DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Coordinated Entry Local Homeless Coordinating Board Committee

April 2022

Agenda

1. Coordinated Entry Update
2. Coordinated Entry Standards Revision:
3. Public Comment
4. Adjournment

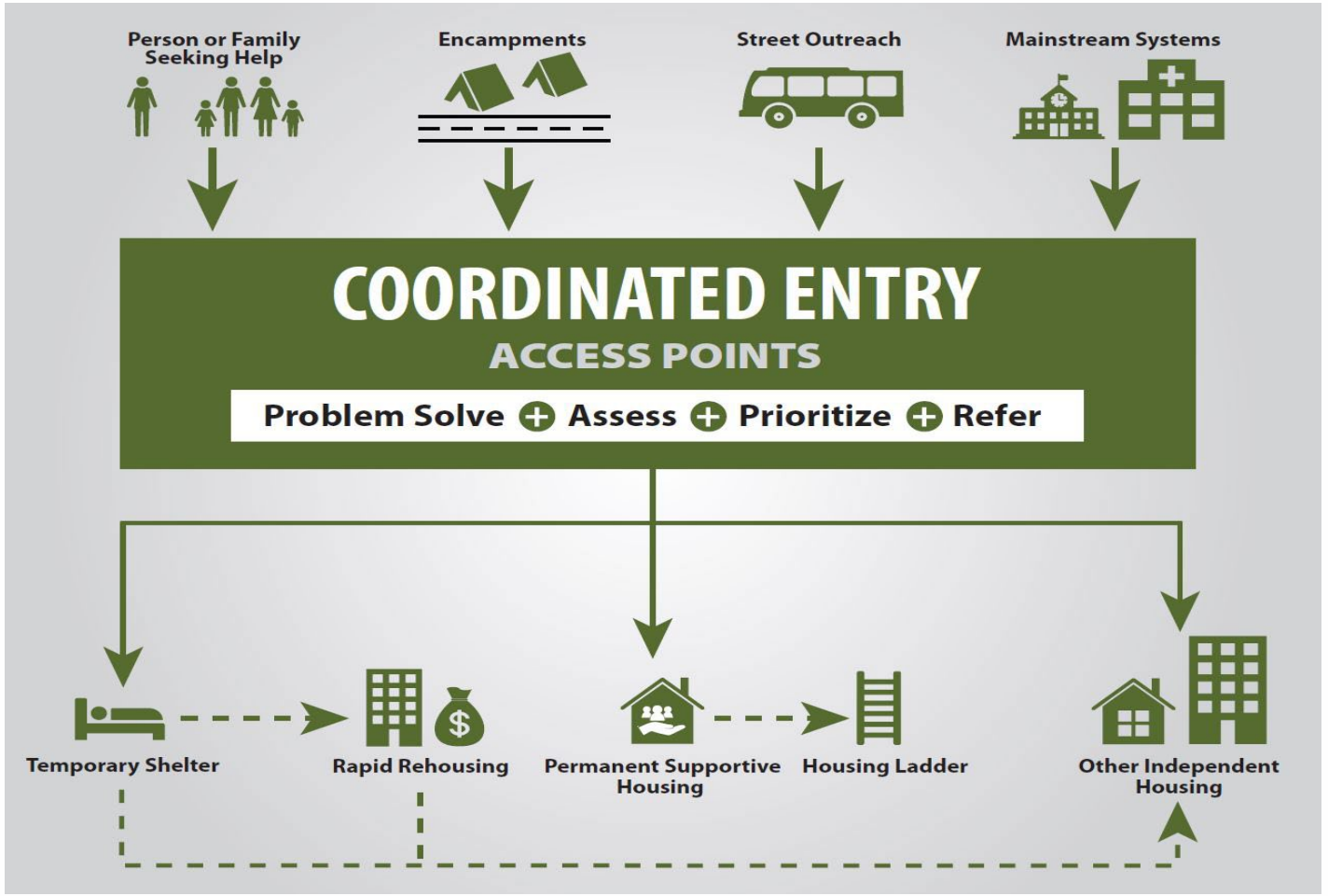
What is Coordinated Entry?

