Agency Lead Meeting
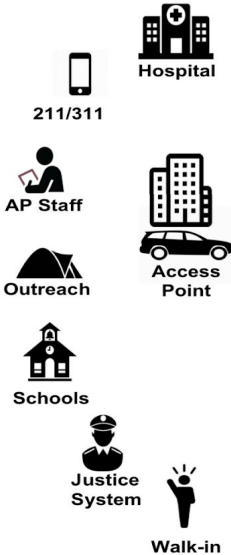## Monday, March 25th, 2019
Welcome!

AGENDA

- × Overview Coordinated Entry

- × ACE Roll Out Training Schedule Update

- × Announcements|Reminders

- × Next Month's Meeting

- × SF Upcoming Events

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Overview Coordinated Entry

REFERRALS TO COORDINATED ENTRY (CE) & INITIAL SCREENING

PROBLEM SOLVING, TEMPORARY SHELTER & HOUSING ASSESSMENT

HOUSING NAVIGATION, HOUSING OPPORTUNITIES & MOVING ON INITIATIVE

1 Referrals to Coordinated Entry

211/311
Hospital
AP Staff
Outreach
Access Point
Schools
Justice System
Walk-in

2 Initial Screening

If eligible . . .

Access Points will enroll household into Coordinated Entry and move on to problem solving…

If ineligible . . .

Access Points will connect household to their home Coordinated Entry System

3 Problem Solving

If able to resolve . . .

Homeward Bound

One Time Assistance

Market Rate Housing/ Non-HSH Housing

Conflict Resolution/ Mediation

4 Housing Assessment

If unable to resolve . . .

Housing Prioritization Primary Assessment

Adult Coordinated Entry Only . . .

Housing Prioritization Secondary Assessment

5 Housing Navigation and Housing

Once a intervention match is made . . .
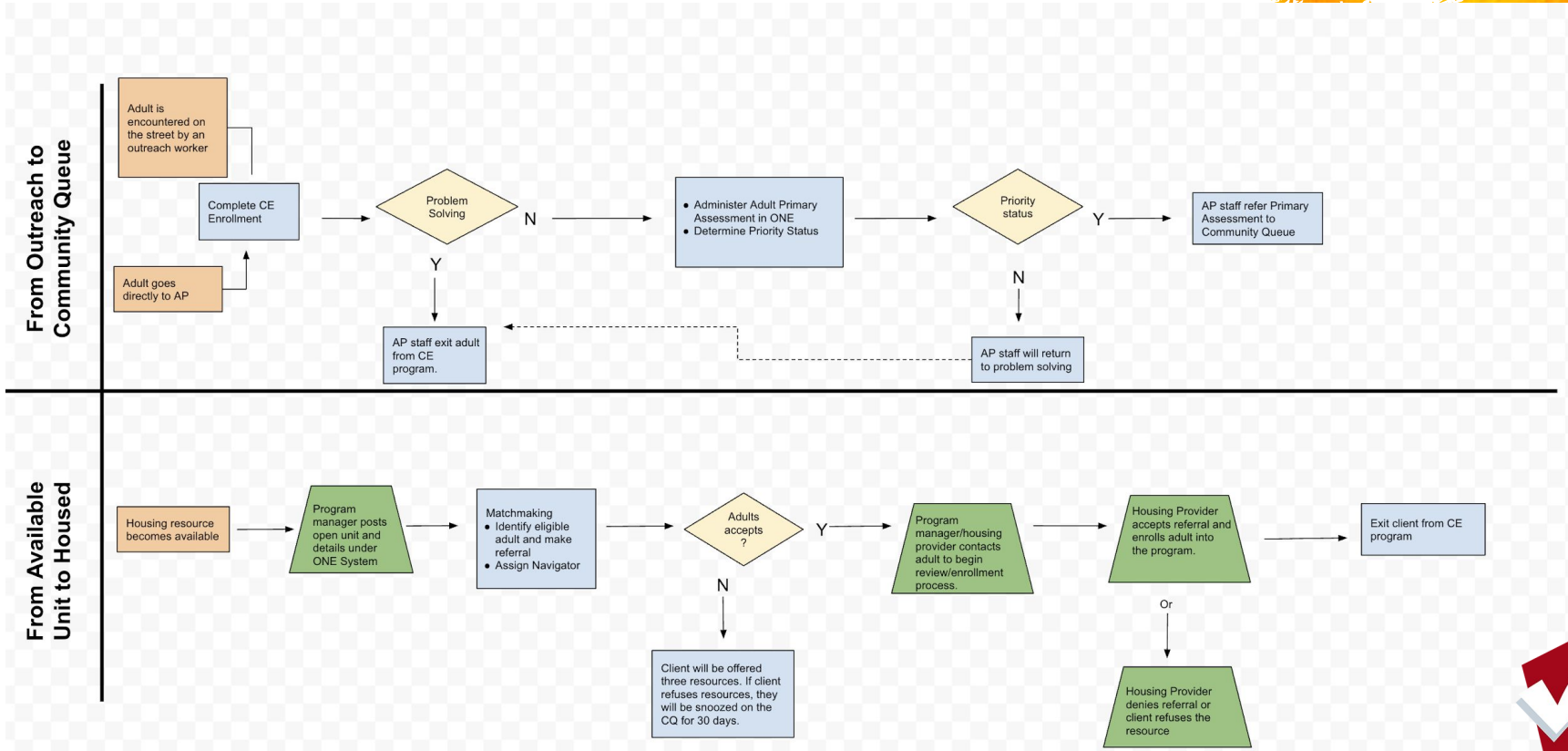
Housing Navigation

