



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry



Agenda

1. Welcome and Introductions
2. Coordinated Entry Update
3. Coordinated Entry Redesign
4. Public Comment
5. Adjournment

What is Coordinated Entry?

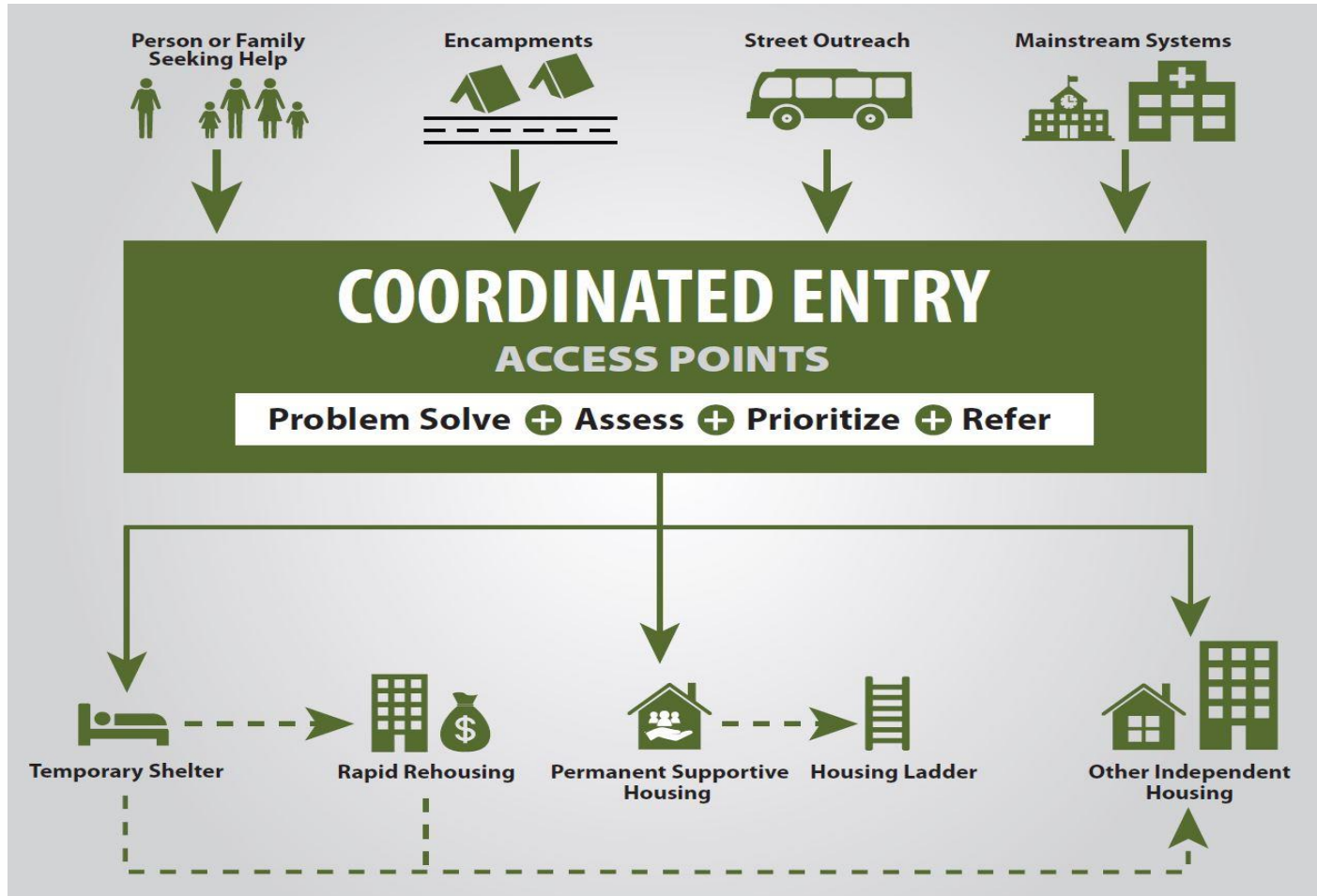
- Front Door of San Francisco's Homelessness Response System
 - Consistent, streamlined process for households experiencing homelessness to access available housing and community resources needed to resolve their housing crisis

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:
 - Problem Solving conversations
 - Housing location assistance
 - Travel and relocation support (e.g., Homeward Bound)
 - Reunification, mediation, and conflict resolution
 - Financial assistance
 - Connections to employment
 - Referrals to a range of community services



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

SIP Rehousing Impact

Due to the temporary need to prioritize people exiting SIP Hotels for housing placement, adults experiencing homelessness in San Francisco who are Housing Referral Status and who are living in settings outside of the SIP Hotels continue to experience delays.