- 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

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

Coordinated Entry Process



Problem Solving

- 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

- HSH Housing Primary Assessment determines whether the household is Housing Referral Status or Problem Solving Status
  - 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

- **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

- 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

Episcopal Community Services (ECS) –
123 10th Street (at Mission)
Phone: 415-487-3300 x 7000

Monday, Tuesday, Thursday & Friday:
9AM – 4:30PM
Wednesday:
9AM – 12PM

Episcopal Community Services (ECS) –
123 10th Street (at Mission)
Phone: 415-487-3300 x 7000

United Council of Human Services –
2111 Jennings Street (at Van Dyke)
Phone: 415-487-3300 x 7000

Monday to Friday:
9AM – 12PM

- 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 Adults

Saint Vincent dePaul Society (SVDP) **Phone: 415-597-7960 x 317**	Monday, Wednesday: **8AM – 6PM** Tuesday, Thursday, Friday: **8AM – 4:30PM**
Swords to Plowshares (Swords) **Phone: 415-727-VETS (8387)**	Monday to Friday: **8AM – 4PM**
Transgender Gender Variant Intersex Justice Project (TGI Justice Project) **Phone: 628-240-9006**	Monday to Friday: **10AM – 5PM**

Coordinated Entry Access Points for Youth

Huckleberry Youth Programs	Currently Closed – Reopening Date Pending	
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/

Coordinated Entry Access Points for Youth

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

Central City Access Point 37 Grove Street	Monday, Wednesday, Thursday & Friday: 9am – 5pm Tuesday: 9am – 12pm *Closed the fourth Tuesday, monthly*	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/

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Housing Referral Status Thresholds

Effective February 9. 2022

Assessment and Dynamic Prioritization

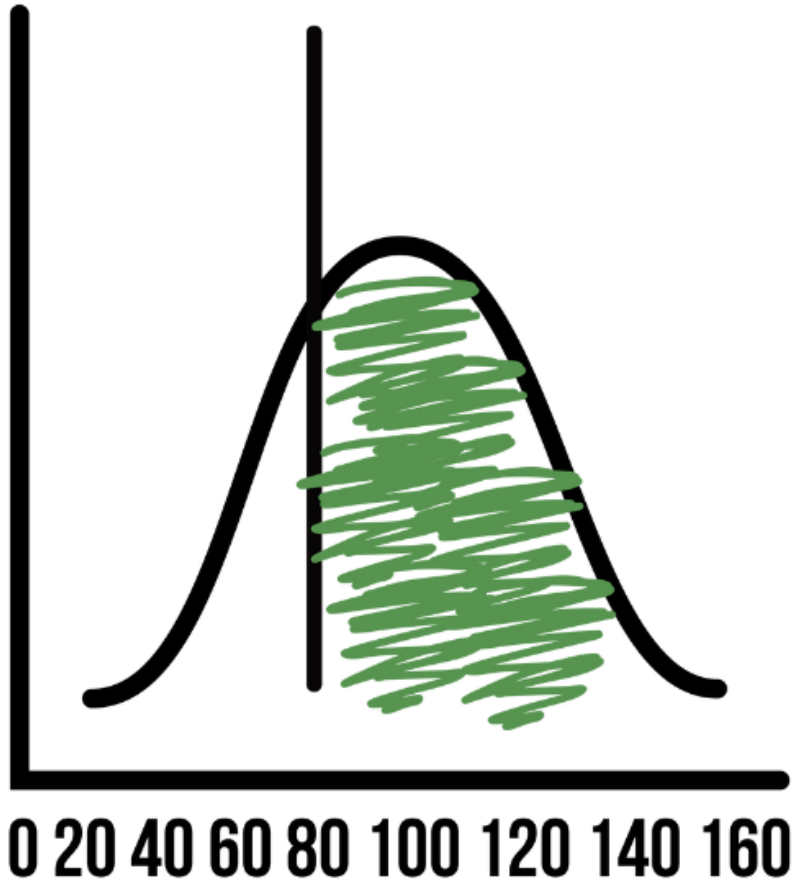
- Assessment: the process of documenting participant needs and strengths, identifying barriers to housing, and clarifying participant's preferences and goals
  - What does the person need?
- Prioritization: the process of identifying which households, among all those assessed, have the greatest needs 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

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.

