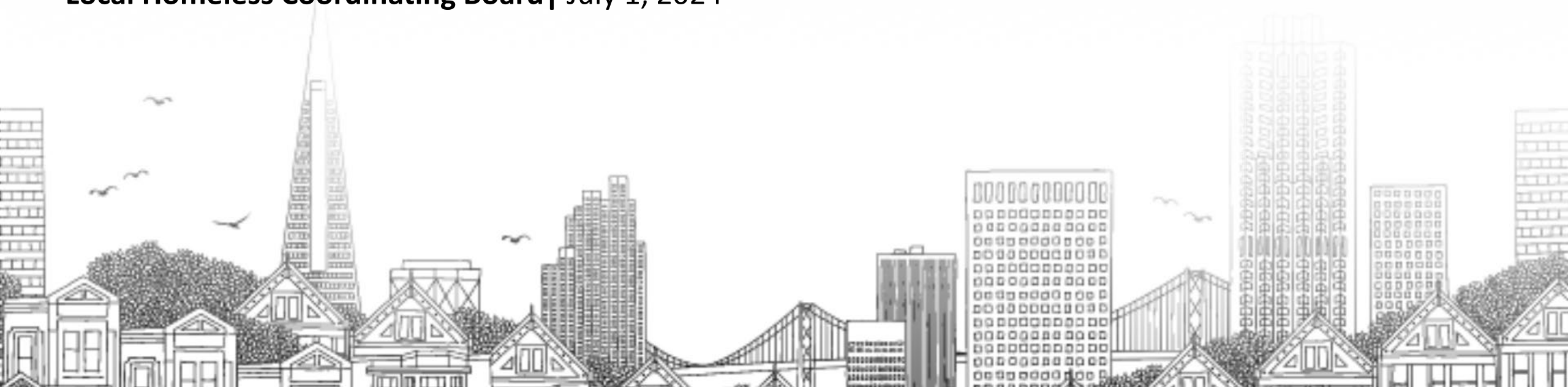




DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Coordinated Entry

**Local Homeless Coordinating Board | July 1, 2024**





# Agenda

- CE 101
- CE Redesign Highlights
- Equity Impacts
- Redesign Status
- Redesign Committee
- TA Experts

# What is Coordinated Entry?

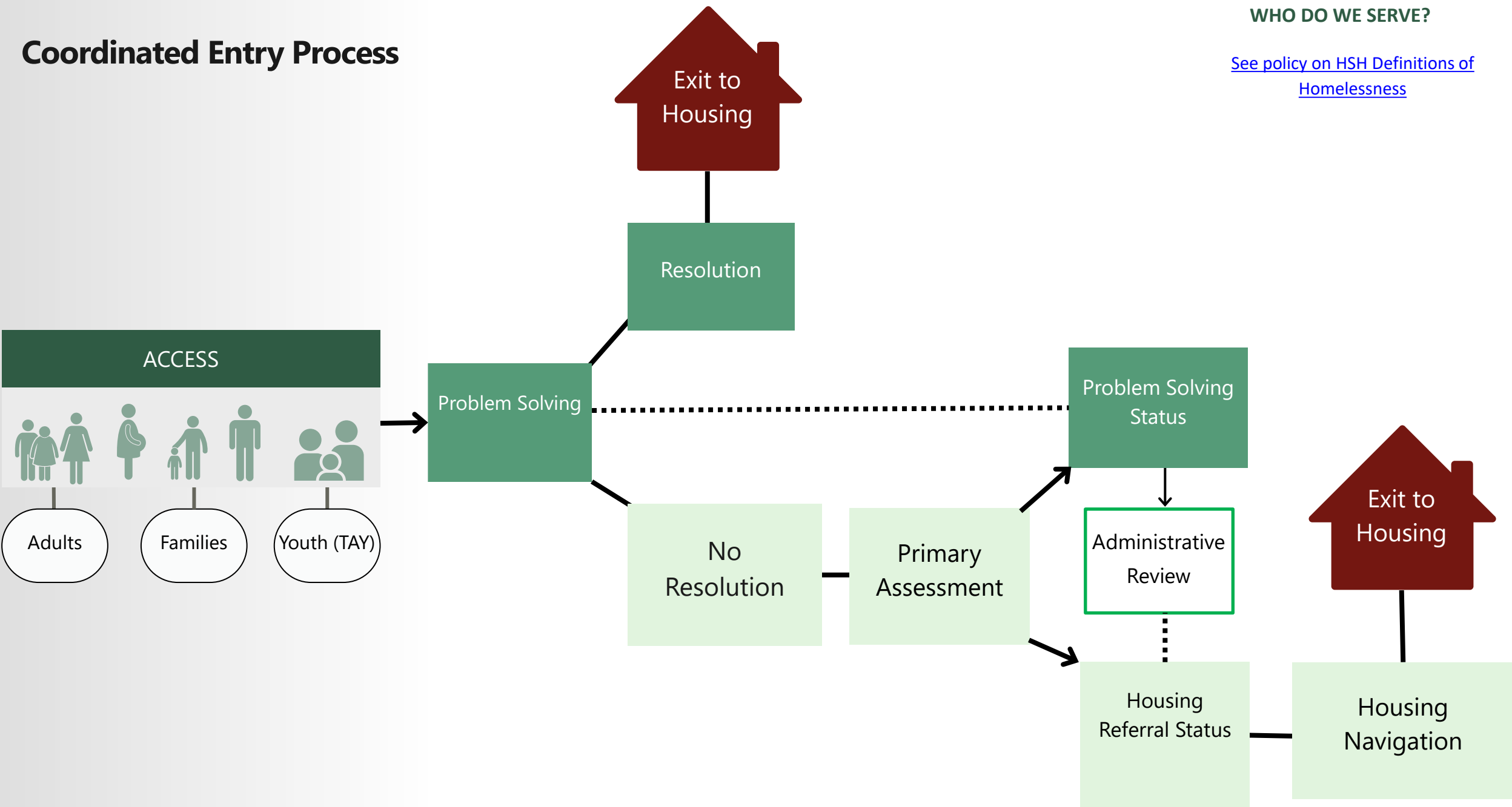
- "Front door" of San Francisco's Homelessness Response System.
- Consistent, streamlined **process** for households experiencing homelessness to access available housing and community resources needed to resolve their housing crisis.
- Part of the Coordinated Entry process includes:
  - Access
  - Assessment
  - Prioritization
  - Referral



