



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Family System Policy

A focus on shelter Length of Stay (LOS), Shelter Waitlist Eligibility, and Shelter Prioritization Policies



Purpose



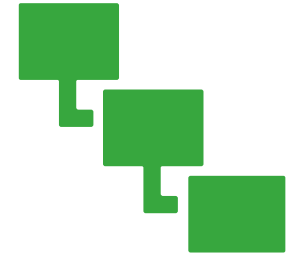
Convey Key Policy Changes

Changes resulting from the Family System Pain Points Analysis



Process Overview

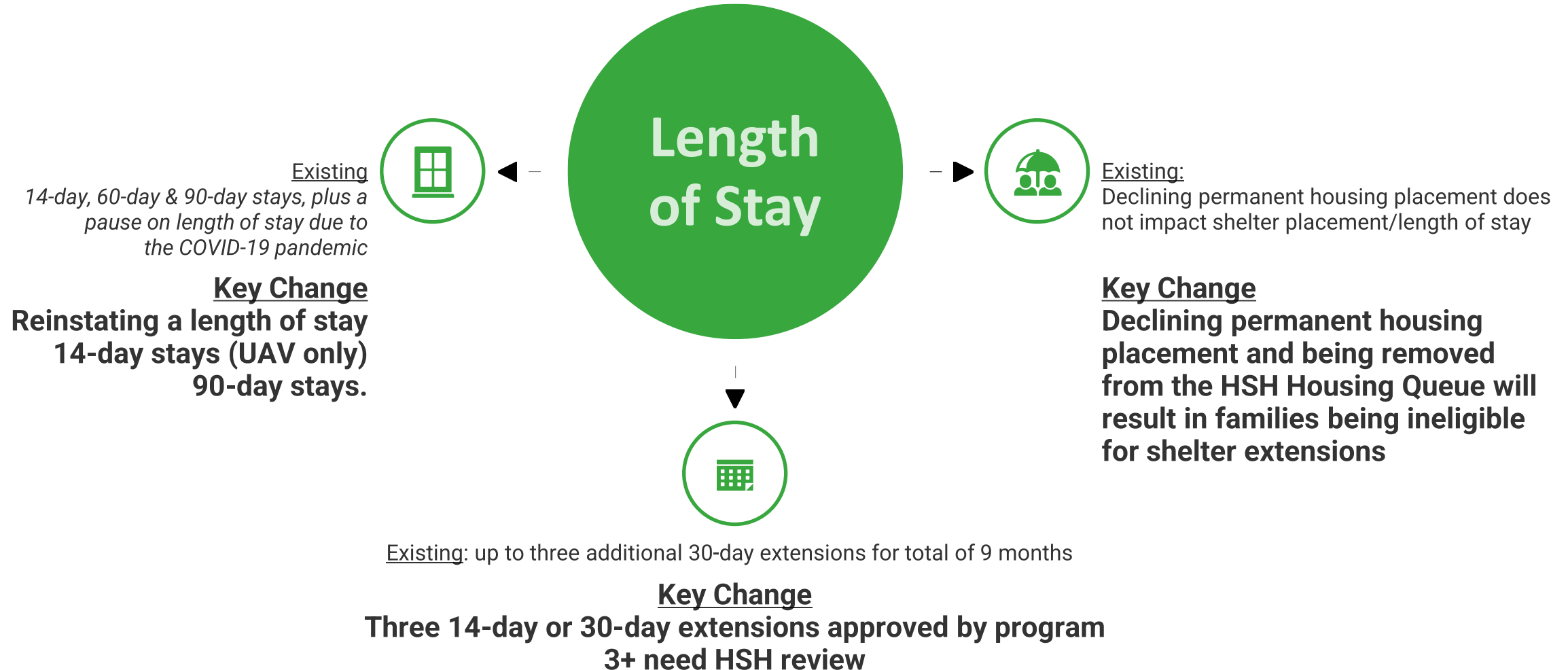
An overview of the process leading the key policy changes



