



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Family Coordinated Step-by-Step Coordinated Entry Process Flow

October 2020



What is Coordinated Entry?



Process to connect to Homelessness Services

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Coordinated Entry (CE)

The process to help eligible San Francisco families experiencing homelessness, or at imminent risk of homelessness, get assistance to resolve or prevent an episode of homelessness from Homelessness Response System (HRS), which is under the authority of the San Francisco Department of Homelessness and Supportive Housing

ONE System

System of record that documents every household's activity or engagement with HRS

<http://hsh.sfgov.org>

Vital link to the Homelessness Response System (HRS)

Access Points

Strategically-located community connectors to HRS, via Coordinated Entry, where staff provide assistance or “warm hand-off” referrals to services in San Francisco & other Bay Area communities

Name	Address
Central City Access Point	37 Grove Street (across from Main Library)
Bayview Access Point	1641 LaSalle Street (in the Bayview)
Mission Access Point	28710 Mission Street (near 24 th Street Bart)

<http://hsh.sfgov.org/services/family-coordinated-entry/>



Role of Access Point Staff



Contract Expectations for AP Staff

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Publicity and Community Education

- Publicize the AP location & services to the SF community

Mobile Access Outreach and Transportation

- Mobile Outreach to families unable to physically go to the AP, particularly unsheltered, or known or believed to be homeless and cannot engage CE service without support

Eligibility Assessment

- Follow the established Eligibility Assessment policy, and for an ineligible family, provide information to available resources in San Francisco or the family's home community

Problem-Solving (PS)

- Follow the established PS policy designed to help a family to safely remain in its current living situation or secure quickly other housing; every eligible SF homeless family will receive Problem Solving

Temporary Shelter and Emergency Housing Placement:

- Place a prioritized family in available shelter/transitional housing beds, and emergency housing units, including working collaboratively with providers, as well as utilizing ONE to confirm the daily inventory of available beds





Contract Expectations for AP Staff

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Housing Assessment and Prioritization

- Follow the established Housing Assessment and Prioritization policy & process designed to help the most vulnerable of SF families experiencing homelessness
- Use the standardized prioritization tool using only ONE
- Ensure families understand their housing placement status
- Provide housing navigation plan
- Support a family and their asserted decisions to attain housing stability as they navigate the HRS

Housing Placement

- Match and refer families to housing Rapid Re-housing (RRH) and Permanent Supportive Housing (PSH)

Housing Navigation

- Provide limited housing navigation services to streamline access to housing for a family matched to a housing intervention, such as:
 - document gathering
 - application assistance
 - housing search
 - housing brokerage





Contract Expectations for AP Staff

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Referrals to Community Based Services

- Identify and access available community services that meet specific needs or support progress toward goals

Transportation

- Provide transportation assistance to assist families unable to attend appointments directly related to shelter and housing placement assistance

Outreach

- Collaborate extensively with street outreach providers, including SFHOT, and conduct CE activities (Eligibility Assessment, Problem Solving, Housing Assessment, and referrals) on the street, as needed

Client Feedback and Complaint/Grievance Policies and Procedures

- Provide clients a formal mechanism to evaluate the performance of AP staff and the quality of services, and accept/respond to client complaints, concerns, and compliments, in order to incorporate client-centered improvements to the CE process and service deliver





Family CE Policy Questions

Grievance

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What information should AP staff give a family if they have a grievance?

- a. Provide family with a copy of their Agency's Grievance Policy– this is the first step
- b. Provide family with a copy of HSH's Grievance Policy– if the family is not satisfied with the Agency Grievance or requests to file a grievance with HSH

How should AP staff to talk to a family about the grievance policy?

- c. Explain the reasons a family can submit a grievance
- d. Share with the family they will continue to receive equitable service if they file a grievance
- e. Involve a supervisor/leader if a family visibly gets upset regarding their grievance

What is the AP staff role in explaining the grievance process?

- f. Complete transparency regarding the grievance process
- g. Recommend a neutral party who could help a family with the grievance process

<https://hsh.sfgov.org/services/participant-grievance-policy/>



AP Norms

Families Expectations for AP Staff





Navigating a Homelessness Crisis

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Discovering a housing path for a homelessness crisis is stressful to all involved, and AP staff should remember a family:

- Is empowered and responsible for deciding how to end their crisis
- May explore various options before pursuing the most realistic choice
- May request solutions/services that are unavailable through HRS
- May not be happy with existing shelter, problem solving or housing choices and it's "okay" if they chose not to use what's available

AP staff must be clear about the CE process, and the HRS services available to those experiencing homelessness, and must be committed to honestly sharing what they/HRS can do



How does HSH define Family?



HSH Family Definition: Household Type; SF Connection; Homelessness Status

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Populations Served (household type)	<ul style="list-style-type: none">• One or more adults, including TAY, with physical and legal custody of one or more minor children• One or more adults in a household that includes a person who is pregnant• One or more adults with one or more minor children not currently in their custody but who are expected to reunify in less than 90 days and who have a letter from Child Protective Services stating that the only barrier to reunification is lack of shelter or housing
Location (connection to SF)	<ul style="list-style-type: none">• Spent some or all the last seven (7) nights in San Francisco• Zero nights in San Francisco, but head of household has children enrolled in San Francisco Unified School District, or San Francisco preschool or daycare• Head of Household who resides in another county and currently is or was a ward of San Francisco
Domestic Violence or Sexual or Physical Abuse (status)	<ul style="list-style-type: none">• Experiencing domestic violence, or sexual or physical abuse where they are staying
Unsheltered (status)	<ul style="list-style-type: none">• Living in Emergency Shelter• Living someplace but must immediately leave• Living someplace but must leave within 14 days• Living from place to place with no permanent place to stay• Living in a place not meant for human habitation: doorway, vehicle, park, etc.
Doubled-Up & SRO (status)	<ul style="list-style-type: none">• Living in a single room occupancy (SRO) unit• Doubled-up with friends & family (excluding living with a parent/child)



Key Changes

SF Definition of Homeless Family

WHAT CHANGED?

Head of Household who resides in another county and currently is or was a ward of San Francisco Living in a single room occupancy (SRO) unit

- Implemented December 2019

Family living in a single room occupancy (SRO) unit

- Implemented December 2019

Family doubled-up with friends & family (excluding living with a parent/child)

- Implemented December 2019

PURPOSE

To acknowledge foster TAY (Transitional Age Youth) who were/are a ward of SF but were placed outside of SF by social services.

To allow specified housed or doubled-up families access to HRS services



What are Coordinated Entry's (CE) Core Components?



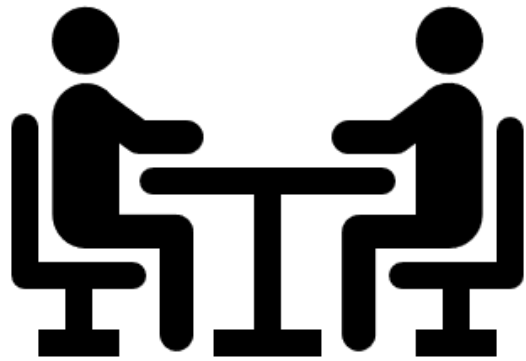
Access: Connecting with the Homelessness Response System

A family can . . .

- Visit or call an Access Point
- Encounter Mobile AP & Street Outreach (SFHOT) staffs
- Be referred by providers, NGO & government agencies, advocates
- Get assessed



Assessment	Assessment Purpose	When Given
Eligibility Assessment	Performed to verify eligibility for services from HRS	Conducted after a household's profile is created. If eligible, enrolled in Family CE
Current Living Situation	Performed to determine the household's current living situation	Conducted when enrolled in CE or HUD mandate in November 2019
Shelter Placement Criteria	Performed when a family self-identifies as unsheltered and is requesting shelter, including Individual Room Shelter	Conducted per a family's request at Access Points or when encountered by AP & SFHOT street outreach
Primary Assessment (Housing Prioritization)	Performed to determine prioritization for RRH based on health vulnerability, housing barriers and homelessness chronicity	Conducted after an unsuccessful problem solving conversation(s)



Problem Solving: Encourages empowered, self-resolutions so a family avoids entering or can rapidly exit the HRS

- AP staff actively listens to a family and asks clarifying questions
- Family provides solutions to end their homelessness crisis
- AP/shelter/housing staff may assist family with multiple solutions before a family achieves housing stability



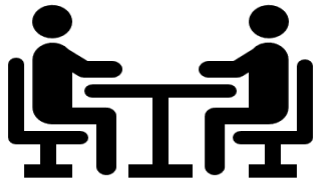
Housing Prioritization determines which Referral to Permanent Housing Resources

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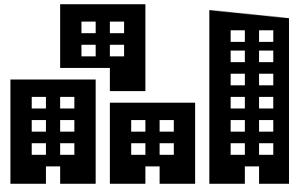
- **Prioritization (Housing Prioritization Primary Assessment):**

- Only offered if problem solving does not result in non-HRS overnight stay
- Evaluates vulnerability of experiencing sustained homelessness based on homelessness history, housing barriers, & disabling conditions
- Outcomes are referrals to a rapid rehousing (RRH) subsidy or problem solving
- Access to emergency shelter is not depend upon a Primary Assessment

- **Referral (Match) – To appropriate Resource based on Eligibility**



Problem Solving Status
Referred to Problem Solving (PS)
Personal Network Housing Resource



Housing Referral Status
Referred to Rapid Rehousing (RRH)
HSH Housing Resource



Housing Case Review Process
facilitates possible referral to
Clinical Support or PSH
HSH Supportive/Housing Resource

Family Coordinated Entry Process Flow

ACCESS & INITIAL

ASSESSMENTS

PROBLEM SOLVING

PRIORITIZATION

REFERRAL

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Connection to Homelessness Response System (HRS)

- Triage
- Client search
- Profile, including family members
- Releases of Information
- Data privacy disclosure
- Contact information
- Location information
- Resource referral
- Eligibility Assessment

Eligible households are enrolled in the Family Coordinated Entry Program. Ineligible households are referred to resources in their home county.

Eligibility for Programs

- Eligibility Assessment
- Current Living Situation Assessment (HUD)
- Shelter Criteria (IRS) Placement Assessment
- Primary Assessment (Housing Prioritization)
- Problem Solving Screening Assessment

Shelter Criteria completed for unsheltered or Individual Room requests ■ Primary Assessment completed if no Problem Solving resolution.

Resolution outside HRS

- Problem Solving Screening Assessment
- Problem Solving Services
- Housing Resolution Plan
- Coordinated Entry Program Exit when problem solving is successful

Problem Solving resolution is when a household can stay in a safe, indoor place that is resourced outside HRS. For details, see the Problem Solving Guide.

Housing Referral Status Problem Solving Status

- Complete the Primary Assessment (Housing Prioritization)
- Housing Referral Status: referred to RRH
- Problem Solving Status: referred to Problem Solving
- CQ Referral - shelter & housing
- Housing Navigator Assigned

Problem Solvers help the unsheltered & Shelter Case Managers help the sheltered families with housing navigation through housing move in.

Matched/Referred to Rapid Rehousing Program

- Rapid Rehousing (RRH) program match/referral
- RRH Program Enrollment
- Housing Navigation: application, document collection, etc.
- Housing Interview
- Housing move-in
- Housing Case Review, as needed
- Coordinated Entry

Housing Case Review process considers requests for a higher-level interventions: Permanent Supportive Housing (PSH) or Clinical Services.