# Coordinated Entry Process

WHO DO WE SERVE?

[See policy on HSH Definitions of Homelessness](#)





# ACCESSING COORDINATING ENTRY

People experiencing homelessness can visit - [ACCESS POINTS](#) - 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 the HSH website for current locations & hours.](#)

<b>ADULTS</b> Individuals ages 18 + over	<b>FAMILY</b> Adults with minor children	<b>YOUTH</b> Adults ages 18 - 24; 25-27 upon intake Transitional Age Youth (TAY)
<ul style="list-style-type: none"><li>• Episcopal Community Services (ECS)</li><li>• Dolores Street Community Services (DSCS)</li><li>• Swords to Plowshares (Veteran-focused)</li><li>• Pretrial &amp; Diversion</li></ul>	<ul style="list-style-type: none"><li>• Central City Access Point (Compass Family Services)</li><li>• Mission Access Point (Catholic Charities)</li><li>• Bayview Access Point (Catholic Charities)</li></ul>	<ul style="list-style-type: none"><li>• Larkin Street Youth Services</li><li>• 3rd Street</li><li>• SF LGBT Center</li><li>• Lyric</li></ul>

**Individuals fleeing or attempting to flee 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 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.

# PROBLEM SOLVING

**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:





# 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

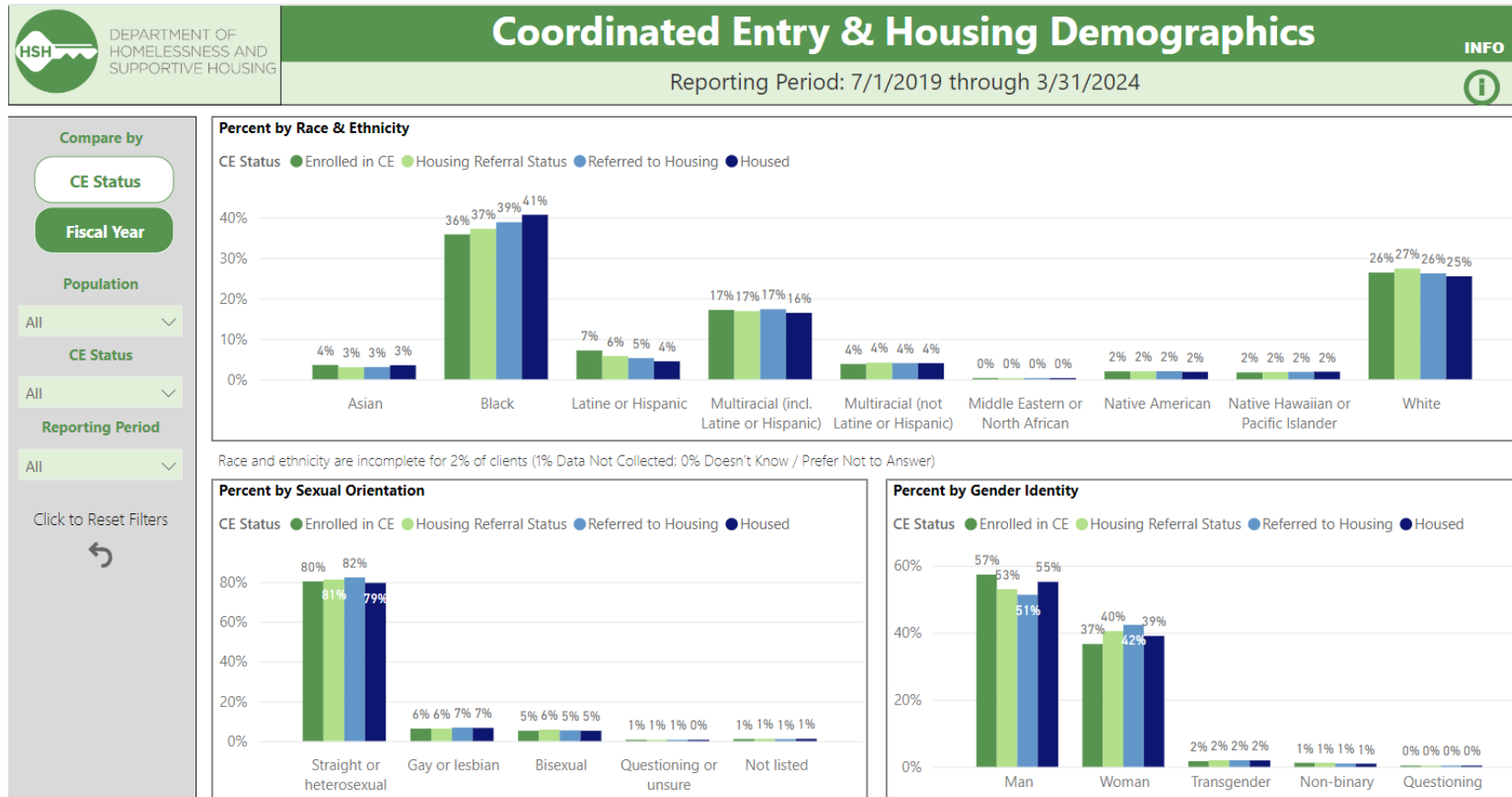
- Since housing in San Francisco's Homeless Response System (HRS) is **limited**, Coordinated Entry prioritizes those with the highest needs to available housing. HSH estimates what proportion of households will be Housing Referral Status or Problem Solving Status:
- **Housing Referral Status:** people 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.**

