



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Local Homeless Coordinating Board (LHC BCE)

## Coordinated Entry Committee | January 13, 2026

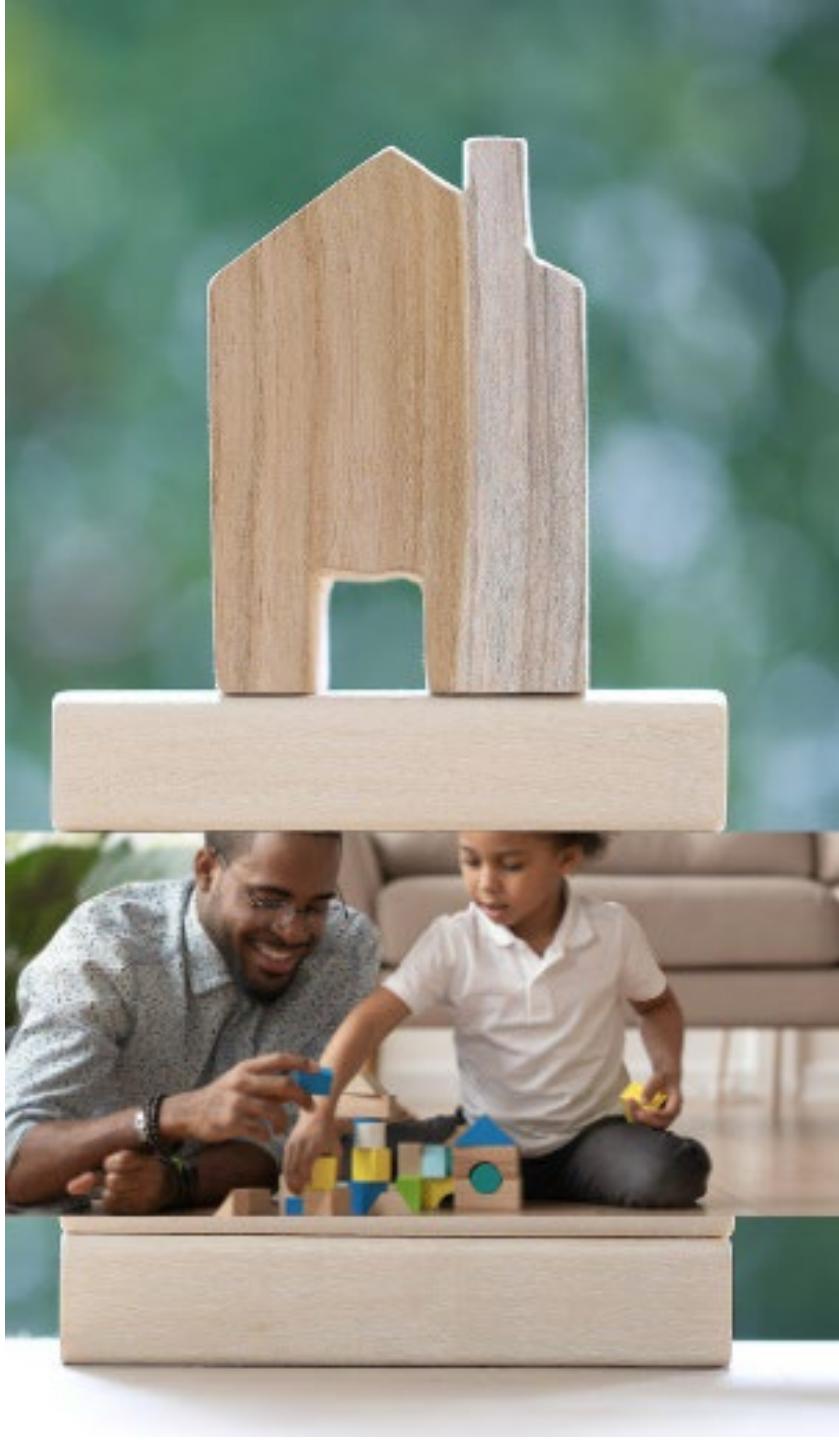




# Agenda

- I. Welcome**
- II. Coordinated Entry (CE) Overview**
- III. Presentation on CE Access Partners**
  - Access Partner Spotlight – UCSF Citywide
- IV. General Public Comment**
- V. Adjournment**

[SF Coordinated Entry Homepage](#)



## What is Coordinated Entry?

Coordinated Entry (CE) is a *process* that **connects** people experiencing homelessness or at imminent risk of homelessness, with the resources needed in order to resolve their housing crisis.

