

Coordinated Entry

Holly Aversano and Beth Stokes, ECS
(She/Her/Hers)

Megan Owens, HSH, (She/Her/Hers)

Rob Strahan, Catholic Charities, (He/Him/His)

Leslie Bilbro, HSH, (She/Her/Hers)

Tevin Giles, Center, (He, She, They)

Claire Genese, HSH, (She/Her/Hers)

HSH Nonprofit Provider Conference

December 2019



Goals of This Breakout Session

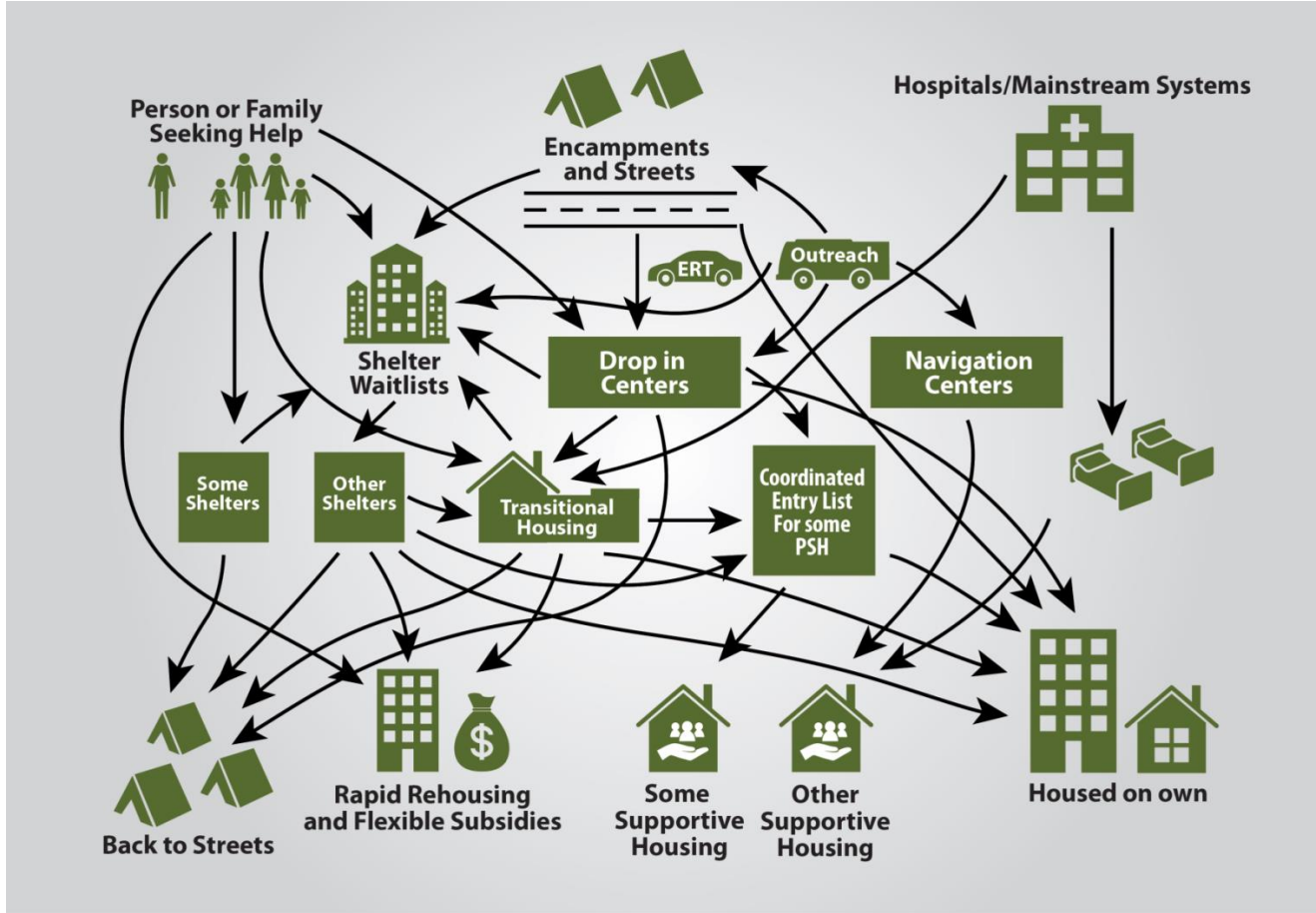
- Understand what “housing referral status” and “problem solving status” mean
- Share Coordinated Entry Access Point Information
- Share key equity findings and strategies on race, ethnicity, sexual orientation, and gender
- Share how Outreach, Temporary Shelter, and Housing providers can partner with Coordinated Entry to best serve their clients
- Collect feedback from the group

