



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Housing Refusal Tracking Training

Coordinated Entry Provider Meeting

March 19, 2025





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HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Agenda

- Enrollment in Coordinated Entry Programs- Review Current Process
- New Assessment to Log Housing Refusals
- Existing Events Being Retired
- Dashboard for Housing Referral Status Refusals Tracking
- Wrap-Up and Questions



# What is Changing and Why?

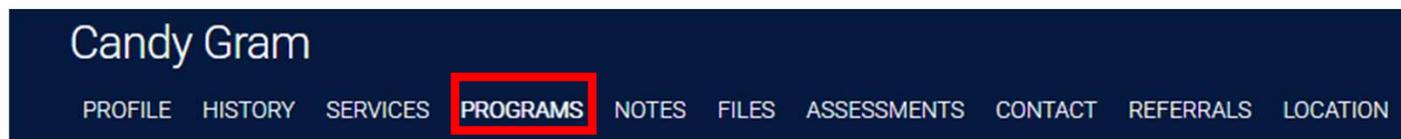
- What?
  - Logging housing refusals through a new assessment instead of events
- Why?
  - Making it easier to record refusals and track which building they're attached to

# Enrolling Households in Coordinated Entry Programs

Ensure you are under either Adult, Family, or Youth Coordinated Entry program.



Click the **PROGRAMS** tab.



# Enrolling Households in Coordinated Entry Programs

Review the Available programs and click the arrow of the appropriate program name to enroll household in the program.

ECS: Mobile Access Point	▼
ECS: SOMA Access Point	▼
Housing Navigation: ECS	▼
Housing Navigation: ECS Extended Outreach	▼
Housing Navigation: ECS Nursing Needs	▼
Housing Navigation: ECS Walk-Ins	▼
Housing Navigation: Mission Action	▼
Housing Navigation: Pretrial Diversion Project	▼
Housing Navigation: SFHOT	▼