Intended Impact

Review the intended impact of the policy changes

Family Shelter Length of Stay: Existing Policy vs. Key Changes



Emergency Placement Type: 14-day

Access Point Engagement	Weekly Case Management Engagement	Medical	Temp Shelter Placement Pending	Transitional Housing Pending	Housing Pending	Extension Beyond 56 Days
Requirement for all extensions	Requirement for all extensions	Documentation from a medical practitioner acknowledging a current medical or mental health course of treatment, intervention, or assessment that will be resolved or completed during the extension.	Confirmation of being active on the Family Shelter Waitlist Queue. OR Documentation of a DV (Domestic Violence) shelter placement. OR Documentation of approved transfer to an adult or TAY (Transitional Age Youth) shelter program.	Documentation of approval for a transitional housing program.	Copy of a lease or rental agreement. OR Documentation from a landlord, property management company, or leaseholder specifying a move-in date. OR Confirmation of being active on the PSH (Permanent Supportive Housing) or Rapid Rehousing Queue. OR Confirmation of current enrollment in a Rapid Rehousing or other housing program and is in an active housing search.	Confirmation of being active on the Family Shelter Waitlist Queue or a documented housing move-in date that will be completed within the 14-day extension. AND Documentation of household's continual and consistent efforts to obtain housing or shelter resolution they have not been able to achieve due to barriers outside of their direct and immediate control. AND Review of Extension Approval with HSH Program Manager at monthly HSH meetings.
		Only one document needed.				
Confirmation of Eligibility Criteria must be documented / uploaded to HoH's ONE Profile						

Emergency Placement Type: 90-day

Access Point Engagement	Weekly Case Management Engagement	Family Success Plan Progress	Medical	Transitional Housing Pending	Housing Pending	Extension Beyond 180 Days
Requirement for all extensions	Requirement for all extensions	Requirement for all extensions	Documentation from a medical practitioner acknowledging a current medical or mental health course of treatment, intervention, or assessment that will be resolved or completed during the extension.	Documentation of approval for a transitional housing program.	Copy of a lease or rental agreement OR Documentation from a landlord, property management company, or leaseholder specifying a move-in date OR Confirmation of being active on the PSH or Rapid Rehousing Queue OR Confirmation of current enrollment in a Rapid Rehousing or other housing program and is in active housing search	Must continue to meet the criteria outlined for all previous extensions AND Documentation of household's continual and consistent efforts to obtain a housing resolution they have not been able to achieve due to barriers outside of their direct and immediate control AND Review of Extension Approval with HSH Program manager at monthly HSH meetings.
			Only one document needed.			
Confirmation of Eligibility Criteria must be documented / uploaded to HoH's ONE Profile						

Shelter Waitlist Eligibility: Existing Policy vs. Key Changes

Existing Policy

- Definition of Family
- Definition of homelessness
 - HUD categories 1, (Literally Homeless) 2, (Imminent Risk of Homelessness), and 4 (Fleeing/ Attempting to Flee DV)
 - Connection to SF (for at least 7 days)
 - Living in a SRO or doubled up
- Family Individual Room Waitlist is for families interested in individual room shelter or transitional housing placement

Key Change(s)

- Families living in SROs or doubled up will no longer be eligible for family shelter, unless being evicted or room is uninhabitable
- Families living in shelters for 14 or more days with 24-hour access to amenities will no longer be on the waitlist
- Adjusted family shelter waitlist eligibility
 - Living in a place not meant for human habitation
 - Residing in shelter/hotel w/exit date of less than 14 days
 - Residing in a residence and being evicted w/in 14 days
 - Leaving an institution and was homeless prior
 - Fleeing domestic violence
 - Pregnant people or people reuniting with children transferring from shelter for adults without children
 - Families living in a shelter without 24-hour access to amenit

Shelter Prioritization: Existing Policy vs. Key Changes

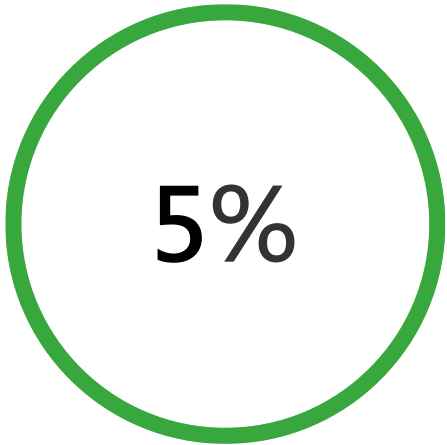
Existing Policy

- Created when First Friendship existed
 - Shelter with mats on the floor
- Prioritization is for a referral to Individual Room Shelter (non-congregate):
 - Experiencing Physical or Sexual Violence
 - Cumulative length of time both in congregate shelter (counted as 6/10 of a day) or verified unsheltered (counted as one day); calculated via ONE System logic.