Overview of Coordinated Entry

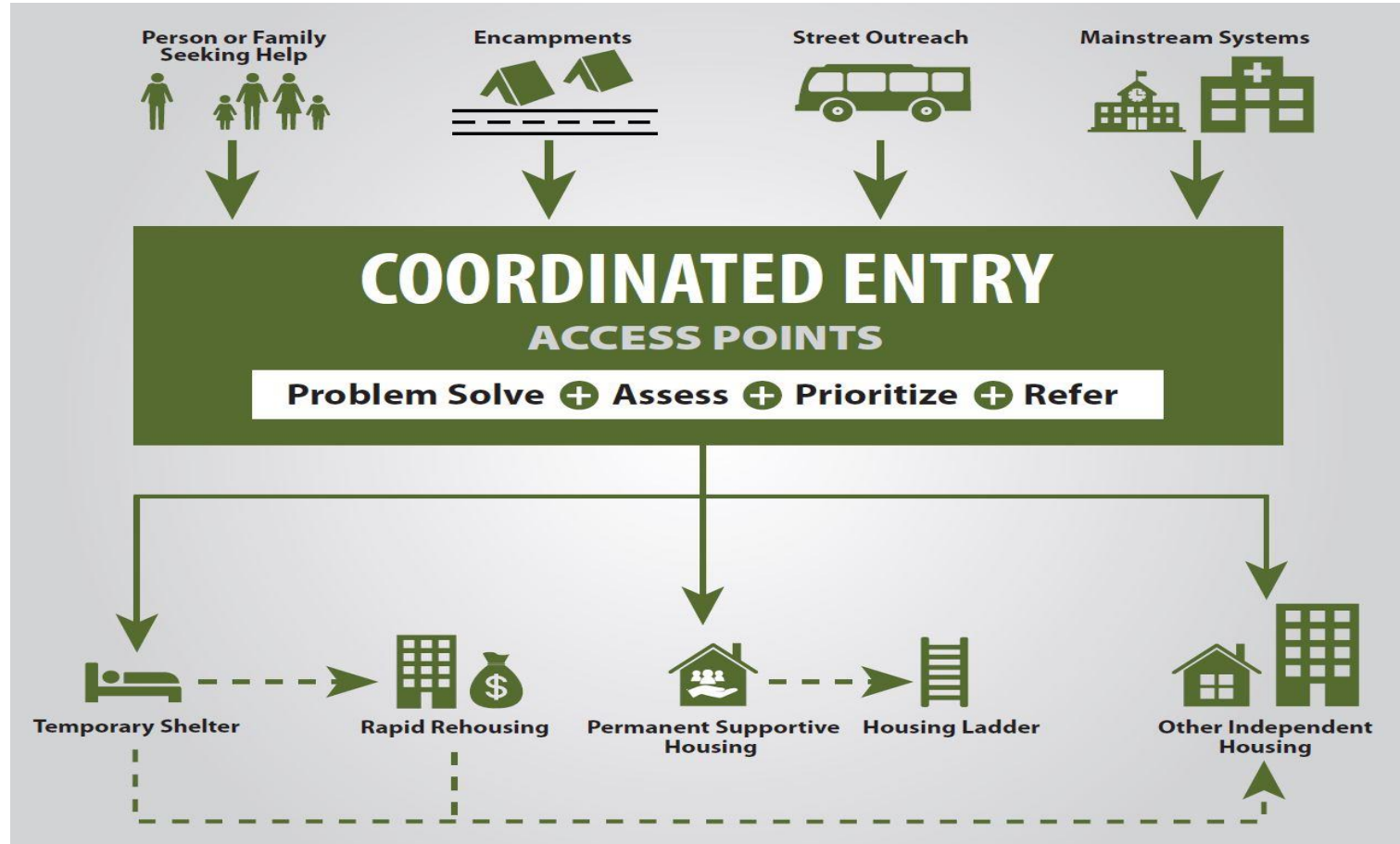


- HSH Five Year Strategic Framework outlines vision to make homelessness ***a rare, brief and one-time event***
- Coordinated Entry is a core component of San Francisco's Homelessness Response System (HRS)
- Coordinated Entry organizes the HRS, through a common assessment and prioritization method
- Coordinated Entry directs clients to the most appropriate resource *available*, based on their status determined by the Primary Assessment.

Client Experience of Homeless Services



Homeless Response System



Prioritization in Coordinated Entry



- Primary Assessment uses three types of factors to determine priority:
 1. Chronicity of homelessness (length of time, number of episodes)
 2. Vulnerability
 3. Barriers to securing housing
- Households with greater chronicity, vulnerability and barriers are prioritized higher
- The highest group is prioritized for a referral to housing available in the HRS – permanent supportive housing, rapid rehousing (& in some cases transitional)
- This group is considered to be in “Housing Referral Status.”
- All others are in “Problem Solving Status.”
- ***Everyone is offered something***

Adult Access Points

Adult Access Points

- 2111 Jennings Street San Francisco, CA 94124
- 123 10th Street San Francisco, CA 94103

