



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Coordinated Entry

**Local Homeless Coordinating Board Coordinated Entry | September 12, 2023**



# Agenda

- I. Welcome and Introductions
- II. Coordinated Entry Update
- III. HSH Definitions of Homelessness Policy
- IV. CE Redesign Implementation Update
- V. General Public Comment
- VI. 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 immediately identify possible solutions to resolve their housing crisis **without shelter or ongoing housing support.**
- The foundation of Problem Solving is a creative, strengths-based conversation that helps people explore all safe housing options available – the person 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, the next intervention is 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

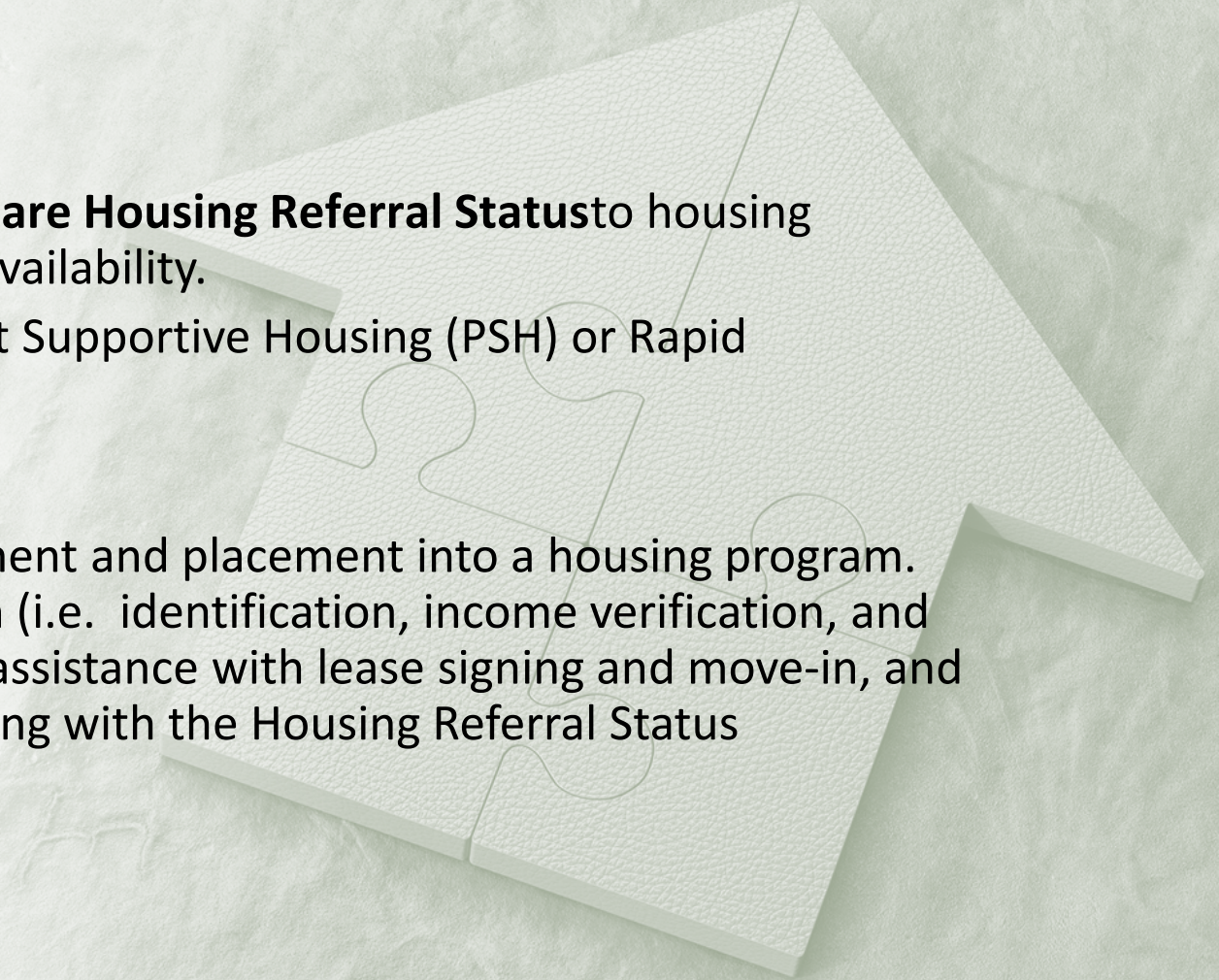
- Since housing in San Francisco's Homeless Response System (HRS) is *limited*, Coordinated Entry prioritizes those with the highest needs to available housing. HSH estimates what proportion of households will be Housing Referral Status or Problem Solving Status:
- **Housing Referral Status:** people 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.



