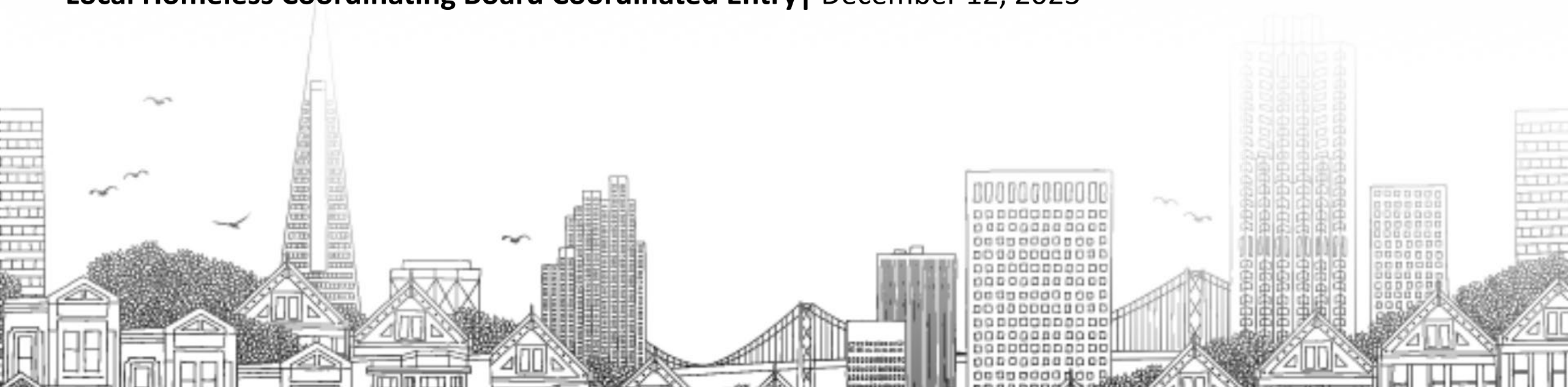




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | December 12, 2023



Agenda

- I. Welcome and Introductions
- II. Coordinated Entry Update
- III. CE Year in Review**
 - **Adjustment to the Housing Referral Status Range**
 - **Multidisciplinary Team (MDT) Presentation**
 - **City Gardens Initiative**
 - **CE Redesign Implementation**
 - **Safe Housing Working Group**
- IV. General Public Comment
- V. Adjournment



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Housing Referral Status Range Adjustment:

FAMILY RAPID REHOUSING



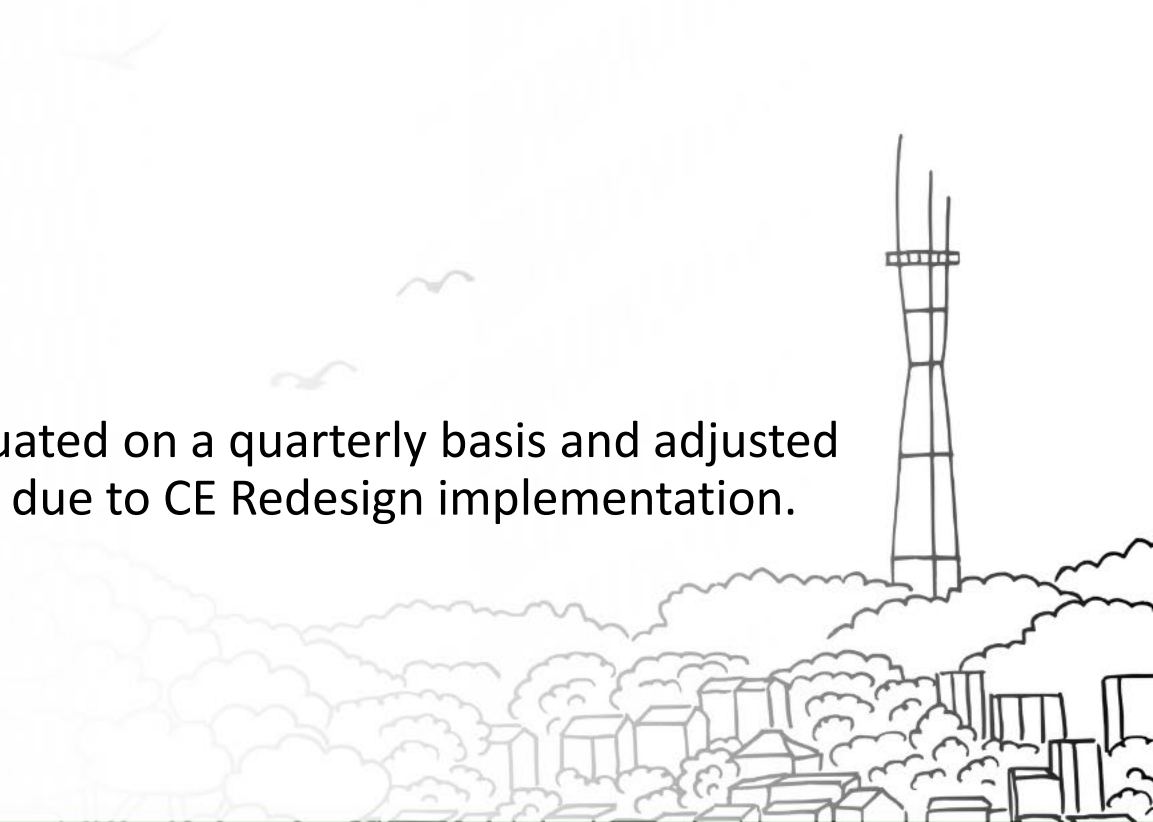
DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Prioritization Policy

Housing Referral Status Range Memo

Effective December 13, 2023

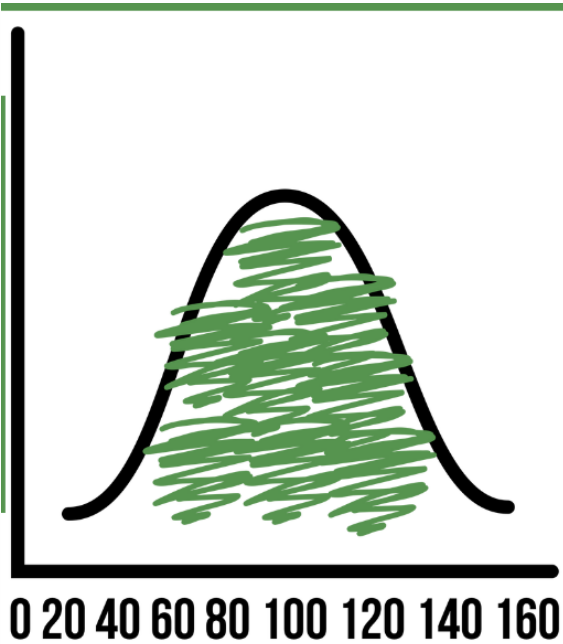
Score ranges for Housing Referral Status households are evaluated on a quarterly basis and adjusted based on overall housing capacity. Ranges remain unchanged due to CE Redesign implementation.