# Click the arrow to ENROLL the household in the program.

ECS: SOMA Access Point

Active Clients

3  
CLIENTS

0 % Families  
100 % Individuals

 **Funding Source**  
N/A

**Availability**  
No Availability

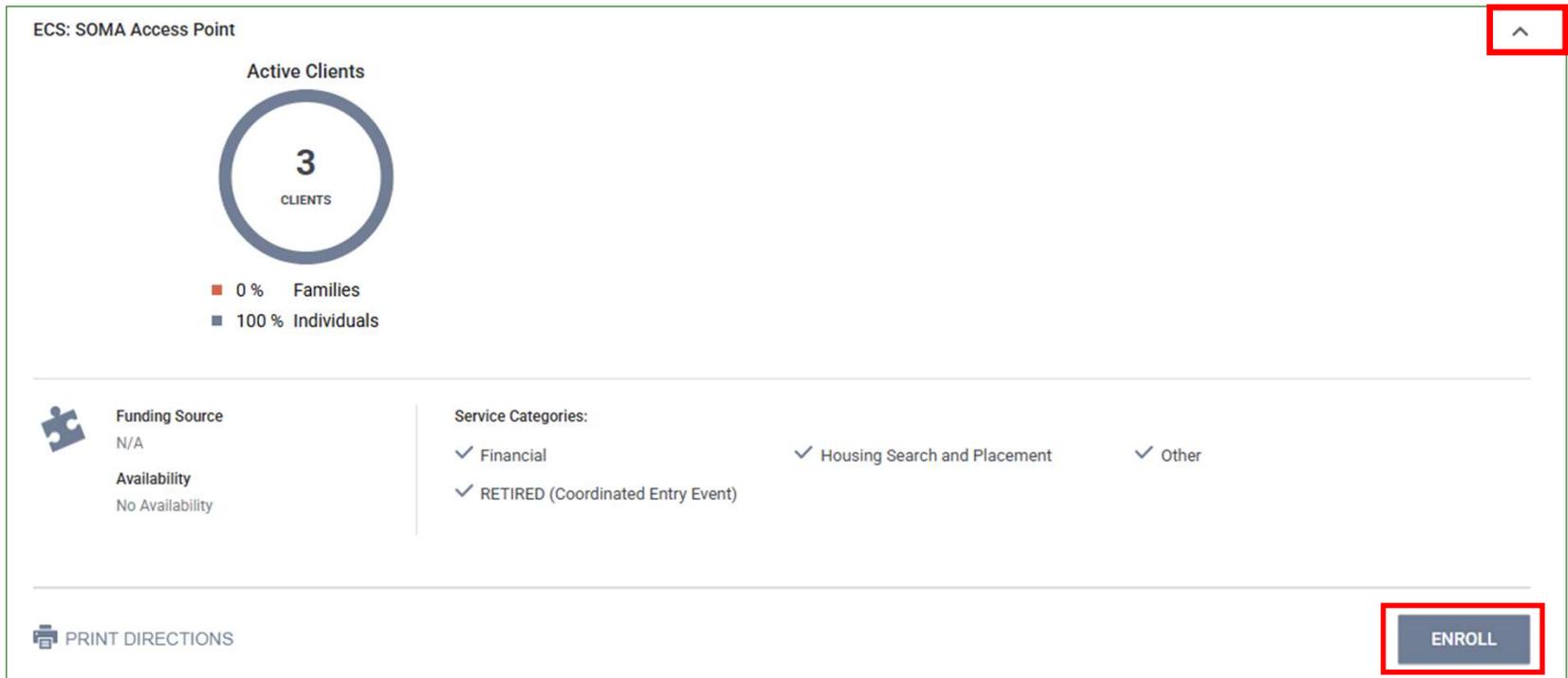
**Service Categories:**

✓ Financial      ✓ Housing Search and Placement      ✓ Other

✓ RETIRED (Coordinated Entry Event)

 PRINT DIRECTIONS

ENROLL



# Fill out the enrollment page during intake with the household.

Enroll 'ECS: SOMA Access Point' program for client Candy Gram

Program Date 02/12/2025 

TRANSLATION ASSISTANCE NEEDED

Translation Assistance Needed Select 

Last Permanent Zipcode \_\_\_\_\_

Quality of Zip Code Select 

PRIOR LIVING SITUATION

Type of Residence Select 

Is this a shared housing destination?

Length of Stay in Prior Living Situation Select 

Approximate date this episode of homelessness started \_\_\_\_/\_\_\_\_/\_\_\_\_ 

DISABLING CONDITIONS AND BARRIERS

Disabling Condition Select 

Physical Disability Select 

Developmental Disability Select 

Chronic Health Condition Select 

HIV - AIDS Select 

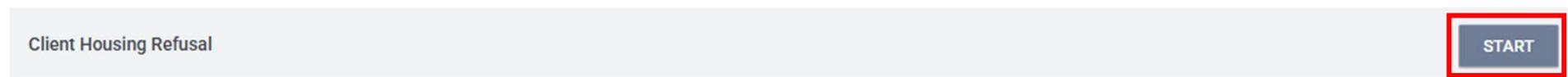
# Client Housing Refusal Assessment

This assessment is the new way to track housing refusals for Housing Referral Status clients in the ONE System, across all populations and types of housing.

Click the **Assessments** tab under the CE program enrollment...



Click the **START** button across from **Client Housing Refusal...**



# Client Housing Refusal Assessment Screenshot

CLIENT HOUSING REFUSAL

Date  

TYPE PARTIAL NAME TO LOCATE CORRECT PROGRAM IN THE DROPDOWN LIST

Housing Program  

Reason for Refusal  

Private

# Housing Program field is a dropdown containing all active programs in ONE

- Do not try to find the program using just the dropdown. If you type in part of the program name the dropdown will automatically display partial matches and it should be easy to select the correct program.
- Be aware of programs with multiple funding sources and select the specific program offered and refused.

TYPE PARTIAL NAME TO LOCATE CORRECT PROGRAM IN THE DROPDOWN LIST

Housing Program	Bayview Hill Gardens	▼
Reason for Refusal	▼ CA-501 (CA-501 - San Francisco CoC)	▲
	▼ PH – Housing with Services (no disability required for entry)	
	▼ TRAIN - Bayview Hunters Point Foundation for Community Impr...	
	Bayview Hill Gardens - HUD PBV	
	Bayview Hill Gardens - LOSP	
	▼ PH – Permanent Supportive Housing (disability required for entry)	
	▼ TRAIN - Bayview Hunters Point Foundation for Community Impr...	
	Bayview Hill Gardens - CoC	▼

# Click SAVE to complete assessment and log the housing refusal

CLIENT HOUSING REFUSAL

Date 02/19/2025 

TYPE PARTIAL NAME TO LOCATE CORRECT PROGRAM IN THE DROPDOWN LIST

Housing Program Bayview Hill Gardens - CoC 

Reason for Refusal Justice Involved: Re-Entry Delay 

Private

**SAVE** **CANCEL**

# Reasons for Refusal Dropdown List

- Building rules
- Decline SRO
- Health needs not met by the site
- Justice Involved: Re-Entry Delay
- No Private Bathroom
- No Private Kitchen
- Prefer a Different Building
- Prefer a Different Neighborhood
- Prefer a larger unit
- Reasonable participation in mandatory payee service
- Refused to Pay Rent
- Unable to independently look for housing due to mental/ medical need (for RRH offers)
- Want to live with another adult
- Word of mouth of other more desirable option
- Other refusal reason
- Unknown refusal reason

# Client Housing Refusal Viewable in Client History

Candy Gram

PROFILE **HISTORY** SERVICES PROGRAMS NOTES FILES ASSESSMENTS CONTACT REFERRALS LOCATION

HISTORY

Advanced search options [Hide](#) ^

Search  Category  Agency

Start Date  End Date

Coordinated Entry  Clear

Service Name	Start Date	End Date
Client Housing Refusal TRAIN - San Francisco Adult Coordinated Entry Agency ⓘ		02/19/2025

