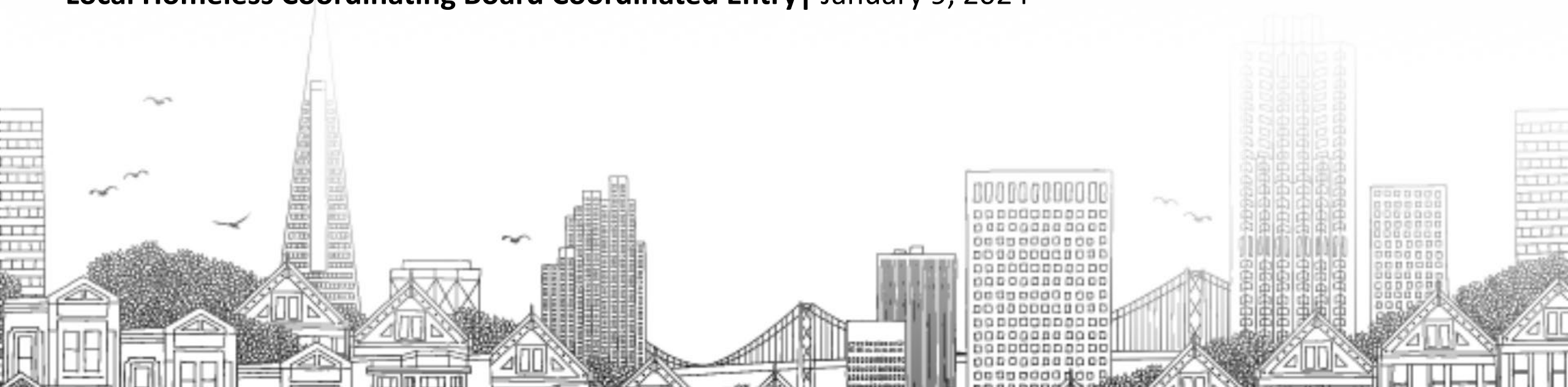




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | January 9, 2024



Agenda

- I. Welcome and Introductions
- II. Coordinated Entry Update
 - **Implementation Update**
- III. Safe Housing Working Group
 - **Assessment Development Update**
- IV. General Public Comment
- V. Adjournment

Happy new year

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.
- Part of the Coordinated Entry process includes:
 - Access
 - Assessment
 - Prioritization
 - Referral