# 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](#)

# Equity



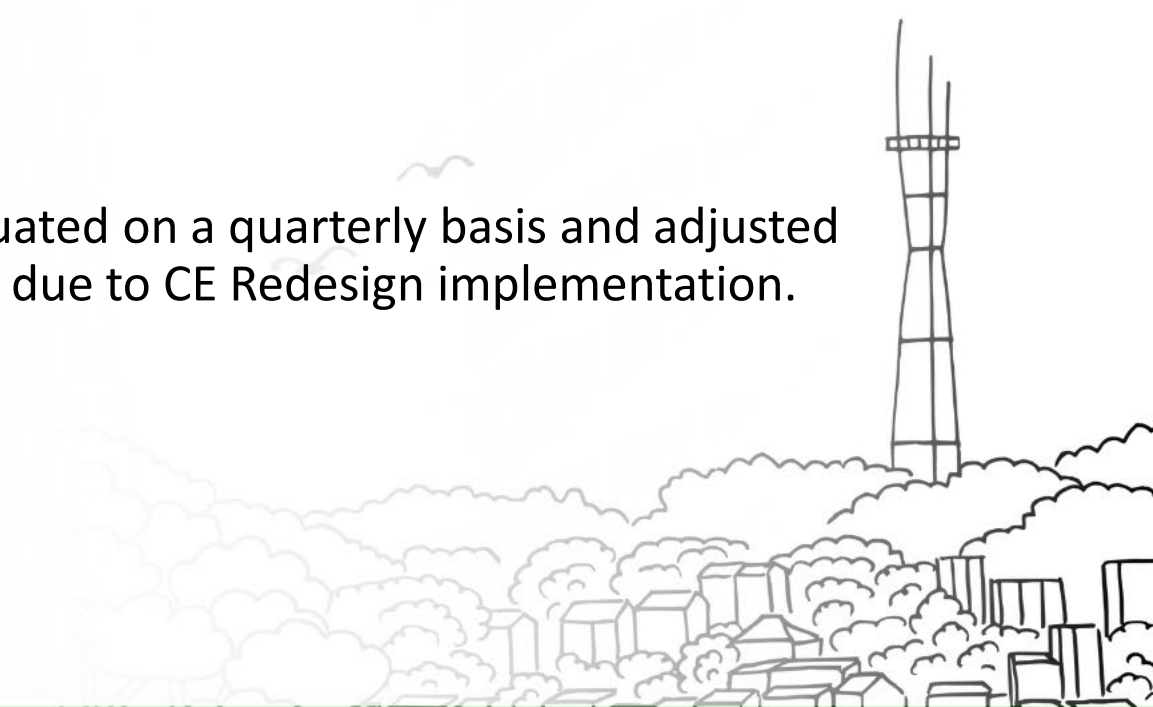


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# Prioritization Policy

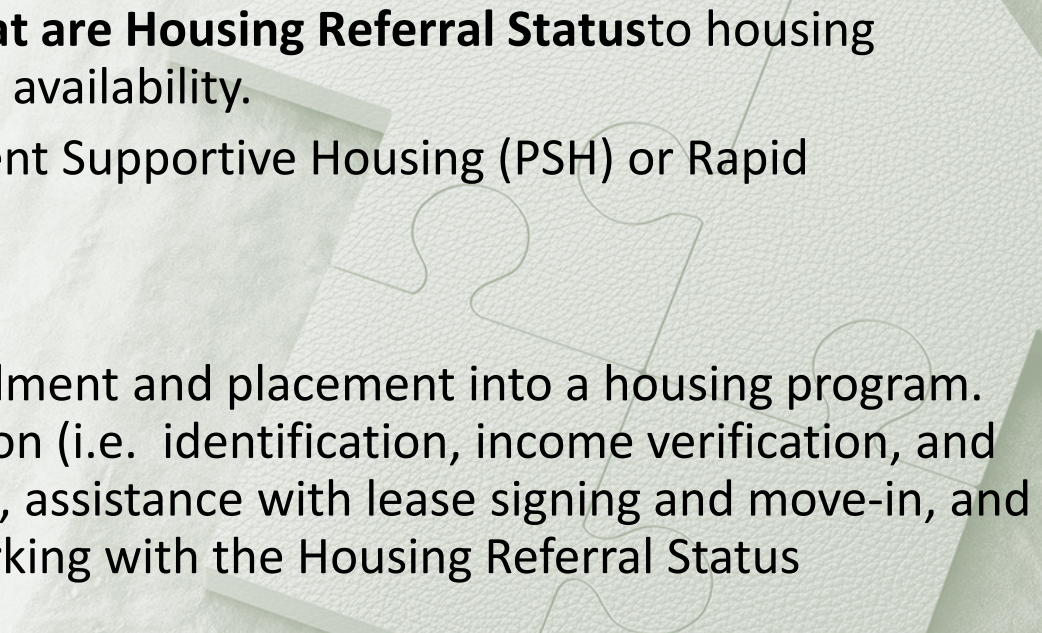
## Housing Referral Status Range Memo

Score ranges for Housing Referral Status households are evaluated on a quarterly basis and adjusted based on overall housing capacity. Ranges remain unchanged due to CE Redesign implementation.





