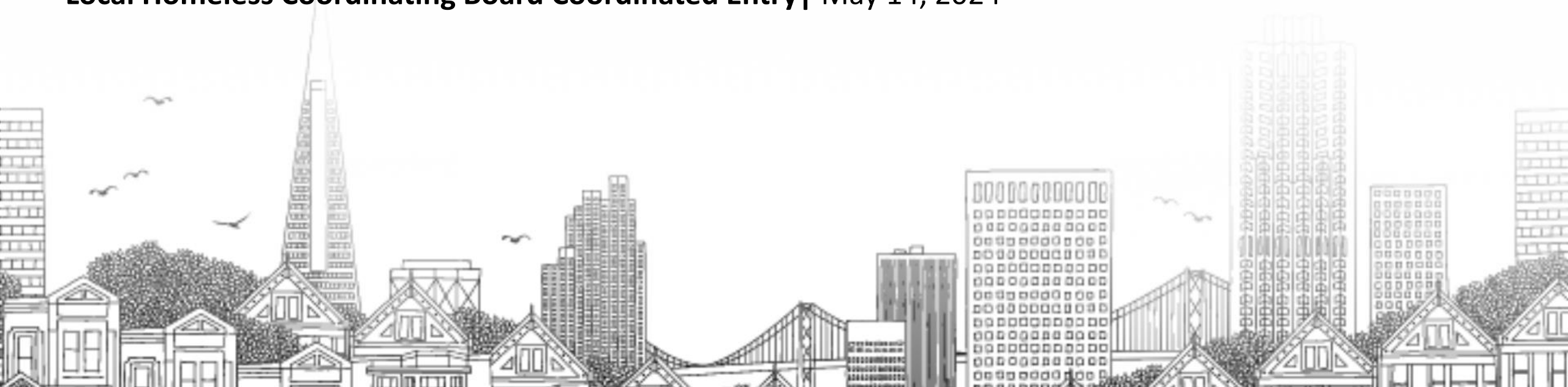




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | May 14, 2024





Agenda

- I. Welcome and Introductions
- II. Coordinated Entry Update
- III. CE Redesign Implementation Update
 - **Presenting the CE Vision, Mission and Values**
- IV. General Public Comment
- V. Adjournment

What is Coordinated Entry?

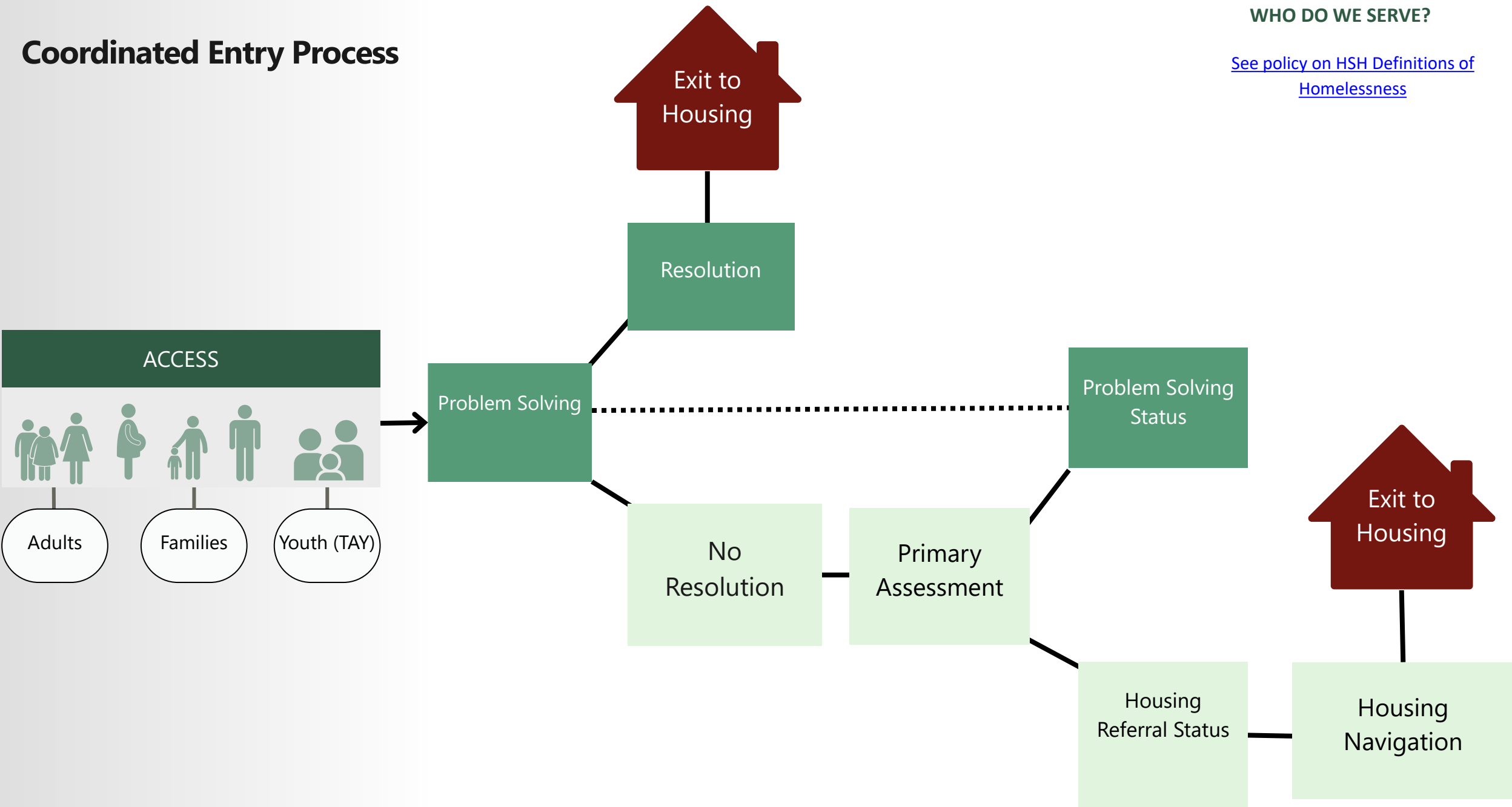
- "Front door" of San Francisco's Homelessness Response System.
- Consistent, streamlined **process** for households experiencing homelessness to access available housing and community resources needed to resolve their housing crisis.
- Part of the Coordinated Entry process includes:
 - Access
 - Assessment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

