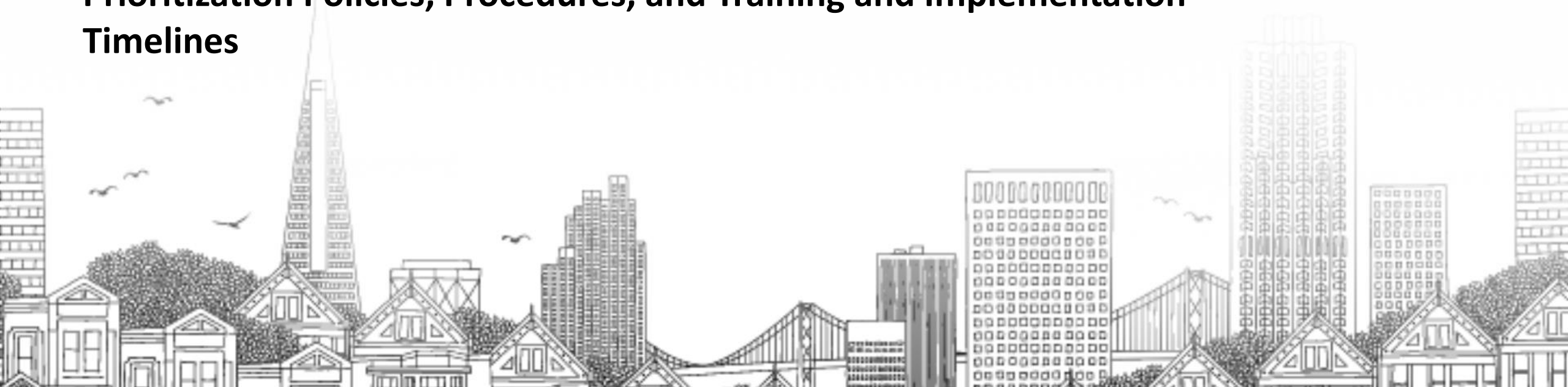




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Family System Changes Briefing

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



Agenda

1. Convey Key Policy Changes
2. Process Overview
3. Intended Impact
4. Procedures
5. December 10 Summary

Purpose



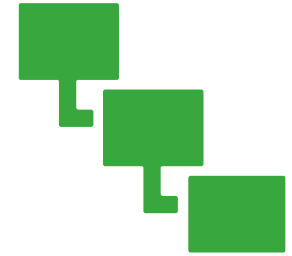
Convey Key Policy Changes

Changes resulting from the Family System Pain Points Analysis



Process Overview

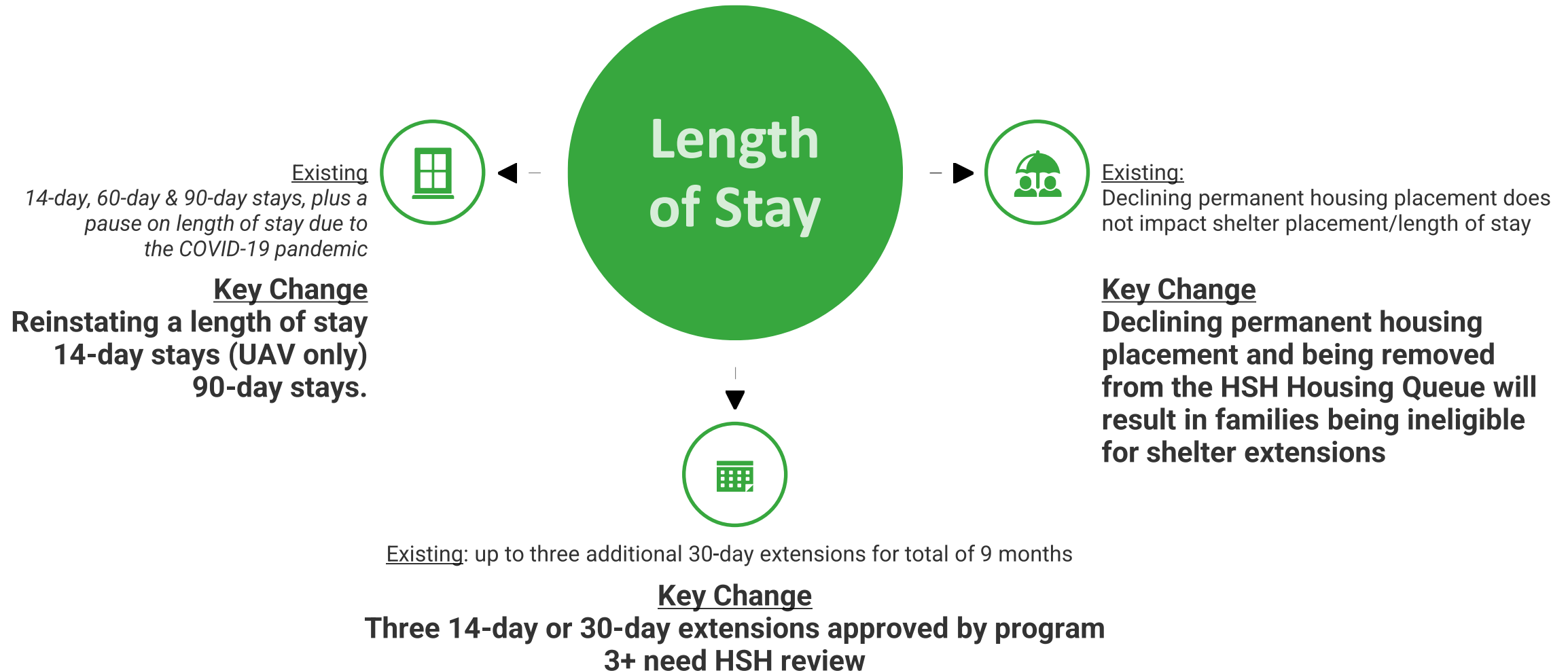
An overview of the process leading the key policy changes



