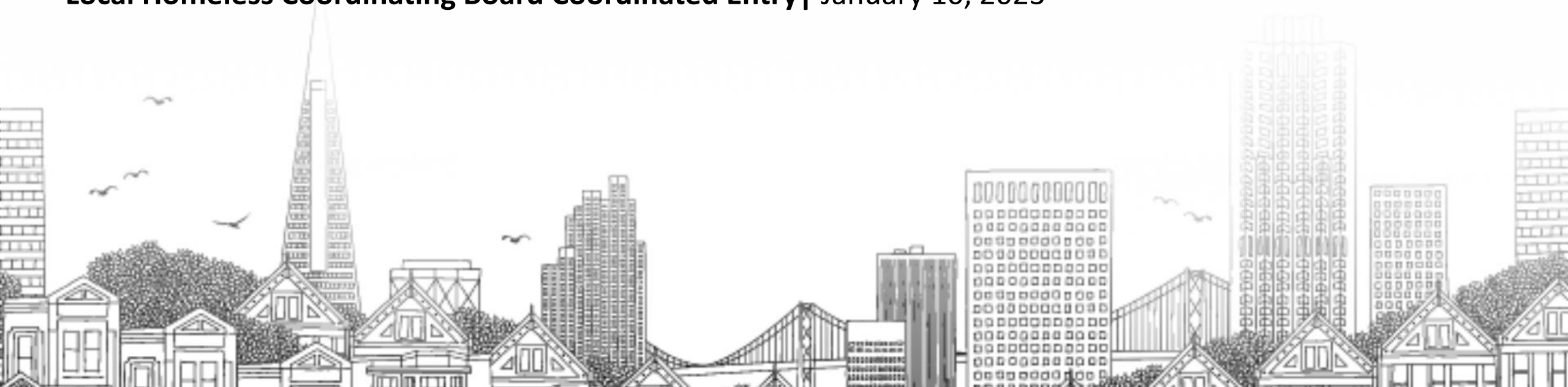




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | January 10, 2023



Agenda

1. Welcome and Introductions
2. Coordinated Entry Update
3. Adjustment to the Housing Referral Status Range
4. Coordinated Entry Redesign
5. Public Comment
6. Adjournment

What is Coordinated Entry?

• “Front Door” to San Francisco’s Homelessness Response System

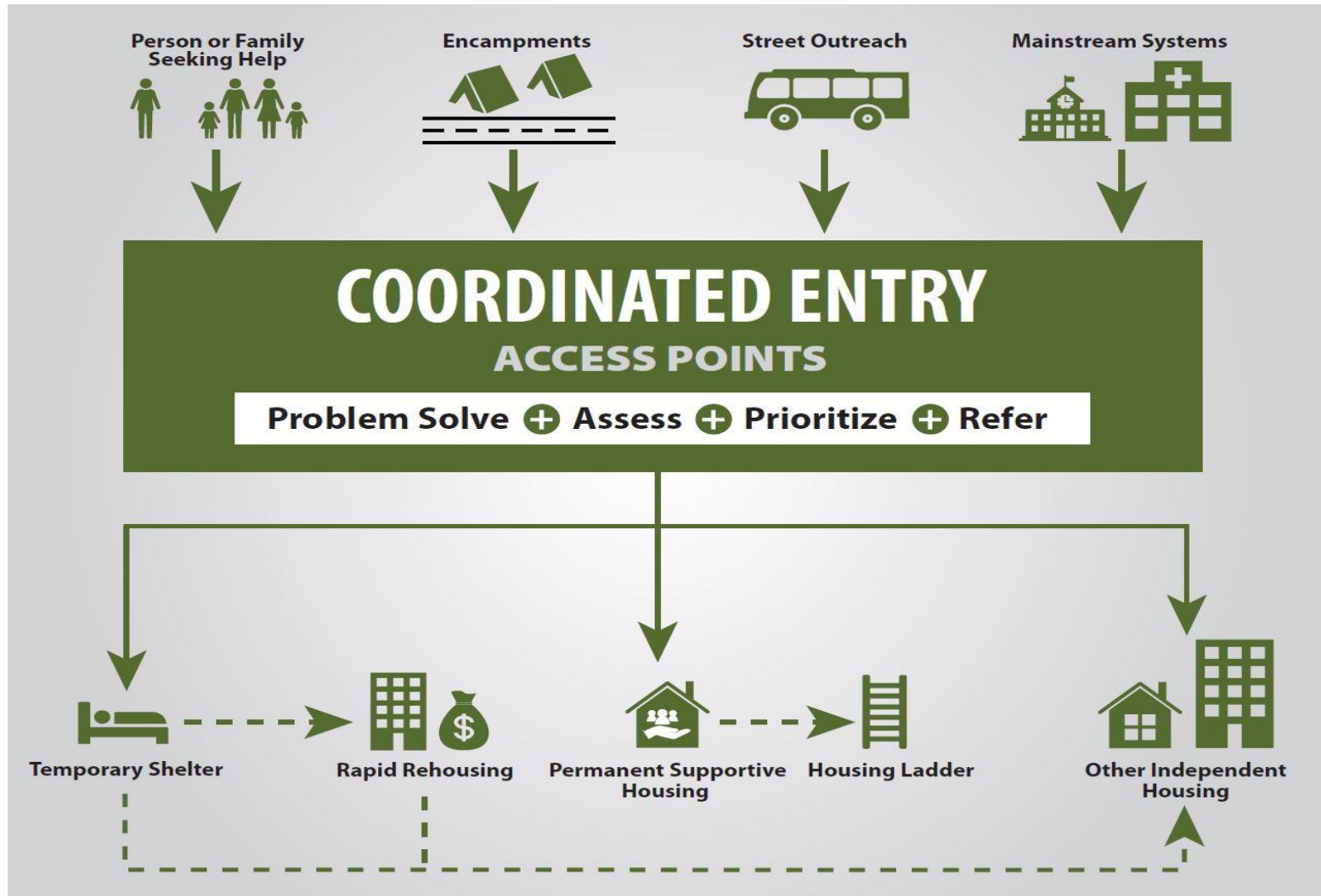
- Consistent, streamlined process for households experiencing homelessness to access available housing and community resources needed to resolve their housing crisis.
- The goal of Coordinated Entry is to increase the efficiency of local crisis response systems, improve equity and fairness, and ease of access to resources.

