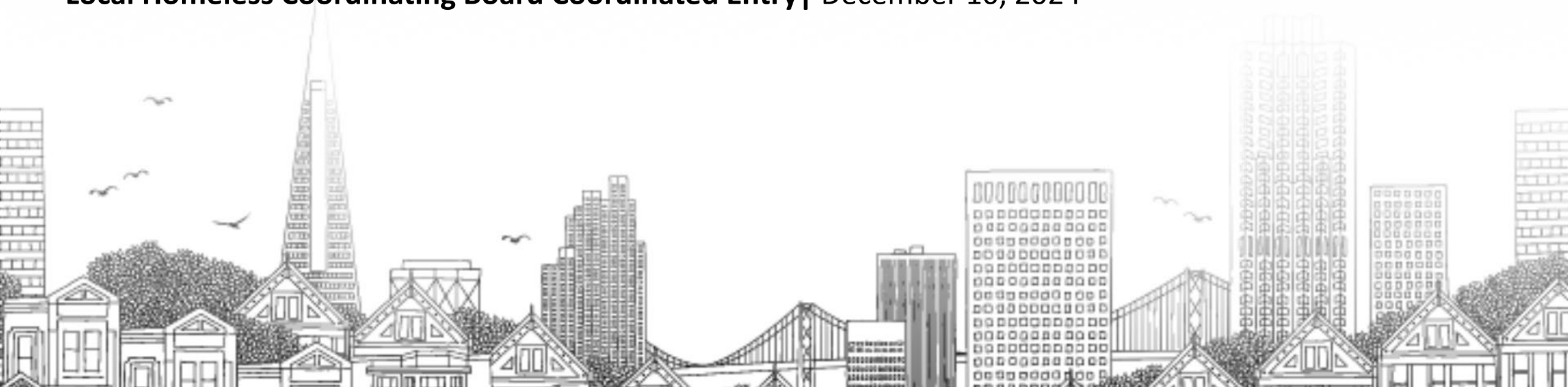




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry

Local Homeless Coordinating Board Coordinated Entry | December 10, 2024





Agenda

- I. Welcome**
- II. Coordinated Entry Update**
- III. CE Redesign Implementation**
- IV. Family System Reform**
- V. General Public Comment**
- VI. Adjournment**

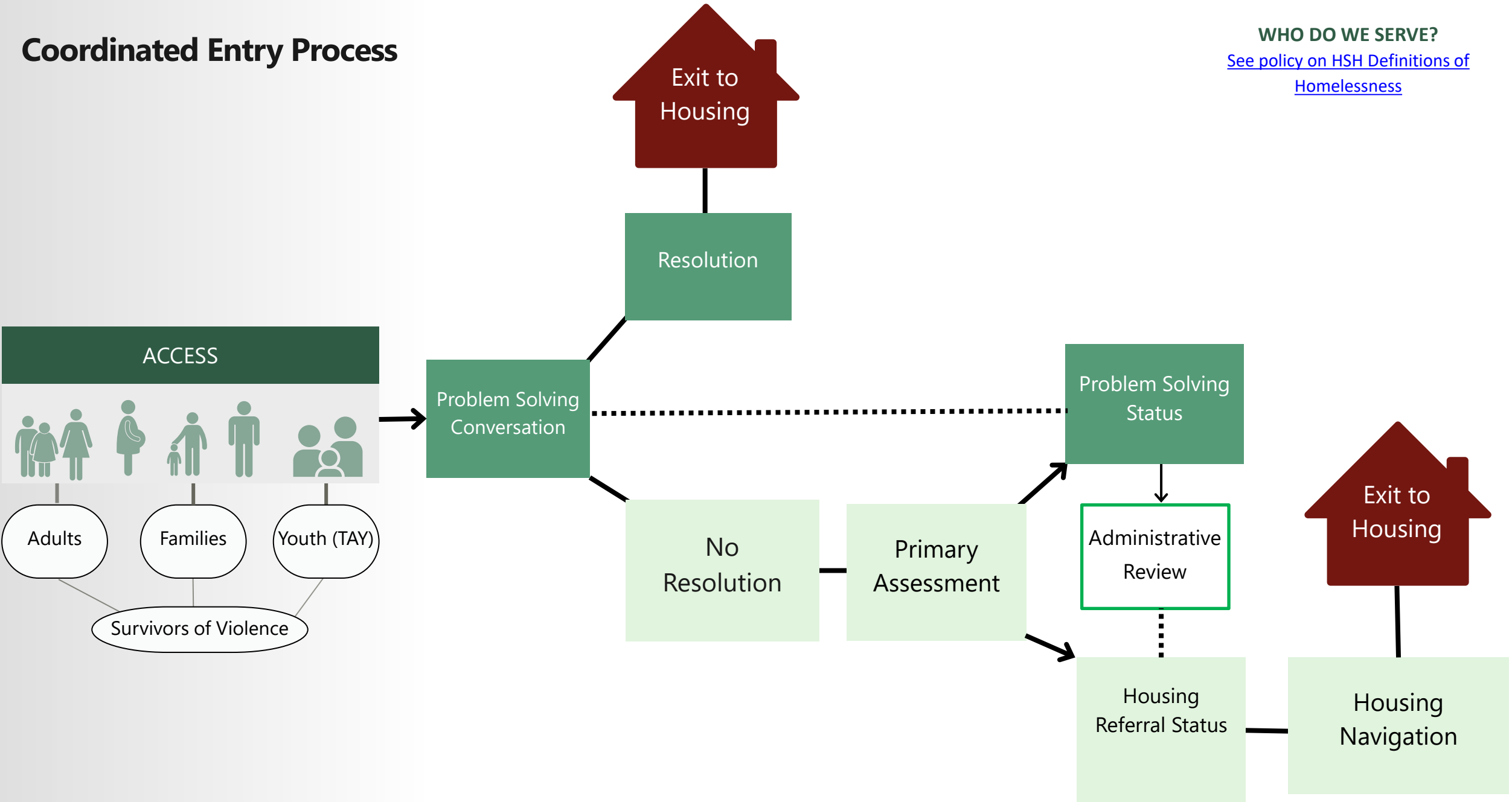
What is Coordinated Entry?