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

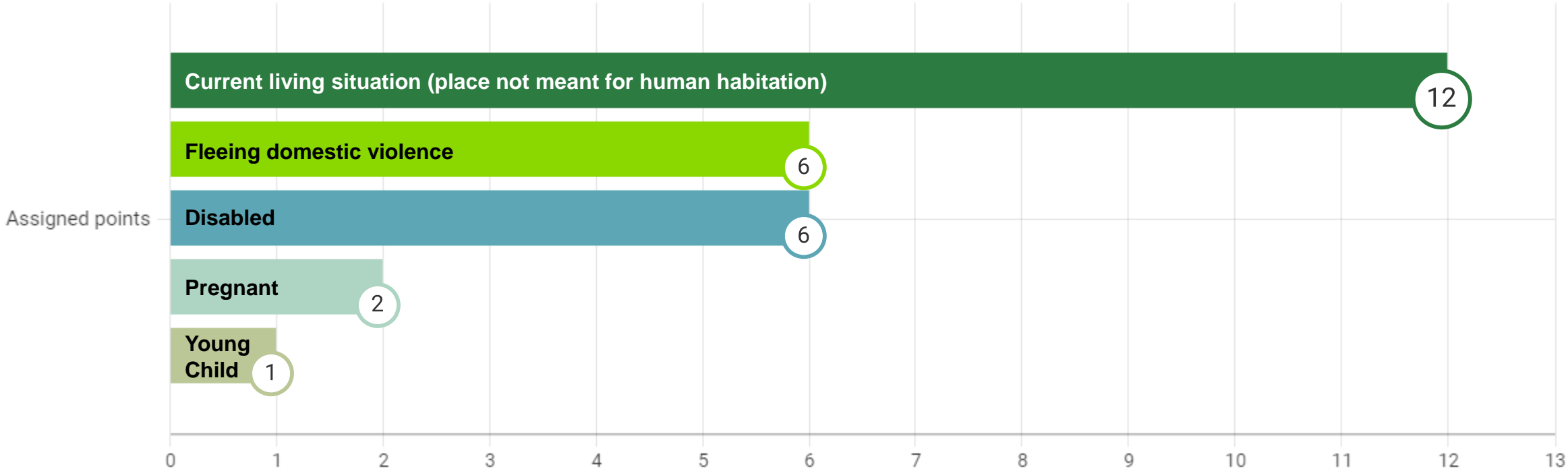
Existing Policy

- 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

Shelter Prioritization Score



Points added given the prioritization category

Shelter Prioritization Score Example

A single mom is living in a tent and currently fleeing DV. She has two disabilities: a mental health disorder, and a physical disability. Her youngest child is 4, and she is not pregnant.