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

Embarcadero Navigation Center



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)

May 21st to May 23rd

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

[Embarcadero Navigation Center](#)



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](#)

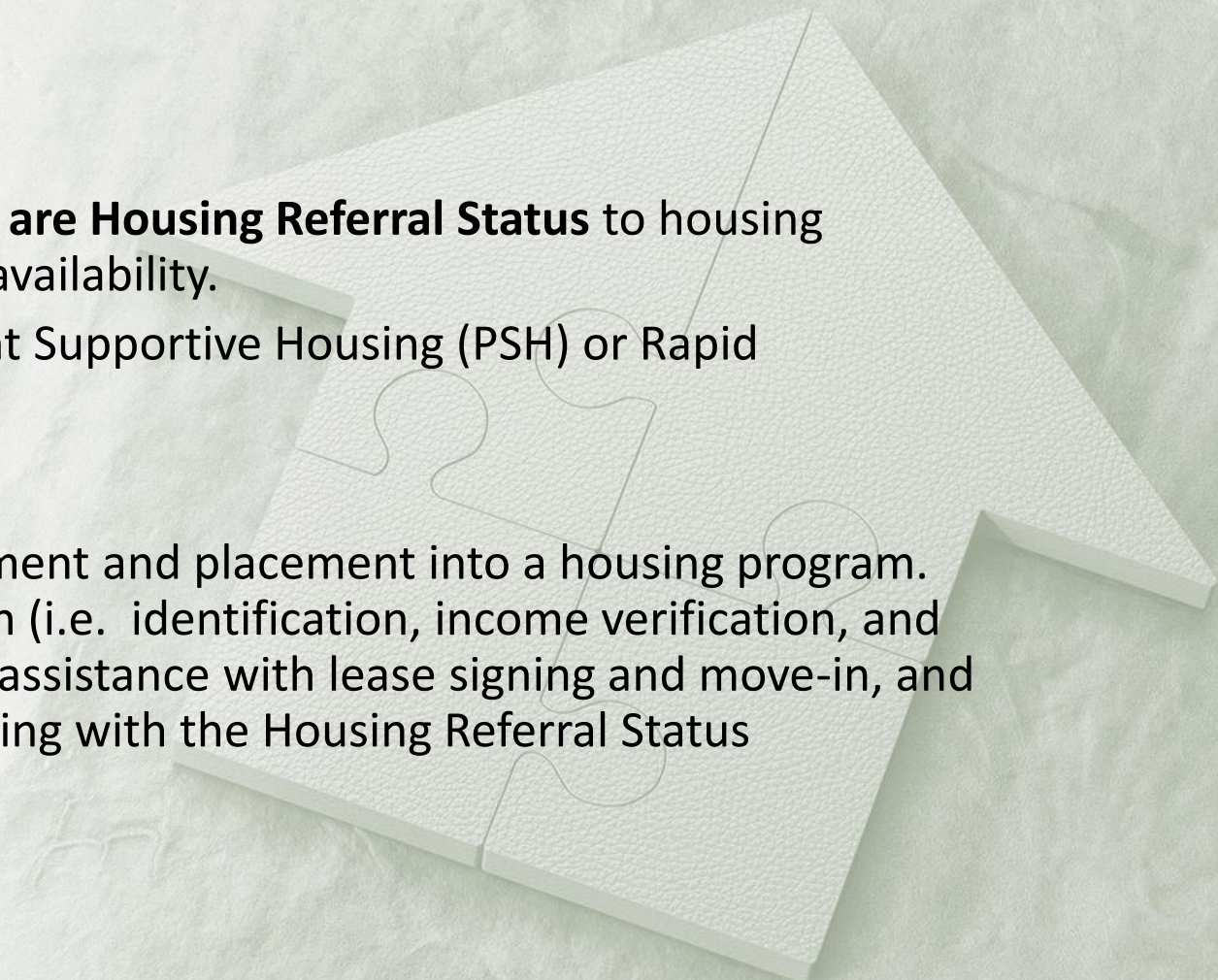
Prioritization

- 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](#)