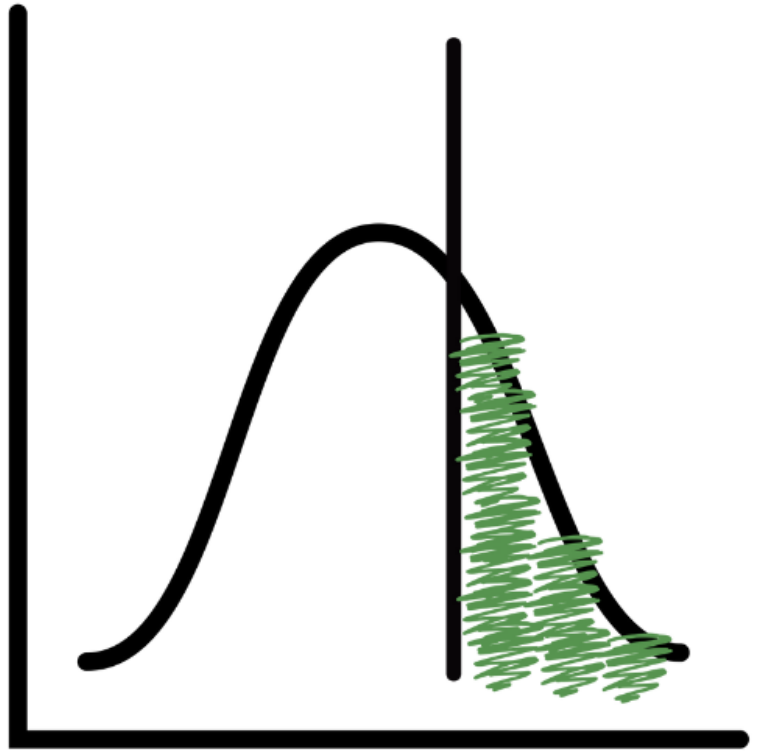


HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold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

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.



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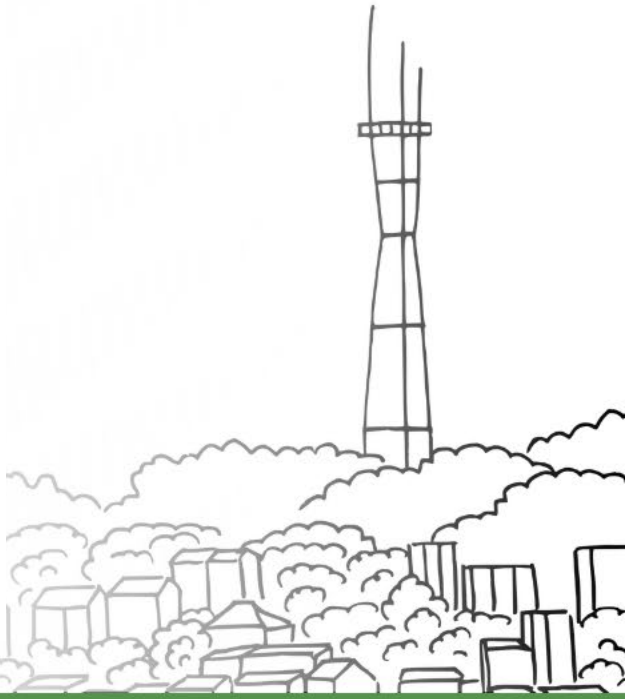
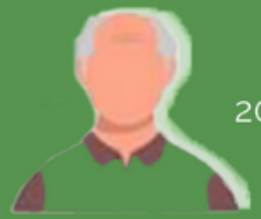
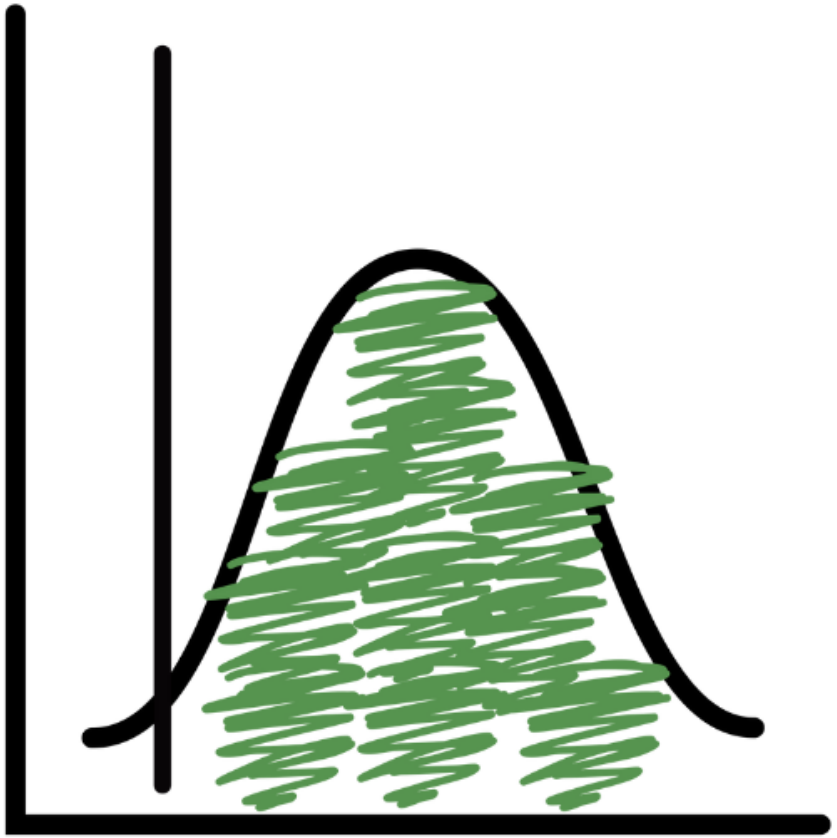