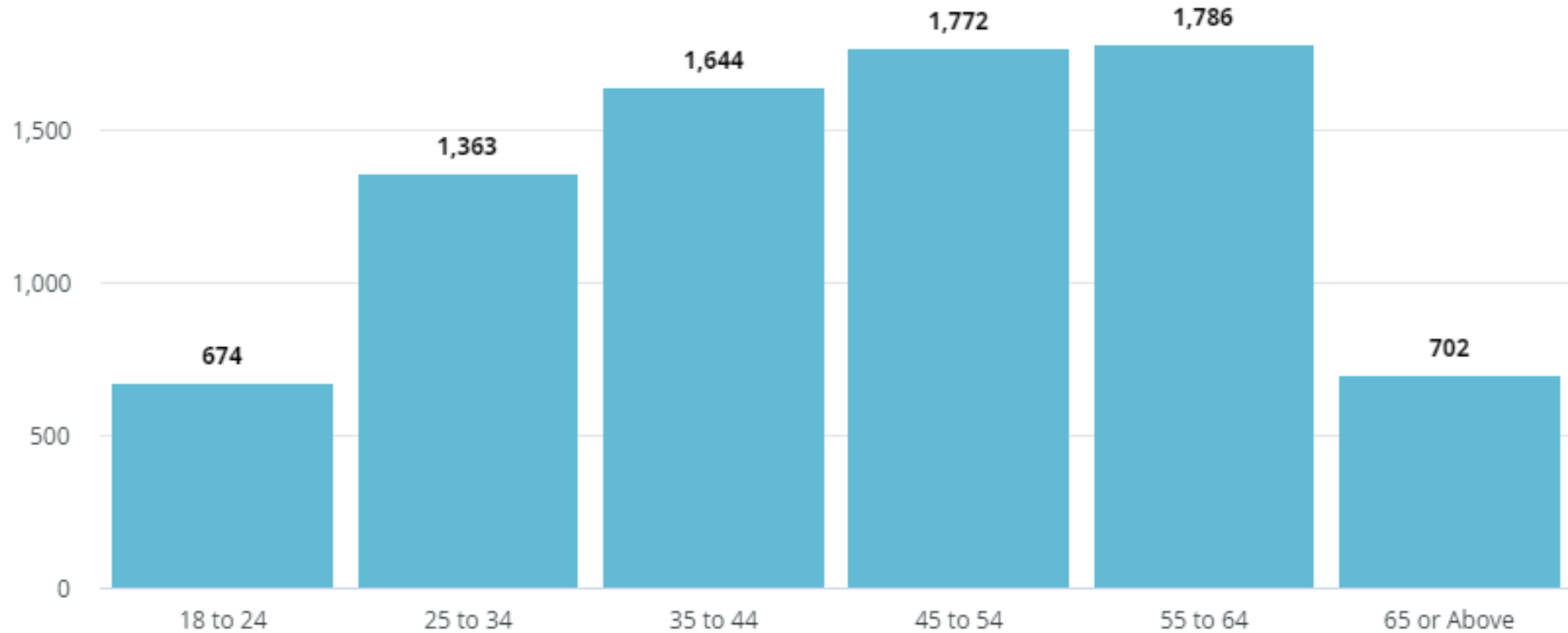
Adult Mobile Access

- *Call:* 415-487-3300, ext. 7000
- *Email:* SFACES@ecs-sf.org (subject line: Request Assessments)

Youth Access Points

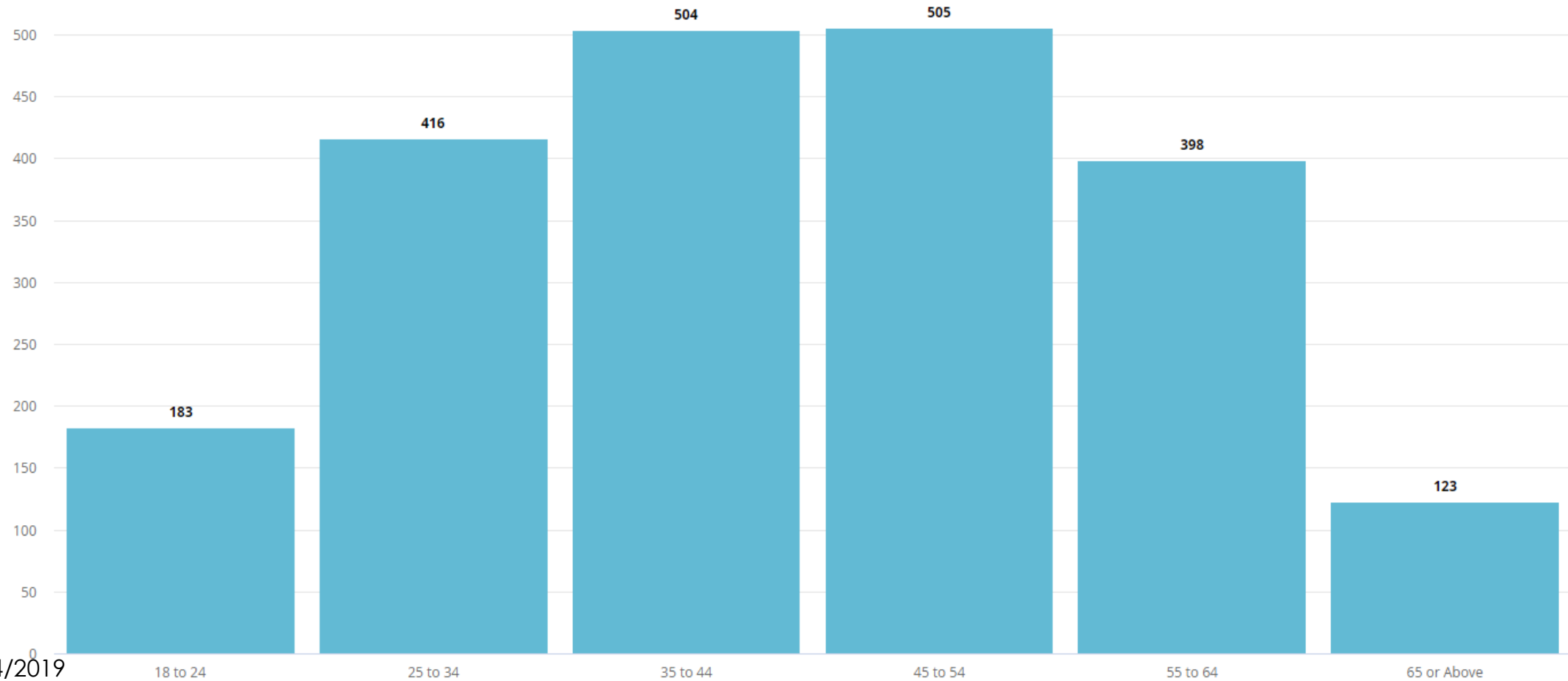
- Larkin Street Engagement & Community Center 134 Golden Gate Avenue San Francisco, CA 94102
- 3rd Street Youth Center and Clinic 1728 Bancroft Avenue San Francisco, CA 94121
- Huckleberry Youth Health Center 555 Cole Street San Francisco, CA 94117
- The SF LGBT Center 1800 Market Street San Francisco, CA 94102
- LYRIC 127 Collingwood Street San Francisco, CA 94114