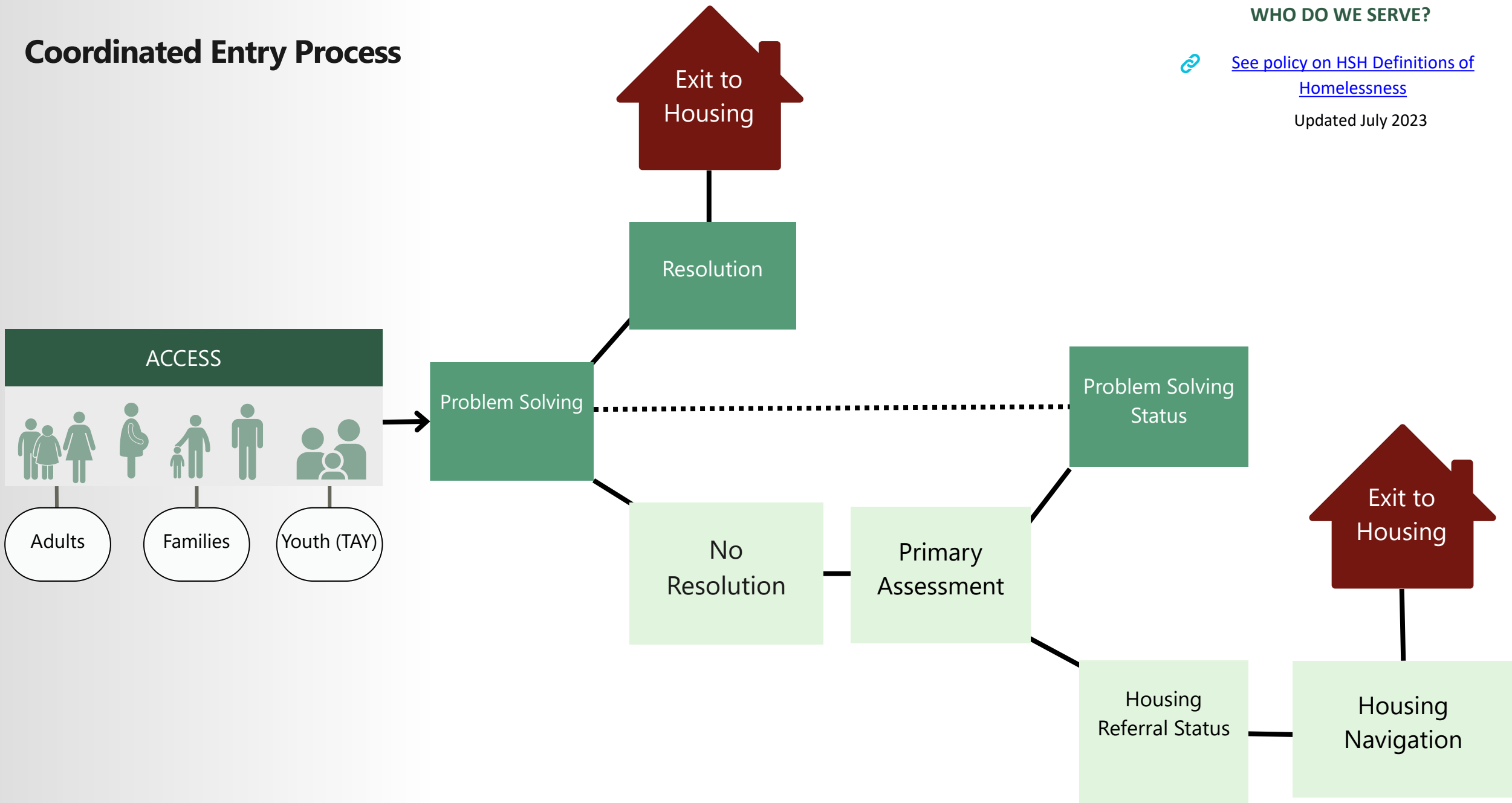
Coordinated Entry Process

WHO DO WE SERVE?



[See policy on HSH Definitions of Homelessness](#)

Updated July 2023





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. Problem Solving Specialists will engage in exploratory conversations to help identify safe and immediate housing options to resolve their housing crisis without the need for **long-term 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

[Problem Solving Locations](#)

[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](#)