Housing Referral Status Threshold - Veteran

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.



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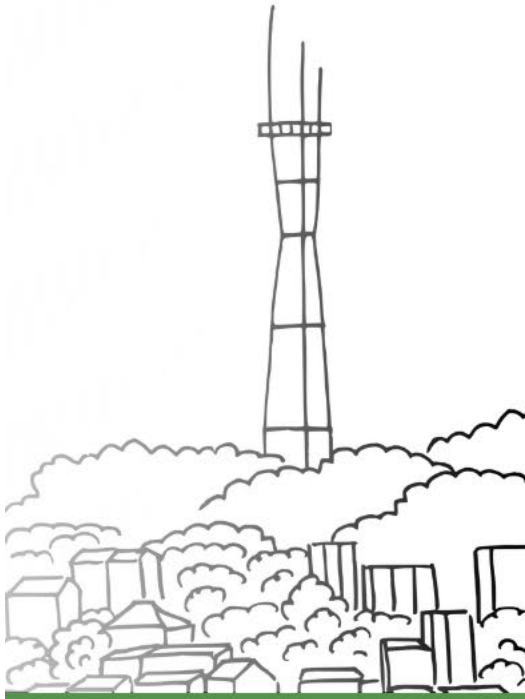
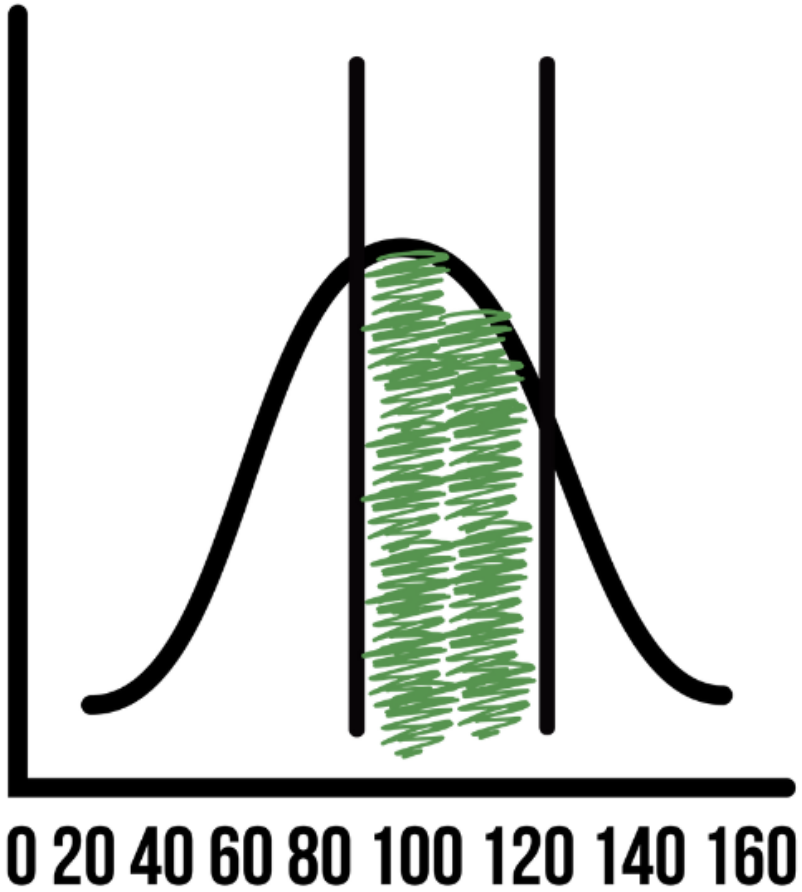


