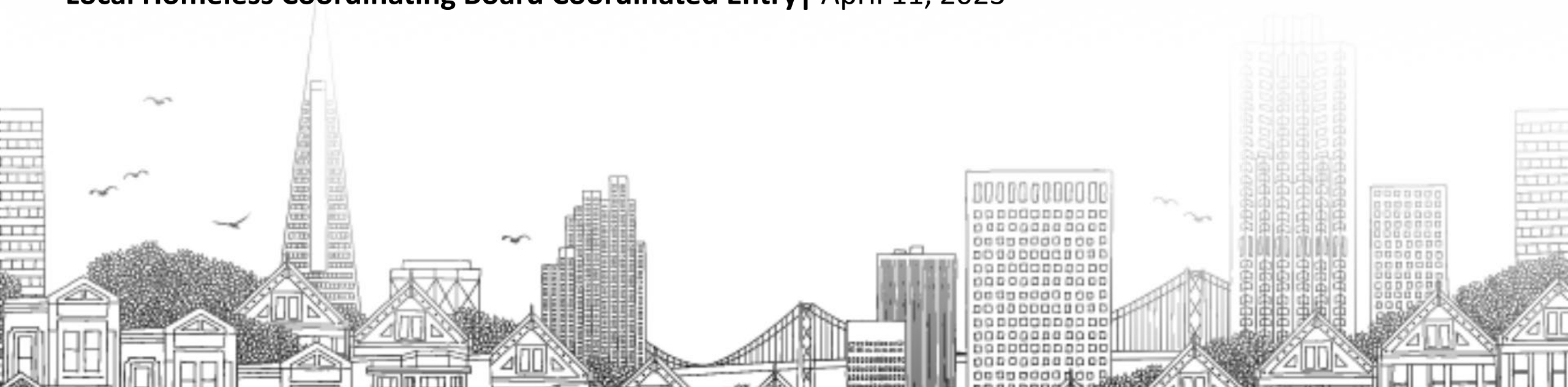




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | April 11, 2023



Agenda

1. Welcome and Introductions
2. Coordinated Entry Update
 - Conservatorship
3. CE Redesign Recommendation
 - Implementation
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.
- Organizes the Homelessness Response System with:
 - A centralized **data system**.
 - Problem Solving interventions and Prioritization method for available HSH-funded housing resources.

Goals:

Create equity and fairness.

Support decision-making to resolve housing crisis.

Increase the efficiency of local response systems.



Person or Family Seeking Help



Encampments



Street Outreach



Mainstream Systems



COORDINATED ENTRY

ACCESS POINTS

Problem Solve + Assess + Prioritize + Refer



Temporary Shelter



Rapid Rehousing



Permanent Supportive Housing



Housing Ladder



Other Independent Housing



Uses a **coordinated approach** to **permanently** house people as quickly as possible and prevent more people from becoming homeless.



Accessing Coordinated Entry

[Visit the HSH website for current locations & hours.](#)

- People experiencing homelessness can visit **Access Points** located throughout San Francisco.
- Access Points are set up by subpopulation: **Adult, Family, Youth (TAY)**. People may fall into more than one subpopulation and have a choice which Access Point to utilize services.

ADULT

- Over the age 18; or
- Under 18 who has been legally emancipated

FAMILY

- One or more adults with minor children; or
- One or more adults that includes a person who is pregnant*

TRANSITIONAL AGE YOUTH (TAY)

- Ages between 18 - 24; or
- Under 18 who has been legally emancipated
- Ages between 25 - 27 if known to Coordinated Entry before the age of 25.

- **Survivors of violence** can be served by all Access Points. Emergency services also available through [domestic and family violence resources](#)
- *Person who is pregnant can be served all Access Points

Problem Solving

- **Problem solving is an intervention** 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:
 - Housing location assistance
 - Travel and relocation support
 - Financial assistance
 - Connections to employment
 - Reunification, mediation, and conflict resolution
 - Referrals to a range of community services

[Learn more about Problem Solving on the HSH website.](#)



Housing Primary Assessment

- If the household is not initially able to resolve their housing crisis through Problem Solving, they are offered a Housing Primary Assessment.
- The Housing Primary Assessment is an interview tool used to assess three main criteria:
 - **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:** duration and frequency of homelessness

[Learn more about the Adult/TAY or Family Housing Primary Assessment](#)

