



Housing Referral Status Range	
Effective Date:	September 29, 2022
Last Revision Date:	June 23, 2022

Purpose

To ensure transparency and clarity on how households who are **Housing Referral Status** are referred and matched to available Homelessness and Supportive Housing (HSH) funded housing.

Background

Coordinated Entry is a consistent, streamlined, community-wide intake process to match households experiencing homelessness to available resources for which they are eligible. It organizes San Francisco’s Homelessness Response System (HRS) with a common population-specific assessment to serve three subpopulations: Adults, Families, and Transitional Age Youth (TAY) age 18-24 experiencing homelessness to access available housing: Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH).

A Housing Primary Assessment is an interview tool used to assess vulnerability, barriers to housing, and chronicity of homelessness and based on the Primary Assessment score, a household is considered either Housing Referral Status or Problem-Solving Status. Housing Referral Status is limited and based on the number of housing placements available. Households whose score is in the **Housing Referral Status** range are referred and matched to available HSH funded housing. Problem Solving Status involves engaging households using a strength-based approach to help identify other pathways without needing to access the HRS, these can include flexible financial assistance, housing location assistance and relocation support outside San Francisco.

Housing Referral Status Range: The HRS has a variety of housing resources for specific subpopulations (i.e., Adults including Veterans, Families eligible for the Housing Support Program (HSP), and Youth). There are multiple Housing Referral ranges for various subpopulations based on the supply of housing available for that specific population. The supply of available housing varies over time, as does the number of people experiencing homelessness who are known to Coordinated Entry (people who have completed a Housing Primary Assessment and recorded in the ONE System, San Francisco’s Homelessness Management Information System). HSH estimates what proportion of households known to Coordinated Entry will be assigned Housing Referral Status based on the total number of Households currently in Coordinated Entry, the distribution of their Housing Primary Assessment score, and the projected availability of housing resources in the next six months. **Any person experiencing homelessness who is Housing Referral Status before a range adjustment remains Housing Referral Status after the range adjustment.**

Housing Referral Status Update

Housing Referral Status Range Changes Effective September 29, 2022: Note these are interim changes to be implemented while the Coordinated Entry Redesign process is underway. That process is expected

to complete December 2022, at which point the Housing Referral Status process will be re-evaluated and additional changes may be made.

Families

(NEW) Family Permanent Supportive Housing Referral Status (Family PSH):

In 2022 and 2023, the San Francisco Homeless Response System (HRS) is significantly expanding Permanent Supportive Housing (PSH) for the Families subpopulation. This expansion allows more Families to be within the Housing Referral Status Range. Consequently, families experiencing homelessness will be matched directly to PSH due to being **Family Permanent Supportive Housing Referral Status**, rather than being matched only to Rapid Rehousing (RRH) as is currently the case.

Presently, HSH projects that approximately 60% of Families experiencing homelessness will be Family Permanent Supportive Housing Referral Status and 30% of Families experiencing homelessness will be Family Rapid Rehousing Referral Status. The remaining 10% will be Problem Solving Status.

Process Changes for San Francisco Families Experiencing Homelessness

HSH recognizes that assessment scores alone are an imperfect tool for matching Families Experiencing Homelessness to appropriate housing and as a result, HSH will use the following factors to match families to Permanent Supportive Housing:

1. Families who score 75-160 on the Housing Primary Assessment
2. Families experiencing homelessness who score below 75 but have a history of three (3) or more referrals to Permanent Housing.
3. Families experiencing homelessness who score below 75 but have a record of being known to the San Francisco Homeless Response System before May 2017*

Note: Families matched to Site-Based or Scattered Site PSH must be considered a San Francisco resident(s) on or before September 29, 2022.

Any families with a Housing Primary Assessment score of 75-160 who move to San Francisco after 9/29/2022 and are not known to the San Francisco Homeless Response System, do not have a documented history of using medical care in San Francisco, do not have any records of public benefits in San Francisco, and are not known the San Francisco Unified School District will be matched to Rapid Rehousing.

HSH projects that 60% of families experiencing homelessness connected to Coordinated Entry will be Family Permanent Supportive Housing Referral Status. HSH also projects that 30% of families experiencing homelessness connected to Coordinated Entry will be Family Rapid Rehousing Referral Status, and 100% of families active with CalWORKs will be Housing Support Program (HSP) Rapid Rehousing Referral Status.

Family CalWORKs Housing Support Program (HSP): All San Francisco families experiencing homelessness who are active on CalWORKs are eligible for the CalWORKs Housing Support Program (HSP). 100% of families active on CalWORKs are Housing Referral Status for this RRH program (but may also qualify for Permanent Supportive Housing Referral Status or Rapid Rehousing Referral Status).