# 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](#)

# Housing Referral Status Range: All Populations



**Families with minor children**



**Adults**



**Youth**

**CalWORKs for Housing Support Program (HSP) RRH**  
0+

**Veterans PSH**  
90 - 160

**Youth RRH**  
115 - 122

**Family Rapid Rehousing (RRH)**  
N/A

**Adult CAAP PSH**  
90 - 122

**Youth PSH**  
123 - 160

**Family Permanent Supportive Housing (PSH)**  
105-160\*

**Adult PSH**  
123 - 160

# Equity

CE Processes: Equity Impact	Household Type		
	Adult	Family	TAY
<b>Access (relative to 2022 PIT)</b>			
Race		Black over- and Asian underrepresented	Black overrepresented
Ethnicity	Latinx underrepresented	Latinx underrepresented	Latinx underrepresented
Sexual Orientation	LGBQQ+ underrepresented		LGBQQ+ underrepresented
Gender			Female overrepresented
<b>Assessment</b>			
Race	Asian score lower than white	All POC score higher than white	Black score lower than white
Ethnicity		Latinx score lower than non-Latinx	
Sexual Orientation	LGBQQ+ score higher than straight		
Gender	Trans score higher than cis gender		Females score lower than males
<b>Prioritization</b>			
Race	Asian less likely to be prioritized	Latinx less likely to be prioritized	
<b>Referral</b>			
Race	Black and Multiple Race more likely be experience provider denial		All POC more likely be experience provider denial
Ethnicity		Latinx less likely be experience provider denial	



# 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](#)



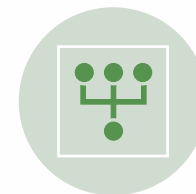
## [Coordinated Entry Standards](#) Policy & Procedures



## [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](#)

# Coordinated Entry Redesign Status: Implementation

LHCB and HSH invited community partners, including people with lived expertise of homelessness, service providers, and key City departments to serve on a new, collaborative **Coordinated Entry (CE) Redesign Implementation Committee**. Committee members serve on an ongoing basis and are key partners to operationalize the redesign workgroup's recommendations. More information about the committee and membership can be found [here](#). Also translated versions are available. As with the Coordinated Entry Redesign Workgroup, this group prioritizes the inclusion of people who represent groups most disparately impacted by homelessness in San Francisco. Similar outreach efforts to the first workgroup were done to ensure broad community participation and inclusive representation.

# Preview: Mission Vision Values

Coordinated Entry Vision, Mission, and Values proposed update to the San Francisco Coordinated Entry

# Redesign Committee

- Applicants represent 21 different agencies. ECS and UCSF Citywide have more than one representative; only one selected applicant is a person with lived experience of homelessness who does not represent an agency
- BIPOC communities are overrepresented. 33% identify as Black/African American, 33% identify as Latine, 29% identify as Multi-Racial (which also includes some people who identify as Black), 8% identify as Asian, and 4% identify as American Indian and Alaska Native.
- 37% of the selected applicants identify as LGBTQ+ (4% as bisexual and 33% as gay/lesbian/queer). 63% identify as female, 21% identify as male, 13% identify as genderqueer/gender non-binary, and 4% identify as trans women.
- 8% of selected applicants are 18-29 (though other selected applicants serve young adults), 29% are 30-39, 50% are 40-49, and 13% are 50 and over (though other selected applicants serve older adults).
- (64%) have lived expertise of homelessness, and there is representation among behavioral health, survivors, the Safe Housing Working Group, CE for youth, CE for families, adult CE, those with involvement with the criminal legal system, and the Coordinated Entry Redesign Workgroup.
- At least 4 selected applicants are bilingual, at least 2 are immigrants or have experience serving the immigrant community (including the undocumented community), and at least 1 has a disability.



# ReDesign Expert Supports

## Regina Cannon

- Regina Cannon is the Founder, President and Chief Executive Officer of ARC4Justice, a non-profit dedicated to addressing the systemic roots of inequities in housing and community resources. She also serves as the Chief Equity and Impact Officer and Vice President of Housing Solutions at C4 Innovations and as the Director of the national initiative, REDI Initiative (Racial Equity Design and Implementation). She has dedicated her career to being a vocal, active leader fighting for equitable policies, systems, and institutions and addressing marginalization of people of color.
- Regina has more than 20 years of experience leading anti-poverty initiatives addressing homelessness, supportive housing, criminal justice reform, community capacity building, and youth leadership development. She leads teams at C4 Innovations and for the U.S. Department of Housing and Urban Development (HUD) to embed racial equity principles in funding guidelines, housing policies, practices, and services. Regina and her teams also work one on one with organizations and community coalitions across the country to develop strategic goals centered in equity and accountability policies to ensure those goals are met. She delivers keynotes and racial equity workshops and is the host of the podcast series, [\*Morning Cup of Equity\*](#).

## Hannah Roberts and Jasmin Lewis, Senior Program Managers Corporation for Supportive Housing

- CSH collaborates with public, private and nonprofit stakeholders to solve the toughest problems. CSH partners with communities on long- and short-term special initiatives to solve local housing and homelessness problems.

# Thank you

QUESTIONS: [dhsh@sfgov.org](mailto:dhsh@sfgov.org)