Effective Homelessness Response System

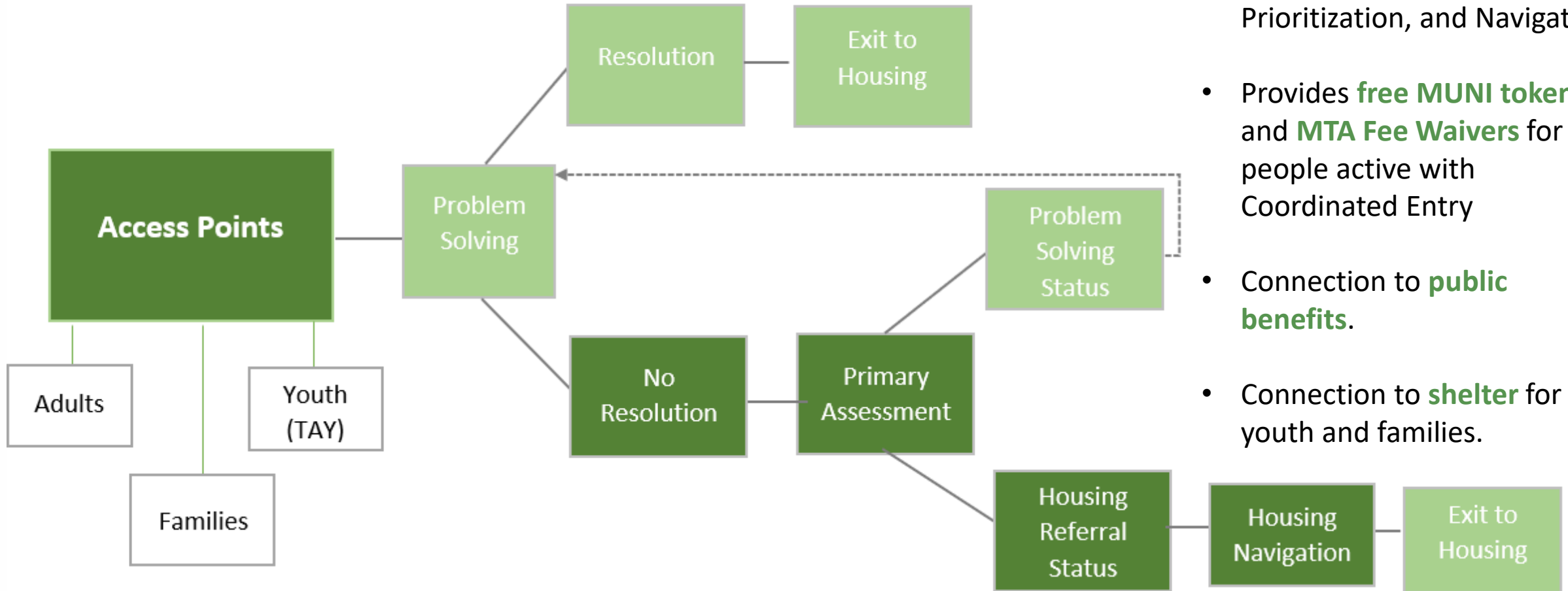
Uses a coordinated approach to align interventions with the **goal** to permanently and equitably house people as quickly as possible and prevent people from imminent homelessness