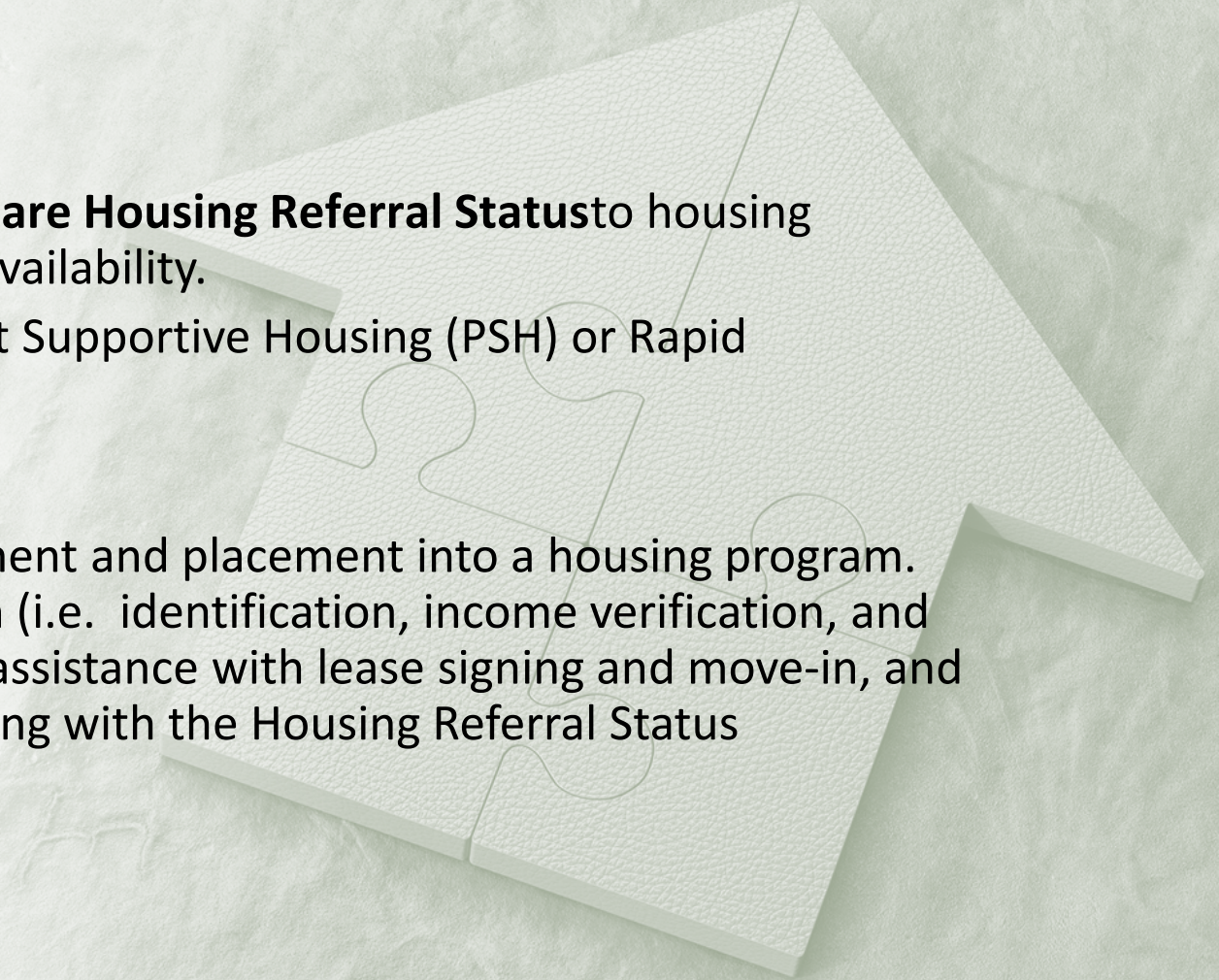
Prioritization

- 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 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](#)

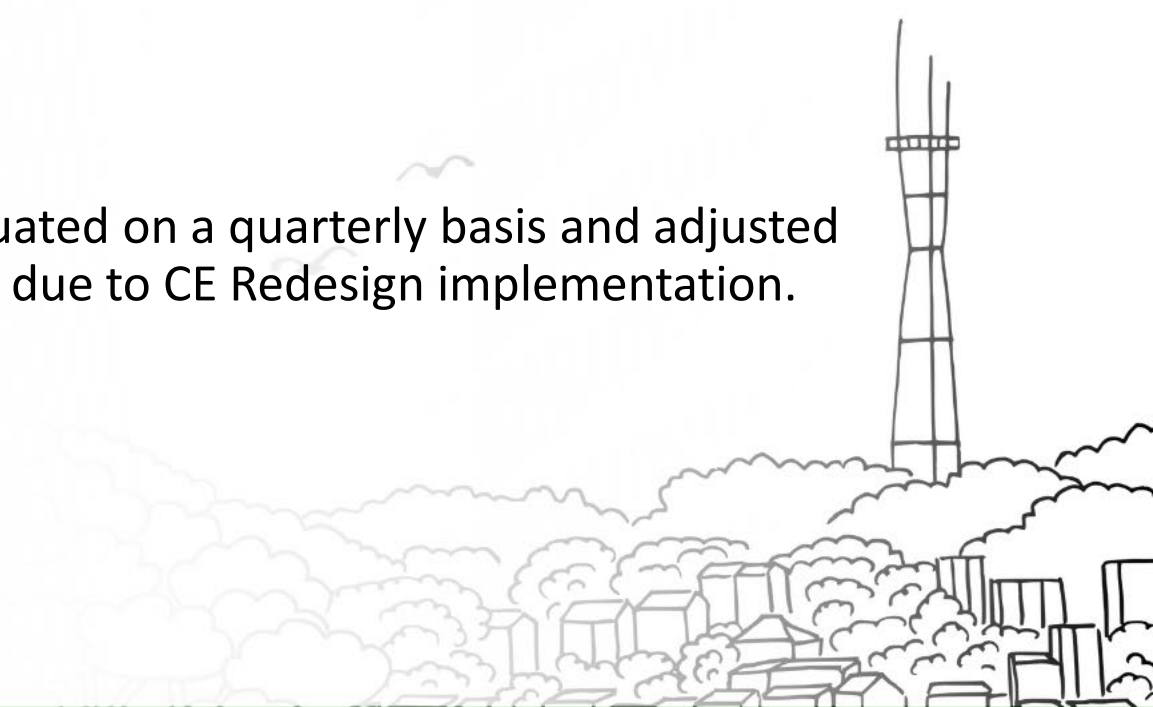


DEPARTMENT OF
HOMELESSNESS AND
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Prioritization Policy

