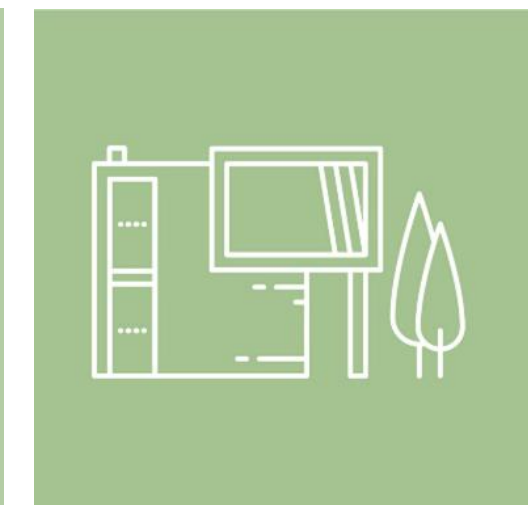
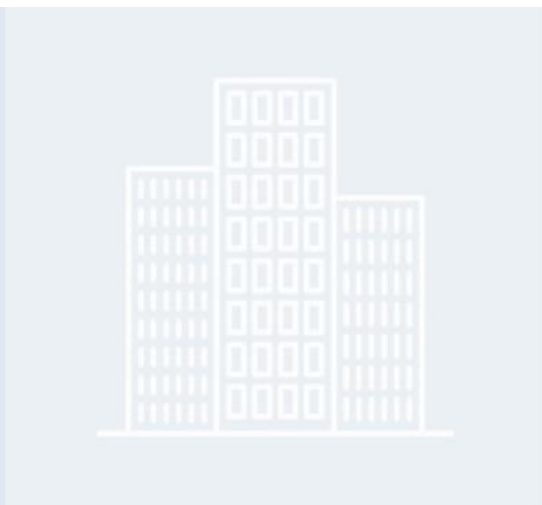




# Coordinated Entry (CE) Bill of Rights

Prepared by Coordinated Entry Redesign  
Implementation Committee  
Governance & Oversight Subcommittee



# PURPOSE: WHY HAVE A BILL OF RIGHTS?

- Included in the CE redesign recommendations
- Goal is to ensure fair and equitable treatment and make sure that people are aware of how they can report any inconsistencies or violations



# BACKGROUND

## How was this document created?



Utilized bills of rights from other Continuums of Care (CoCs) and other projects/communities



Continued to build off previous work and through regular discussion, activities, and collaboration



# STATEMENT OF RIGHTS

The following apply to all agencies and programs providing Coordinated Entry services to people experiencing homelessness in San Francisco. These rights are specific to those who are moving through Coordinated Entry. Once a person is connected to a resource such as shelter or housing, other policies and processes may apply.

- 01 RESPECT, DIGNITY, AND EMPATHY
- 02 SERVICES FREE OF DISCRIMINATION
- 03 SELF DETERMINATION
- 04 SAFETY
- 05 EQUITY
- 06 SUPPORT
- 07 PRIVACY
- 08 INCLUSION AND PARTICIPATION IN DECISIONS ABOUT THEIR WELFARE
- 09 TRANSPARENCY IN AGENCY POLICIES THAT AFFECT THE SERVICES THEY RECEIVE

# RESPECT, DIGNITY, AND EMPATHY

When receiving Coordinated Entry services, you have the right to be approached as an individual with your own unique experiences, strengths, and needs. You have the right to be treated with respect, caring, and empathy. You should not feel threatened, coerced, harassed, or bullied by anyone providing you services. You should have an experience free of bias that is professional and objective. Personal feelings should not influence interactions or decisions when providing or seeking services. You should not feel judged or denied services based on your clothing, appearance, or any other factor outside of eligibility criteria.



