



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Introduction to San Francisco's **Coordinated Entry**

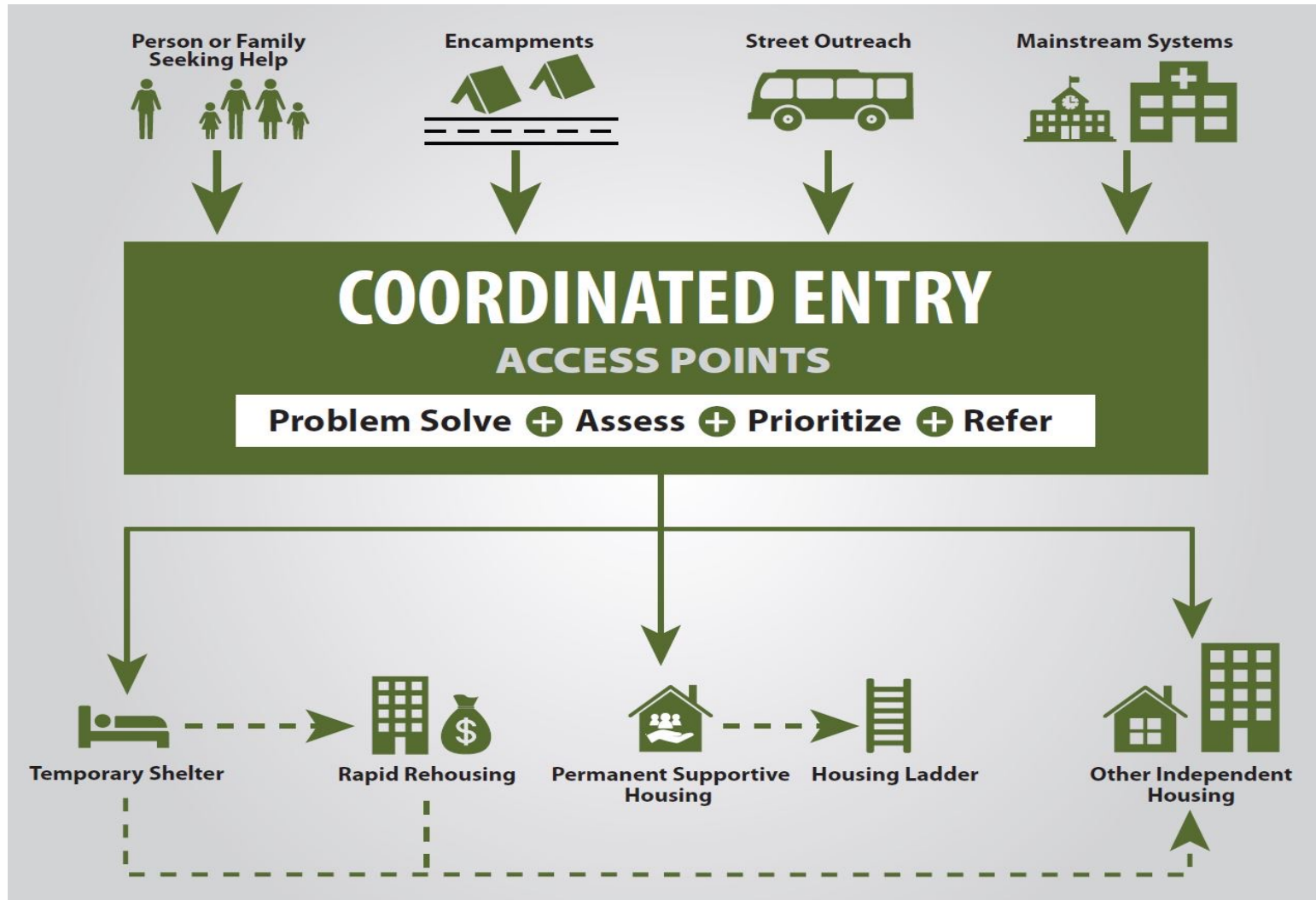




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# Overview of Coordinated Entry

# Coordinated Entry Process





# Accessing Coordinated Entry

[Visit the HSH website for current locations & hours.](#)

- People experiencing homelessness can visit **Access Points** located throughout San Francisco.
- Access Points are set up by subpopulation: **Adult, Family, Youth (TAY)**. People may fall into more than one subpopulation and have a choice which Access Point to utilize services.