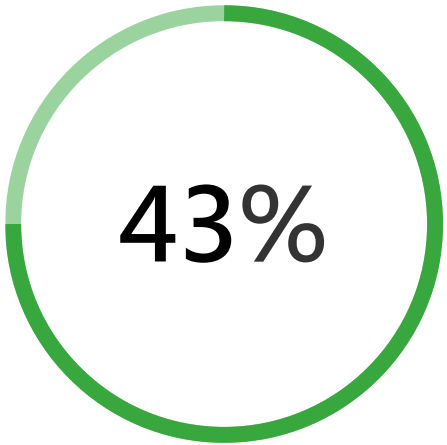
Key Change(s)

- Prioritization for the following:
 - Current living situation (literally homeless)
 - Domestic Violence
 - Disabled
 - Pregnant or perinatal families
- Weighted score for prioritization

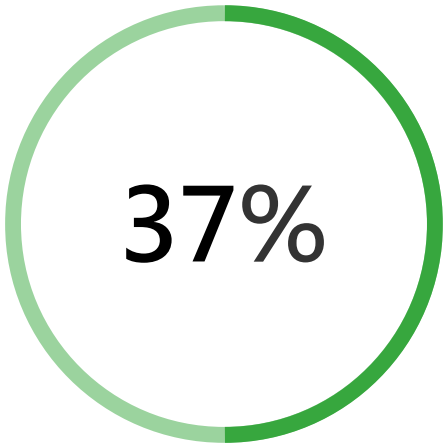
Family Emergency Shelter Waitlist Breakdown November 2024: 505 Families



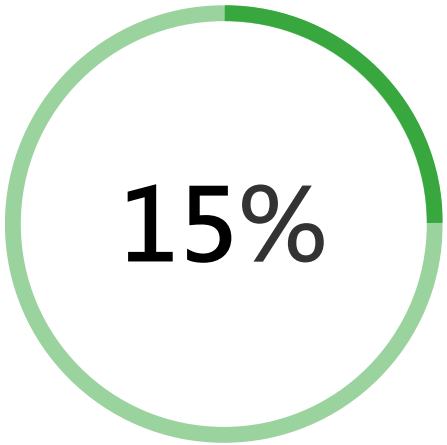
Currently in HSH Shelter
without 24 Hour Access to
Beds/Amenities



