



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# HSH Access Partners



# What are Access Partners?

- Public entities that frequently serve people who are unhoused but are not engaged with an Access Point.
- Do NOT hold a contract (get paid) to do assessments with HSH.
- MOU
- No problem solving
- Staff have ONE System access, and some can conduct Housing Primary Assessments.

# Access Partner Criteria

- Agency already provides case management to those who are experiencing homelessness, including supporting clients in resolving their housing crisis by connecting them with housing and other community services.
- Agency can facilitate engagement with a household who is experiencing homelessness because the household is actively working with the Access Partner agency but lacks or has limited engagement with the Homelessness Response System.
- The agency must serve at least 20 people experiencing homelessness every month.

# Current Access Partners

- San Francisco Homeless Outreach Team
- UCSF – Citywide
- Catholic Charities – Large Vehicle Program

# Access Partner Data Calendar Year 2025

- 2926 individual assessments completed by Access Partners (slightly less than a quarter of all assessments in Calendar Year 2025)
  - 2793 Homeless Outreach Team
  - 74 UCSF Citywide
  - 61 Large Vehicle Program
- 1166 individuals prioritized to housing queues
  - 1080 clients added to Permanent Supportive Housing Queue
  - 18 clients added to Rapid Rehousing Queue
  - 68 clients added to CAAP PSH Queue

# HSH Access Partner: UCSF Citywide Case Management

# About us



As part of the UCSF Department of Psychiatry, Citywide delivers compassionate, respectful, culturally sensitive, and comprehensive behavioral health care to individuals living with serious mental illnesses and their support systems, promoting recovery. Our multidisciplinary approach aims to enhance clients' quality of life while respecting their personal aspirations and goals.

# Our Services

Clinical Case Management

Psychotherapy: Group & Individual

Medication Management

Psychiatric Assessment/  
Diagnosis / Medication Management / Medication Monitoring

Supported Employment:  
We help people get jobs

Research:  
Collaboration with UCSF, UC Berkeley, SFSU researchers

Training site for Social Work, MFT, Psychology, Nursing, and Medical trainees from various institutions

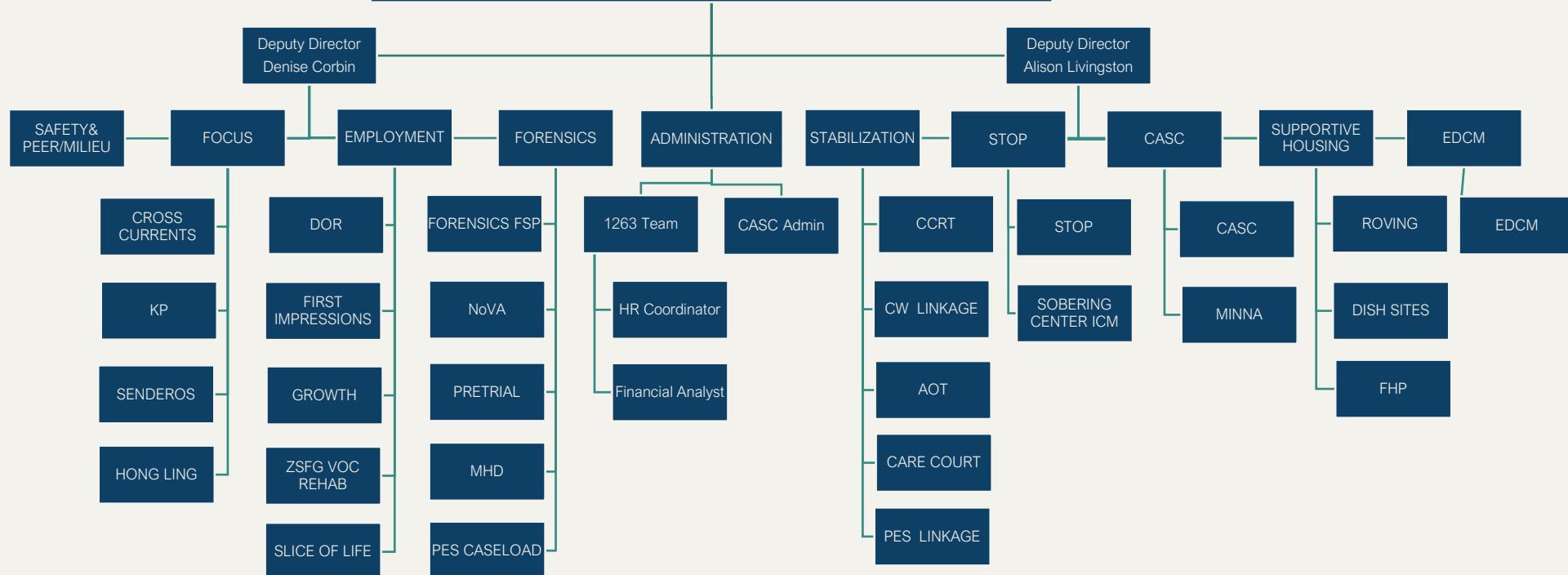
## UCSF/ZSFG Department of Psychiatry and Behavioral Sciences

