



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Safe Housing Working Group Update

March 14th 2023



Agenda

- What is the Safe Housing Working Group?
- Recap where are we?
- What is Coordinated Entry for Survivors?
- Where does CE for survivors intersect with CE Redesign?
- HOPE system update



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What is the Safe Housing Working Group?



Safe Housing Working Group

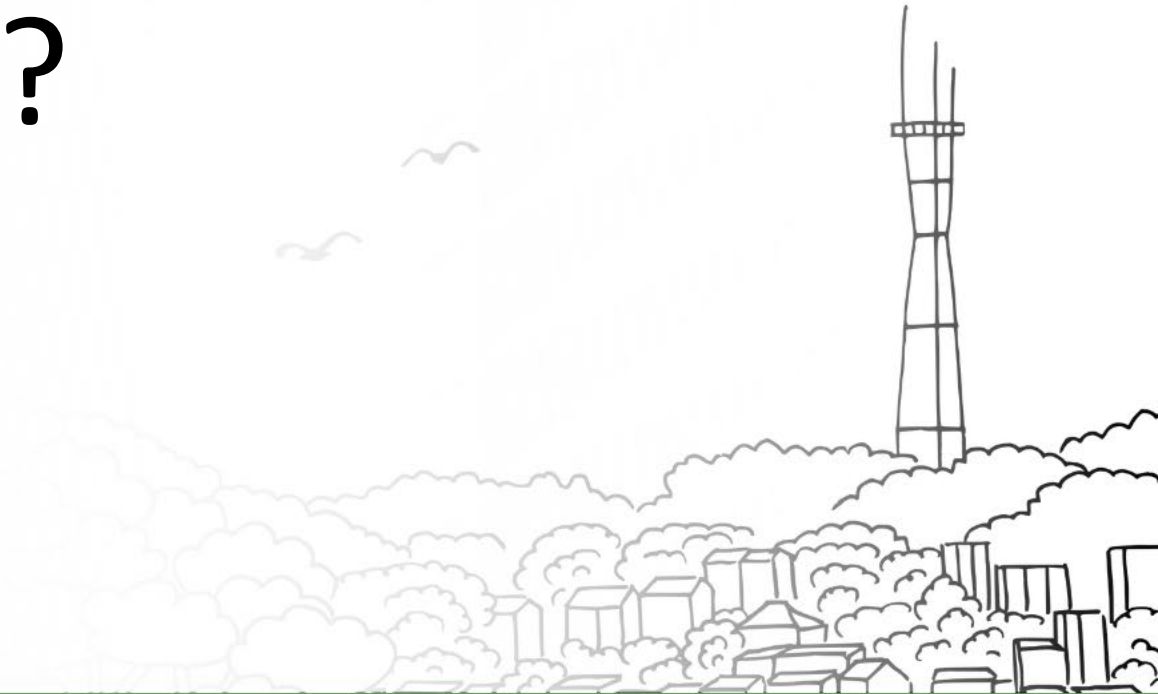
• Safe Housing Working Group is:

- Led by survivors for survivors and include other representatives from relevant systems, responders, and service providers.
- Solicits input from the community on the design of Coordinated Entry for Survivors of Violence through monthly meetings.
- Serves as an advising body to the Department of Homelessness & Supportive Housing on implementation of community need assessment recommendations.
- Report back to the LHCB through the Coordinated Entry committee on a regular basis with progress updates.
- Be Co-Lead by a survivor



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Recap where are we?



Two Parallel Tracks

Community Needs Assessment for Survivors of Violence



CE Redesign Process





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What is Coordinated Entry for Survivors?



Coordinated Entry for Survivors

- HSH defines survivors as those **fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions** that relate to violence against the individual or a family member in the primary nighttime residence or has made the individual afraid to return to their primary nighttime residence, and **a. has no other residence, and b. Lacks the resources of support networks, such as family, friends and faith-based or other social networks to obtain other permanent housing**