HSH and our partners encourage all Housing Referral Status people living outside of the SIP Hotels to take the following actions:

1. Complete and sign a San Francisco Homelessness Response System Release of Information and Human Services Agency Release of Information
2. Upload the signed releases to ONE System at an Adult Access Point (SF HOT or Navigation Center).

More detail here: <https://hsh.sfgov.org/covid-19/sip-guest-exits-and-program-wind-down/>

Coordinated Entry Administrative 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 hshadminreview@sfgov.org



Coordinated Entry Access Points for Adults

11

<p>Episcopal Community Services (ECS) 123 10th Street (at Mission) Phone: 415-487-3300 x 7000</p>	<p>Monday, Tuesday, Thursday & Friday: 9AM – 4:30PM Wednesday: 9AM – 12PM</p>
<p>Saint Vincent dePaul Society (SVDP) 525 5th St. (at Bryant) Toll Free: (888) 348-2216 Phone: 415-757-6501</p>	<p>Monday, Wednesday: 8AM – 6PM Tuesday, Thursday, Friday: 8AM – 4:30PM</p>
<p>Swords to Plowshares (Swords) 1060 Howard St. (at Russ) Phone: 415-727-VETS (8387)</p>	<p>Monday to Friday: 8AM – 4PM <i>This access point focuses on veteran services.</i></p>

- 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

12

<p>Larkin Street Youth Services 134 Golden Gate Avenue</p> <p>Phone: 415-673-0911 ex. 352</p>	<p>Monday to Friday: 10AM – 2PM</p>
<p>The SF LGBT Center 1800 Market Street</p> <p>Phone: 415-865-5612 Email: youth@sfcenter.org</p>	<p>Tuesday & Wednesday: 12PM – 5PM <i>Phone and video services available by appointment. To schedule an appointment, call or email.</i></p> <p>Extended hours starting November 14th – Monday 10AM - 6PM</p>

- Access up-to-date contact information & hours at <https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/>

<http://hsh.sfgov.org>

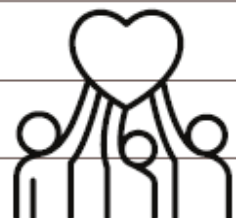
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NOVEMBER 2022

NOTES

Coordinated Entry Access Point

Service Schedule



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13 	14 Grand Re-Opening 10AM-6PM	15 10AM-6PM	16 10AM-6PM	17 10AM-6PM	18 1:1 Scheduled sessions	19
20	21 10AM-6PM	22 10AM-6PM	23 10AM-6PM	24 Closed for Holiday	25 Closed for Holiday	26
27	28 10AM-6PM	29 10AM-6PM	30 10AM-6PM	1 10AM-6PM	2 1:1 Scheduled sessions	3



Coordinated Entry Access Points for Youth

14

<p>3RD Street Youth Center and Clinic 5688 3rd Street</p> <p>Phone: 415-839-1706 or (415) 858-9133</p>	<p>Monday to Friday: 9:30AM – 5PM</p>
<p>LYRIC 127 Collingwood Street</p> <p>Phone: 415-690-3028</p>	<p>Monday to Wednesday: 10AM – 6PM <i>By appointment only, call to schedule an appointment</i></p> <p>Starting November 14th, hours are no longer by appointment only; drop-ins welcome</p>

- Access up-to-date contact information & hours at <https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/>

