



## Housing Referral Status Range

Updated January 26, 2023

**PURPOSE:** To provide transparency and clarity on how Housing Referral Status households are determined and referred to Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH) through the Homelessness and Supportive Housing (HSH) Homelessness Response System (HRS) and communicating adjustments to the Housing Referral Status range.

**BACKGROUND:** Coordinated Entry, a component of HSH's Homelessness Response System, is a community-wide intake process to match households experiencing homelessness to access available resources for which they are eligible. A standard population-specific assessment is used to serve three subpopulations: Adults, Families, and Transitional Age Youth (TAY) age 18-24 experiencing homelessness.

The Housing Primary Assessment is a scored interview tool used to assess vulnerability to homelessness, barriers to housing, and chronicity of homelessness and based on the Primary Assessment score, a household is considered either Housing Referral Status or Problem Solving Status. Housing Referral Status Households are referred and matched to available PSH or RRH. Problem Solving Status Households are provided continuous Problem Solving interventions to identify other pathways without needing to access the HRS. 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.

**HOUSING REFERRAL STATUS RANGE:** The HRS offers housing resources per subpopulation (Adults, Families, TAY) and the supply of available housing resources varies over time, as does the number of people experiencing homelessness who are known to Coordinated Entry (Households with an unexpired Housing Primary Assessment). HSH estimates what proportion of households known to Coordinated Entry will be assigned Housing Referral Status based on the total number of households currently in Coordinated Entry, the distribution of their Primary Assessment score, and the projected availability of housing resources in the next 3 months for families and six months for adults and youth. This dynamic prioritization process requires knowing anticipated availability of housing resources within a certain timeframe to facilitate rapid movement for those with highest needs and encourages problem solving strategies and self-resolution.

**Any person experiencing homelessness who is Housing Referral Status before a range adjustment remains Housing Referral Status after the range adjustment.**

As of January 26, 2023, the current Housing Referral Status ranges will be adjusted for all subpopulations. Note ranges are interim until the Coordinated Entry Redesign process is completed early this year, which may result in additional changes to the Housing Referral Status Process.

**Housing Referral Status Range for All Subpopulations effective January 26, 2023**

Housing Resource Categories	Housing Referral Status Range 1/26/23
<b>Family</b> CalWORKs for Housing Support Program (HSP), RRH	0+
<b>Family</b> Rapid Rehousing (RRH)	65 - 104
<b>Family</b> Permanent Supportive Housing (PSH)	105 – 160*
<b>Adult</b> Permanent Supportive Housing (PSH)	123 -160
<b>Veterans</b> Permanent Supportive Housing (PSH)	90 - 160
<b>Adult</b> County Adult Assistance Program (CAAP) Permanent Supportive Housing (PSH)	90 - 122
<b>Youth</b> Rapid Rehousing (RRH)	115 - 122
<b>Youth</b> Permanent Supportive Housing (PSH)	123 - 160

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### 1. Family Housing Referral Status Categories

HSH will refer eligible families experiencing homelessness to one of two permanent housing programs, Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH). Additionally, San Francisco’s Human Services Agency (HSA) administers the CalWORKs Housing Support Program (HSP) Rapid Rehousing and only allows program referrals to this program through Family Coordinated Entry. Therefore, all active CalWORKs families deemed eligible and approved for HSP are Housing Referral Status for this RRH program; however, a family may be as eligible, also may be referred to other PSH or RRH housing programs, and consequently will be Permanent Supportive Housing or Rapid Rehousing Referral Status, as appropriate.

#### Family Rapid Rehousing:

The Housing Referral Status range is unchanged for CalWORKs HSP RRH:

- Housing Primary Assessment score of zero or more for CalWORKs HSP

The Housing Referral Status range is narrowing for non-CalWORKs HSP RRH:

- Housing Primary Assessment score between 65 to 104 for non-CalWORKs HSP RRH.

HSH projects that 40% of families who complete a Housing Primary Assessment will be Housing Referral Status for RRH.

#### Family Permanent Supportive Housing:

The Housing Referral Status range for Family PSH is narrowing to 105 to 160 per the following:

1. History of three (3) or more referrals to Permanent Housing,
2. A family known since May 2017 and prior, regardless of Housing Primary Assessment score, to the HRS’s Homeless Management Information System (HMIS), the ONE System.

HSH projects that 40% of families who complete a Housing Primary Assessment will be Housing Referral Status for PSH.

Housing Resources for Families	Housing Referral Status Range as of January 26, 2023
CalWORKs for Housing Support Program (HSP)	0+
Rapid Rehousing (RRH)	65 - 104
Permanent Supportive Housing (PSH)	105 – 160*



## 2. Documentation Process for Family Prioritization

In addition to prioritization of Families Experiencing Homelessness who have a Housing Primary Assessment Score in the Family Permanent Supportive Housing Range (105 -160), Families who have three or more referrals to Permanent Housing in the HRS will be Family Permanent Supportive Housing Referral Status.