Review Housing Eligibility Docs.

Permanent Supportive Housing

(PSH Only) Moving On Initiative

Rapid Re-Housing

Market Rate/Non-HSH Housing

Problem Solving - A Constant Resource

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Overview Coordinated Entry

From Outreach to Community Queue

- Adult is encountered on the street by an outreach worker
- Adult goes directly to AP
- Complete CE Enrollment
- Problem Solving
- N → Administer Adult Primary Assessment in ONE; Determine Priority Status
- Priority status
- Y → AP staff refer Primary Assessment to Community Queue
- Y → AP staff exit adult from CE program.
- N → AP staff will return to problem solving

From Available Unit to Housed

- Housing resource becomes available
- Program manager posts open unit and details under ONE System
- Matchmaking
  - Identify eligible adult and make referral
  - Assign Navigator
- Adults accepts?
- Y → Program manager/housing provider contacts adult to begin review/enrollment process.
- Housing Provider accepts referral and enrolls adult into the program.
- Exit client from CE program
- N → Client will be offered three resources. If client refuses resources, they will be snoozed on the CQ for 30 days.
- Or → Housing Provider denies referral or client refuses the resource

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Overview Coordinated Entry-Glossary of Terms

Community Queue (CQ): This is the list of clients who have been assessed and have priority status. It is expected that the number of clients who are active on the queue can be housed within 90 days.

Referral: a client from the CQ has been found as eligible for a specific housing resource. A notification has been sent in ONE to the housing provider notifying them to contact the client.

Enrollment: this is completed when a client begins to receive services from a program. For housing programs, this is completed at move-in.

Exit: this is completed when a client is no longer receiving services from a program. For housing programs, this is completed when the client moves out.

Overview Coordinated Entry-Adult Prioritization

Priority Status

- Adults experiencing homelessness who are prioritized for housing based on their health vulnerability, housing barriers and homelessness chronicity

- Determined by the Primary Assessment

- Places a client on the prioritization list (aka Community Queue)

- Non-priority status households will not be referred to HSH-funded permanent housing programs, but are again offered problem-solving

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ACE Rollout Training Schedule Updates

- HSH Trainings complete

- SFHOT Case Managers Training complete

- Live webinar scheduled for YCE Access
  Points and staff doing assessments for the
  blitz

- Provider Trainings on hold

Announcements and Reminders

Access Roles

i. Staff will have minimum access role if access was not updated by March 5th

ii. Moving forward please contact the HelpDesk to request access still needed and/or updated

Announcements and Reminders

Updates to ONESF Help Center Webpage

a. https://onesf.clarityhs.help/hc/en-us/articles/3600 15482654-Coordinated-Entry-Training-Materials-

b. https://onesf.clarityhs.help/hc/en-us/articles/3600 05366053-Family-Shelter-Placement-Process-and-Training-Materials

c. Significant changes to webpage within the next few months

Next Months Meeting

When: Monday, April 29, 2019
Where: Google Space
Time: 10:30am - 11:30am

SF Upcoming Events

a. Local Homeless Coordinating Board Monthly Meeting

   When: Mon, April 1 11-1pm

   Where: SF City Hall Room 416

b. Coordinated Entry/Online Navigation and Entry (ONE) System for Adults and Families

   When: Tue, April 2 9:30-11am

   Where: SF City Hall, Room 408

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Thanks!

Any questions?

[OneSF Help Center](#)
(415) 429.4211