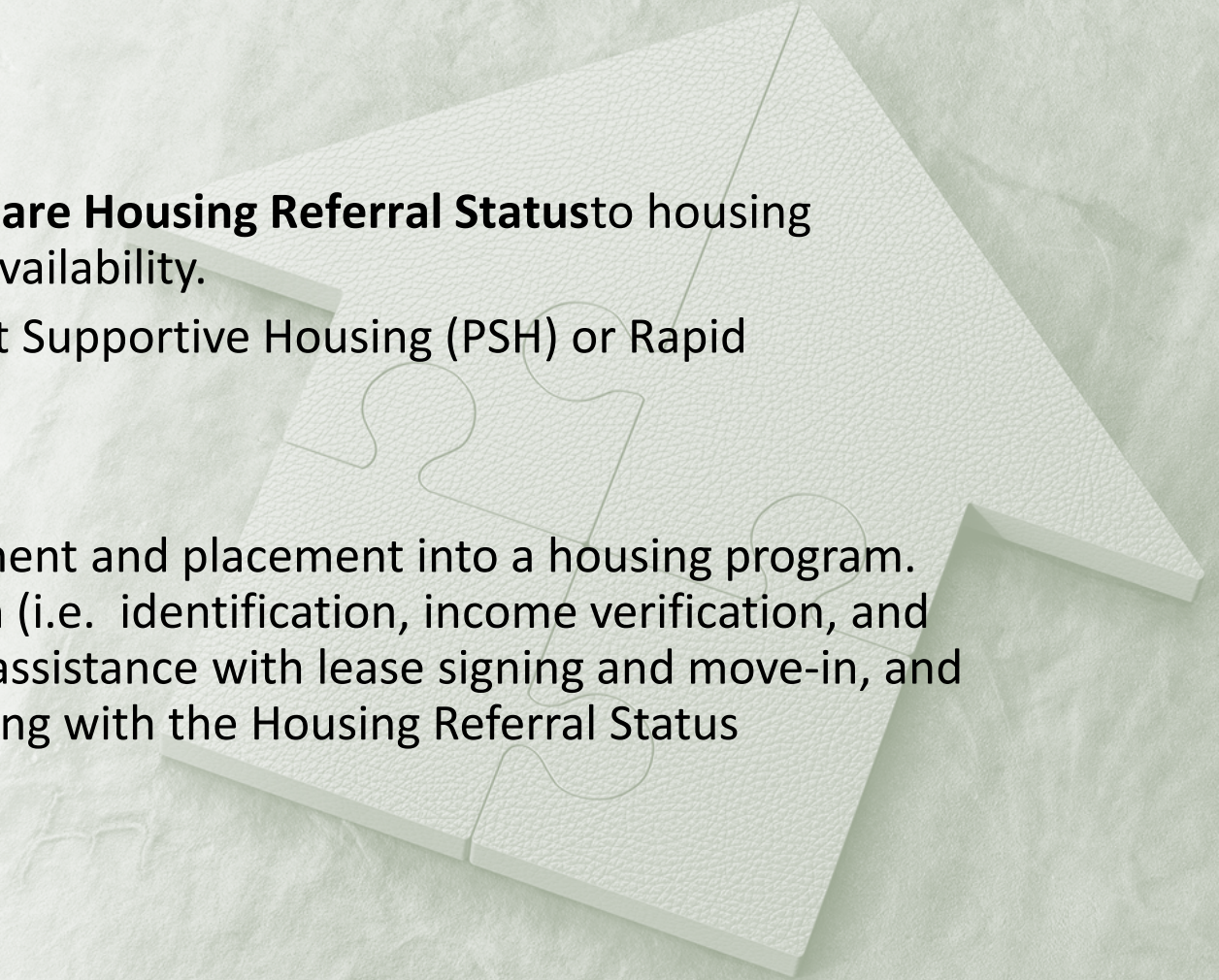
Prioritization

- Since housing in San Francisco's Homeless Response System (HRS) is *limited*, Coordinated Entry prioritizes those with the highest needs to available housing. HSH estimates what proportion of households will be Housing Referral Status or Problem Solving Status:
- **Housing Referral Status:** people experiencing homelessness who are prioritized for housing based on their health *vulnerability, barriers to housing, and chronicity of homelessness*
 - Households are placed in a housing queue and referred to available housing programs.
- **Problem Solving Status:**
 - Households are provided continuous Problem Solving interventions to identify *other* pathways without needing to access the Homelessness Response System. These can include housing location assistance and relocation support outside San Francisco.

Both Housing Referral Status and Problem Solving Status represent a path to permanent housing.

Referral

- **The process of matching households that are Housing Referral Status** to housing programs based on eligibility criteria and availability.
 - Households are referred to Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH).
- **Housing navigation:** Facilitates the enrollment and placement into a housing program. Includes support with document collection (i.e. identification, income verification, and other documents requested by provider), assistance with lease signing and move-in, and coordination with providers who are working with the Housing Referral Status Household.



