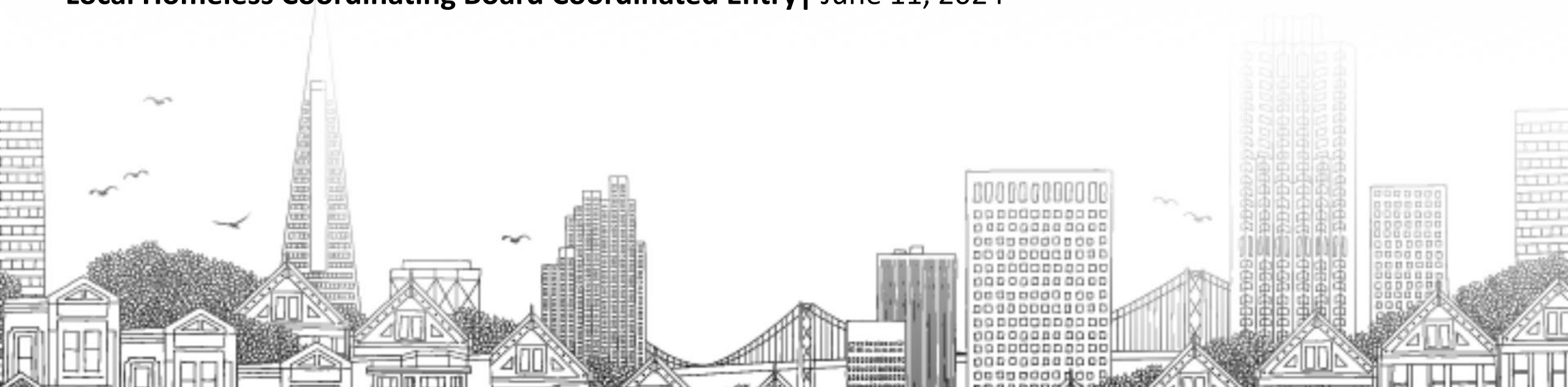




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | June 11, 2024





Agenda

- I. Welcome and Introductions
- II. Coordinated Entry Update
 - Announcement on Adult Access Pont
- III. CE Redesign Implementation Update
- IV. General Public Comment
- V. Adjournment

What is Coordinated Entry?