Attribute	Score
Current Living Situation	12
Fleeing DV	6
Disabilities	4
Pregnancy	0
Child Under 2	0
Total	22

Shelter Prioritization Score Example

Two parents living in housing with family and imminently at risk of homelessness, no DV. Head of household is mom who has three disabilities: chronic health condition, mental health disorder, and substance abuse disorder. Head of household is pregnant, and youngest child is 18 months old.

Attribute	Score
Current Living Situation	0
Fleeing DV	0
Disabilities	6
Pregnancy	2
Child Under 2	1
Total	9

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

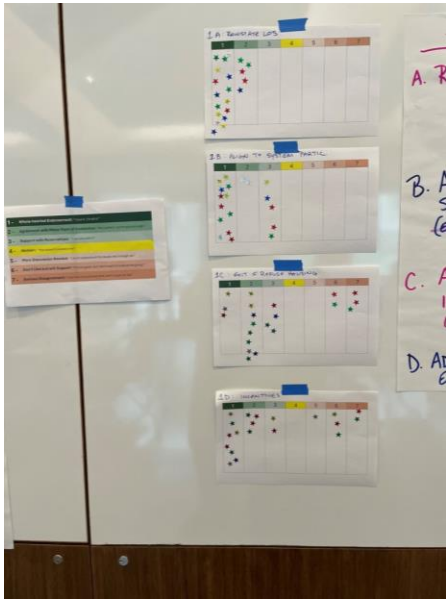
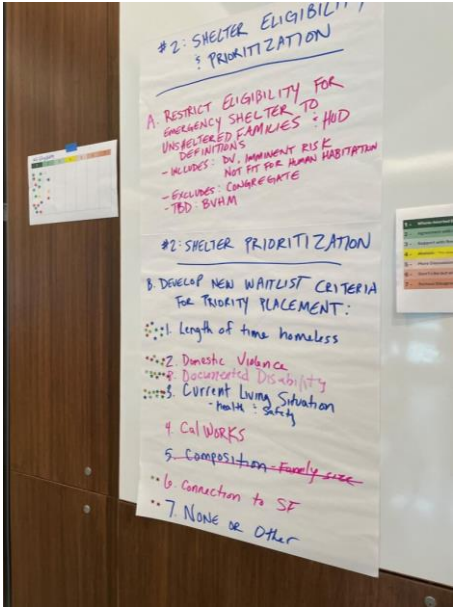
HSH Provider Family System Pain Point Workshop

- 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 Increase 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

ONE System Review Standard

HSH Coordinated Entry Core Team	Approach
<p>HSH Coordinated Entry HSH Staff</p> <p>Notices will come from a shared HSH email address</p>	<p>Records updated in the last 90 days reviewed for Current Living Situations, Services, Notes, etc in the last 90 days. Families with a most recent record indicating they are eligible for shelter in the last 90 days moved to the new Family Shelter waitlist. Shelter enrollment data used instead of client self-report when there is a conflict.</p>

Eligibility and Notices

<p>Families in Housing, Institutions or Shelter with 24 Access to Beds and 14+ more days, and families with no info about living situation for 90+ days</p>	<p>Families fleeing DV, living in a place not meant for human habitation, or staying in a shelter without 24 Access to beds or any other setting for less than 14 days remaining in stay</p>
<p>Removed from Shelter Queue and Sent a Notice in their Preferred Language by email</p>	<p>Complete new Family Shelter Prioritization Assessment and Add to Shelter Queue</p>

Frequently Asked Questions

1. When are the next public meetings to discuss these changes?

[December 10th San Francisco Local Homeless Coordinating Board Coordinated Entry Meeting](#) at 1:00 pm, and January 14, 2025 at 1:00 pm

2. Where can I view the new Shelter Eligibility, Shelter Prioritization, and Shelter Length of Stay Policies?

[Here](#). Please share with anyone interested, including people experiencing homelessness.

3. Will these new policies use family self-report of current living situation and needs or will 3rd party verification be needed?

Self report.

4. Are families actively fleeing domestic violence eligible for shelter even if they live in housing or shelter?

Yes. Family Coordinated Entry providers are expected to conduct Family Shelter Prioritization with all families seeking family shelter who are fleeing DV, even if the family lives currently in housing or shelter.

