



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Local Homeless Coordinating Board (LHCBC)

Coordinated Entry Committee | June 9, 2026





Agenda

- I. Welcome**
- II. Coordinated Entry (CE) Overview**
 - CE Redesign Status Update & Recommendation Tracking
- III. Coordinated Entry Update**
 - Survivors of Violence Coordinated Entry
 - Housing & Family Shelter Queue Data
 - Assembly Bill (AB) 2146
- IV. Questions & Comments**

[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.

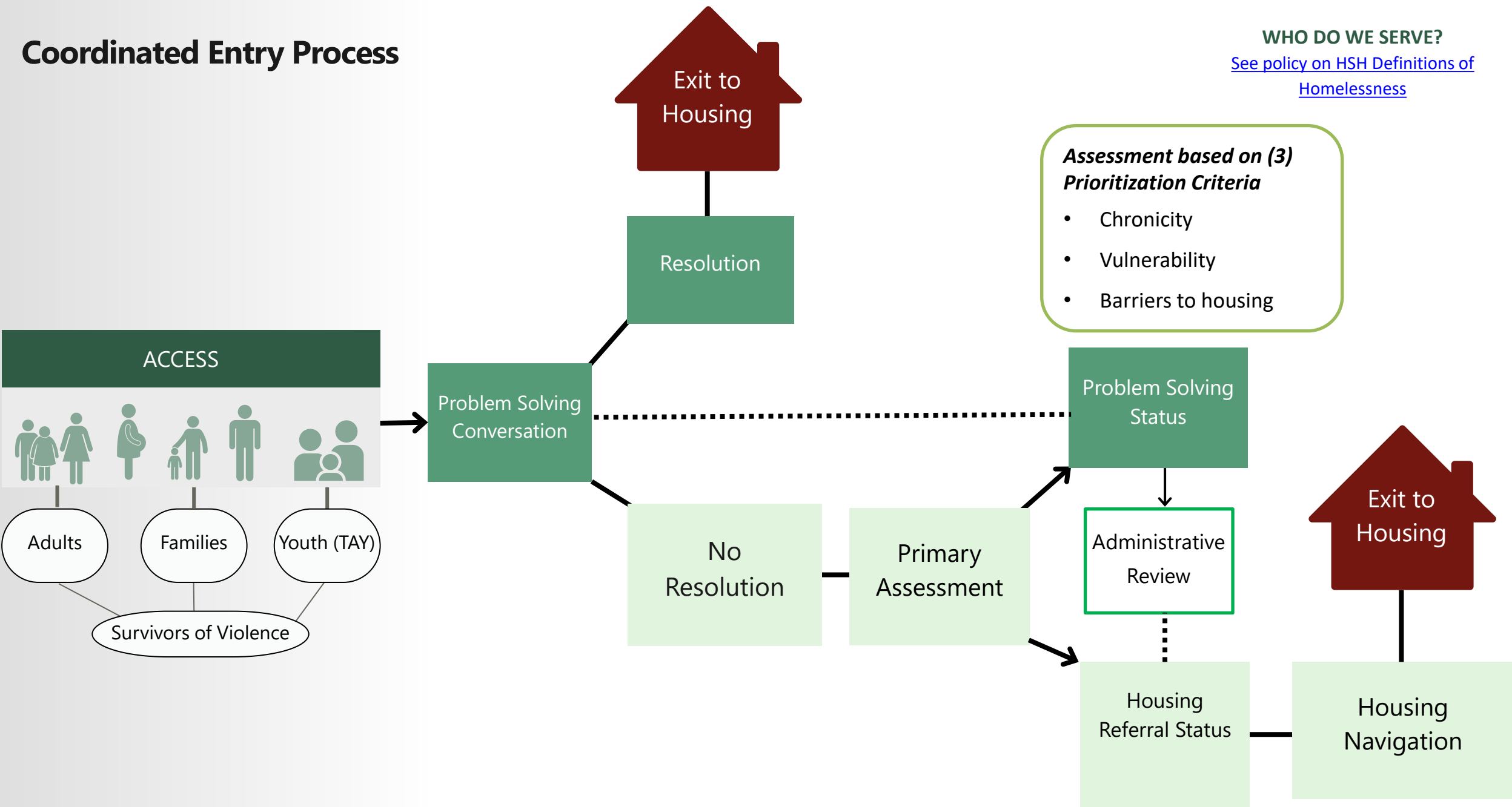
24 CFR 578.7(a)(8) require that CoCs establish a Centralized or Coordinated Assessment System for receiving CoC Program and Emergency Solutions Grants (ESG) funding - (HUD requirement).

