



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

CE Redesign Update

LHCB CE Subcommittee

February 13, 2024



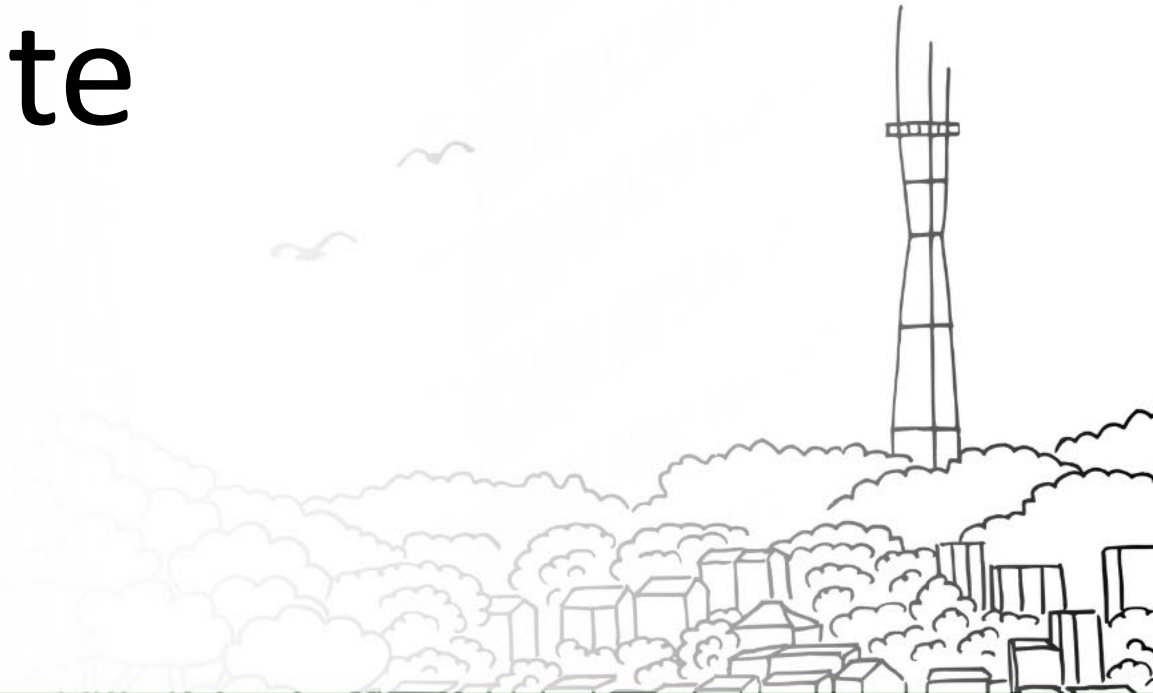
CE Redesign Overview

- Primary goals: implement more equitable CE processes and increase access to housing and services for people who have been historically marginalized and most disparately impacted by homelessness in San Francisco
- Currently in Phase 3: Implementation
- Three subcommittees will inform implementation of the CE redesign [recommendations](#)
 - Governance & Oversight
 - How People Connect to CE (Access)
 - How We Understand People and How We Identify & Match Resources to Meet Need (Assessment, Prioritization, Referral)



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Governance & Oversight Subcommittee Update



Governance/Oversight Subcommittee Member Organizations (Current & Previous)

- Delivering Innovation in Supportive Housing (DISH)
- Catholic Charities
- Felton Institute
- Our Trans Home/Taimon Booton Navigation Center
- Coalition on Homelessness
- Local Homeless Coordinating Board