Frequently Asked Questions

5. Are families living in housing (including doubled up or SRO) eligible for shelter?

No. In an effort to increase flow through the family system, reinforce the use of emergency shelter, and increase access for the most vulnerable populations seeking shelter, HSH is limiting shelter eligibility to families who need to leave their current living situation within 14 days, families fleeing DV, and families living in shelters without 24-hour access to beds and amenities.

6. I am a family who is not currently eligible for shelter, but I might be in the future. What should I do?

When eligible for and seeking shelter, Contact a Coordinated Entry Provider and complete Shelter Eligibility Assessment, Current Living Situation Assessment, and Shelter Prioritization Assessment.

7. Is there a plan for which families will be prioritized for the first available family shelter?

Yes. The new Prioritization Policy effective Dec 10 uses family situation: Current Living Situation, Currently Fleeing DV, Disabilities, Pregnancy, and Children under 2 as the primary prioritization. Families with the highest prioritization scores will be offered shelter first.

Frequently Asked Questions

8. Does it matter how long a family has been on the waiting list?

Yes. Family Shelter Prioritization will use a “tiebreaker” of date of Shelter Prioritization Assessment Date, with earlier assessments being offered shelter first when Prioritization scores are tied.

For example, if there are two families living in places not meant for human habitation, currently fleeing DV, with three or more disabilities, one or more pregnant household members, and a child under 2, the first family to complete the assessment will be offered shelter first.

Frequently Asked Questions

9. When are families experiencing homelessness screened for shelter eligibility?

Continuously.

- **When first requesting shelter:** Families who are interested in shelter will be screened for shelter eligibility. Families who are eligible for shelter will complete a Family Shelter Assessment with a Coordinated Entry Provider and join the shelter waitlist..
- **During each check:** Coordinated Entry Providers will gather information from the family, including a Current Living Situation Assessment and updating the Family Shelter Assessment to reflect change. If a family is no longer eligible for shelter, they will be removed from the waiting list.
- **At time of referral:** before offering shelter, Coordinated Entry Providers will verify family is still eligible for shelter. If the family is no longer eligible, they will be removed from the list instead of offered shelter.

Frequently Asked Questions

10. When is the Family Shelter Assessment Updated?

Continuously.

- **Initial Screening:** Families who are interested in shelter will be screened for shelter eligibility. Eligible Families will complete a Family Shelter Assessment with a Coordinated Entry Provider who will ensure the information in the assessment is correct and join the shelter waitlist.
- **On-Going Screening:** At each check in. During each check in with families, Coordinated Entry Providers will gather information from the family, including their Current Living Situation. Families who are not eligible for shelter will be removed from the shelter waitlist.

Frequently Asked Questions

11. How long with the Family Shelter Assessments be valid?

Until the family is placed in shelter or no longer eligible for Family Shelter. Families who are interested in shelter will be screened for shelter eligibility. Eligible Families will complete a Family Shelter Assessment with a Coordinated Entry Provider who will ensure the information in the assessment is correct and join the shelter waitlist.

Note: when Coordinated Entry providers complete a Family Shelter Assessment for a family who was previously ineligible for shelter, the provider should complete a new Family Shelter Assessment.

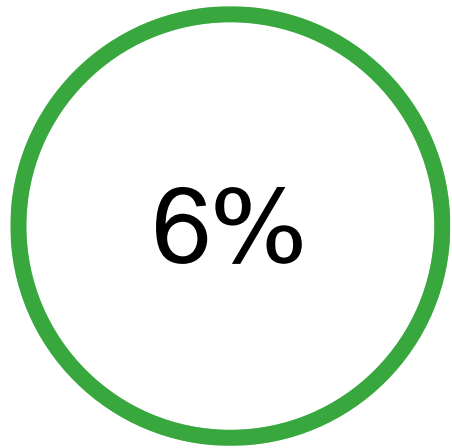
12. Is there a distinction between 14 Day Urgent Accommodation Vouchers and other Family Shelters in the new Family System Policies?

Yes. Families staying in 14 day programs, and families with 14 or fewer days remaining in their shelter stay are eligible for the Family Shelter Waitlist. Families with longer stays in shelters are not eligible.