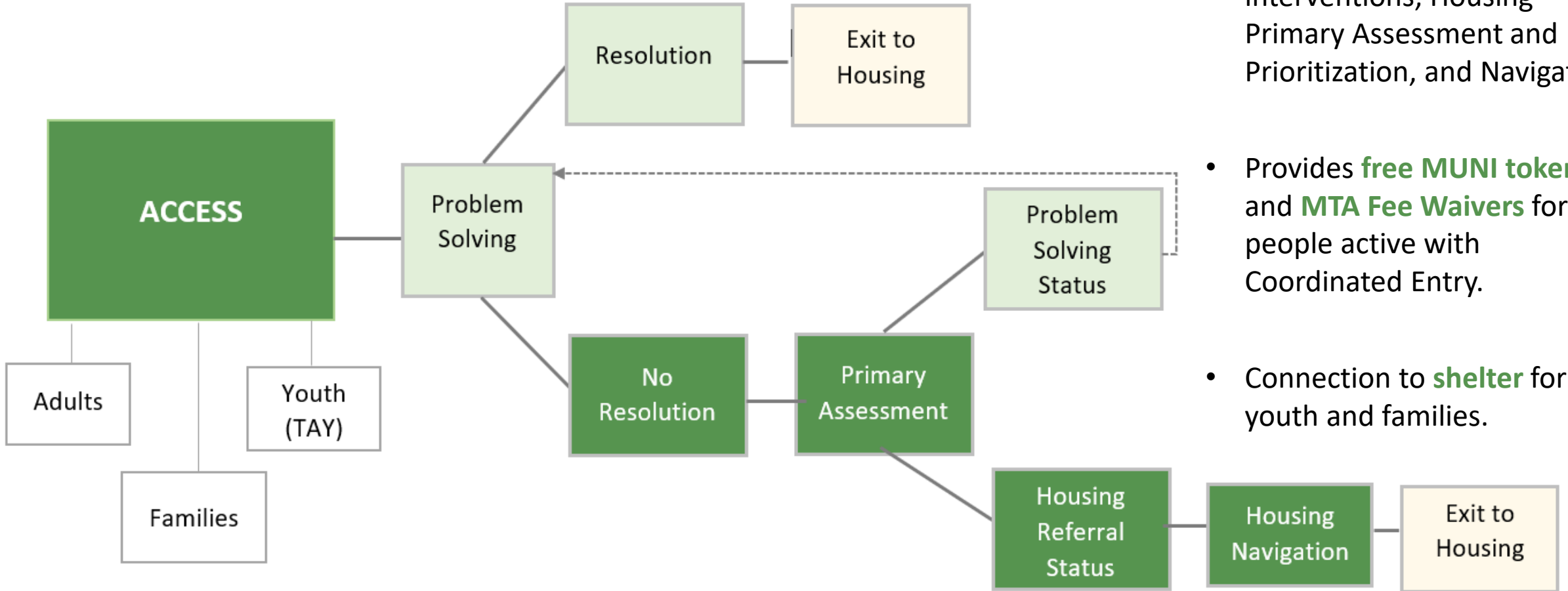
# Connection to Permanent Housing Programs

- **Permanent Supportive Housing (PSH)** – long-term rental assistance (subsidy) 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. Households 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

- 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](#)