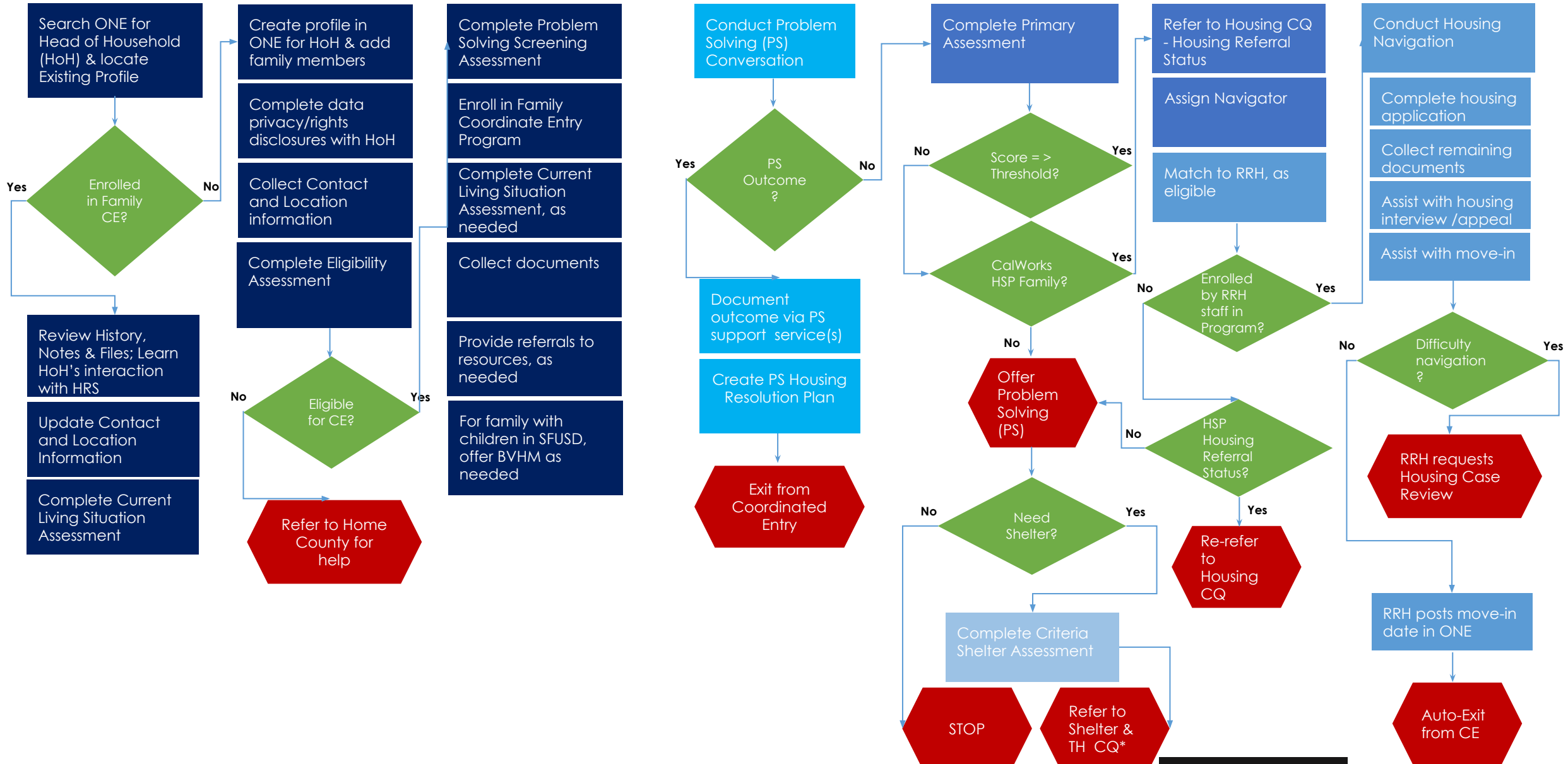
PROBLEM SOLVING IS A CONSTANT RESOURCE THROUGHOUT THE PROCESS



Coordinated Entry Activities Performed by *AP Staffs

* Some activities are completed by shelter or street outreach staff

Detailed View of Family Coordinated Entry Process Flow



*Refer to Shelter/TH CQ after verified as unsheltered



Profile, Eligibility & Enrollment

WHAT IS IT?

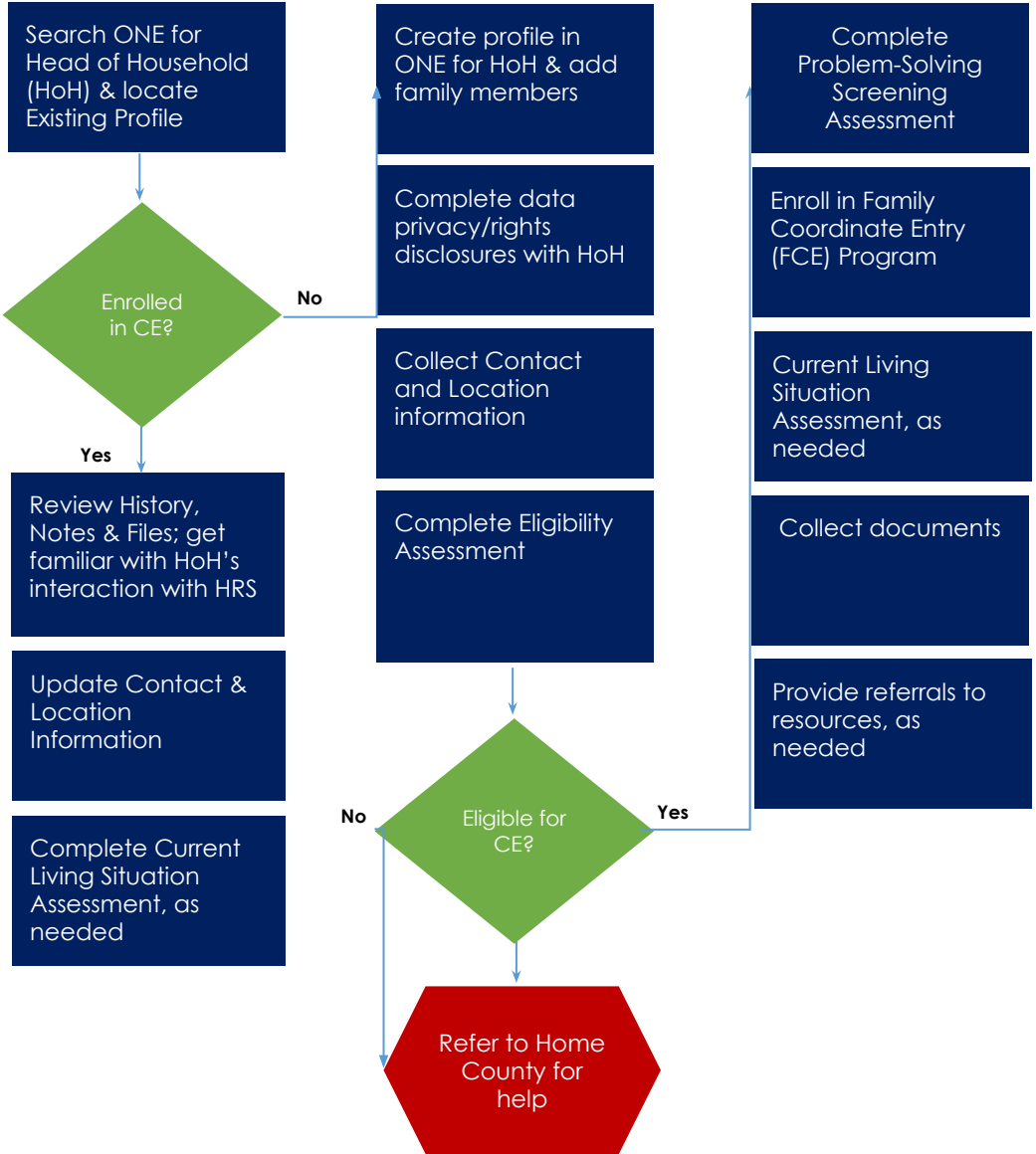
Profile, Eligibility & Enrollment are data containers

- **Profile** collects the 'who' about a family
- **Eligibility** determines if a family receives HRS help
- **Enrollment** signals CE program will aid a family in crisis & adds key information
- Profile, Eligibility, & Enrollment data are stored in ONE

WHY DO WE DO IT?

- Standardizes equitable access and treatment
- Minimizes re-asking a family for key information
- Facilitates compliance reporting for HUD and HSH

Profile, Eligibility & Enrollment Flow



Getting Started

Prior to beginning the process of creating a profile and following each step in the CE process, AP staff should be reminded by the following with each visit—phone/in person — with a household:

- Review AP Norms
- Treat each family with dignity and respect
- Review History, Notes, & Files to become familiar with HoH's last HRS interaction to aid in the conversation with a family
- Review SF Homeless family definition) to explain who gets help at this AP
- Explain CE/HRS and ask a family questions to confirm their understanding
- Explain Problem Solving is a core CE tool HRS uses to help a family avoid entering HRS
- Offer a family experiencing homelessness only the HRS services for which they are eligible

If Household is in ONE, the following is performed for every interaction

Do a Client search

- on the head of household, and if able to find a profile(s):
- Update prolife/contact/location information – each question should have an answer
 - Confirm and/or collect data privacy/rights documents and update as needed
 - Confirm eligibility and enrollment process have been completed; if not, complete
 - Collect needed documents
 - Provide 'warm hand-off' (via phone or in-person) referrals to other community resources
 - Send a request to Bitfocus (onesf@Bitfocus.com) to merge duplicate profiles, as needed

If Household is not in ONE

Do a Client search

- on the head of household (HoH), and if unable to find a profile:
- Create profile for each family member, and link household members to the HoH
 - Provide data privacy/rights documents to HOH for review & signature:
 - **Authorization for Release of Information:** authorization for HSA to release information to HSH
 - **Homelessness Response System Authorization for Use or Disclosure of Information:** authorization for HSH to collect & share information with partner agencies
 - **HSH Notice of Privacy Rights:** rights about one's information
 - Upload signed data privacy/rights documents, including AP staff signature, as applicable
 - Record contact information for the HoH
 - Record location information for unsheltered HoH
 - Complete Eligibility Assessment, and if eligible
 - Complete a Problem-Solving Screening Assessment
 - Enroll in Family Coordinate Entry (FCE) Program
 - Complete a Current Living Situation
 - Collect and upload needed documents
 - Provide 'warm hand-off' (via phone or in-person) referrals to needed community resources
 - If HoH is ineligible per the Eligibility Assessment, provide a 'warm hand-off' (via phone or in-person) referrals to other community resources



Key Changes

Profile, Eligibility & Enrollment Workflow

WHAT CHANGED?

New Problem Solving Screening Assessment is completed prior to CE Enrollment

- Implemented October 2020

Current Living Situation Assessment is completed anytime the following occurs:

- CE enrollment (enrollment in an AP program)
- Primary Assessment or CE Event is recorded
- Change in living situation since last engagement
- Implemented 2020

PURPOSE

- To collect a family's social network and housing history information, which could assist with identifying a successful problem solving outcome
- HUD Data requirement that seeks to understand a household's current living situation at key contacts with CE



Family CE Policy Questions Program Enrollment

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Is a family allowed to be enrolled in more than one CE program (Central City, Bayview, and Mission AP) if the AP serve the same population (families)

a. **Yes.**



Knowledge Check: What should you do?

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Marisol and her family have recently relocated to San Francisco from Texas. They slept in their car last night and reported they have nowhere else to sleep with their children. What is the first thing you should do to assist the family?

- a. complete Housing Prioritization Assessment
- b. complete Shelter Criteria Assessment
- c. start problem solving conversation
- d. refer them to emergency shelter
- e. encourage them to return to their home State

Answer: d. start problem solving conversation



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Knowledge Check: What should you do?

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Martha has been staying at her mother's house in the Bayview for the last year after having her first child. She called the Central City Access Point asking for assistance with housing through Family CE. Is Martha eligible for Family CE?

- a. yes
- b. No
- c. It depends

Answer: c. Why?



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Problem Solving

WHAT IS IT?

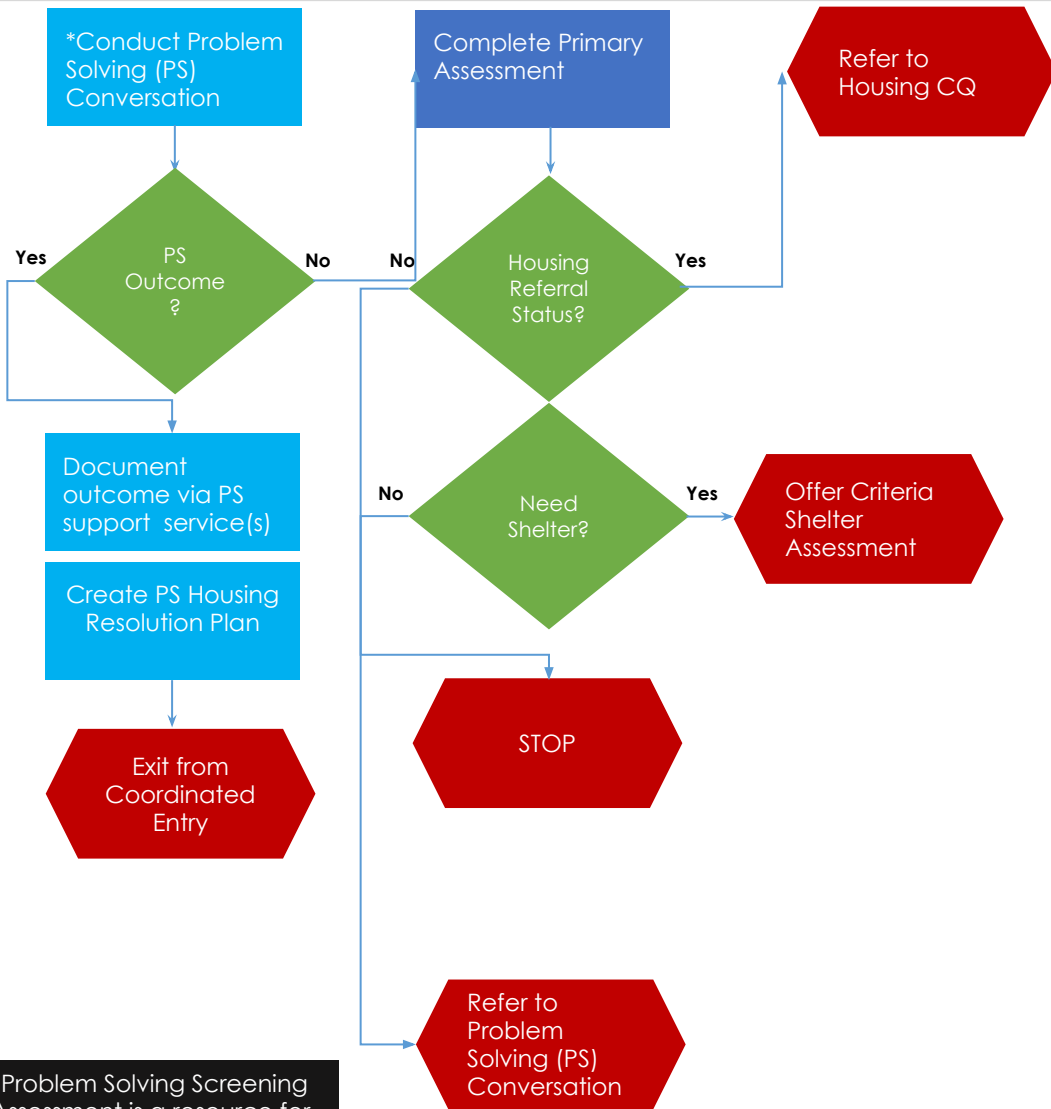
Problem Solving is a conversation(s) that helps a family to identify a permanent housing solution with assistance from their personal network resources

