

# Coordinated Entry

## The Call for Reform

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# HOW COORDINATED ENTRY WORKS NOW

## GO TO ACCESS POINT AND GET ASSESSED

This includes answering a set of questions

1

## GET A SCORE

Based on how you answer the questions you get a score. Folks who have been homeless the longest and have more struggles in SF get high scores.

2

## WHAT THE SCORE MEANS

If you score high enough, you will get housing. That is called Housing Referral Status. If the city has ten units of housing, they give the ten highest scores this status. Whatever is available is offered.

3

Anyone who doesn't get offered housing is supposed to be in "problem Solving". Sometimes the access point can help with short term rental assistance or other needs.

## PAPERWORK READY

Now you go through the process of getting your paperwork together, proof of income, identification, birth certificates and more can be required

4

## HOUSING PLACEMENT

This is when you get a housing offer, and you can move in. If it is a subsidy, you need to find a landlord to rent to you



# Who Typically Scores Low?

Recently Homeless People

Working Homeless People

Able Bodied Homeless People

Newcomers



# Why Coordinated Entry Is Not Working

- Homeless folks are not being matched with appropriate housing—instead they are scored based on assessment, and people with highest acuities get offered whatever is available. For example, someone in a wheelchair is given a fifth floor walkup or someone on a fixed income is given a short term housing subsidy.
- The system is not transparent, unhoused people have no idea how long they will be waiting for housing.
- Assessments are done with strangers. Lacking trust, sometimes people are not scored correctly, because they don't want to share private information.
- Once housing does come up, it is hard for access point to locate the unhoused person.

# Background- COH report

- In **2022 COH** crafted a report with feedback from system users, providers, and City partners who engage with CES. The findings provided insight and highlighted challenges.
  - We asked 82 homeless people in 14 listening sessions about their experience with Coordinated Entry. We also interviewed stakeholders
  - 45 respondents represented a family, 17 were youth, and 20 were single adults.
  - Recommendations were culled from homeless people and providers.

“I’m a single grandmother. I got a subsidy but for only 2 years, and have a disability. I want permanent help.”

“They make you sign a year lease, and the year is already up. I have to start all over again. They help you for that one year, then [they’re] gone. You have to pay your groceries, your life’s bills, with that one check.”

# The City's Report

- From February to April 2022, Homebase collected information from housing providers and consumers about the San Francisco Continuum of Care (CoC) Coordinated Entry System.
- The evaluation is intended to provide qualitative data to supplement the fulsome evaluation of the CES by HSH and Focus Strategies
- The LHCB passed these recommendations April 3rd, 2023

“A lot of run around and miss information given. Homeless people have trouble keeping up with important documents or being notified of appointments, and if an appt is missed that you weren't aware of, you have to start the whole process over again.”

“This process should be more human and face to face where clients are able to share whatever life experience they want to share. Experiences that they feel are reasons why they should get prioritized. This would allow for the clients to feel heard and human rather than just another statistic”

# Recommendations

- Transparency
- Fair Assessments
- Equitable Access
- Community Oversight
- Matching Need
- Human Centered Approach



# Recommendations: Transparency

## Transparent Decision Making

- Access points take time to orient housing seekers to system, including the parameters to qualify for housing in SF
- How scoring works and what the process entails.
- If scores go down, explain why.



## Access to Information

Each client should have portal access to

- next appointment,
- missing paperwork,
- updates on housing placements,
- paperwork storage similar to MyChart or KP.org



## Informed Clients

- Clear information on how the administrative review system works and what parameters are used.



# Recommendations: Fair Assessment

## Halt Long Shelter Stays

- NEW: Automatic referral to housing after 2 years in shelter.



## Assess Mental Health

- NEW: Provide clear pathways to mental health services.



## Housing is a Human Right

- All unhoused people should be considered eligible for housing. (Human rights language is important.) The city may not have housing now, but they will eventually.



# Recommendations: Fair Assessment Continued

## Needs Over Vulnerability

- Simplify the assessment process and focus more on participants' needs rather than vulnerability.



## Build on Reforms Happening Now

- Build on and support current work by LHCB to reconstruct assessment, and remove offensive language.



## Address Disparities

- Implement culturally competent approaches to correct disparities that Latine, Black and Asian families face.



# Recommendations: Equitable Access

## Reduce Paperwork

- Analyze paperwork requirements of housing providers and remove any that are not required by law.



## Inclusive Homeless Parameters

- Implement broader definition of homelessness that includes doubled-up households.



## Remove Eligibility Barriers

- Remove bottom income thresholds.



# Recommendations: Equitable Access Continued

## Assessments for All

- Address inequity in assessment, address barriers for access for LGBTQ+ and Latine unhoused people



## Standardized not Centralized

- Providers have the relationships, expertise, cultural competency.
  - Build on resources we already have in the community like subsidized childcare system, where individuals can put their names on a list at many different locations.
  - Access should be standardized but not centralized.



## Prevent Homelessness

- Ensure people get help before they lose their housing - connect folks to problem solving and subsidies pre-eviction and before housing loss.



# Recommendations: Equitable Access

## No Wrong Door

- Allow all community orgs and public health professionals to conduct assessments.
  - Addresses issues of trust, staff turnover, phone access, continuity and quality service
  - Matches clients with orgs they have established relationships with, trust and have better access to.



## Meet People Where They Are At

- Bring assessments to where people are at; streets, soup kitchens, food pantries and to every shelter resident



# Recommendations: Community Oversight

## True Community Control

- Ensure that the Local Homeless Coordinating Board subcommittee that oversees Coordinated Entry is community led.



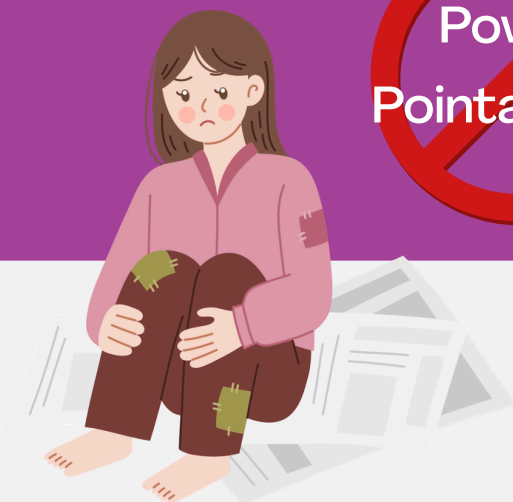
## Real Community Weigh-In

- Ensure regular straw voting takes place by all LHCB CE meeting attendees on recommendations.



## Well Run Meetings

- Continue to have CE Committee of LHCB but with specific topics that are well advertised and led by community experts.



# Recommendations: Matching Need

## Need over Prioritization

- Assessment tool that categorizes people according to what type of housing would be the most suitable (Change from a system of prioritization to matching need)



## Address Vacancies

- Distribute 1/3rd of units that have been vacant for 30 days to community providers for real time direct placement.



## Serve Unique Cases

- Direct Placement would allow for the serving of folks providers identify as being in extreme need for rapid placement but for whom don't fit into typical categories of prioritization.



# Recommendations: Human Centered Approach

## Humans over Computers

- Person-centered approach with flexibility beyond the computerized system



## Quality Staffing

- Improve customer service training and ensure access point workers are properly supported with time off and self care opportunities.



**Time for Questions**