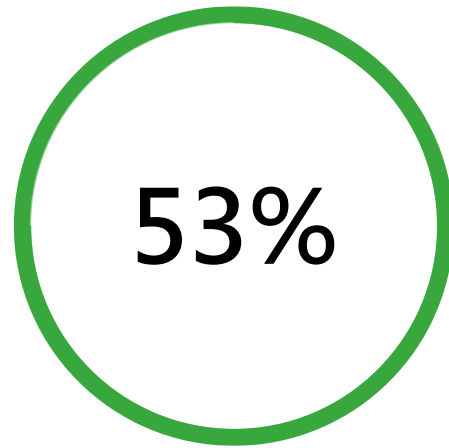
Waitlist Transition Outcomes

November -December 6 Family Waitlist

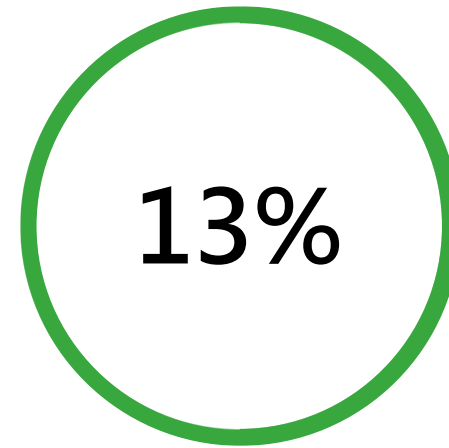
Transition Status



Moved to Housing or
Shelter During Transition



Homeless and Eligible
for Shelter– moved to
New Waitlist



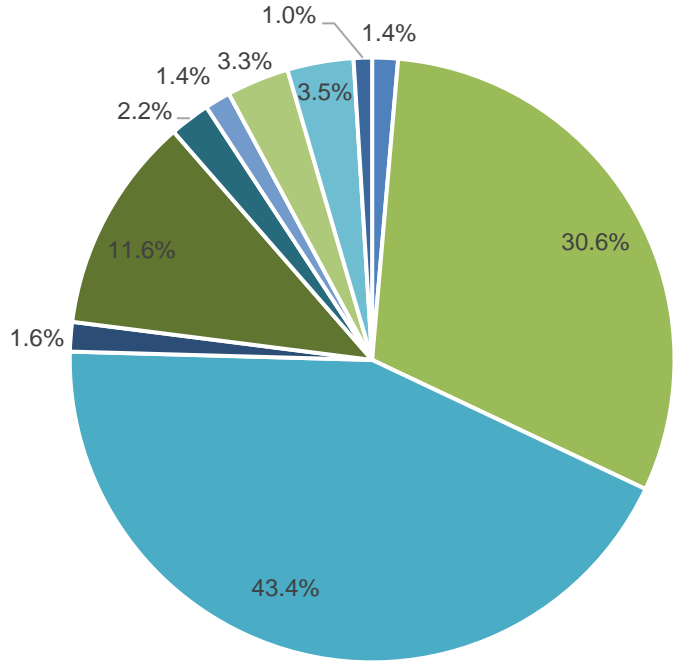
Removed due to 90 days
of no contact



Removed for Ineligibility
and Notified

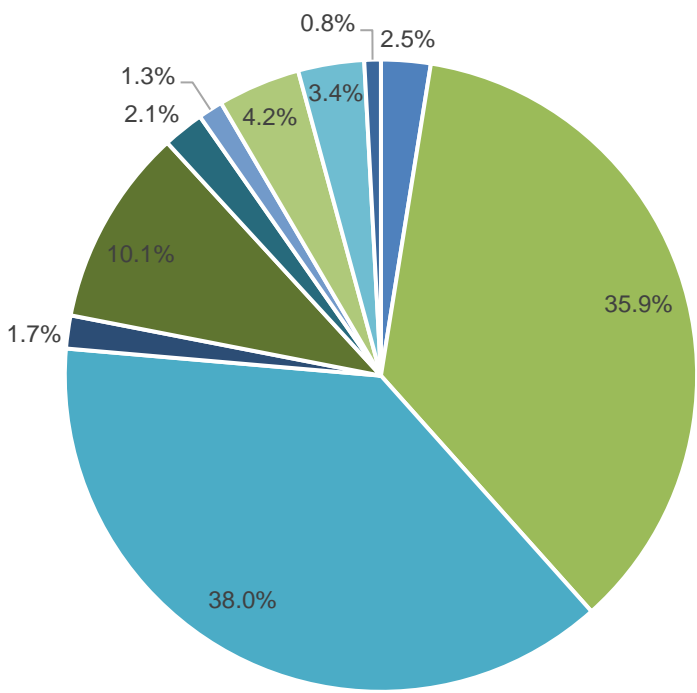
Equity Indicators: Race and Ethnicity

Retired SF Family Shelter Waitlist by Race/Ethnicity



- Asian
- Latine/Hispanic
- Multiracial (incl. Latine or Hispanic)
- Native American
- White
- Black
- Middle Eastern/North African
- Multiracial (not Latine or Hispanic)
- Native Hawaiian or Pacific Islander
- Missing Data