- Housing pathway external to HRS, but may include limited HRS assistance
- Supports include Homeward Bound, mediation, & financial options with limits
- Success results in secured housing external to HRS for at least 24 hours

WHY DO WE DO IT?

- Many families' homelessness crisis is sudden; they need immediate help to become stable again
- RRH and PSH are limited HRS resource for only the most vulnerable SF families

Problem Solving Status Flow



Problem Solving (PS) – A Conversation that reveals how to help

Listen to the household. Reflect in your statements & questions to a family their responses from the problem-solving screening assessment, conversations with you, information (notes) in ONE, if any.

Prior to beginning the PS conversation with a family, AP staff must explain the goal of PS: support a family as they identify a permanent housing solution external to the HRS, and as needed, offer HRS resources that aids their transition to permanent housing.

Questions Access Point staff can ask include:

- What immediate need(s) are the family is seeking to address?
- What is the household's vision for resolving their homelessness?
- How can the household's (not just the HoH) support network and existing resources aid in this crisis (again, use the PS Screening Assessment responses as a guide)

Problem Solving with an Exit from HRS Outcome

- Complete a Problem Solving Service
 - Problem Solving Financial Assistance
 - Problem Solving Housing Location Assistance
 - Problem Solving Mediation Services
 - Problem Solving Conversation
 - Problem Solving Referral to another Problem-Solving Resource
 - All PS conversations and support services must be documented in ONE
- Exit from Coordinated Entry
- See the Problem Solving Guide for assistance

Problem Solving without an Exit from HRS Outcome

- Document the PS conversation in ONE
- Offer and complete the Housing Prioritization Assessment (Primary Assessment)
- If Housing Referral Status, refer to the Housing CQ
- If Problem Solving Status, refer to Problem Solving

When Shelter is Requested

- Offer the Shelter Placement (IRS) Criteria Assessment if the family is unsheltered and seeks shelter
- If a family must be verified as unsheltered, explain the process
- If a family has been verified as unsheltered, either by the AP Mobile Team, SFHOT, or other public servants like a police officer or HSOC (Healthy Street Operations Center) personnel
 - Refer to the Shelter/TH CQ since verified as unsheltered
 - Offer shelter for which they are eligible, if available and they are next, or explain Family AP will contact them when HFCB/IRS placement is available/eligible
- Record every offer or decline of Congregate or Individual Room Shelter via a service in ONE

*Problem Solving Screening Assessment is a resource for guiding the PS conversation



Key Changes

Problem Solving Workflow

WHAT CHANGED?

Problem Solving Screening Assessment

- Completed prior to CE Enrollment
- Implemented October 2020

Problem Solving services are recorded in ONE

- Implemented October 2020

PURPOSE

- To collect a family's social network and housing history information, which could assist with identifying a successful problem solving outcome
- To document provided problem solving assistance



Family CE Policy Questions Problem Solving

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Does the problem solving and housing referral status designations last forever?

- a. No. The problem solving and housing referral status designations remain in effect if the household's assessment is still valid. The rationale is the household will continue to engage with HRS if they require assistance to resolve their homelessness crisis. This policy aligns with an expiration from the CQ after 90+ days of active engagement with HRS/CE.

Who should AP staff at HSH contact regarding problem solving policies questions?

- a. Consult the Problem Solving Guide.
- b. Consult with you AP leader.
- c. Email the HSH Problem Solving Program Manager.



Knowledge Check: What should you do?

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- **Assessed the client.** She states that her house got "shot up" and she's too afraid to go back. She **still has the lease**. She's currently **staying in a CalWorks hotel with her 2 kids**. She receives \$943 in SSI and \$770 in CalWorks.
- The family is **Problem-solving status**.

Answer: This family should never have been assessed because they are currently housed, even though they're not occupying the unit. What are possible solutions?



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Knowledge Check: What should you do?

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- She has been staying with her cousins for the past 5 months while her kids have been staying with HOH's mother. She works and makes \$3000 a month.
- She is problem-solving status. I gave her RAP information and **told her to keep checking in every few weeks.** I also gave her drop-in information.

Answer: Only ask a family 'check-in' if you are actively working with them to resolve their crisis. Do not encourage a family to continuously check when all available options were discussed but not preferred by the family. In this example, what are possible solutions?



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Knowledge Check: What should you do?

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- **Called HOH to complete problem solving, Intake and Assessments.** HOH shared that he currently owes **backed rent** for April and May 2020 and he along with his wife have lost their job due to Covid-19.
- **HOH shared that he has lived here for 1 and a half years and the family's goals are to move to a bigger apartment in San Francisco.** I asked HOH if he has been in contact with his landlord and explained that he is not able to pay rent at this time. HOH let me know that he has communicated this to his landlord. I let him know that it would be good to write a letter to his landlord explaining this and attempt to make a plan.
- **I reminded HOH that the city of San Francisco is currently holding a moratorium on rent and that because of this the agencies that would usually help with backed rent are not assisting with months of backed rent covered over the moratorium.** I let him know that I would reach out to him should another resource become available to assist his family.
- **I talked with HOH a bit about Calworks and HOH was not interested.** I asked if he has a need for additional resources and HOH said he did not.
- This family is **Problem Solving Status** and I have explained this to HOH and invited him to contact me for additional resources.



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Primary Assessment & Housing Referral Status

WHAT IS IT?

Primary Assessment is a tool that prioritizes a family to alternate Permanent Housing Resources

- Evaluates homelessness history, housing barriers, & vulnerability
- **Problem Solving Status:** A referral outcome to permanent housing resourced by a family's personal network
- **Housing Referral Status:** A referral outcome to permanent housing resourced by the Homelessness Response System (HRS)

WHY DO WE DO IT?

- Given limited HRS-funded permanent housing resources—RRH & PSH—these resources are reserved for the most vulnerable SF families

Primary Assessment & Housing Referral Status Flow



Housing Prioritization Assessment (Primary Assessment)

Primary Assessment is a prioritization tool that is only offer if a problem solving conversation did not result in a family finding permanent housing external to the HRS.

Explain purpose of the Primary Assessment

Prior to starting the Primary Assessment, AP staff will explain the purpose of this assessment, and what the family should expect after it's completed:

- About 16 questions regarding a household's housing barriers, disabling conditions, & chronicity
- Family is immediately informed of their outcome once the Primary Assessment is completed
- Primary Assessment results in one of two outcomes for a family:
 - Housing Referral status, which results in a referral to RRH
 - Problem-Solving status, which results in a referral to Problem Solving
- Vulnerable families, based on homelessness history, housing barriers, & disabling conditions
- Primary Assessment valid for 90 days; reassessment is possible in the future if help from HRS is still needed
- Primary Assessment will not result in a PSH referral regardless of the Assessment outcome

Housing Referral Status

A family's Housing Referral status designation is based on the housing referral status threshold, which is tied to the available level of RRH inventory; therefore, the housing referral status threshold can change.

If Household is Housing Referral Status

- Match the HoH to a RRH program for which they are eligible, including HSP
- Assign navigator
- RRH will approve or deny the HoH for the RRH program
 - If approved, RRH staff will enroll family in the RRH program
 - If denied, RRH staff will not re-refer the HoH back to the Housing CQ
 - AP Staff will re-refer a housing referral status family to the Housing CQ
- Assist with scheduling appointments and other navigation activities for housing move-in, as needed
- RRH staff post move-in date in ONE
- ONE auto-exits family from CE (for example, CCAP/MAP/BAP) once move-in date is posted

If Household is Problem Solving (PS) Status

- A PS status family is offered a referral to problem solving
- A PS status family who is HSP eligible is referred to the Housing CQ; referred only to a HSP RRH
- If PS status HSP family is referred and later denied by the HSP RRH program, they are not re-referred to the Housing CQ since they are Problem Solving status

When Shelter is Requested

- Offer the Shelter Placement (IRS) Criteria Assessment if the family is unsheltered & seeks shelter
- If a family must be verified as unsheltered, explain the process
- If a family has been verified as unsheltered, either by the AP Mobile Team, SFHOT, or other public servants like a police officer or HSOC (Healthy Street Operations Center) personnel:
 - Refer to the Shelter/TH CQ since verified as unsheltered
 - Offer shelter for which they are eligible, if available and they are next, or explain Family AP will contact them when HFCEB/IRS placement is available/eligible
- Record every offer or decline of Congregate or Individual Room Shelter via a service in ONE



Key Changes

Primary Assessment & Housing Referral Status Workflow

WHAT CHANGED?

Housing Referral Status replaced Priority Status language

- Implemented March 2020

Problem Solving Status replaced Non-Priority Status language

- Implemented March 2020

Housing Referral Status family is referred to RRH

PURPOSE

- New language clearly states which referral assistance a family will receive
- Households were rightly offended by the Non-Priority Status language, which suggested a household wasn't worthy of help
- RRH is the most plentiful permanent housing program via HRS



Family CE Policy Questions

Primary Assessment & Housing Referral Status

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Is a new assessment required if their household's composition changes and are they required to seek services at a different type (population) AP?

- a. Under discussion. For now, continue with the existing practice, which is to reassess based on the new family composition.

Is it mandatory to reassess a family after 90 days?

- b. No. It is not mandatory to reassess a family after their assessment has expired and they are actively being assessed via CE. Only reassess a family if the family is not proactively seeking services from HRS.

In ONE, how can one determine if a family is housing referral status?

- a. On the profile page under the photo you will find various messages for referral, status, etc.

If a household is housing referral status but their family composition changes, does the family keep their housing referral status designation?

- a. Yes. A household's housing referral status designation remains in effect if their assessment is valid (has not expired, which is 90 days for families and 180 days for adults and youth).

Can RRH be offered to a housing referral status family who is in transitional housing?

- a. Yes.



Knowledge Check: What should you do?

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John and his two children have been staying at Harbor House for the last 6 months. Prior to moving into Harbor House they completed a Primary Assessment with Mission Access Point and were Housing Referral Status. They have not been offered a housing intervention through Family CE and are no longer on the Community Queue because their assessment is over 90 days old. What is the next step?