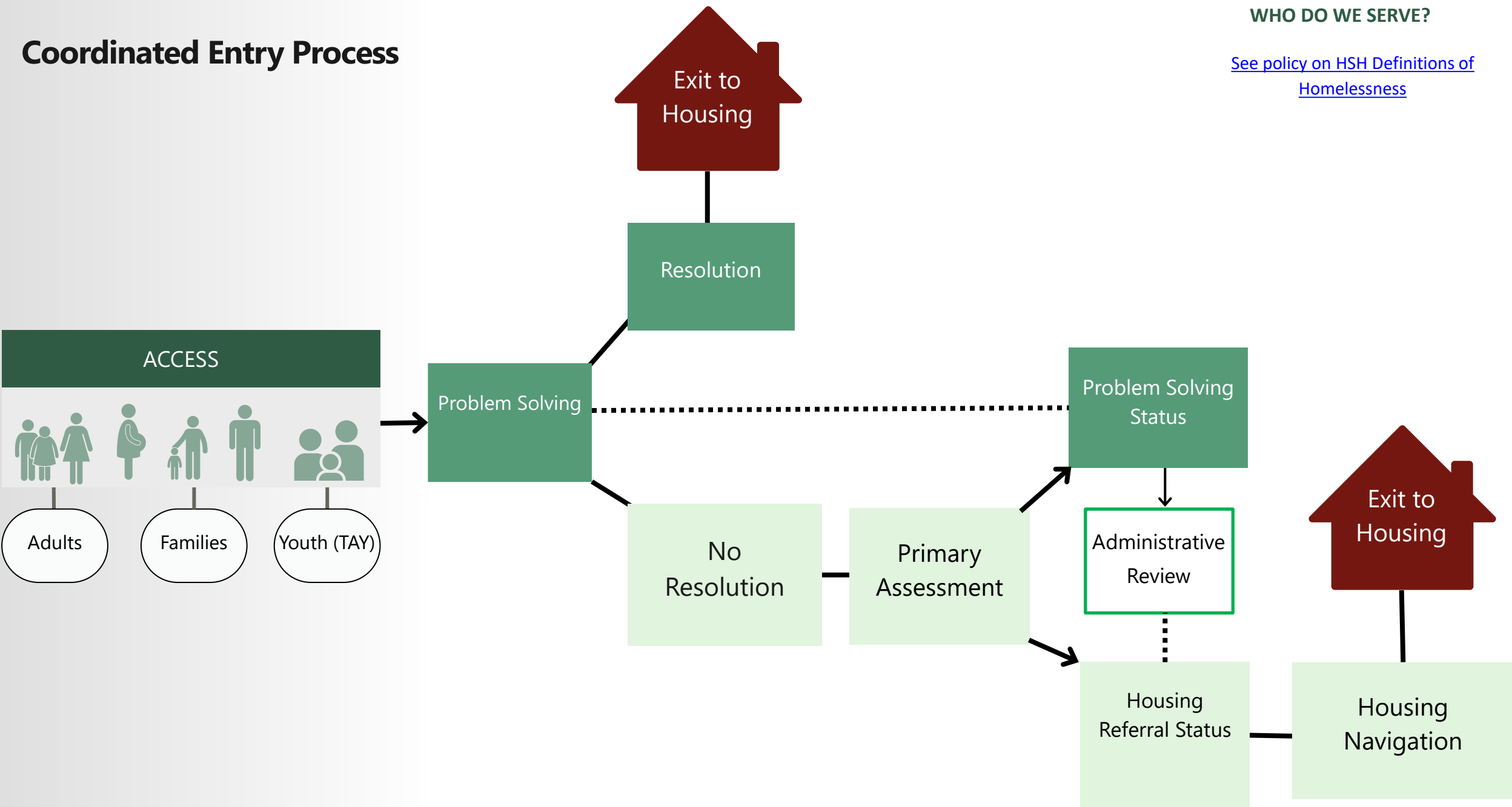
- "Front door" of San Francisco's Homelessness Response System.
- Consistent, streamlined **process** for households experiencing homelessness to access available housing and community resources needed to resolve their housing crisis.
- Part of the Coordinated Entry process includes:
 - Access
 - Assessment
 - 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	FAMILY Adults with minor children	YOUTH Adults ages 18 - 24; 25-27 upon intake Transitional Age Youth (TAY)
<ul style="list-style-type: none">• Episcopal Community Services (ECS)• Dolores Street Community Services (DSCS)• Swords to Plowshares (Veteran-focused)• Pretrial & Diversion	<ul style="list-style-type: none">• Central City Access Point (Compass Family Services)• Mission Access Point (Catholic Charities)• Bayview Access Point (Catholic Charities)	<ul style="list-style-type: none">• 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

A Woman's Place



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)

Thursday, June 20th

- 9:00am – 3:00pm

[A Woman's Place](#)

1049 Howard Street



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](#)