Housing Referral Status Range Memo

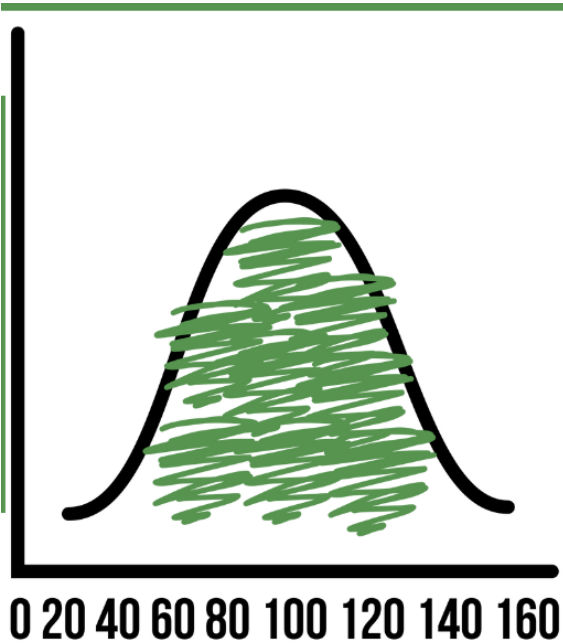
Score ranges for Housing Referral Status households are evaluated on a quarterly basis and adjusted based on overall housing capacity. Ranges remain unchanged due to CE Redesign implementation.



Housing Referral Status Range: Family

CalWORKs for Housing Support Program (HSP) RRH

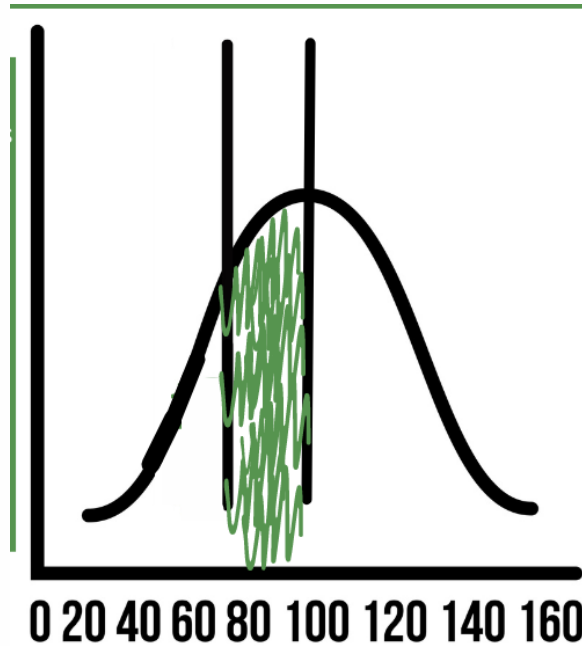
0+



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)

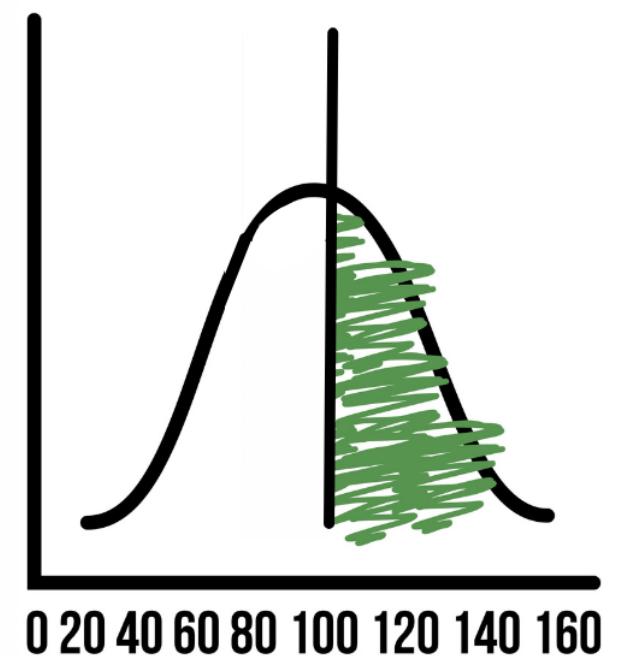
N/A



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)