Coordinated Entry Process



Coordinated Entry Workflow



- Provides Problem Solving interventions, Housing Primary Assessment and Prioritization, and Navigation.
- Provides **free MUNI tokens** and **MTA Fee Waivers** for people active with Coordinated Entry
- Connection to **public benefits**.
- Connection to **shelter** for youth and families.



Problem Solving

- **First intervention** households are offered at the Access Points. Staff will engage in exploratory conversations to help identify possible pathways to resolve their housing crisis **without the need for shelter or ongoing support.**
- The foundation of Problem Solving is a creative, strengths-based conversation(s) that helps people explore all safe housing options available to them – the person or household drives their own solutions. Problem Solving interventions include:
 - Problem Solving conversations
 - Housing location assistance
 - Reunification, mediation, and conflict resolution
 - Financial assistance
 - Connections to employment
 - Referrals to a range of community services
 - Travel and relocation support

Problem Solving is a continuous resource. [Learn more about Problem Solving on the HSH website.](#)

Housing Assessment

- If the household is not able to resolve their homelessness through Problem Solving, they are offered a Housing Primary Assessment.
- HSH Housing Primary Assessment is an interview tool used to assess vulnerability, barriers to housing and chronicity of homelessness:
 - **Vulnerability:** experience of trauma and violence, physical and behavioral health, and use of crisis services, among other factors
 - **Barriers to housing:** includes legal issues, income, and overall resources available
 - **Chronicity of homelessness:** history and frequency of homelessness

[Learn more about the Adult, TAY and Family Housing Primary Assessment](#)

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 Housing Assessment Process
 - Housing navigators are assigned to households and then matched to housing interventions
- **Problem Solving is a continuous resource**
 - Problem solving status households will not be referred to HSH-funded housing and are offered Problem Solving interventions and resources.

Rehousing Impact Update

As of the end of 2022, the San Francisco Shelter-in-Place (SIP) Hotel Program sites have all now demobilized. Adults experiencing homelessness who are Housing Referral Status and who are living in settings outside of the Navigation Centers, Shelters, and other Crisis Stabilization settings continue to experience delays.

HSH and our partners encourage all Housing Referral Status people living outside of these shelter settings 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).

SIP Guest Exits and Program Wind Down:

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

Coordinated Entry Administrative Review

- If anyone is unable to adequately self-report their history with homelessness, barriers to housing or vulnerability during the Housing Primary Assessment, a provider can request an Administrative Review.
- Available to any provider working closely with the person(s), ideally a case manager or clinician.
- Individuals cannot request an Administrative Review for themselves.
- Contact HSHAdminReview@sfgov.org | Visit the [Administrative Review page on the HSH website](#) for more information.



Coordinated Entry Access Points for Adults

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Episcopal Community Services (ECS) 123 10 th Street (at Mission) Phone: 415-487-3300 x 7000	Monday, Tuesday, Thursday & Friday: 9AM – 4:30PM Wednesday: 9AM – 12PM
Swords to Plowshares (Swords) 1060 Howard St. (at Russ) Phone: 415-727-VETS (8387)	Monday to Friday: 8AM – 4PM Phone: 415-727-VETS (8387) <i>This access point focuses on veteran services.</i>
Dolores Street Community Services (DSCS) 2645 Mission Street Phone: 415-282-6209 x 307	Monday to Friday 9:00AM – 5PM

- 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

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Larkin Street Youth Services 134 Golden Gate Avenue	Monday to Friday: 10AM – 2PM Phone: 415-673-0911 ex. 456
The SF LGBT Center 1800 Market Street Phone: 415-865-5612 Email: youth@sfcenter.org	Monday, Wednesday, Thursday: 10AM – 6PM Tuesday: 11AM – 7PM (Tuesday schedule will begin on 1/10/23) with Meal Night) <i>Phone and video services available by appointment. To schedule an appointment, call or email.</i>
3RD Street Youth Center and Clinic 5688 3rd Street Phone: 415-839-1706 or (415) 858-9133	Monday to Friday: 9:30AM – 5PM

