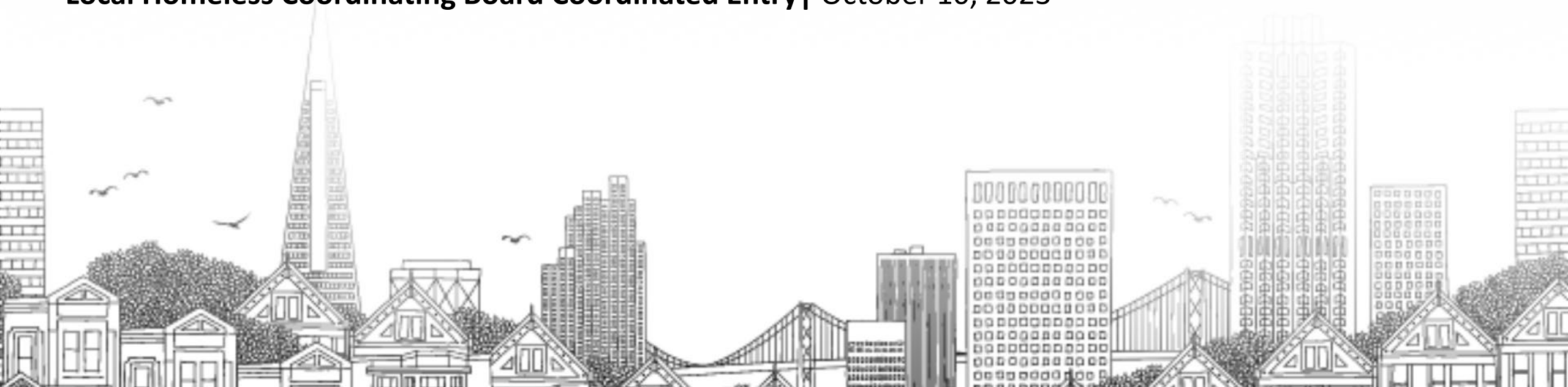




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | October 10, 2023



Agenda

- I. Welcome and Introductions
- II. Coordinated Entry Update
 - SF Housing Conservatorship Program Update
 - Lake Merced Prioritization
- III. CE Redesign Implementation Update
- IV. General Public Comment
- V. 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](#)