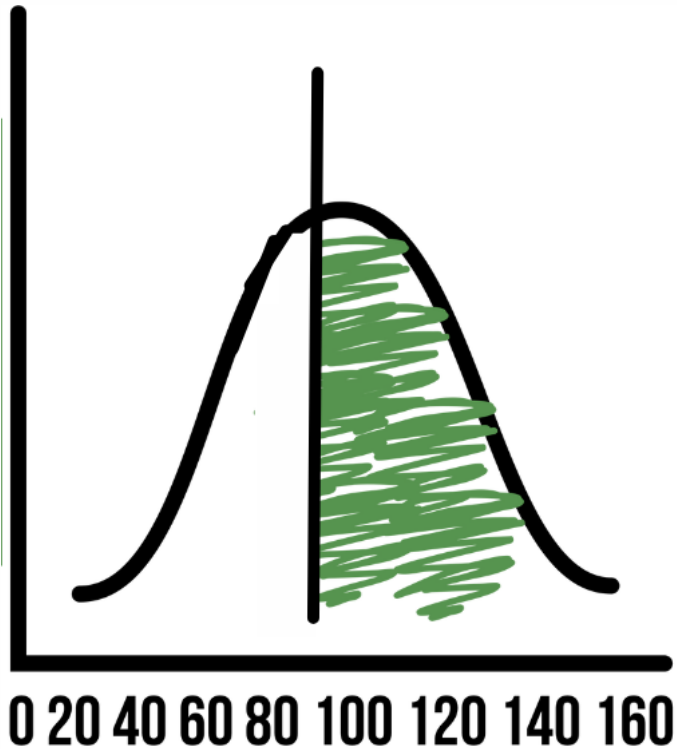
105-160*



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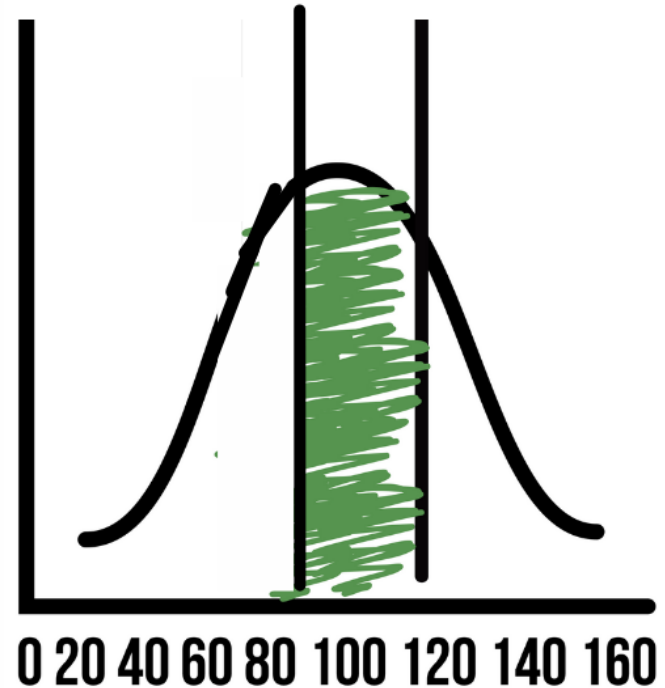
Housing Referral Status Range: Adult

