



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Local Homeless Coordinating Board

## Housing Placement Team Overview

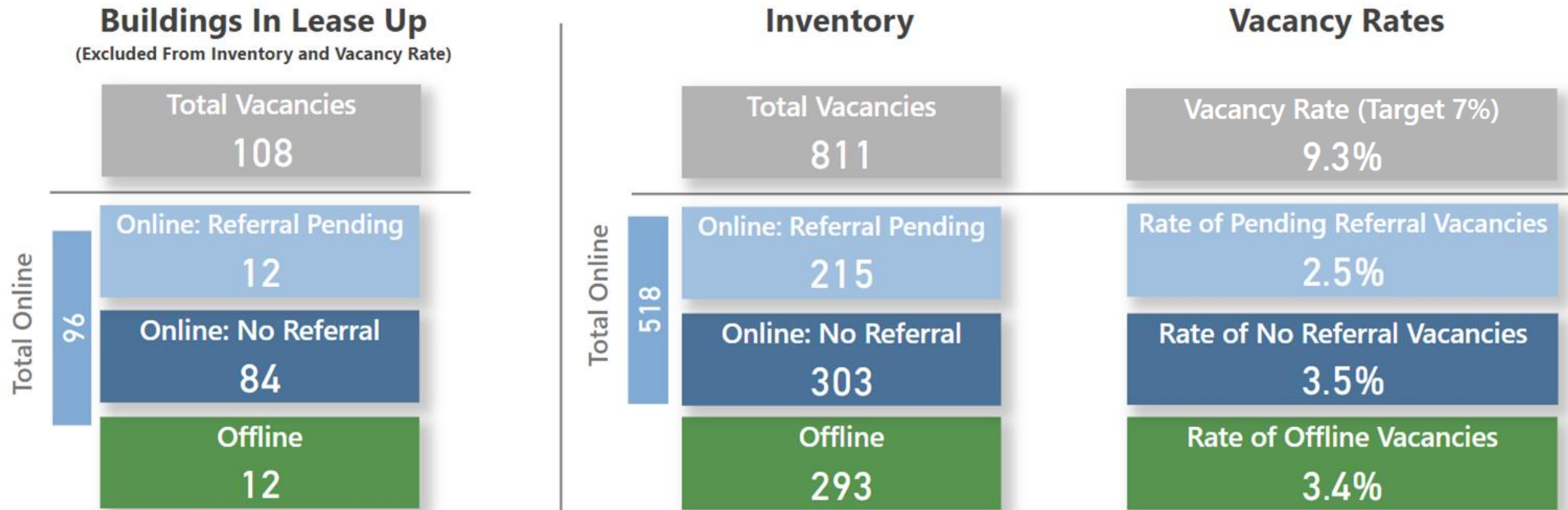
6/13/2023



The **Housing Placement Team (HPT)** matches people with permanent housing. Specifically, we place PSH-eligible adults in initial placements and manage transfers within the HSH portfolio for both adults and families. We place particular emphasis on hard-to-serve and special needs clients.

# Permanent Supportive Housing Vacancies

Site-Based Building Vacancy



Permanent Supportive Housing is long-term affordable housing with support services. HSH works with providers to minimize the number of vacancies and length of time that units are vacant.

Source: <https://hsh.sfgov.org/about/research-and-reports/hrs-data/vacancies-in-permanent-supportive-housing/>

## Housing Access Team

Initial placements in County Adult Assistance Program (CAAP) permanent supportive housing

## Housing Referral Team

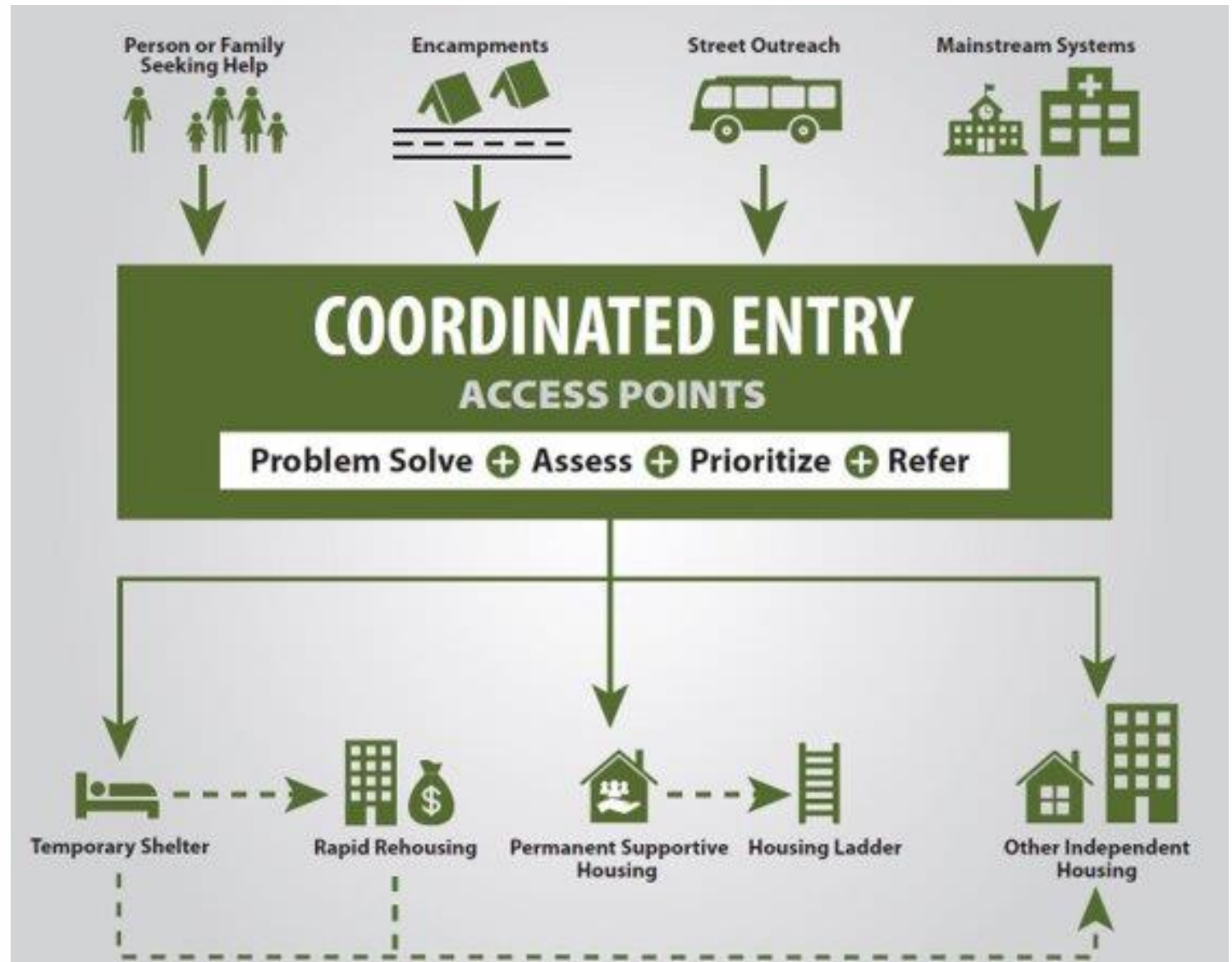
Initial Referrals: Adults in permanent supportive housing (Continuum of Care, Local Operating Subsidy Program, Project Based Voucher, General Fund)