Housing Referral Status Range: Family

CalWORKs for Housing Support Program (HSP) RRH

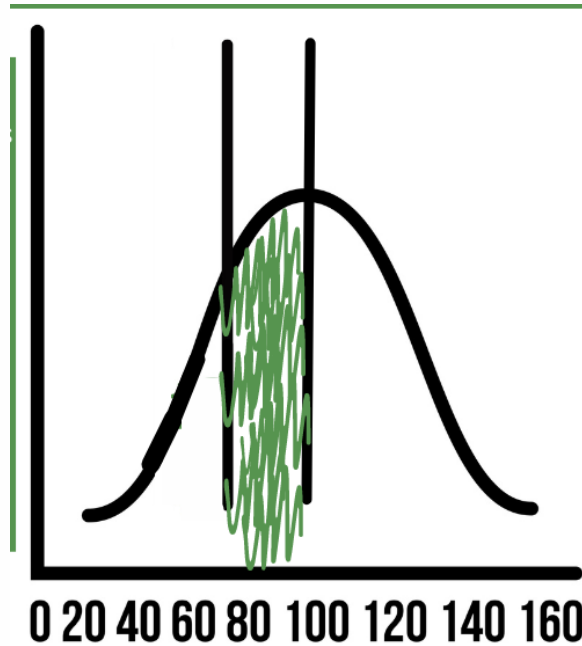
0+



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)

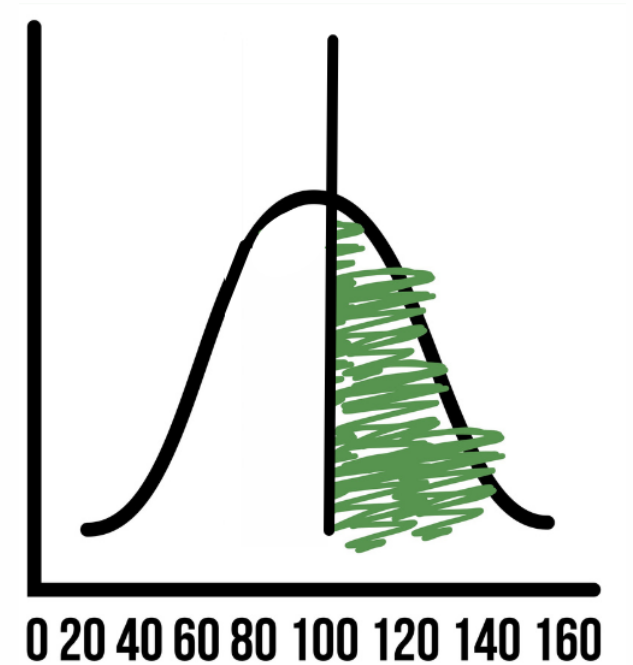
N/A



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)

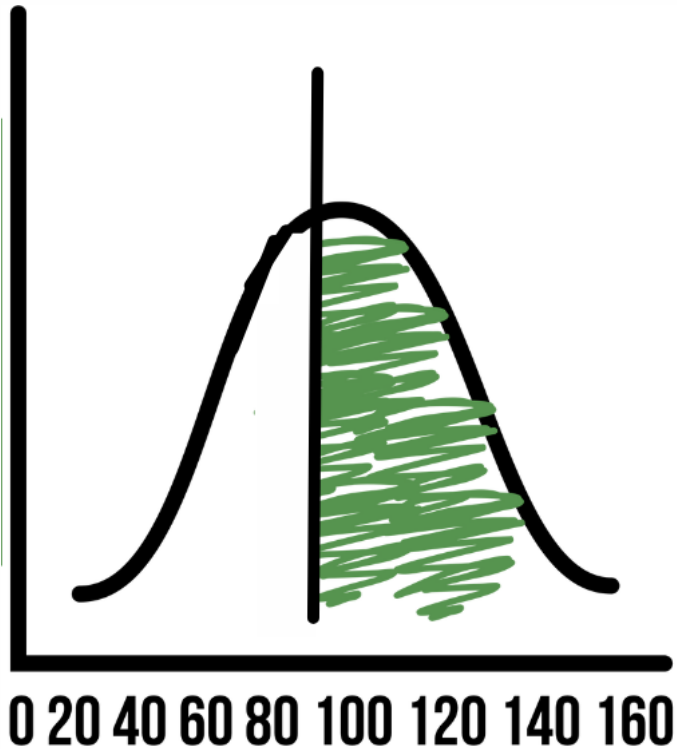
105-160*



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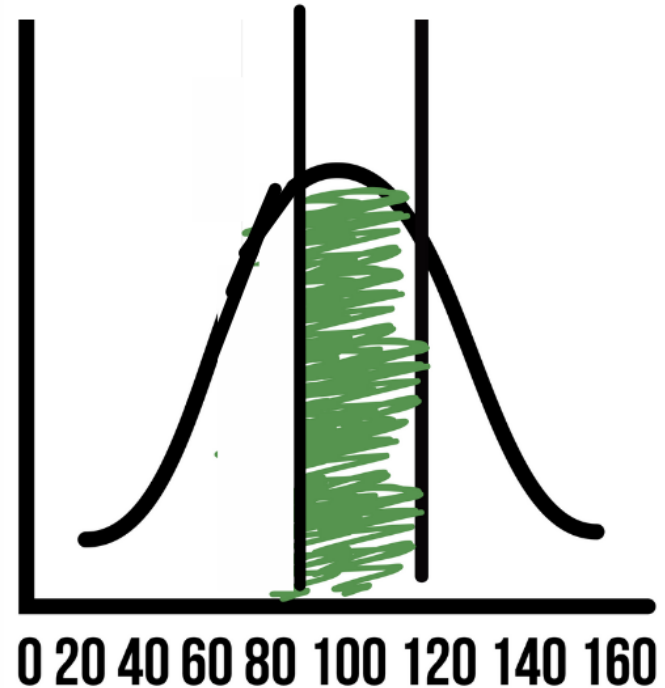
Housing Referral Status Range: Adult

Veterans PSH
90 - 160



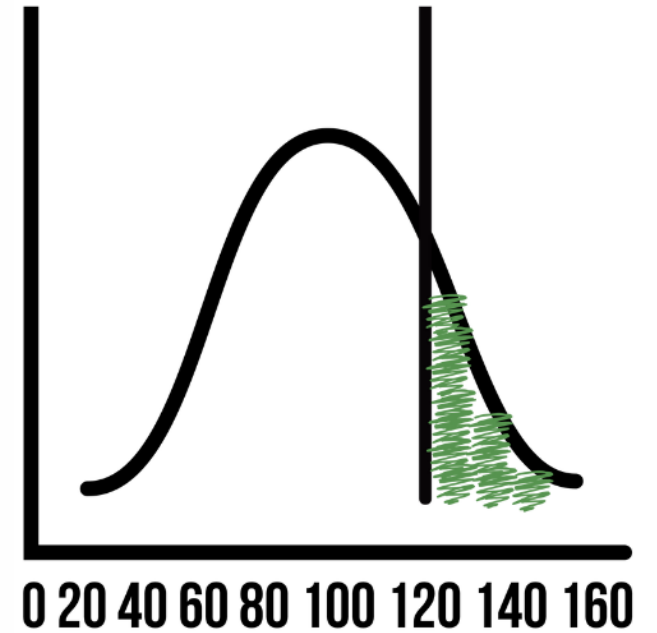
HSJ and our partners never revoke Housing Referral Status from people experiencing homelessness due to a change in Housing Referral Status threshold, so any person experiencing homelessness who is Housing Referral Status before a threshold adjustment, remains Housing Referral Status after the threshold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

Adult CAAP PSH
90 - 122



HSJ 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)

