



HSH Coordinated Entry Administrative Review

What is Coordinated Entry Administrative Review?

San Francisco's Department of Homelessness and Supportive Housing (HSH) prioritizes individuals and families for housing based on their barriers to housing, chronicity of homelessness, and vulnerability. Those who are prioritized for housing within the Homelessness Response System are identified as Housing Referral Status.

If people experiencing homelessness has participated in Problem Solving and Coordinated Entry at an Access Point and was not identified as Housing Referral Status despite their high barriers to housing, high vulnerability, and high chronicity of homelessness, their priority status can be reviewed through the Coordinated Entry Administrative Review process.

Who is eligible for Administrative Review?

Coordinated Entry Administrative Review is available to adults, families and youth who:

- Completed the Housing Primary Assessment with a Coordinated Entry Access Point; and
- Were **not** identified as Housing Referral Status based on the assessment; and
- Are unable to adequately self-report their barriers to housing, vulnerability, and chronicity of homelessness, indicating a need to reevaluate their status.

Who can initiate an Administrative Review?

Administrative Review can be initiated by a case manager, clinician, or provider working closely with the household, who can provide information about the individual's barriers to housing, vulnerability, and chronicity of homelessness. Administrative Review cannot be requested by the household themselves.

How do I request an Administrative Review?

To request an Administrative Review, please complete all sections in the [Coordinated Entry Administrative Review Form](#). Once completed, save the form in PDF format and email to HSHAdminReview@sfgov.org. For questions, please email HSHAdminReview@sfgov.org.

The results of the Administrative Review will be sent via email within 15 business days of the request. If the household is identified as Housing Referral Status by the Administrative Review Team, they will be added to the Coordinated Entry Community Queue and referred to housing navigation services. Please expect 30-45 days on determinations if your client has less than one year of history in the ONE system. If the household is identified as Housing Referral Status by the Administrative Review Team, they will be added to the Coordinated Entry Community Queue and referred to housing navigation services. Housing Program Types in the Community Queue can be found [here](#).

If the individual is not identified as Housing Referral Status by the Administrative Review team, they can continue to participate in Problem Solving at an Access Point.