Transfer Referrals: All transfers between permanent supportive housing programs

## Housing Support Team

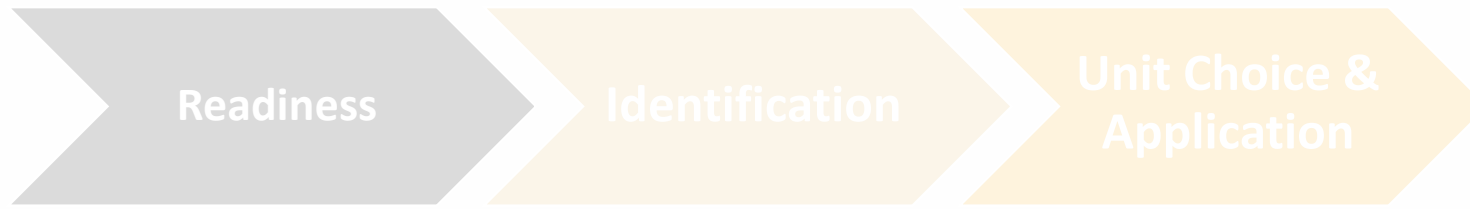
Point of contact for housing providers; unit availability

# Housing Placement Process





**HOUSING**

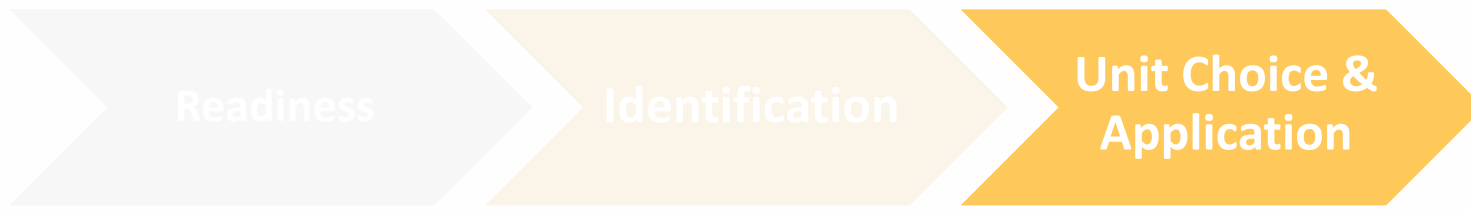


- Shelter and navigation case managers work with clients before referral to gather documentation
  - ONE profile with photo
  - SSA verification
  - Income verification
  - Disability verification
  - Proof of chronic homelessness (if available)
  - General Assistance (CAAP)
- Focus on reduction of barriers to placement



- Housing Providers report available units in the ONE System
- HPT identifies housing referral status clients who are eligible for the given units
  - CAAP participants drawn directly from Coordinated Entry Access Points
  - CoC, LoSP, PBV, GF referrals currently drawn mostly from shelters/navigation centers
- Factors that determine which clients are referred to which units include: current location, length of homelessness, time since referral, and reasonable accommodations





- At time of referral, a navigator is assigned from one of our CE Access Points
  - The navigator meets with the client and guides them through the placement process
    - Gather/order any missing documentation
    - Schedule and supervise unit viewings, lease signing, and move-in
- CAAP participants are referred directly to a building and assigned a viewing date

# Key Links



## [List of Access](#)

[Points](#): Locations and phone numbers where unhoused people can access services by population.



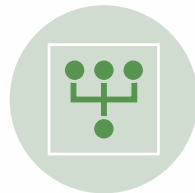
[Informational page on Coordinated Entry](#)



[Coordinated Entry Standards](#) Policy & Procedures



[Coordinated Entry and Housing Demographics dashboard](#)



[HSH Transfer Requests](#)



**THANK YOU!**

**QUESTIONS: [dhsh@sfgov.org](mailto:dhsh@sfgov.org)**