Veterans PSH
90 - 160



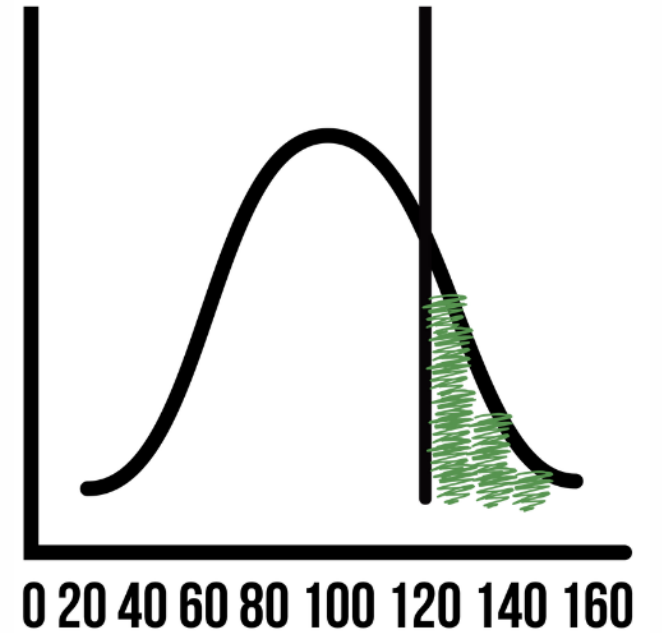
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Adult CAAP PSH
90 - 122



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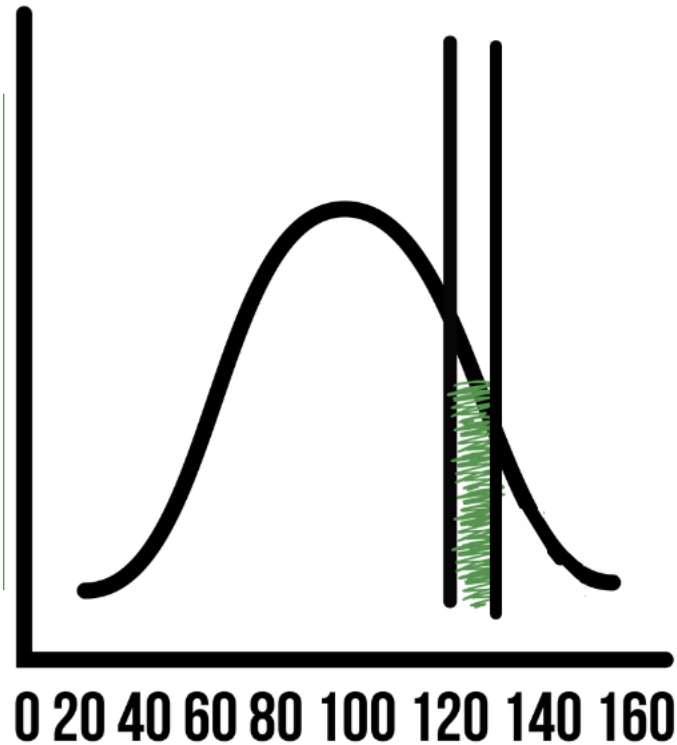
Adult PSH
123 - 160



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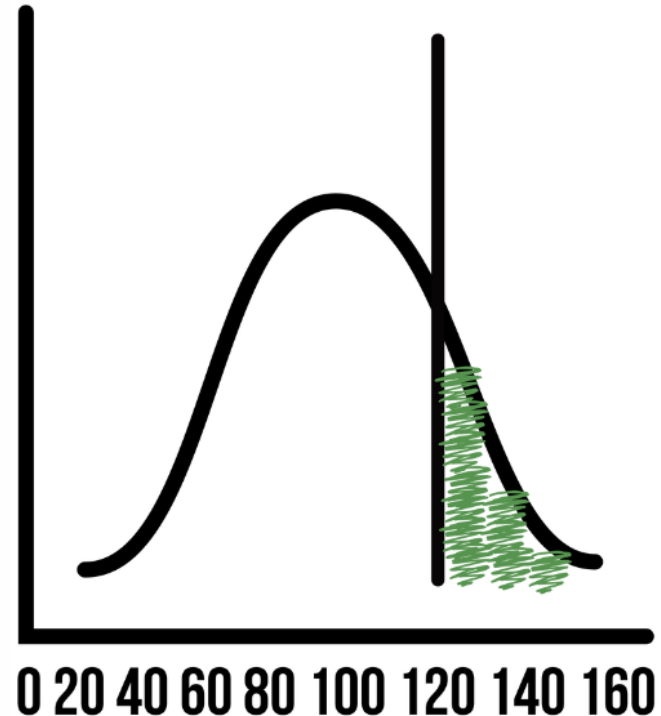
Housing Referral Status Range: Youth

