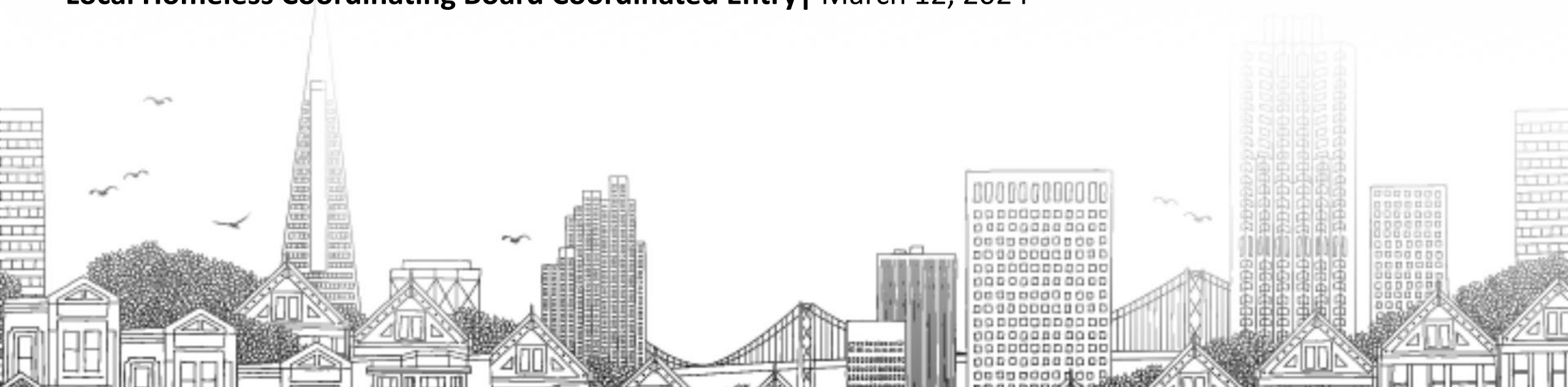




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | March 12, 2024





Agenda

- I. Welcome and Introductions
- II. Coordinated Entry Update
 - Housing Conservatorship Program
- III. CE Redesign Implementation
 - Introductions of Co-Chairs
- IV. General Public Comment
- V. Adjournment

What is Coordinated Entry?