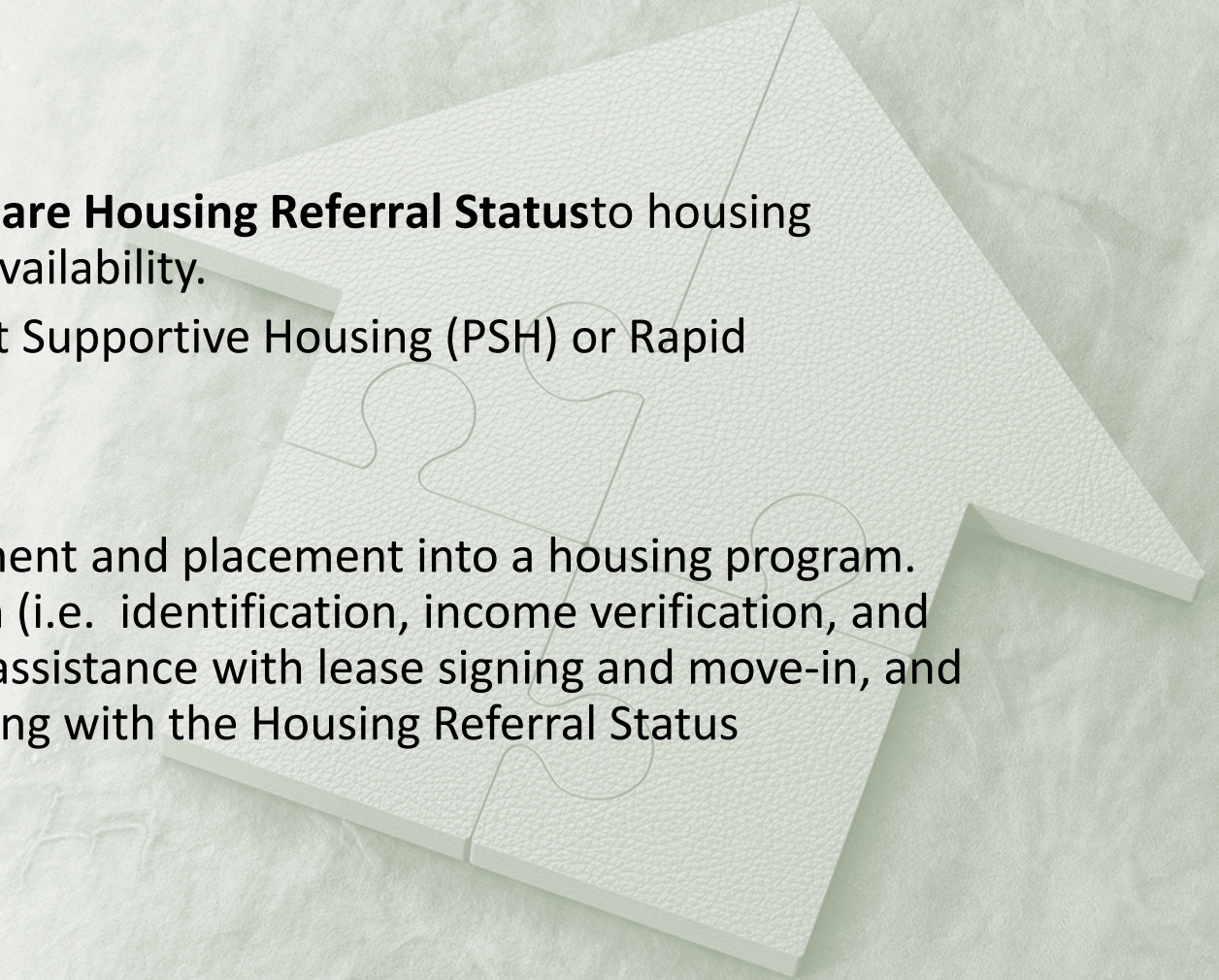
Prioritization

- 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](#)

