Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry| July 11, 2023
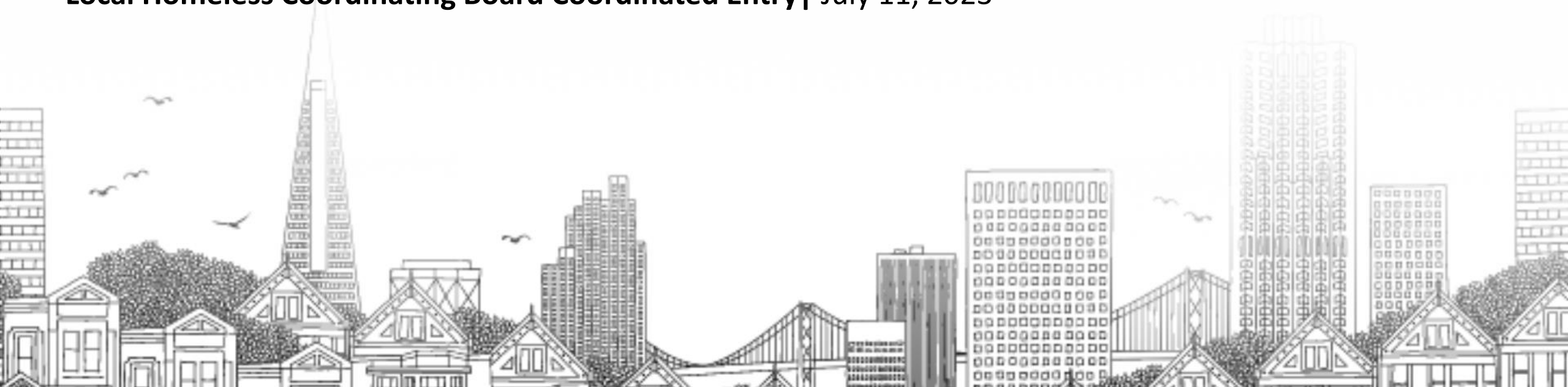
Agenda

I. Welcome and Introductions

II. Coordinated Entry Update

III. Administrative Review Process

IV. Rapid Rehousing/Lake Merced

V. CE Redesign Implementation Update

VI. General Public Comment

VII. 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.

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

Accessing Coordinated Entry

- 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	FAMILY	TRANSITIONAL AGE YOUTH (TAY)
• Over the age 18; or • Under 18 who has been legally emancipated	• One or more adults with minor children; or • One or more adults that includes a person who is pregnant*	• 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.
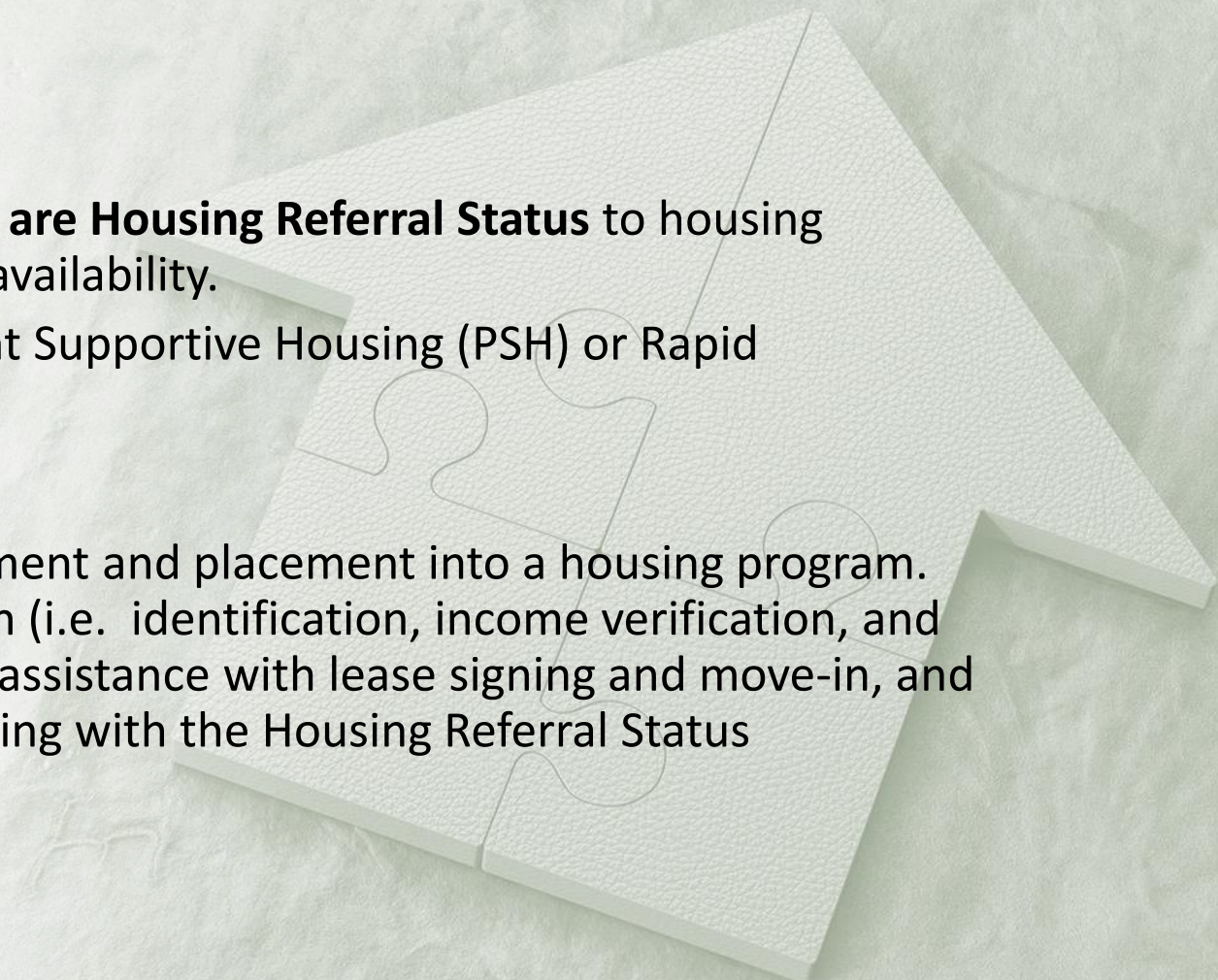
Connection to Permanent Housing Programs