Place Not Meant for
Human Habitation/Fleeing
DV/Short Term Hospital

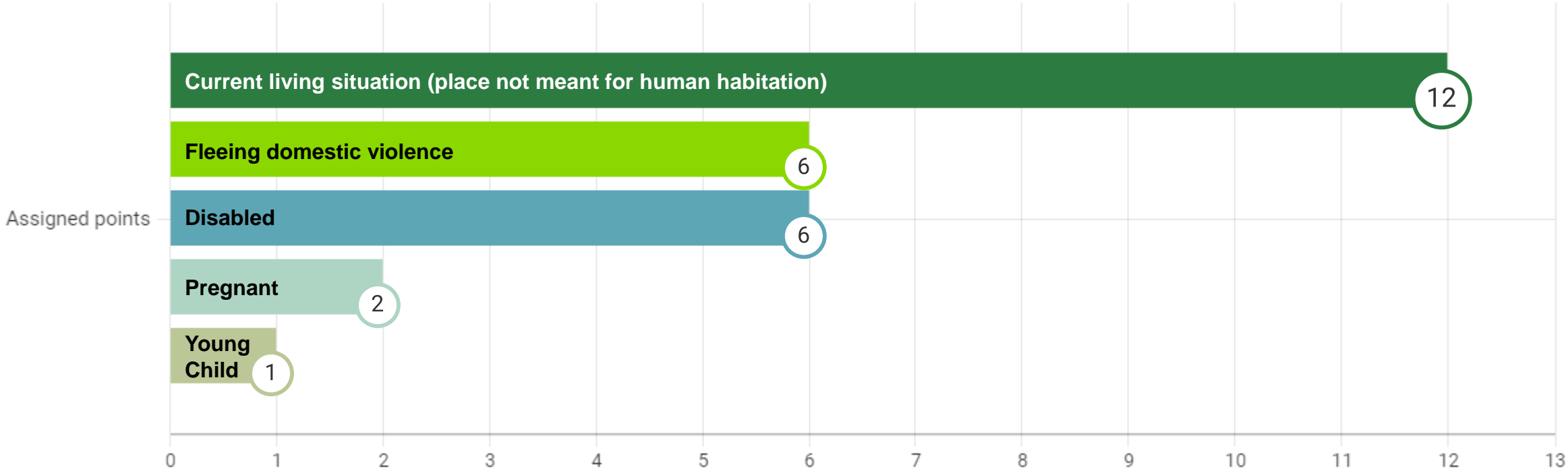


Living in Housing: ie SRO
unit or doubled up, not at
imminent risk of
homelessness or fleeing
DV



People living in HSH
Family Shelter with 24
Hour Access to
Beds/Amenities

Shelter Prioritization Score



Points added given the prioritization category

Overview of Process

HSH Meeting Series

- Launched January 2024
- Culminated in full day retreat on February 13, 2024
 - Facilitated by Controller's Office
 - Focus on understanding major pain points in the family system

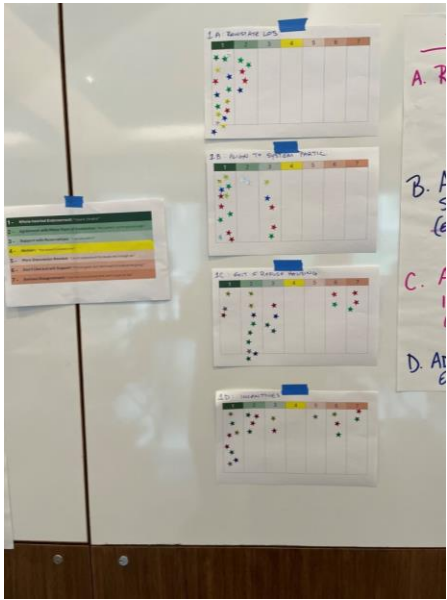
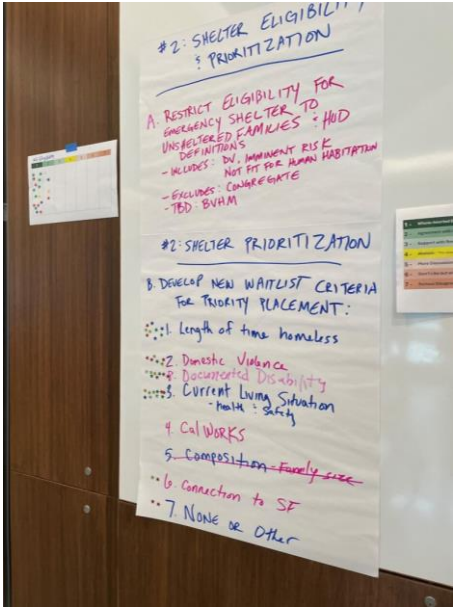
HSH Provider Family System Pain Point Workshop

- Requested three levels of staff (Executive, middle management, frontline staff)
- 18 agencies represented (40-50 people)
- Facilitated by the Controller's Office
- Focus on possible solutions for pain points

Lived Experience Focus Group

- Four focus groups
- 40 families participated
- Facilitated by Talent Poole

Planning Session



HSB Provider Workshop



Future Impact of Policy Changes

- 1 Increased flow through the family system
- 2 Reinforcing the use of emergency shelter
- 3 Improved coordination between multiple parts of the family homelessness response system
- 4 Increased access for the most vulnerable populations
- 5 System alignment