



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Local Homeless Coordinating Board (LHCBC)

Coordinated Entry Committee | March 10, 2026





Agenda

- I. Welcome**
- II. Coordinated Entry (CE) Overview**
- III. Coordinated Entry Update – Brief from the Non-Profit Housing Association of Northern California**
 - Coordinated Entry Systems: Best Practice Recommendations
- 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.

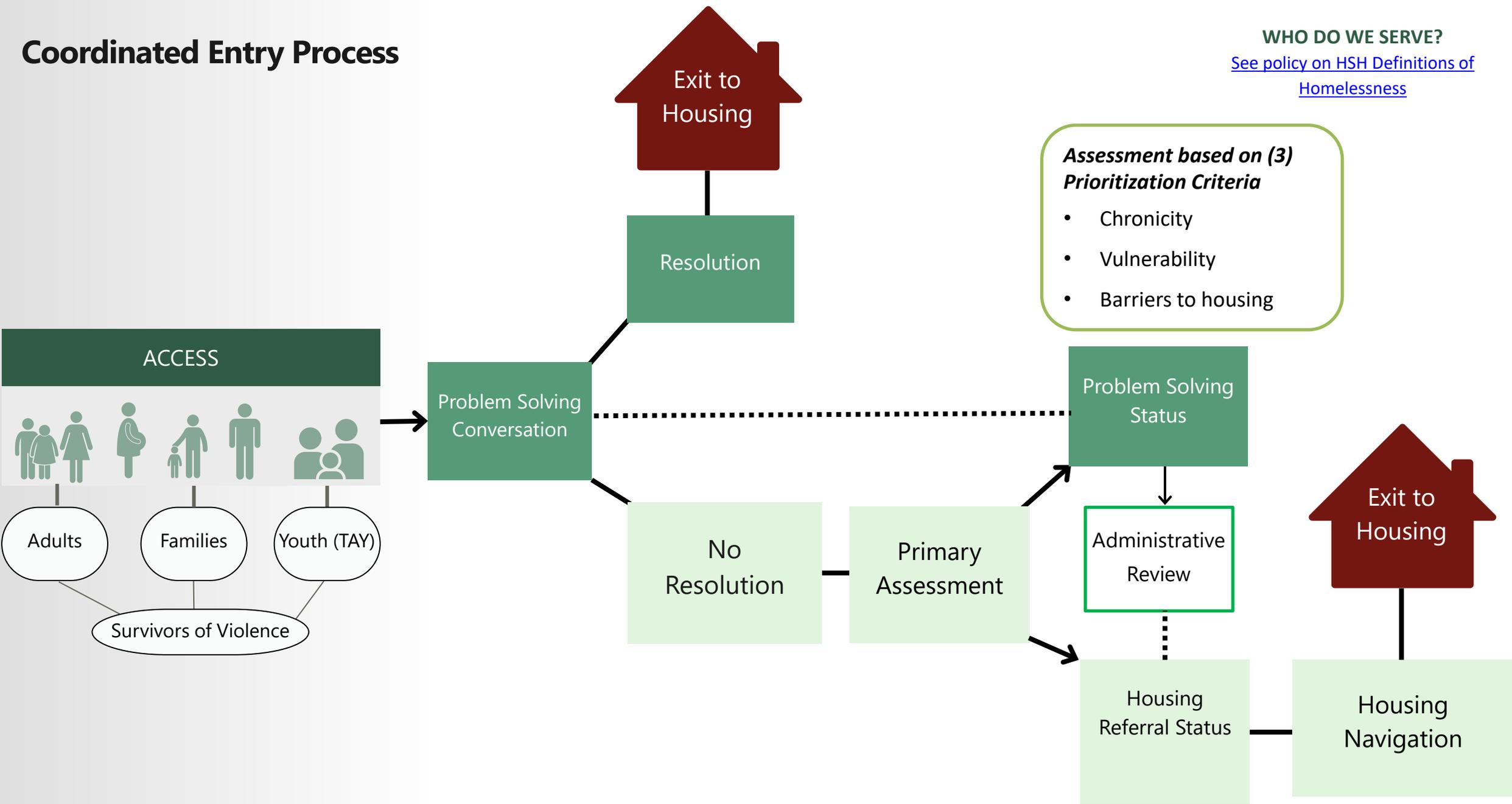
[24 CFR 578.7\(a\)\(8\)](#) require that CoCs establish a Centralized or Coordinated Assessment System for receiving CoC Program and Emergency Solutions Grants (ESG) funding - (HUD requirement).