☞ **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

HSH
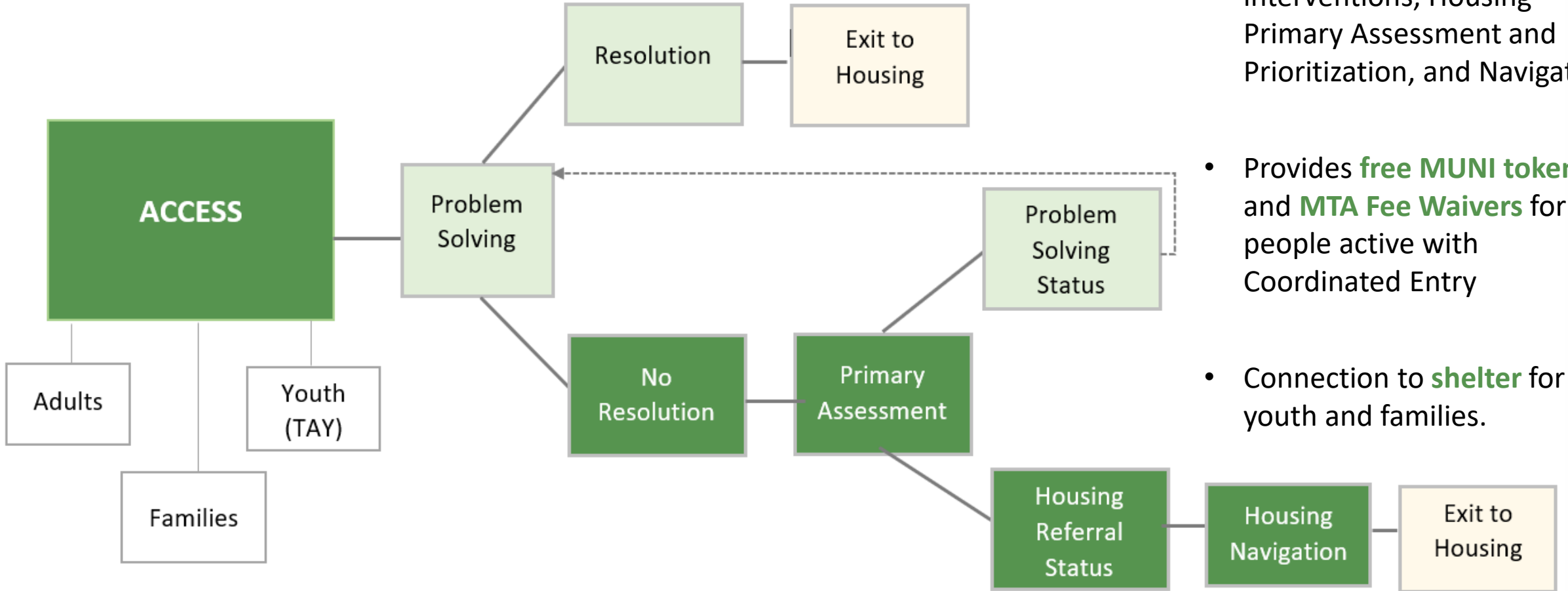
Coordinated Entry Workflow

- 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 **shelter** for youth and families.