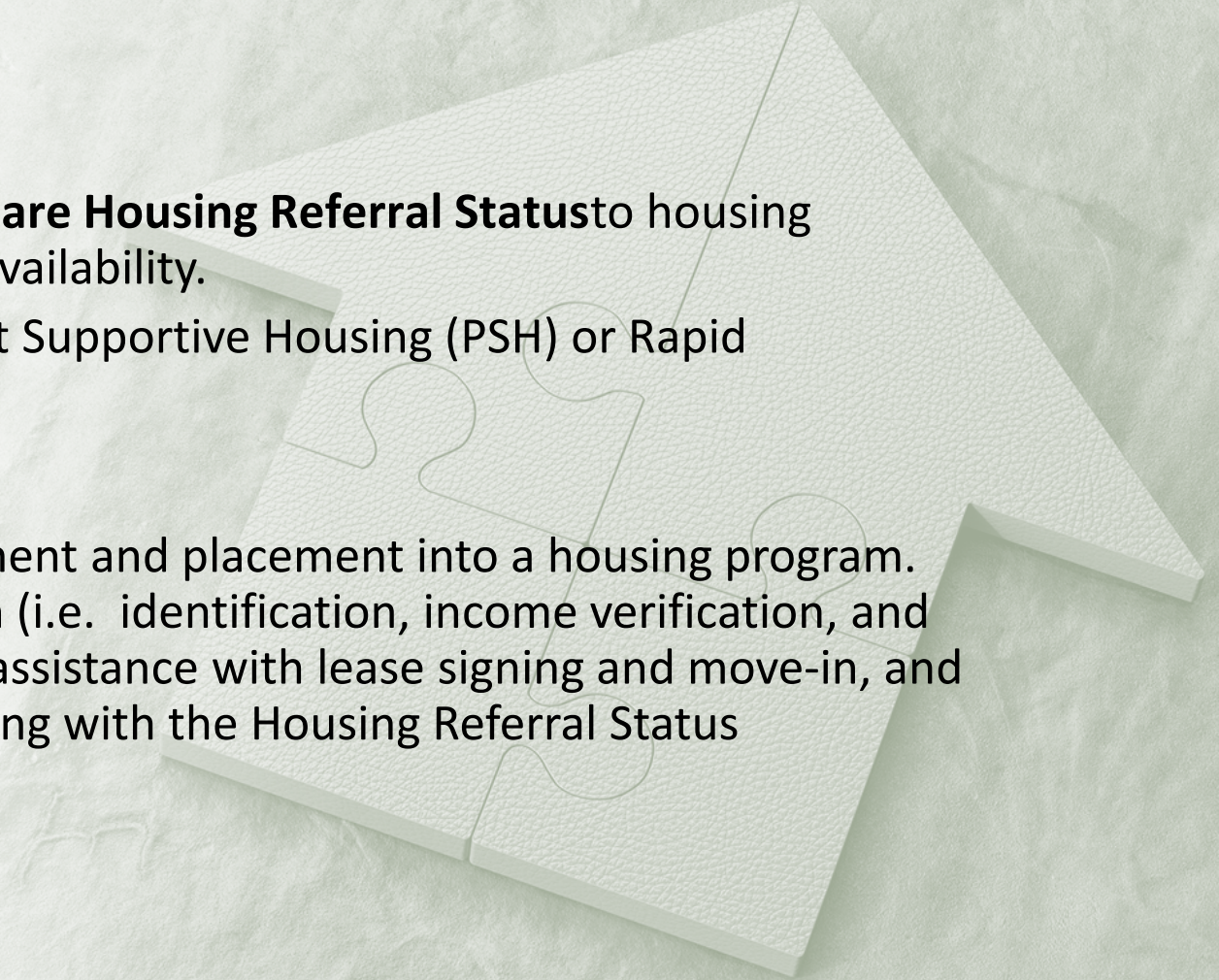
Prioritization

- 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.

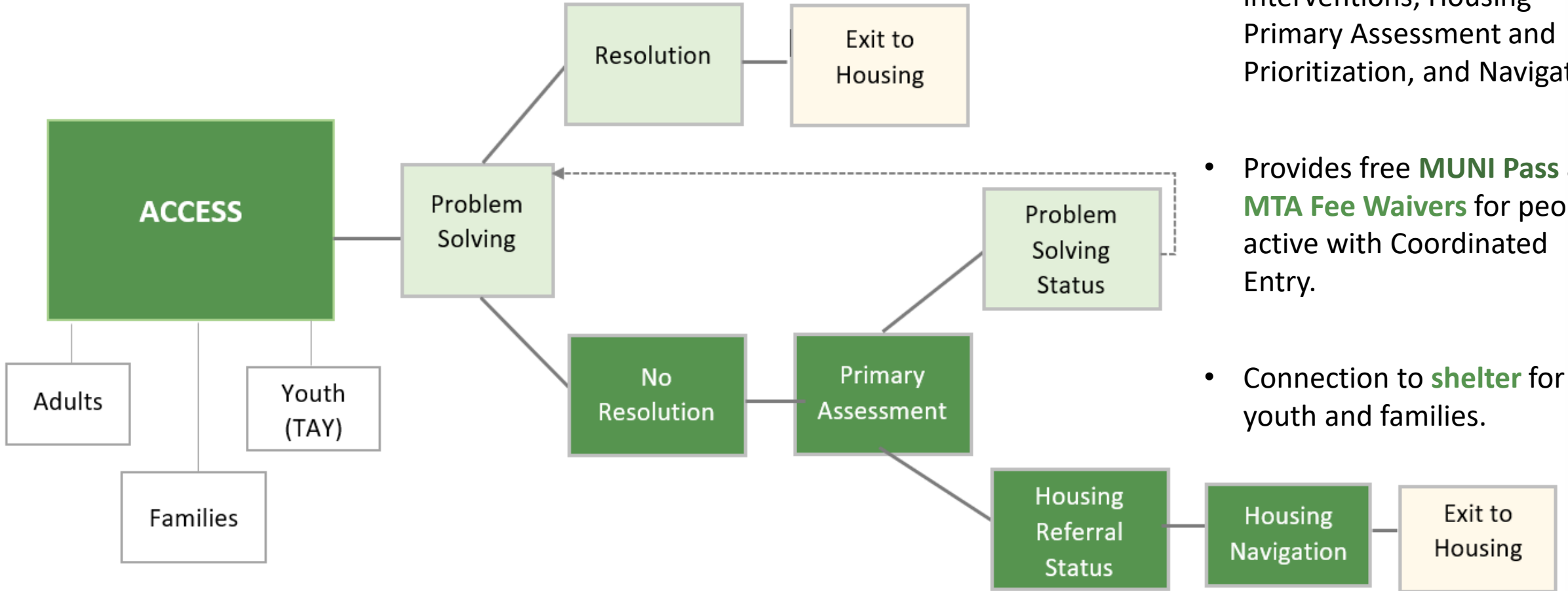


Connection to Permanent Housing Programs

- **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 Pass** 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](#)