<http://hsh.sfgov.org>



YOUTH ACCESS POINT

Youth 18-24 years old experiencing housing instability in
San Francisco



PROBLEM SOLVING

Housing Barrier Removal
Services



COORDINATED ENTRY FOR YOUTH

City & County Housing
Assesments



CONNECTION TO SERVICES

Referral to On-Site &
Citywide Services

Hours of Operation
Drop in's, appointments & virtual
appointments

930am-5:00pm

5688 3rd Street San Francisco, CA 94124

Vereaye 415-839-1706 or

Belen (415) 858-9133



Youth Access Point
18-24 expecting child (1
trimester) no children in
custody



Coordinated Entry Access Points for Families

16

<p>Central City Access Point 37 Grove Street</p> <p>Phone: 415-644-0504</p>	<p>Monday, Wednesday, Thursday & Friday: 9AM – 5PM Tuesday: 9AM – 12PM</p> <p><i>Closed the fourth Tuesday, monthly</i></p>
<p>Bayview Access Point 1641 LaSalle Avenue</p> <p>Phone: 415-430-6320</p>	<p>Monday to Friday: 7AM – 6PM</p> <p>Last Thursday of the month: 7AM – 12PM</p>
<p>Mission Access Point 2871 Mission Street</p> <p>Phone: 415-972-1281</p>	<p>Monday to Friday: 7AM – 5PM</p> <p>Last Thursday of the month: 7AM – 12PM</p>

- Access up-to-date contact information & hours at <https://hsh.sfgov.org/services/how-to-get-services/referrals-and-housing-assistance/>

<http://hsh.sfgov.org>



Coordinated Entry Access Partners

17

Access Partners are other public entities that frequently serve people who are unhoused in SF, but do not receive funding or have contracts with HSH.

Coordinated Entry Housing Primary Assessments are a small part of their work and the services provided to unhoused residents of SF.



Multidisciplinary Team (MDT)

18

A group of various government and private providers that coordinate and visit temporary shelters to ensure guests can access any public benefits and housing access they need and are eligible to receive. The MDT has launched in Navigation Centers for Adults.

Goals/ Purpose:

Ensure guests of temporary shelters:

- Have met with an Adult or Youth **Coordinated Entry Access Point** for Problem Solving, Assessment, and Prioritization.
- **Public benefits:** such as SSI, CAAP (cash aid), CalFresh, Medi-Cal



Multidisciplinary Team (MDT)

19

Tuesdays – Fridays

10/18/2022 – 10/21/2022 Taimon Booton: 680 Bryant

11/8/2022 - 11/18/2022 (*TBD*) Next Door shelter

- Possibly 2+ weeks due to number of guests



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Housing Referral Status Ranges

Effective September 29, 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>

Process Changes for Families in September

The San Francisco Homeless Response System is **significantly expanding Permanent Supportive Housing (PSH) for Families** in 2022 and 2023.

These updates to our process will serve us from now until the CE Redesign process completes, at which point we will revisit our process again.

As a result of this expansion, **Families experiencing homelessness will be matched directly to PSH** as a result of becoming Family Permanent Supportive Housing Referral Status. Presently, HSH projects that approximately 60% of Families experiencing homelessness will be Family Permanent Supportive Housing Referral Status.

HSH is also implementing a **Family Rapid Rehousing Referral Status** range: HSH projects that 30% of Families experiencing homelessness will be Family Rapid Rehousing Referral Status.

All San Francisco families experiencing homelessness who are active on CalWORKS are eligible for the CalWORKS Housing Support Program (HSP).



Process Changes for Families

Because HSH recognizes that assessment scores alone are an imperfect tool for matching Families Experiencing Homelessness to appropriate housing, we will also use the following additional factors:

