



Public Feedback on Coordinated Entry (CE) Redesign Recommendations

In February 2023, the Coordinated Entry Redesign Workgroup (CERW) presented their final recommendations to providers, people with lived experience of homelessness, the Local Homeless Coordinating Board (LHCB), and members of the general public. This document summarizes the process through which recommendations were made to the public as well as the feedback received on the recommendations.

Process to Receive Input on Recommendations

In the interest of transparency and accountability, the CERW was committed to publishing and disseminating their final recommendations, as well as creating opportunities for providers, people with lived experience of homelessness, and the general public to comment on the recommendations. The recommendations, as well as updates on the workgroup, were presented at the following meetings:

Date/Time	Meeting	Purpose	Presenters
2/26, 11-1:30	LHCB	Provide CERW updates in preparation for the special session on 2/23	LHCB CE Committee co-chairs
2/14, 1-2	LHCB CE Committee	Announce posting of final recommendations for public input and present recommendations	CERW
2/22, 1-2:30	All Access Point	Present recommendations to all CE Access Points	CERW
2/23, 9-11	LHCB Special Session	Present recommendations and next steps on implementation to LHCB	CERW + HSH
2/27, 6-7:30	Homelessness Response System "All Community"	Present recommendations to those who work in the Homelessness Response System and to the general public	CERW + HSH

The recommendations were also posted and publicized on HSH’s website, and members of the public were invited to comment by emailing hshcoordinatedentryredesign@sfgov.org. The final recommendations, along with this document summarizing the public’s comments, will be presented to the LHCB at their regular meeting on April 3 for approval.

Public Feedback on the Recommendations

Members of the public had overwhelmingly positive input on both the final recommendations and the overall CE redesign workgroup process. People praised the fact that people with lived experience of homelessness were able to participate on the workgroup and be compensated appropriately, that the document explicitly lays out the vision and values guiding the work, and that the workgroup members



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put so much thought into the recommendations. They were excited over how comprehensive the recommendations are and that they address components that the community has long been asking to change. The recommendations that the community in particular highlighted as positive and ones they are looking forward to are:

- Establish clear roles and pathways for faith groups, hospitals and other health care settings (medical respite, urgent care, etc.), jails, and others who have established trusted relationships with people experiencing homelessness to easily connect people to CE Access Points and staff.
- Establish additional and diverse Access Points located where unhoused people feel safe with longer, extended hours.
- Reevaluate which questions in existing assessments are necessary (e.g., tied to funding) for different populations and which can be eliminated.
- Reevaluate verification requirements (e.g., homeless verification, pregnancy verification, etc.).
- Develop more inclusive eligibility criteria to reduce screening people out of the housing queue. All unhoused people should be considered eligible for housing. Use the assessment process to identify what type of housing the individual or family needs. Match people by need, not what's available, which would require enough resources so that clients can be matched to the program/housing they choose based on their specific needs.
- Eliminate flex scoring for housing referral threshold.

Members of the public also raised questions about the current problems with the Coordinated Entry System that the workgroup sought to address and the timeline for implementing these recommendations.

Considerations for Implementation

In addition to the overall feedback, those who provided input also offered important considerations for the recommendations' implementation. These considerations include:

- Along with redesigning the Coordinated Entry System, it is also important that people not rely just on CE to get housing but also look for alternate ways to address their homelessness.
- HSH should consider hiring people with lived experience of homelessness, particularly those who are already providing input on processes such as CE, especially given the Department's vacancy rate.
- It is unclear how viable it will be for the new Homeless Oversight Commission to be the oversight body for the LHCB since the Department of Housing and Urban Development (HUD) wants some separation between City departments and CE.
- Two points that seem to be missing from the recommendations are that providers should have the ability to place people into units that have been vacant for more than 30 days, and CE is not appropriate for placement into family shelter. Instead, families should be able to self-refer, and providers should be able to place people directly into shelter.
- It is important to explicitly define what terms such as "culturally sensitive," "diversity," and "equity" mean and name populations that will be prioritized (e.g., LGBTQ+ people, youths of color, etc.)
- Questions to consider eliminating from the assessment because they can bring up trauma and are unrelated to housing include: those that ask about religious and family support, which can



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be especially traumatic for transgender and gender non-confirming individuals to answer; those that ask about domestic violence, which should instead be asked by social workers in the next step of care; and questions about healthcare and sexual history, which are particularly uncomfortable to answer for members of the LGBTQ+ community.

- The implementation phase should consider how to meet the needs of people experiencing homelessness who come into the City from elsewhere because of healthcare access, San Francisco being a sanctuary city, etc.
- There will need to be new resources and information given to providers and Access Points about the CE redesign, especially given the fact that even with the redesign, some people will not have immediate access to housing and services.
- The implementation phase should consider allowing those who are pregnant to go through family CE instead of having to first go through adult CE and then switching over to family.

Those tasked with implementation, which will be a collaborative effort between HSH, the LHCB CE Committee and any designated workgroup members, people with lived experience of homelessness, providers, and other City and community partners, will work to ensure that these considerations are discussed and incorporated when implementing the workgroup's final recommendations.