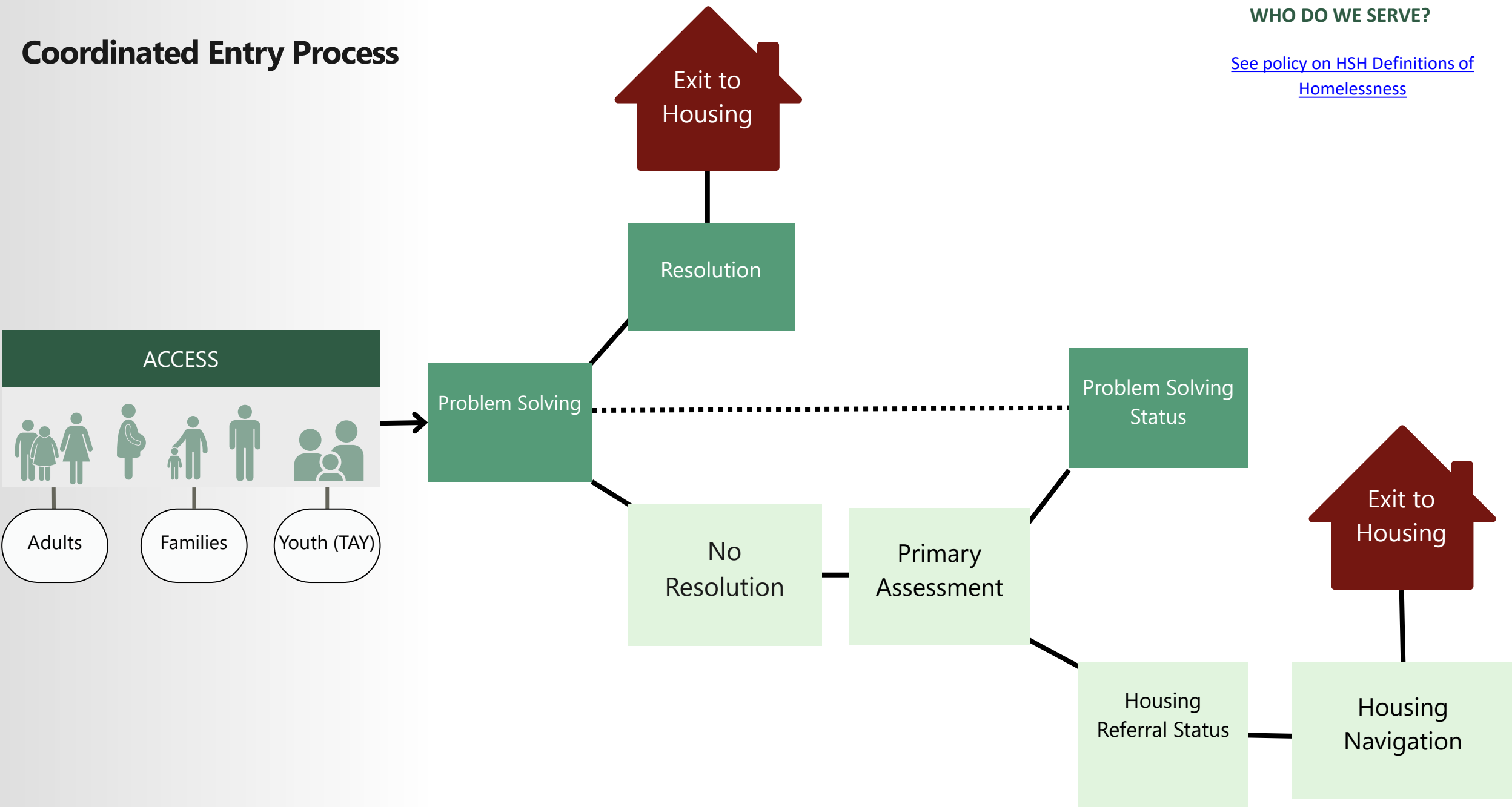
- "Front door" of San Francisco's Homelessness Response System.
- Consistent, streamlined **process** for households experiencing homelessness to access available housing and community resources needed to resolve their housing crisis.
- Part of the Coordinated Entry process includes:
 - Access
 - Assessment
 - Prioritization
 - Referral



Coordinated Entry Process

WHO DO WE SERVE?

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



ACCESSING COORDINATING ENTRY

People experiencing homelessness can visit - [ACCESS POINTS](#) - community non-profits geographically located throughout San Francisco and contracted with HSH to provide Problem Solving interventions, Housing Assessments, Prioritization and Navigation (Coordinated Entry services).

[Visit the HSH website for current locations & hours.](#)

ADULTS

Individuals ages 18 + over

- Episcopal Community Services (ECS)
- Dolores Street Community Services (DSCS)
- Swords to Plowshares (Veteran-focused)
- Pretrial & Diversion
- Saint Vincent dePaul

FAMILY

Adults with minor children

- Central City Access Point (Compass Family Services)
- Mission Access Point (Catholic Charities)
- Bayview Access Point (Catholic Charities)

YOUTH

Adults ages 18 - 24; 25-27 upon intake
Transitional Age Youth (TAY)

- Larkin Street Youth Services
- 3rd Street
- SF LGBT Center
- Lyric

Individuals fleeing or attempting to flee 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 by all Access Points

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

Ellis 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)

March 19th to March 21st

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

[465 Ellis Street, San Francisco](https://www.ellis-hotel.com)



PROBLEM SOLVING & PREVENTION

Problem Solving interventions offered at Access Points. Problem Solving Specialists will engage in exploratory conversations to help identify immediate safe housing options without the need for ongoing/permanent support.