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

Monarch Hotel



MDT Services Offered:

- Coordinated Entry
- Benefits Application Assistance
- County Adult Assistance Program (CAAP) Triage
- Housing and Disability Advocacy Program (Bay Area Legal Aid)
- HomeSafe
- In Home Supportive Services (IHSS)

January 23 – 25, 2024

- Tuesday, Wednesday, Thursday
- 9:00am – 3:00pm

[1015 Geary St.](#)





Coordinated Entry Access Points for Adults

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<p>Episcopal Community Services (ECS) 123 10th Street (at Mission) Phone: 415-487-3300 x 7000</p>	<p>Monday, Tuesday, Thursday & Friday: 9AM – 4:00PM Wednesday: 9AM – 12PM</p> <p><i>Mobile response teams are available during operating hours to meet adults anywhere in the city who are unable to visit an Access Point. Teams will respond within a 2-hour window.</i></p>
<p>Swords to Plowshares (Swords) 1060 Howard St. (at Russ) Phone: 415-727-VETS (8387)</p>	<p>Monday to Friday: 8AM – 4PM <i>This access point focuses on veteran services.</i></p>
<p>Dolores Street Community Services (DSCS) 2645 Mission Street Phone: 415-857-7762</p>	<p>Monday, Wednesday, Thursday & Friday: 9:00AM – 5PM Tuesday: 9:00AM – 3:30PM</p>

- Access up-to-date contact information & hours on the HSH website: [here](#)
- Find Adult Access Point locations on the map: [here](#)



Coordinated Entry Access Points for Families

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<p>Central City Access Point (Compass Family Svcs) 37 Grove Street</p> <p>Phone: 415-644-0151</p>	<p>Monday, Wednesday, Thursday & Friday: 9AM – 5PM Tuesday: 9AM – 12PM</p> <p><i>Closed the fourth Tuesday, monthly</i></p>
<p>Bayview Access Point (Catholic Charities) 1641 LaSalle Avenue</p> <p>Phone: 415-430-6320</p>	<p>Monday to Friday: 7AM – 6PM</p> <p>Last Thursday of the month: 7AM – 12PM</p>
<p>Mission Access Point (Catholic Charities) 2871 Mission Street</p> <p>Phone: 415-972-1281</p>	<p>Monday to Friday: 7AM – 5PM</p> <p>Last Thursday of the month: 7AM – 12PM</p>

- Access up-to-date contact information & hours on the HSH website: [here](#)
- Find Family Access Point locations on the map: [here](#)



Coordinated Entry Access Points for Youth

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<p>Larkin Street Youth Services 134 Golden Gate Avenue Phone: 415-673-0911 ex. 456</p>	<p>Monday to Friday: 10AM – 2PM & 3PM – 5PM by appointment</p>
<p>The SF LGBT Center 1800 Market Street Phone: 415-865-5612 Email: youth@sfcenter.org</p>	<p>Monday, Wednesday, Thursday: 10AM – 6PM</p>
<p>3RD Street Youth Center and Clinic 5688 3rd Street Phone: 415-713-5952</p>	<p>Monday to Friday: 9:30AM – 5PM</p>
<p>LYRIC 198 Potrero Avenue Phone: 415-322-9048 Email: housingnavigation@lyric.org</p>	<p>Monday to Thursday, Friday by appointment 9:30AM – 5:30PM</p>

- Find Youth Access Point locations on the map: [here](#)

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

Key Links



[List of Access Points](#): locations and contact information for sites where unhoused people can access CE services, by population.



[Informational page on Coordinated Entry](#)



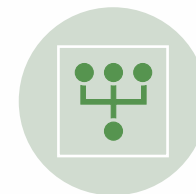
[Coordinated Entry Standards](#) Policy & Procedures



[Coordinated Entry and Housing Demographics dashboard](#)



[SF Definitions of Housing/Homeless Status, Household Type, SF connection](#)



[Local Homeless Coordinating Board \(LHCB\) and LHCB-Coordinated Entry Subcommittee](#)

Thank you

QUESTIONS: dhsh@sfgov.org