Coordinated Entry Administrative Review

Coordinated Entry Administrative Review

- During the housing assessment, *if a person(s) is unable to* adequately self-report their **vulnerability, barriers to housing, and chronicity of homelessness,** then a provider or case manager working closely with the person(s) can request an Administrative Review.
  - Person(s) cannot request an Administrative Review for themselves.
  - Only for person(s) identified as Problem Solving Status

- The result of the Administrative Review is either an affirmation of Problem Solving Status or reassignment to Housing Referral Status.
  - Housing Referral Status households will be placed on a housing queue.

☛ Learn more in the adopted [Coordinated Entry Written Standards](#)

HSH

Administrative Review Criteria

1) Does the person(s) have a recent housing assessment?
   - ❑ Six (6) months for Adult/Youth
   - ❑ Ninety (90) days for Families

2) Based on the housing assessment, is the person(s) identified as Problem Solving Status?

3) Was the person(s) able to fully communicate their **vulnerability, barriers to housing and homeless history** during the assessment?
   - ▪ For example, person is experiencing a serious mental health condition and unable to articulate or self-advocate.

If Yes to all of the above, a provider/case manager can submit an Administrative Review.

The Administrative Review is available to <u>all</u> populations experiencing homelessness: Adults, Families, and Youth

Submitting an Administrative Review Request

1) Visit the [Administrative Review page on the HSH website](#)

2) Complete the [Administrative Review Form](#)

   - The form includes additional questions regarding disabling conditions (e.g. Activities of Daily Living) criminal justice history, housing history, medical history, mental health history, substance use, and functional ability.

3) Email completed form to HSHAdminReview@sfgov.org

Point of Contact:

HSH Prioritization Coordinator, Mikaela Merchant

Coordinated Entry Workflow
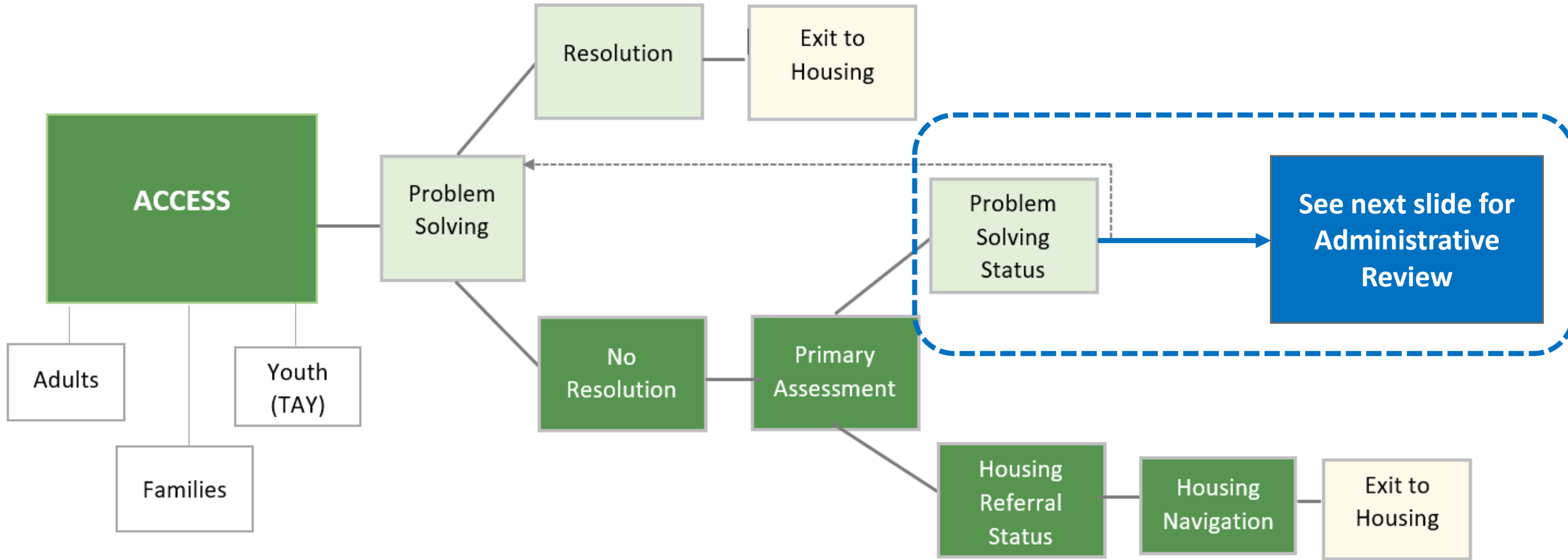
CE Workflow with Administrative Review