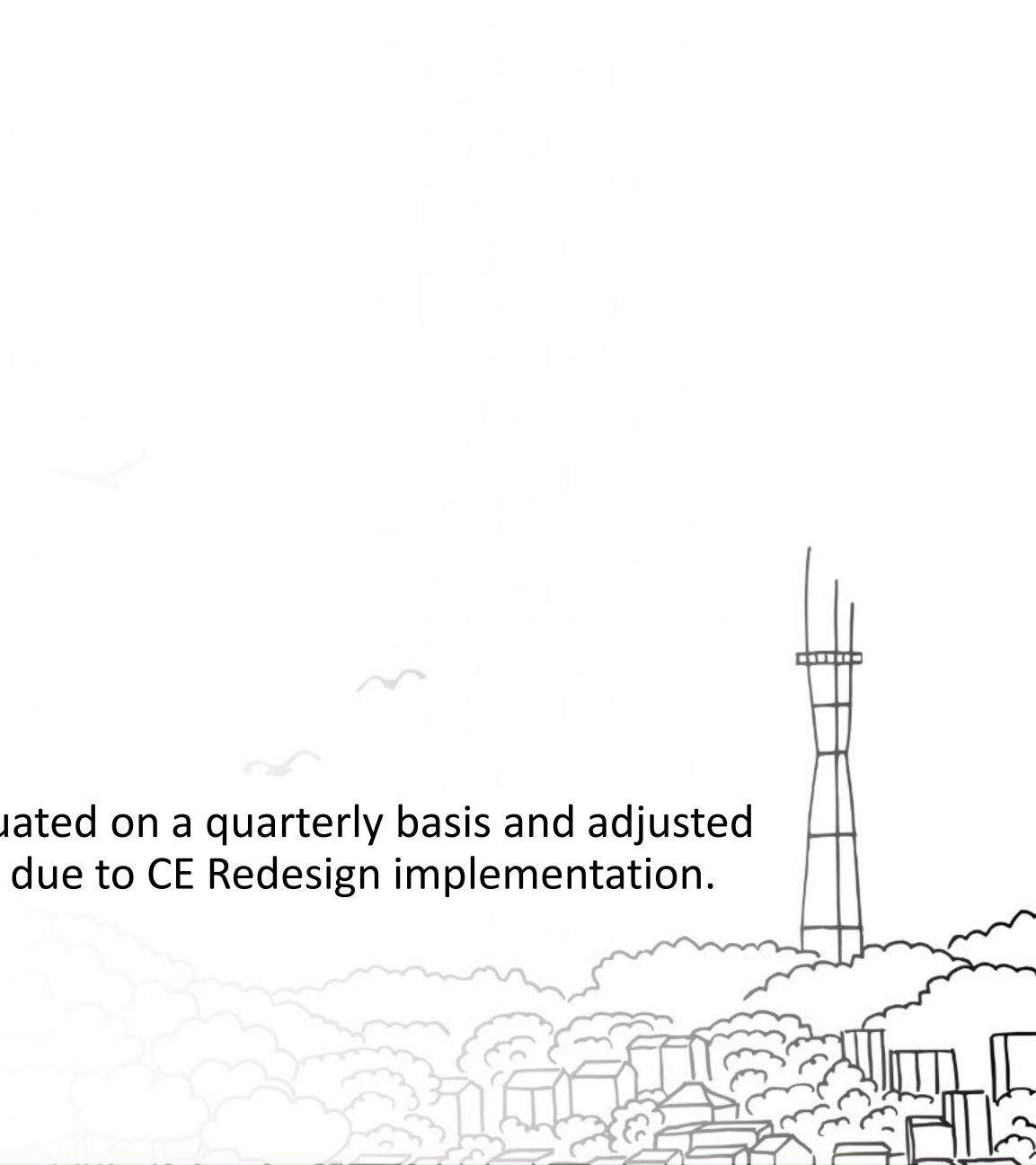
DEPARTMENT OF  
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# Prioritization Policy