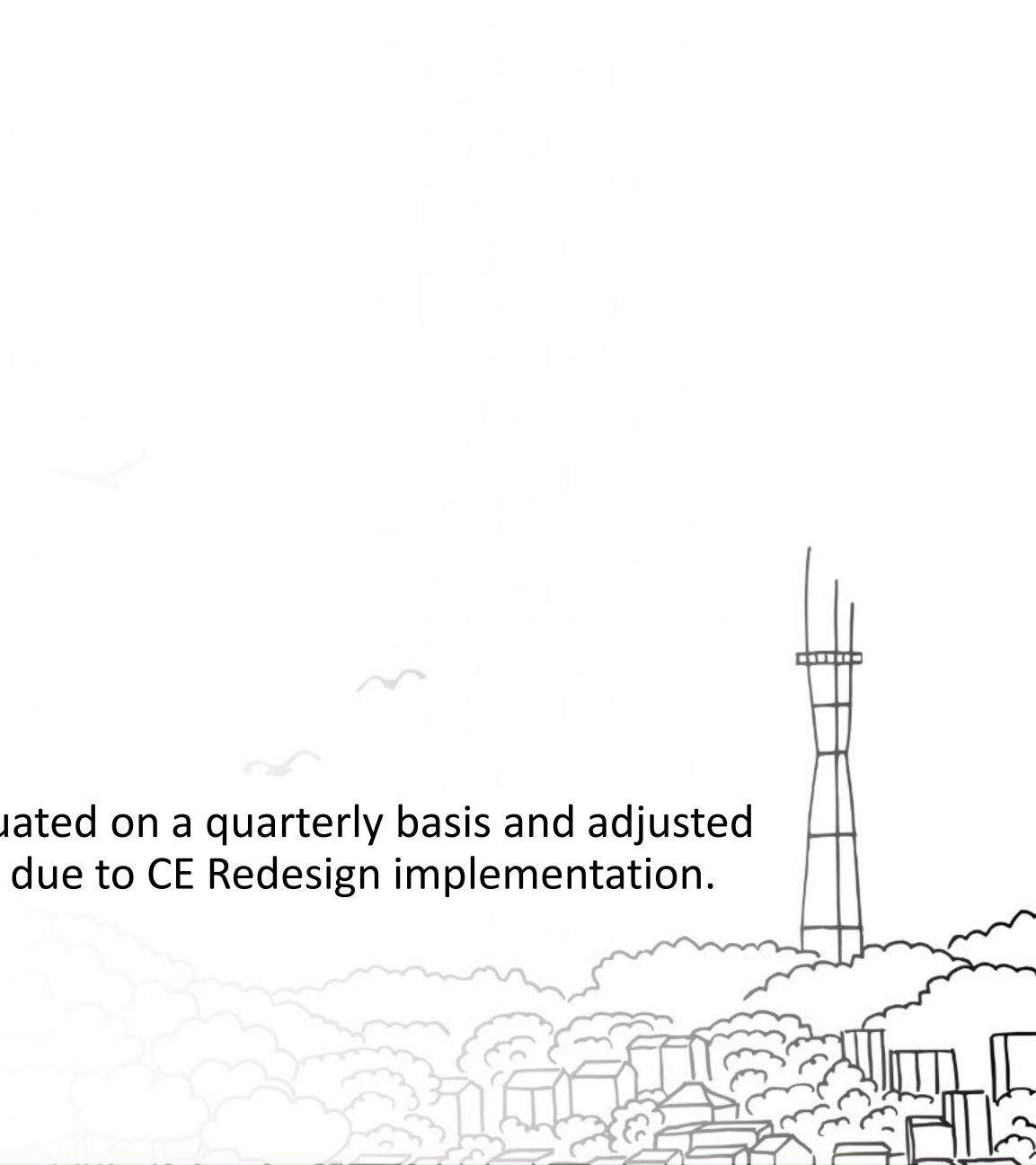
DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Prioritization Policy

Housing Referral Status Range Memo

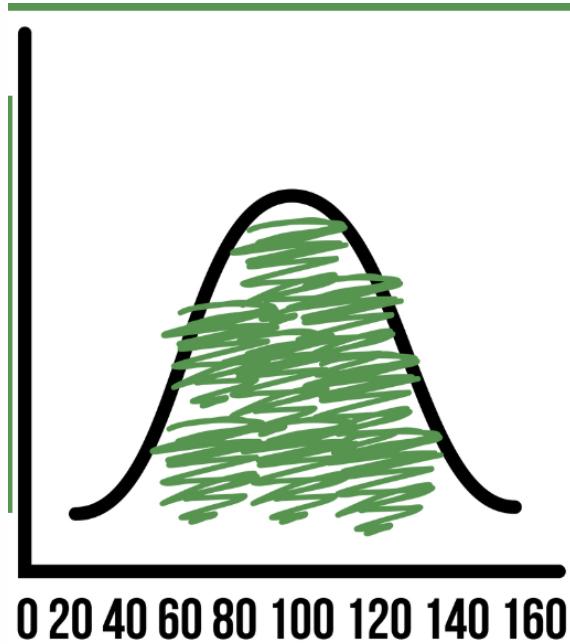
Effective January 26, 2023

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.