- 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 Families

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

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

Coordinated Entry Access Partners

- **Access Partners** are other public entities that frequently serve people who are unhoused in SF, and generally do not receive funding or have HSH contracts with Coordinated Entry (examples: Department of Public Health residential facilities; SF Homeless Outreach Team, Veterans Affairs).
- Staff at these organizations can conduct **Housing Primary Assessments**.
- Coordinated Entry Housing Primary Assessments are a small part of their work.

Multidisciplinary Team (MDT)

- **Coordination** between Human Services Agency, HSH, and other government and provider partners (example: Bay Area Legal Aid (BALA), Housing and Disability Advocacy Program (HDAP)).
- Goal to ensure **Adults or Youth of temporary shelters** have:
 - Met with a Coordinated Entry Access Point for Problem Solving, Assessment, and Prioritization.
 - Applied for all potential public benefits such as Supplemental Security Income (SSI), CAAP (cash aid), CalFresh, and Medi-Cal.



Multidisciplinary Team (MDT) Schedule

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The MDT team will be visiting the following sites in January:

- **January 17th and January 18th**
Kinney Hotel, [410 Eddy Street](#)
- **January 19th and 20th**
A Woman's Place, [1049 Howard Street](#)

Assessment & Dynamic Prioritization

- **Assessment**: the process of documenting participant needs and strengths, identifying barriers to housing, and clarifying participant's preferences and goals.
- Coordinated Entry provides a **dynamic process for prioritizing** people who are Housing Referral Status based on available and anticipated housing placements across San Francisco's Homelessness Response System.
- Prioritization is primarily based on the score from the Housing Primary Assessment. Scores can range from 0 – 160.
- HSH regularly adjusts the range for Housing Referral Status for Permanent Supportive Housing and Rapid Rehousing depending on the **supply** of available housing and **number of people experiencing homelessness** known to Coordinated Entry.
 - [Current thresholds are public on the HSH website.](#)
 - Ranges are specific to the subpopulations served.
 - Any Household experiencing homelessness who is Housing Referral Status before a range adjustment remains Housing Referral Status after the range adjustment.



DEPARTMENT OF
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Housing Referral Status Ranges

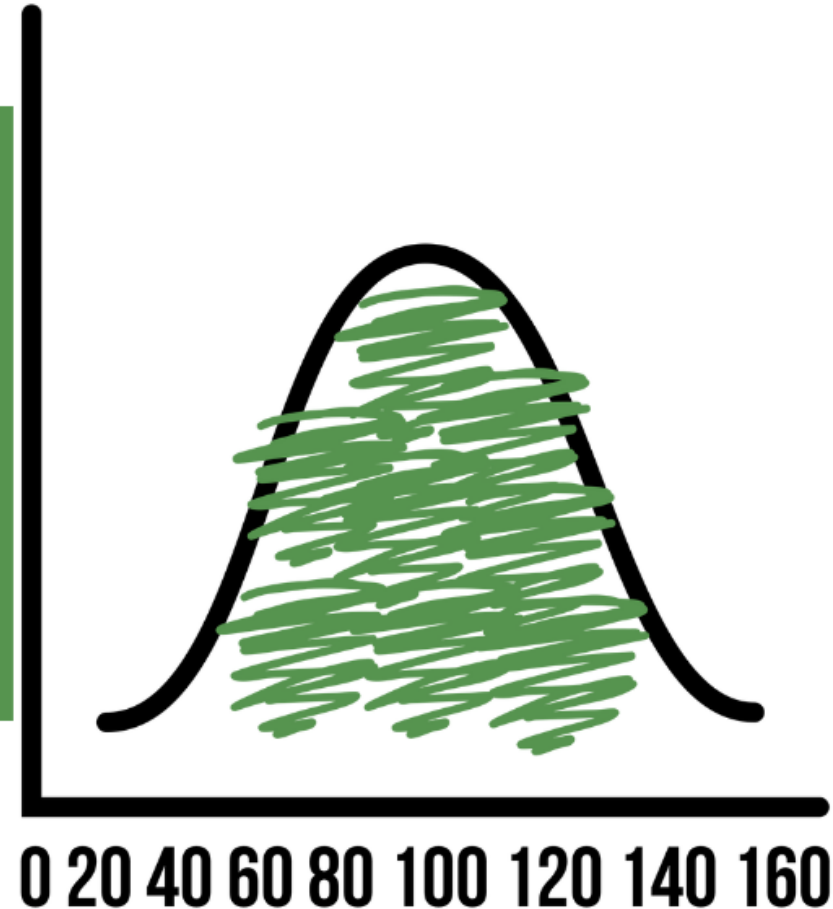
Effective January 26, 2023



Housing Referral Status Range- 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.