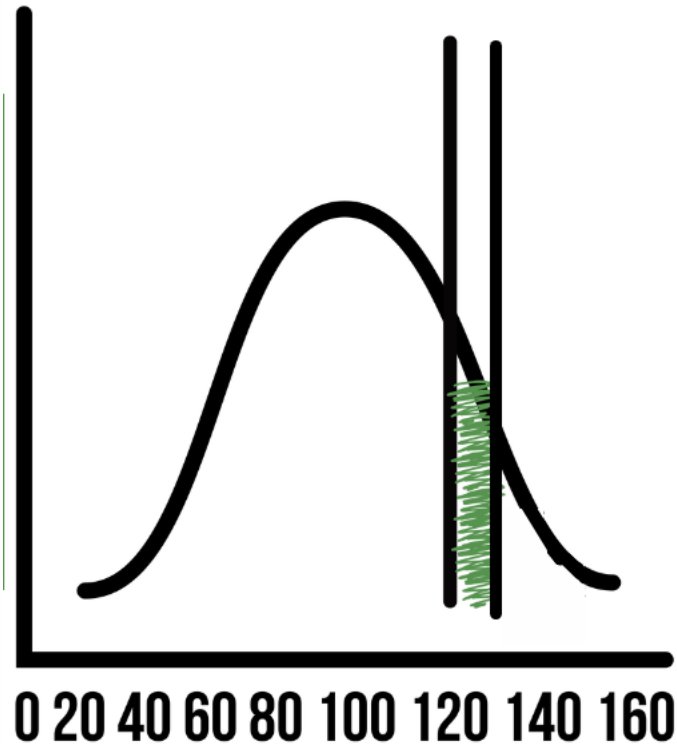
Adult PSH
123 - 160



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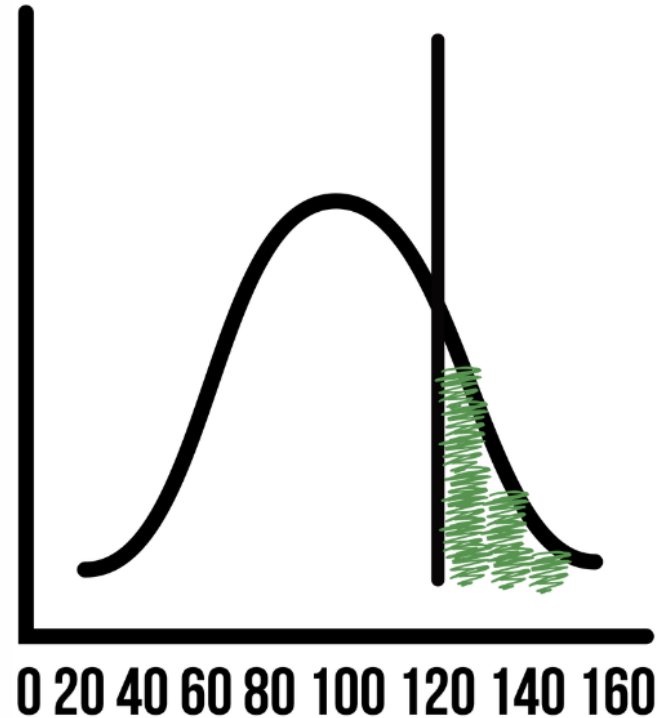
Housing Referral Status Range: Youth

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)

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Multidisciplinary Team PRESENTATION



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Multi-Disciplinary Team (MDT)

Lindsey Slama, MSW (she/her)

Coordinated Entry Access Partner Analyst, Department of Homelessness and Supportive Housing (HSH)

Cindy Ward (she/her)

Homeless Benefits Linkages Manager, Human Services Agency



What is the MDT?

The Multi-Disciplinary Team (MDT) is a group of various government and private providers that coordinate and visit temporary shelters to ensure guests can access a variety of public benefits, services, and housing they need and are eligible to receive.

Launched May 2022

What is the MDT? (continued)

Goals/ Purpose of the MDT

Ensure guests of temporary shelters:

- Meet with a **Coordinated Entry Access Point** to obtain all housing resources for which they are eligible
 - Exit from the temporary shelter site to permanent housing
 - All those “unknown” to Coordinated Entry become known; either as Housing Referral Status or Problem-Solving Status
- Apply for potential **public benefits**, such as SSI, CAAP/ GA (cash aid), CalFresh, Medi-Cal, IHSS
- With the **highest needs** are placed in housing that matches their needs, such as nursing Permanent Supportive Housing (PSH)

Why the MDT?

CalFresh promotes access to healthy food and allows cash income to be used for other expenses, such as housing

Increase likelihood people will exit shelters to permanent housing and remain housed

Income (SSI/ CAAP) may increase the likelihood of permanent housing, even if not in HSH portfolio

Increase number of people with Housing Referral Status to meet supply of new units
Fall 2022 and ongoing

Bringing services to guests rather than requiring them to access services off-site is more successful (CAAP Triage)

Relationship and trust building between guests/ staff and HSH

Medi-Cal shown to reduce the cost of other public services and provides access to other benefits (CalAIM, IHSS)

In-Home Supportive Services (IHSS) can ensure people remain safe in housing

Programs at the MDT- Human Services Agency (HSA)

Supplemental Security Income (SSI)

- Age 65+ or blind or disabled.
- Limited income and resources/ assets
- Typical amount single adult \$1040
- Medi-Cal enrollment
- CalFresh Eligible

Social Security Disability Insurance (SSDI)

- Work requirements before disabled
- Same criteria as SSI to determine disability for 12+ months
- Medicare after 2 years
- No financial need/ asset requirements
- Typical amount is approximately \$1350, \$3000 max
- Can also receive SSI

Programs at the MDT- Human Services Agency (HSA) (cont'd)

County Adult Assistance Programs (CAAP)/ GA

- Free Muni passes
- Counseling
- Employment Assistance
- Free DMV i.d. card
- Up to \$687 per month
- CAAP Triage

CalFresh

- Healthy food for people who meet income eligibility
- Similar income eligibility as Medi-Cal
- Up to \$281 a month for a single adult (as of Oct 1, 2022)

Medi-Cal

- Free or low-cost health insurance based on income eligibility

Human Services Agency (& partners) at MDT

Bay Area Legal Aid (HDAP)

SSI Advocacy

Must be Housing Referral Status

Lawyer and Social Worker complete extensive intake for potential eligibility for SSI

Adult Protective Services (Home Safe)

Referred by Shelter Health staff to DPH

Nursing PSH

Typically limited 3 guests per site due to capacity

Intensive case management provided by Institute on Aging (IOA)

County Benefits Eligibility

A mobile eligibility worker identifies eligibility for CAAP, CalFresh, and Medi-Cal

Can become "CAAP- Housing Referral Status" based on assessment score; a separate way to access housing (care not cash)

Human Services Agency (& partners) at MDT (cont'd)

NEW to
MDT
2023!

CAAP Triage

The Triage assessment completed by a social worker to determine client's level of employability & most appropriate CAAP services

Clients are placed in one of **four** categories:
Workfare (employable), **Light Duty** (partially employable), **Temporarily Disabled** (3 months), or **Fully Disabled** (exempt from work & referred to CAAP SSI Advocacy)

Triage is a required step to maintain CAAP benefits. Completing at time of application decreases likelihood of discontinuance

NEW to
MDT
2023!

In-Home Supportive Services (IHSS)

Helps older adults/ people with disabilities with ADL's (bathing, dressing, laundry, shopping, and cooking)

Partners with Homebridge, a non-profit organization who employs IHSS caregivers

IHSS social workers assess shelter guests for eligibility and assist with application process

Administered by HSA's Department of Disability and Aging Services

Programs at the MDT- Coordinated Entry

Front door to the Homelessness Response System

- Assess, prioritize, match people to housing
- Standard assessment, centralized data, prioritization method
- Access Points and Access Partners in the community and based on population: Adults, Families, and Youth (18-24)

Programs at the MDT- Coordinated Entry (cont'd)

Unknown Status

- Guest is Unknown to Coordinated Entry
- Meets with Coordinated Entry Access Point
- After Housing Primary Assessment, guest either Problem Solving or Housing Referral Status based on vulnerability