- a. refer them back to the Community Queue
- b. re-assess
- c. a and b

Answer: c



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Housing Case Review

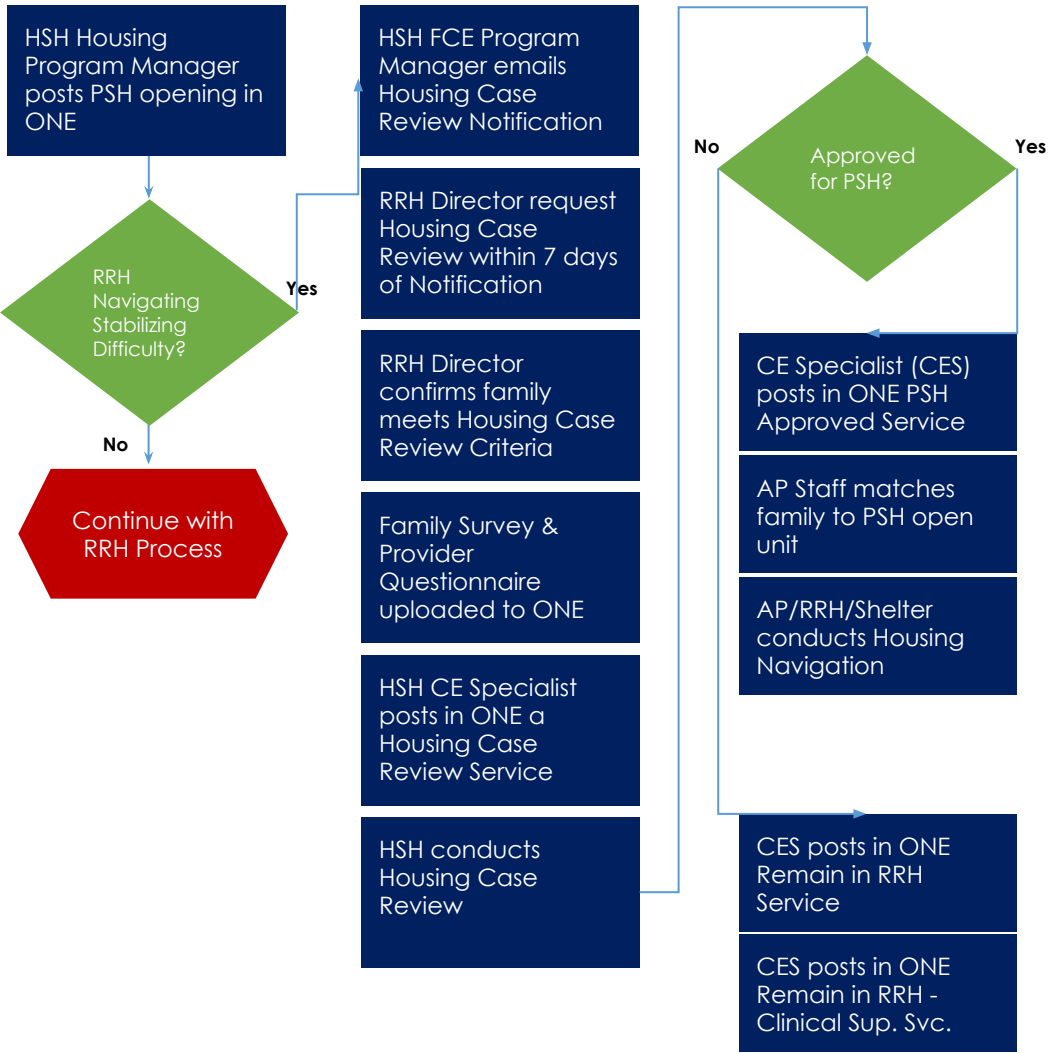
WHAT IS IT?

Housing Case Review is the process to ensure services provided and participation in a RRH program are rapidly evaluated in order to refer, as necessary, a family to an intervention that better supports their demonstrated needs

WHY DO WE DO IT?

- After completing the Primary Assessment, each housing referral status household is immediately referred to RRH – no direct referral to PSH
- To provide a pathway to clinical services support or PSH should the need arise

Housing Case Review Flow



Housing Case Review

Housing case review ensures that services provided and participation in a RRH program are rapidly evaluated. As necessary, a family can be referred to a PSH or behavioral health intervention that better supports their demonstrated need, and/or clear expectations are given to the RRH Provider so they can assist a family in accordance with the program's scope of work requirements.

Housing Case Review Request

- When there is a Permanent Support Housing (PSH) opening a request can be made for housing case review
- If a family meets the specified program requirements for the available PSH unit
- If a family meet the housing case review criteria:
 - **During Housing Navigation:** Family has challenges with the housing navigation process, even with receiving navigation support as defined by the Scope of Service and outcomes
 - **While enrolled in a Program:** Family has established residency in a housing program, but is having difficulty stabilizing in housing, even with receiving the contractually prescribed stabilization support
- Family completes **Family Survey** – uploaded to ONE
- Provider complete **Provider Questionnaire** – uploaded to ONE
- Other supporting documentation – uploaded to ONE
- Family and Provider participants in the Housing Case Review meeting

Housing Case Review Outcomes

There are three outcomes for housing case review and the HSH Coordinated Entry Specialist records all outcomes, and notifies via email AP, RRH and Behavioral Health staffs of next steps

- Family remains in RRH & Provider assist family per the provider's Scope of Service
- Family remains in RRH and offered clinical support
 - RRH staff refers family to the Behavioral Health team for clinical service
- Family referred PSH
 - AP staff match family to PSH open unit and begins housing navigation process
 - If family is unsheltered, AP staff helps with housing navigation
 - If family is sheltered, shelter staff helps with housing navigation
 - If family is housed with a RRH subsidy, RRH staff helps with housing navigation
- Housing navigation includes various activities: Housing application completion, including help with procurement of first month's rent and security deposit costs; document gathering; interview scheduling with supportive services & property management; housing denial appeal process, and move-in to housing, including help with providing/identifying transportation for belongings

Housing Case Review Approvals & Participants

Family CE Program Manager makes final decision for housing case review requests and approvals. If a grievance is submitted, the CE Manager makes final decision. Family; HSH; AP, housing provider, shelter, clinical, & external care teams participate as needed



Key Changes

Housing Case Review Workflow

WHAT CHANGED?

House Case Review process was created to ensure a family who demonstrated the need for a higher-level intervention could be evaluated for a potential referral to PSH or Behavioral Health Support

- Only available to RRH housing referral status families
- Implemented in March 2020

PURPOSE

PSH is a scarce HRS resources and only a housing referral family who shows a vulnerability to experiencing sustained homelessness based on homelessness history, housing barriers, & disabling conditions will be considered for this program, and behavioral health support.



Family CE Policy Questions

Housing Case Review

43

Who can request a Housing Case Review for the family?

- a. Only the family and the RRH Provider.

When can a Housing Case Review be requested?

- b. When there is a PSH opening. Family CE Program manager will email the RRH providers regarding a PSH opening.

Why was Housing Case Review implemented?

- a. Since there are no direct referral to PSH once a family completes the Primary Assessment, the Housing Case Review, provides the opportunity to determine if a family requires a different intervention like PSH or behavioral health support.

What is the criteria for Housing Case Review?

- a. During Housing Navigation: Family has challenges with the housing navigation process, even with receiving navigation support as defined by the Scope of Service and outcomes.
- b. While enrolled in a Program: Family has established residency in a housing program, but is having difficulty stabilizing in housing, even with receiving the contractually prescribed stabilization support.



Knowledge Check: What should you do?

44

16a) Observational for Interviewer:
Describe the noted impairment?

difficult to focus due to her stress and depression that make it very difficult to attend her daughters illness.

What would have been a more appropriate observational response for the Interviewer?

- a. Household appears depressed
- b. Household seems stressed
- c. Household has difficulty focusing on our conversation
- d. All the above

Answer: d. It appears the family's perspective was given and not the observer's—the observer probably doesn't have the ability to know whether the HSH (head of household) can attend to her daughter's illness.



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Housing Support Program (HSP)

WHAT IS IT?

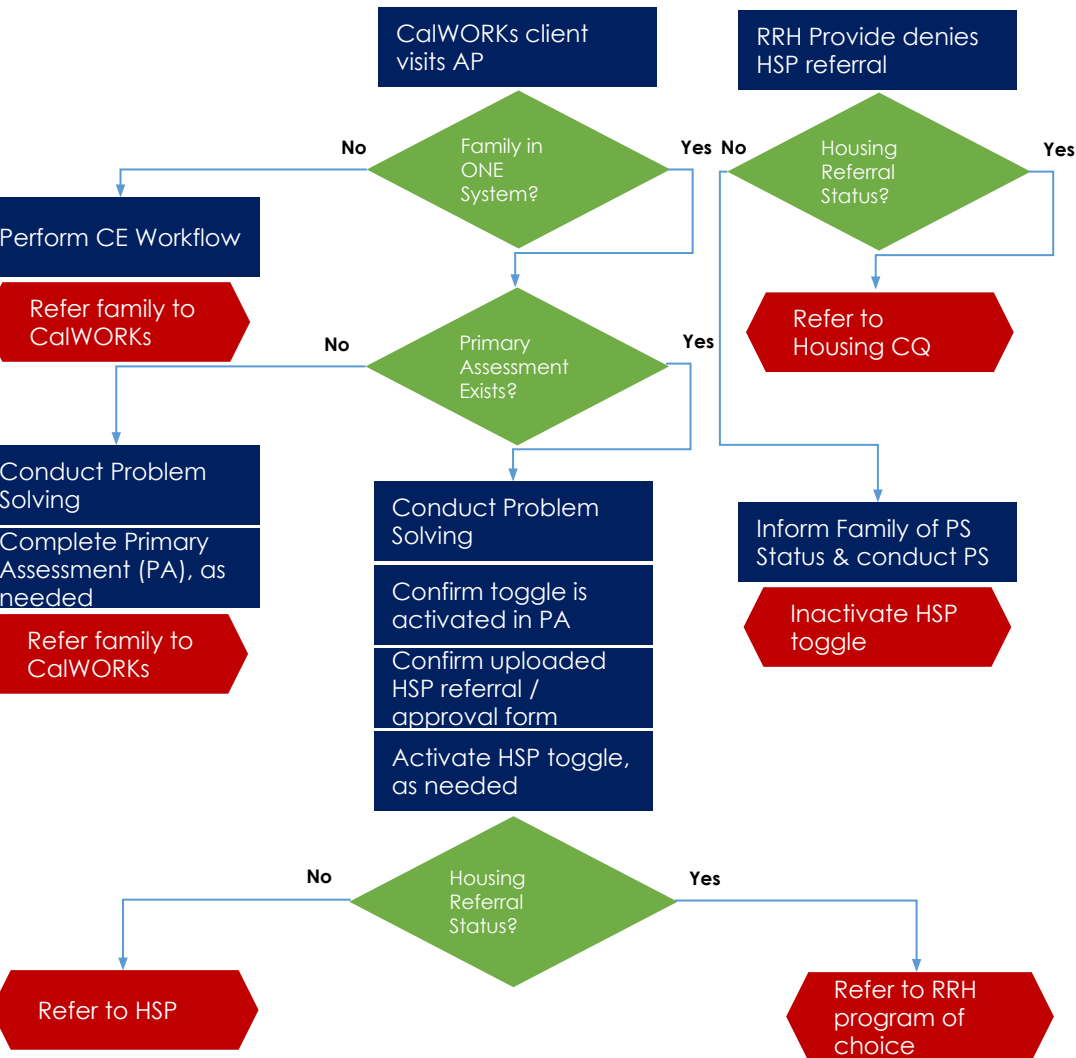
Human Service Agency (HSA) CalWORKs Rapid Rehousing subsidy program

- Only CalWORKs staff determines HSP eligibility
- Housing Referral Status family can be referred to HSP
- Problem Solving Status family can be referred to HSP

WHY DO WE DO IT?

- Ensure HSP referrals occur via Coordinated Entry to avoid simultaneous referral of a family to multiple housing programs
- Ensure a HSP eligibility family also has access to services for which they are eligible via the Homelessness Response System

HSA Housing Support Program (HSP) Flow



HSA Housing Support Program (HSP)

HSP is a RRH subsidy program funded by the Human Services Agency (HSA). Only CalWORKs HSA staff determines a family's HSP eligibility. Although HSA funds HSP, HSP referrals occur via the CE process so that families are not simultaneously referred to multiple housing programs for which they may be eligible. To aid in the identification of a HSP eligible family, AP staff:

- Receives weekly HPS report regarding the number of eligible HSP families
- Provides updates/resolves questions at the weekly RRH-HSA-HSH HSP meeting
- Refers to HSP process for additional guidance: HSA_CE_HSP Process

HSP Process Flow – AP Role

- CalWORKs household requests assistance from HRS
- AP staff conducts CalWIN lite search to confirm CalWORKs status
 - If not in CalWIN, AP staff will refer the family to HSA
- AP Staff conducts a search in ONE and completes CE activities

Household has a Primary Assessment in ONE

- AP staff:
- Conducts problem solving (PS)
 - Confirms HSP toggle is activated in Primary Assessment
 - Confirms HSP referral/approval form is uploaded
 - Activates, as necessary, HSP toggle if HSP referral/approval form uploaded
 - Confirms Note documenting HPS eligibility uploaded
 - Completes Primary Assessment if expired
 - If housing referral status, refers family to only one RRH program for which they are eligibility, including HSP – it's the household's choice
 - If family is problem solving status, refers family to HSP, which is the household's only option

Household doesn't have a Primary Assessment in ONE

- AP staff:
- Conducts problem solving (PS)
 - Completes Primary Assessment if PS is unsuccessful
 - Confirms household is HSP eligible via uploaded HSP referral form and Note in ONE
 - If family is housing referral status, refers them to only one RRH program for which they are eligibility, including HSP – it's the household's choice
 - If family is problem solving status, refers them to HSP, which is the household's only option

Household not in ONE

- AP Staff:
- Performs CE workflow activities
 - Refers household to HSA CalWORKs

RRH provider denies HSP eligible household the HSP subsidy

- AP staff:
- Receives via ONE the RRH program denial notice
 - If the family is Housing Referral Status, refers household to the Housing CQ
 - If the family is problem solving status, informs household of their status and conducts PS
 - Inactivates the HSP toggle



Key Changes

Housing Support Program (HSP) Workflow

WHAT CHANGED?

