San Francisco Coordinated Entry Prioritization Memo

Updated August 27, 2026

PURPOSE: To provide transparency and clarity on how Housing Referral Status households are prioritized for Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH) through the Homelessness Response System (HRS) and communicate adjustments to the Housing Referral Status range.

BACKGROUND: Coordinated Entry (CE) serves as the "front door" to the Homelessness Response System, and is a federally mandated process designed to assess, prioritize, and match people experiencing homelessness to housing opportunities to resolve their homelessness. A standard population-specific assessment is used to serve three populations: Adults, Families, and Transitional Age Youth (TAY).

The Housing Primary Assessment is a scored interview tool based on the following Coordinated Entry prioritization criteria: *chronicity of homelessness, vulnerability to homelessness, and barriers to housing.* Based on the Primary Assessment score, a household is prioritized as either Housing Referral Status or Problem Solving Status.

Housing Referral Status is the status for a person or family experiencing homelessness who is known to Coordinated Entry and is currently prioritized for a permanent housing referral. Households are referred and matched to available Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH).

Problem Solving Status is the status for a person or family experiencing homelessness who is known to Coordinated Entry and is not currently prioritized for a permanent housing referral within San Francisco's homelessness response system. Households are provided with continuous Problem Solving interventions to identify other housing solutions such as move-in assistance and relocation support.

Both Housing Referral Status and Problem Solving Status represent a path to permanent housing.

HSH estimates what proportion of households known to Coordinated Entry will be assigned Housing Referral Status based on the total number of households currently in Coordinated Entry, the distribution of their Primary Assessment score, and the projected availability of Rapid Rehousing and Permanent Supportive Housing resources.

Any person experiencing homelessness in San Francisco who is Housing Referral Status before a range adjustment remains Housing Referral Status after the range adjustment.

Note: Housing Referral Status ranges remain in effect until completion of the Coordinated Entry Redesign process.

Housing Referral Status Range for all populations effective August 27, 2026

Housing Resource Categories	Housing Referral Status Range
Family CalWORKs Housing Support Program (HSP) Rapid Rehousing (RRH)	90 - 104
Family Rapid Rehousing (RRH)	105 - 114
Family Permanent Supportive Housing (PSH)	115 - 160
Adult Permanent Supportive Housing (PSH)	123 -160
Veterans Permanent Supportive Housing (PSH)	90 - 160
Adult County Adult Assistance Program **(CAAP)** Permanent Supportive Housing (PSH)	90 - 122
Youth Rapid Rehousing (RRH)	70 – 122
Youth Permanent Supportive Housing (PSH)	123 - 160

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1. Family Housing Referral Status Categories

HSH will prioritize families experiencing homelessness to one of two permanent housing programs, Rapid Rehousing (RRH) or Permanent Supportive Housing (PSH).

Family Rapid Rehousing:

HSH is re-opening the Rapid Rehousing Referral Status Range for the CalWORKs Housing Support Program (HSP) to 90 – 104.

- This change is being implemented because of an increase in the number of available HSP slots in future months. HSH estimates 10% of families experiencing homelessness in San Francisco will be in this range.

Rapid Rehousing Referral Range for families regardless of benefits status, is narrowing from 90 – 114 to 105 – 114.

- HSH estimates that 10% families experiencing homelessness in San Francisco will be in this range.

Family Permanent Supportive Housing:

The Housing Referral Status range for Family PSH remains unchanged at 115 to 160

- HSH estimates that less than 10% of families experiencing homelessness in San Franciso will be in this range.

In cases where Family PSH cannot be filled by families with PSH Referral Status, HSH and its partners will identify and match eligible, high-needs families that are RRH Referral Status to available Family PSH.

Housing Resources for Families	Housing Referral Status Range
Family CalWORKs HSP Rapid Rehousing (RRH)	90 – 104
Rapid Rehousing (RRH)	105 – 114
Permanent Supportive Housing (PSH)	115 – 160

2. Adult Housing Referral Status Categories

Adults are the largest population of people experiencing homelessness in San Francisco. While the largest Permanent Supportive Housing portfolio is for adults, it is currently the lowest available and projected housing in the San Francisco Homelessness Response System.