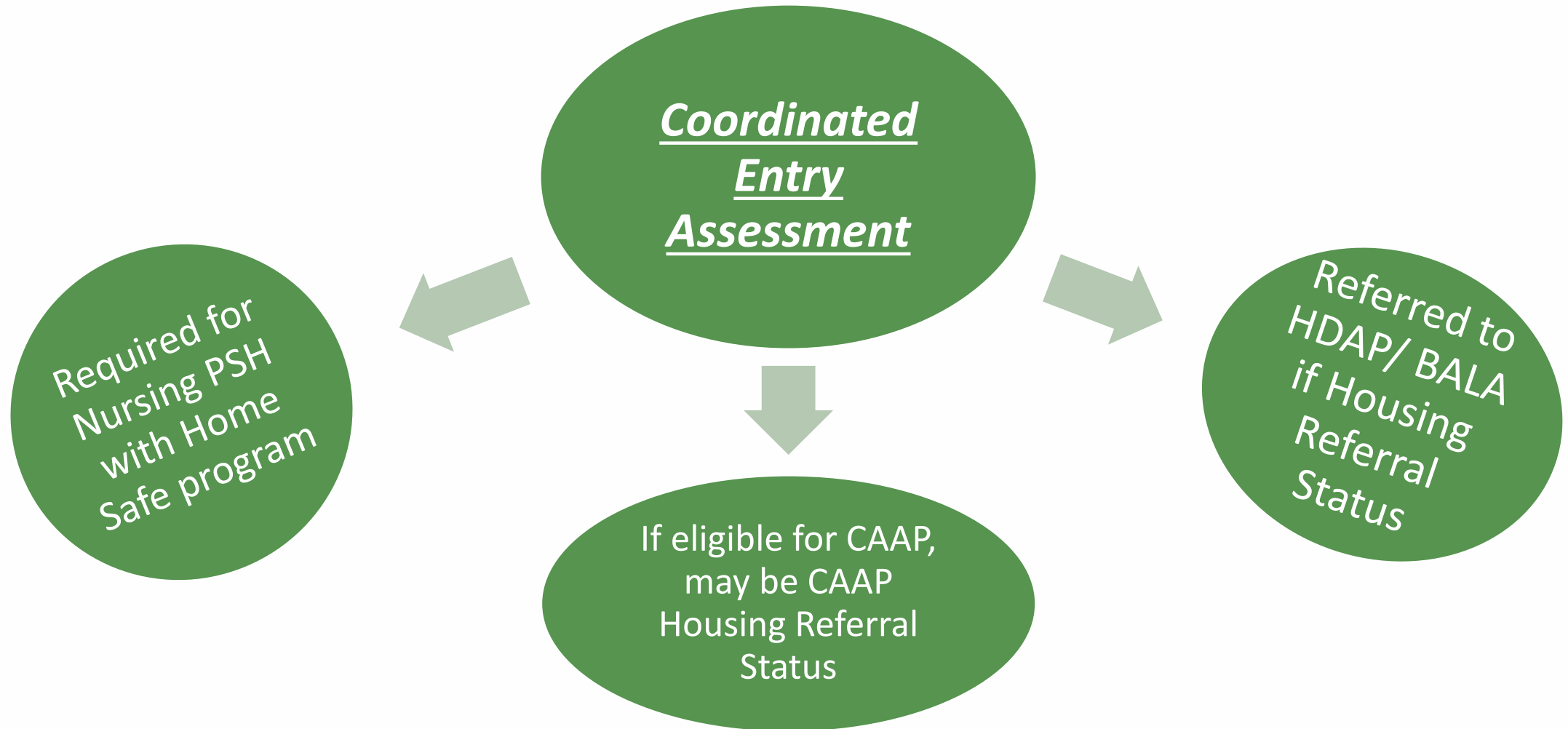
Problem Solving Status

- May change from Problem Solving to CAAP Housing Referral Status
- Help identifying real-time solutions
- Housing Location Assistance
- Travel and Relocation Support Outside of SF
- Reunification, mediation, conflict resolution
- Financial Assistance

Housing Referral Status

- Eligible for Permanent Supportive Housing (PSH) units OR Scattered Site PSH (Flex Housing Pool)
- May be enrolled in HDAP if HSA determines guest doesn't receive SSI, SSDI, etc.
- CAAP Housing Referral Status

Coordinated Entry: Key to MDT



Programs at the MDT- Rapid Rehousing

Piloted
at MDT
in 2023!

Rapid Rehousing (RRH)

- Time-limited subsidy that gradually decreases as the tenant stabilizes and finds housing outside of the Homelessness Response System.
- Tenants live in private-market units and access supportive services, including case management and housing retention assistance.

How is the MDT Implemented?

Before the MDT:

- HSH and HSA review housing and benefit status to determine which guests should meet with which providers
 - Referrals from Shelter Health Nurses for Home Safe and IHSS
- Visit the shelter the week before MDT to explain MDT to shelter staff and plan logistics
- Provide list of guests and services to shelter staff; begin outreach for MDT the following week

During the MDT (2-3 days, revised):

- Donuts are provided to engage with guests
- Guests are routed to various providers as appropriate
- Status of benefits, housing, other services are tracked during and after the MDT

After the MDT:

- After and once referred to housing, shelter staff and housing navigators assist guests with viewing the unit, paperwork, and other required items for move-in

**HAVE YOU APPLIED
FOR
ALL YOUR
BENEFITS?**

**[SPECIFIC ON-SITE LOCATION]
[DATE]
[TIME]**



**JOIN US FOR DONUTS,
CHECK YOUR HOUSING STATUS,
AND SEE IF YOU QUALIFY FOR:**

- **CAAP (Cash Aid)**
- **CalFresh (Food Stamps)**
- **Medi-Cal (Health Insurance)**