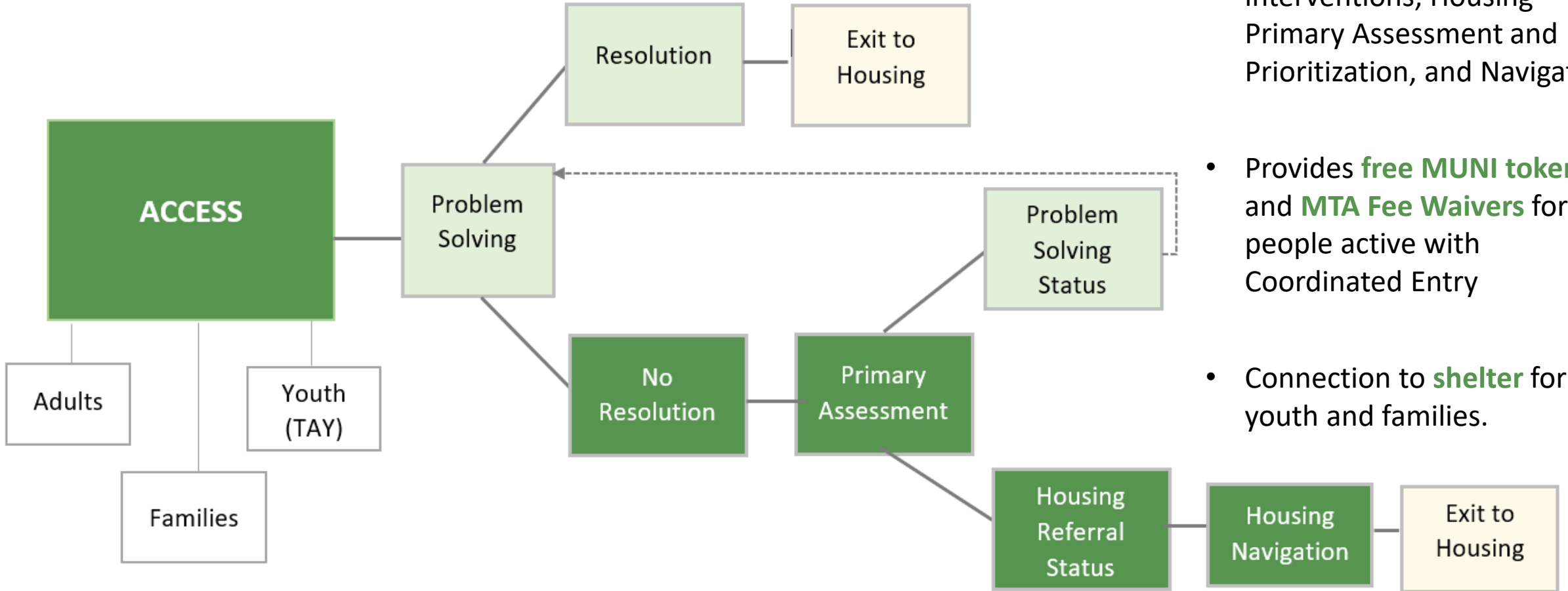
Connection to Permanent Housing Programs

- **Permanent Supportive Housing (PSH)** – long-term rental assistance with a range of supportive services including case management and housing retention assistance
- **Rapid Rehousing (RRH)** – time-limited rental assistance (subsidy) that gradually decreases as the Household stabilizes and assume full responsibility for rent. Household live in private-market units and access supportive services, including case management and housing retention assistance.

[Learn more about HSH Program Types here](#)

Coordinated Entry Workflow

What happens at an Access Point?



- 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 **shelter** for youth and families.

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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<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>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>
<p>Dolores Street Community Services (DSCS) 2645 Mission Street Phone: 415-857-7762</p>	<p>Monday, Wednesday, Thursday & Friday: 9:00AM – 5PM Tuesday: 9:00AM – 3:30PM</p>
<p>St. Vincent de Paul 525 5th Street (at Bryant) Phone: 415-757-6501 or 888-348-2216 (Toll Free)</p>	<p>Monday & Wednesday: 9AM – 5:30PM Tuesday: 9AM - 11AM Thursday & Friday: 9AM – 4:30PM</p>

- Access up-to-date contact information & hours on the HSH website: [here](#)
- Find Adult Access Point locations on the map: [here](#)



Coordinated Entry Access Points for Families

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<p>Central City Access Point (Compass Family Svcs) 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 (Catholic Charities) 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 (Catholic Charities) 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 on the HSH website: [here](#)
- Find Family Access Point locations on the map: [here](#)



Coordinated Entry Access Points for Youth

15

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

- Access up-to-date contact information & hours on the HSH website: [here](#)
- Find Youth Access Point locations on the map: [here](#)

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.