Adult CE: Age of Assessed Clients



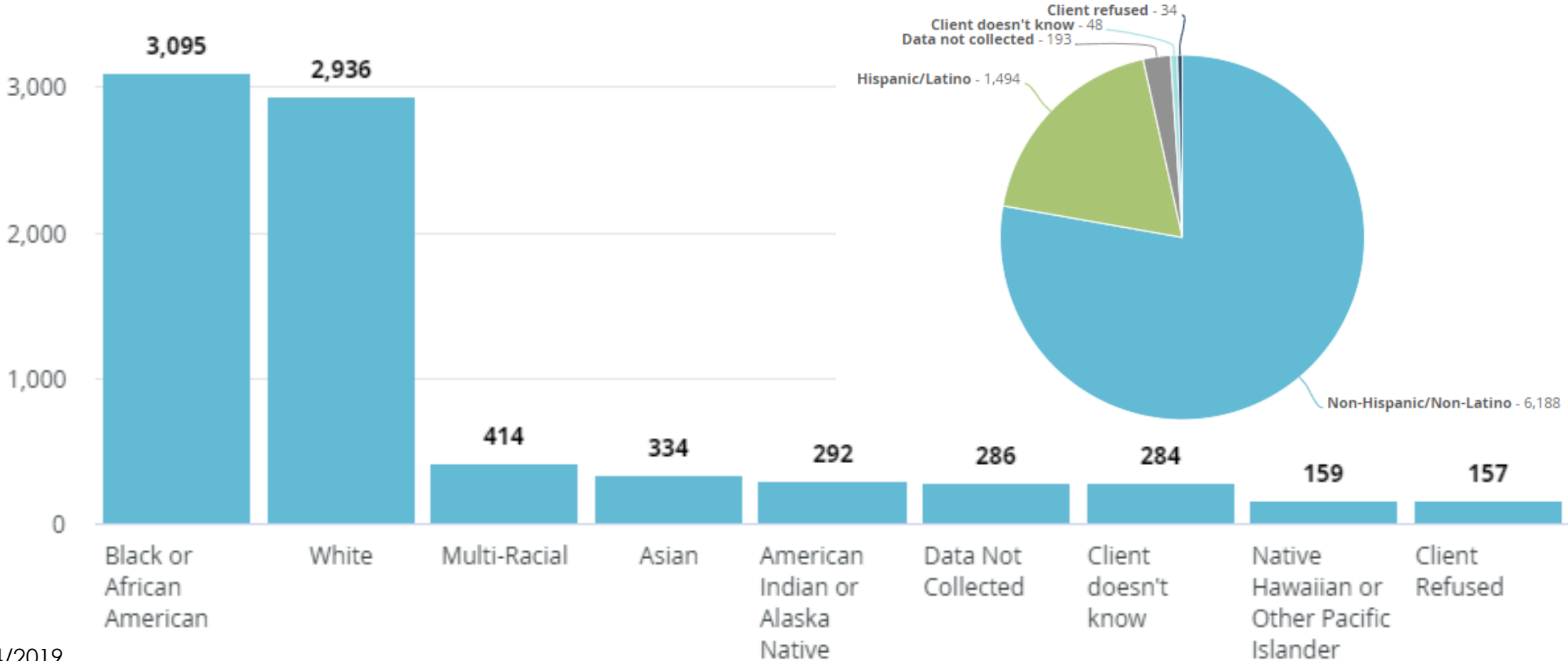
*As of 11/4/2019

Adult Housing Referral Status: Age



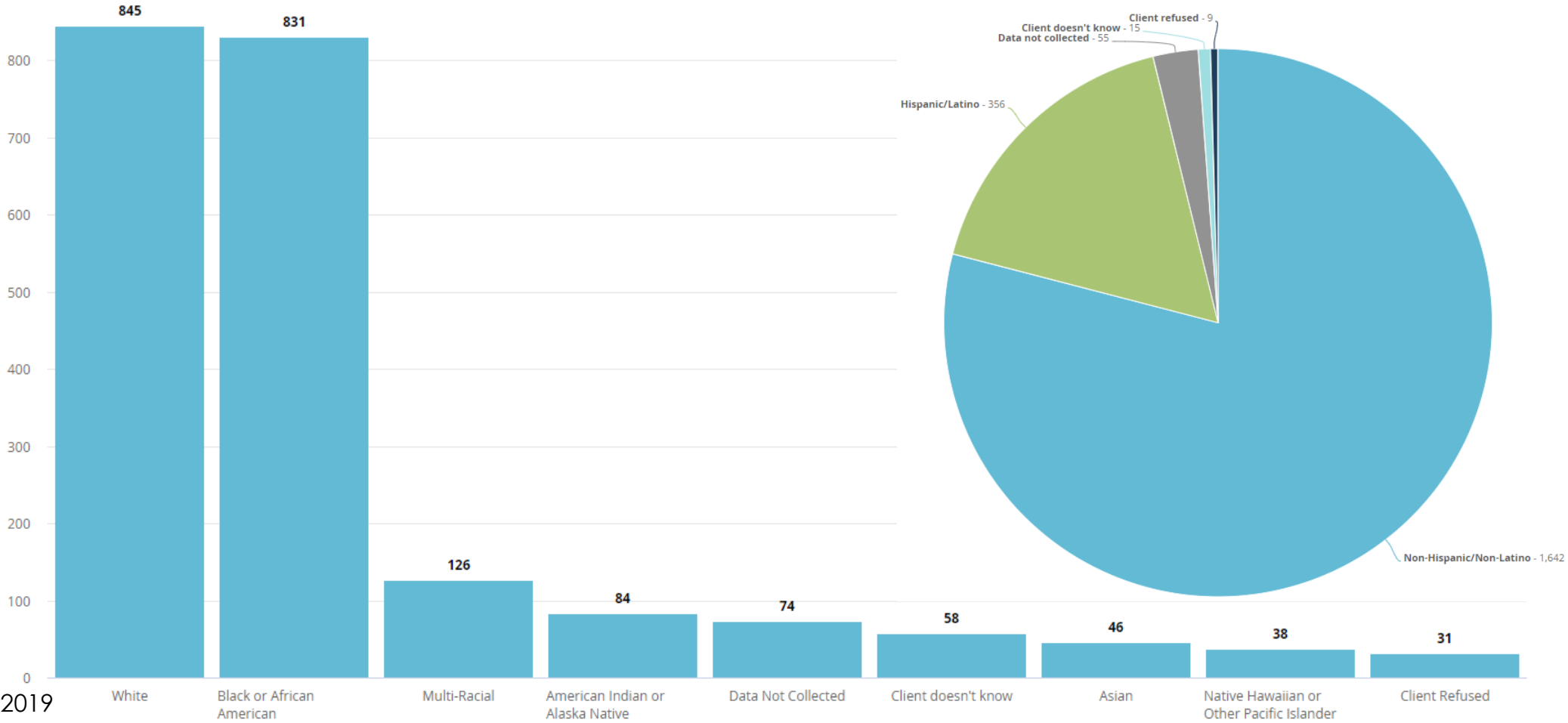
*As of 11/4/2019

Adult CE: Race & Ethnicity



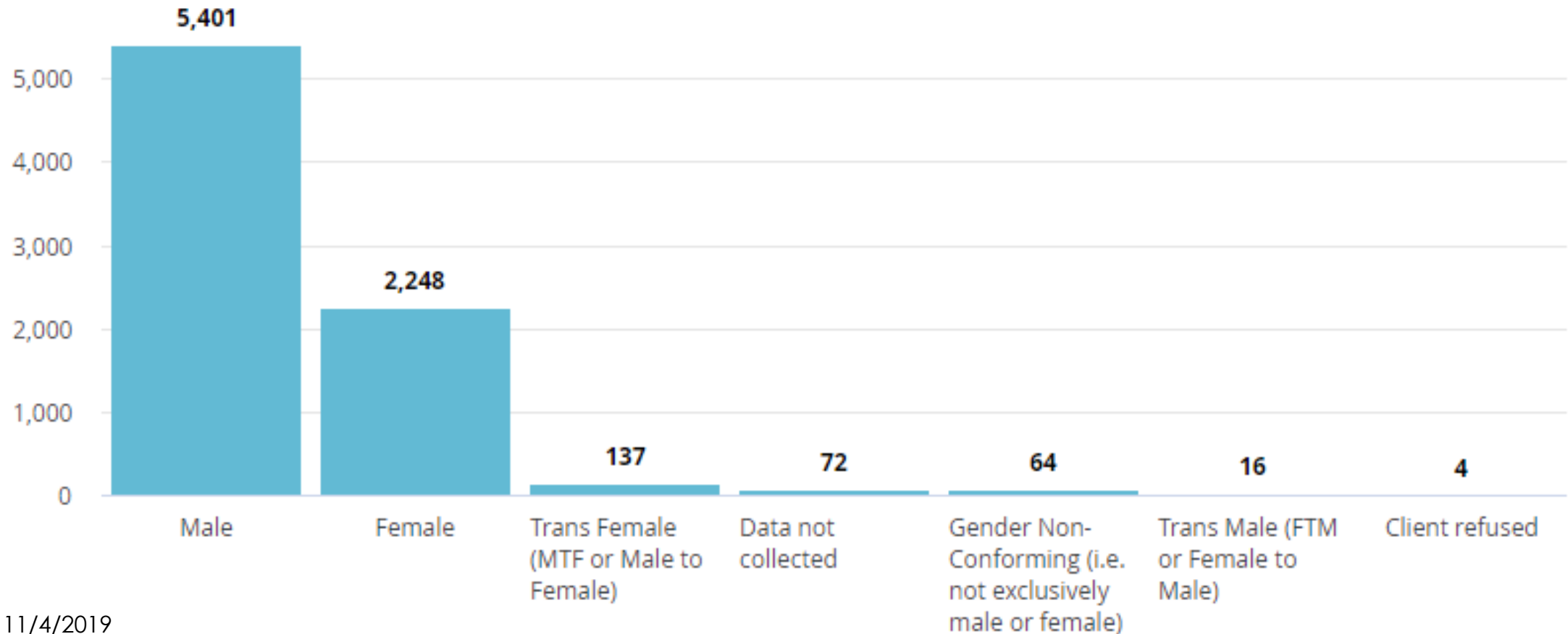
*As of 11/4/2019

Adult Housing Referral Status: Race & Ethnicity



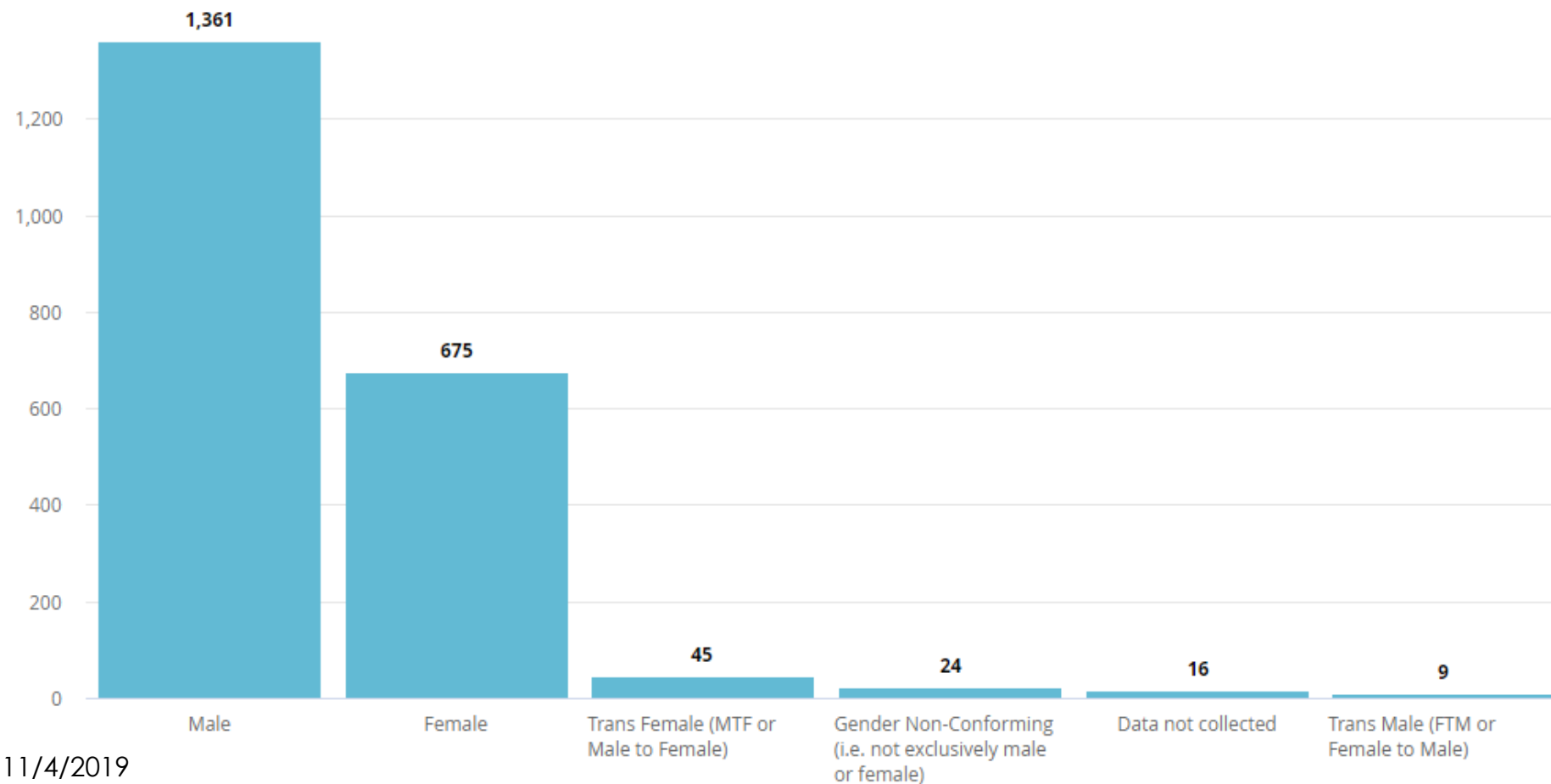
*As of 11/4/2019

Adult CE: Gender



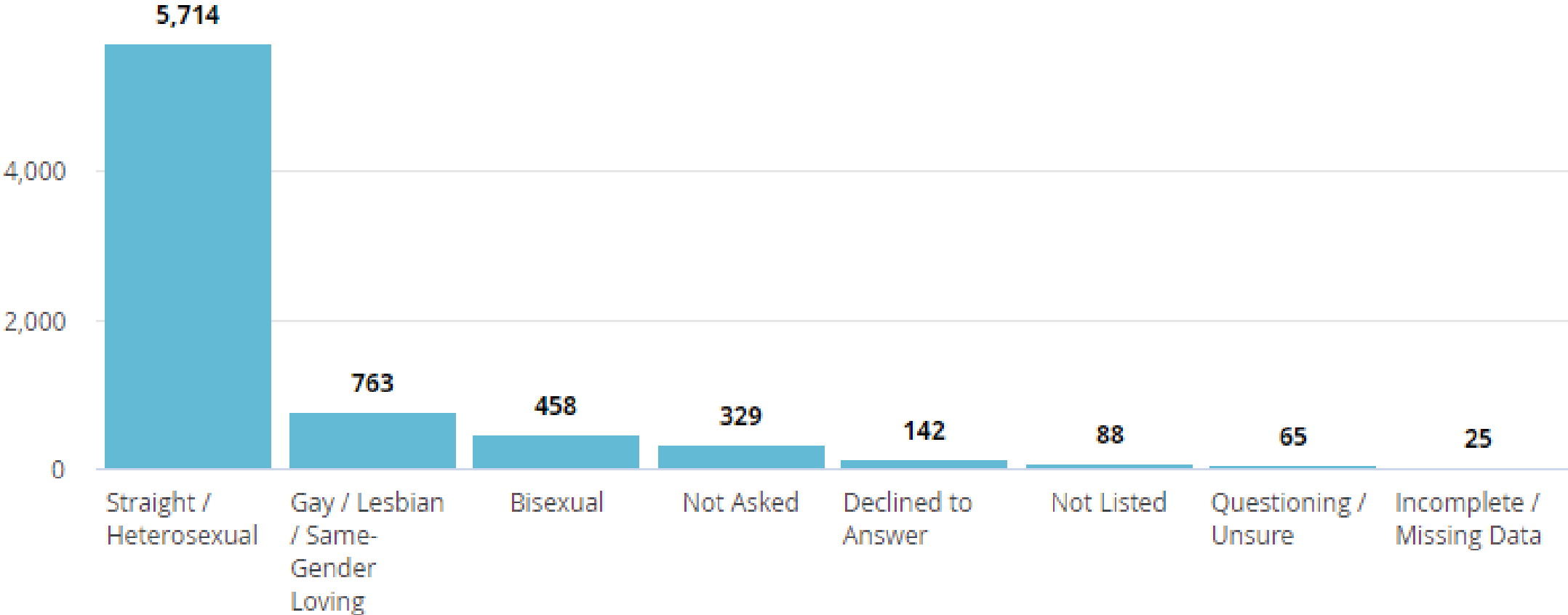
*As of 11/4/2019

Adult Housing Referral Status: Gender



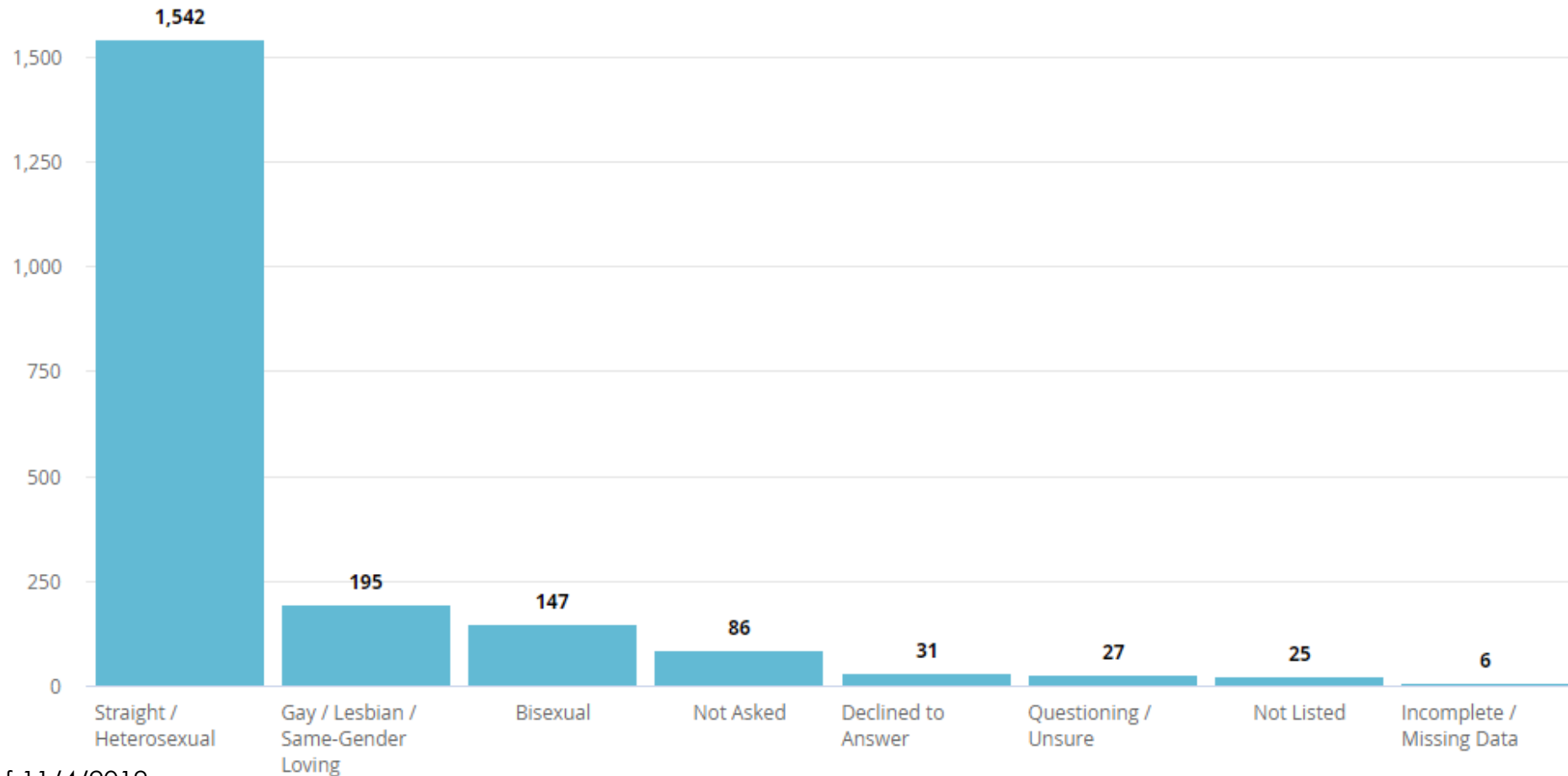
