



Coordinated Entry Redesign Community Updates

January 2023



Coordinated Entry System Evaluation, Re-design, and Implementation

Process



Evaluate

Phase 1: February - July 2022

HSH contracts 3rd Party Evaluation of San Francisco's Coordinated Entry (CE) System to document current processes and recommend redesign considerations

- Gather input from stakeholders and users and non-users of the CE System to evaluate the perception of CE
- Deliver CE Report to LHCB



Re-Design

Phase 2: August - December

- CE Redesign workgroup is developed and seated
- Workgroup meets regularly to develop recommendations by bringing community input to the design process
- CE Redesign workgroup are liaisons to the broader community to get input on what recommendations and policies to develop/re-design



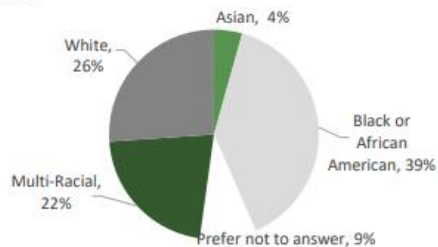
Implement

Phase 3: Ongoing

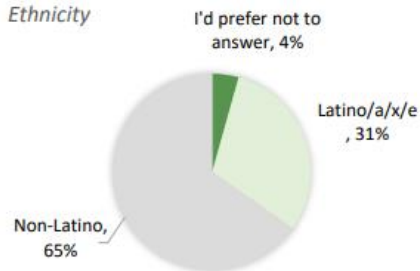
- Present Recommendations to LHCB and HSH
- HSH Develops Implementation Plan and Timeline for Chosen Model

Demographics of the CE Redesign Workgroup Members

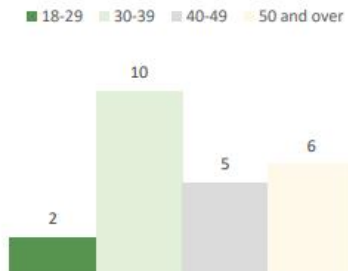
Race



Ethnicity



Age



Gender

65% identified as Female
4% identified as Genderqueer/Gender Non-Binary
22% identified as Male
4% identified as Trans Man
4% identified as Trans Woman

Sexual Orientation

69% identified as heterosexual
21.7% identified as Gay/Lesbian/Queer
9.5% identified as Bisexual

OVERALL COMPOSITION OF THE CE REDESIGN WORKGROUP INCLUDING LHCB CO-CHAIRS

Data includes the LHCB-CE Cochairs, appointed San Francisco City/County staff and community members:

- **26%** Representing experiencing with/or accessing Family Coordinated Entry
- **17%** Representing experiencing with/or Coordinated Entry for Youth
- **39%** Representing experience with/or Adult Coordinated Entry
- **35%** Representing experience with/or domestic violence or the Safe Housing Working Group

**Counts are duplicated*



57% of the CE Redesign Working Group bring lived expertise



Participating agencies include Larkin Street Youth Services, Catholic Charities, Society of St. Vincent de Paul, Coalition on Homelessness, St. James Infirmary, HomeRise, Bayview Hunter's Point/Five Keys, Homeless Prenatal Program, United Council of Human Services, Community Forward, and Abode Services

Current and Anticipated Workgroup Timeline

- Weekly meetings since October 2022
- Anticipated recommendations in January 2023
- Public Feedback will be sought on recommendations
- Local Homeless Coordinating Board (LHCB) formal review and approval process

Current CE Guiding Principles

Housing-
focused

People-
focused

Stakeholder-
informed

Respectful

Data-driven

Accountable

Targeted

Innovative

Equitable

Urgent

[San Francisco Coordinated Entry Standards](#)

Coordinated Entry Values

Accessibility and Equity

- Accessibility for people with disabilities, non/limited-English speakers
- Anti-racist

Accountability

- Oversight by diverse stakeholders
- Shared responsibility

Authentic Collaboration

- Act as one tribe
- Transparency, honesty, trust, safe spaces

Continuous Learning

- Be a learning system and use data to learn
- Develop ongoing competency and have humility

Personal Commitments

- Self-empowerment, believe in your ability to make change
- Be thoughtful and have empathy

A System That Works for Everyone



Collaboration Within and Outside of SF

Collaborate regionally
Direct Referrals and Warm Handoffs
Engage diverse partners, including funders and other systems



Communication

Ensure community understands CE and how to connect to resources
Improved methods of communication with clients



Capacity Building

Assessment Training
Consistency in Practice Across the System
Increase Providers who have lived expertise of homelessness



Give People What They Need, When They Need it

Open Access Points
Client Choice
Enough resources and efficient ways to connect people to them
Tailored Approach



Understanding People's Story and Situations

Prioritizing safety concerns
This is personal work, Trust-building is essential
Understand people's housing preferences to ensure access to resources and community

Resources:

For more information about the San Francisco Coordinated Entry Redesign Workgroup, please visit [Coordinated Entry Redesign \(sfgov.org\)](https://www.sfgov.org/ce-re/design)

For questions, please contact hshcoordinatedentryredesign@sfgov.org