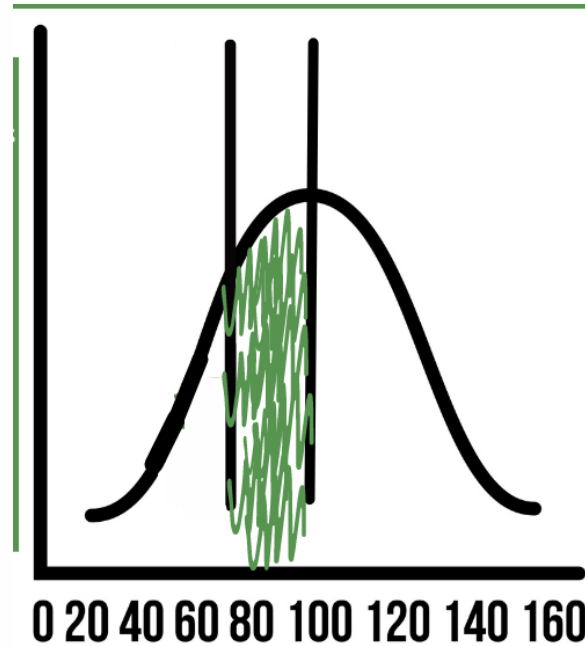
Housing Referral Status Range: Family

CalWORKs for Housing Support Program (HSP) RRH
0+



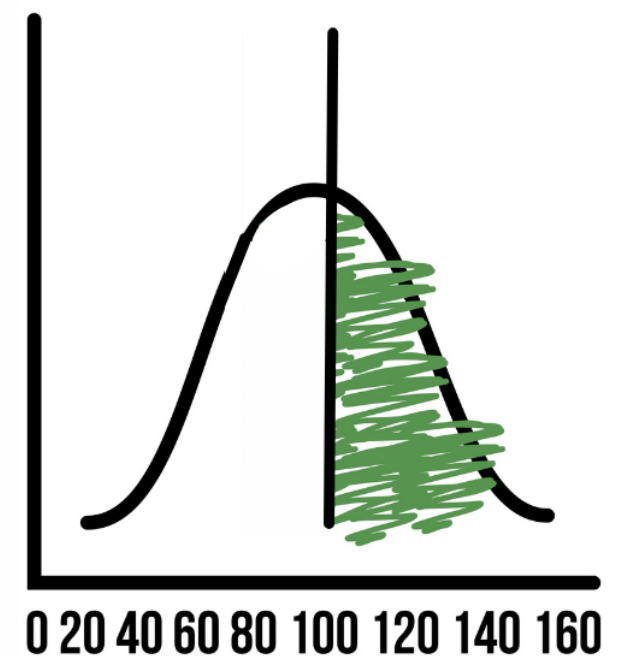
HSH and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold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

Family Rapid Rehousing (RRH)
65-104



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)

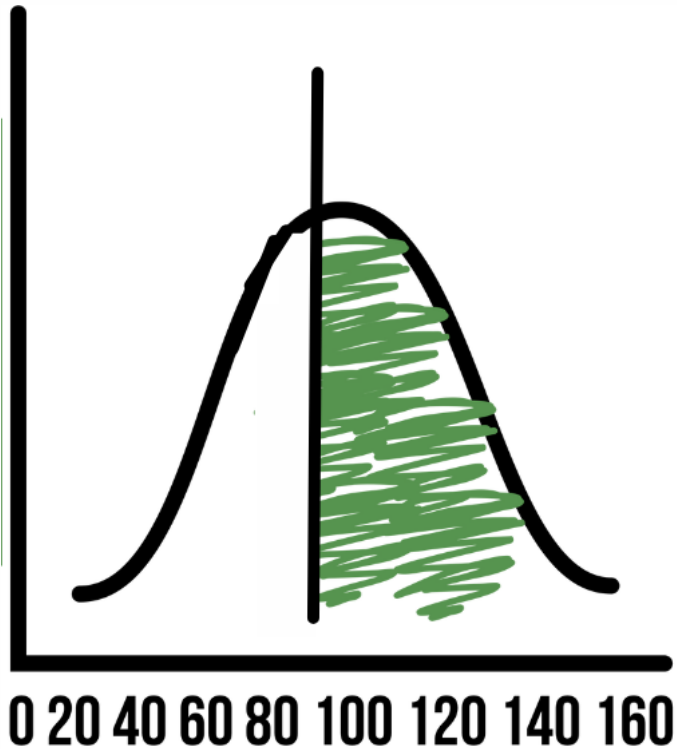
Family Permanent Supportive Housing (PSH)
105-160*



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)

