



# Family Access Point Training

## Part Two: New Family Eligibility and Shelter Assessments and Reports

December 2024

# AGENDA

Welcome!

SF Family Eligibility Assessment

Family Shelter Assessment

Families on the Temporary Shelter Queue Report

Wrap-up & Questions

# SF Family Eligibility Assessment

## Procedures

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Step 1: The Coordinated Entry Access Point staff or shelter staff will first discuss relocation assistance as an initial resolution.

Step 2: If relocation assistance is not a viable option for the household, the Coordinated Entry Family Access Point will complete the following in the ONE System:

- a. Profile
- b. [Family Eligibility Assessment](#)
- c. [Program Enrollment](#)
- d. [Family Housing Primary Assessment](#)

--->The “*SF Family Eligibility Assessment*” reflects changes made to HSH Policy and will replace the “*Family Eligibility Assessment*” on December 10th

--->This assessment will determine if the family is eligible for services

--->Should be completed before family members (beyond HoH) are added to ONE and family is enrolled a Family Coordinated Entry program

--->Accessed though the *Assessments* tab on a client’s profile while under the SF Family Coordinated Entry Agency

# SF Family Eligibility Assessment

→ Once all the Eligibility Assessment questions are answered by the HoH, an "Eligibility Assessment Results" will be generated.

→ If the family is determined to be an "SF Homeless Family", the family (HoH and all family members) should then be enrolled in a Family Coordinated Entry Program.

More questions will appear as you enter information

SF FAMILY ELIGIBILITY ASSESSMENT

Assessment Date 11/19/2024

SAN FRANCISCO HOMELESS FAMILY ELIGIBILITY ASSESSMENT

Family Status Select

Private

SAVE CANCEL

SF FAMILY ELIGIBILITY ASSESSMENT

Assessment Date 11/19/2024

SAN FRANCISCO HOMELESS FAMILY ELIGIBILITY ASSESSMENT

Family Status Adult with physical and legal custody of minor child(ren)

Where did you stay last night? Where did you stay for the last 7 nights? No nights in San Francisco

PLEASE SELECT ALL OF THE PLACES YOU HAVE STAYED WITHIN THE LAST 7 NIGHTS

Locations Stayed Alameda County

Do you have children in school, preschool, or childcare in San Francisco? Children in SF school, preschool or childcare

Head of household is under 25 and has been in foster care in San Francisco (i.e., a ward of this county)? No

Family Situation Primary nighttime residence that is a public or private place not meant...

=====

ELIGIBILITY ASSESSMENT RESULTS (NO RESPONSE NEEDED):

\*\*\*\*\* SF Homeless Family

=====

Private

SAVE CANCEL

# Enrolling Families in Family Access Point Programs

- > If a family is eligible, enroll the HoH and all family members in a Family Access Point program as a group enrollment
- > The SF Family Shelter Assessment and Family Housing Primary Assessment will **only be available** under Family Access Point Programs (this is why the program enrollment must happen first)

PROGRAMS: AVAILABLE

Bayview Access Point

Active Clients

18 CLIENTS

- 72 % Families
- 28 % Individuals

Funding Source: N/A

Availability: No Availability

Service Categories:

- ✓ No Category
- ✓ Transportation
- ✓ RETIRED (Coordinated Entry Event)
- ✓ Financial
- ✓ Housing Search and Placement
- ✓ Case Management
- ✓ Other

Include group members:

- Houser Baby
- Annie Prescott

PRINT DIRECTIONS

ENROLL

# Accessing Assessments in a Program Enrollment

The screenshot displays the 'Pablo Houser' web application interface. At the top, a dark navigation bar contains the following menu items: PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, REFERRALS, FILES, CONTACT, and LOCATION. Below this, a header indicates the current program: 'PROGRAM: BAYVIEW ACCESS POINT'. A secondary navigation bar includes tabs for Enrollment, History, Provide Services, Events, Assessments (which is highlighted with a red box), Notes, Files, Forms, and an 'X Exit' button. The main content area is titled 'Assessments' and features a list of assessment types, each with a 'START' button:

- Current Living Situation (highlighted in light green)
- Emergency Housing Voucher Preliminary Eligibility Assessment
- Family Housing Prioritization Assessment
- Family Shelter Assessment

A 'LINK FROM ASSESSMENTS' label is visible on the right side of the assessment list.