Housing Conservatorship and Coordinated Entry

Background

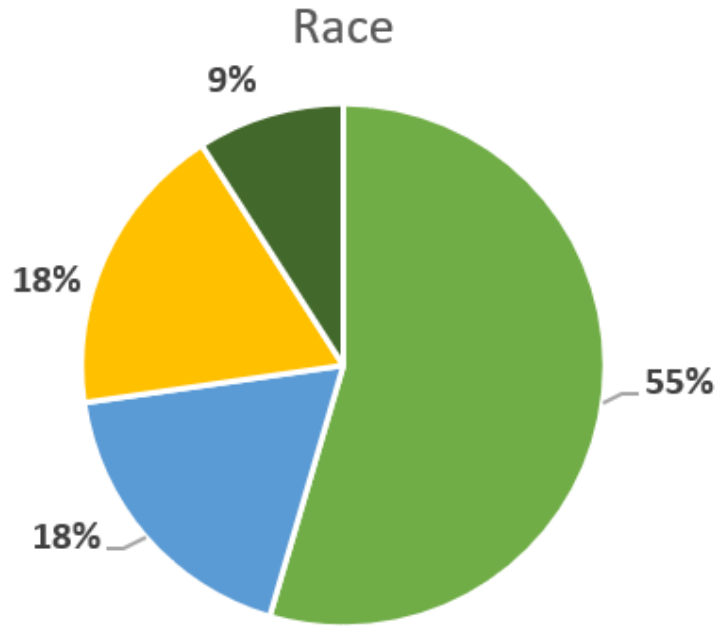
- **The San Francisco Housing Conservatorship Program:** Intent is to help people who are deemed unable to care for their health and well-being due to co-occurring serious mental illness and substance use disorder, and to treat individuals with the least restrictive and most clinically appropriate intervention needed for the protection of the person.
- After exiting Housing Conservatorship, **HSH will provide permanent supportive housing to individuals who are able to live in an independent level of care.** It should be noted that these cases are particularly complex, with a high rate of conserved individuals experiencing homelessness and a relative shortage of housing available to those generally in need in San Francisco.
- People subject to Conservatorship in San Francisco deemed by their Care Team to need Permanent Housing in the Homeless Response System **are prioritized for the first available Permanent Housing Placement** in the HSH funded portfolio.
- Local Experts Project the Number of Conserved People referred to HSH may increase next year

[Review Coordinated Entry Written Standards](#)

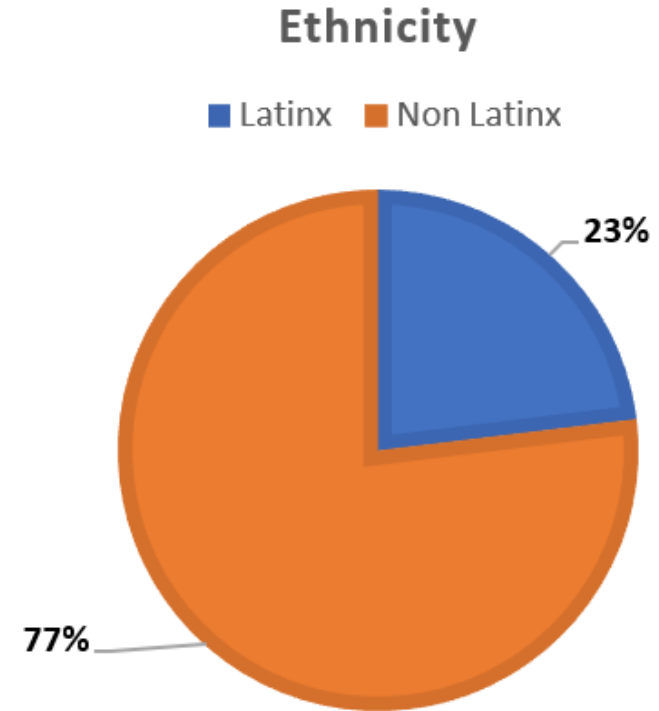
Conservatorship Population in Coordinated Entry

- *Total Referred: 13 Conserved Adults*
 - *Housed: 4*
 - *Exited Housing to Institution: 1*
 - *Most common living situation at time of referral: living in an Institution*
 - *Housing Primary Assessment Score Range: 9-129*

Conservatorship Population in CE (n: 13)



■ White ■ Multi-Racial ■ Doesn't Know/Data Not Collected ■ Indigenous



Conservatorship Population in CE (n: 13)

- Age Range: 19-69
- Housing Primary Assessment Score Range: 20-129
- 100% identified as cisgender
- 1 LGBTQ person

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) April Schedule

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- **Tuesday to Friday, April 25 – April 28**
9:00am – 3:00pm
Bayview Navigation Center, [1925 Evans Ave.](https://www.sfgov.org/1925-Evans-Ave)



DEPARTMENT OF
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Housing Referral Status Ranges