Program  Service  Referral  Reservation  Assessment  Events

# Existing Events Being Retired

## Referral to Housing Navigation project or services

### ➤ Refused Housing Referral:

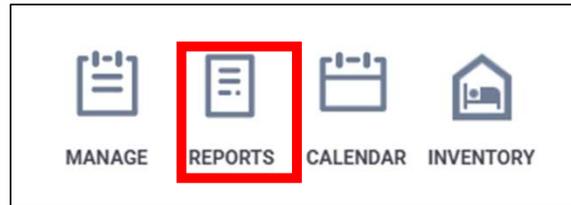
- Observed Mental Health Barrier
- Other Refusal Reason
- Prefer a Different Building
- Prefer a Different Neighborhood
- Refused to Pay Required AMI Income
- Unable to independently look for housing due to mental/ medical need (for RRH offers)
- Unknown Refusal Reason
- Refused Participation in Mandated Payee Service

# Accessing Housing Referral Status Refusals Tracking Dashboard

1. Click the **WAFFLE/LAUNCH PAD** at the top right-hand corner.



2. Click **REPORTS** tab.



3. Click **DATA ANALYSIS** tab.



4. Select **San Francisco ONE System Reports**.



5. Under any Coordinated Entry programs (Adult CES, Family CES and Youth CES), **RUN** the **Housing Referral Status Refusals Tracking** report.

Youth CES	
Aarti Offers and Denials List	▶ RUN
Housing Referral Status Refusals Tracking	▶ RUN
SF Youth Coordinated Entry Referrals	▶ RUN
YCE Pending & Pending I/P Referrals Dashboard	▶ RUN
YCE_ServiceObjectivesDashboard	▶ RUN
Youth CE	▶ RUN
Youth Community Queue Referrals	▶ RUN
Youth Flex Pool & RRH Housing Program Openings	▶ RUN
Youth Homelessness Response Dashboard	▶ RUN
Youth Homelessness Response Dashboard-25-29 (draft)	▶ RUN
Youth Open PSH Units	▶ RUN

# Housing Refusal Status Refusals Tracking Screenshot

Housing Referral Status Refusals Tracking (Training Version) just now   

	Program Agency	Refused Program	Refusal Date	Unique Identifier	Link to Client Profile	Client Full Name	Reason(s) for Refusal	Other Reason Description	User Who Logged Refusal	CE Program Agency	CE Program	CE Program Start Date	CE Program Exit Date
1	Tenderloin Housing ...	Vincent Hotel - GF	2025-03-14	382FF05AF	114896...	A1 Sauce	Building rules; ...	∅	Loretta Vallot	TRAIN - San Francisco Youth Coordinated ...	Larkin Street Access Point	2025-03-14	∅
2	UCSF Citywide	Empress - CoC	2025-03-01	4FF206FE7	114936...	Oprah Winfrey	Other refusal r...	too far from sch...	Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2025-03-01	∅
3	Five Keys Charter Sc...	Artmar Hotel - Prop C	2025-02-07	382FF05AF	114896...	A1 Sauce	Prefer a larger ...	∅	Loretta Vallot	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-05-09	∅
4	Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2025-02-06	382FF05AF	114896...	A1 Sauce	Prefer a larger ...	∅	Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-05-09	∅
5	Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2025-01-15	382FF05AF	114896...	A1 Sauce	Health needs ...	∅	Loretta Vallot	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-05-09	∅
6	Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2024-10-17	C1A5F8D26	114820...	Robert Dylan	Health needs ...	∅	Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-07-22	2024-10-17
7	Reality House West	Cadillac Hotel - Prop C	2024-10-09	C1A5F8D26	114820...	Robert Dylan	Other refusal r...	safety concerns	Loretta Vallot	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-07-22	2024-10-17
8	Episcopal Communit...	Auburn - GF	2024-10-01	C1A5F8D26	114820...	Robert Dylan	Other refusal r...	∅	Loretta Vallot	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-07-22	2024-10-17
9	Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2024-10-01	C1A5F8D26	114820...	Robert Dylan	Prefer a differ...	∅	Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-07-22	2024-10-17
10	Episcopal Communit...	Canon Kip - CoC	2024-09-26	C1A5F8D26	114820...	Robert Dylan	Prefer a differ...	∅	Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-07-22	2024-10-17
11	Tenderloin Housing ...	Jefferson Hotel - GF	2024-09-25	C1A5F8D26	114820...	Robert Dylan	Building rules; ...	∅	Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...	ECS: SOMA Access Point	2024-07-22	2024-10-17

## Next Steps...

- All events will be retired on the afternoon of Friday, March 21, 2025.
- Housing Referral Status Refusals Tracking will go- live on **Monday, March 24, 2025.**

Questions???