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



Coordinated Entry Process

WHO DO WE SERVE?
[See policy on HSH Definitions of Homelessness](#)



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

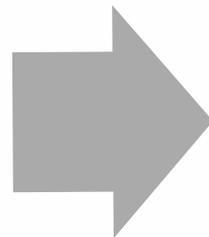
- [Shelter](#) referrals for adults
- 24/7 care
- Immediate housing

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

Embarcadero Navigation Center

March 17th, 18th, 19th

Tuesday, Wednesday, Thursday

9:00am – 4:00pm

555 Beale 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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SAN FRANCISCO
HUMAN SERVICES AGENCY

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





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](#)

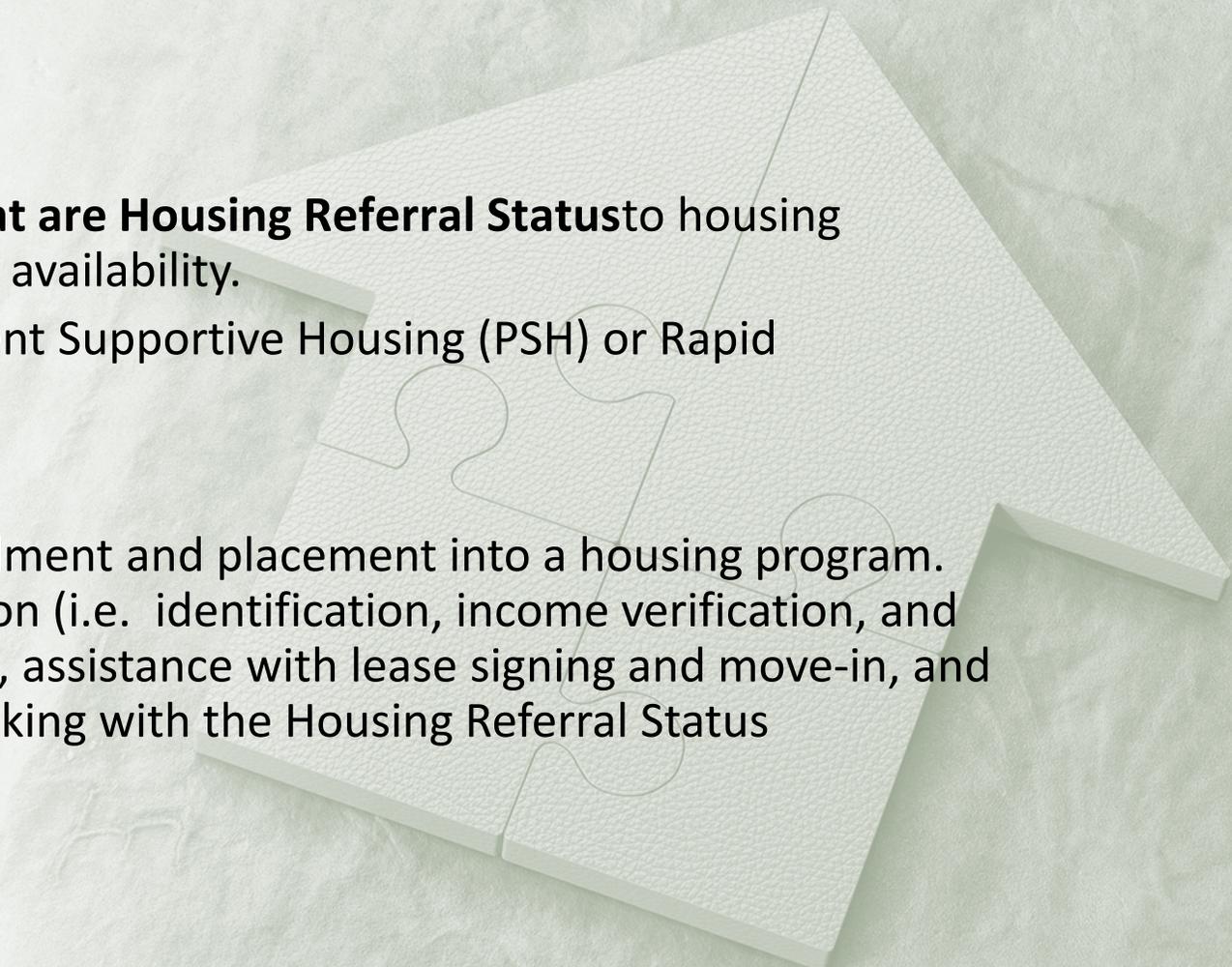
Prioritization

- 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.



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.
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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 of up 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](#)



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](#)



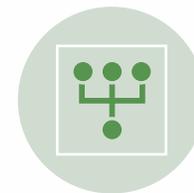
[Coordinated Entry Standards](#) Policy & Procedures



[Coordinated Entry and Housing Demographics dashboard](#)



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



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