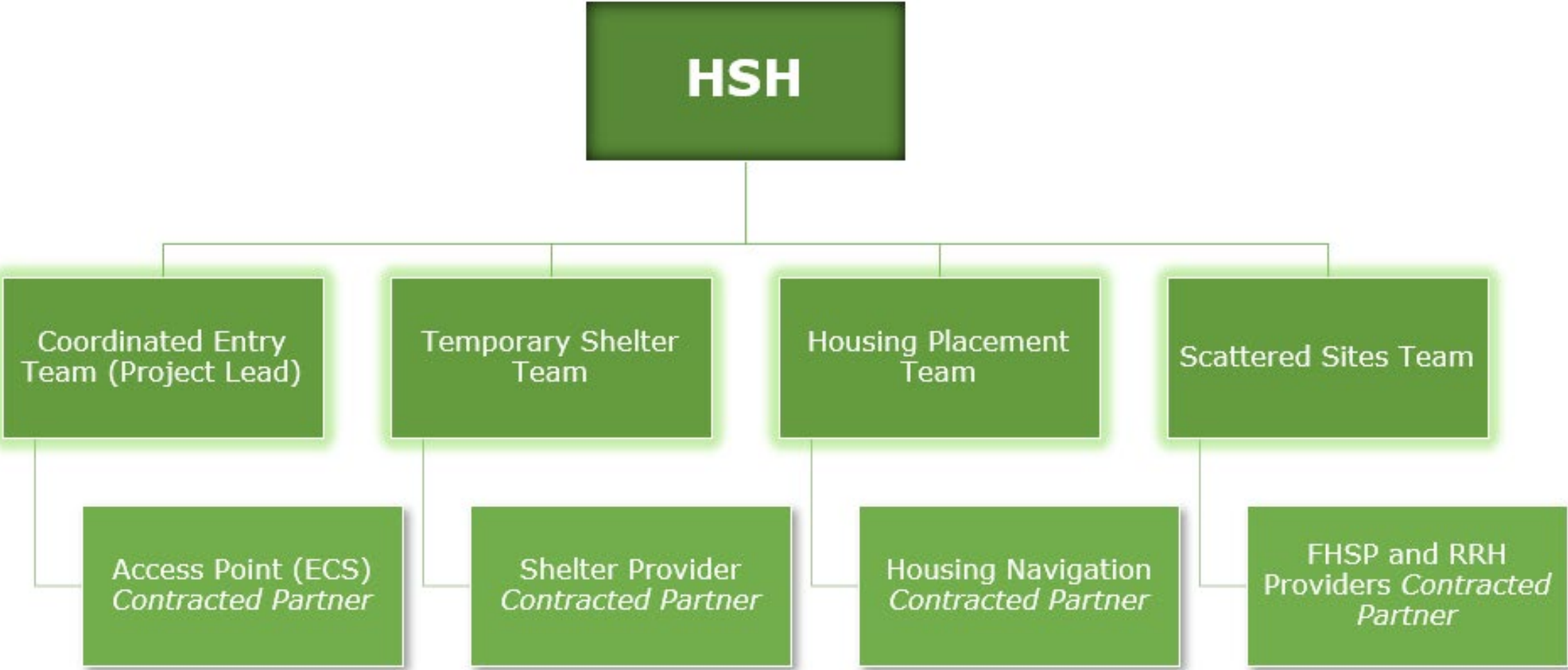


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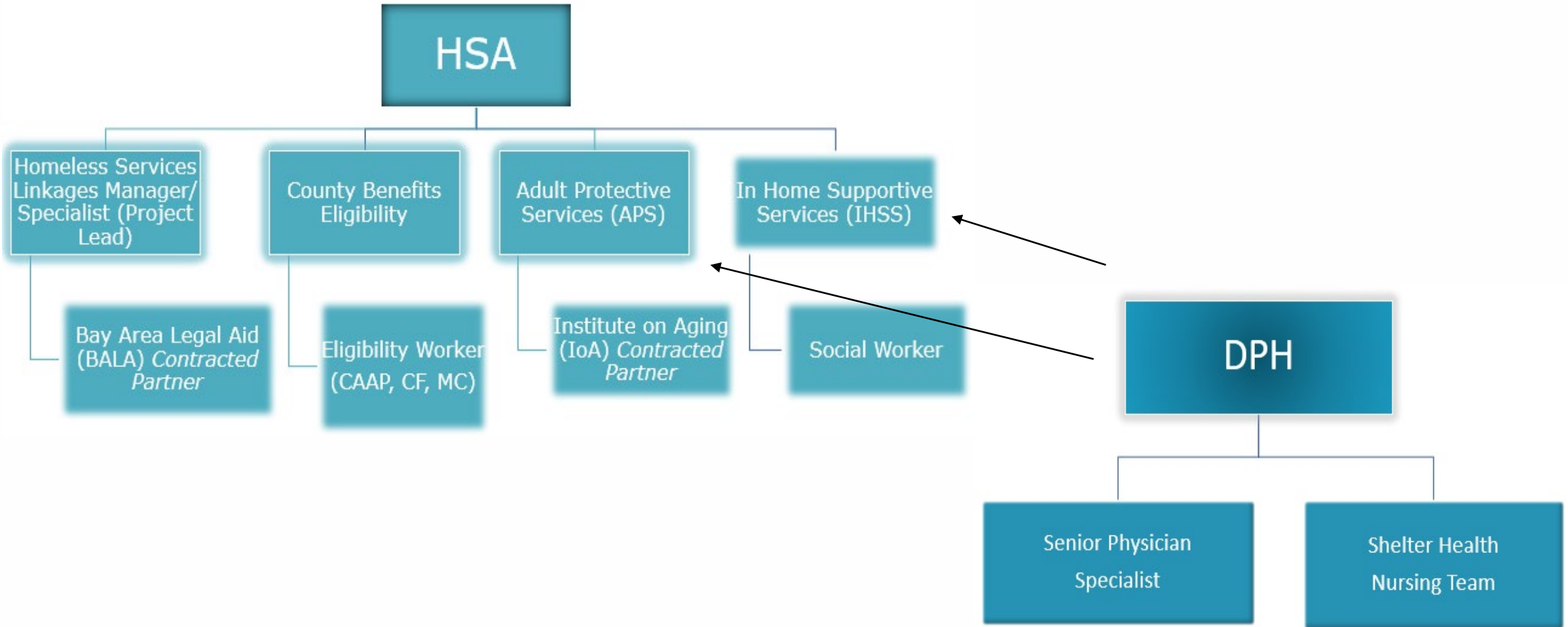


SAN FRANCISCO
HUMAN SERVICES AGENCY

MDT Departments and Partners



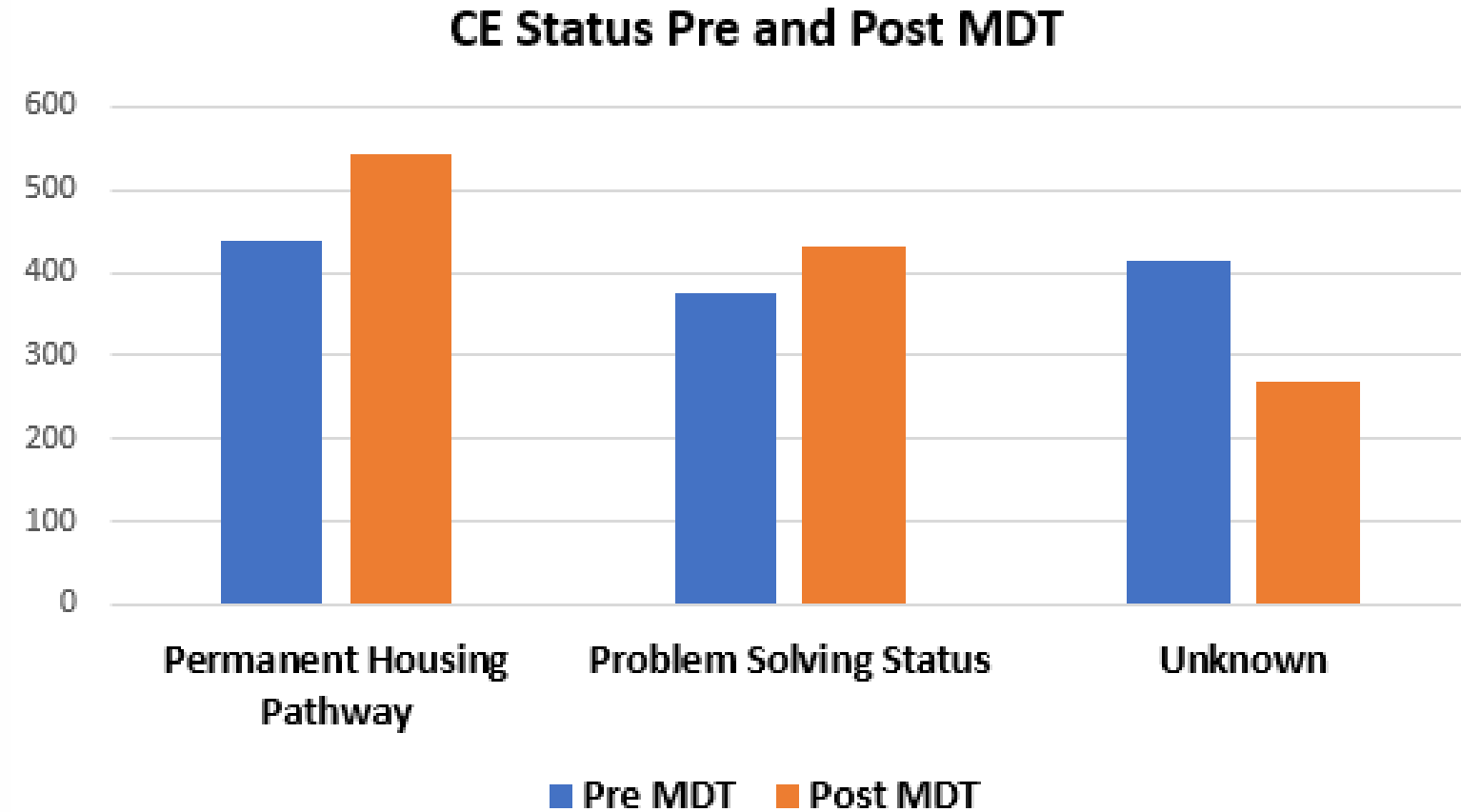
MDT Departments and Partners (continued)