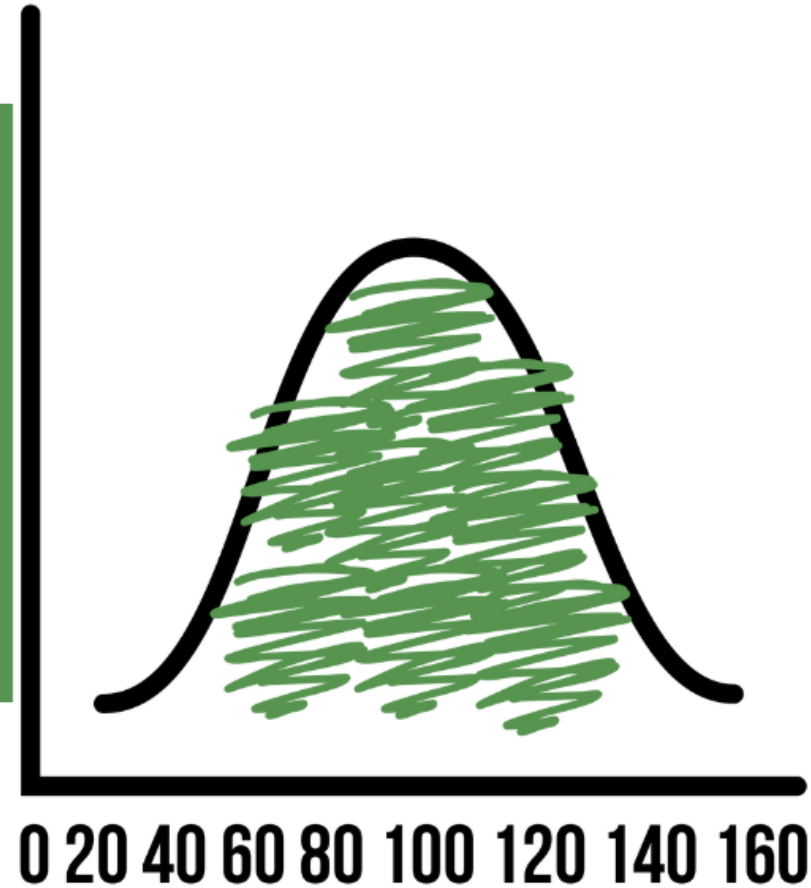
- Families experiencing homelessness with a history three or more referrals to San Francisco Homeless Response System Permanent Housing.
- Families with a record of being known to the Homeless Response System before May 2017.
- Families who score 75-160 on the Housing Primary Assessment.

Additionally, in order to prioritize the new PSH resources coming online for families who are experiencing homelessness in SF, **families matched to Site-Based or Scattered Site PSH must be SF residents on or before 09/29/2022.**

Housing Referral Status Threshold - Housing Support Program (HSP) Families

HSP FAMILY

Single Black Non-Latinx in her thirties with two children. Less than 10% of Area Median Income, first time homeless living in shelter.



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)

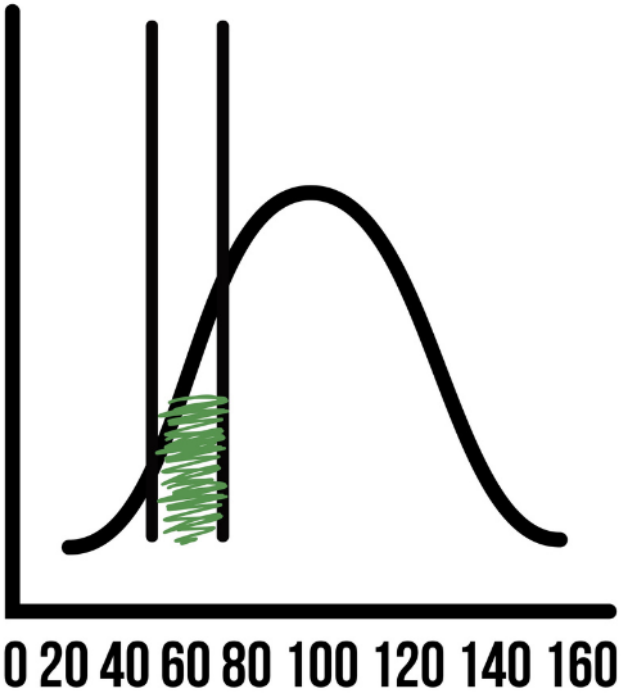



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HOMELESSNESS AND
SUPPORTIVE HOUSING

Housing Referral Status Threshold - Rapid Rehousing Family

FAMILY

Black pregnant person who is non binary, has been homeless for 4 months, no other children. Currently living in shelter. Has 1 disability and works part time. Total income between 10-20% of AMI



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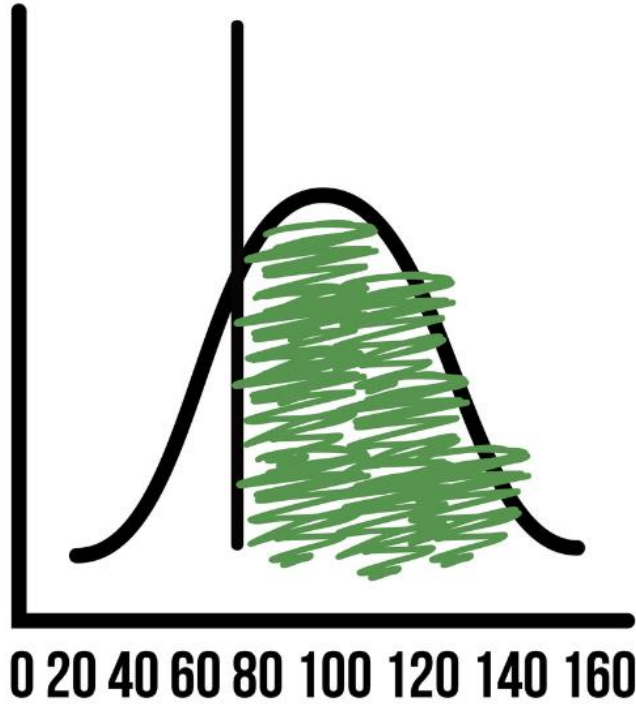