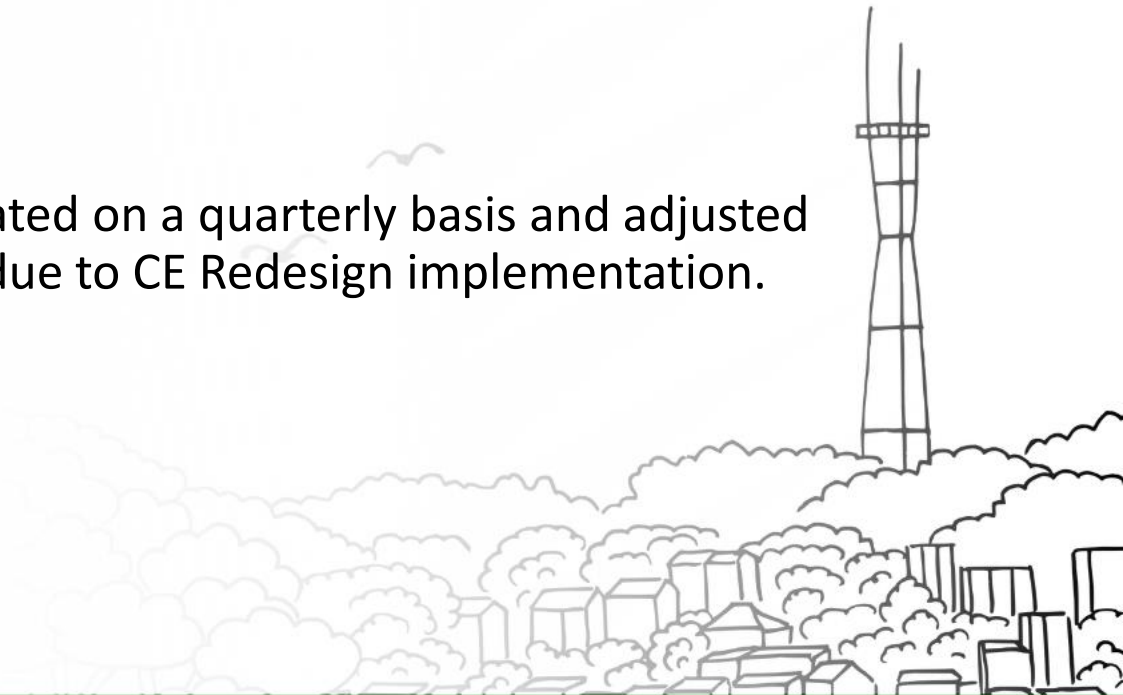


DEPARTMENT OF
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Prioritization Policy

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](#)



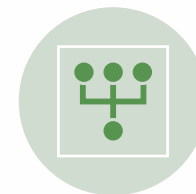
[Coordinated Entry Standards](#) Policy & Procedures



[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](#)



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Staff Recommendation: Updates and Corrections to CE Written Standards

Megan Owens

HSH Coordinated Entry Manager

May 14, 2024



Language Corrections

The 2022 Written Standards Include some language that would benefit from clarity and accuracy:

1. There are many references to “Access Points” for functions now performed by Access Points, Access Partners, Victim’s Service Provider Partners and the Housing Placement Team
 1. Recommendation: Use “Coordinated Entry”
2. Language in the current document describes clients, participants, people experiencing homelessness, and other language about the people experiencing homelessness.
 1. Recommendation: Use “People experiencing homelessness”, and “Coordinated Entry Participant” consistently
3. Link Updates: The 2022 standards link to the out of date 2020 Continuous Data Quality Improvement Plan.
 1. Update link to the [2023 Continuous Data Quality Improvement Plan](#), and ensure all other links are working and up to date.

Conservatorship/Care Court Updates

- Current Language: “Conservatorship People subject to Conservatorship in San Francisco deemed by their Care Team to need Permanent Housing in the Homeless Response System are prioritized for the first available Permanent Housing Placement in the HSH funded portfolio. This prioritization is made at the sole discretion of the Conservatorship Care team.”
 - Recommendation: “People subject to Conservatorship or enrolled in the Care Court Program in San Francisco deemed to need Permanent Housing in the Homeless Response System are prioritized for the first available Permanent Housing Placement in the HSH funded portfolio, subject to HSH approval of the care team plan. This prioritization is made at the sole discretion of the Conservator, Care Court lead provider, or their designee on the care team.”

CE Participant Choice and Housing Offers

- Recommendation: Coordinated Entry providers are responsible for offering available housing opportunities to eligible Housing Referral Status people. Any Housing Referral Status person that declines three housing offers or declines all housing available with people in their Housing Referral Status (whichever is fewer housing offers) will become Problem Solving Status and will not be offered additional housing opportunities for Housing Referral Status people unless they become Housing Referral Status again in the future.

Thank you

QUESTIONS: dhsh@sfgov.org