ADULT
<ul style="list-style-type: none"><li>• Over the age 18; or</li><li>• Under 18 who has been legally emancipated</li></ul>

FAMILY
<ul style="list-style-type: none"><li>• One or more adults with minor children; or</li><li>• One or more adults that includes a person who is pregnant*</li></ul>

TRANSITIONAL AGE YOUTH (TAY)
<ul style="list-style-type: none"><li>• Ages between 18 - 24; or</li><li>• Under 18 who has been legally emancipated</li><li>• Ages between 25 - 27 if known to Coordinated Entry before the age of 25.</li></ul>

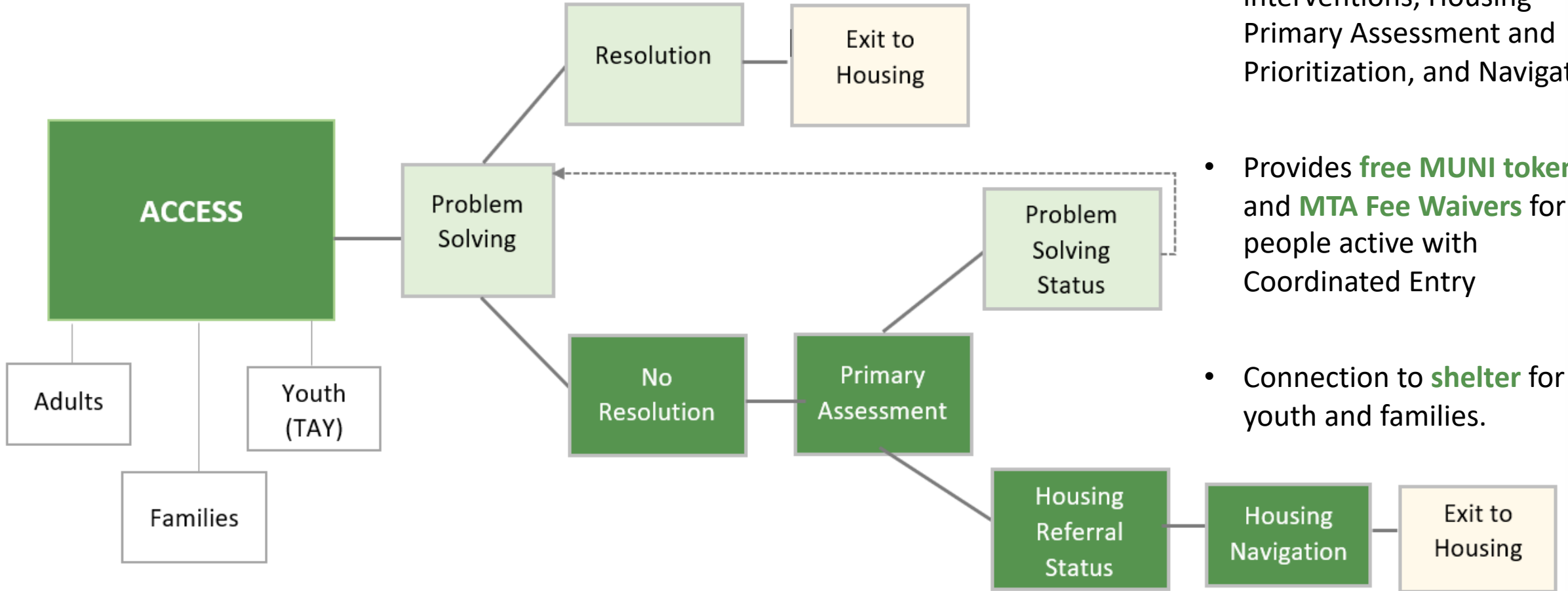
- **Survivors of violence** can be served by all Access Points. Emergency services also available through [domestic and family violence resources](#)
- \*Person who is pregnant can be served all Access Points



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# Assessment & Prioritization

# Coordinated Entry Workflow



## What happens at an Access Point?

- Provides Problem Solving interventions, Housing Primary Assessment and Prioritization, and Navigation.
- Provides **free MUNI tokens** and **MTA Fee Waivers** for people active with Coordinated Entry
- Connection to **shelter** for youth and families.