Effective January 26, 2023

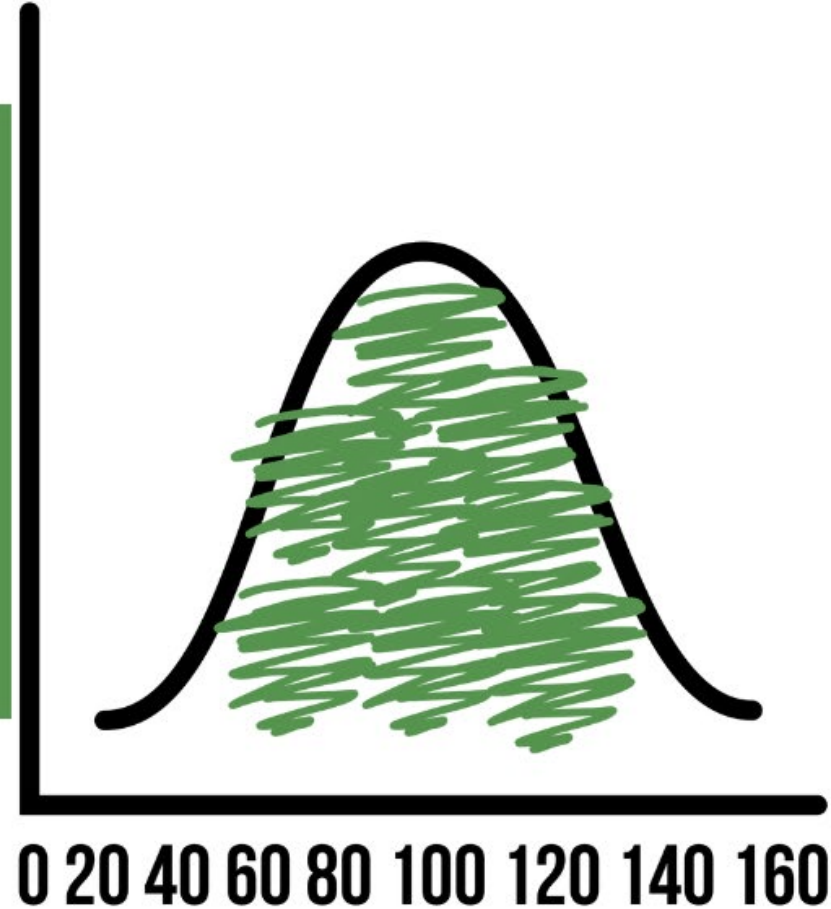
[Housing Referral Status Range Memo](#)



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.

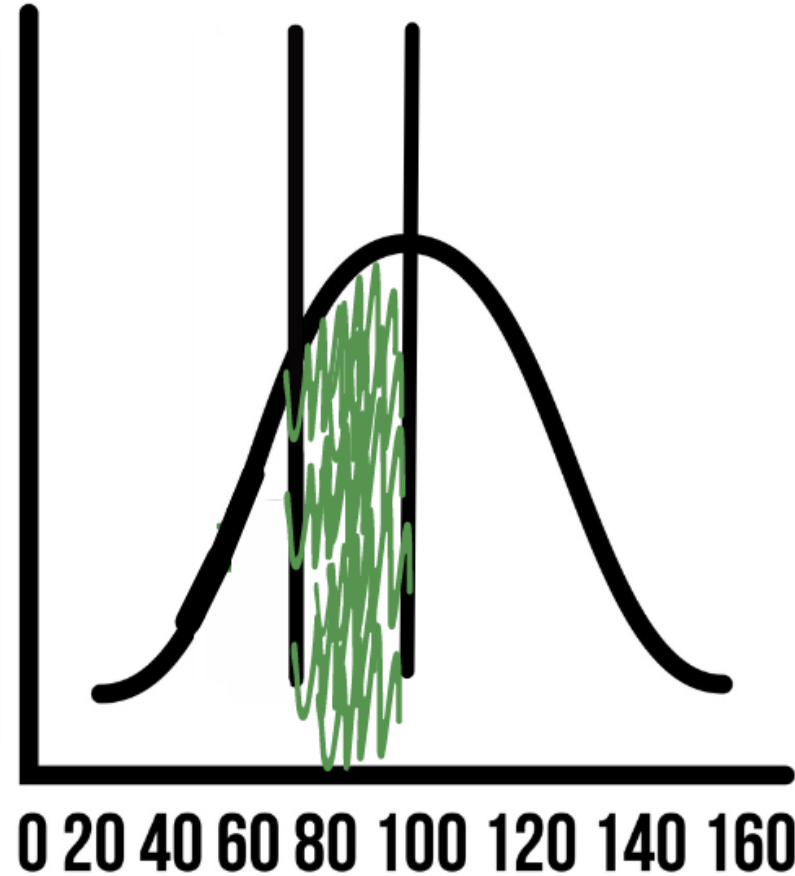


HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold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