## Housing Referral Status Range Memo

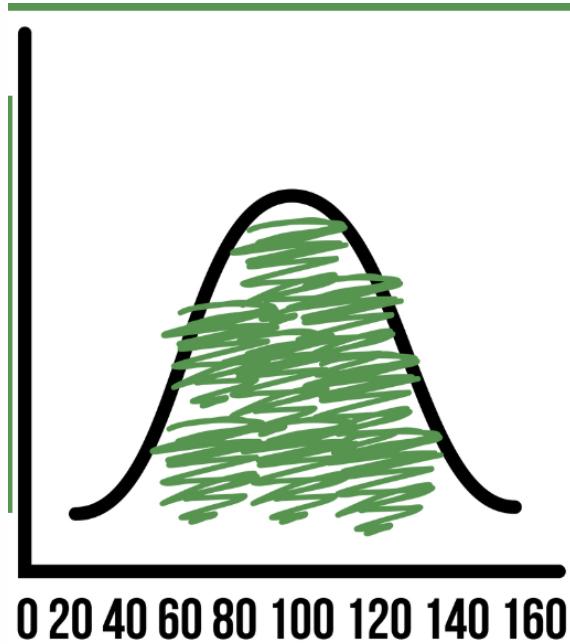
Effective January 26, 2023

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.



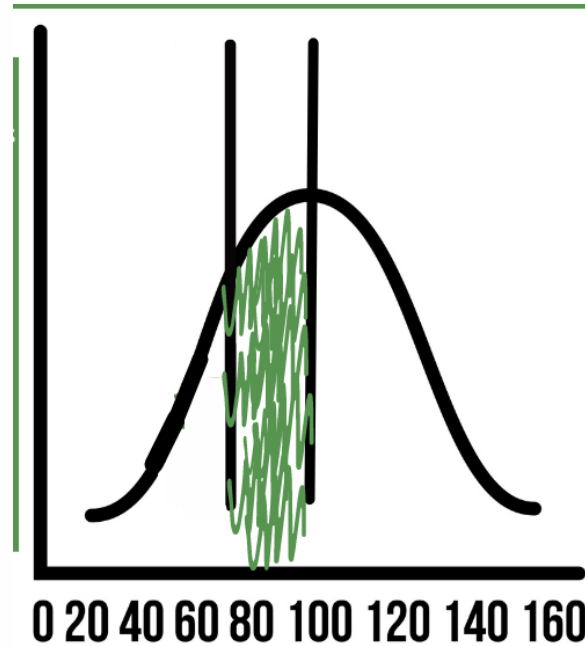
# Housing Referral Status Range: Family

CalWORKs for Housing Support Program (HSP) RRH  
0+



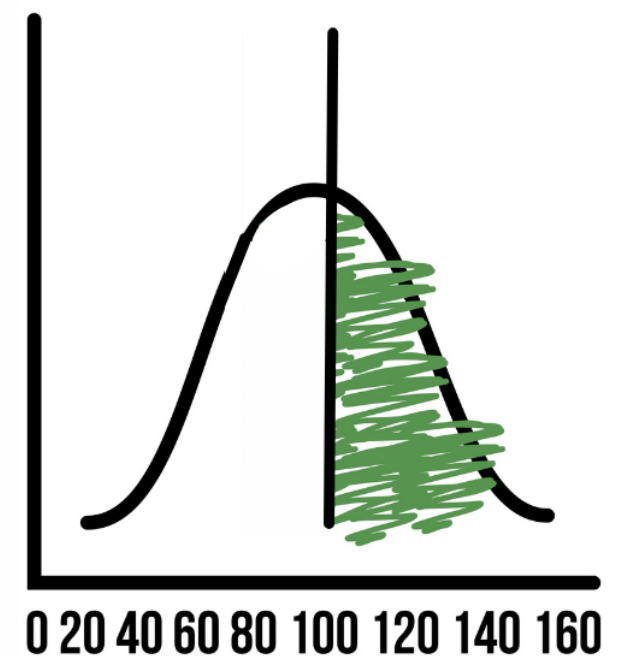
HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold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