- Housing location assistance
- Travel and relocation support
- Flexible, one-time, short-term financial assistance (i.e. security deposit, move-in costs)
- Connection to employment (Pilot with Office of Economic & Workforce Development (OWED))

Prevention through [SF ERAP](#) - San Francisco Emergency Rental Assistance Program provides financial assistance for move-in costs (security deposit, first/last month's rent) and rent owed for households who meet the following:

- Current San Francisco resident
- Household income at/below 50% Area Median Income (AMI)
- **At high risk of homelessness or housing instability**





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](#)

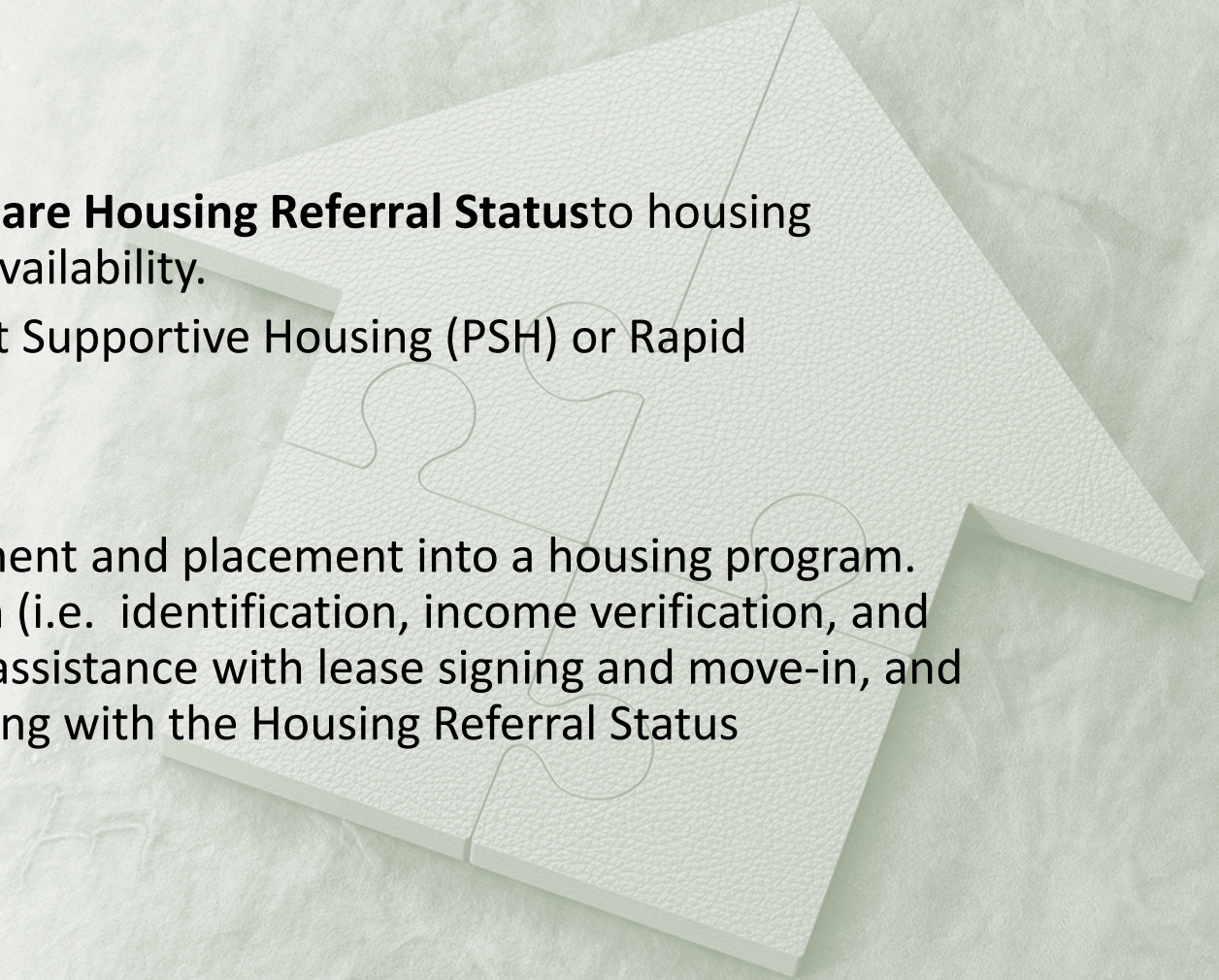
Prioritization

- 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](#)