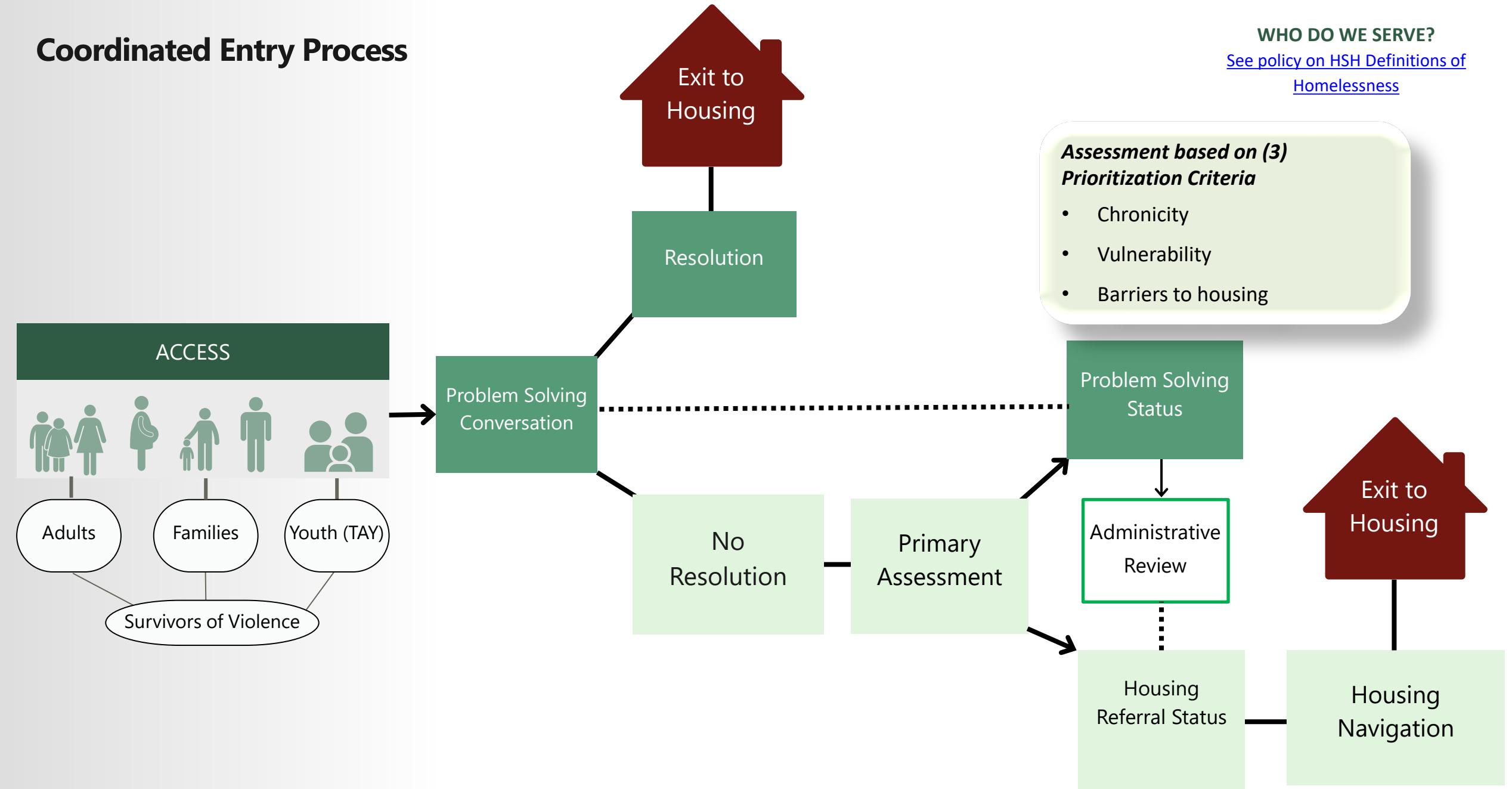
Part of this process includes:

A standardized **housing assessment** to **prioritize** people experiencing homelessness and **refer** them to housing resources available in the San Francisco homelessness response system.

[24 CFR 578.7\(a\)\(8\)](#) require that CoCs establish a Centralized or Coordinated Assessment System for receiving CoC Program and Emergency Solutions Grants (ESG) funding - (HUD requirement).

[All projects funded by CoC, ESG, and/or other HSH funding sources are required to participate in Coordinated Entry.](#)

# Coordinated Entry Process



# ACCESSING COORDINATING ENTRY

People experiencing homelessness can visit - [Coordinated Entry Providers](#) - community non-profits geographically located throughout San Francisco and contracted with HSH to provide Problem Solving interventions, Housing Assessments, Prioritization and Navigation (Coordinated Entry services).

## ADULTS

Individuals ages 18 + over

- Episcopal Community Services (ECS)
- Mission Action
- Swords to Plowshares (Veteran-focused)
- SF Pretrial Diversion Project

## FAMILY

Adults with minor children

- Central City Access Point (Compass Family Services)
- Mission Access Point (Catholic Charities)
- Bayview Access Point (Catholic Charities)

## YOUTH

Adults ages 18 - 24; 25-27 upon intake  
Transitional Age Youth (TAY)

- Larkin Street Youth Services
- 3rd Street Youth Center & Clinic
- SF LGBT Center
- Lyric
- Mission Action

**Individuals fleeing or attempting to flee violence** can be served by all Access Points including [CE for Survivors](#) – Asian Women's Shelter, SafeHouse, and Saint Vincent DePaul – Riley Center.

Emergency services also available through [domestic and family violence resources](#).

**Person who is pregnant** can be served by all Access Points

# What happens at an Access Point?

## Available

- Housing Problem Solving
- CE Assessment and Prioritization for permanent housing programs (PSH/RRH)
- Check-in on housing status
- Free annual transit pass, discounts on speed camera tickets, and **one-time only** fine and fee waivers for towing and parking tickets through [\*\*SFMTA\*\*](#)
- Shelter referrals for **families and youth**

## Not Available

- [\*\*Shelter\*\*](#) referrals for adults
- 24/7 care
- Immediate housing

# Coordinated Entry Access Partners

- **Access Partners** are other public entities that frequently serve people who are unhoused in SF but do have HSH contracts with Coordinated Entry (examples: Department of Public Health, SF Homeless Outreach Team.)
- Staff at these organizations can conduct **Housing Primary Assessments**.

## Multidisciplinary Team (MDT)

**Coordination** between Human Services Agency, HSH, and other external partners (example: Bay Area Legal Aid, Housing and Disability Advocacy Program.)



Goal to ensure **Adults of temporary shelters** have:

- Met with a Coordinated Entry Access Point for Problem Solving, Assessment, and Prioritization.
- Applied for all potential public benefits such as Supplemental Security Income (SSI), CAAP (cash aid), CalFresh, and Medi-Cal.

# Multidisciplinary (MDT) Site Schedule

## Next Door Shelter

**January 20<sup>th</sup> – January 22<sup>nd</sup>**

Tuesday, Wednesday, Thursday

9:00am – 3:00pm

1001 Polk Street

### **MDT Services Offered:**

- Coordinated Entry
- Public Benefits Application Assistance
- County Adult Assistance Program (CAAP) Triage
- In Home Supportive Services (IHSS)



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# PROBLEM SOLVING & PREVENTION

**Problem Solving interventions** offered at Access Points. Problem Solving Specialists will engage in exploratory conversations to help identify safe housing options without the need for ongoing or permanent support.