- Assessments (other than the *SF Eligibility Assessment*) are located under the *Assessments* tab within a client's Family Access Point program enrollment
- Assessments should be completed under the HoH's enrollment
- You can start new assessments here or view the client's assessment history within the program
- Your active agency must be **SFFCE** to be able to see Family CE assessments

# Family Shelter Assessment

- > Will replace the *Shelter (Individual Room) Placement Criteria* assessment
- > Determines a family's position on the Temporary Shelter Queue based on the score they receive
  - Assessment Date will be used to break scoring ties

Family Shelter Prioritization Scoring		
Score Range from 0 - 27 points		
<a href="#">Place Not Meant for Human Habitation</a>		12 points
Shelter without 24-hour access to beds		10 points
Fleeing Violence		
Currently Fleeing Violence	CE Program Enrollment	Range 0 -6 points
Yes	Yes	6 points
Disabilities and Traumatic Experiences		
Number of Primary Adult Disabling Conditions: Physical Disability, Developmental Disability, Chronic Health Condition, HIV/AIDS, Mental Health Problem and/or Substance Abuse	CE Housing Primary Assessment	Range 0-6 - points 1 disability = -2pts 2 disabilities = -4pts 3+ disabilities = -6 pts
Pregnancy and Children Under 2		
Criteria	ONE System Record	Score
Pregnant	Housing Primary Assessment	Range 0-2 points
Yes	Yes	2 points
Criteria	ONE System Record	Score
Age of Youngest Child	Program Enrollment	Range 0 -1 point
0-24 months	Yes	1 point

# Family Shelter Assessment

- >Fields will automatically populate with information from the client's program enrollment and Housing Prioritization Assessment
- >Fields can be manually updated if any information is out of date, so please confirm the information is correct

FAMILY SHELTER ASSESSMENT

Assessment Date 11/13/2024 

1. Current Living Situation? Emergency shelter, including hotel or motel paid for with emergency shelter 

2. Are you a survivor of domestic violence? No 

NUMBER OF PRIMARY ADULT DISABLING CONDITIONS (PHYS, DEV, CHRONIC HEALTH, HIV/AIDS, MENTAL HEALTH/SUBSTANCE ABUSE)

3. Number of Disabling Conditions 3+ 

Physical Disability

Developmental Disability

Chronic Health Condition

HIV/AIDS

Mental Health Problems

Substance Abuse

Other

If other, please describe:

4. Are you pregnant or is any household member pregnant? No 

5. Household composition 3 

Age of Youngest Child is: 2+ Years 

Private

SAVE CANCEL

# Family Shelter Assessment

PROGRAM: BAYVIEW ACCESS POINT

Enrollment History Provide Services Events **Assessments** Notes Files Forms ✕ Exit

PROGRAM ELIGIBILITY DETERMINATION

**Fam Shelter Score Summary**

CURRENT LIVING SITUATION	10		
DOMESTIC VIOLENCE	0	NUMBER OF DISABILITIES	6
PREGNANCY	0	HOUSEHOLD COMPOSITION	0

**Fam Shelter PRE-SCREEN TOTAL 16**

Temporary Shelter Queue

REFER DIRECTLY TO COMMUNITY QUEUE(S)

--->Once you save the assessment a score will be generated and you can refer the client to the Temporary Housing Queue

--->Toggle the Temporary Shelter Queue on and click on *Refer Directly to Community Queue*

# Family Shelter Assessment

---> Complete the referral by entering the referral date, any note you want to add and click *Send Referral*

---> Confirm that a referral to the Temporary Shelter Queue has been completed by checking that:

---> Referral appears under the client's picture on their profile

---> Referral appears in the client's history

REFERRAL: ADD TO CQ

Referral Date 11/14/2024 

Send to Queues Temporary Shelter Queue

Referred Program Community Queue

Referred to Agency Community Queue

Referring Agency TRAIN - San Francisco Family Coordinated Entry Agency

Private

**B** *I*  

**SEND REFERRAL** **CANCEL**

Advanced search options [View](#) 

Service Name	Start Date	End Date
<b>Referral: Temporary Shelter Queue</b> TRAIN - San Francisco Family Coordinated Entry Agency referral to Community Queue 	11/14/2024	<b>Pending</b>



UNIQUE IDENTIFIER  
**54CB1B7CC** 

COMMUNITY QUEUE

Client has an active entry on the Community Queue: Temporary Shelter Queue

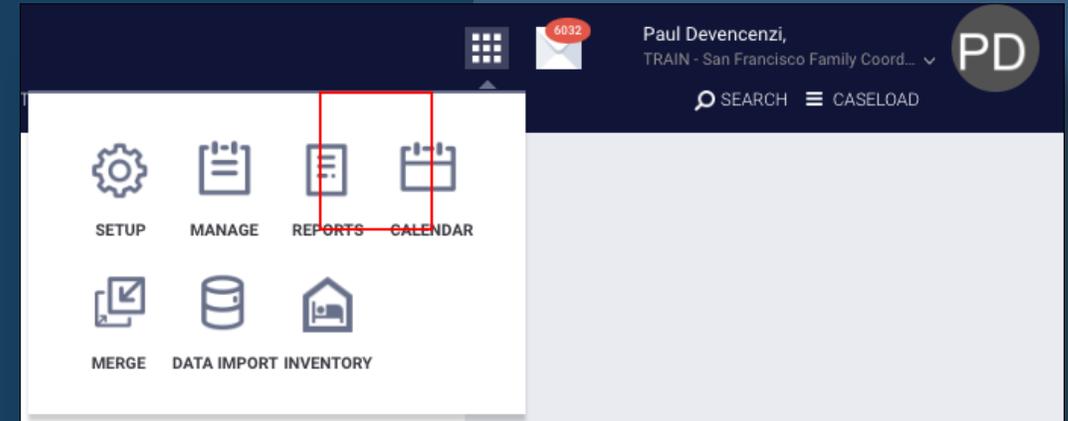
[VIEW DETAILS](#)

 No Contact Information Add

# Families on the Temporary Shelter Queue Report

----> *\*SF Family Individual Shelter Room Placement Criteria Dashboard\** will be retired and replaced by the *\*Families on the Temporary Shelter Queue* dashboard.