*As of 11/4/2019

Adult CE: Sexual Orientation



*As of 11/4/2019

Adult Housing Referral Status: Sexual Orientation



*As of 11/4/2019

LGBTQ Representation Initiative

- HSH is committed to equitable representation within the LGBTQ community
 - Announced August 21st, 2019
 - Goal to make number of LGBTQ individuals served through Adult and Youth Coordinated Entry representative of the proportion of those populations in the Point in Time count
- 2019 Point in Time Count
 - 6% identify as transgender or gender non-conforming
 - 26% identify as LGBQ
- Monthly Assessment Goals
 - 36 TGNC individuals
 - 156 LGBQ individuals



Meaning of “Problem Solving Status”

- “Housing Referral Status” is limited by the number of housing placements available
- Many people do not receive “Housing Referral Status” but still would benefit from a housing placement. However, there is not enough to go around, so these households are not able to receive a referral.
- “Problem Solving Status” means that the household will be referred to (or back to) Problem Solving and have access to Problem Solving ***on a continuous basis.***



What you can do *now*

Connect all people experiencing homelessness to Coordinated Entry:

1. Refer clients to Access Points
2. Host a mobile Access Point
3. Book an all staff or team training on Coordinated Entry (Contact Laura.Jessup@sfgov.org)

House people in partnership with Coordinated Entry:

1. Accept the common housing application
2. Be as flexible as reasonable with ID and other documents
3. Partner with us to make the Tiger Team Campaign to fill vacancies successful