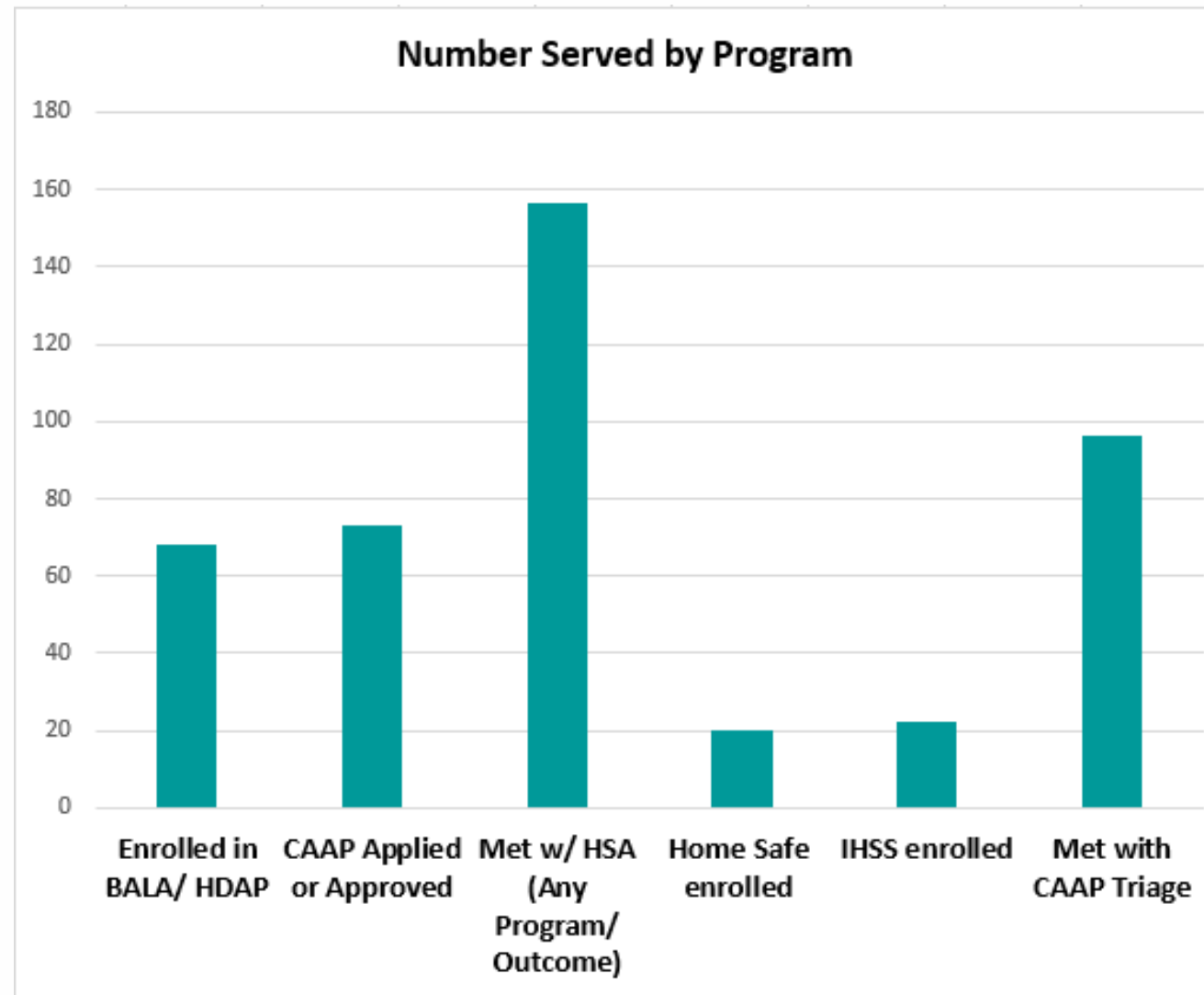
2023 Sites

Month	Site Name
January	Kinney Hotel & A Woman's Place
February	Baldwin Navigation Center
March	711 Post
April	Bayview Navigation Center
May	Gough Cabins
June	Pier 94 (RV site)
July	MSC South
September	Sanctuary
October	Central Waterfront Navigation Center
November	Hospitality House

MDT Outcomes in 2023

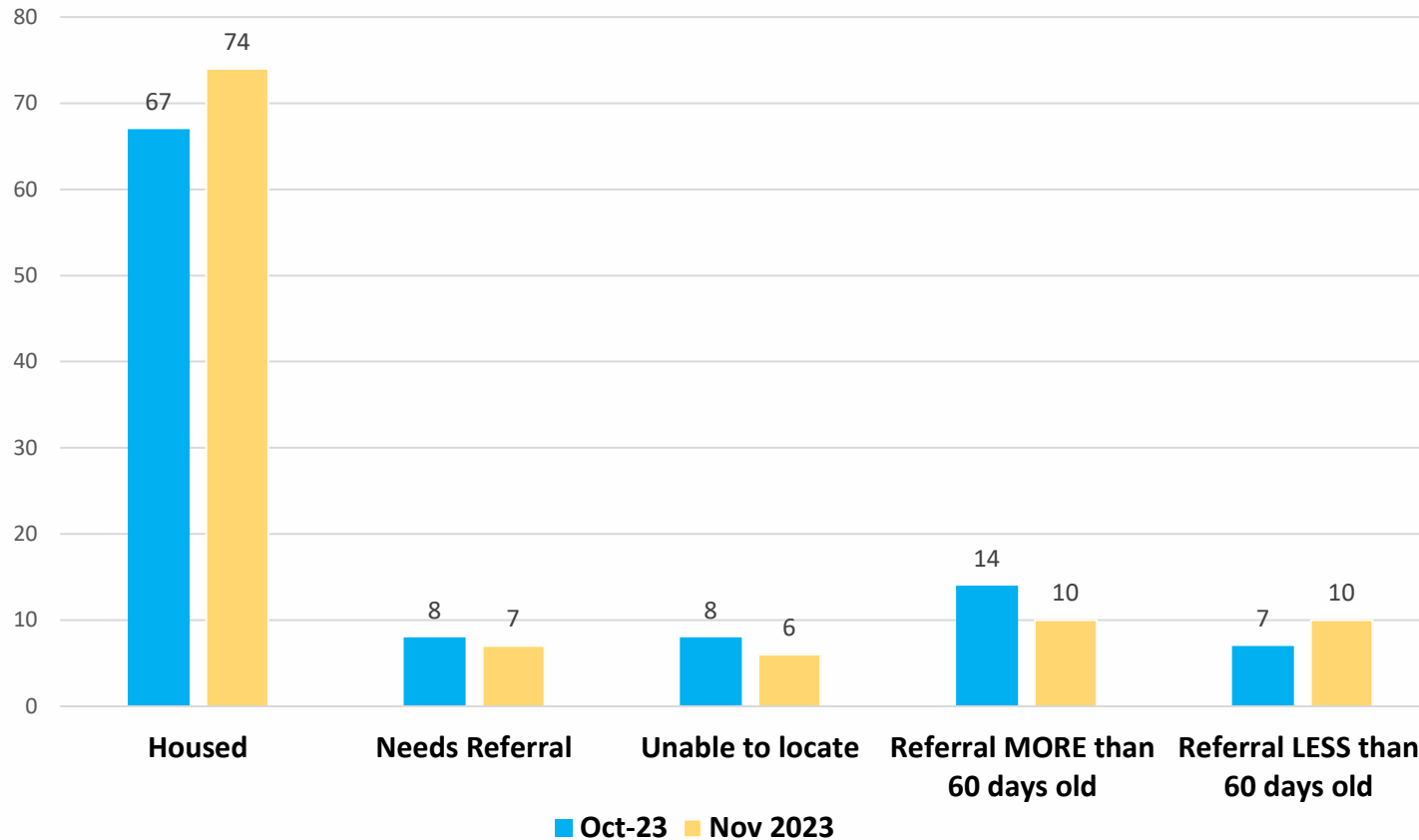


MDT Outcomes in 2023



Housing Disability Advocacy Program (HDAP)

HDAP Housing Status 11/2023
(since May 2022)



Successes

- 11 sites visited in 2023
- Almost 1300 shelter guests' CE status reviewed and HSA benefits checks; services individually tracked
- 38% reduction Unknown to CE at shelters visited
- Engaged with 44% of all guests at the shelters visited
- About 1000 services provided
- Built new relationships with shelter staff
- Increased knowledge about CE to shelter staff
- More people with housing referrals before MDT than 2022

Challenges and Lessons Learned

- The relationships with shelter staff and guests are very important to the success of the MDT. Staff involvement is critical.
- Navigation Centers have a lower caseload ratio so case managers tend to have closer relationships with the guests.
 - More space on-site and one level so navigation centers are logistically easier to administer the MDT
- Outdoor sites such as Pier 94 and the VTC are very difficult to have an MDT
- MDT Core Team only has capacity for 1 MDT per month, services to each adult shelter once every 18-24 months
 - Mobile Access Point Schedule
 - Larger sites receive the same number of staff as smaller sites
- There's a lot of interest on the 1st and 2nd day of MDT, so we are revising for 2024
- Shelter Health not at every adult shelter (Home Safe and IHSS)

Tentative 2024 Sites

Month	Site Name
JANUARY	Monarch Hotel (Site 30)
FEBRUARY	Adante Hotel (Site 35a)
MARCH	Cova Hotel (Site 38)
APRIL	Ellis
MAY	Bayshore
JUNE	Embarcadero
JULY	Division Circle
AUGUST	Taimon Booton
SEPTEMBER	Next Door (site S)
OCTOBER	Kinney
NOVEMBER	A Woman's Place

QUESTIONS?