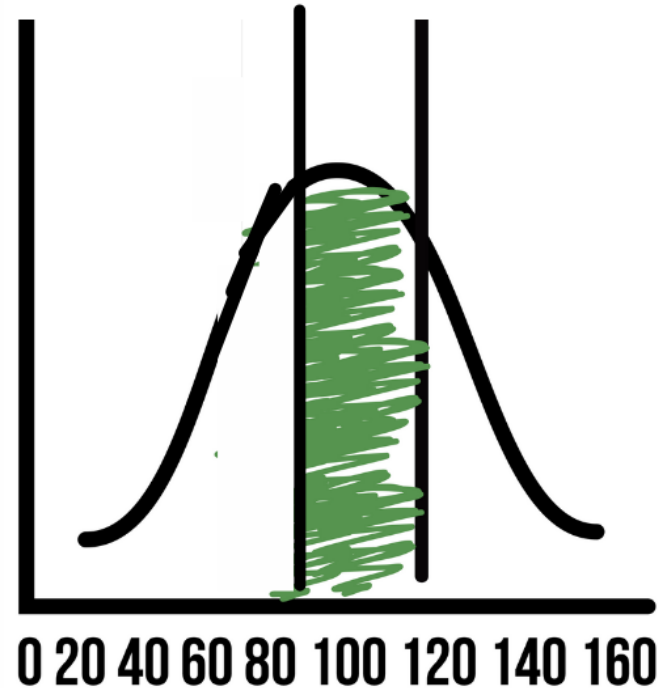
Housing Referral Status Range: Adult

Veterans PSH
90 - 160



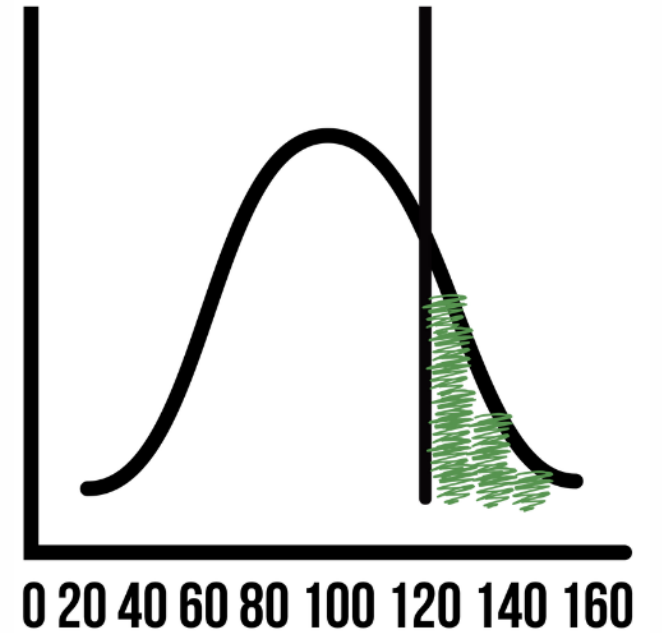
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Adult CAAP PSH
90 - 122



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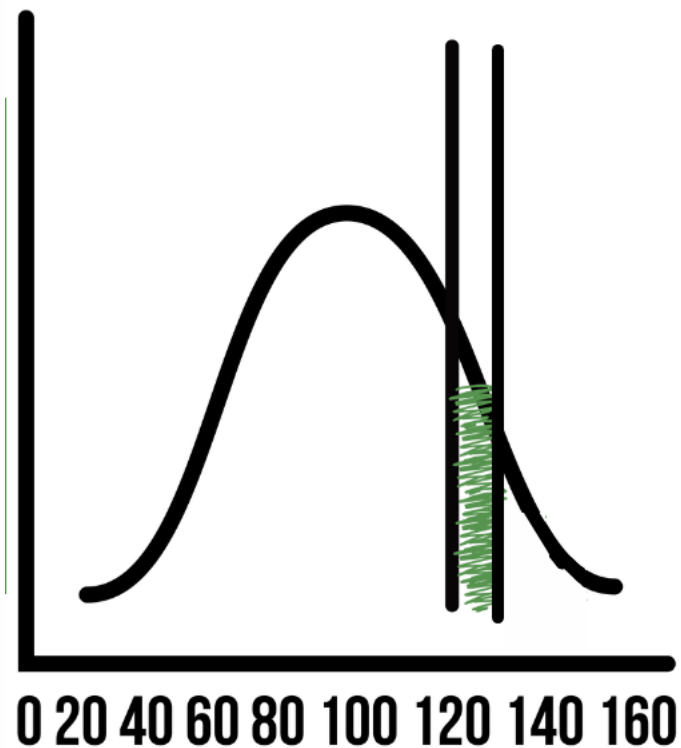
Adult PSH
123 - 160



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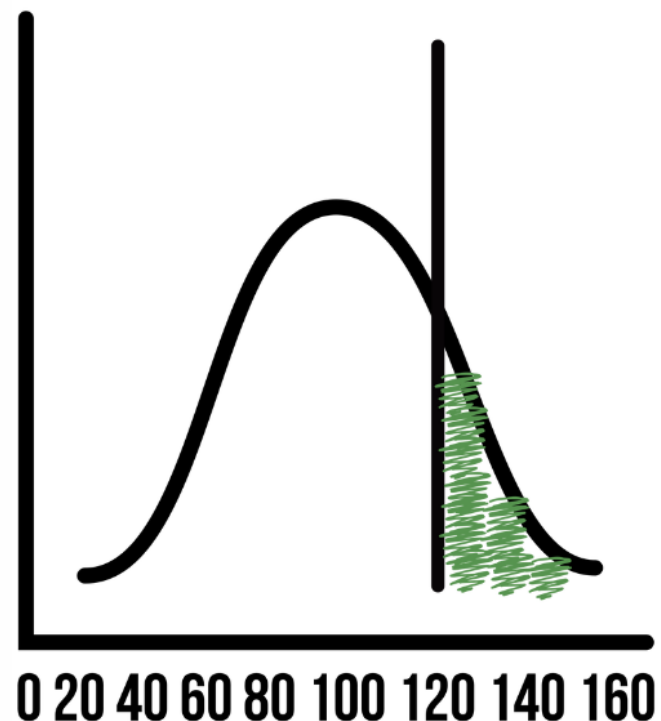
Housing Referral Status Range: Youth