- "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 - [Coordinated Entry Providers](#) - 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 HSH online for current locations & hours - NEW website](#)

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)• Mission Action (formerly known as DSCS)• Swords to Plowshares (Veteran-focused)• SF Pretrial Diversion Project	<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 including [CE for Survivors](#).
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.)

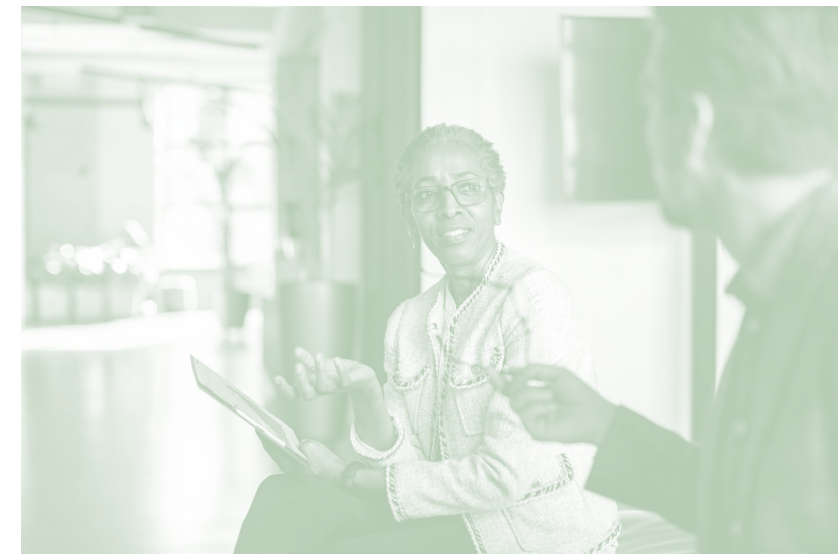


Goal to ensure **Adults of temporary shelters** have:

- 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

MDT resumes in January 2025



MDT not scheduled in December



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)



The Interfaith Winter Shelter is **self-referral** and **all people 18 and older**.

Access Information:

- Returning guests from the night before are assigned to shelter beds first.
- Remaining guests will be admitted once returning guests are enrolled.
- We ask guests to line up starting at 5:30pm.
- Shelter beds are assigned daily.

Interfaith Winter Shelter

November 25, 2024

<https://www.sf.gov/reports/november-2024/interfaith-winter-shelter>

Dinner & breakfast served at all locations

Location	Address	Dates Open	Time	Capacity
Canon Kip Senior Center	705 Natoma St. @ 8th St.	November 25, 2024 - December 16, 2024	Open: 6pm Close: 7am	30 people
Saint Mary's Cathedral	1111 Gough St. @ Geary	December 17, 2024 – January 16, 2025	Open: 6pm Close: 7am	80 people
St. Mark's Lutheran	1111 O'Farrell St.	January 17, 2025 – February 9, 2025	Open: 6pm Close: 7am	50 people
First Unitarian Church	1187 Franklin St. @ Geary	February 10, 2025 – March 2, 2025	Open: 6pm Close: 7am	60 people
Quaker Meeting House	65 9th Street	March 3, 2025 – March 30, 2025	Open: 6pm Close: 7am	40 people