Adult Permanent Supportive Housing:

The Housing Referral Status range is 123-160 for adults. HSH projects that approximately 10- 20% of adults who complete the Housing Primary Assessment will become Housing Referral Status with this range.

Veterans Permanent Supportive Housing:

In San Francisco, the supply of housing resources in the Homeless Response System for veterans is proportionally higher than other populations of people experiencing homelessness. The Permanent Supportive Housing Referral Status range is 90 – 160 for Veterans. HSH projects that approximately 40% of veterans who complete a Housing Primary Assessment will become Housing Referral Status.

County Adult Assistance Program Permanent Supportive Housing:

Adults in San Francisco who are active in the County Adult Assistance Program (CAAP) are eligible for CAAP Permanent Supportive Housing. The range is 90-122 for CAAP eligible households. HSH projects that approximately 20% of adults on CAAP who complete a Housing Primary Assessment will become CAAP Housing Referral Status.

Housing Resource for Adults	Housing Referral Status Range
Permanent Supportive Housing (PSH)	123 - 160
Veterans Permanent Supportive Housing (PSH)	90 - 160
County Adult Assistance Program (CAAP) Permanent Supportive Housing (PSH)	90 - 122

3. Youth Housing Referral Status Categories

In San Francisco, the supply of housing resources in the Homelessness Response System for Youth is notably higher than for other populations of people experiencing homelessness due to Rapid Rehousing (RRH) resources dedicated to Youth.

Housing Referral Status Range for Youth RRH is narrowing from 0 – 122 to 70 - 122 due to a decrease in the number of RRH slots. Youth experiencing homelessness will be offered Rapid Rehousing following they:

- Score 70 – 122 on the primary assessment; and
- Are ages between 18 – 27 years old

Youth RRH referrals are made on a real-time basis, Youth will not be placed on the RRH queue if no slots are available.

Housing Referral Status Range for Youth PSH remains unchanged at 123-160. Approximately 20% of youth experiencing homelessness who complete a Housing Primary Assessment will be Housing Referral Status for Permanent Supportive Housing.

Housing Resources for Youth	Housing Referral Status Range
Rapid Rehousing (RRH)	70 - 122
Permanent Supportive Housing (PSH)	123 - 160

4. Important Links

Please review these HSH Definitions to learn about household composition for Family, Adult, and Youth, San Francisco connection, and homeless status.

The Administrative Review Process is available if an individual is identified as Problem Solving Status despite their high barriers to housing, high vulnerability, and high chronicity of homelessness. Administrative reviews can be initiated by a case manager, clinician, or provider working closely with the household. **Administrative reviews cannot be requested by the individual themselves.**

Appendix

The table below shows the history of adjustments for Housing Referral Status per population.

Housing Resource	Housing Referral Status Range from September 29, 2022, to January 25, 2023	Housing Referral Status Range as of March 26, 2025	Housing Referral Status Range as of June 23, 2025	Housing Referral Status Range as of February 4, 2026,	Housing Referral Status Range as of August 27, 2026
Family HSP Rapid Rehousing	0-160	0 -160	N/A	N/A	90 - 104
Family Rapid Rehousing	50 – 74	N/A	90 – 114	90 – 114	105 – 114
Family Permanent Supportive Housing	75 – 160	105 – 160	115 – 160	115 – 160	115 - 160
Adult Permanent Supportive Housing	120 – 160	123 - 160	123- 160	123- 160	123 - 160
Veteran Permanent Supportive Housing	70 – 160	90 - 160	90 -160	90 -160	90 - 160
CAAP Permanent Supportive Housing	70 - 119	90 - 122	90 – 122	90 – 122	90 - 122
Youth Rapid Rehousing	115 - 116	115 - 122	115 – 122	0 - 122	70 - 122
Youth Permanent Supportive Housing	117 – 160	123 - 160	123 – 160	123 – 160	123 - 160