISTORY SERVICES PROGRAMS NOTES **FILES** CONTACT LOCATION REFERRALS ASSESSMENTS

UPLOAD A FILE

Category

Rehousing Documents

Predefined Name

✓ Letter of Ineligibility

RAR: Reasonable Accommodation Request Category

File

Rehousing Navigation Attempt

Rehousing Participation Agreement

Other

Private



ADD RECORD

CANCEL





# DOCUMENTING INELIGIBILITY FOR REHOUSING SERVICES

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- Data from documented services and service items will be tracked and analyzed
- Clients who are no longer Housing Refusal Status will be removed from the ONE System Community Queue
- Clients will receive a letter of ineligibility and be removed from the Community Queue