Coordinated Entry at Project Homeless Connect (PHC)

December 4, 2024



Over 200 stopped by the housing information table

- Served 83 households with assessments or other services
- 88 Adults without children
- 5 Families with children

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](#)

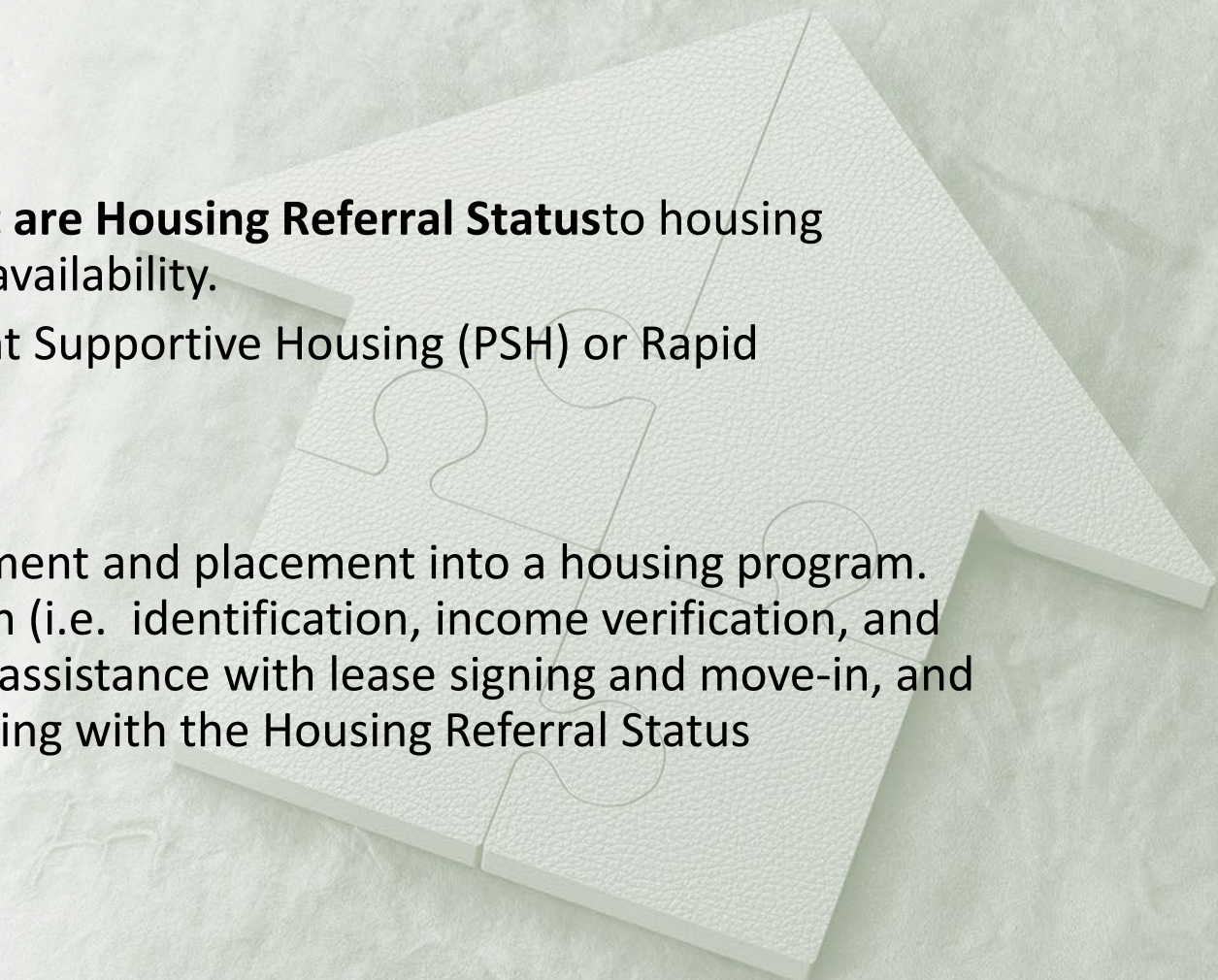
Prioritization

- 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 \(9/11/2023\)](#)

CE Redesign Implementation Update

- General Update
- Communication & Messaging
- Process Update



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](#)



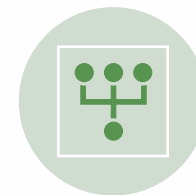
[Coordinated Entry Standards](#) Policy & Procedures



[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](#)

Thank you

QUESTIONS: dhsh@sfgov.org