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:

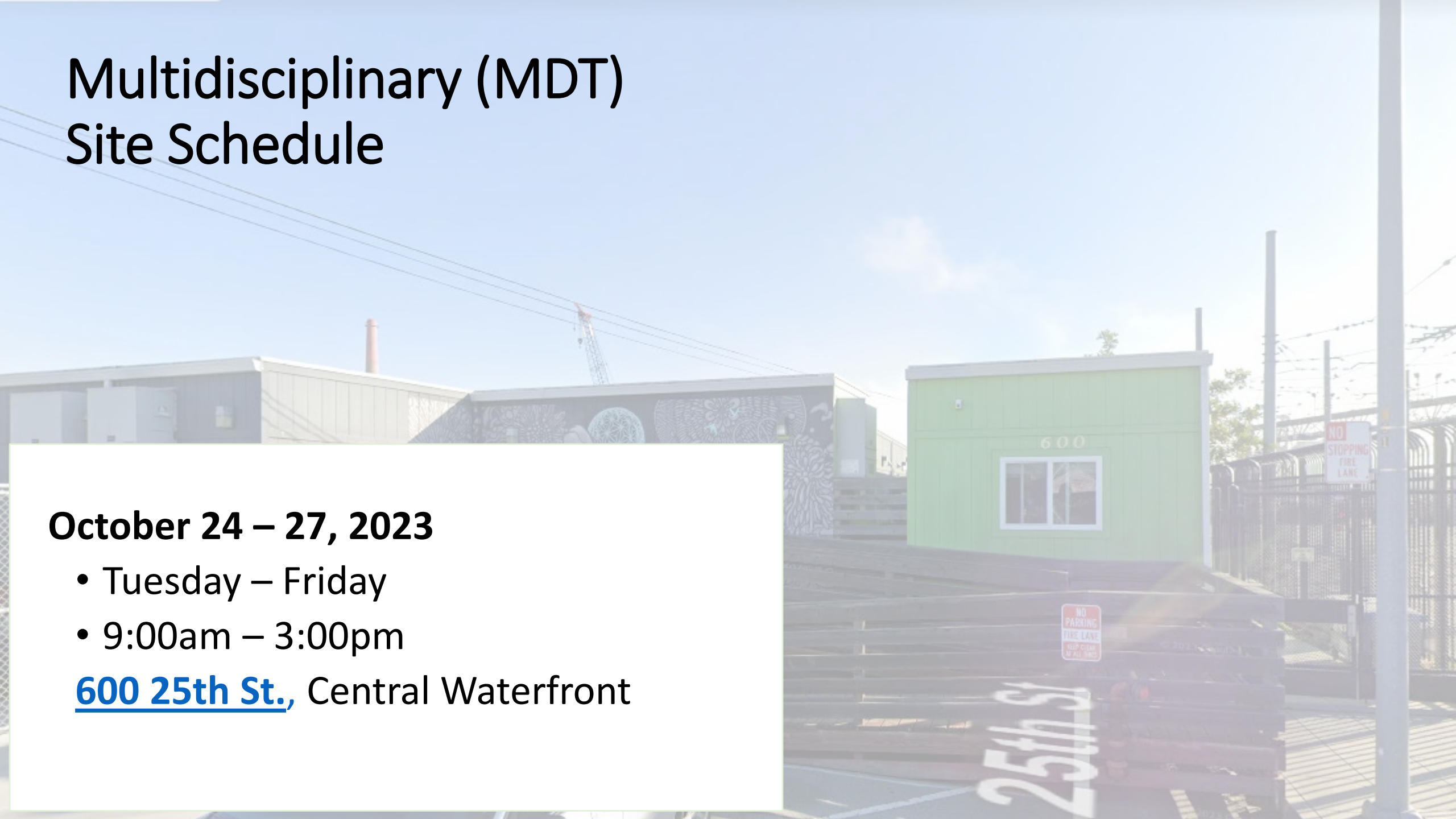
- Met with a Coordinated Entry Access Point for Problem Solving, Assessment, and Prioritization.
- Applied for all potential public benefits such as Supplemental Security Income (SSI), CAAP (cash aid), CalFresh, and Medi-Cal.