HSP RRH subsidy referrals occur via the CE process eligible family

- Human Services Agency manages and provides funding for the HSP program
- Implemented in December 2019

PURPOSE

Avoid simultaneously referring a family to HSP and other housing programs for which they may be eligible and prevent duplication of efforts by various city and provider agencies that are assisting a HSP eligible family.



Family CE Policy Questions Housing Support Program

48

Who determines a family's HSP eligibility?

- a. Only the CalWORKs HSA staff.

Why are HSP referral made through CE since is a Human Services Agency program

- a. Prior to HSH and HSA collaborating to ensure HSP RRH subsidy referrals occurred via CE, HSP eligible families would visit an AP seeking services. As some family assessed as housing referral status, they were referred to permanent housing programs, but it was later discovered they previously had been referred to HSP RRH subsidies. Hence, coordination of HSP through CE prevents the duplication of efforts by various city and provider resources.
- b. The goal of any CE process is to ensure homelessness related shelter and housing programs are funneled through CE.



Knowledge Check: What should you do?

49

1. If a RRH provides denies the referral for a HSP family who is problem solving status, can AP staff re-refer the family to another housing program?
2. Should the family be re-referred to the Housing CQ?

Answer: 1. No, and 2. No.



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Housing Referral (Match)

WHAT IS IT?

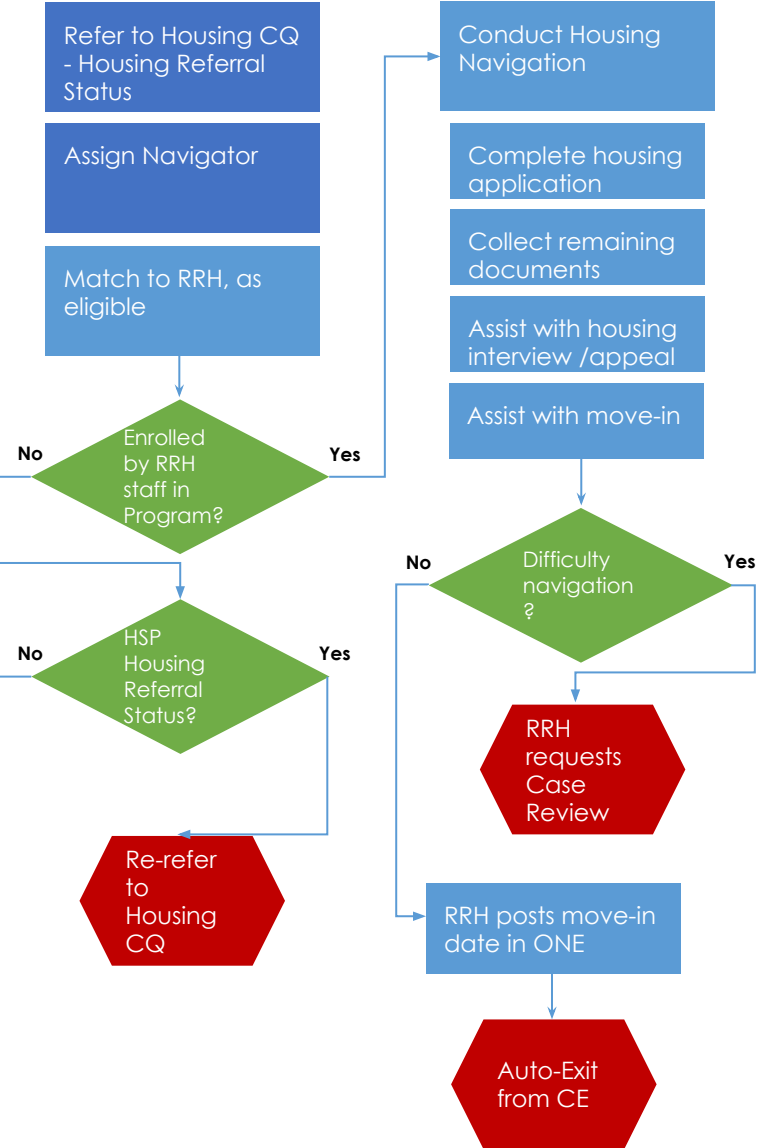
Housing Referral matches a Housing Referral Status family to Rapid Rehousing program that is funded by or coordinated through the Homelessness Response System

- If a family is eligible for multiple programs, they select the program to which they will be referred

WHY DO WE DO IT?

- Penultimate step for getting the most vulnerable San Francisco families experiencing homelessness housed
- Aligns with HSH Strategic Framework to End family homelessness by December 2021

Housing Referral (Match) Flow



Housing Referral (Match) Flow

The housing referral (match) process is the next to last step getting moved into permanent housing via the Rapid Rehousing (RRH) program. When a family is match to RRH program, a housing navigator is assigned, and they are the AP staff person who can aid the family with getting the document needed RRH; however, it is typically the RRH case manager who works with the family in the housing navigation process.

Housing Referral

- Match the HoH to a RRH program for which they are eligible, including HSP
- Assign navigator
- RRH will approve or deny the HoH for the RRH program
 - If approved, RRH staff will enroll family in the RRH program
 - If denied, RRH staff will exit the family from the RRH program
- AP staff will receive a ONE System notification the family was denied and exited from the RRH program
 - If the family is non-HSP eligible and housing referral status, AP staff will re-refer the HoH to the Housing CQ
 - If the family is HSP eligible and housing referral status, AP staff will re-refer the HoH to the Housing CQ
 - If the family is HSP eligible and problem solving status, AP staff will not re-refer the HoH back to the Housing CQ
- Assist with scheduling appointments for housing move-in, as needed
- RRH staff post move-in date in ONE
- ONE auto-exits family from CE (for example, CCAP/MAP/BAP) once move-in date is posted
- AP staff assists with housing navigation for RRH housing referral status families, as needed, and PSH housing referral status families if the family is unsheltered

Housing Case Review

If a family is referred to Permanent Supportive Housing (PSH) as a result of completing the housing case review process, AP staff will assist the family with housing navigation once HSH staff notifies the AP via email of the name of the family being referred and the property to which the family is being referred. Navigation includes assisting the family with:

- Completing the housing application within one week
- Uploading the completed application in ONE
- Emailing the HSH Housing Program Manager regarding the uploaded, completed housing application
- Procuring outstanding documentation:
 - Required identifications
 - Statements of Income
 - Certifications of Homelessness
 - Verifications of Homelessness
 - Etc.
- Scheduling interviews support services and property management appointments
- Managing the application appeal process
- Scheduling unit viewing and move-in appointments
- RRH staff post move-in date in ONE
- ONE auto-exits family from CE (for example, CCAP/MAP/BAP) once move-in date is posted



Key Changes

Housing Support Program (HSP) Workflow

WHAT CHANGED?

HSP RRH subsidy referrals occur via the CE process eligible family

- Human Services Agency manages and provides funding for the HSP program
- Implemented in December 2019

PURPOSE

Avoid simultaneously referring a family to HSP and other housing programs for which they may be eligible and prevent duplication of efforts by various city and provider agencies that are assisting a HSP eligible family.



Family CE Policy Questions Housing Match & Navigation

53

Can a family be referred to multiple programs?

- a. Yes and no. A family cannot be referred to multiple housing programs, but a housing referral status family can be referred to RRH and shelter simultaneously.

If a housing program provider denied a family (due to ineligibility), can the family be re-referred to the housing CQ?

- b. Yes. If a family is housing referral status, they should be immediately re-referred to the Housing CQ.
- c. No. If a family is problem solving and was denied HSP by the provider they cannot be re-referred to the housing CQ. They immediately should be offered problem solving.

If a family is HSP eligibility, can they be referred to other housing programs?

- a. Yes. If a family is eligible for other RRH programs outside of HSP and they are housing referral status, they are be referred to those programs; it is the family' choice.

Who's responsible for getting a family documents ready for a referral to PSH?

- b. AP staff if the family is unsheltered.
- c. Shelter team if the family is in shelter.
- d. RRH provider if the family is in a RRH program.



Shelter Placement Criteria (IRS) Assessment

WHAT IS IT?

Tool that initiates a family's unsheltered verification process and enables their access to emergency congregate bed or individual room shelter

- Offered to an unsheltered family; not offered to a family who could become unsheltered

WHY DO WE DO IT?

- To provide an unsheltered family access to emergency shelter as an alternative to:
 - Street or on parking lot/in parking structure
 - In a doorway/abandon building
 - In a vehicle



What Do Shelters Do?

WHAT IS IT?

Temporary, emergency safety net—not the destination—for an unsheltered family needing permanent housing

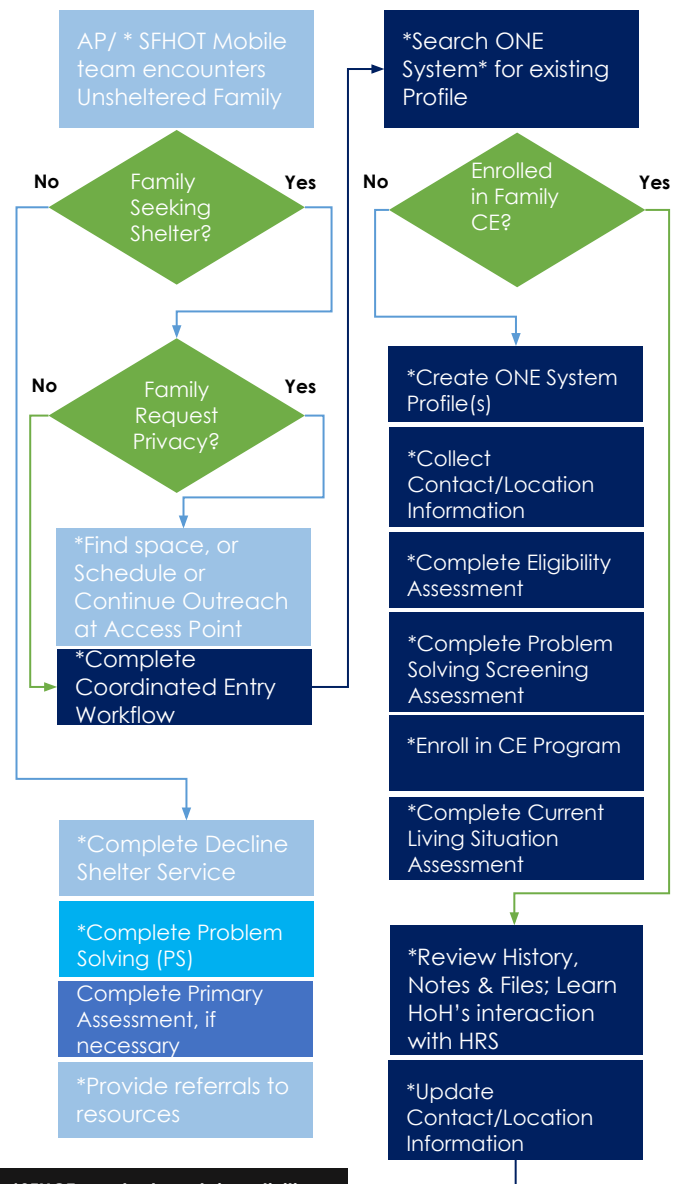
- Offer strong supportive services, including problem solving; intakes/assessments; housing search & placement; document collection; financial planning assistance; behavioral health; etc.

WHY DO WE DO IT?