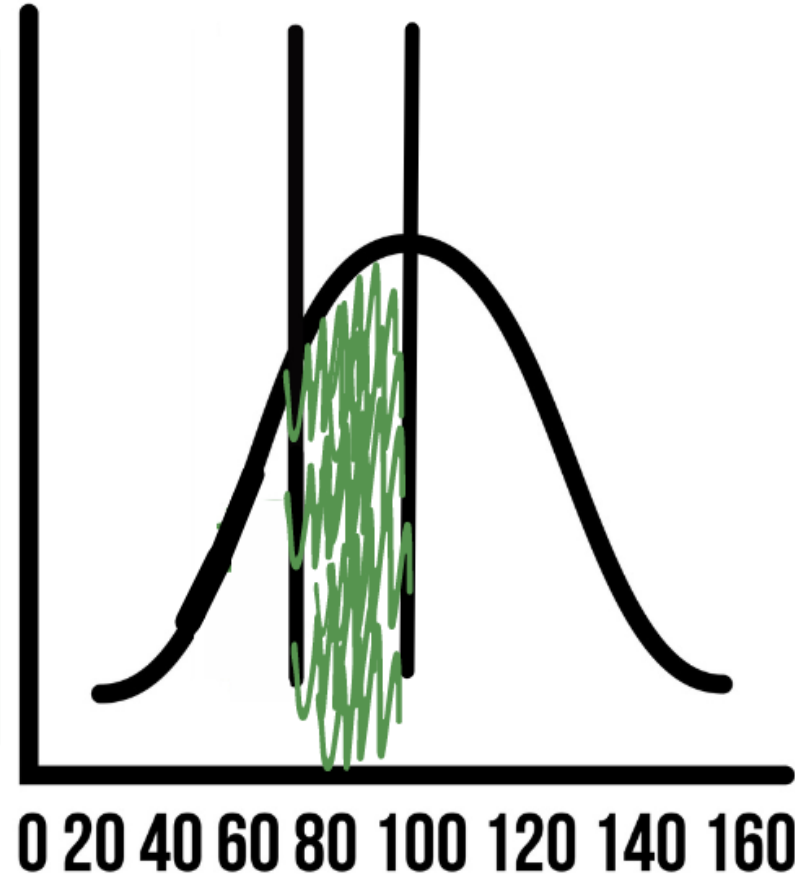
HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold adjustment. (2/22)

Housing Referral Status Range - 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

