

HSH CE Evaluation Questions for HSH Interviews

All Staff

1. How do you/your staff interact with Coordinated Entry?
2. Do you interact with Family, TAY, Adult CE?
3. How familiar with the design and implementation of CE in San Francisco would you say you are?

Share with Respondent a schematic of the overall CE design

4. Does what I just described match your understanding of how CE works in SF? If your understanding is different from what I shared, what is different?
5. What do you think are the greatest strengths of the CE approach used in SF?
6. What do you think are the greatest challenges of the current CE approach?

CE Staff

7. HUD talks about CE in terms of Access, Assessment, Prioritization and Referral. I am going to ask you about each of these for the CE system(s) you work with
 - a. What do you think is working for "Access" - what is not working or needs improving?
 - i. Include Housing Problem Solving if not mentioned
 - b. What do you think is working for "Assessment and Prioritization" - what is not working or needs improving?
 - c. What do you think is working for "Referral" - what is not working or needs improving?
8. How do Access Points currently work together with each other and with HSH?
9. How do Access Points receive training and support for their work?



10. Do you use data to do your work? Do you use it to assess the quality or impact of your work? What other ways do you use data?
11. What do you think are the most important things to change to make CE more effective, more fair or more equitable?
12. Were you involved in the SIP Rehousing effort? How was the SIP process different? What things about the SIP process should be preserved? What about the SIP process was challenging?

Other HSH Staff

13. What would you say are the biggest changes to your work since CE was implemented?
14. Has the population served in HSH programs changed as a result of CE? In what ways?
15. What do you think is working about CE - what is not working or needs improving?
16. Were you involved in the SIP Rehousing effort? How was the SIP process different? What things about the SIP process should be preserved? What about the SIP process was challenging?

