



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Coordinated Entry Standards Update for Action and Adoption

Domestic Violence, Prioritization, Documentation, and  
Participation.



# Written Standards Comments and Recommendations

## • 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 that's already been issued to Access Points as a section of the Prioritization Policy (details in next 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 Additions.

# Recent Community Input and Comments Process

- March 2022: HSH Staff Issued DRAFT updated policies and solicited input from Access Point Grantees, Access Partners, and the LHCB Coordinated Entry Committee.
- April 2022: HSH Staff summarized comments received and recommended drafts for adoption based on revisions from community input.
- May 2022: Recommend Adoption of the revisions by San Francisco LHCB

---

# Data Management for Survivors of Violence

- Federal law prohibits Victim Service Providers from entering Personally Identifiable Information into HMIS. Victim Service Providers maintain separate, parallel databases to track data for the survivors they serve and work closely with Access Points and HSH staff to coordinate survivor access to mainstream Coordinated Entry programs and services. Survivors have the choice of working with Homelessness Response System providers and to have their information stored in HMIS through the Release of Information process. Survivors may also choose to work with a Victim Service Provider in addition to or instead of working with a Homelessness Response System provider.

# Prioritization and Pregnancy

- 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 Navigation Center for adults 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.

# 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

- People experiencing homelessness with 3 or more refusal notices with no extenuating circumstances will be exited from the Community Queue/Housing Referral Status and from Coordinated Entry.
- People 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 client 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 Housing Referral Status person signs the Rehousing Participation Agreement accepting housing support the person **will be offered up to three housing options**
- If the client says no to all three choices, the person 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.

## 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.