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HOMELESSNESS AND
SUPPORTIVE HOUSING

Housing Referral Status Threshold - Permanent Supportive Housing Family

FAMILY

Single Hispanic/Latinx father with a child who has a disability. Late 30s, makes less than 10% of area median income. Lives in Shelter and has been homeless for over a month.



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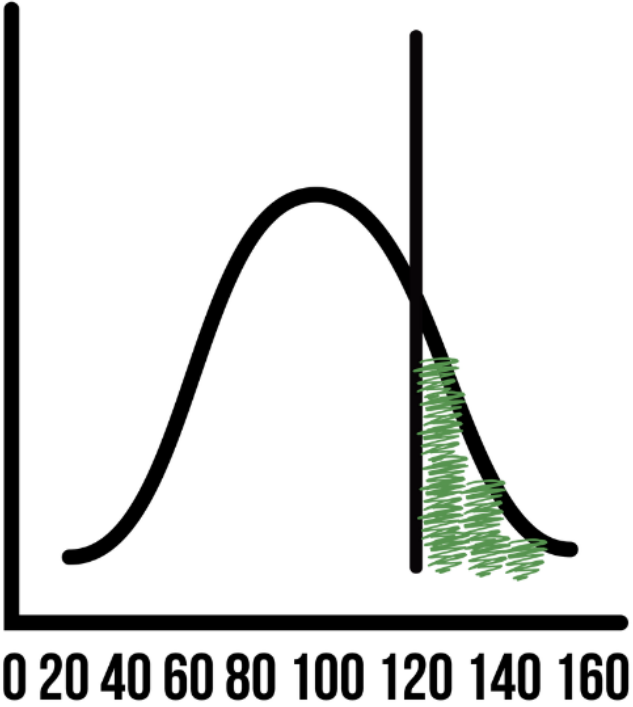


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SUPPORTIVE HOUSING

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% area median income.



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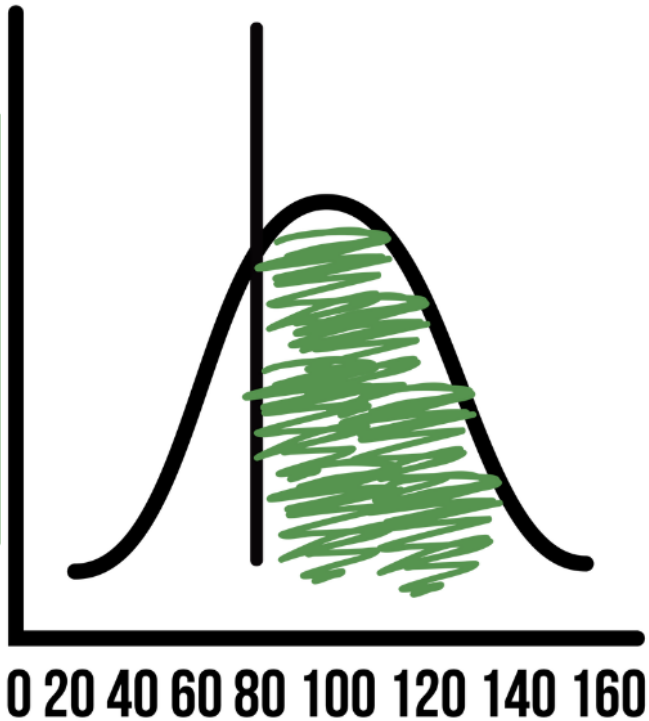
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Housing Referral Status Threshold - Veteran

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. Total income is greater than 20% of area median income.