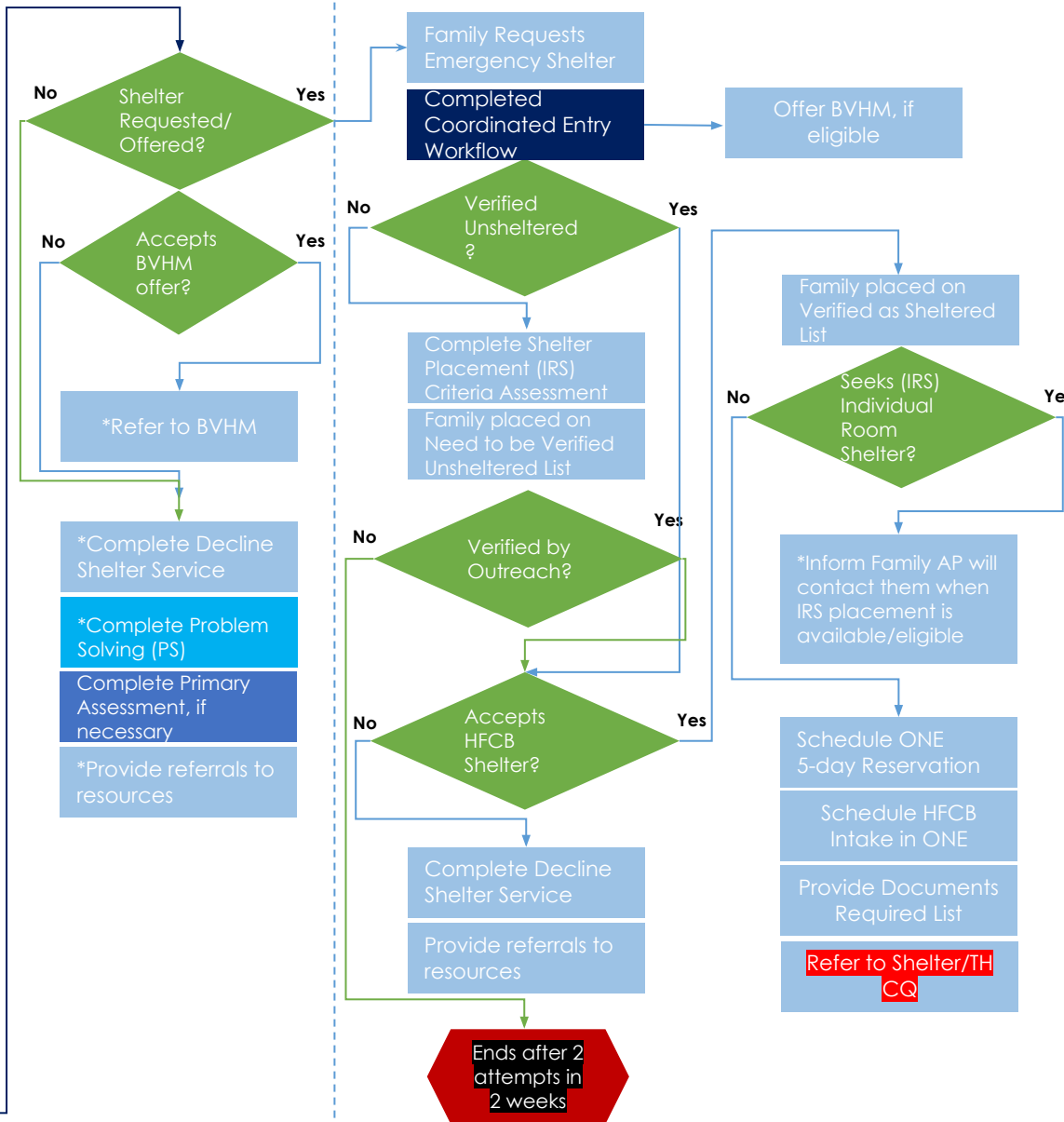
- To provide an unsheltered family access to emergency shelter as an alternative to:
 - Street or on parking lot/in parking structure
 - In a doorway/abandon building
 - In a vehicle

Detailed View of the Unsheltered Family Process Flow

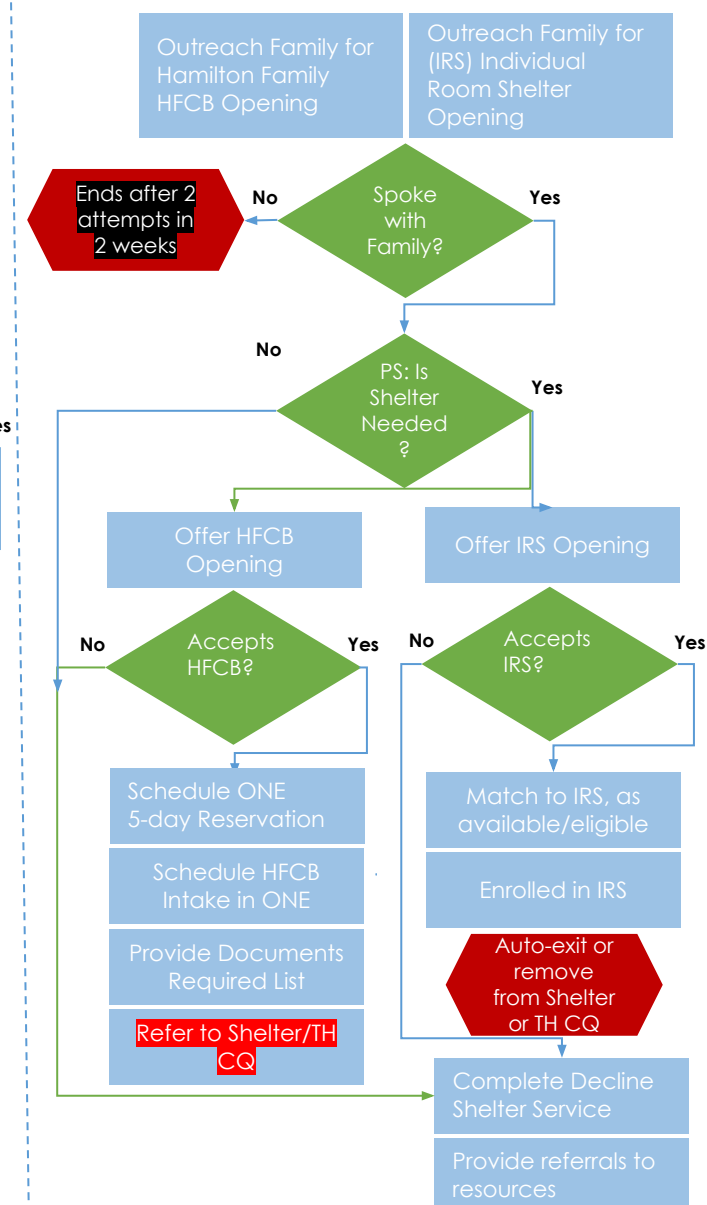
Engagement by Mobile Outreach Teams



Engagement at Access Point

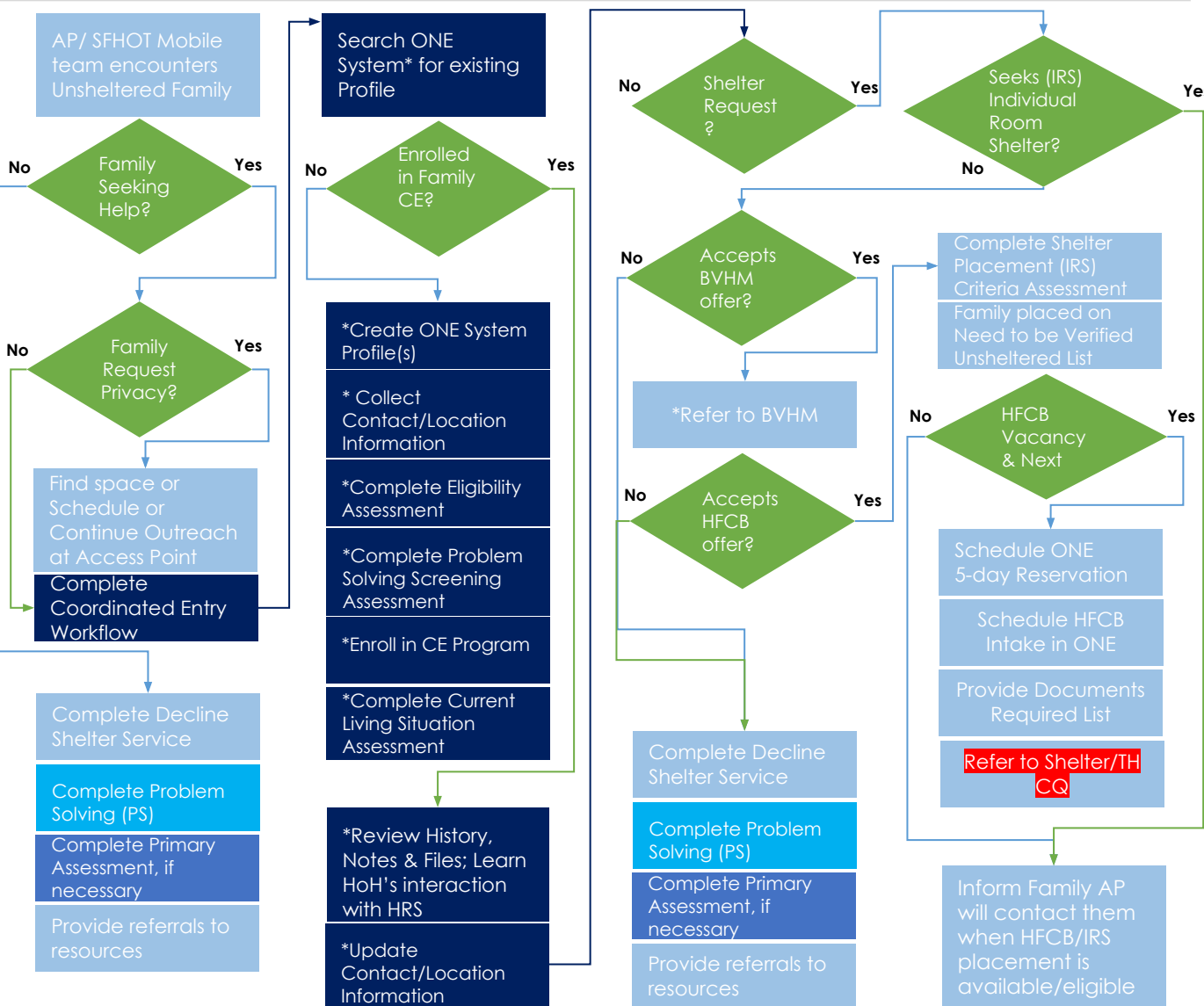


AP Verified Unsheltered Outreach



Unsheltered Family Process Flow

AP and SFHOT Street Outreach



AP Mobile and SFHOT Street Outreach Team

AP Mobile/SFHOT outreach teams will encounter unsheltered families who want shelter or permanent housing. AP staff perform all activities below while the SFHOT Team, Supervisor, and/or Shift Lead will perform some of these activities, include referring/taking families to AP for additional services:

Getting Started

- Provide space for privacy or offer to schedule an appointment with an AP
- Confirm if Family has profile in ONE, if ONE profile doesn't exist, complete:
 - Profile
 - Contact and Location Information
 - Eligibility Assessment
 - Problem Solving Screening Assessment
 - Enrollment in CE Program
 - Current Living Situation Assessment
 - Problem solving
- If Family has profile in ONE, review and/or conduct:
 - History, Notes & Files to become familiar with a family's engagement with HRS
 - Contact and Location Information – only update
 - Problem Solving Screening Assessment – only update
 - Problem solving
- Offer BVHM/shelter if family is eligible and problem solving is unsuccessful
 - Family contacts AP within 3 days of first stay
 - AP staff enrolls family in CE, conducts CE workflow
 - Complete **Shelter Placement Criteria Assessment** and refer to Shelter/TH CQ
- Conduct **Shelter Placement Criteria Assessment**
 - Toggle: **Has this family been verified unsheltered by SFHOT or Access Point Outreach Teams?**
 - If AP staff is outreaching the family, toggle: **Has this unsheltered family visited or engaged the Access Point?**
 - Refer family to Shelter and TH community queues (Shelter/TH CQ)
- Offer HFCB if household does not have children in SFUSD or prefers HFCB
 - If household accepts HFCB and there is a vacancy:
 - Confirm family is next on the **Verified Unsheltered Families Eligible for Placement at HFCB** Look ((HFBC Reservation Dashboard)
 - If next, make 5-day reservation
 - Schedule HFCB intake for 10 AM; 2 PM and 5 PM
 - Provide document requirements list for shelter
 - Explain what family should expect for shelter intake
 - Refer to Shelter/TH CQ
 - If not next, inform household Family AP will contact them when HFCB placement is available/eligible, and provide AP contact information
 - If household accepts HFCB and there is not a vacancy:
 - Explain Family AP will contact them when HFCB placement is available/eligible, and provide AP contact information
- If household want IRS, explain family AP will contact them when IRS placement is available/eligible, and provide AP contact information
- If BVHM or HFCB shelter is declined, offer the family a referral to community resources and complete in ONE a service with the reason for the decline:
 - **Decline offer of Congregate Shelter: Buena Vista Horace Mann**
 - **Decline offer of Congregate Shelter: Hamilton Families**