Examples of when to submit an Administrative Review:
- Person experiencing a serious mental health condition and unable to self-report crucial information.
- Other instances when vulnerability, barriers to housing, and chronicity to homelessness was excluded from the Housing Assessment.
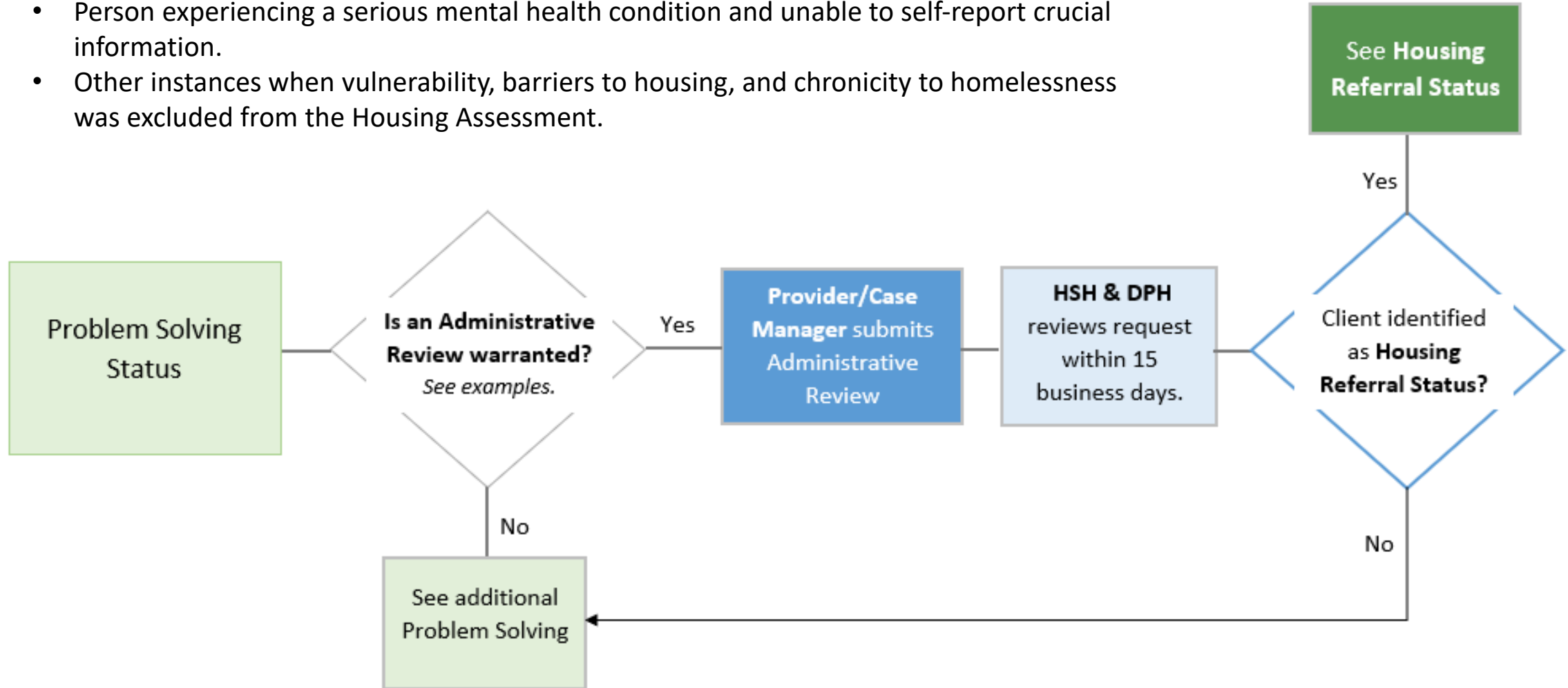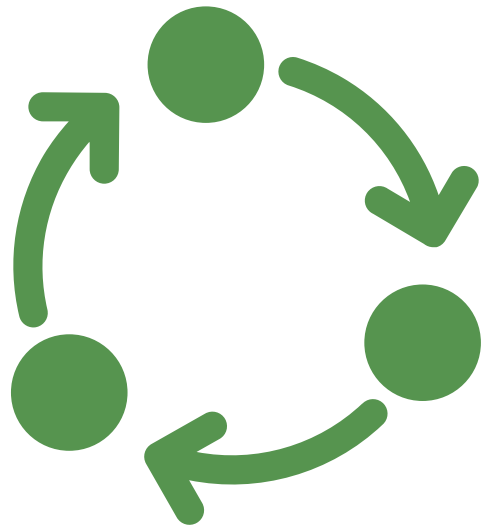
Learning Opportunities