This process will be:

1. The Family will complete an enrollment with San Francisco Coordinated Entry
2. The Family will complete a Housing Primary Assessment
3. If the Housing Primary Assessment Score is less than 105, the person completing the Assessment will review the Family's history in the ONE System
  - a. If the Family has been referred to Permanent Housing (RRH or PSH) in the HRS three or more times in the past, and/or if the Head of Household has a record of being known to HRS before May 2017, the family will become Family Permanent Supportive Housing Referral Status for Permanent Supportive Housing.
  - b. If the family has not been referred to Permanent Housing in the HRS three or more times in the past, and the family is not known in the HRS before May 2017, the family will be Family Rapid Rehousing Referral Status if their Housing Primary Assessment Score is 65-104. If the family has not been referred to Permanent Housing in HRS three or more times in the past, and the family is not known in the HRS before May 2017 the family will be prioritized for HSP Rapid Rehousing Referral Status if their Housing Primary Assessment Score is 0-64 and one or more members of the family are active on CalWORKs
  - c. If the family has not been referred to Permanent Housing in HRS three (3) or more times in the past, Housing Primary Assessment Score is 0-54, and no members of the family are active on CalWORKs, the family will be Problem Solving Status.

\*HSH recognizes that assessment scores alone are an imperfect tool for matching Families Experiencing Homelessness to appropriate housing and as a result, HSH will use the following factors to match families to Permanent Supportive Housing:

- Families who score 105-160 on the Housing Primary Assessment
- Families experiencing homelessness who score below 105 but have a history of three (3) or more referrals to Permanent Housing.
- Families experiencing homelessness who score below 105 but have a record of being known to San Francisco's HMIS before May 2017

### 3. Adult Housing Referral Status Categories

Adults are the largest population of people experiencing homelessness in San Francisco. While the largest Permanent Supportive Housing portfolio is for adults, it is currently the lowest available and projected housing in the San Francisco Homelessness Response System.

#### Adult Permanent Supportive Housing:

The Housing Referral Status range is narrowing to 123-160 for adults. HSH projects that approximately 10% of adults who complete the Housing Primary Assessment will become Housing Referral Status with this range.

#### Veterans Permanent Supportive Housing:

In San Francisco, the supply of housing resources in the Homeless Response System for veterans is proportionally higher than other populations of people experiencing homelessness. The Permanent Supportive Housing Referral Status range is narrowing to 90 – 160 for Veterans. HSH projects that approximately 30% of veterans who complete a Housing Primary Assessment will become Housing Referral Status.

#### County Adult Assistance Program Permanent Supportive Housing:

Adults in San Francisco who are active in the County Adult Assistance Program ([CAAP](#)) are eligible for CAAP Permanent Supportive Housing. The range is narrowing to 90-122 for CAAP eligible households. HSH projects that approximately 20% of adults on CAAP who complete a Housing Primary Assessment will become CAAP Housing Referral Status.

Housing Resource for Adults	Housing Referral Status Range as of January 26, 2023
Permanent Supportive Housing (PSH)	123 -160
Veterans Permanent Supportive Housing (PSH)	90 - 160
County Adult Assistance Program (CAAP) Permanent Supportive Housing (PSH)	90 - 122



#### 4. Youth Housing Referral Status Categories

In San Francisco, the supply of housing resources in the Homelessness Response System for Youth is slightly higher than for other populations of people experiencing homelessness due to Rapid Rehousing (RRH) resources dedicated to Youth.

HSH is expanding the Housing Referral Status Range for Youth RRH: 115 -122. Approximately 15% of youth experiencing homelessness who complete a Housing Primary Assessment will be Housing Referral Status for Rapid Rehousing.

HSH is narrowing the Housing Referral Status Range for Youth PSH to 123-160. Approximately 10% of youth experiencing homelessness who complete a Housing Primary Assessment will be Housing Referral Status for Permanent Supportive Housing.

Housing Resources for Youth	Housing Referral Status Range as of January 26, 2023
Rapid Rehousing (RRH)	115 - 122
Permanent Supportive Housing (PSH)	123 - 160

#### 5. Important Links

Please review these [HSH Definitions](#) to learn about household composition for Family, Adult, and Youth, San Francisco connection, and homeless status.

The [Administrative Review Process](#) is available if an individual was identified as Problem Solving Status despite their high barriers to housing, high vulnerability, and high chronicity of homelessness. Administrative reviews can be initiated by a case manager, clinician, or provider working closely with the household. **Administrative reviews cannot be requested by the individual themselves.**

[San Francisco Coordinated Entry Standards Adopted May 2, 2022](#)



*Housing Referral Status Update*

Appendix

The table below shows the history of adjustments for Housing Referral Status per subpopulation during the past year including the most recent Housing Referral Status Range.

Housing Resource	Housing Referral Status Range from February 9, 2022, to June 22, 2022	Housing Referral Status Range from June 23, 2022 to Sept 28, 2022	Housing Referral Status Range from September 29, 2022, to January 25, 2023	Housing Referral Status Range as of January 26, 2023
Family HSP Rapid Rehousing	20- 160	0-160	0-160	0 -160
Family Rapid Rehousing	80-160	80 – 160	50 – 74	65 - 104
Family Permanent Supportive Housing	N/A	N/A	75 – 160*	105 – 160*
Adult Permanent Supportive Housing	118-160	120 – 160	120 – 160	123 - 160
Veteran Permanent Supportive Housing	40-160	80 – 160	70 – 160	90 - 160
CAAP Permanent Supportive Housing	90 - 117	119	70 - 119	90 - 122
<b>Youth</b> Rapid Rehousing	117-160	117 – 119	115 - 116	115 - 122
<b>Youth</b> Permanent Supportive Housing	N/A	N/A	117 – 160	123 - 160