Population of People Experiencing Homelessness	Housing Referral Status Range Effective September 29, 2022
Family Permanent Supportive Housing (PSH)	75-160
Family Rapid Rehousing (RRH)	50-74
Families on CalWORKs for Housing Support Program (HSP)	0+

Adults

Adults experiencing homelessness are the largest population of people experiencing homelessness in San Francisco. While the largest housing portfolio in the San Francisco Homelessness Response System is Permanent Supportive Housing for adults over 18, this is presently the population with the lowest per person ratio of currently *available and projected* housing in the San Francisco Homelessness Response System.

The Housing Referral Status range is now 120-160 for adults, and there is no change currently. HSH projects that less than 15% of adults who complete the Housing Primary Assessment will become Housing Referral Status with this range.

Adults in San Francisco who are active in the County Adult Assistance Program ([CAAP](#)) are CAAP Housing Referral Status with a Housing Primary Assessment Score of 70-119. This is a significant increase in September 2022. HSH projects that approximately 10% of adults on CAAP who complete a Housing Primary Assessment will become CAAP Housing Referral Status. Adults on CAAP who score in the Adult Housing Referral Status range, are prioritized for all Permanent Supportive Housing for adults.

Veterans: In San Francisco, the supply of housing resources in the Homeless Response System for veterans is proportionally higher than for other populations of people experiencing homelessness.

As part of our commitment to continuous data quality improvement, HSH partnered with Swords to Plowshares, the San Francisco Veterans Affairs Medical Center, and other key veteran partners to improve data quality and tracking for veterans in 2022. We thank our partners for their substantial progress improving data.

Population of People Experiencing Homelessness	Housing Referral Status Range Effective September 29, 2022
Adults (people over 18) Permanent Supportive Housing (PSH)	120-160



Housing Referral Status Update

Adults Permanent Supportive Housing HSH Care Fund Housing Partnership with County Adult Assistance Program (CAAP)	70-119
Veterans (people who served in the US Military) Permanent Supportive Housing (PSH)	70-160

Youth

In San Francisco, the supply of housing resources in the Homelessness Response System for Youth is slightly higher than for other populations of people experiencing homelessness due to Rapid Rehousing (RRH) resources dedicated to Youth.

In September, HSH is slightly increasing the Housing Referral Status Range for Youth PSH: 117-160. Between 15-20% of youth experiencing homelessness who complete a Housing Primary Assessment with an Access Point will be Housing Referral Status for Permanent Supportive Housing.

In September, HSH is slightly increasing the Housing Referral Status Range for Youth RRH: 115-116. Less than 10% of youth experiencing homelessness who complete a Housing Primary Assessment with an Access Point will be Housing Referral Status for Rapid Rehousing.

Population of People Experiencing Homelessness	Housing Referral Status Range Effective September 29, 2022
Youth Permanent Supportive Housing (PSH)	117-160
Youth Rapid Rehousing (RRH)	115-116

Documentation Process for Family Prioritization

In addition to prioritization of Families Experiencing Homelessness who have a Housing Primary Assessment Score in the Family Permanent Supportive Housing Range (75-160), Families who have three or more referrals to Permanent Housing in the HRS will be Family Permanent Supportive Housing Referral Status.

This process will be:

1. The Family will complete an enrollment with San Francisco Coordinated Entry
2. The Family will complete a Housing Primary Assessment
3. If the Housing Primary Assessment Score is less than 75, the person completing the Assessment will review the Family’s history in the ONE System
 - a. If the Family has been referred to Permanent Housing (RRH or PSH) in the HRS three or more times in the past, and/or if the Head of Household has a record of being known to

HRS before May 2017, the family will become Family Permanent Supportive Housing Referral Status for Permanent Supportive Housing.

- b. If the family has not been referred to Permanent Housing in the HRS three or more times in the past, and the family is not known in the HRS before May 2017, the family will be Family Rapid Rehousing Referral Status if their Housing Primary Assessment Score is 55-74.
- c. If the family has not been referred to Permanent Housing in HRS three or more times in the past, and the family is not known in the HRS before May 2017 the family will be prioritized for HSP Rapid Rehousing Referral Status if their Housing Primary Assessment Score is 0-54 and one or more members of the family are active on CalWORKs
- d. If the family has not been referred to Permanent Housing in HRS three (3) or more times in the past, Housing Primary Assessment Score is 0-54, and no members of the family are active on CalWORKs, the family will be Problem Solving Status.

*If a family has been known to the San Francisco Homelessness Response System before May 2017, has been referred to PSH or RRH three (3) or more times and are currently experiencing homelessness but history is not fully reflected in the ONE System, a San Francisco services provider can simply provide written verification of the family's history to helen.mergelian@sfgov.org. HSH will review the history and prioritize the family for PSH as applicable.

Additional Links and Information

Please review these [HSH Definitions](#) for more about the definition of Family, Adult, and Youth.

HSH has implemented an [Administrative Review Process](#) to re-evaluate the status of a specific person experiencing homelessness.