Multidisciplinary (MDT) Site Schedule

October 24 – 27, 2023

- Tuesday – Friday
- 9:00am – 3:00pm

600 25th St., Central Waterfront





CE at Project Homeless Connect

19



Coordinated Entry Access Point Teams at Project Homeless Connect Event on September 27th:

- Representation from Episcopal Community Services (ECS), Dolores Street Community Services, Catholic Charities, and Lyric
- **Total served 145 households!!**
- *Impact Story*

Jane* went to the Project Homeless Connect and ECS was able to reinstate her to the housing queue and connect her to an emergency hotel the same day. When Jane spoke with ECS and HSH, she was noticeably under duress and shared her experience with sexual violence. **Tremendous thanks to ECS for their quick and compassionate service.**

*Name changed due to privacy



Lake Merced Prioritization

- Clarification on HSH housing resources at Lake Merced



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SF Housing Conservatorship Program Update

Background

- A conservatorship is when a judge appoints another person to act or make decisions for the person who needs help. The person the judge appoints is called the **conservator**. The person who needs the help is the **conservatee**. A judge can only appoint a conservator if other less restrictive options won't work.
- **The San Francisco Housing Conservatorship Program:** 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.
- **HSH provides permanent supportive housing to individuals who are able to live in an independent level of care.**
- Conservatees deemed by their Care Team to need Permanent Housing in the homelessness response system **are prioritized for the first available Permanent Housing Placement** in the HSH funded portfolio.

[Review Coordinated Entry Written Standards](#)