Unsheltered Family Process Flow

Engagement at the Access Point

Engagement at the Access Point

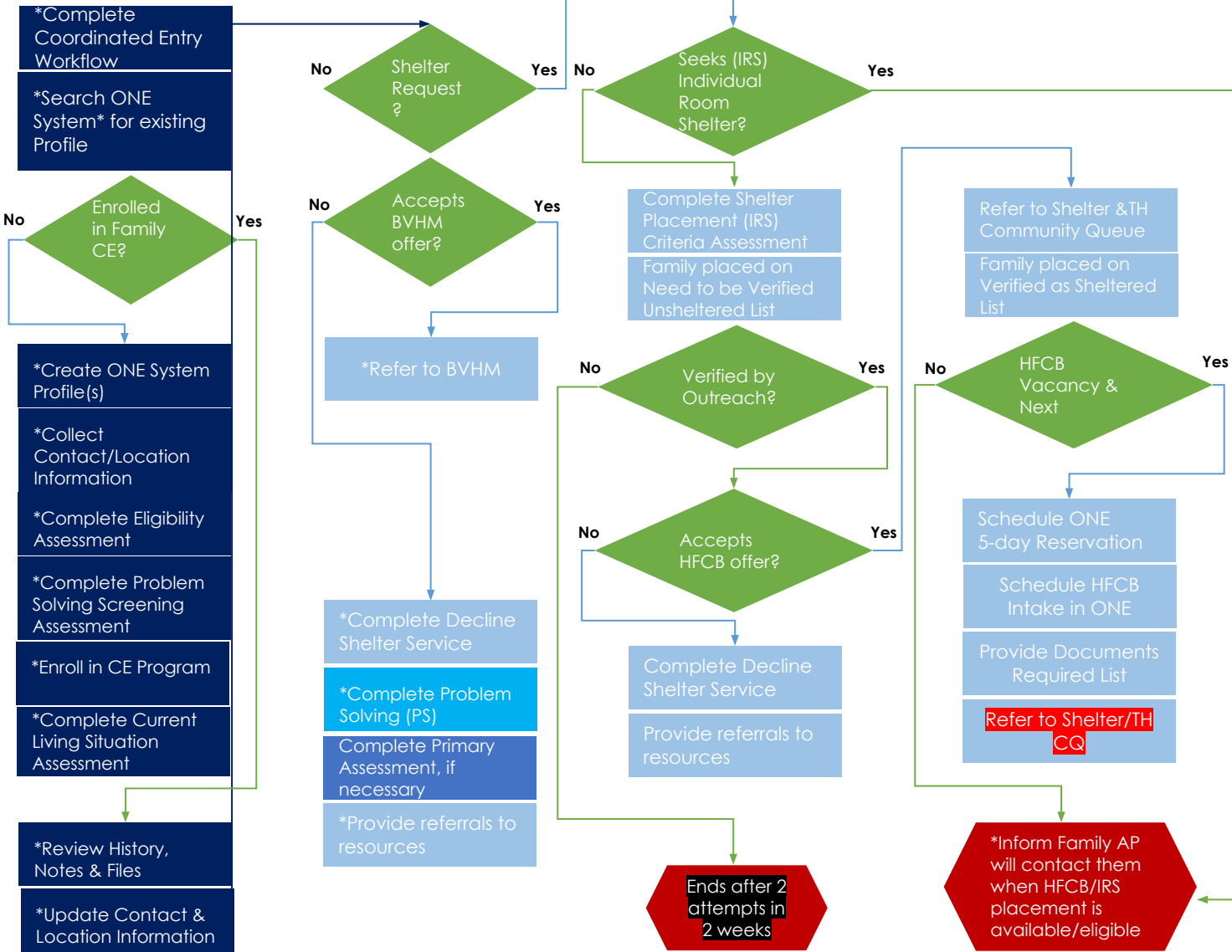
A family can call/visit an AP to seek shelter. After completing the CE Workflow, staff conducts problem solving (PS) to help the family rapidly find housing external to HRS. If a family is unable to secure housing with their network, offer BVHM and/or the Shelter Placement Criteria Assessment.

Getting Started

- A family may request privacy; provide as possible or aid in scheduling an appointment with an AP and provide/arrange transportation
- Confirm if family has profile in ONE, if not, complete:
 - Profile
 - Contact & Location Information
 - Eligibility Assessment
 - Problem Solving Screening Assessment
 - Enrollment in CE Program
 - Current Living Situation Assessment
 - Problem solving
- If Family has profile in ONE, review and/or conduct:
 - History, Notes & Files
 - Contact and Location Information – only update
 - Problem Solving Screening Assessment – only update
 - Problem solving

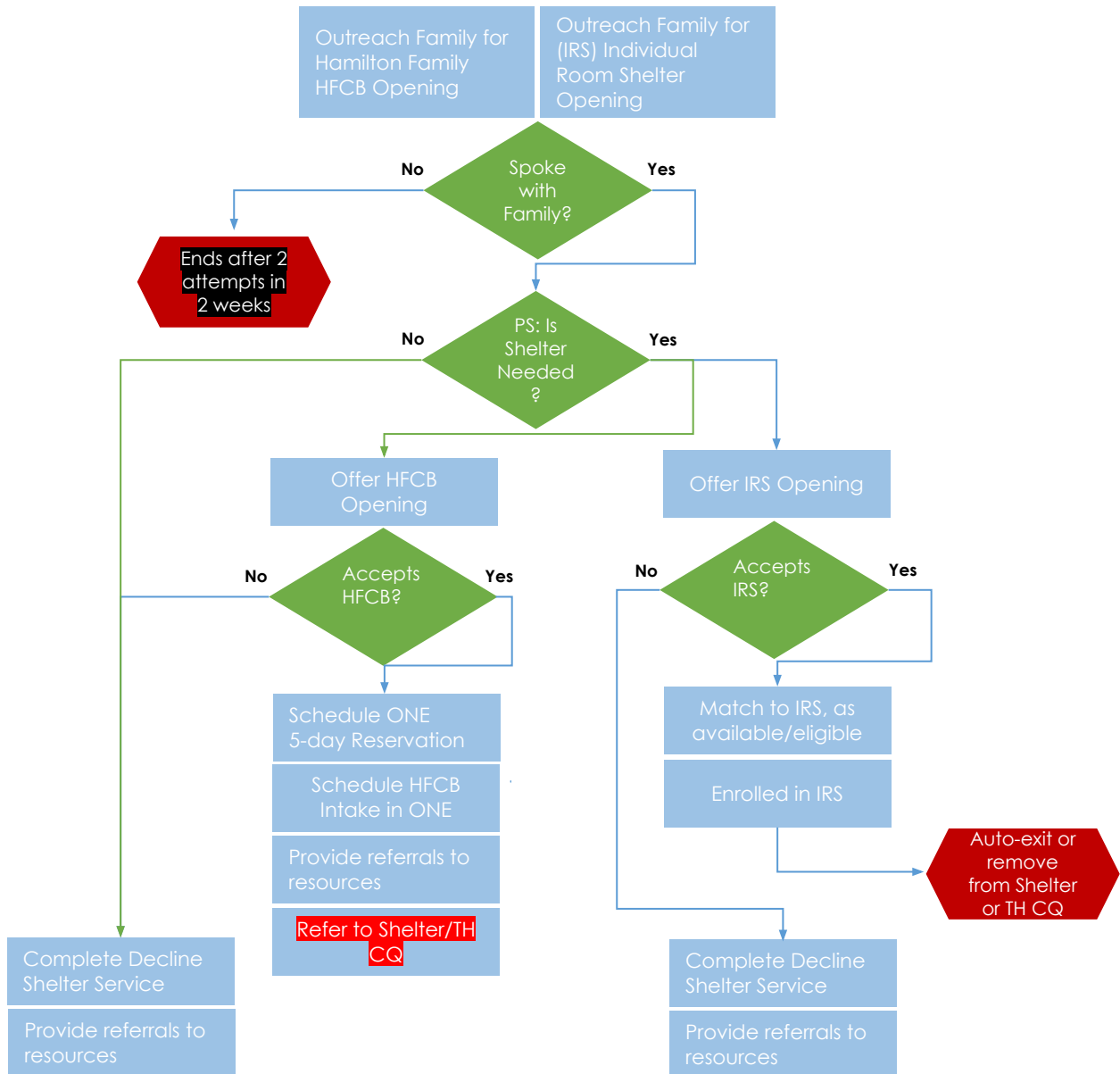
Assisting with Shelter

- Offer BVHM/shelter if family is eligible and problem solving is unsuccessful
 - Family contacts AP within 3 days of first stay
 - AP staff enrolls family in CE, conducts CE workflow
 - Complete **Shelter Placement Criteria Assessment**; refer to Shelter/TH CQ
- Conduct **Shelter Placement Criteria Assessment**
- Toggle: **Does this family need to be verified unsheltered?** and **Has this unsheltered family visited or engaged the Access Point?**
- Explain the unsheltered verification process:
 - AP team will make two attempts to verify
 - If not verified after two weeks, remove family from the **Families Who Need to be Verified Unsheltered** report
 - All outreach attempts services are recorded in ONE
- After unsheltered verification
 - Conduct PS with family
 - Offer HBCB if household does not have children in SFUSD
 - If household accepts HFCB and there is a vacancy:
 - Make 5-day reservation
 - Schedule HFCB intake for 10 AM, 2 PM & 5 PM
 - Provide document requirement List
 - Refer to Shelter/TH CQ
 - If household accepts HFCB and there is not a vacancy:
 - Explain they will be contacted if HFCB placement is available/eligible
- If household want IRS, explain Family AP will contact them when IRS placement is available/eligible, and provide AP contact information
- If BVHM or HFCB shelter is declined, offer the family a referral to community resources and complete in ONE a service with the reason for the decline:
 - Decline offer of Congregate Shelter: Buena Vista Horace Mann



Unsheltered Family Process Flow

AP Verified Unsheltered Outreach



Access Point Verified Unsheltered Outreach

AP Mobile outreach team is responsible for verifying as unsheltered all families requesting congregate bed and individual room shelter from HRS. Once a family is verified as unsheltered, they immediately should be referred to a shelter opening for which they are eligible and that accommodates their family composition. A family may be next on the **Verified Unsheltered Families Eligible for Placement at HFCB** or **Individual Room Shelter** reports but may not be placed in the next available opening because they don't meet the program or composition criteria.

AP Mobile Operations

- Operate from 7AM to 6PM, two shifts: 7AM to 11AM and 1PM to 5PM
- Two attempts at each location (if a pattern of not being available; then stop outreach)

Verify the Family

- Use **Families Who Need to be Verified Unsheltered for Shelter Placement** report to identify families to be verified unsheltered
- Families on the report because **Does this family need to be verified unsheltered?** was toggled in the **Shelter Placement Criteria Assessment**
- Compile name families based geographical location
- Printout list of families/UIDs/location description
- Review notes/services to confirm a family's school, work or childcare hours
- Call upon arrival to the verification location
- Outreach to all the families on the list, even if they aren't at the location when called

Family is Located and Verified

- Conduct problem solving
- Untoggle **Does this family need to be verified unsheltered?** in **Shelter Placement Criteria Assessment**
- Refer family to shelter CQ and TH community queue (CQ)
- Offer HFCB if household does not have children in SFUSD
 - If household accepts HFCB and there is a vacancy:
 - Confirm family is next on the **Verified Unsheltered Families Eligible for Placement at HFCB** Look ((HFCB Reservation Dashboard)
 - If next, make 5-day reservation
 - Schedule HFCB intake for 10 AM; 2 PM and 5 PM
 - Provide document requirements list for shelter
 - Explain what family should expect for shelter intake
 - Refer to Shelter/TH CQ
 - If not next, explain Family AP will contact them when HFCB placement is available/eligible, and provide AP contact information
 - If household accepts HFCB and there is not a vacancy:
 - Explain Family AP will contact them when HFCB placement is available/eligible, and provide AP contact information
 - If household want IRS, explain family AP will contact them when IRS placement is available/eligible, and provide AP contact information
 - If BVHM or HFCB shelter is declined, offer the family a referral to community resources and complete in ONE a service with the reason for the decline:
 - **Decline offer of Congregate Shelter: Buena Vista Horace Mann**
 - **Decline offer of Congregate Shelter: Hamilton Families**
- Update Profile, household, Contact and Location information
- As necessary, complete a Primary Assessment



Key Changes

Shelter Criteria Placement Assessment Workflow

WHAT CHANGED?