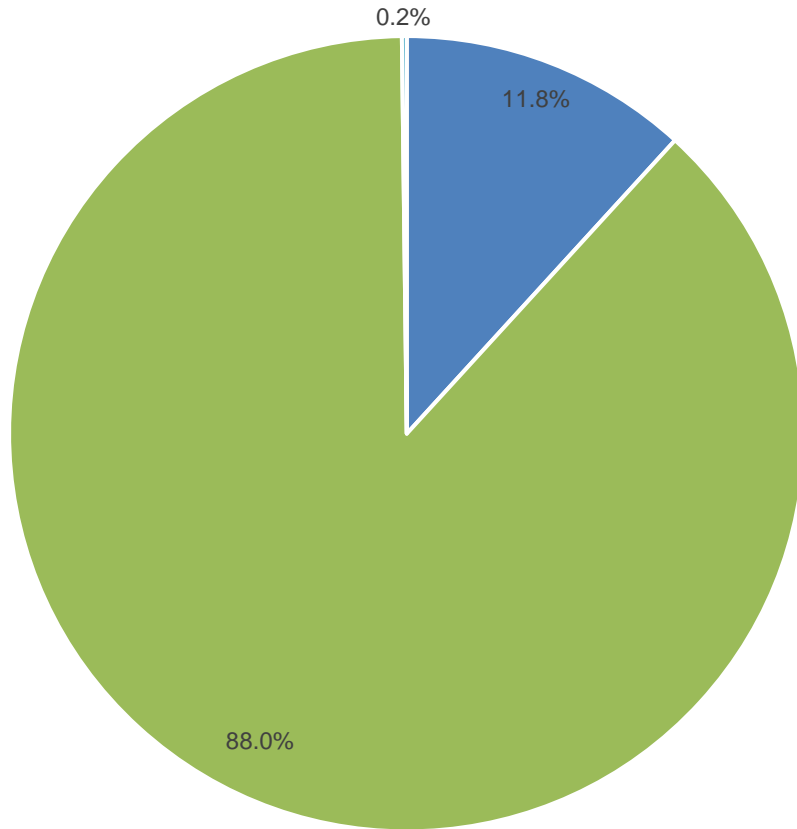
New SF Family Shelter Waitlist by Race/Ethnicity



- Asian
- Latine/Hispanic
- Multiracial (incl. Latine or Hispanic)
- Native American
- White
- Black
- Middle Eastern/North African
- Multiracial (not Latine or Hispanic)
- Native Hawaiian or Pacific Islander
- Missing Data