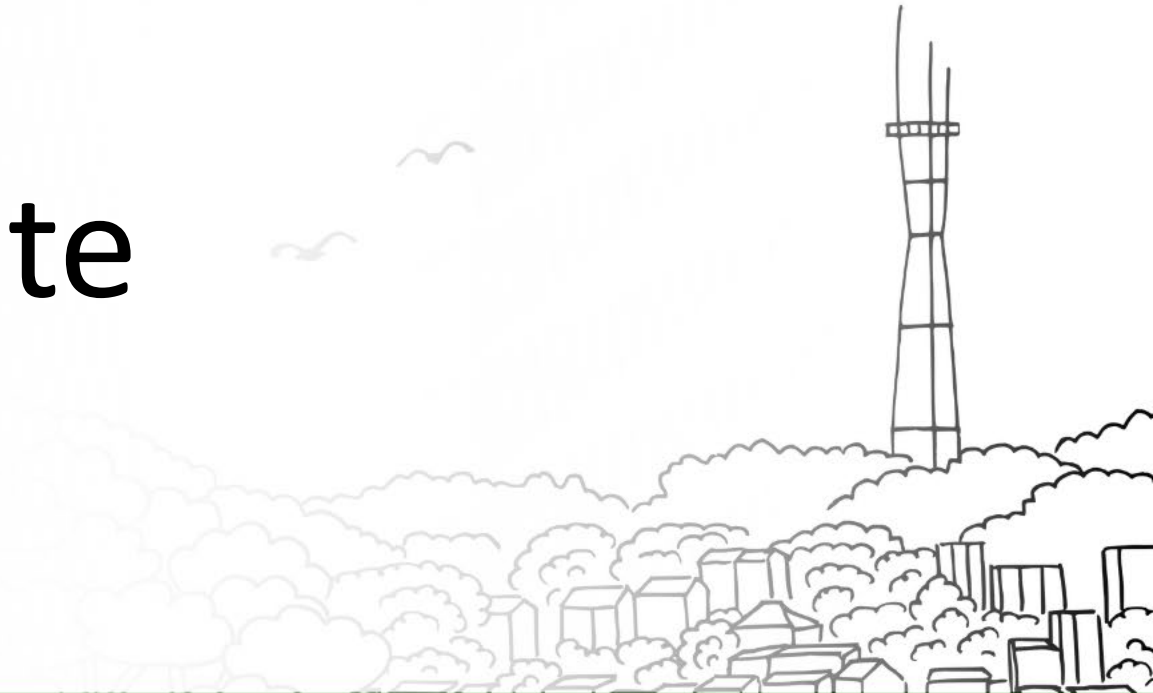
Governance/Oversight Implementation

- Develop a governance charter, outlining decision-making authority/process (DONE)
 - Create an accompanying document further specifying HSH vs. the Committee's roles and responsibilities
- Create a process to nominate co-chairs for the full CE Redesign Implementation Committee
- Articulate a vision, mission, and values for Coordinated Entry
- Develop a Client Bill of Rights



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How People Connect to CE (Access) Subcommittee Update



Access Subcommittee Member Organizations

- Episcopal Community Services (ECS)
- Larkin Street Youth Services
- 3rd Street Youth Center and Clinic
- Catholic Charities
- Veteran's Affairs
- SF Homeless Outreach Team
- SF Pretrial
- Homeless Prenatal

Access Implementation Teams

• Access Point workforce needs:

- Establish a standardized Access Point practice with a booklet or manual.
- Develop a job shadowing model that allows for more training time.
- Prioritize self-care for People with Lived Experience (PwLEx) working in the homelessness response system.
- Training on issues impacting people experiencing homelessness such as immigration services, criminal justice, mental health and more.
- Ensure training covers the CE process, goals, and roles of outreach and staffing structure of Access Points

• Quality Assurance:

- Ensure accountability through program monitoring
- Including PwLEx as a part of the monitoring team
- Including unscheduled visits to Access Points
- Align with contracts and emphasize adherence to standard practices.

Access Implementation Themes cont.

• Access Point Operations:

- Maintain population-focused Access Points- family, youth, etc. with better cross training.
- Consider the unique challenges related to serving seniors, and people with disabilities.
- Expand mobile outreach teams for real time engagement and have pop-ups at community events.
- Consider access to resources like childcare, waiting areas, computer access, and hygiene products.