Family Rapid Rehousing (RRH)  
65-104



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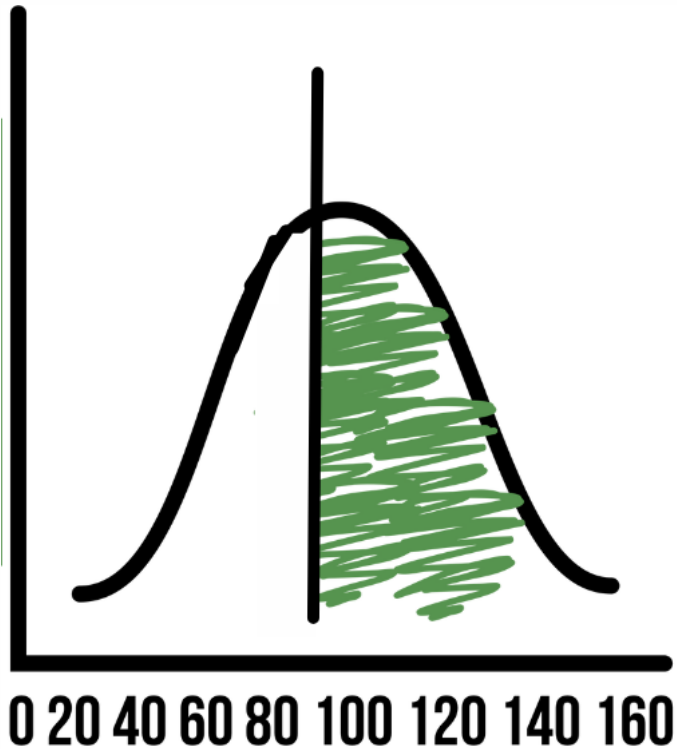
Family Permanent Supportive Housing (PSH)  
105-160\*



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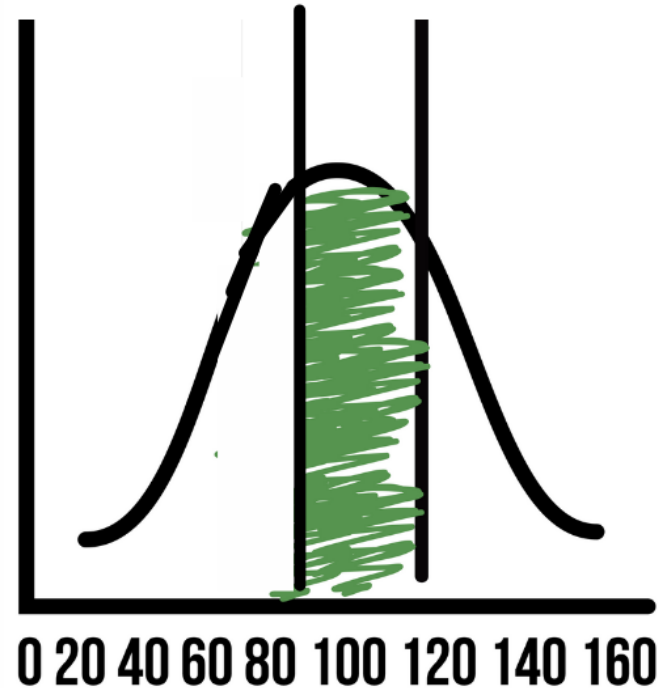
# Housing Referral Status Range: Adult

**Veterans PSH**  
90 - 160



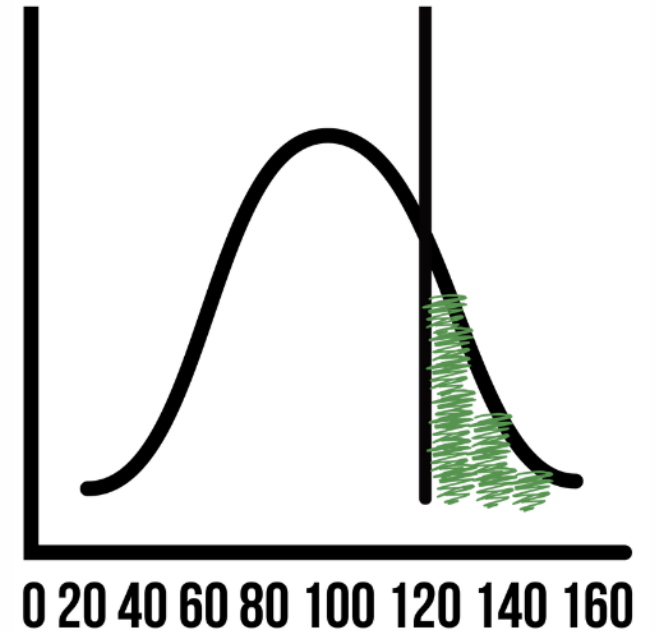
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**Adult CAAP PSH**  
90 - 122