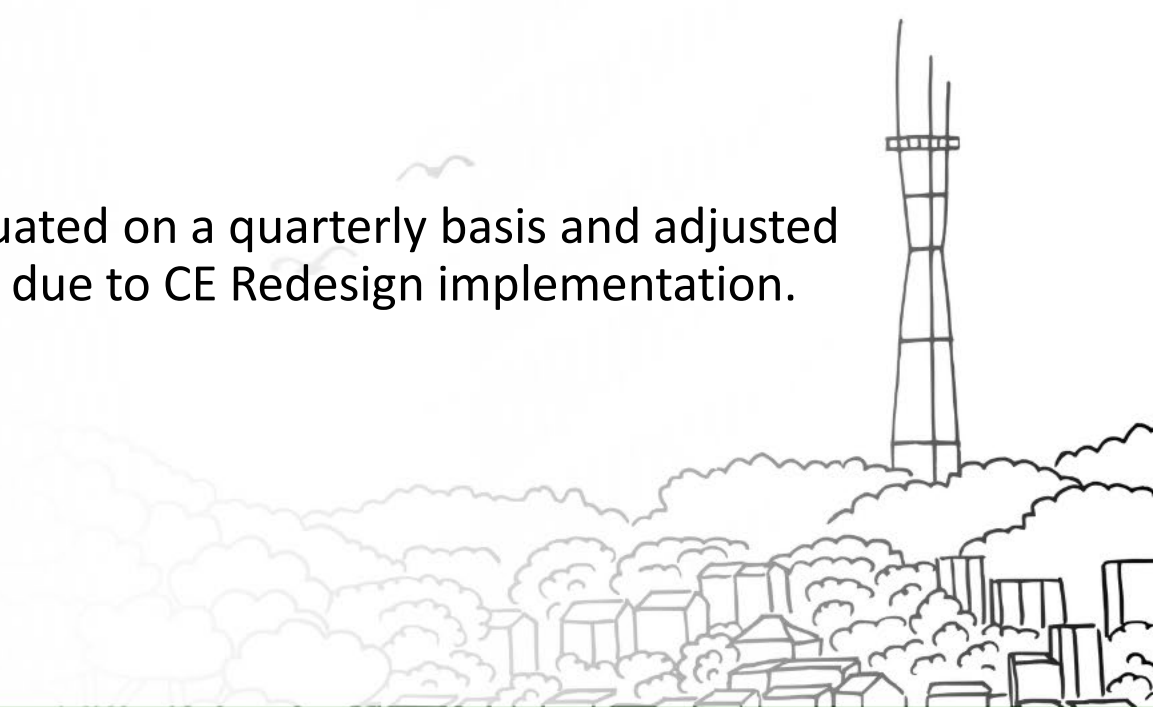


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Prioritization Policy

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: All Populations



Families with minor children



Adults



Youth

CalWORKs for Housing Support Program (HSP) RRH
0+

Veterans PSH
90 - 160

Youth RRH
115 - 122

Family Rapid Rehousing (RRH)
N/A

Adult CAAP PSH
90 - 122

Youth PSH
123 - 160

Family Permanent Supportive Housing (PSH)
105-160*

Adult PSH
123 - 160

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](#)



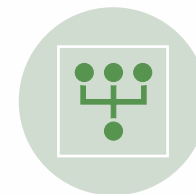
[Coordinated Entry Standards](#) Policy & Procedures



[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](#)



SF Housing Conservatorship Program Update Fall 2024

Conservatorship 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](#)

Coordinated Entry Conservatorship Population

- Total Referred: 35 Conserved Adults
 - Exited to different housing settings: 19
 - Most common living situation at time of referral:
 - living in an Institution
 - Housing Primary Assessment Score Range:
 - 9-132
 - Average is 69
 - Age range from 21 – 70 years old; Average is 49 yrs old

HSH Conservatorship Demographics (n:36)



DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

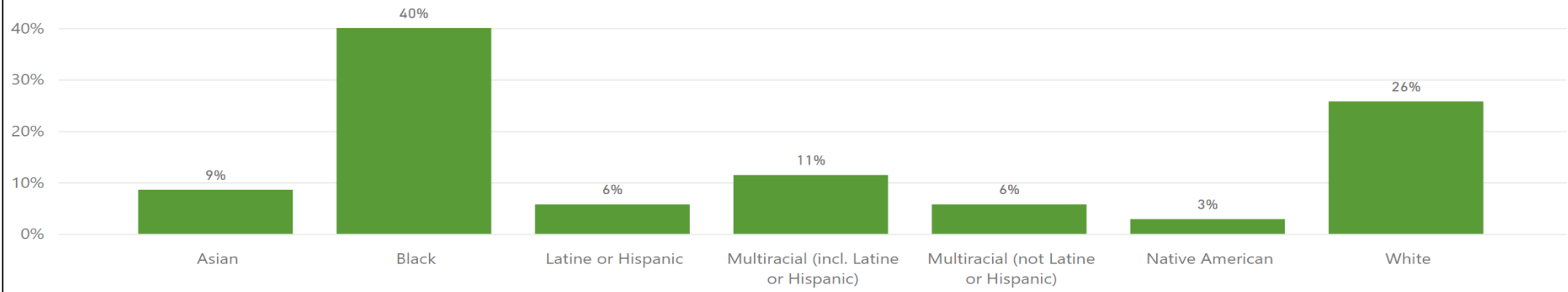
Conservatorship Tracker

INFO

Conservatorship Care Team Referrals to HSH - Spring 2022 to Present

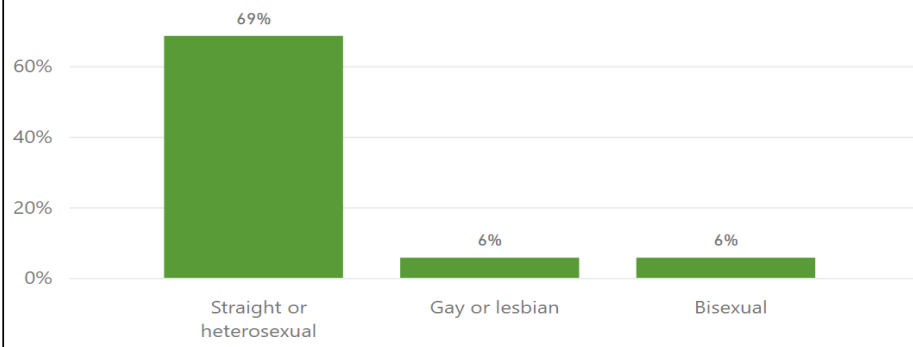


Percent by Race & Ethnicity



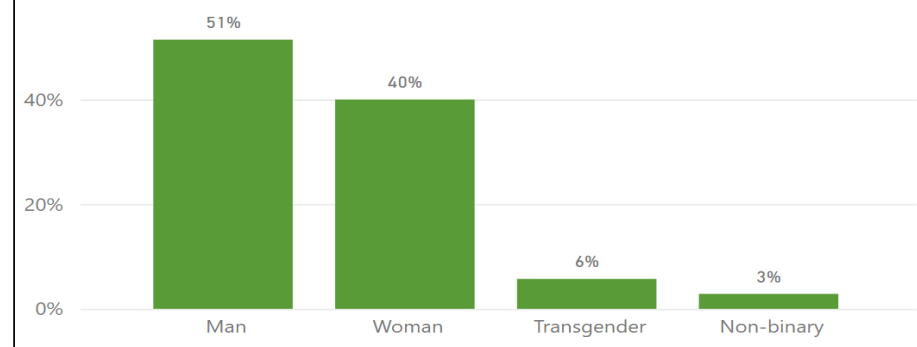
Race and ethnicity are incomplete for 0% of clients (0 clients).

Percent by Sexual Orientation



Sexual Orientation is incomplete for 20% of clients (7 clients).

Percent by Gender Identity



Gender is incomplete for 0% of clients (0 clients).

Count of Unique Clients

35

Email: dhsh@sfgov.org | Follow: [@SF_HSH](https://twitter.com/SF_HSH) | Learn: hsh.sfgov.org | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)

Data as of **3/11/2024**

- Data collected as of 3/11/2024

CE Redesign Implementation Update

PHASE 3 – Work to date

[CE Redesign Implementation Committee](#)

- Level-setting and knowledge sharing
- Culture change and relationship-building
- Identified shared priorities
- Developed and received approval of the group's charter
- Created subcommittees and workplans