- Pain points
- Families
- DPH Partnership
- CE Redesign

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Prioritization Policy

Housing Referral Status Range Memo

Effective January 26, 2023

Score ranges for Housing Referral Status households are evaluated on a quarterly basis and adjusted based on overall housing capacity. Ranges remain unchanged due to CE Redesign implementation.
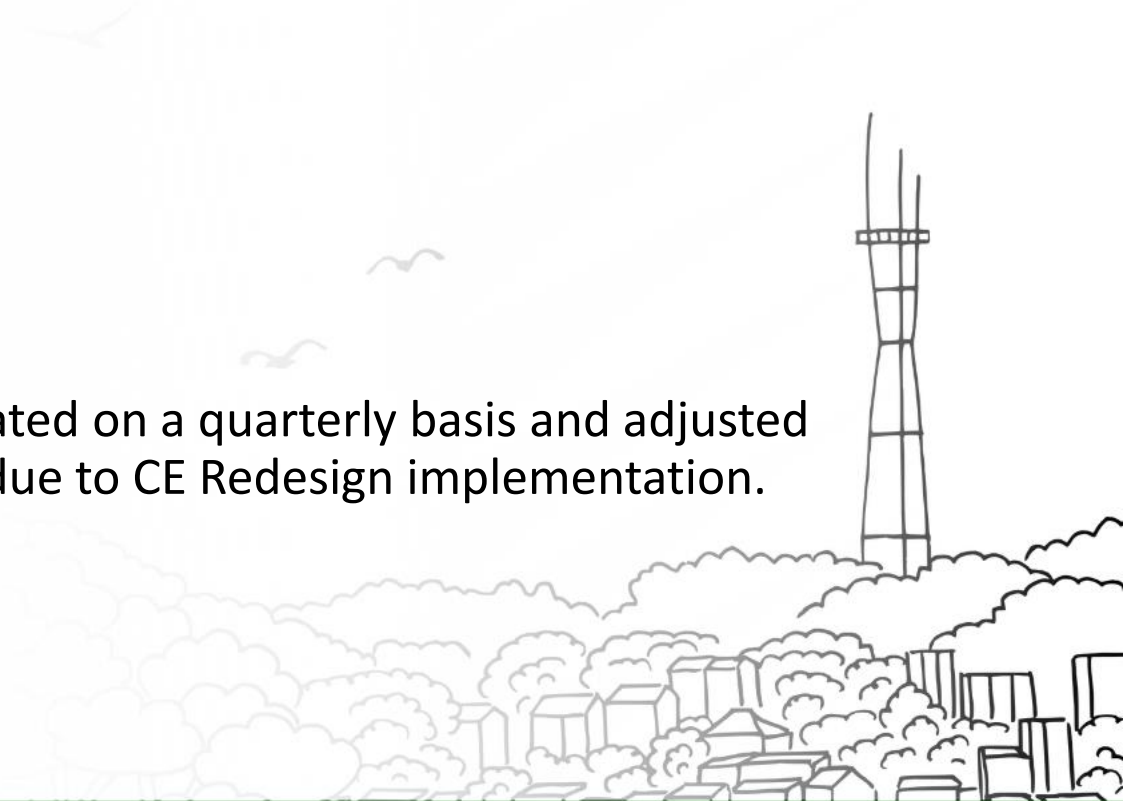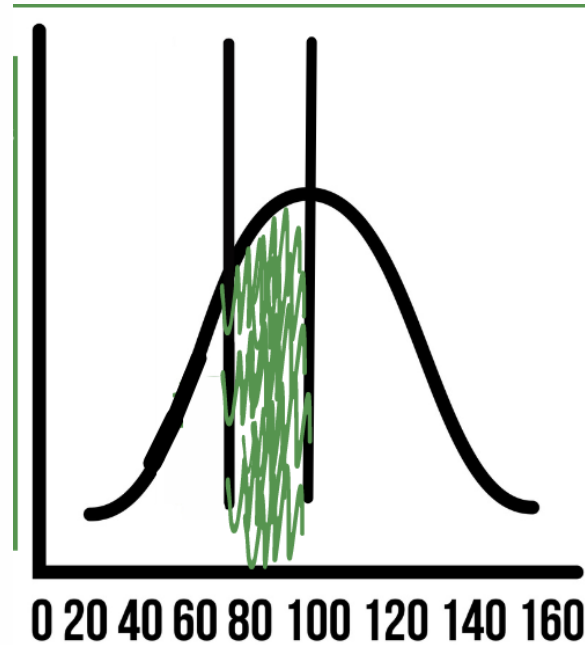
Housing Referral Status Range: Family
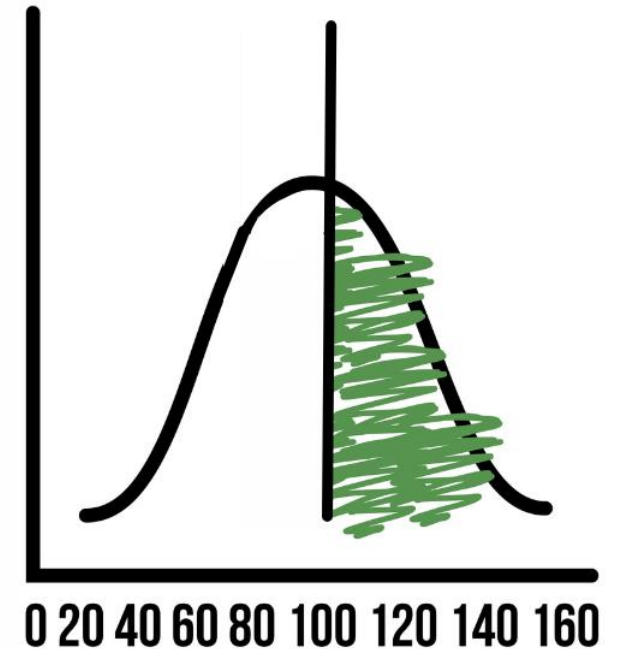
CalWORKs for Housing Support Program (HSP) RRH
0+
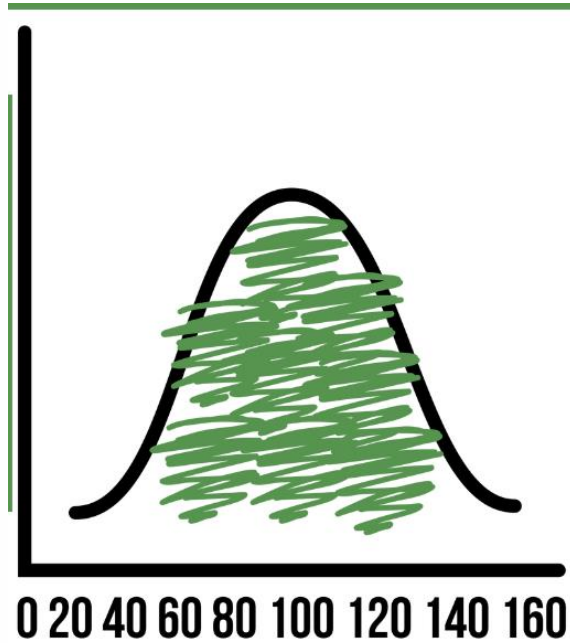
Family Rapid Rehousing (RRH)
65-104