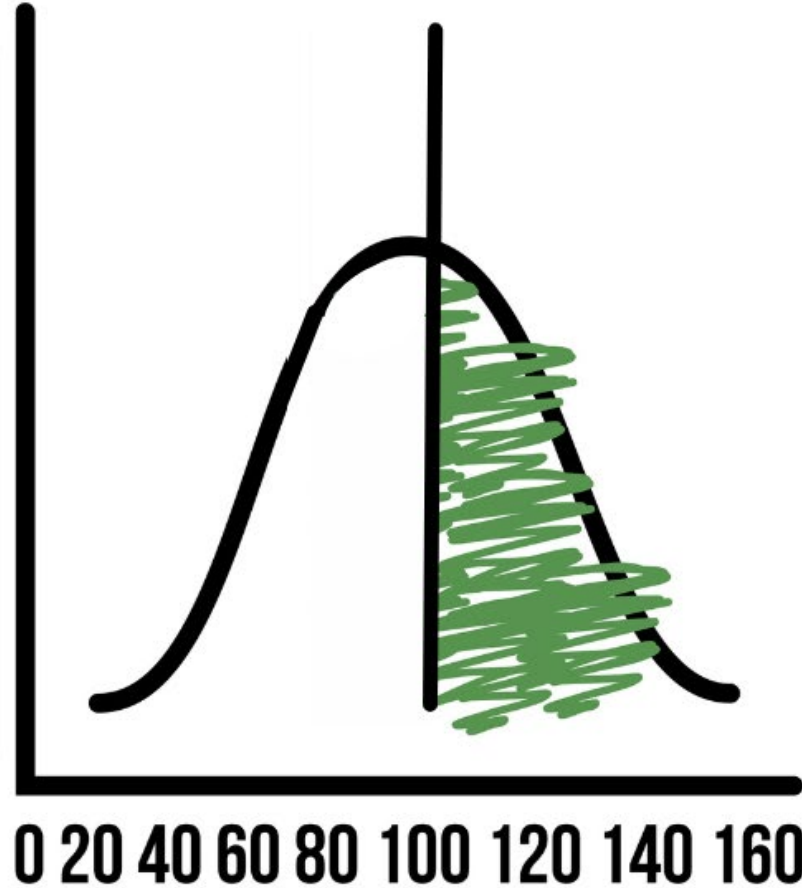


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Housing Referral Status Range - Permanent Supportive Housing Family

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.

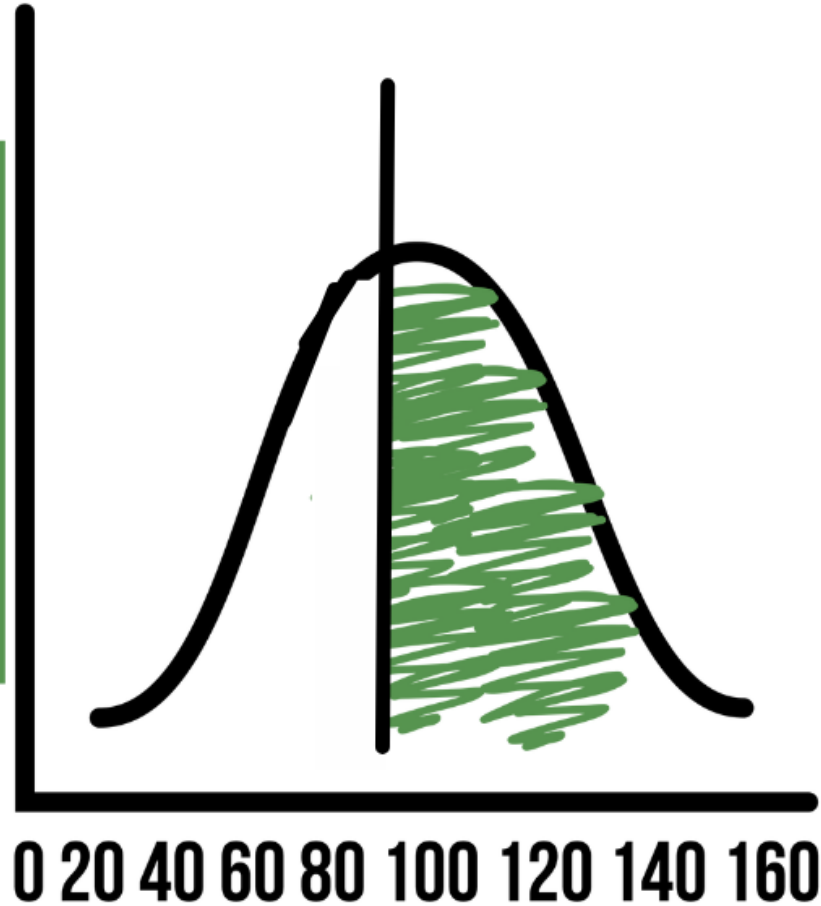


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Housing Referral Status Range - Veteran

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.