# Problem Solving

- **Problem solving is an intervention** offered at the Access Points. Staff will engage in exploratory conversations to help identify possible pathways to resolve their housing crisis **without the need for shelter or ongoing support.**
- The foundation of Problem Solving is a creative, strengths-based conversation(s) that helps people explore all safe housing options available to them – the person or household drives their own solutions. Problem Solving interventions include:
  - Housing location assistance
  - Travel and relocation support
  - Financial assistance
  - Connections to employment
  - Reunification, mediation, and conflict resolution
  - Referrals to a range of community services

[Learn more about Problem Solving on the HSH website.](#)



# Housing Primary Assessment

- If the household is not initially able to resolve their housing crisis through Problem Solving, they are offered 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](#)



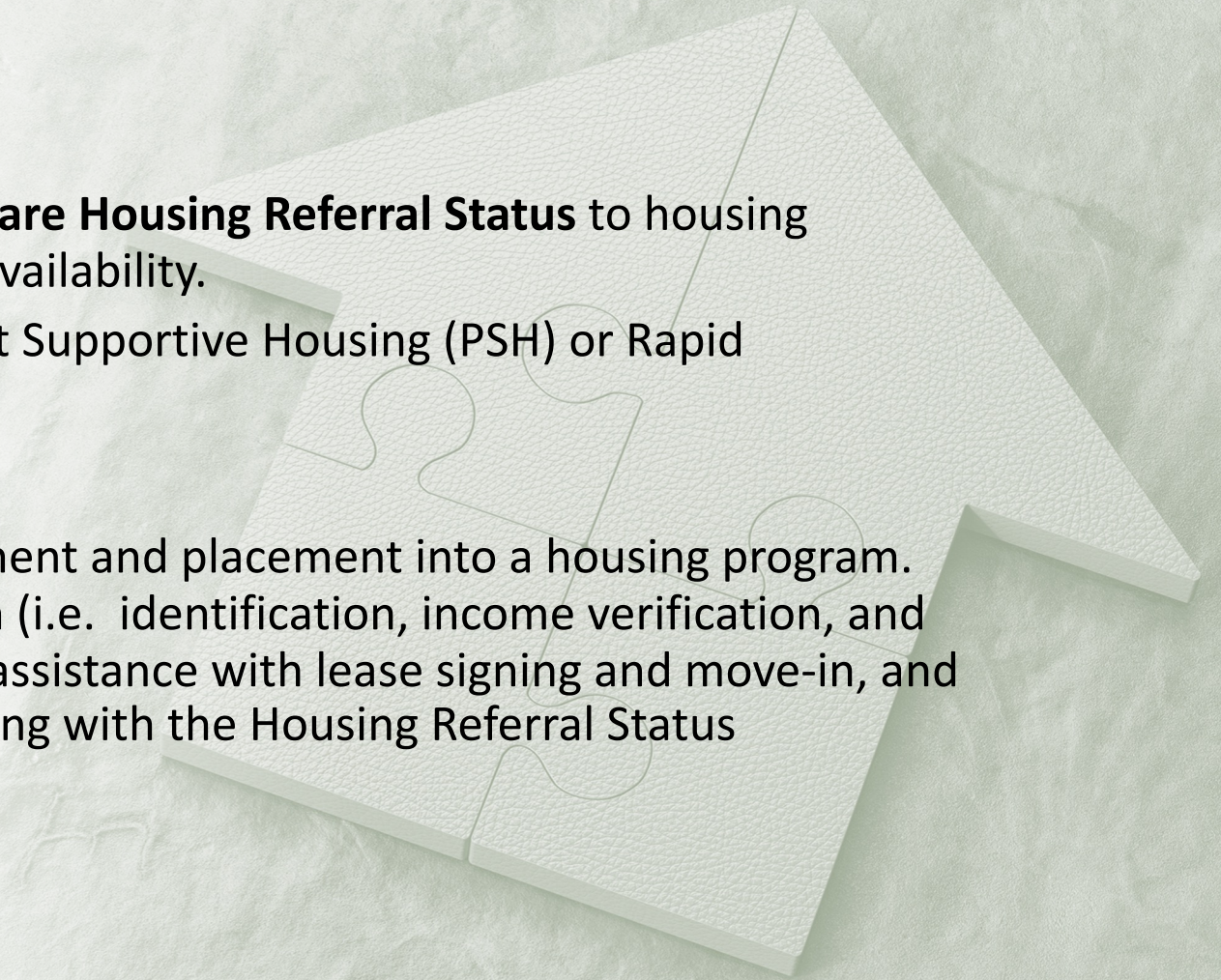
# Prioritization

- 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 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. Household 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

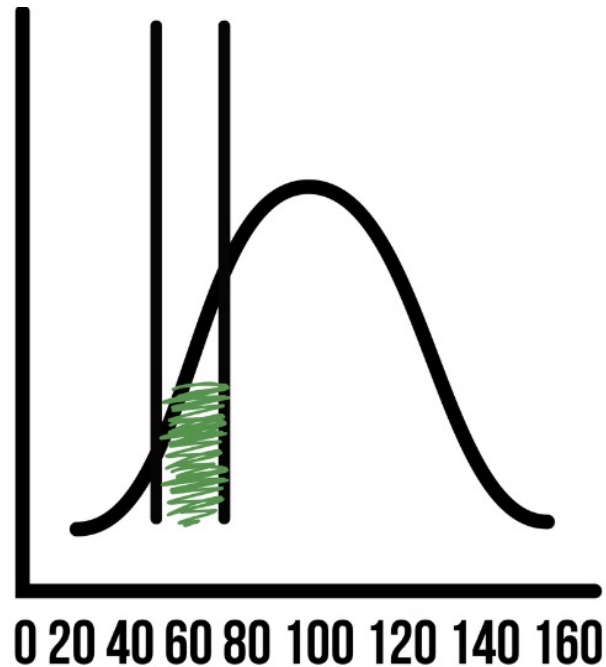
- If anyone is unable to adequately self-report their history with homelessness, barriers to housing or vulnerability during the Housing Primary Assessment, a provider can request an **Administrative Review**.
- Available to any provider working closely with the household, ideally a case manager or clinician.
- Households cannot request an Administrative Review for themselves.
- Contact [HSHAdminReview@sfgov.org](mailto:HSHAdminReview@sfgov.org) | Visit the [Administrative Review page on the HSH website](#) for more information.