Family Permanent Supportive Housing (PSH)
105-160*

0 20 40 60 80 100 120 140 160

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)

0 20 40 60 80 100 120 140 160

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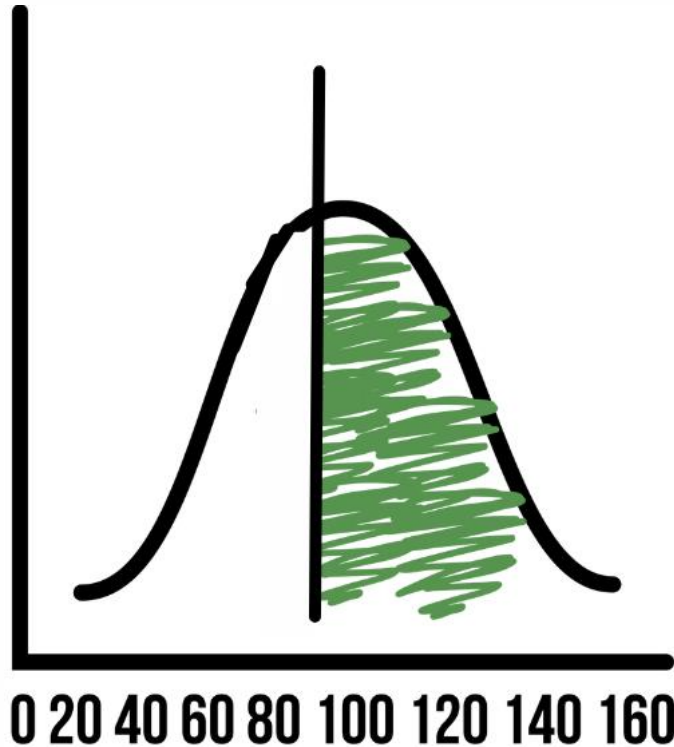