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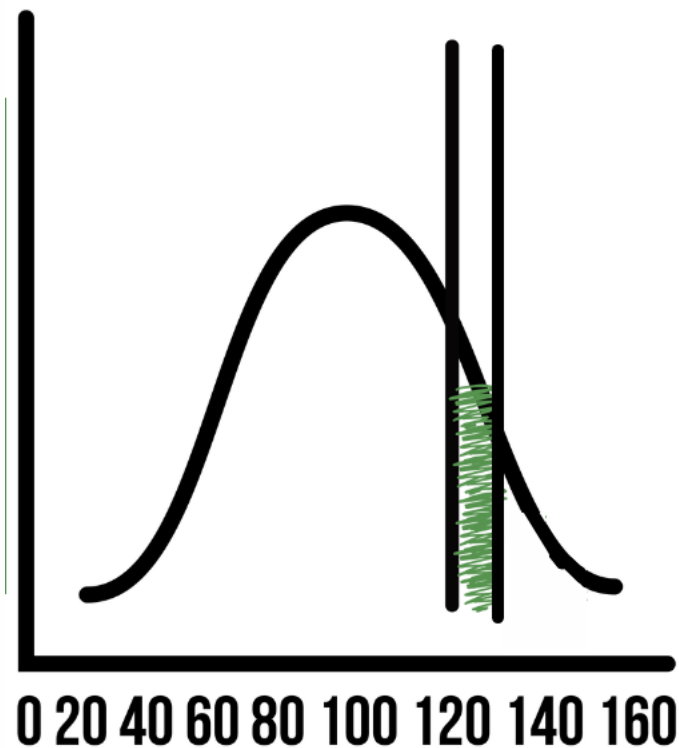
**Adult PSH**  
123 - 160



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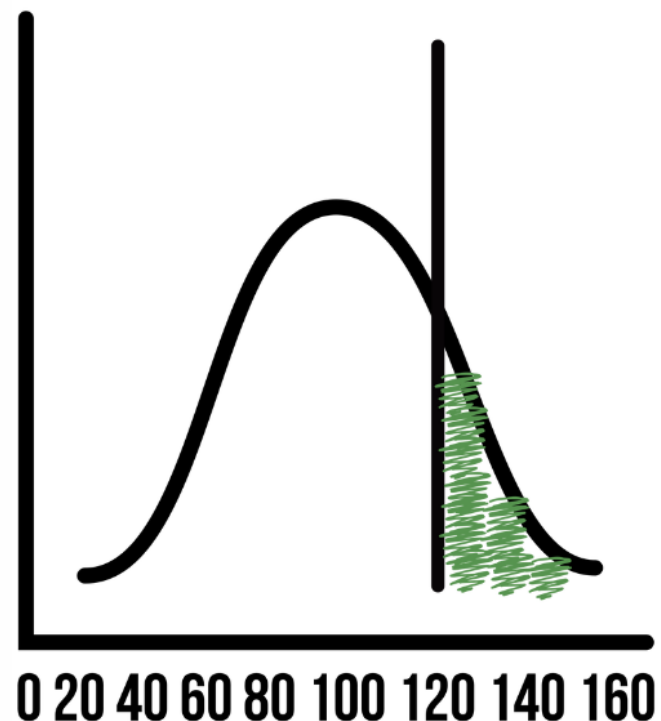
# Housing Referral Status Range: Youth

**Youth RRH**  
115 - 122



HSR 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)

**Youth PSH**  
123 - 160



HSR 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)



# 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 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

**September 26 – 29, 2023**

- Tuesday – Friday
- 9:00am – 3:00pm

**201 8th Street, Sanctuary**

***Note:** Sanctuary MDT was initially scheduled for August but postponed to September due to the recent COVID surge.*



# Thank you

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