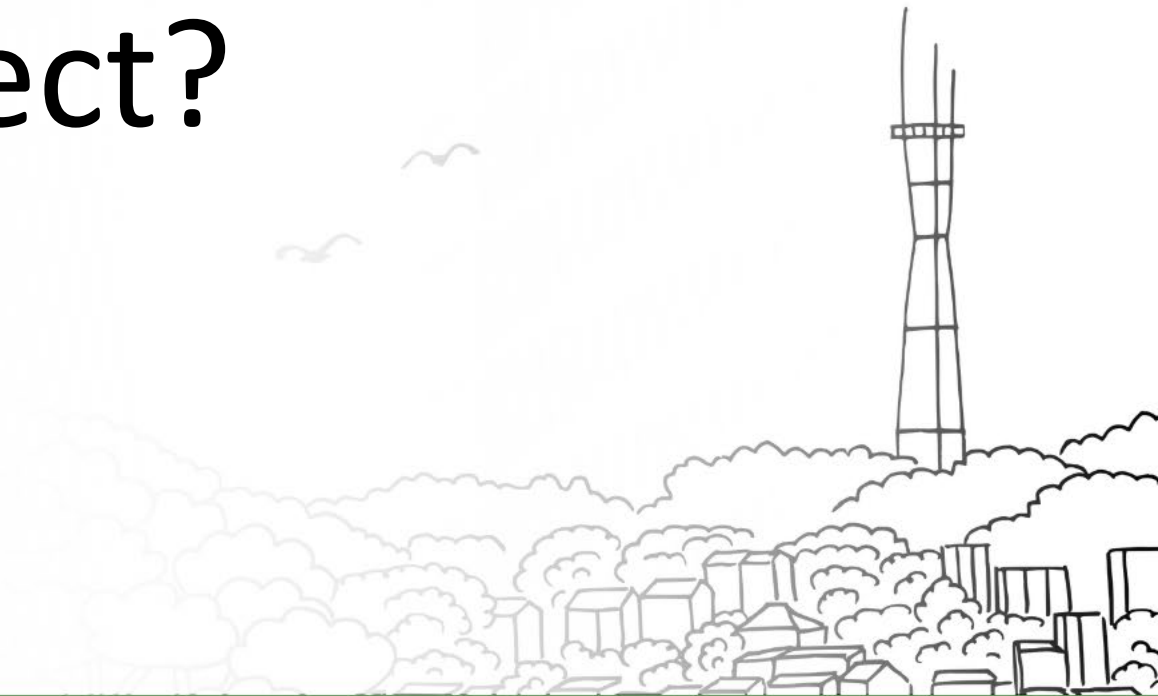
Coordinated Entry for Survivors Services

Service	Phase I (Dec 2021-Dec 2022)	Phase II ?	Phase III ?
Access & Initial Screening		X	X
Assessments		X	X
Outreach & Mobile Access Point Services			X
Prioritization	X	X	X
Referrals	X	X	X
Housing Navigation	X	X	X



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Where do we intersect?



Preliminary Recommendations that intersect with the CE Redesign

- Call for cross system collaboration- VSPs participation in the larger system
- Training All Access Points will need training on:
 - DV/SA/HT 101 including how to refer to victim service providers
 - Safety Planning
 - Informed Consent & privacy rights
 - Trauma Informed Care
- “Opt in” policies
- Universal Screening of Domestic Violence/Sexual Assault/Human Trafficking at all access points
- Elevating the “weight” of DV/SA/HT in the prioritization process



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HOPE System Update

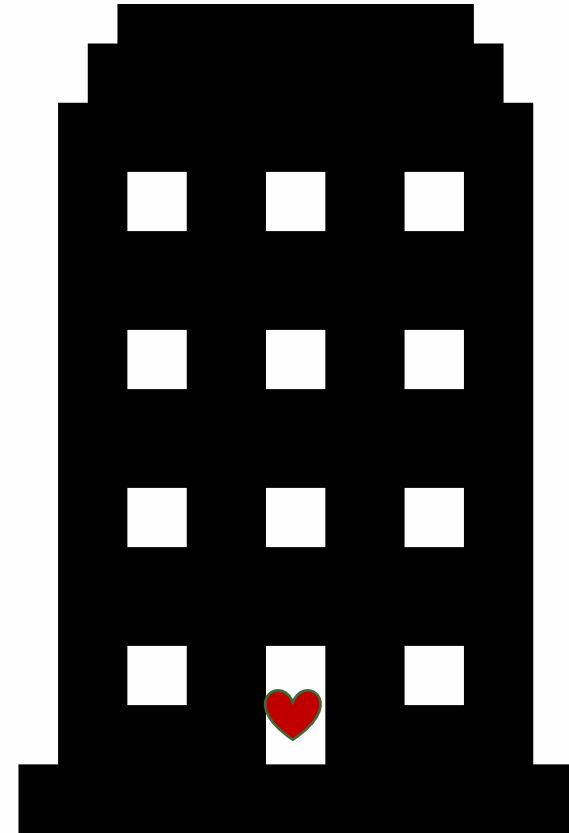


HOPE System Context

- HSH subcontracts with Victim Service Providers- Asian Women's Shelter, La Casa del Las Madres, San Francisco Safe House, St Vincent De Paul-Riley Center for various programs including DV Rapid Rehousing and DV Coordinated Entry.
- Victim Service Providers are prohibited from using the ONE system, San Francisco's Homeless Management Information System (HMIS).
- Survivors, Victim Service Providers, HSH and BitFocus came together to design a data system that has all the same functions as an HMIS with the security and privacy measures required by the law for survivors.

HOPE system

- Like an apartment building with many units:
 - Each VSP has their own environment to enter client data that is not accessible to other VSPs.
 - All environments will exist in one building called the HOPE system.
 - Similar to property management that maintains an apartment building, Bitfocus is the system administrator that will maintain the HOPE system.
 - System launched on February 27th 2023



HOPE system

• Role of HSH:

- Provides training and technical assistance to VSPs on using HOPE system.
- Leverages federal funding, to make the system available to VSPs at no cost to them.
- Has the vendor relationship with BitFocus
- HSH will not have access to data in the HOPE system.

• Role of the VSP:

- Responsible for data entry and for generating aggregate data reports
- Responsible for managing user accounts and designating level of access their staff will have within the system relative to their job duties.

• Role of BitFocus:

- BitFocus will configure and maintain the system, and refrain from accessing or utilizing Personally Identifying Information.



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Questions

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