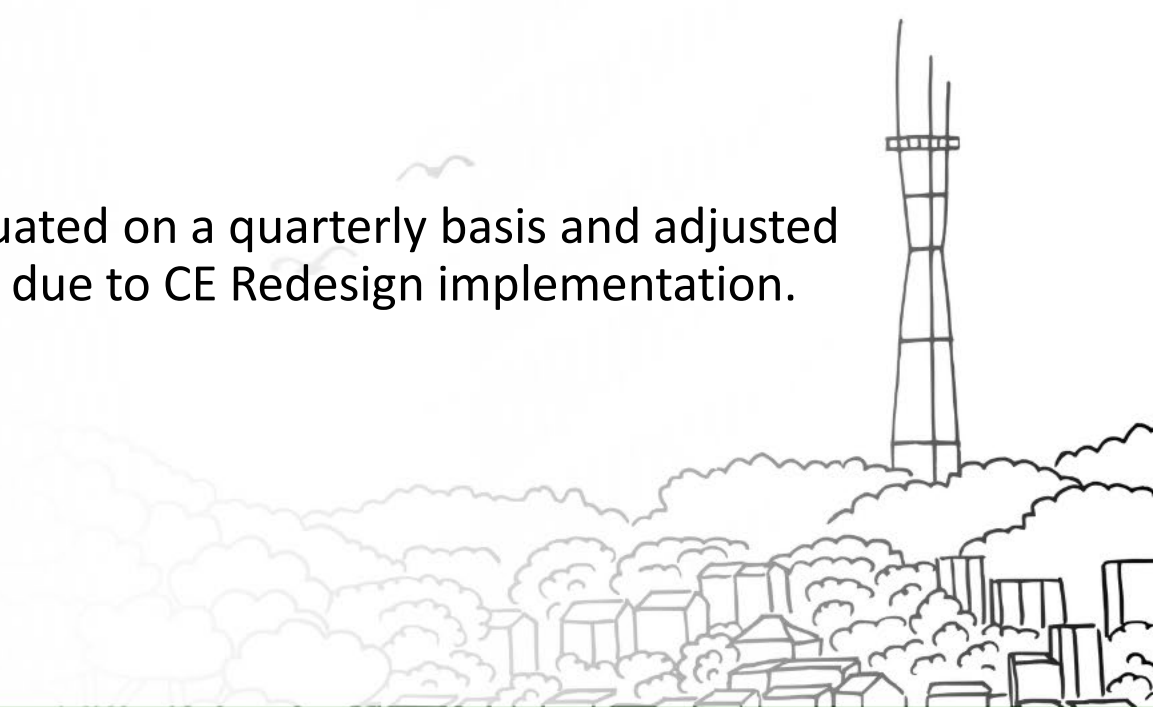


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Prioritization Policy

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](#)



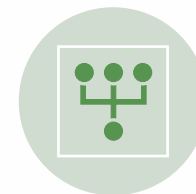
[Coordinated Entry Standards](#) Policy & Procedures



[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](#)



DEPARTMENT OF
HOMELESSNESS AND
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Adult Access Point

Saint Vincent de Paul Access Point Closure

- Effective June 28th, the St Vincent de Paul Adult Access Point is closing.





To whom it may concern,

Effective June 28th, the St Vincent De Paul Adult Access Point is closing. Since you are currently receiving Problem Solving and Coordinated Entry services from SVDP Adult Access Point, the last day the SVDP Access Point can provide assistance is June 7th. We encourage you to seek ongoing CE and PS services at the following Adult Access Points which are listed below:

HSH Resource Flyers for Unhoused Adults & Youth

- [English](#)
- [Portuguese](#)
- [Filipino](#)
- [Spanish](#)
- [Chinese](#)

[Printable Resource Cards - All populations](#)

<p>Dolores Street Community Services 2645 Mission Street Phone: 415-857-7762 E-mail: info@dscs.org</p> <p>Episcopal Community Services (ECS) 123 10th Street (at Mission) Phone: 415-487-3300 x 7000 E-mail: Problem-Solving-ECS@ecs-sf.org</p>	<p>Monday, Wednesday, Thursday, Friday: 9AM – 5PM Tuesdays: 9AM – 3:30PM</p> <p>Monday, Tuesday, Thursday & Friday: 9AM 4:00PM Wednesday: 9AM – 12PM</p>
<p>Swords to Plowshares (Swords) 1060 Howard St. (at Russ) Phone: 415-727-VETS (8387) <i>This access point focuses on veteran services.</i></p>	<p>Monday to Friday: 8AM – 4PM</p>
<p>SF Pretrial Diversion Project 236 8th St. Suite E Phone: 415-522-7592 <i>This access point focuses on serving justice involved people.</i></p>	<p>Monday to Friday: 8:30AM – 4PM</p>

Thank you

QUESTIONS: dhsh@sfgov.org