- Housing location assistance
- Travel and relocation support
- One-time, short-term financial assistance (i.e. security deposit, move-in costs)
- Connection to employment (Pilot with Office of Economic & Workforce Development (OWED))

**Prevention through SF ERAP** - San Francisco Emergency Rental Assistance Program provides financial assistance for move-in costs (security deposit, first/last month's rent) and rent owed for households who meet the following:

- Current San Francisco resident
- Household income at/below 50% Area Median Income (AMI)
- **At high risk of homelessness or housing loss**



[Learn more about Problem Solving Interventions and Prevention](#)



# Housing Primary Assessment

- If the household is not initially able to resolve their housing crisis through Problem Solving, the next intervention is a Housing Primary Assessment.
- The Housing Primary Assessment is an interview tool used to assess three main criteria:
  - **Vulnerability:** experience of trauma and violence, physical and behavioral health, and use of crisis services, among other factors.
  - **Barriers to housing:** includes legal issues, income, and overall resources available.
  - **Chronicity of homelessness:** duration and frequency of homelessness

[Learn more about the Adult/TAY or Family Housing Primary Assessment](#)

# Prioritization

- Since housing in San Francisco's Homeless Response System (HRS) is **limited**, Coordinated Entry prioritizes those with the highest needs to available housing. HSH estimates what proportion of households will be Housing Referral Status or Problem Solving Status:
- Housing Referral Status:** people experiencing homelessness who are prioritized for housing based on their health ***vulnerability, barriers to housing, and chronicity of homelessness***
  - Households are placed in a housing queue and referred to available housing programs.
- Problem Solving Status:**
  - Households are provided continuous Problem Solving interventions to identify ***other*** pathways without needing to access the Homelessness Response System. These can include housing location assistance and relocation support outside San Francisco.

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



[HUD's Notice CPD-17-01: Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System](#) requires that: "[The] coordinated entry process must, to the maximum extent feasible, ensure that people with more severe service needs and levels of vulnerability are prioritized for housing and homeless assistance before those with less severe service needs and lower levels of vulnerability."

# Referral

- ☞ **The process of matching households that are Housing Referral Status to housing programs based on eligibility criteria and availability.**
  - Households are referred to Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH).
- ☞ **Housing navigation:** Facilitates the enrollment and placement into a housing program. Includes support with document collection (i.e. identification, income verification, and other documents requested by provider), assistance with lease signing and move-in, and coordination with providers who are working with the Housing Referral Status Household.

# Connection to Permanent Housing Programs

- **Permanent Supportive Housing (PSH)** – long-term rental assistance (subsidy) with a range of supportive services including case management and housing retention assistance. Tenants pay up to 30% of their income
- **Rapid Rehousing (RRH)** – time-limited rental assistance (subsidy) that gradually decreases as the household stabilizes and assume full responsibility for rent. Households live in private-market units and access supportive services, including case management and housing retention assistance.

[Learn more about HSH Program Types here](#)



Other resources include the Mayor's Office of Housing & Community Development which manages [DHALIA](#) and the [San Francisco Housing Authority](#) which manages Housing Choice Vouchers

# Key Links



## [List of Access](#)

Points: locations and contact information for sites where unhoused people can access CE services, by population.



## [Informational page on Coordinated Entry](#)



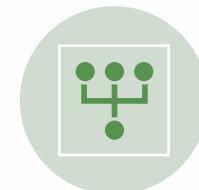
[Coordinated Entry Standards](#) Policy & Procedures



## [Coordinated Entry and Housing Demographics dashboard](#)



## [SF Definitions of Housing/Homeless Status, Household Type, SF connection](#)



[Local Homeless Coordinating Board \(LHCB\) and LHCBCoordinated Entry Subcommittee](#)

# Thank you

QUESTIONS: [dhsh@sfgov.org](mailto:dhsh@sfgov.org)

