



Coordinated Entry Best Practices Recommendations

Non-Profit Housing Association of Northern California

Permanent Supportive Housing Working Group

AGENDA

1. Introduction & Background
2. Implementation Recommendations
 - County-by-County
 - State Legislation
3. Ongoing Work

WHO WE ARE

Since 2020, NPH has convened a **Permanent Supportive Housing (PSH) Working Groups** to share, study, and advocate for evidence-based best practices for a sustainable PSH ecosystem.

The **Standards of Quality Working Group** brings together practitioners from resident services and property management to develop practical, strategic recommendations to stabilize PSH communities.

The **Advocacy Working Group** aims to improve the PSH ecosystem by creating broad based support for new resources for operations and resident services, reducing complexity in the funding and referral environments, and advocating for systems change.

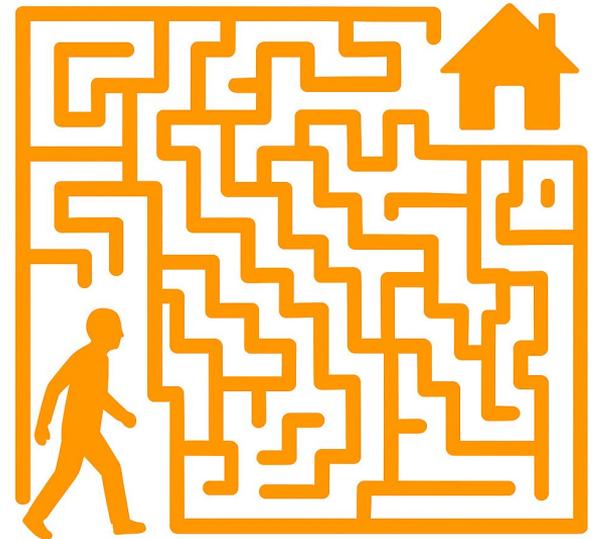
WHY FOCUS ON COORDINATED ENTRY?

Our Goals

- Strengthen CES as the sole, streamlined referral system
- Improve ease of access to housing
- Break down silos between housing providers and homelessness response

Our Outcomes

- County implementation best practices
- State guidance and streamlining



WHY ARE WE HERE?

CES Learning Journey by NPH PSH WG produced best practice recommendations, based on experiences of five Bay Area counties.

We have since shared our recommendations with statewide partners to solicit feedback, incorporate additional perspectives, and identify opportunities to drive statewide changes.

We are now circling back to local County partners to share how our ideas have evolved, and talk about how to work together moving forward.

OUR LEARNING JOURNEY

July 2024

Samaritan House –
San Mateo County

Oct 2024

San Francisco
HSH

Dec 2024

Develop
best
practices

May 2025

**Publish
CES best
practices
memo**

Santa
Clara
County
OSH

May 2024

Contra
Costa
County H3

Sept 2024

Alameda
County
H&H

Dec 2024

Determine
support for
best
practices

Jan 2025

OUR ROADSHOW

August 2025

LA PSH
Advisory
Council

Oct 2025

Bay Area
Service
Providers
Webinar

Nov 2025

Jamboree
PSH
Sustainability
Workgroup

Nov 2025

Supportive
Housing
Provider
Network

Bay Area
CES
Partners

August 2025

Statewide
CoC
Alliance

Sept 2025

Tipping
Point
Grantee
Convening

Nov 2025

Housing CA
Production
Workgroup

Nov 2025

AREAS OF RECOMMENDATION



County-level Implementation Guidance

Communication and Data-Sharing

Referrals and Application Process

Services Matching

System Design

CES IMPLEMENTATION RECOMMENDATIONS

Over 90% Consensus

Communication and Data-Sharing

- Identify common PSH eligibility factors at the time of assessment and share with providers.
- ★ Prioritize collection of disability documentation in HMIS to minimize ineligible referrals

CES IMPLEMENTATION RECOMMENDATIONS

Over 90% Consensus

Referrals and Application Process

- Clear expectations and timelines during the application process:
 - Applicants are only matched once they meet a commonly-held definition of document ready.
 - Applicants/service providers have 14-day response window before denial
 - New referral given within 10 days after prior applicant drops out

CES IMPLEMENTATION RECOMMENDATIONS

Over 90% Consensus

Services Matching and Delivery

- Bridge the disconnect between necessary staff commitment and service fee model where provider is only paid fee if eligible person, enrolled in program, received service that month.

CES IMPLEMENTATION RECOMMENDATIONS

Over 90% Consensus

System Design

- Quarterly CES Stakeholder meeting with Housing Providers for system data review, pain points, and problem solving.

STATE LEGISLATION: AB 2146



Statewide Policy Change

- 1. Eliminate housing history requirements when referrals are provided via CES.**
 - Third-party homelessness verification
 - Housing history reporting
 - Landlord references
- 2. Conduct a review of other potentially burdensome requirements**
- 3. Create a functional incentive for efficient and effective CES referrals**

CES IMPLEMENTATION RECOMMENDATIONS

What resonates with you?

Any policies that you would you add?

What related efforts are currently underway in San Francisco? How can we support?

WHAT'S NEXT?

Other Ideas?

Let's Stay in Touch!

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Thank You!

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