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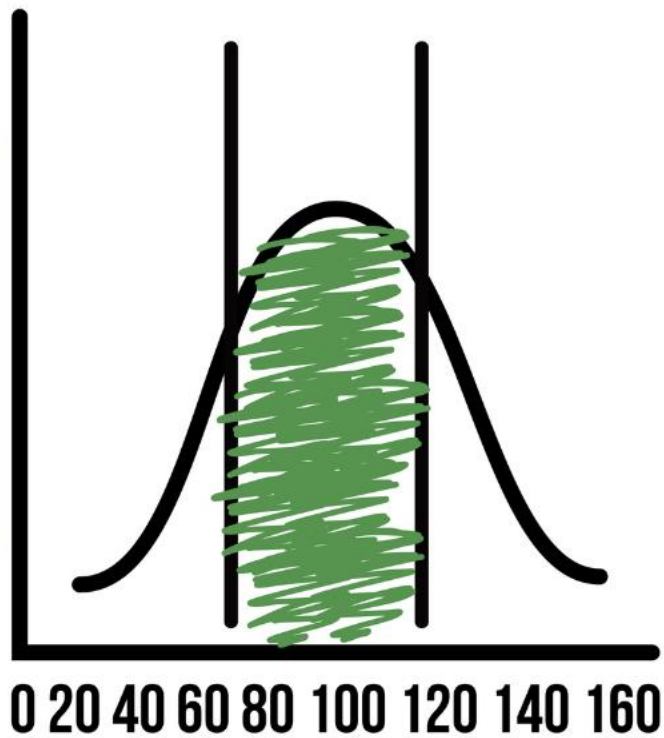
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Housing Referral Status Threshold - CAAP (County Adult Assistance Program)

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% area median income.



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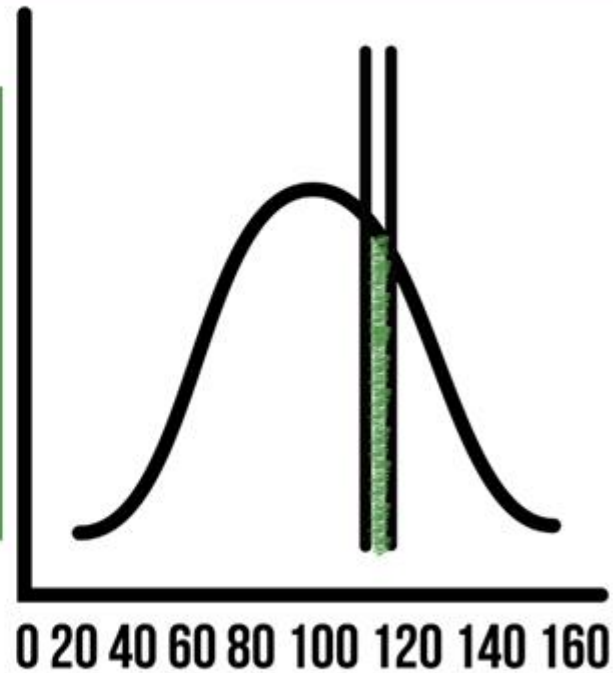


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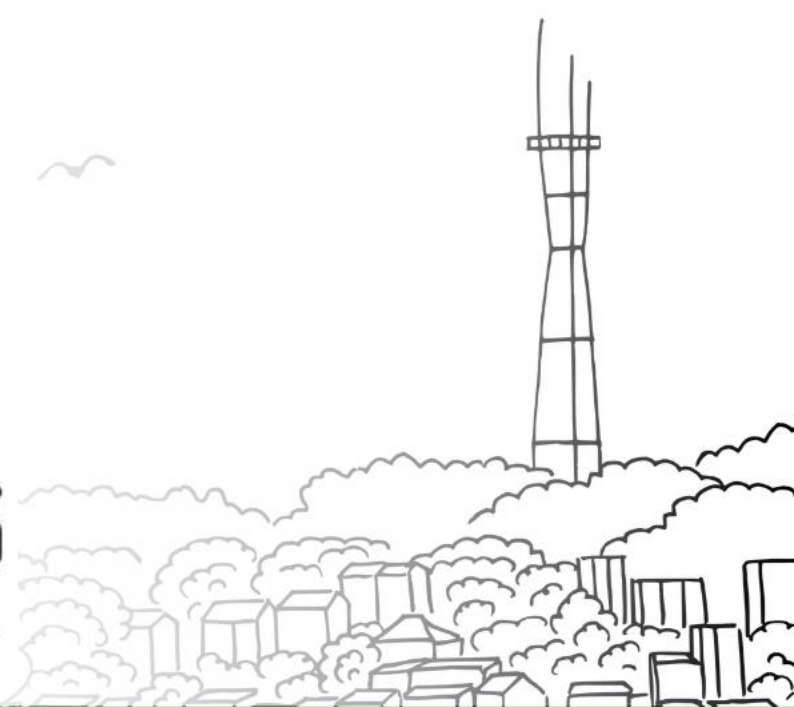
Housing Referral Status Threshold - Youth Rapid Rehousing