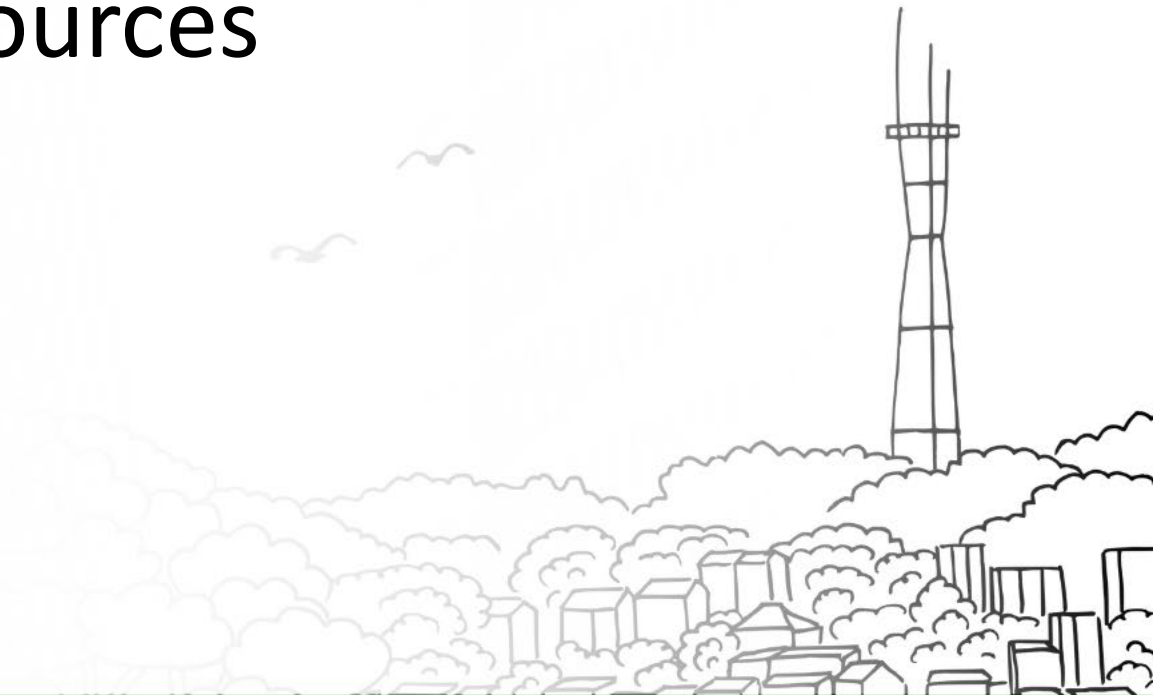
• Messaging:

- Defining the target audience for Coordinated Entry and avoiding misinformation
- Clear communication about eligibility and ensure alignment between messaging and available services.



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How We Understand People and How We Identify & Match Resources to Meet Need (Assessment, Prioritization, Referral) Subcommittee Update



Assessment, Prioritization, and Referral Subcommittee Member Organizations

- Homeless Youth Alliance
- Hamilton Families
- SF LGBT Center
- Episcopal Community Services
- Compass Family Services
- SF Human Services Agency
- SF Department of Public Health

Assessment, Prioritization, and Referral Implementation – Current Priorities

- Update the assessment process, including developing a new prioritization structure/criteria
- Develop more inclusive screening process to reduce screening people out of the housing queue
 - Eliminate flex scoring for housing referral threshold
- Develop a proposal for specific changes to the assessment process
 - Use the assessment process to identify what type of housing the individual or family needs
 - Review and modify/delete any questions that don't specifically help move an individual or family to stable housing

Upcoming Meetings

- Next CE Redesign Implementation Committee Meeting: Wednesday, February 14, 2024
 - Full Committee will meet bimonthly (every 2 months)
- Governance & Oversight Subcommittee
 - Meets monthly for 90 minutes – 2 hours
- How People Connect to CE (Access) Subcommittee
 - Meets biweekly (every 2 weeks) for 1 hour
- How We Understand People and How We Identify & Match Resources to Meet Need (Assessment, Prioritization, Referral) Subcommittee
 - Meets biweekly (every 2 weeks) for 1 hour – 90 minutes