Division of Citywide Case Management Programs

Interim Division Director: Dr. Carrie Cunningham

Division Administrator: Constance Revore

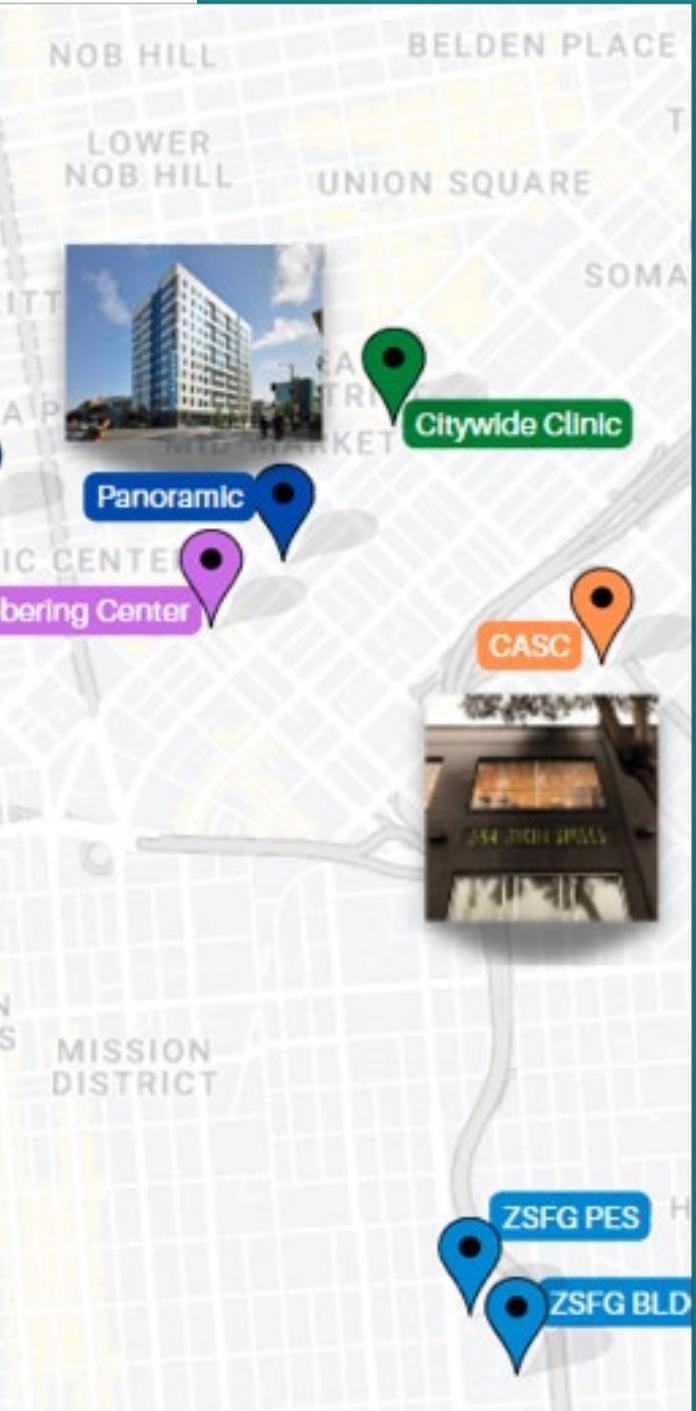
Division Medical Director: Dr. Luther Arms