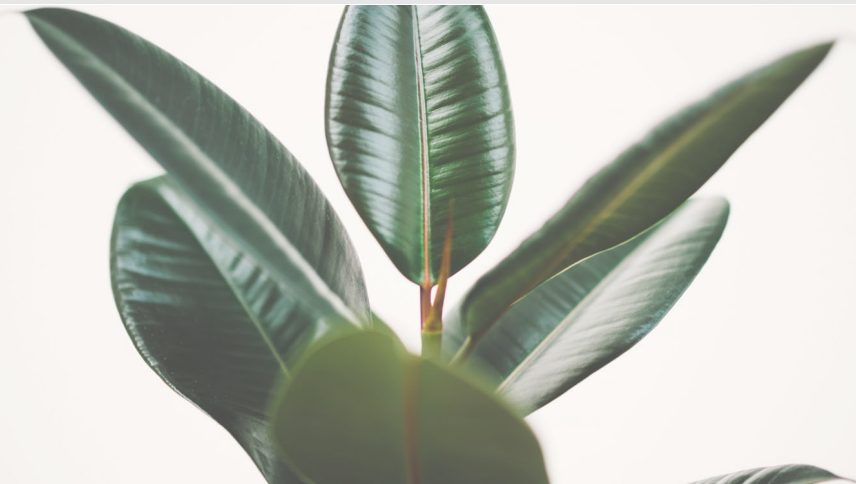
CE Redesign Implementation Committee (Seated August 2023)

- 24 external community members
- City/County staff
 - One seat for Human Services Agency
 - One seat for the Department of Public Health
 - HSH staff have seats and also staff the committee
- 69% bring lived expertise of homelessness
- Majority identify as Black, Indigenous, or people of color (BIPOC), 20% identify as transgender and gender non-conforming (TGNC), and 37% identify as LGBTQ+
- People with lived expertise of homelessness not being compensated by their employer for participating are compensated by HSH

Agencies Represented

3rd Street Youth Center & Clinic, Catholic Charities, Coalition on Homelessness, Compass Family Services, Episcopal Community Services, DISH, Felton Institute, Hamilton Families, Heluna Health/SF Homeless Outreach Team, Homeless Prenatal Program, Homeless Youth Alliance, HomeRise, Larkin Street Youth Services, Mercy Housing, SF LGBT Center, SF Pretrial Diversion, SF VA Health Care System, St. James Infirmary Taimon Booton Navigation Center, and UCSF Citywide

Introducing our new
**CE Implementation
Co-Chairs**





Denise Riggins

Philadelphia raised, Denise Riggins has firsthand experience with being homeless in her teens. “It was one of the scariest times of my life and I’ve never felt so invisible,” says Denise.

Denise has spent the last 14 years working at Delivering Innovation In Supportive Housing (DISH) where she currently oversees five permanent supportive housing sites as Property Supervisor. Denise is honored to lead a team of 30 coworkers in service to 415 tenants. Denise has delivered trainings on her work locally, statewide, and nationally.

What is home for Denise?

Home is a sacred place of safety, warmth, and healing. It’s a small space in such a big world that can be created however you like. Every human being deserves a space to be at peace and feel safe. Home is where you can heal from the troubles of the world.



I'm moved by being of service, being better, modeling something inspired and creating equity and access for communities without. My academic background is as a clinical psychologist and for the last two decades I've dedicated myself to a life of service through philanthropy, program funding and development, direct service, and advocacy.

Michael Henry

In 2005 I began directing my families foundation in grantmaking and program development with a focus to trauma informed systems and ending generational trauma. We developed and funded programs to reduce PTSD in the veteran population, created a trauma informed nursery for children whose families have been justice involved or experienced other significant trauma and created two food distribution sites to combat food inequality by offering culturally relevant items and giving communities choice.

For the past four years, I've redirected my focus to being on the front lines. I began by leading the development of the Dolores Steet Community Services Adult Access Point which was deployed shortly after its inception at the Tenderloin Linkage Center. There we served over 100 guests a day, connecting individuals to short- and long-term services, care, housing, and programs. After two years in Adult Coordinated Entry, I moved to my current home at Catholic Charities as one of the leaders of the Family Access Points. Now as the Director of Homelessness Prevention Programs, I'm charged with ensuring vulnerable families and individuals can remain in their homes after experiencing hardship.

My journey has led many places, but none have been more deliberate than the direct service work I'm doing in Coordinated Entry. So I take great pride, care and responsibility in bringing my best self to the city of San Francisco, Coordinated Entry, and our communities.

Thank you

QUESTIONS: dhsh@sfgov.org