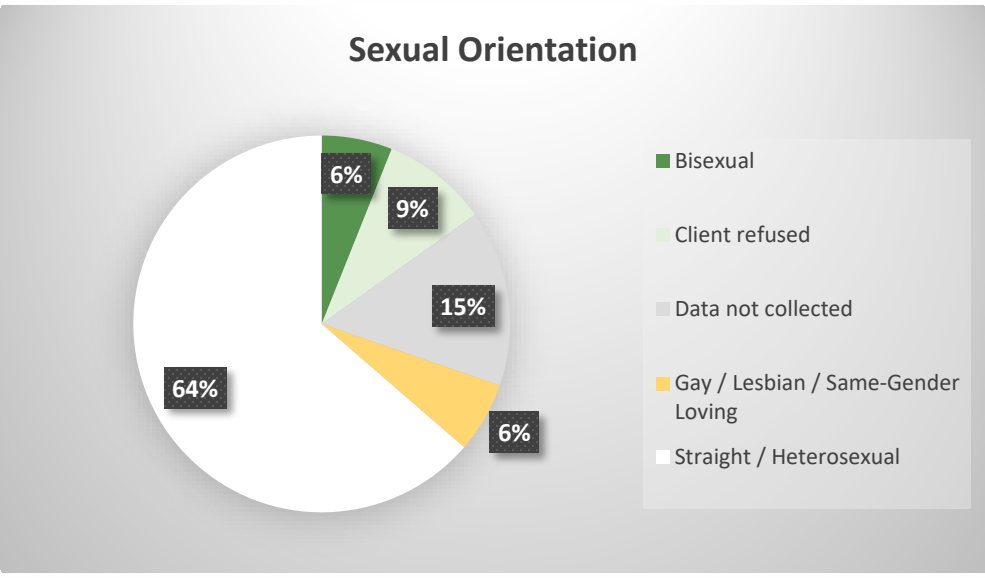
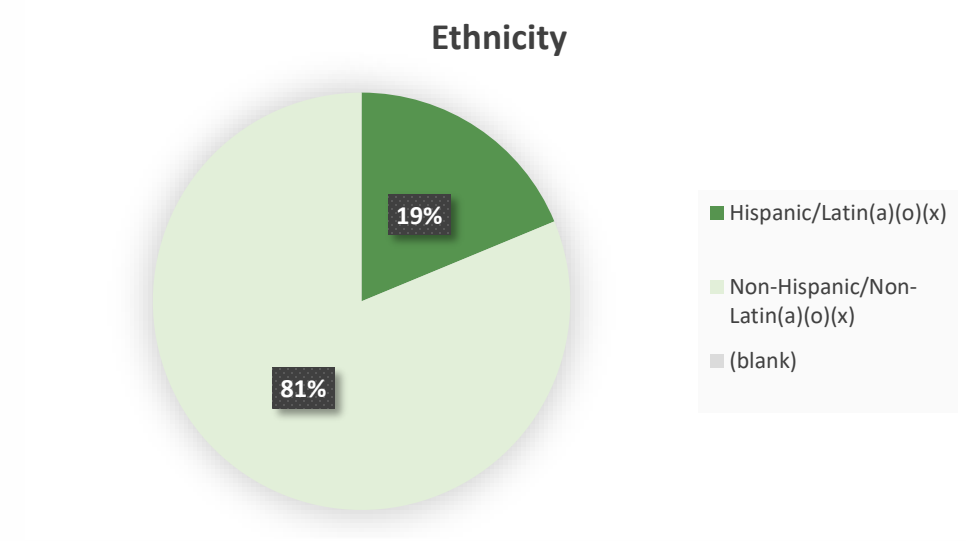
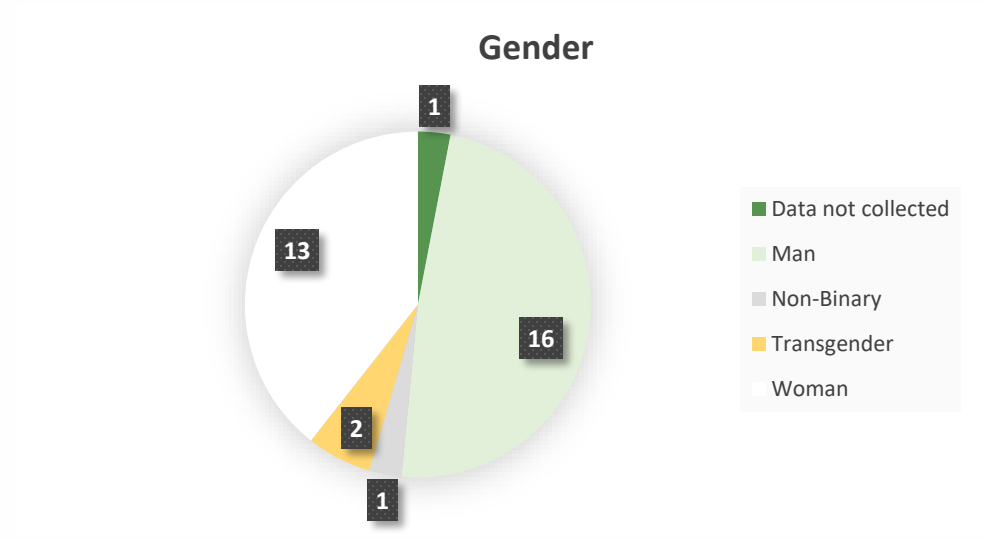
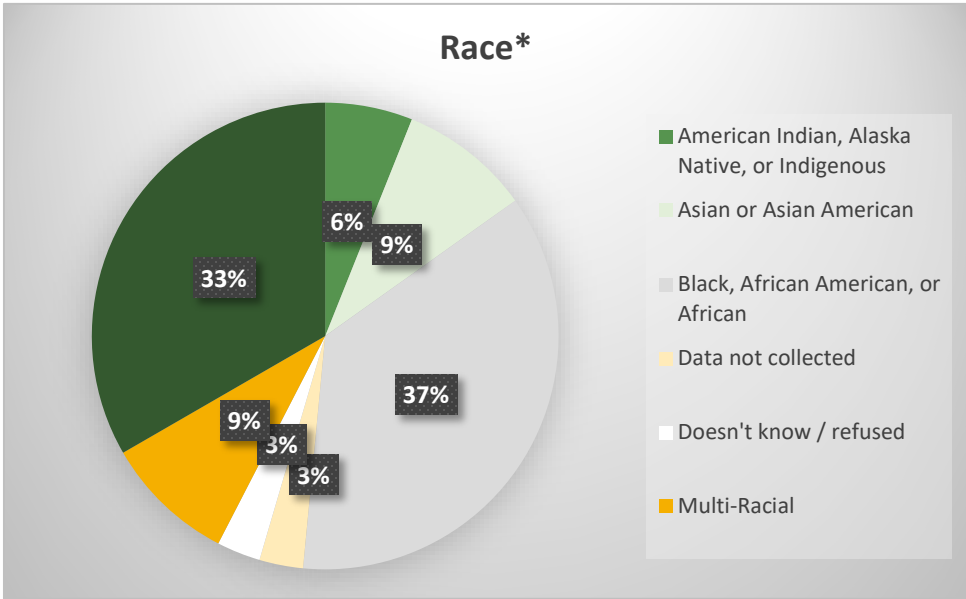
Conservatorship Updates

- HSH has expanded the intake process for conserved clients to now include a multidisciplinary team consisting of the conservator, case manager, HSH prioritization coordinator, HSH placement team, and ECS. **This change has ensured all questions needed for appropriate placement are answered and/or discussed in real time.**
- HSH has also developed an intake template to help prepare the conservator prior to conservatee placement. **The template explains the intake appointment process and available housing options in the HSH portfolio.**
- Human Service Agency and HSH are solidifying guidelines for conserved client referrals to PSH. **This standardization will ensure that all conserved clients are prepared and supported for the transition into PSH.**

Coordinated Entry Conservatorship Population

- Total Referred: 33 Conserved Adults
 - Exited PSH to different housing settings: 6
 - Most common living situation at time of referral:
 - living in an Institution
 - Housing Primary Assessment Score Range:
 - 9-132
 - Average is 68
 - Age range from 21 – 70 years old; Average is 48 yrs old

HSH Conservatorship Demographics (n:33)



*Corrected data



Data as of 10/5/2023

Thank you

QUESTIONS: dhsh@sfgov.org