Housing Referral Status Threshold - CAAP (County Adult Assistance Program)

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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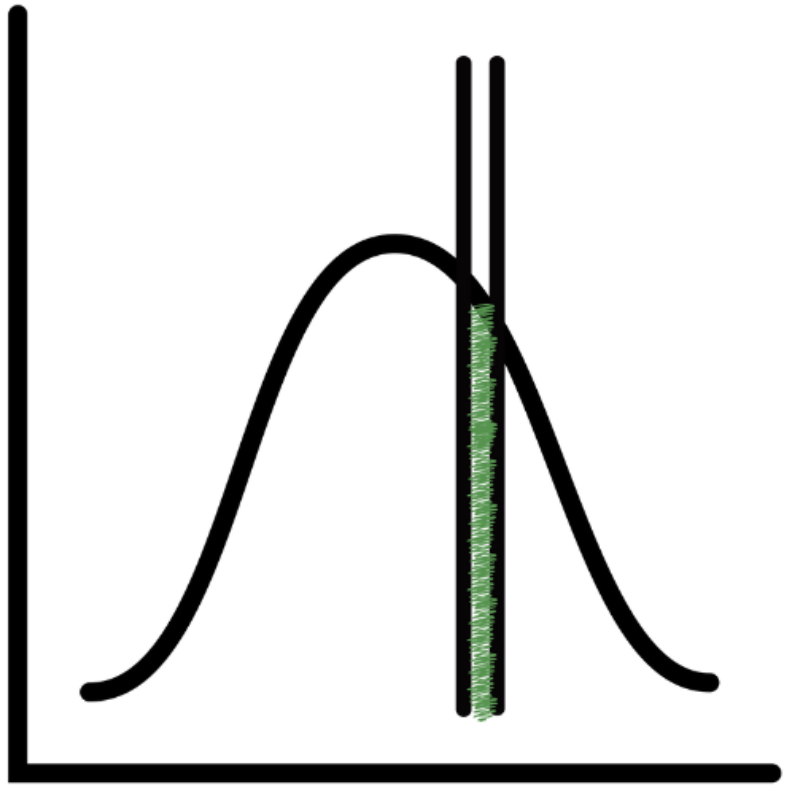
Housing Referral Status Threshold - Youth Rapid Rehousing

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.