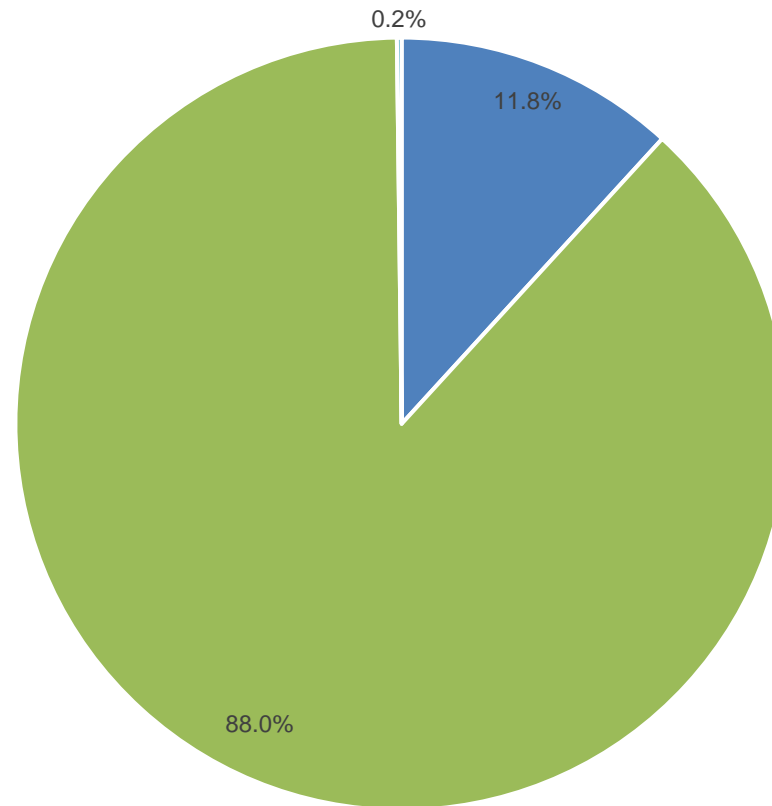
Equity Indicators: Gender

Retired SF Family Shelter Waitlist by Gender



■ Man ■ Woman ■ Non-Binary

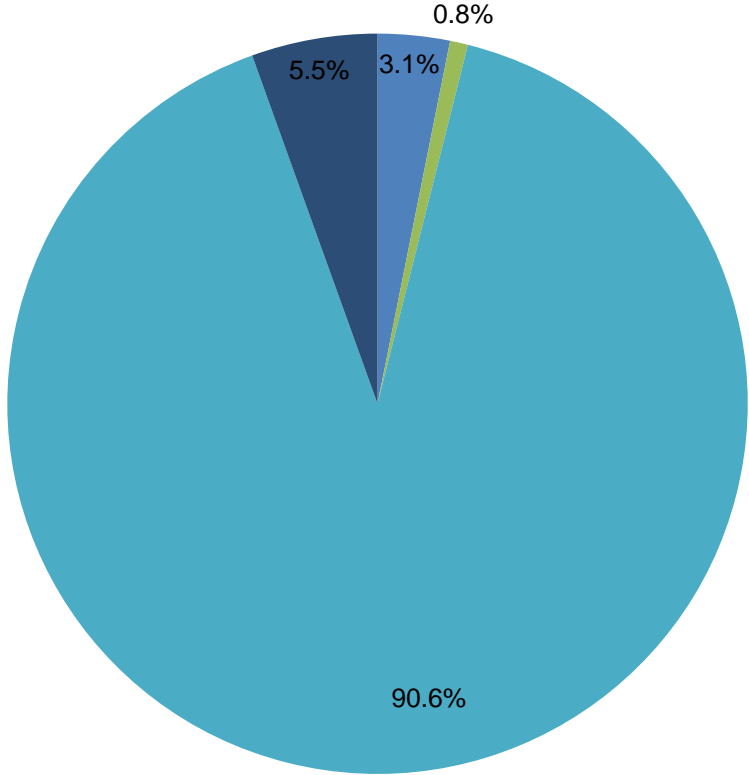
Retired SF Family Shelter Waitlist by Gender