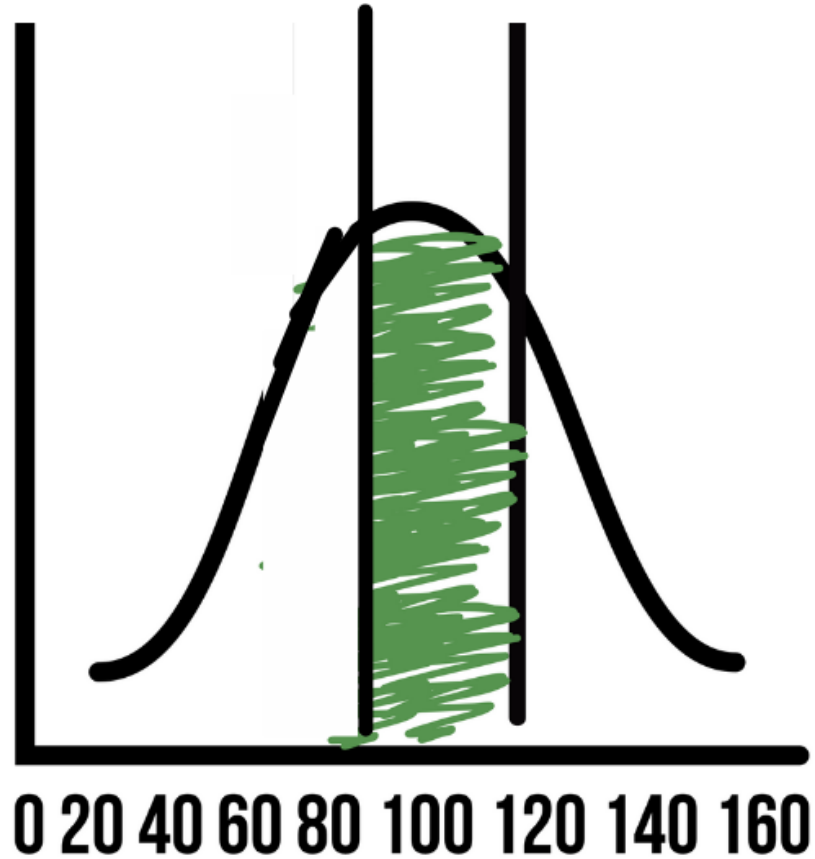


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Housing Referral Status Range - CAAP (County Adult Assistance Program)

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.



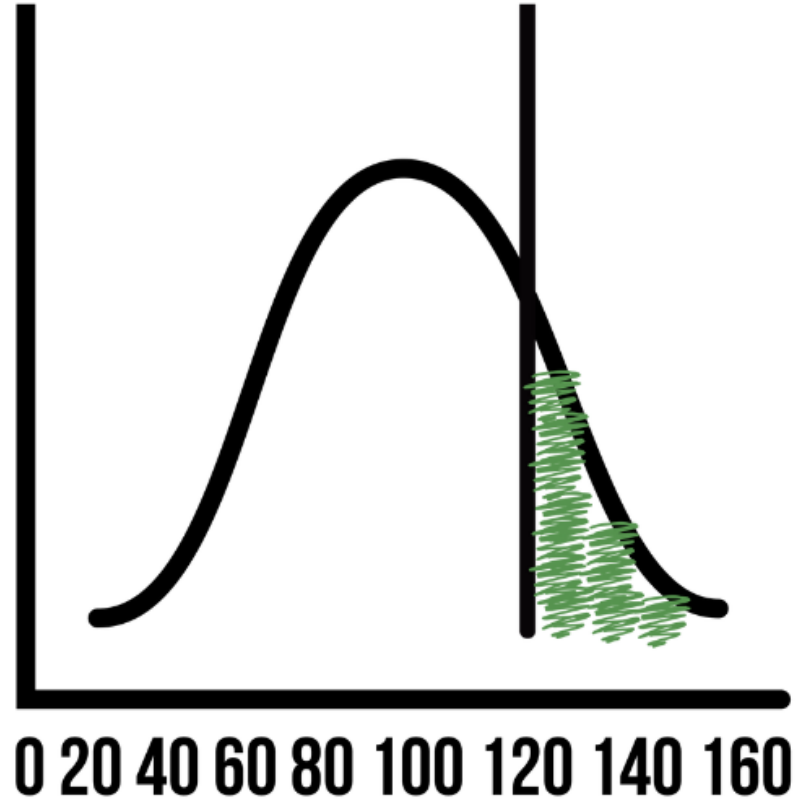
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Housing Referral Status Range - Adult Permanent Supportive Housing

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.