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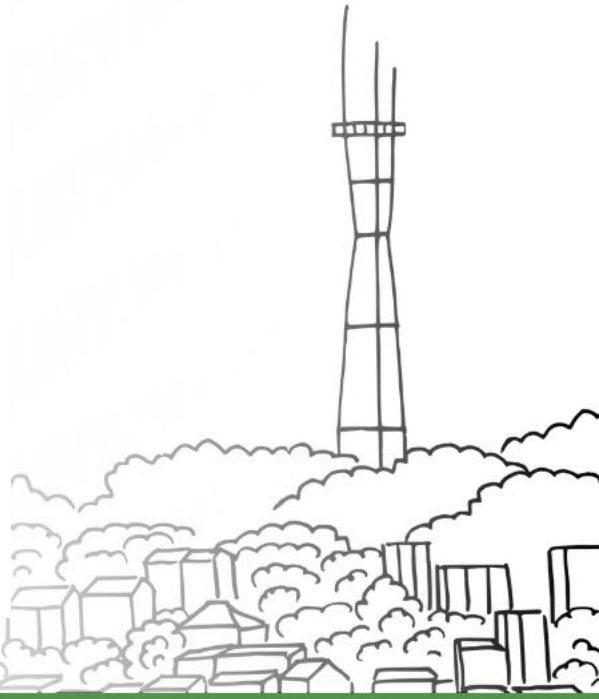
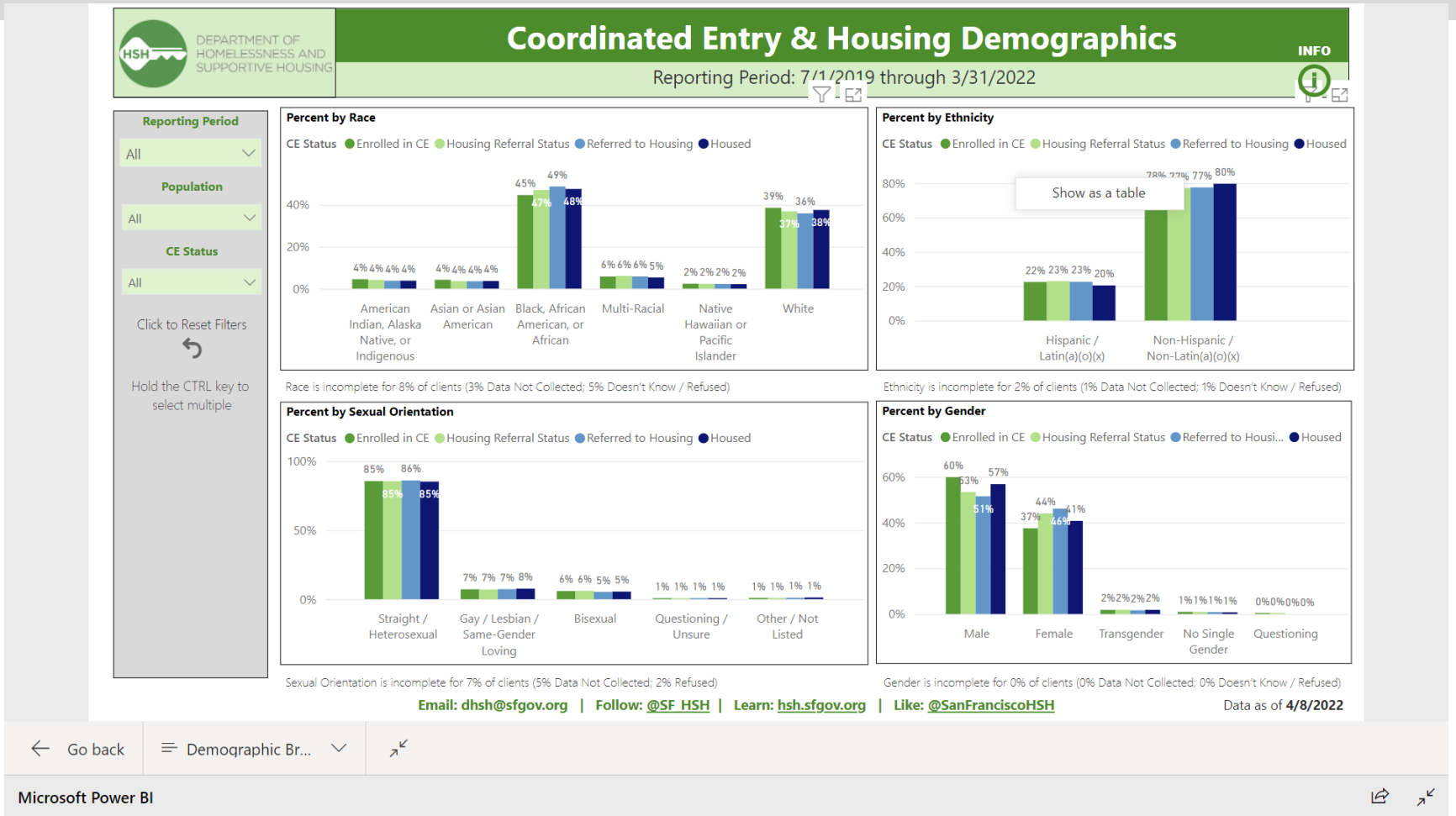