City Gardens Initiative

➤ Key HSH Partners

- Mission, Bayview, and Central City Family Access Points.
- San Francisco Housing Authority.
- ABODE/HIP (Housing for Independent People) housing and supportive services provider.

➤ Removed Housing Barriers

- HSH waived for first month's rent and security deposit.
- Housing applications not required after mid-September.
- Reductions in income documents requirements.

➤ “Welcome Home” gift basket that focused on the needs of families:

- Safeway gift card; sheets; towels; baby items; other household goods.

➤ First Time Achievements

- 152 units leased between May & Oct; 109 by Family Coordinated Entry.
- Key Collaboration between SF Housing Authority (SFHA) & HSH
 - 50 PBV units for families on shared SFHA and CE housing lists.
- Met the October 28, 2023, Homekey leasing deadline.



CE Redesign & Implementation

🔑 Milestones

LHCB adopts [CE Redesign Recommendations](#) in January

- Establishes new CE governance & oversight that embeds people with lived experience
- Improves how people access Coordinated Entry
- Redesigns how we understand, identify, and match people to housing resources

[CE Redesign Implementation Committee](#) is formed in August

- 24 external community members
- 2 City/County staff
- 65% represent people with lived experience

🔑 CE Implementation Phase 3

- LHCB approves new [CE Governance Charter](#) in December
- Working groups recently established to help inform implementation of the CE Redesign Recommendations



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Safe Housing Working Group Update

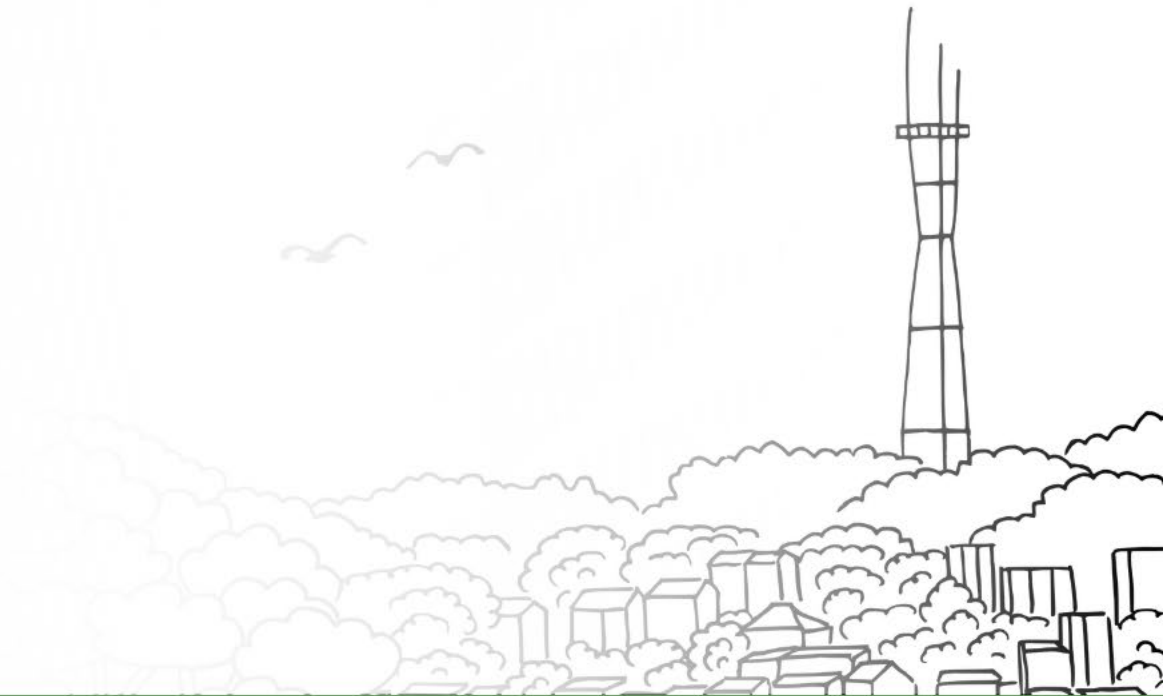
December 12th 2023





DEPARTMENT OF
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Safe Housing Working Group



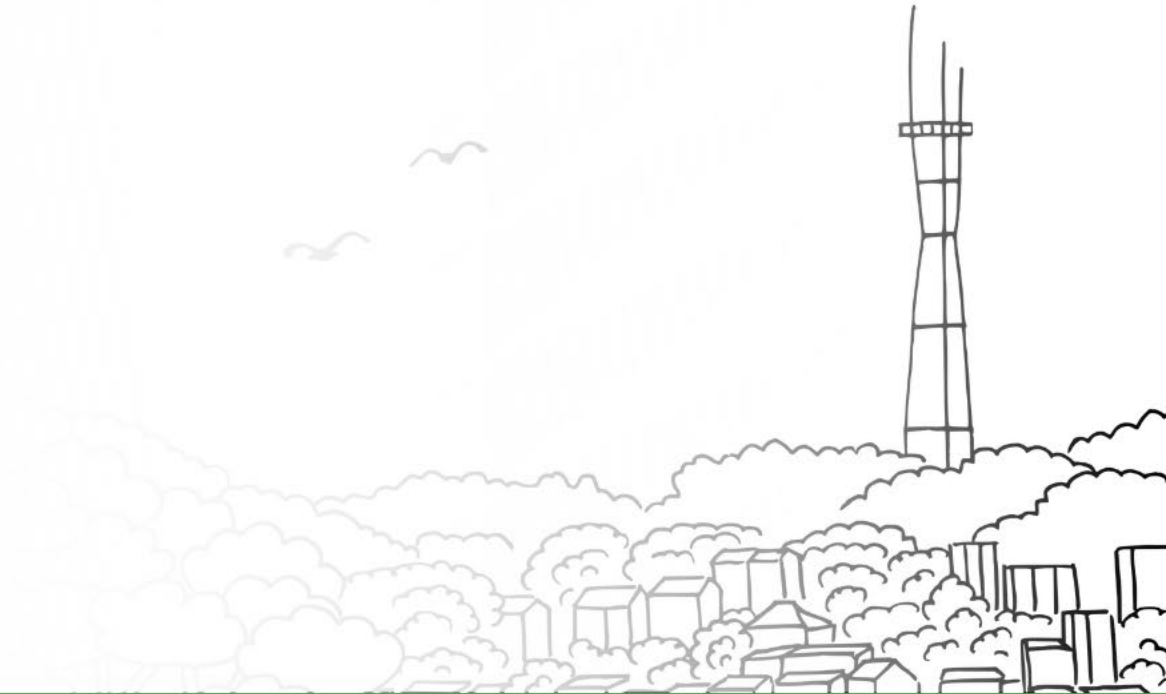
Safe Housing Working Group

- Centers the rights, choices, voices, and experiences of survivors meets regularly to discuss improvements to the current processes and systems that survivors use to access housing.
- These recommendations for improvement are in the following areas:
 - **System-wide-** Collaboration between victim services and homeless services
 - **Access Points, Screening, and Diversion-** assessments and connecting survivors to services
 - **Shelter & Housing-** expanding the options available to survivors



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Action Planning



System Wide

- Conversations gravitate around intersectional approaches with Healthcare, Law-Enforcement, and establishing more intentional non-traditional partnerships with service providers.
- Peer Support and housing navigation tools championed by Persons with Lived experience and based on relative scenarios.
- Developing a training curriculum for service providers to equip survivors with multi-layered housing resources called **“A Package”**.
- Goals towards safer and more equitable housing pathways and resources

Access Points, Screening, Diversion

- A Universal screening tool that can help route survivors to the appropriate housing assessment.
- Screening should also include warning signs to look out for.
- Training on trauma recovery, domestic violence, and human trafficking for Survivor Housing Advocates.
- Screening and assessments need to be culturally sensitive for newcomers and survivors that speak languages other than English.
- We are in the process of developing a Housing Assessment specifically for Survivors of Violence.
- The Housing Assessment for Survivors would be used to prioritize survivors for housing opportunities.