# Housing Referral Status Ranges

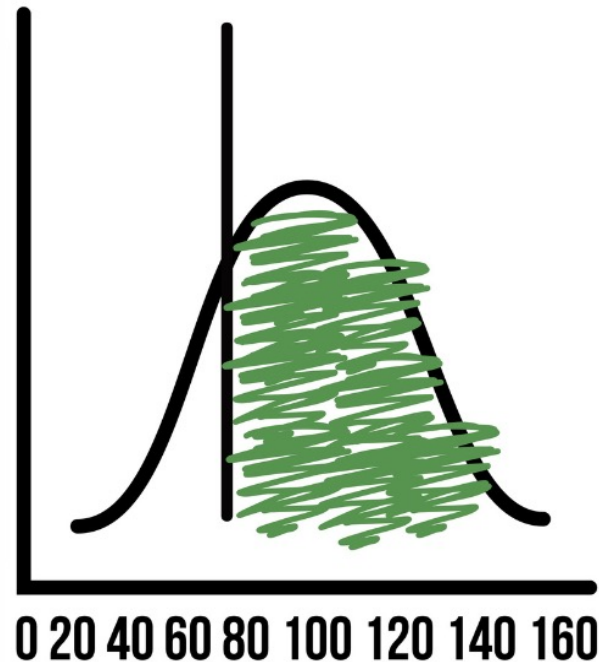
- Coordinated Entry provides a **dynamic process for prioritizing people** with the greatest need based on available and anticipated housing placements across San Francisco's Homelessness Response System.
- Prioritization is primarily based on the score from the Housing Primary Assessment. Scores can range from 0 – 160.
- HSH **regularly adjusts the range** for Housing Referral Status for Permanent Supportive Housing and Rapid Rehousing depending on the **supply** of available housing and **number of people experiencing homelessness** known to Coordinated Entry.
  - [Current thresholds are public on the HSH website.](#)
  - Ranges are specific to the subpopulations served.
  - Housing Referral Status **will not be rescinded** if the range drops below a household's score while the households is still going through the housing process.

# EXAMPLE: Fall 2022 Families

Rapid Rehousing (RRH)



Permanent Supportive Housing (PSH)

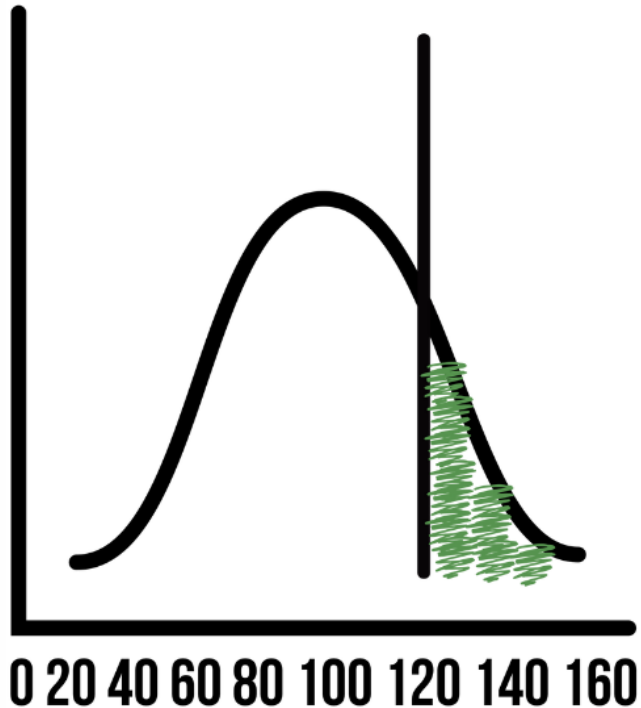


As of Sept. 2022, HSH used the following ranges for families:

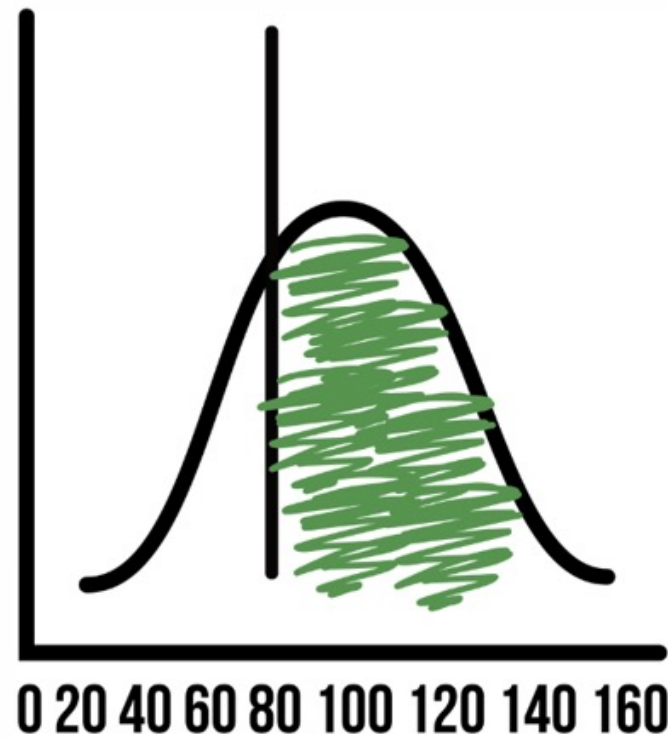
- PSH: 75 – 160
- RRH: 50 – 74
- Problem Solving: 0 – 49
- [Current thresholds are public on the HSH website.](#)