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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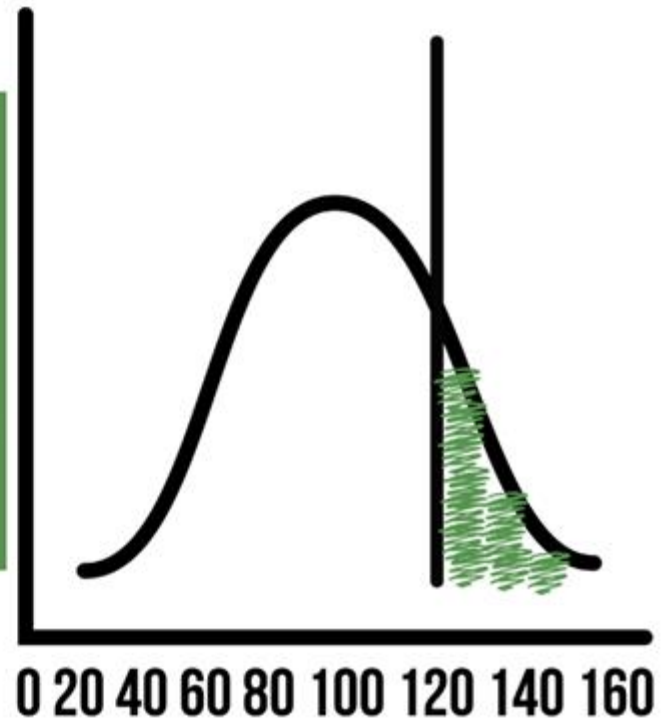


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SUPPORTIVE HOUSING

Housing Referral Status Threshold - Youth Permanent Supportive Housing

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% area median income.



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)





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HOMELESSNESS AND
SUPPORTIVE HOUSING

CE Redesign Workgroup



What is the CE Redesign Workgroup?

- A new, collaborative effort of the LHCB, HSH, service providers, and people with lived experience
- Builds upon feedback and learnings from the [Coordinated Entry Evaluation Report](#)
- Will inform and shape recommendations for re-imagining San Francisco's Coordinated Entry System

What will workgroup members do?

1. Make recommendations based on the recent 2022 HSH CE Evaluation Report, key performance indicators, and service models for San Francisco Coordinated Entry in the future.
2. Participate in meetings and project activities: 4 hours total per week: 2 hours in CE Redesign meetings, 2 hours in materials review and preparation, editing, and making suggestions.
3. Share updates and host discussions to get feedback on topics the work group is working on with various stakeholders in the Homeless Response System.

Who will be included?

Workgroup members will be selected by San Francisco LHCBC Coordinated Entry committee chairs, in consultation with HSH. HSH and the LHCBC will prioritize the **inclusion of those most directly impacted by homelessness and closest to the Coordinated Entry system** and desires to establish a working group that is **representative of the populations most impacted, including Black people, Latinx people, and LGBTQ people.**

Workgroup membership will include:

- People with current or past experience of homelessness
- Service providers, including those with experience with Family Coordinated Entry, Adult Coordinated Entry, Coordinated Entry for Youth, Safe Housing Working Group/ Domestic Violence
- Veterans
- HSH staff and other City agency partners

The Workgroup planning, development, and facilitated is being supported by technical assistance providers from the Corporation for Supportive Housing and C4 Innovations.

What can you do to support this effort?

1. Share the announcement with your networks, especially with folks who are most impacted by homelessness and those representative of the populations most impacted (Black people, Latinx people, and LGBTQ people).
2. Discuss with your agency and other committees to identify folks who may have the capacity to participate.
3. Offer support to people who are currently or have recently experienced homelessness in completing the application
4. Even if you don't have capacity to participate, you can partner with workgroup members and provide them with input throughout this process.

Public Comment