Shelter and Housing

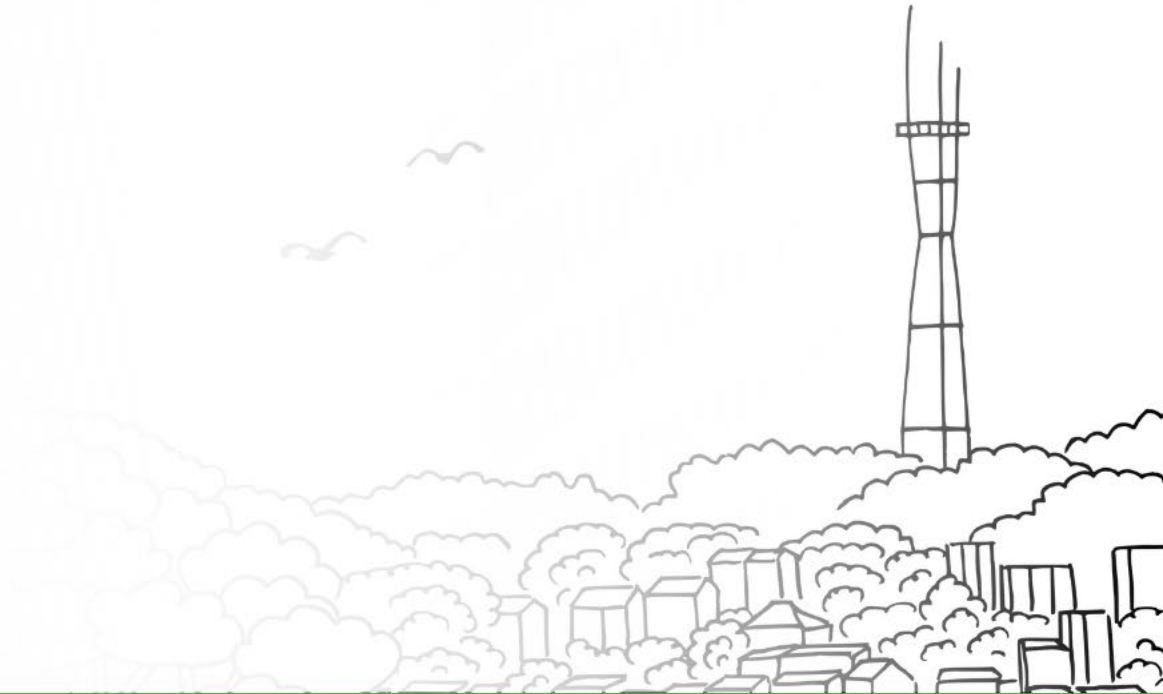
• Updates and Key Takeaways

- Focus conversations include the expanded definition of domestic violence in accordance to HUD, and niche population demographics (ex. Human Trafficking survivors, Limited English Proficiency (LEP) Survivors).
- Re-Envisioning:
 - Enforcing compliance on restrictions that help survivors, like the Language Access Ordinance;
 - Analyze setbacks that inhibit quality of life towards increased permanent housing solutions.
 - Gaining greater transparency in DV and housing policies.

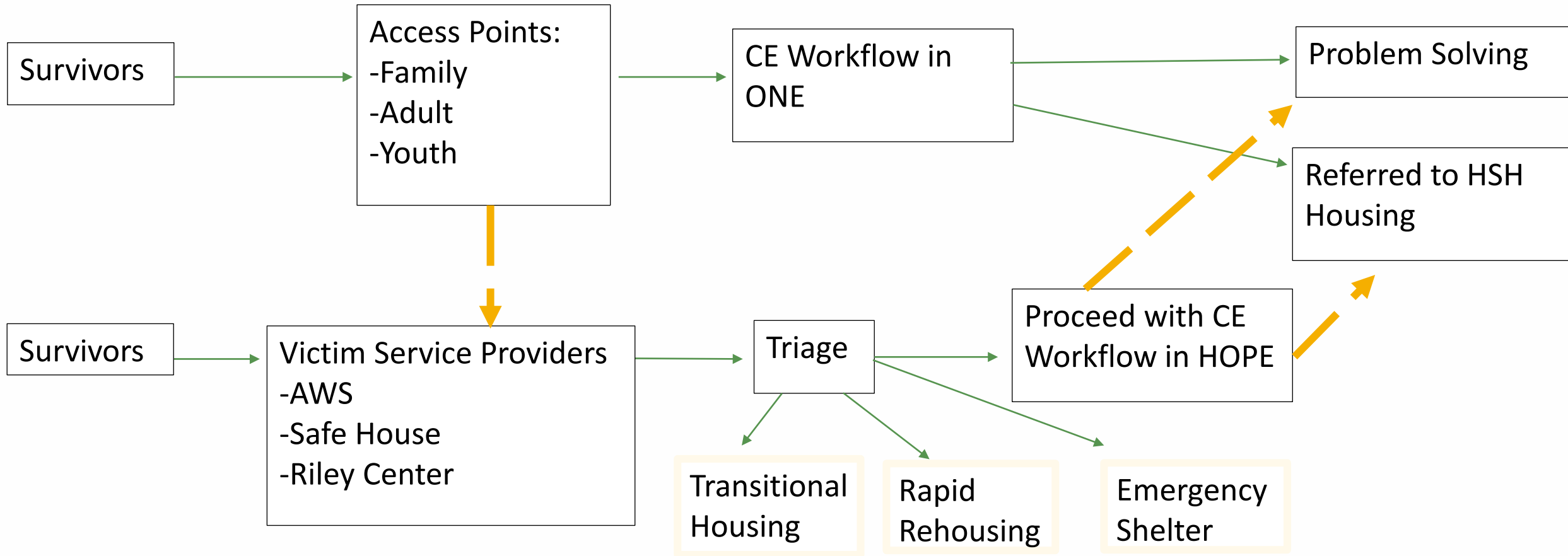


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Assessment Development Plan



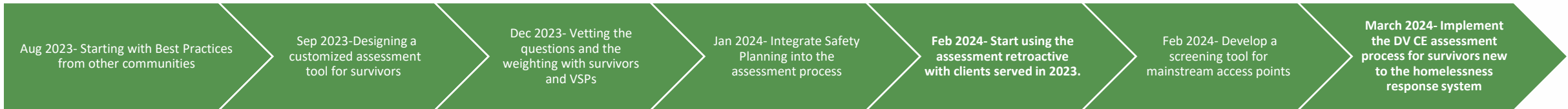
Why a survivor specific assessment?



CE for Survivors Assessment Development

- The assessment tool will be used to determine which survivors are prioritized for housing opportunities in the mainstream system and dv specific housing; assume referrals to shelter are a separate process
- Assessments evaluate a household's history, vulnerabilities, barriers, goals and preferences.
- Assessments need to be accessible, translatable and easy to understand for the assessor and survivor
- Assessment workflows must include safety planning and protocols for survivors in imminent danger.
- Assessments have to meet HUD requirements for CE and produce Annual Performance Reports .
- Assessments will exist in a closed environment for each Victim Service Provider.

Coordinated Entry for Survivors Assessment Development Plan





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Questions?

Thank you