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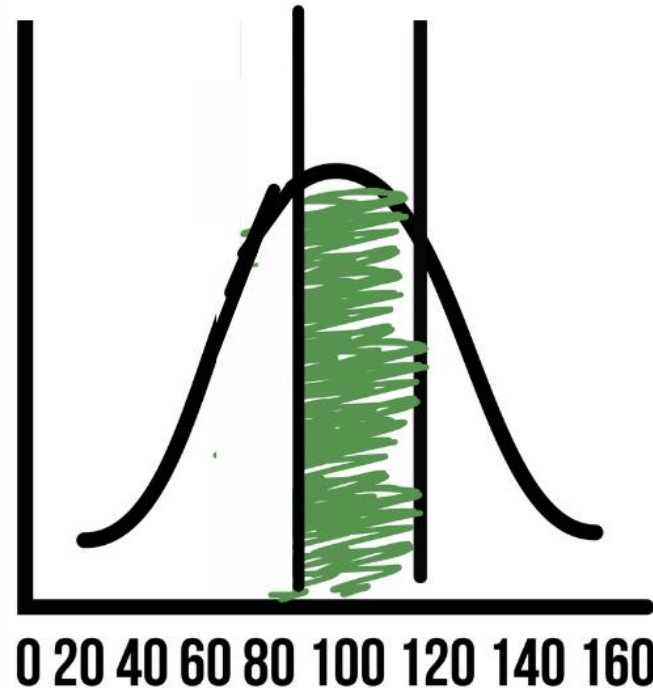
Housing Referral Status Range: Adult
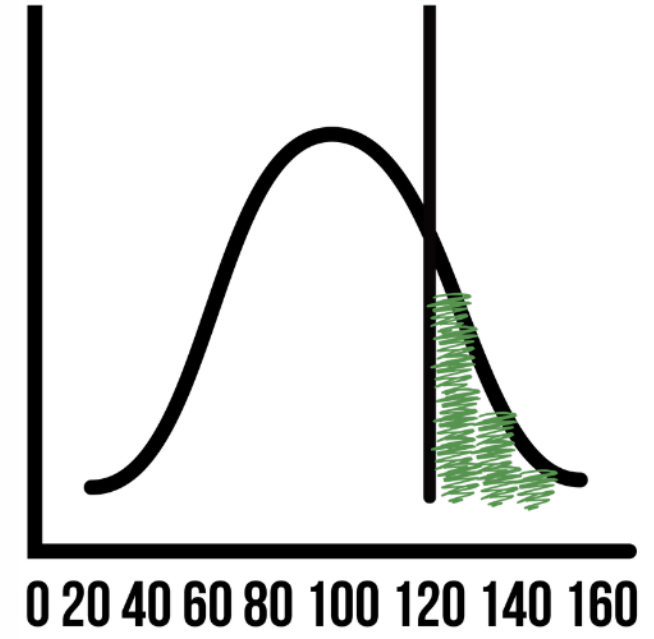

Veterans PSH
90 - 160

Adult CAAP PSH
90 - 122

Adult PSH
123 - 160

0 20 40 60 80 100 120 140 160

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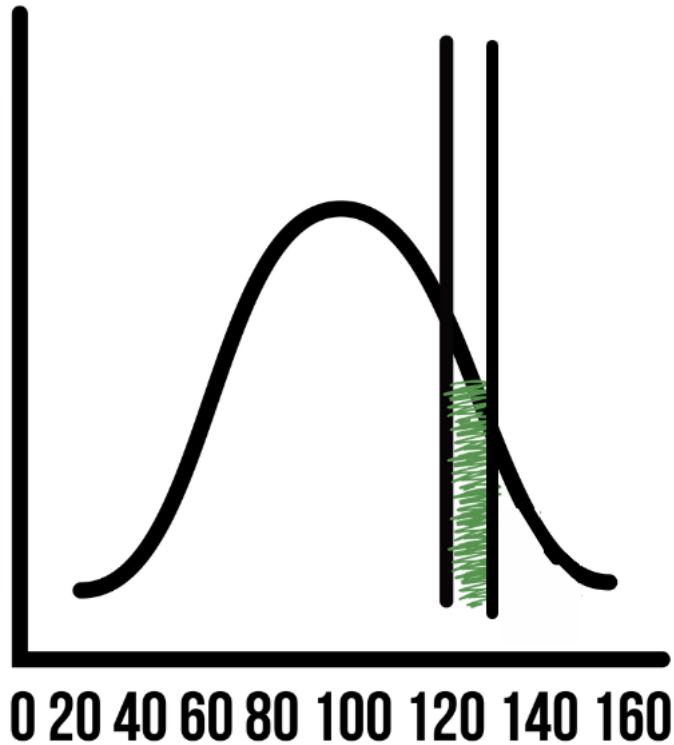
Housing Referral Status Range: Youth

