**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.

All Access Points and Access Partners are expected to both advise people of their status in Coordinated Entry, and ensure that the status of each person they serve is clearly documented in the San Francsico [Online Navigation and Entry System](https://onesf.clarityhs.com/login).

All Housing Referral Status people experiencing homelessness are expected to have:

1. An active enrollment in Coordinated Entry
2. A Housing Primary Assessment
3. An entry on the Queue in the ONE System Associated with the housing they are prioritized for

All Problem Solving Status people experiencing homelessness are expected to have:

1. An active enrollment in Coordinated Entry
2. A Housing Primary Assessment
3. No presence on any Housing Queue in the ONE System

Any household experiencing homelessness who does not have a complete Housing Primary Assessment and a complete enrollment in Coordinated Entry will be Considered Coordinated Entry Status unknown.