# We operate from 12 locations across San Francisco

- Citywide Clinic - 1263 Mission Street
- CASC - 564 6th Street
- Sobering Center - 1171 Mission Street
- EDCM, ZSFG, Building 80 - 995 Potrero Avenue
- The Minna Project - 509 Minna Street
- The Windsor - 238 Eddy Street
- The Camelot - 124 Turk Street
- Le Nain - 730 Eddy Street
- The Empress - 144 Eddy Street
- The Pacific Bay Inn - 520 Jones Street
- The Margot - 1321 Mission Street
- The Star - 2176 Mission Street





**188 Staff: Social Workers, Nurses, Peers, Psychiatrists**

**\$40M contracts: SF Department of Public Health, Behavioral Health Services (BHS)**  
**SF Department of Homelessness and Supportive Housing (HSH)**  
**SF Sheriff's Department**  
**SF Pretrial**  
**SF Adult Probation Department (APD)**  
**Department of State Hospitals (DSH)**  
**California Department of Rehabilitation (DOR)**



# Levels of Care: Working Citywide

San Francisco Resident with Severe Mental Illness

- High Priority, Laura's Law, Post-hospital linkage
- High-user of Sobering Center
- High-user of Acute Medical Services
- High-user of Acute Psychiatric Services  
Justice-Involved
- Formerly Homeless, in Supportive Housing



Cost Reimbursement  
Smaller Caseload  
Shorter Treatment Length  
Greater Resource Allocation

Medi-Cal  
Larger Caseload  
Longer Treatment Length  
Less Resource Allocation

# Coordinated Entry Access Partner

- UCSF Citywide is an access partner with HSH Coordinated Entry. Through this partnership, our clinicians are able to support our clients with SMI on getting through the CE Assessment process and getting referred to housing.
- We support them in completing questionnaire, uploading documents and communication with their housing providers.
- UCSF Citywide Access Partner agreement is critical in ensuring that San Franciscans with serious mental illness can apply for housing that meets their needs.



# Citywide Supportive Housing Programs

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**Citywide Roving Team** est 2004. Serves 32 PSH sites providing clinical case management for participants who are at-risk for eviction.

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**Citywide Support Services:** est 2021 On-site support services to residents living in 7 site-based PSH communities.

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**Citywide FHP Team** est 2020. Provides clinical case management and retention services to participants living in scattered site housing



# How We Work

Clinical Focus: staff with advanced clinical training and expertise in mental health and addiction (Social Workers, Nurses, Psychiatrists)

Emphasis on Recovery: Participants at all stages of recovery are given support and resources to implement healthy changes

Fostering Independence: Peer Navigators with lived experience assist participants with large and small life goals.

# Our Housing Services



Case Management, Counseling, Therapy:  
One-to-One work with participants to  
identify goals and link to services through  
advocacy, accompaniment and  
coordination.



**Housing Stabilization/Retention Services:**  
Targeted case management to maximize housing retention and reduce eviction risk. Includes advocacy, linkage, treatment and highly specialized case management skills.



Community Building: groups, events, recreational activities. Promote joy, community and recognition.



Collaboration: Together with Property Management, Lutheran Social Services, DPH, IHSS/Homebridge, HSH & others we work to optimize our participants linkage to community resources and stabilize them in their housing.

# Our Partners



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



San Francisco Health Network  
Behavioral Health Services



# Thank You



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- Alison Murphy, LCSW Program Director Citywide Supportive Housing Programs, 415-265-5813, [alison.murphy@ucsf.edu](mailto:alison.murphy@ucsf.edu)