SFHOT will help encountered unsheltered families complete this assessment, which enables SFHOT to refer and schedule HFCEB reservations

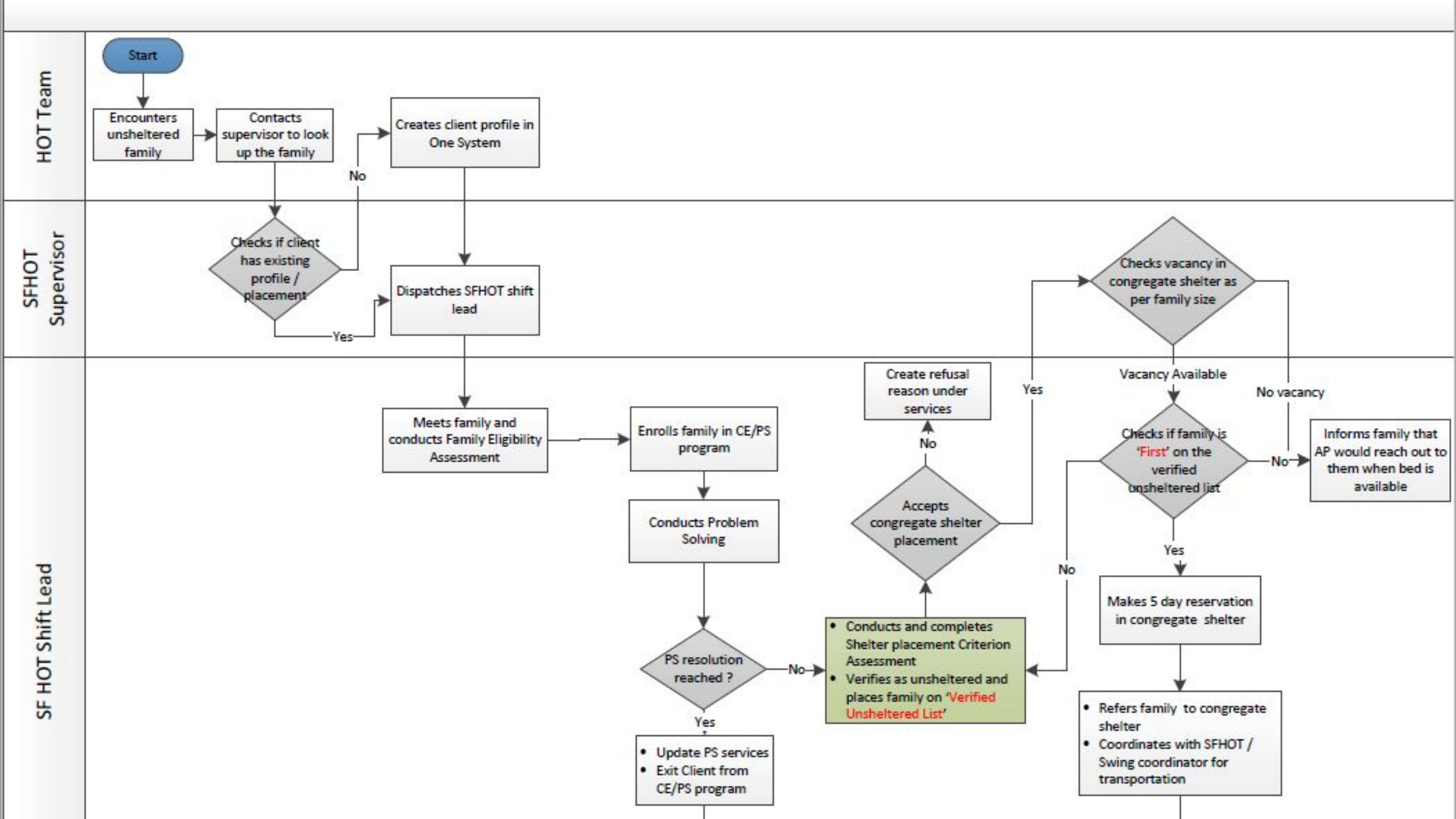
- Implemented in October 2020

Only a verified unsheltered family who completed the Shelter Placement Assessment will be referred to the Shelter/TH CQ

- Implemented in October 2020

PURPOSE

Rapidly offer shelter and other Homelessness Response System resources to unsheltered families living in places not meant for human habitation





Family CE Policy Questions Shelter Placement Criteria Assessment & CQ

62

Can a family be referred to the Shelter/TH CQ once they complete the Shelter Placement Criteria Assessment?

- a. No. All families must be first verified as unsheltered prior to being referred to the Shelter/TH CQ .

Does a family have to be re-verified as unsheltered if the following occurs?

- **Completed the Shelter Placement Criteria Assessment**
- **Verified as unsheltered by AP Mobile/SFHOT Outreach teams**
- **Offered shelter before the assessment expired in 90 days**

- a. No.

If a family is fleeing physical or domestic violence, is it required for the family to be verified as unsheltered prior to being offered Individual Room Shelter

- a. No.

Which families are immediately referred to the Shelter/TH CQ?

- b. Family fleeing physical/domestic violence.
- c. Family sheltering at BVHM (Buena Vista Horace Mann) family shelter:
 - i. AP staff will refer the Shelter/TH CQ after completing the Shelter Placement Criteria Assessment.
- d. Family attending in HFCB (Hamilton Family Congregate Bed) family shelter:
 - i. Referred by Outreach teams to Shelter/TH CQ completing the HFCB 5-day reservation and intake scheduling process.

Because BVHM and HFCB families are in emergency shelter, it is understood they were previously unsheltered.



Family CE Policy Questions

Shelter Placement

63

What is the eligibility criteria for placement at BVHM (Buena Vista Horace Mann)?

- a. A child enrolled in a school in San Francisco Unified School District, including a family that is doubled-up.

Does a family have to visit/call an Access Point before they can get assistance at BVHM?

- b. No. While a family may be referred to BVHM by Access Point or SFHOT staffs, the family is not required to first visit an AP before calling or going directly to BVHM.

What is the eligibility criteria for placement at HFCB (Hamilton Family Congregate Beds)?

- a. Unsheltered.
- b. Completed a Shelter Placement Criteria Assessment.
- c. Verified as Unsheltered by AP Mobile/SFHOT Outreach teams.
- d. Open unit that accommodates the family's household size.

Does a family have to visit/call an Access Point before they can get assistance at HFCB?

- b. Yes. HFCB is for unsheltered families. The family will need to encounter/engage the Outreach teams so they can complete the Shelter Placement Criteria Assessment, which is the starting point for triggering a possible referral to HFCB.



Family CE Policy Questions

Shelter Placement

64

How does a family who is staying at BVHM (Buena Vista Horace Mann) get referred to an Individual Room Shelter opening?

- a. A child enrolled in a school in San Francisco Unified School District.

How does a family who is staying at HFCB (Hamilton Family Congregate Beds) get referred to an Individual Room Shelter opening?

- a. Placement into Individual Room Shelter occurs because a family was placed on the Shelter/TH CQ. Therefore, after a family has been verified as unsheltered and they accept an offer for HFCB, AP Mobile/SFHOT Outreach teams will refer a family to the Shelter/TH CQ after completing the HFCB 5-day reservation and intake scheduling process.



Knowledge Check: What should you do?

65

What are three things to input in the ONE system for a family that needs to be verified unsheltered?

- a.
- b.
- c.

Answer: a. shelter assessment, b. location information, c. contact information



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Knowledge Check: What should you do?

66

There is a family who was exited Epiphany Center shelter with her three-month old son and significant other on October 4, 2020. I was under the impression that shelters were not putting anyone out during the pandemic. **The family has expressed that they have nowhere to go following their stay at Epiphany.**

1. Is there a possible shelter extension the **family can receive to avoid being on the streets with a three-month old baby?**
2. If not, is it possible to place them at SIP Site 28?

I believe Site 28 would be an ideal match for this family.
Let me know ASAP so that I can move forward with this family

Actual email to Leslie

Answer: AP staff do not advocate but provide solutions per the process.



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Knowledge Check: What should you do?

67

Which population is prioritized for immediate placement into individual room shelter?

- a. verified unsheltered
- b. those fleeing violence
- c. long-term stayers at congregate shelter
- d. pregnant clients

Answer: b. those fleeing violence



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Appendix

- **County & State Homelessness Response Resources**
- **Shelter Staff Contact Information**

County & State Homelessness Response Resources for HRS Ineligible Families

- **Alameda County:** <https://www.bayareacs.org/housing-navigation/> and <http://everyonehome.org/our-work/home-stretch/>, and <http://everyonehome.org/our-work/housing-crisis-response-system/>; Oakland: <https://www.bayareacs.org/wp-content/uploads/2019/04/HS-Flyer-HRC.pdf>; Berkeley, Emeryville, Albany: <https://www.bayareacs.org/wp-content/uploads/2019/07/HS-Flyer-HRC-North-County.pdf>
- **Contra Costa County:** <https://cchealth.org/h3/coc/help.php>
- **Marin County:** <https://housingfirst.marinhhs.org/>
- **Napa County:** <https://www.countyofnapa.org/272/Homeless-Services>
- **Santa Clara County:** <https://www.sccgov.org/sites/osh/ContinuumofCare/coordinated-assessment/Pages/home.aspx>
- **San Mateo County:** <https://hsa.smcgov.org/center-homelessness> and <https://hsa.smcgov.org/emergency-safety-net-assistance-core-service-agencies>
- **Solano County:** <http://www.housingfirstsolano.org/get-help--resource-connect-solano.html>
- **Sonoma County:** <https://sonomacounty.ca.gov/CDC/Homeless-Services/Coordinated-Entry-System/>
- **Statewide Social Services Agencies:** <https://www.cdss.ca.gov/county-offices>



Emergency Shelter: Non-Transitional Housing Shelter

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Program	Harbor House	Hamilton Emergency Center & Residence	Compass Family Shelter	St. Joseph's Family Center	Providence Family Shelter	Stay Over Program	Path
Director	Jonathan Blackman	Kathy Marsala	Silena Layne	Jose Landaverde	Kenisha Roach	Jaqui Portillo	Vanessa Funes
Email	Jonathan.Blackman@usw.SalvationArmy.org	kmarsala@hamiltonfamilies.org	slayne@compass-sf.org	JLandaverde@catholiccharitiessf.org	kenisharoach2011@gmail.com	jacqueline@dscs.org	vanessafunes@homelessprenatal.org
Phone	415-503-3022	415-292-9930 X 314	415-644-0504 X 4101	415-801-4726	415-642-0234	415-374-6332	415-546-6756 X 382
Other Contact	John Sweeny	LaTarsha Waldron	Michelle Rimando	Joanna Franco	Monica Henderson	Laura Valdez	Hailey Wright
Email	John.Sweeney@usw.salvationarmy.org	slwaldron@hamiltonfamilycenter.org	mrिमando@compass-sf.org	jfranco@catholiccharitiessf.org	hendersonmonica32@yahoo.com	laura@dscs.org	haileywright@homelessprenatal.org
Phone	415-503-3000	415-321-2612 X 312	415-644-0504 X 4108	415-801-4721	415-571-5850	415-282-6209 X 128	415-546-6756 X 363
Main Office	415-503-3029	415-292-9930	415-644-0504 X 4101	415-550-4478	415-642-0234	415-282-6209	415-546-6756



Emergency Shelter: Non-Transitional Housing Shelter

Program	Harbor House	Hamilton Emergency Center & Residence	Compass Family Shelter	St. Joseph's Family Center	Providence Family Shelter	Stay Over Program	Path
Fax	415-252-6159	415-292-9951	415-673-3214	415-550-4479	415-642-0156	415-282-2826	415-546-6778
Location	407 9th Street	260 Golden Gate	626 Polk Street	899 Guerrero Street	501 Steiner Street	938 Valencia St	663 Valencia St
Current Capacity	30 Individual Rooms	46 Emergency beds 27 individual rooms	22 Individual Rooms	10 Individual Rooms	25 families	20 Families	12 Individual Rooms
Hours Open	24 hours	24 hours	24 hours	24 hours	3:00 pm - 7:00 am 7 days per week	6:00pm-7:00am	24 hours
Curfew	9:00pm	Sun-Thurs 9:00pm, Fri-Sat 10:00pm	Sunday-Saturday 10:00pm	10:00pm weeknights; 12:00am weekends and holidays	8:00 PM	8:00pm	
Length of Stay	90-180	60 days	90-180 days	90-180 days	Night by Night	Night by Night	90-180 days
Access	Access Points	Access Points	Access Points	Access Points	Direct to Program	Direct to program	Access Points



Emergency Shelter: Transitional Housing Shelter

Program	COMPASS CLARA HOUSE	HAMILTON FAMILY TRANSITIONAL	HPP JELANI HOUSE
Director	Jane Schisgal	Joscelyn Meador	Angela Rasmussen
Email	jschisgal@compass-sf.org	jmeador@hamiltonfamilycenter.org	angelarasmussen@homelessprenatal.org
Phone	415-644-0504 X 5101	415-409-2100 X 110	415-707-0605 X 111
Other Contact	Barbara Whitaker	Kelsey Mustard	
Email	bwhitaker@compass-sf.org	kmustard@hamiltonfamilycenter.org	
Phone	415-644-0504 X 5102	415-409-2100 X 106	415-707-0605
Main Office	415-644-0504	415-409-2100	415-546-6756
Fax	415-863-0684	415-345-0471	415-546-6778
Location	111 Page Street	1631 Hayes Street	1601 Quesada Ave
Current Capacity	13 families	20 families	17 families
Target Population	Homeless Families	Homeless Families	Pregnant and Post-Partum
Length of Stay	24 months	12-18 months	12 months post-partum
Case Management	Required	Required	Required