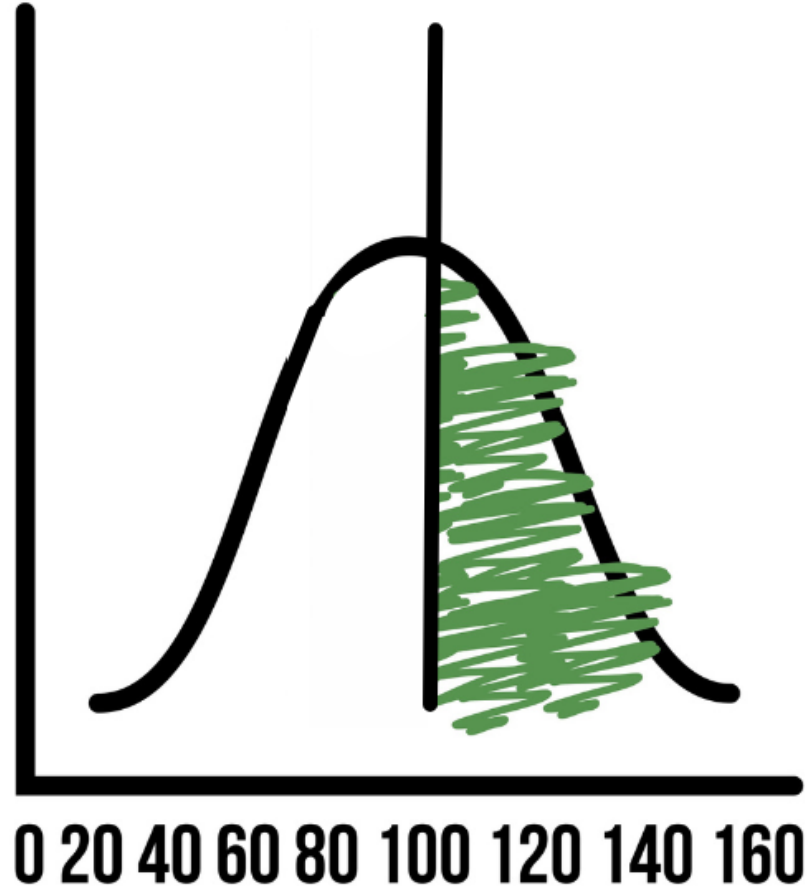


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Housing Referral Status Range - Permanent Supportive Housing Family

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.



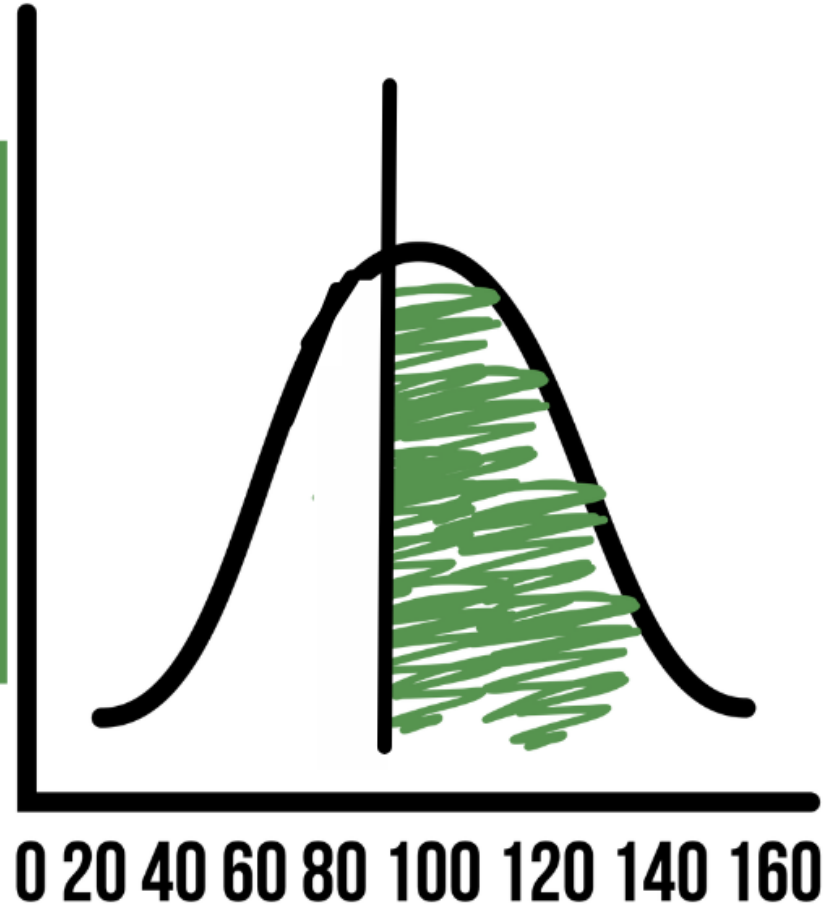
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Housing Referral Status Range - Veteran

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.