Data: Coordinated Entry and Housing Dashboard



Pregnancy Reminders

1. **Choice:** A household **without** children under 18 including 1 or more pregnant people meets the HSH definition of family. They may elect to pursue housing, shelter and other services for Adults, Youth (if applicable), or Families. This is a choice. Some pregnant people prefer adult/youth housing or Adult/Youth Shelter.
    a. Pregnant people have this choice regardless of how far along their pregnancy is, whether they are visibly pregnant, and pregnant people are not required to explain their healthcare or parenting plans to seek housing or shelter.
    b. A person with a pregnancy due soon is welcome in Adult/Youth Housing
    c. Pregnant people may choose to live in an adult or family shelter and may separately choose to seek adult or family housing—ie: a person living in an Adult Navigation Center may choose family housing
2. **Verification:** People who report they are pregnant and who are interested in shelter and/or housing for families experiencing homelessness can contact Access Points for Families right away. There is no requirement of medical verification of pregnancy to start working with Coordinated Entry for Families.
3. Households with children under 18 should be directed to Family shelter and housing regardless of whether anyone is pregnant in the family.

Ideas for Comment– Youth Neighborhood Opportunity

- HSH and our partners are thrilled that more permanent supportive housing in the Mission and other neighborhoods is coming online for Youth.
- HSH has received comments that we should include neighborhood in prioritization for housing, especially for new units in the Western Addition and Mission
- HSH will work with Youth Partner to Develop a Plan
- Comments and Ideas (welcome today) or email Megan.Owens@sfgov.org

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Coordinated Entry Standards Review

Domestic Violence, Prioritization, Documentation, and Participation.

Written Standards Comments

- Domestic Violence
  - Limited comments on Written Standards as drafted, many good comment calling for new thinking targeted to survivors of violence that will be used in the Safe Housing Working Group
    - CE Staff Recommendation: Forward to the LHCB for adoption
- Documentation Policy
  - Homeless Response System Staff recommended adding:
    - HSH Housing Leadership Recommendation: Background checks should never be a barrier to housing placement. HSH shall develop procedures to reduce or eliminate delays to housing placement resulting from background checks.
    - CE Staff Recommendation: Forward to the LHCB for adoption with this modification.
- Participation Policy
  - Limited comments, all supportive
    - CE Staff Recommendation: Forward to the LHCB for adoption
- Prioritization Policy
  - Limited comments, all supportive
  - Addition: Add Pregnancy Guidance on Previous Slide
  - Addition: People subject to Conservatorship in San Francisco deemed by their Care Team to need Permanent Housing in the Homeless Response System are prioritized for the first available Permanent Housing Placement in the HSH funded portfolio. This prioritization is made at the sole discretion of the Conservatorship Care team.
    - CE Staff Recommendation: Forward to the LHCB for adoption with the Addition.

Housing Referral Status Participation Policy for Review and Comment

- **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.**

Purpose and Impact of Housing Referral Status Participation Policy

- 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

- 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

- 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

EXTENUATING CIRCUMSTANCES

- 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

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: CLIENT HOUSING APPOINTMENT

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 REFUSED HOUSING OPTION

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.

Extenuating Circumstances

- 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.

<u>Logging Outcome</u>

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.

DV Comments and Safe Housing Working Group

- Definition-There are scenarios where a survivor attempts to leave an abusive situation and stays temporarily with friends or family- further clarity is needed to affirm eligibility for Coordinated Entry.
- Training- Adding confidentiality and survivor privacy as part of safety planning while participants are engaged in the CE process.
- Assessment-
  - Additional support for survivors at Access Point beyond referral to VSPs and coordination when VSPs refer to Access Points.
  - Looking at equity for survivors in the assessment process.

DV Comments and Safe Housing Working Group

- Data Management:
  - Include in training an emphasis on data and information as part of safety planning and addressing survivor concerns.
  - Addressing survivors who need the help from Access Points and HSH, but don't feel safe enough to keep their information in the ONE system.
- Other comments to be addressed in **Safe Housing Working Group** whose purpose is to design the Coordinated Entry process for Survivors of Violence:
  - System mapping would be helpful for Victim Service Providers.
  - Further defining who is the target population of survivors for Coordinated Entry.

Public Comment and Adjournment