# EXAMPLE: Fall 2022 Adult + Veterans

Adult PSH



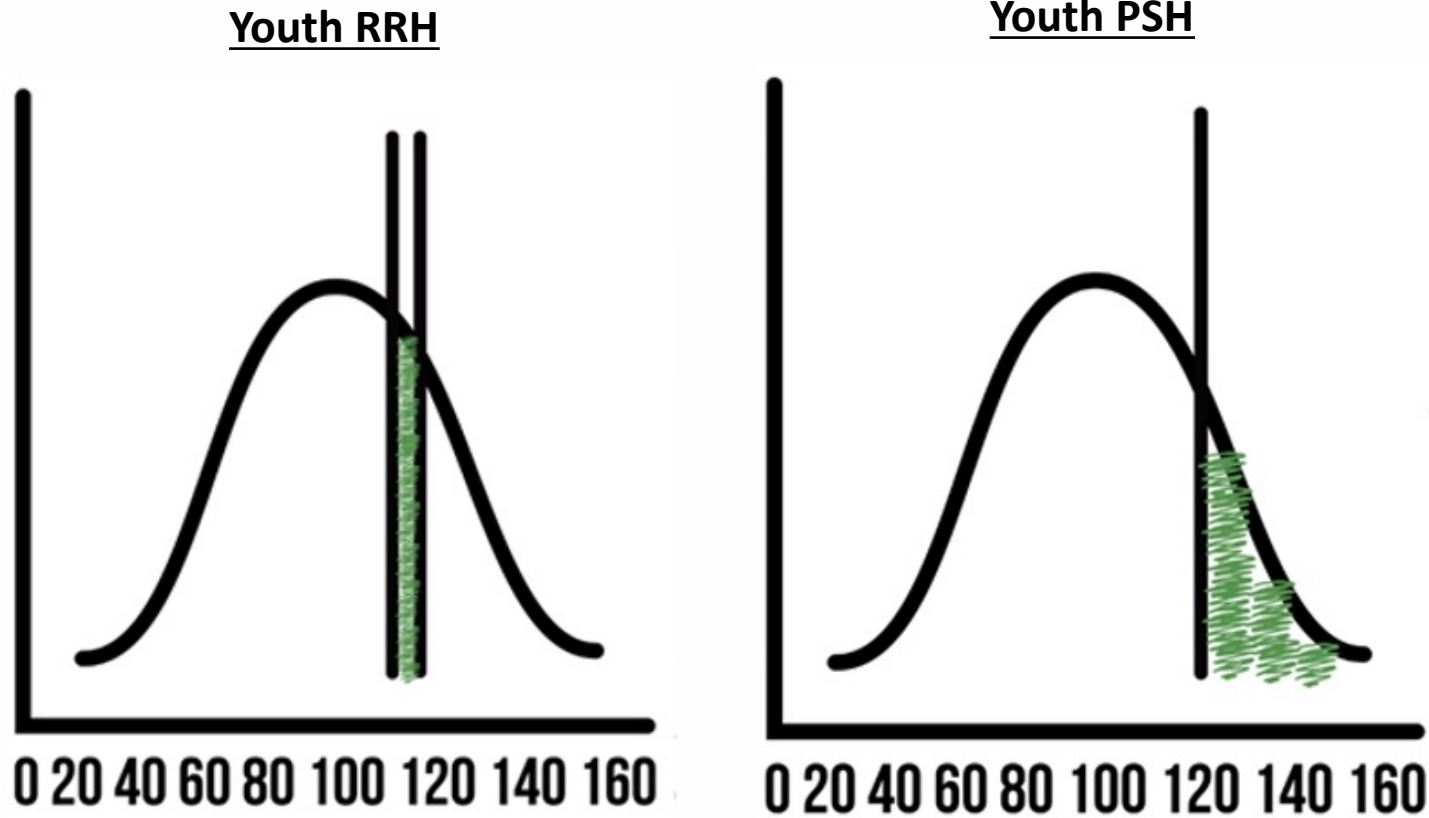
Adult-Veterans PSH



As of Sept. 2022, HSH used the following ranges from the Housing Primary Assessment for adults and veterans:

- **Adult PSH:** 120 - 160
- **Veterans PSH:** 70 - 160
  - Threshold is lower for veterans due to the **larger supply for housing resources for veterans.**
- As of fall 2022, no RRH for adults – some slots will come online in 2023 and an adult RRH range will be established.
- [Current thresholds are public on the HSH website](#)

# EXAMPLE: Fall 2022 Youth



As of Sept. 2022, HSH used the following ranges from the Housing Primary Assessment for Youth:

- Youth RRH: 115 - 116
- Youth PSH: 117 - 160
- [Current thresholds are public on the HSH website](#)



# Additional Key Aspects:

## • Families on CalWORKs for Housing Support Program (HSP):

- Families who are active on CalWORKs may qualify for Rapid Rehousing through the CalWORKs Housing Support Program.

## • County Adult Assistance Program (CAAP) PSH:

- Adults who are active on CAAP may qualify for Permanent Supportive Housing through the HSH Care Fund Housing Partnership with CAAP.

## • Connection to Victims' Services Providers (VSPs):

- Survivors of domestic violence, dating violence, sexual assault, human trafficking or stalking can choose to go to a Victim Service Provider or Coordinated Entry Access Point. CE Access Points will make connections to VSPs as appropriate.

# Coordinated Entry Access Partners

- **Access Partners** are other public entities that frequently serve people who are unhoused in SF, but do not generally receive funding or have traditional provider contracts with HSH (examples: DPH residential treatment facilities; SF Homeless Outreach Team).