Youth RRH
115 - 122

Youth PSH
123 - 160

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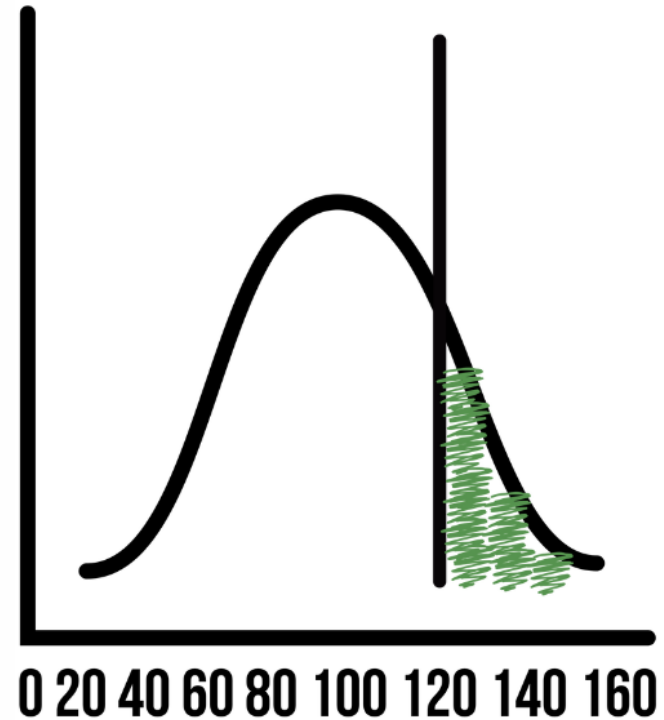
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Coordinated Entry Access Partners

☛ **Access Partners** are other public entities that frequently serve people who are unhoused in SF but do have HSH contracts with Coordinated Entry (examples: Department of Public Health, SF Homeless Outreach Team.)

☛ Staff at these organizations can conduct **Housing Primary Assessments**.

Multidisciplinary Team (MDT)

Coordination between Human Services Agency, HSH, and other external partners (example: Bay Area Legal Aid, Housing and Disability Advocacy Program.)

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 (MDT) Site Schedule

- **July 25 – 28, 2023**
Tuesday – Friday
9:00am – 3:00pm
- [525 5th St](#), MSC South
Muti-Service Center South

Adults Rapid Rehousing & Lake Merced

San Francisco Coordinated Entry Redesign Updates

Implementation Committee

Local Homeless Coordinating Board Coordinated Entry Committee
Chair Reverend Megan Rohrer
Ashley Qiang, HSH
Cynthia Nagendra, HSH
7/11/23

Implementation Committee

- Committee will serve as a key partner to operationalize the redesign workgroup's recommendations
  - Will partner with the Department of Homelessness and Supportive Housing (HSH) and the Local Homeless Coordinating Board (LHCB)
  - Will work with LHCB and HSH to define roles and expectations and develop the committee's charter
  - Will include people with lived experience; housing and supportive service providers; HSH staff; and other key partners

- Committed to diverse representation, focusing on people who are historically marginalized, people with lived experience, and people with expertise in the homelessness system

- People with lived expertise of homelessness who are not paid by their employer will be compensated

Implementation Committee Updates

- **55 applications** received
- Will notify committee members in 1-2 weeks
  - Goal is to seat the committee by early August
- Will be opportunities for those not selected to still participate in the CE redesign implementation

Questions?

You can email hshcoordinatedentryredesign@sfgov.org with additional questions or thoughts
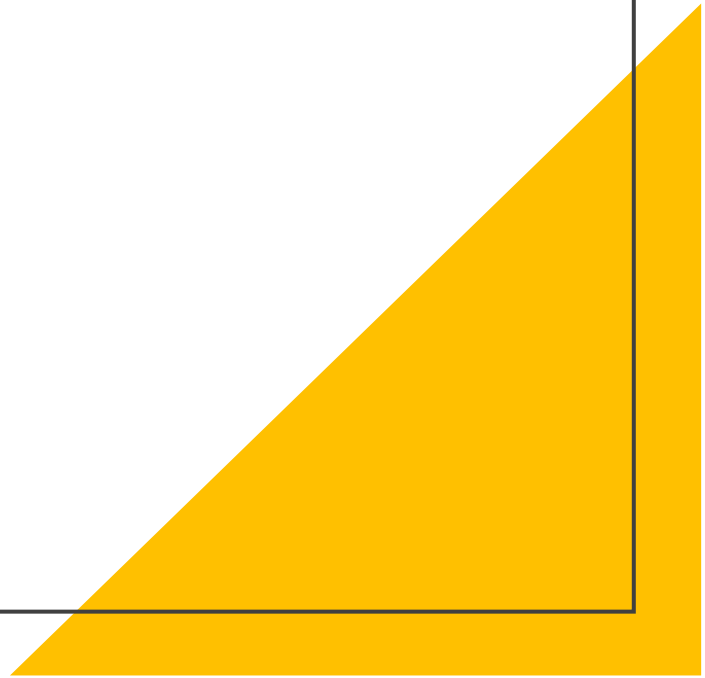
Thank you

QUESTIONS: dhsh@sfgov.org