----> Access to this new dashboard is through the Data Analysis Tab under “Family CES”



Family CES	
*HSH INTERNAL - Families on Temporary Shelter Queue	▶ RUN
*SF Family Housing Prioritization Dashboards	▶ RUN
*SF Family Individual Shelter Room Placement Criteria Dashboard*	▶ RUN
All Referrals to a Housing Program	▶ RUN
CE Families Whose Referral on the Community Queue Expired	▶ RUN
Families with Children in SFUSD V2	▶ RUN
Family CE Income Data	▶ RUN
Family Community Queue Referrals	▶ RUN
Family Flex Pool & RRH Housing Program Openings	▶ RUN
Family Open PSH Units	▶ RUN
Family Open Shelter & Transitional Housing Units-DRAFT	▶ RUN

# Families on the Temporary Shelter Queue Report

- >Shows all families on the Temporary Shelter Queue sorted by assessment score and then Family Shelter Assessment date
- >Gives details of the family's household composition, if they have any active DoS's at family shelters and if they are enrolled in a housing program

Families on the Temporary Shelter Queue 2m ago ↻ ⋮

	HoH Name	HoH Unique Identifier	# of Adults in the Household	# of Children in the Household	Ages of All Children	Someone in household pregnant?	Shelter Assessment Date	Shelter Assessment Score	Date Added to the Temporary Shelter Queue	Programs with Active DoS	Active Housing Program	Housing Move-In Date
1	Mrs TestFamily3	A837AE9C1	1	1	1,.....	No	2024-10-11	17	2024-10-11			
2	Mrs FamilyTest2	5AF58669D	1	1	12,.....	No	2024-10-23	16	2024-10-11			
3	Problem Solving	7A29A4390	1	1	3,.....	No	2024-11-08	14	2024-11-08	Compass Family Shelter, Raphael House Residential Shelter Program		
4	Mr TestFamily1	03D288BE1	2	1	,1,.....	No	2024-10-11	13	2024-10-11	Compass Clara House		

# Families on the Temporary Shelter Queue Report

Temporary Shelter Queue 2m ago

Programs with Active DoS	Active Housing Program	Housing Move-In Date
	Compass Family Services - Rapid Rehousing Program - CoC	
	ECS-Rapid Rehousing-Prop C	
Compass Family Shelter, Raphael House Residential Shelter Program		
Compass Clara House		

- If a client has one or more Family Shelter programs in the active DoS column, they should not be referred to any of those shelters
- If a family has an active housing program with a move in date, they should be removed from the Temporary Shelter Queue
- Families seeking shelter while in RRH/Flex Pool housing search will not have a move in date and can remain on the Temporary Shelter Queue

# Resources

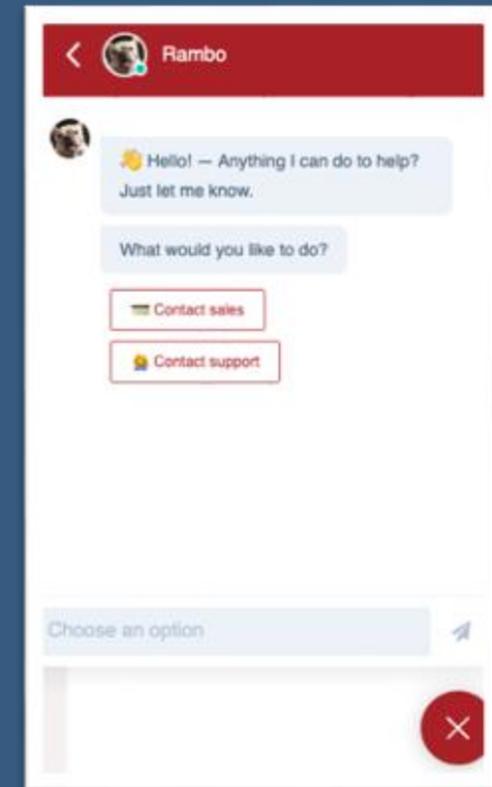
## Bitfocus Help Desk

- [onesf@bitfocus.com](mailto:onesf@bitfocus.com)
- 415.429.4211

## ONESF Help Center Website:

- [onesf.bitfocus.com](https://onesf.bitfocus.com)
- Slides and recording for today's training will be posted under *Training Materials* -> *Coordinated Entry* (menu at top)
  - <https://onesf.bitfocus.com/coordinated-entry>

## Help Desk Widget (In ONE System and on ONESF Help Center Website)



# Questions?