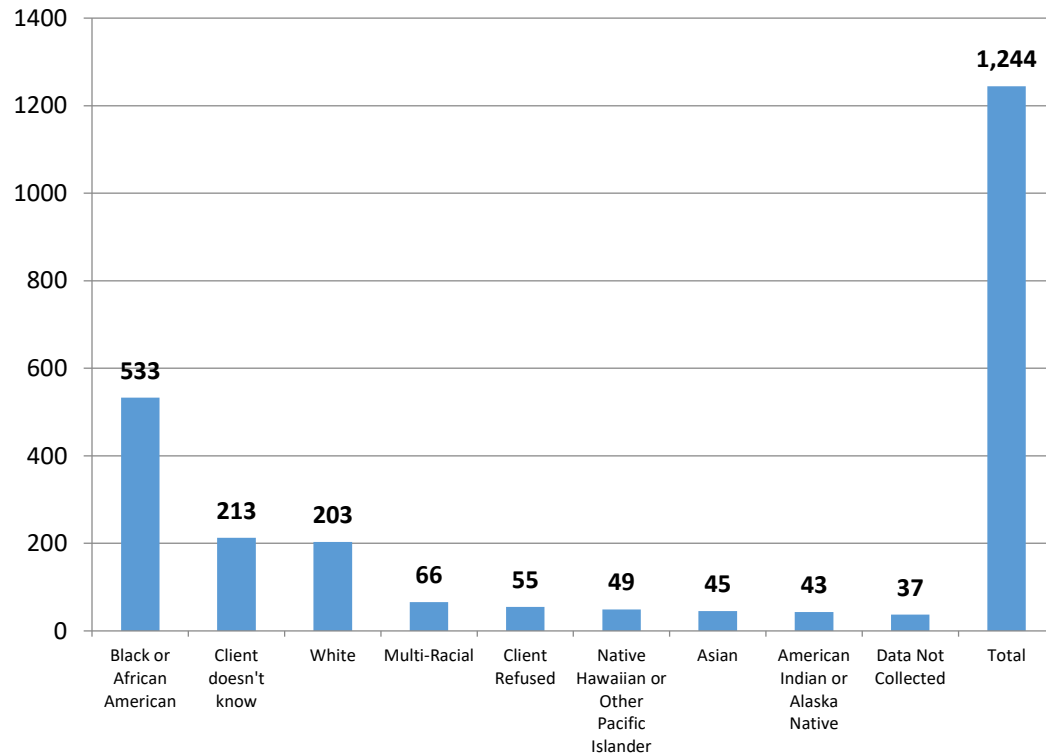
Housing Referral Status: In ONE System with an alert Support Housing Placement

Problem Solving Status– In ONE with a recent Assessment, but not Housing Referral Status

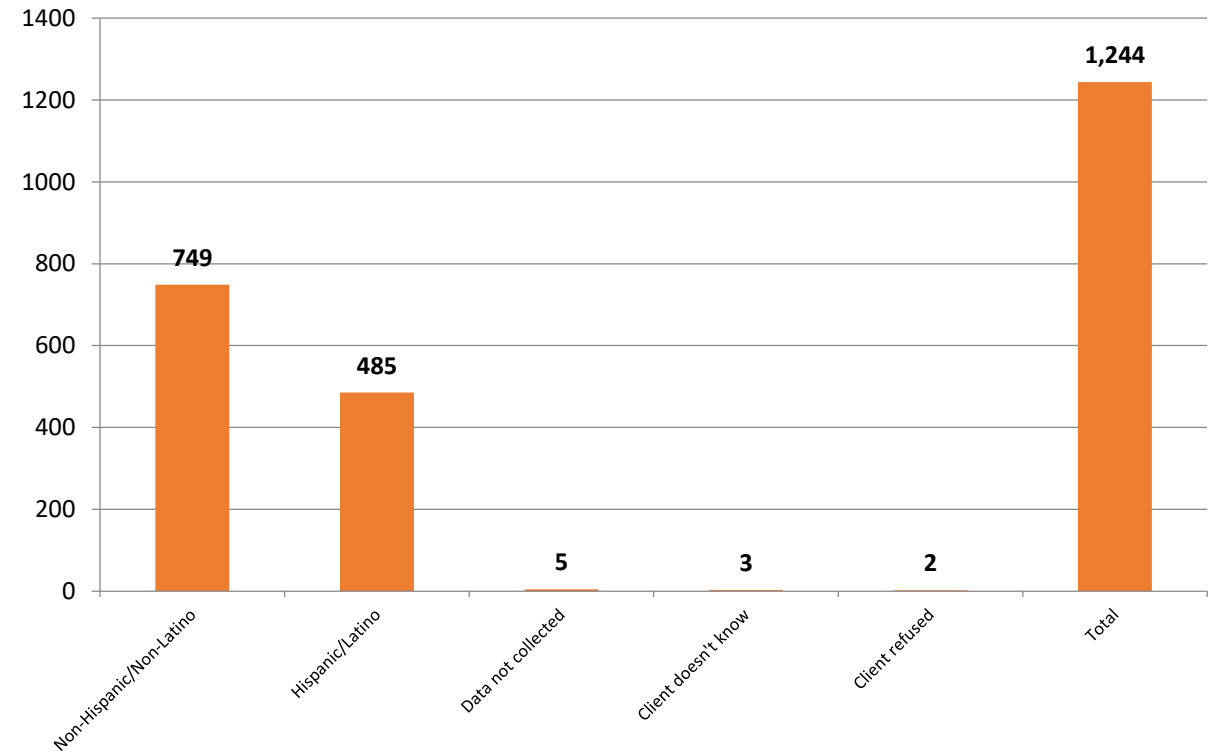
Unclear on status, or not in ONE System: Connect to the Access Point

Families Assessed in 2019 by Race & Ethnicity

**Race of Families Assessed
January through November 2019**



**Ethnicity of Families Assessed
January through November 2019**



A Conversation with Catholic Charities: Bayview & Mission Access Point Success Stories

- Problem Solving
- Permanent Support Housing
- Building Relationships

A Conversation with Catholic Charities: Collaborating with HSH

- What's Going Well
- Growing Pains
- Opportunities for Growth

A Conversation with Catholic Charities: Access Point Locations

Central City Access Point

37 Grove Street (across
the street from Main
Library)

Bayview Access Point and Mobile Team

1641 LaSalle Street (in
the Bayview)

Mission Access Point and Mobile Team

2817 Mission (near 24th
Street Bart)

What are your recommendations?

What is your feedback?

HSH Nonprofit Provider Conference

December 2019