# SERVICES FREE OF DISCRIMINATION

**You have the right to not experience discrimination based on your race, ethnicity, color, national origin, language, ancestry, religion, sex, familial status, age, gender identity, LGBTQ+ (lesbian, gay, bisexual, transgender, queer/questioning, etc.) identity, marital status, domestic or sexual violence survivor status, or sensory, mental, or physical disability. You have the right not to be discriminated against based on your clothing or appearance. You have the right to decide for yourself who is a member of your family. You have the right to self-define and choose your own identifications and be communicated with using your preferred pronouns and language. You have the right to be seen and served with all the identities you might carry.**

# SELF DETERMINATION

You have the right to make choices about your welfare, your needs, and your future. You have the freedom to choose whether to participate in services offered by the program you are working with. You have the right to receive services from any Access Point that serves your population and to do a Coordinated Entry assessment if you are experiencing homelessness (though not everyone may need an assessment). The ultimate decision about what services you participate in is your own. Throughout the process, you may be referred to housing and/or services you're eligible for. It's up to you whether to participate in those services or not. You have the right to participate in the level of service that meets your needs based on eligibility and available inventory. And to identify your specific needs. You have the right to decline to answer any Coordinated Entry assessment question and to learn about the possible consequences that may occur from not answering.

# **SAFETY**

**You have the right to not be physically, sexually, verbally and/or emotionally abused, harassed, or threatened. While a risk of danger cannot always be avoided, you have the right to have any concerns about safety or privacy taken seriously. You have the right for the service provider to take reasonable steps to address your concerns.**



# EQUITY

**You have the right to receive services in an environment that is respectful and considerate of your culture and background.**

**You have the right to ask for an interpreter if you need something translated into a different language. You have the right to ask for reasonable accommodations if you have a disability.**

# SUPPORT

**You have the right to be accompanied by an advocate and/or your support person when receiving Coordinated Entry services. You also have the right to receive community referrals.**

# PRIVACY

**You have the right to expect that your personal information will be kept private and will only be shared on a need-to-know basis after consent through a release of information. You have the right to be informed about what circumstances would result in your information being shared without your consent. You have the right to control or deny the release of, and access to, your personal information at any time. For more information about this, please refer to the Notice of Privacy Practice and the Homelessness Response System Release of Information.**

# INCLUSION & PARTICIPATION

**You have the best knowledge and understanding of your needs. You have the right to make choices about what services and housing options are the best fit for you. Service providers should present all relevant information and options for your case, allowing you to make the final decision, without coercion. They should also do their best to inform you of any potential consequences of your choices in a transparent and non-coercive manner. Service providers should understand that options offered to people experiencing homelessness are based on what inventory is available at the time and that not choosing housing is also an informed choice to make.**

# TRANSPARENCY

**You have a right to receive a copy of the Access Point policies that govern the services you receive, including all rules or responsibilities. You have a right to know all the services available and to receive support in choosing the best options for you.**



# EMPOWERMENT WHILE GOING THROUGH COORDINATED ENTRY

People experiencing homelessness can feel empowered to understand that moving through CE works best and that people are most successful in when they:



- Update their contact information as it changes to ensure that their CE status is accurate and to ensure service without interruption
- Are as forthcoming as possible when answering CE questions
- Regularly check their status and provide timely feedback

- Let staff know who else they can contact if they're unable to get ahold of you
- Let staff know if you are feeling unsafe or at-risk at any point in the process so you can receive support
- Maintain respectful communication with providers and staff while striving to treat everyone with dignity, understanding, and mutual respect



# HOUSING FIRST & GRIEVANCE PROCESS



## HOUSING FIRST

- The SF CoC values and defends the principle of Housing First, believing that housing is a human right and any assistance in regaining housing should be offered without any preconditions of income, sobriety, family status, health, or participation in services

## GRIEVANCE PROCESS

- If any client believes that their rights have been violated by a service provider within San Francisco's homelessness response system, they can file a grievance against that agency in accordance with their grievance policy. If unresolved, they can then file with HSH (Department of Homelessness and Supportive Housing).



# Conclusion & Request for Adoption

- This final body of work took into consideration the input of the LHCB committee feedback (8/24)
- It also went through a final feedback iteration from folk with lived experience and folk currently going through CE
  - How would you like to see the Bill of Rights presented to CE participants?