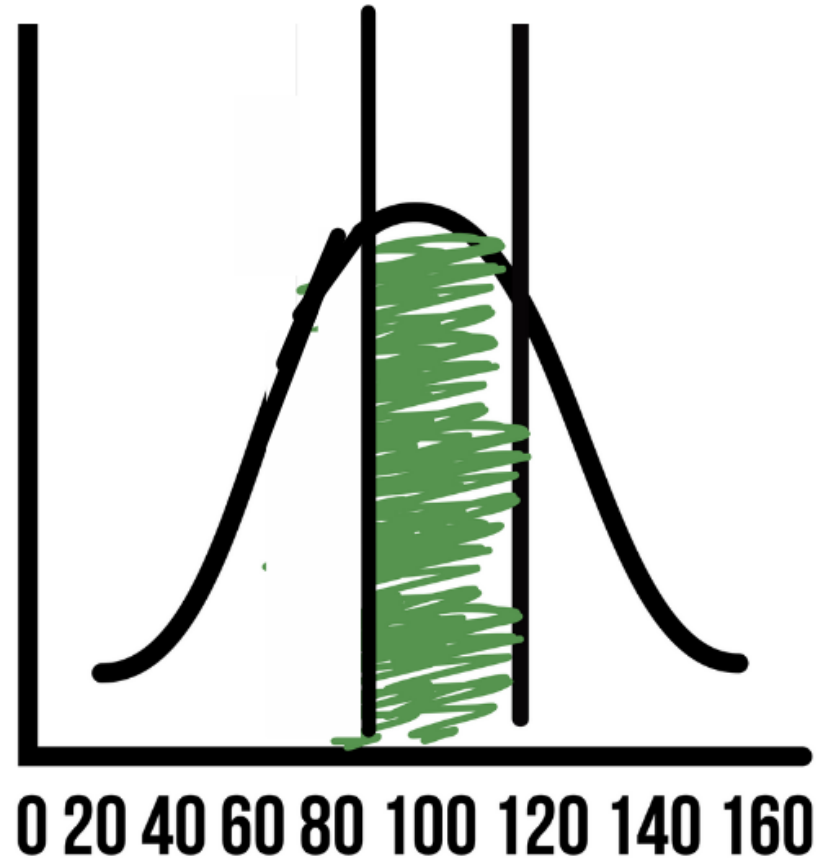
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Housing Referral Status Range - CAAP (County Adult Assistance Program)

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.



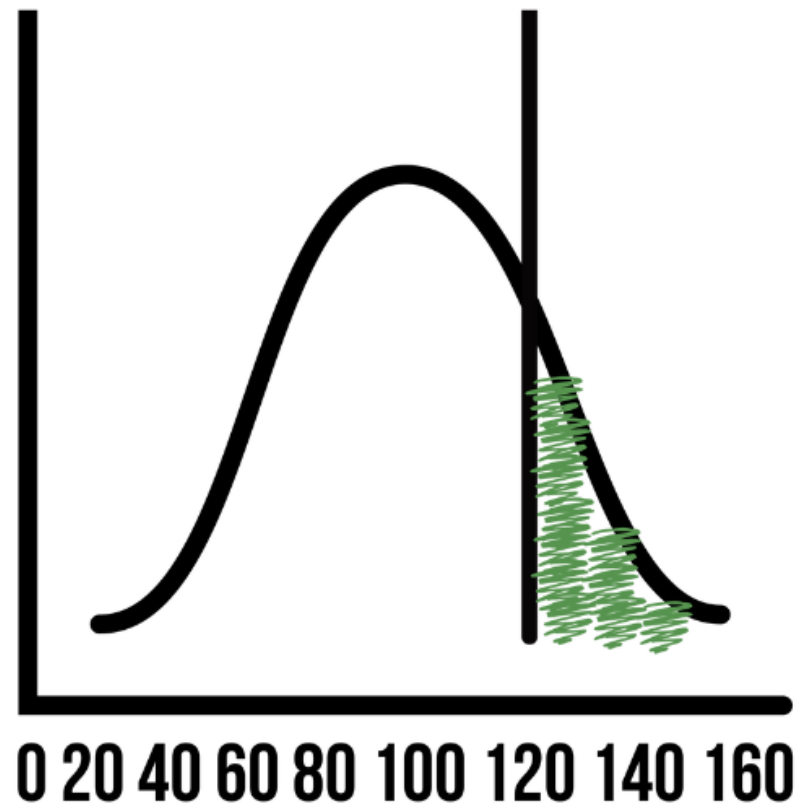
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Housing Referral Status Range - Adult Permanent Supportive Housing

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.