■ Man ■ Woman ■ Non-Binary

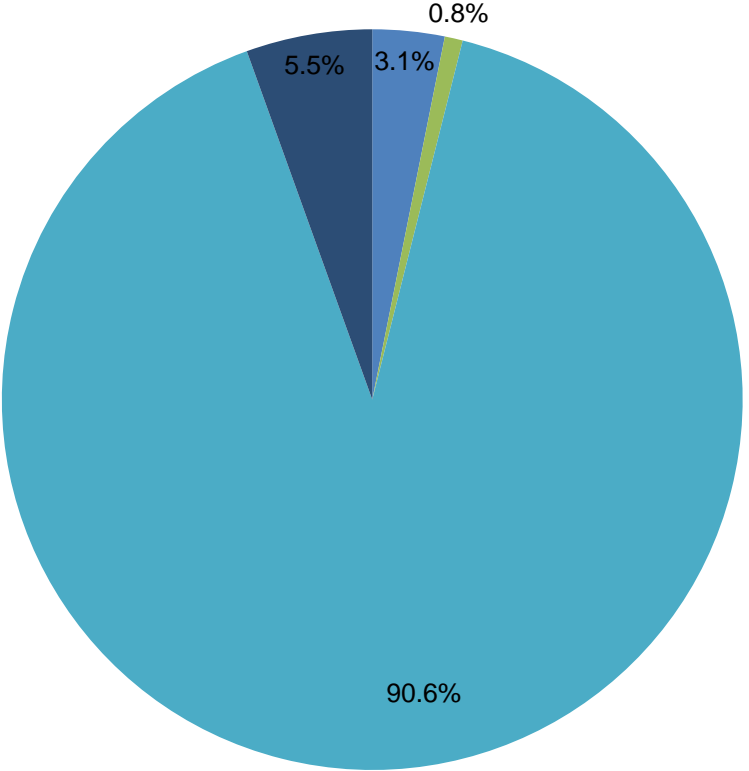
Equity Indicators: Sexual Orientation

Retired SF Family Shelter Waitlist by Sexual Orientation



■ Bisexual ■ Gay or Lesbian ■ Straight or Heterosexual ■ Missing Data

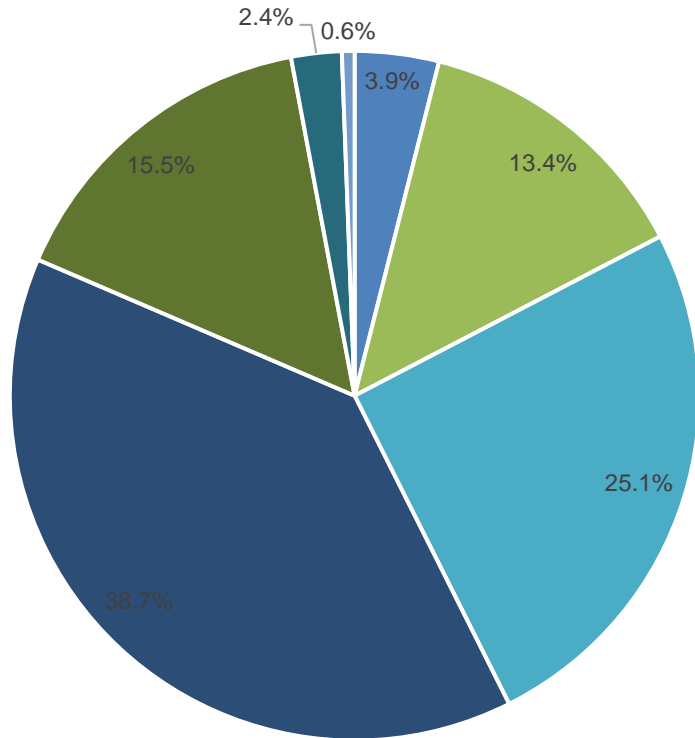
Retired SF Family Shelter Waitlist by Sexual Orientation



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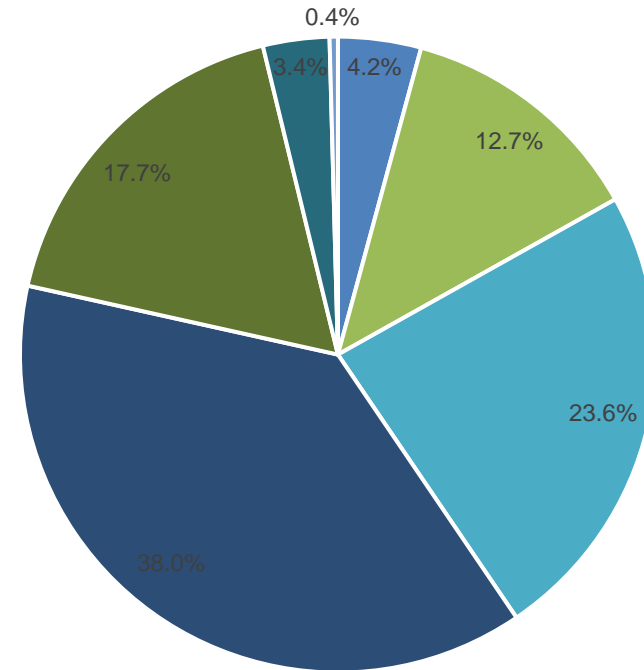
Equity Indicators: Age

Retired SF Family Shelter Waitlist Head of Household Age



■ 18-21 ■ 22-24 ■ 25-29 ■ 30-39 ■ 40-49 ■ 50-59 ■ 60-69

New SF Family Shelter Waitlist Head of Household Age



■ 18-21 ■ 22-24 ■ 25-29 ■ 30-39 ■ 40-49 ■ 50-59 ■ 60-69