



## Coordinated Entry Mission, Vision, Values

### Vision

**We believe** that housing is a human right. We envision a San Francisco where everyone has a safe, stable home that meets them where they are and gives them what they need. We believe that all people deserve housing, shelter, and safe spaces, and that San Francisco's work is not finished until this goal is achieved. We envision a system that sees and centers the whole person/family and that recognizes and combats historical oppression. We are committed to ensuring that everyone has the housing, supports, community, and opportunities they need to thrive.

**We envision** a Coordinated Entry (CE) system that is helpful, healing, and equitable for both people experiencing homelessness and those providing services. We strive to create a community-centered system that connects people to the homelessness response system, understands people, and identifies and matches resources to meet their needs.

**We recognize** that CE is an entry point to the homelessness response system, but it is not the end point. While we intentionally use resources we have to serve those experiencing homelessness, we know that more is needed. The CE system is an integral part to reaching our vision, and we will continue to use our resources in ways that help us move closer towards this goal.

**We acknowledge** people with lived experience or currently experiencing homelessness are powerful and resilient. Their participation at all levels and in the decision-making process make CE better.

### Mission

While we work toward our vision, we will implement a Coordinated Entry system that:

- **Decreases disproportionality** in the system, including decreasing the ways homelessness unjustly affects historically marginalized communities
- **Equitably distributes and maximizes resources**, including federal funds, and advocates for outside resources that align with San Francisco's values
  - We recognize that the Continuum of Care (CoC) encompasses more than funding from the Department of Housing and Urban Development (HUD). When HUD guidelines differ from CE values, we will advocate for those guidelines to change but will work within the system until it does. In the meantime, we will adapt and change local policies to meet community needs.
- **Led by people experiencing homelessness** and promotes client choice
  - Inviting and promoting individuals with lived experience to contribute and inform the process
- **Collaborates** within and outside of San Francisco to ensure direct referrals and warm handoffs and that engages diverse partners, funders, other systems, and people experiencing homelessness
  - Ensures that people in San Francisco who are experiencing homelessness are treated with a whole-city approach
  - Coordinates with system partners and clients to maximize stability as households experiencing homelessness move through the system

- **Is transparent and regularly communicates** to ensure that the community understands CE, how to connect to resources, and what housing options are available to them
- **Builds organizational capacity** to ensure staff are sufficiently trained, there is consistency in practice across the system, and there are more providers with lived expertise of homelessness
- **Does whatever it can to give people what they need, when they need it**, as we know that this is what a healthy, fully functioning CE system should be able to do, and sees the whole individual/family. This includes open Access Points, client choice, tailored approaches, sufficient resources, and providing efficient ways to connect people to appropriate services
- **Is responsive to people's stories and situations**, builds trust, prioritizes safety concerns, and respects people's housing preferences to ensure access to resources and the community
- Focuses on **wellness** of the system and **care** for those providing CE and those utilizing CE

## Values

### **Accessible and equitable**

- Accessible for people with disabilities, non/limited-English speakers
- Anti-racist, gender inclusive, and equitable for all marginalized populations
- Respectful of cultural diversity

### **Accountable and transparent**

- Oversight and informed by diverse stakeholders
- Shared responsibility and decision-making
- Clear, timely communication

### **Authentic collaboration and relationship-building**

- Act as one community
- Transparency, honest, trust, and safe spaces

### **Continuous learning, evaluation, and improvement and innovation**

- Be a learning system and use data to learn, and ensure that data captures embodied experience so that we are obtaining information from people themselves
- Develop ongoing competency and have humility

### **Personal commitment**

- Self-empowerment, belief in ability to make change
- Thoughtfulness and empathy

### **Empowerment; leadership and guidance from people with lived experience**

- Recognize that people with lived experience have the insight and knowledge that will benefit the whole system and have the power to work their way into employment and leadership in the CE system

### **Housing-focused / Housing first**

- Prioritizing housing serves as a foundation from which the individual can stabilize, then tend to secondary support services
- An individual's choice is invaluable in housing selection and prioritization and always informs the housing journey

### **Tailored, timely, people-centered care**

- Ensure that people know about the Bill of Rights

### **Compassion, urgency, and wellness**

- Support for staff experiencing vicarious trauma and being trauma-informed
- Treats situations with both compassion and a sense of urgency

### **Physical and psychological safety**

- Respectful of confidentiality