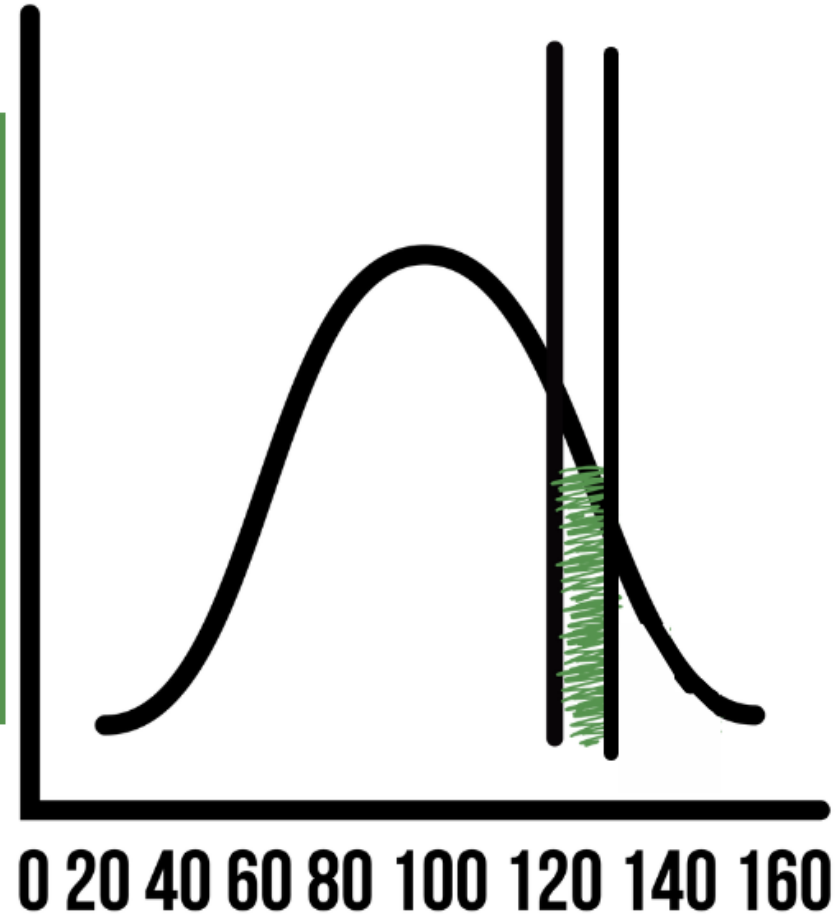


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Housing Referral Status Range - Youth Rapid Rehousing

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

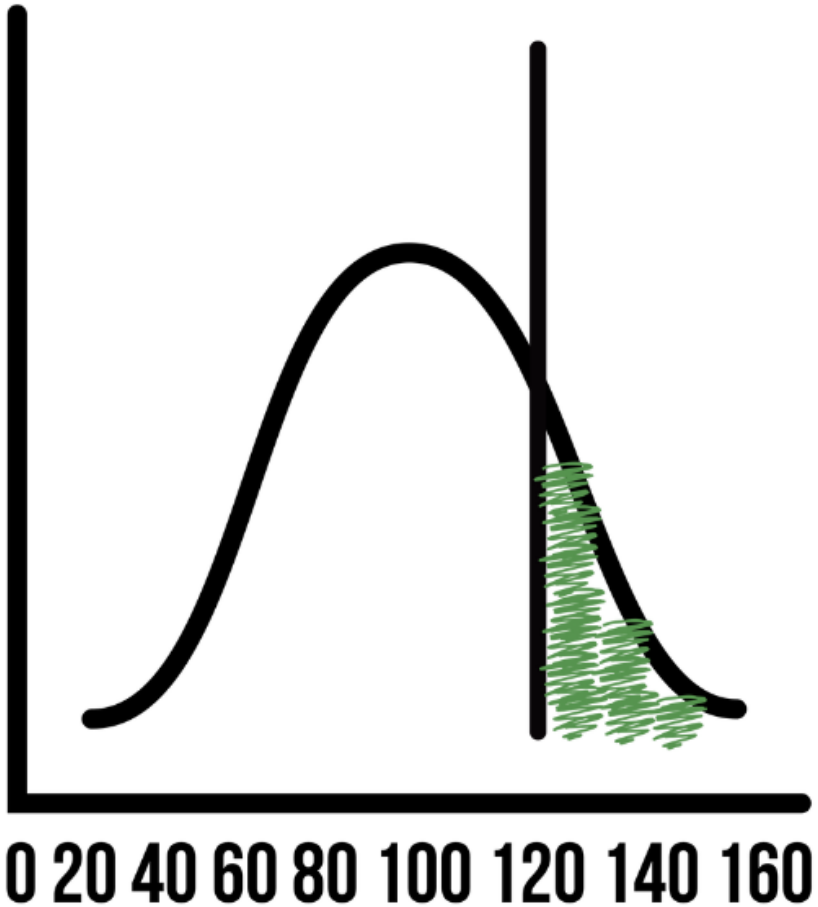


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Housing Referral Status Range - Youth Permanent Supportive Housing

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