**Housing Referral Status and Problem Solving Status Documentation Expectations**

**Housing Referral Status** is the status for a person or family experiencing homelessness who is known to Coordinated Entry and is currently prioritized for permanent housing referral.

**Problem Solving Status** is the status for a person or family experiencing homelessness who is known to Coordinated Entry and is not currently prioritized for permanent housing referral.

The number of people experiencing homelessness seeking housing through Coordinated Entry exceeds the supply of available housing in the Homelessness Response System. To manage the mismatch between the supply of housing and the number of people experiencing homelessness who are active with Coordinated Entry, HSH and our partners advise each person or family experiencing homelessness that they are either Housing Referral Status or Problem Solving Status based on their Housing Primary Assessment Score.

The Housing Primary Assessment is an interview tool used to assess households’ housing vulnerability, based on vulnerability, barriers to housing and chronicity of homelessness. People experiencing homelessness whose score is equal or greater than the threshold score are advised that they are Housing Referral Status and matched to available housing in the Homeless Response System. For more information about the Clinical Review Process to re-evaluate the status of a specific person experiencing homelessness, see the [HSH Clinical Review Process](https://hsh.sfgov.org/services/the-homelessness-response-system/coordinated-entry/hsh-ce-clinical-review/).

The supply of available housing varies over time, as does the number of people experiencing homelessness who are known to Coordinated Entry, so HSH adjusts the threshold for Housing Referral Status over time to match the number of people who are Housing Referral Status to the supply of housing available in the next six months. The San Francisco Homelessness Response System has a variety of housing resources for specific subpopulations (i.e., families, veterans, or youth).

There are multiple Housing Referral Status thresholds for various subpopulations of people experiencing homelessness based on the supply of housing for that specific population.

HSH makes the current Housing Referral Status Thresholds public at this [link.](https://hsh.sfgov.org/wp-content/uploads/2022/01/Housing-Referral-Status-Threshold-Adjustment-February-9-2022-Public-Version.pdf)