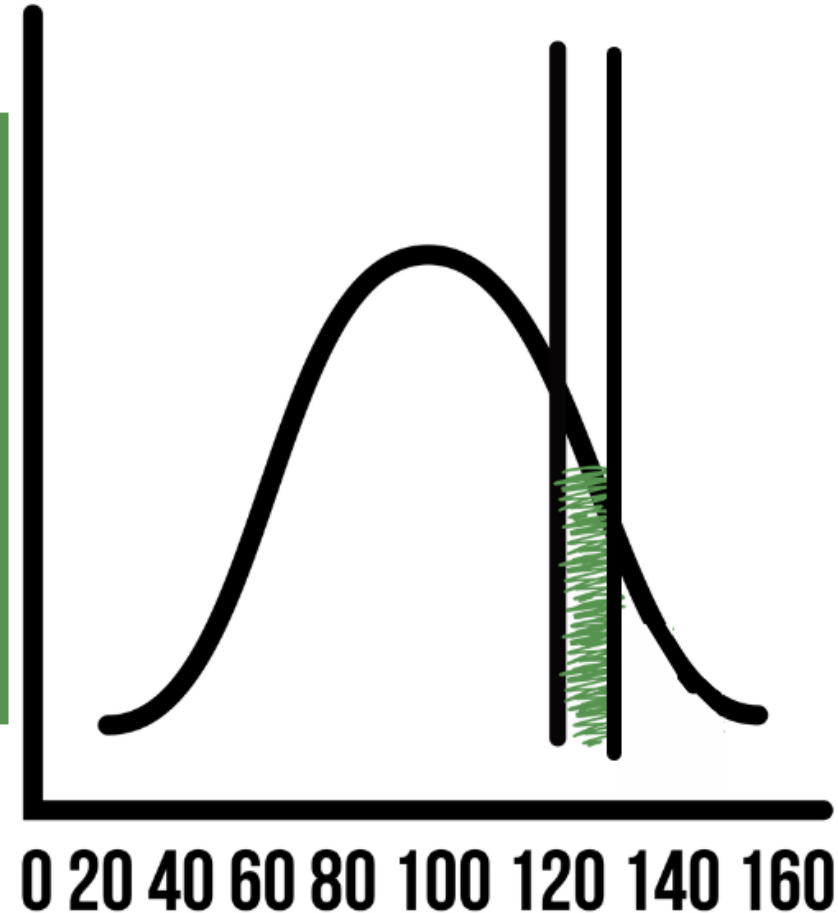
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Housing Referral Status Range - Youth Rapid Rehousing

YOUTH



Male cisgender man, 22 years old, Black and Latinx, has been homeless for 18 months, Lives in shelter. Experiences behavioral health symptoms, and has 2 physical disabilities. Total income between 10-20% of AMI



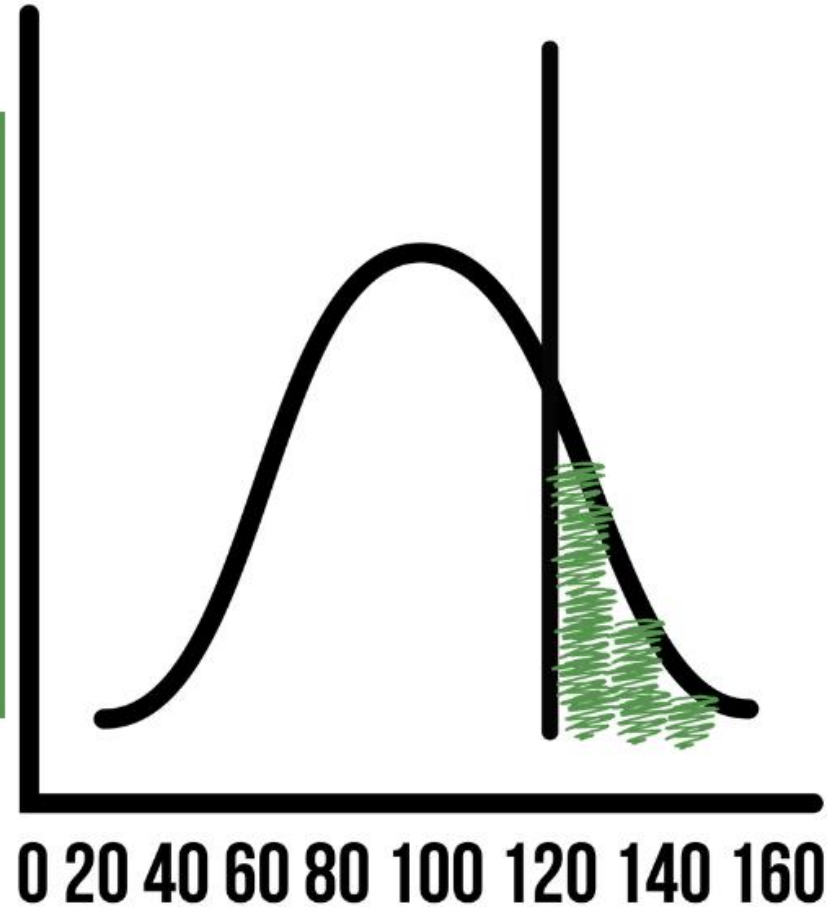
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Housing Referral Status Range - Youth Permanent Supportive Housing

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)

Thank you