- Staff at these organizations can conduct **Coordinated Housing Primary Assessments**.
- Coordinated Entry Housing Primary Assessments are a small part of their work.

# Multidisciplinary Team (MDT)

- **Coordination** between Human Services Agency, HSH, and other government and provider partners.
- Goal to ensure **guests 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.



# Community Engagement

**SAN FRANCISCO CITY HALL, Room 416, 4th Floor**

Participate in the monthly public meetings

## Local Homeless Coordinating Board

**1<sup>st</sup> Monday of every month**

11:00am – 1:30pm

Join us in-person or by [WebEx](#)

## Local Homeless Coordinating Board Coordinated Entry Subcommittee

**2<sup>nd</sup> Tuesday of every month**

1:00pm – 2:00pm

Join us in-person or on [Microsoft Teams](#)

# Coordinated Entry (CE) Redesign

In early 2022, HSH began the first phase of redesigning Coordinated Entry with the primary goals of:

- implementing more equitable CE processes and increasing access to households who have been historically marginalized and disparately impacted by homelessness in San Francisco.

## **From October 2022 to January 2023:**

- A collaborative, multi-stakeholder CE Redesign Workgroup was formed to share updates, host community discussions, and recommend CE improvements to the LHCB.
- Recommendations can be found [here](#)

[Learn more about the Coordinated Entry Redesign](#) or email [HSHCoordinatedEntryReDesign@sfgov.org](mailto:HSHCoordinatedEntryReDesign@sfgov.org)

# 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](#)



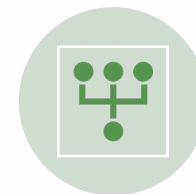
## [Coordinated Entry Standards](#) Policy & Procedures



## [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](mailto:dhsh@sfgov.org)**