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

[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	FAMILY Adults with minor children	YOUTH Adults ages 18 - 24; 25-27 upon intake Transitional Age Youth (TAY)
<ul style="list-style-type: none">• Episcopal Community Services (ECS)• Mission Action• Swords to Plowshares (Veteran-focused)• SF Pretrial Diversion Project	<ul style="list-style-type: none">• Central City Access Point (Compass Family Services)• Mission Access Point (Catholic Charities)• Bayview Access Point (Catholic Charities)	<ul style="list-style-type: none">• 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: SF Homeless Outreach Team, UCSF Citywide)
- Staff at these organizations conduct **Primary Assessments**.

Multidisciplinary Team (MDT)

- Coordination between Human Services Agency, HSH, and other external partners i.e. Bay Area Legal Aid, Housing and Disability Advocacy Program.
- Goal is to ensure adults of temporary shelters have met with a Coordinated Entry Access Point for Problem Solving, Assessment, and Prioritization.
- Applied for all potential benefits such as Supplemental Security Income (SSI), CAAP/General Assistance, CalFRESH, and Medi-Cal

Multidisciplinary (MDT) Site Schedule

Taimon Booton Navigation Center

June 16th & June 18th

Tuesday and Thursday

9:00am – 3:00pm

680 Bryant 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



Community Day of Service

**Bill Graham Civic Auditorium (99 Grove St)
Wednesday, June 17, 2026 - 10 AM to 3 PM**

Community Day of Service (CDoS) is a one-stop shop that provides services for people experiencing homelessness, at risk of homelessness, or in need of assistance, delivered with compassion, care, and respect.



- **DMV:** Reissue or Renew CA State ID



Service Provided

- **Benefits:** Medi-Cal, CalWORKS, CalFresh, CAAP/GA

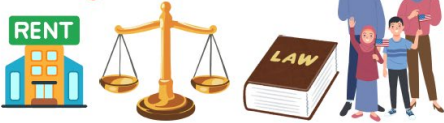


- **Social Security Administration**

- **Access to Housing Services through Coordinated Entry.**



- **Legal:** Family, Landlord/tenant, Immigration




- **Medical Clinic:** Urgent Care, Medication Management, etc

- **Reading Glasses**



- **Youth Services, Senior Services, Family Services, etc.**

- **Rehabilitation:** Addiction and Mental Health

- **Veteran Services:** Medical Benefits, Work Placement, Housing assistance



- **Free Shower and Laundry**

- **HARM Reduction:** syringe exchange, not available

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 workforce development services

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





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 supportive housing in San Francisco's Homeless Response System (HRS) is limited, Coordinated Entry prioritizes those with the highest needs to available supportive housing. HSH estimates what proportion of households will be Housing Referral Status or Problem Solving Status:

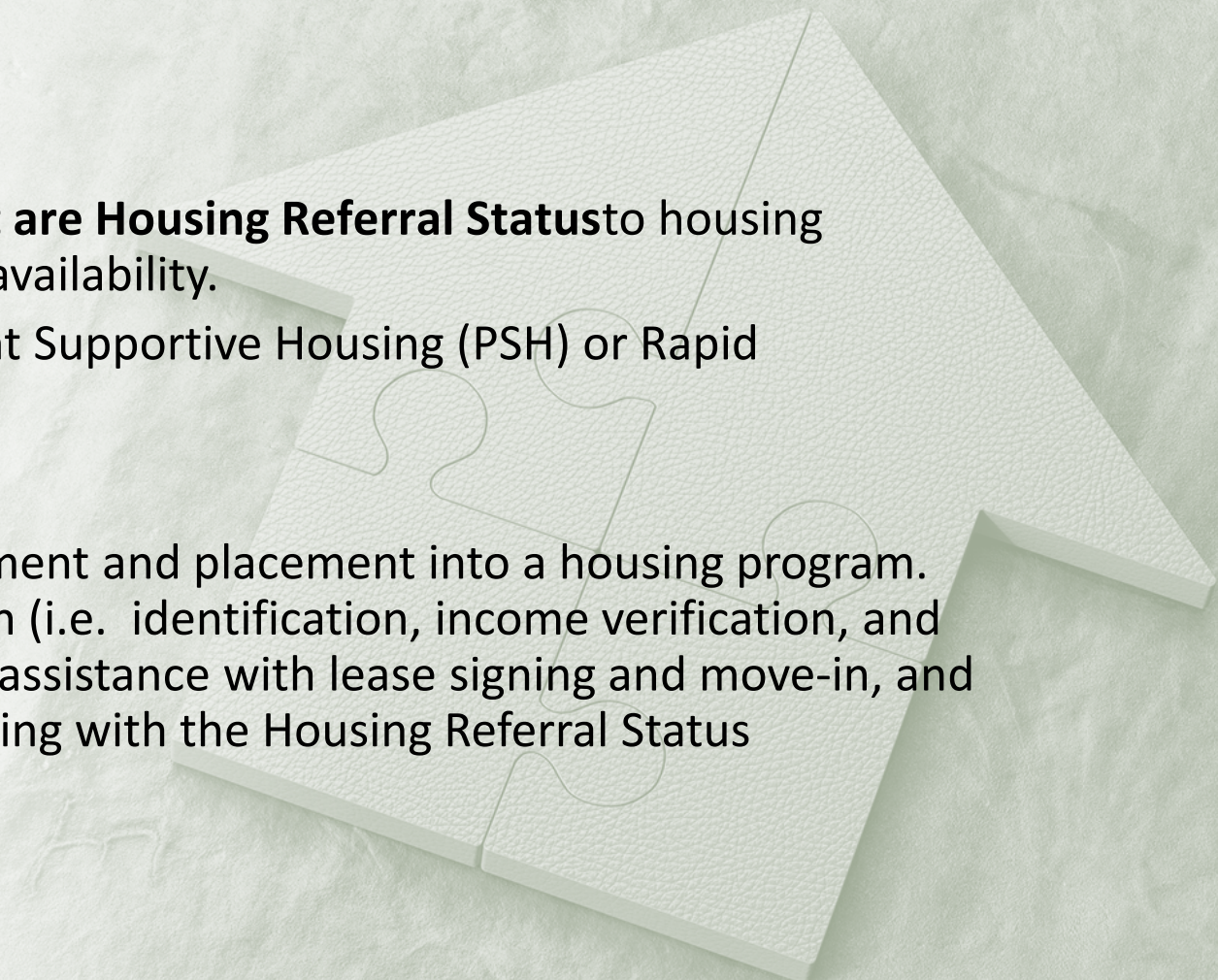
- **Housing Referral Status:** people experiencing homelessness who are prioritized for supportive housing within the City's homelessness response system, based on their health *vulnerability, barriers to housing, and chronicity of homelessness*
 - Households are placed on a queue and referred to available housing programs as eligible.
- **Problem Solving Status:**
 - Households are provided continuous Problem Solving conversations to identify pathways without accessing the Homelessness Response System. These interventions include housing location assistance, relocation and reunification support, and referrals to affordable housing options

HOUSING REFERRAL STATUS & PROBLEM SOLVING STATUS REPRESENT A PATH TO PERMANENT HOUSING.

[Link to Prioritization Policy - 2/2026](#)

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 of up 30% of their income
 - Please note– effective immediately all Coordinated Entry Access Points can use Problem Solving Funding to cover Permanent Supportive Housing Move In Costs.
- **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](#)





CE Redesign Status Update & Recommendation Tracking

- Outcomes from CE Redesign Implementation
- Alignment of Activities
- What's Happening Now and What's Next

CE Redesign Implementation Committee (CEIC)

- **24** external community members
- City/County staff
- **69%** bring lived expertise of homelessness
- **Majority** identify as Black, Indigenous, or people of color (BIPOC), **20%** identify as transgender and gender non-conforming (TGNC), and **37%** identify as LGBTQ+
- People with lived expertise of homelessness and who are being compensated



Agencies Represented: 3rd Street Youth Center & Clinic, Catholic Charities, Coalition on Homelessness, Compass Family Services, Episcopal Community Services, DISH, Felton Institute, Hamilton Families, Heluna Health/SF Homeless Outreach Team, Homeless Prenatal Program, Homeless Youth Alliance, HomeRise, Larkin Street Youth Services, Mercy Housing, SF LGBT Center, SF Pretrial Diversion, SF VA Health Care System, St. James Infirmary Taimon Booton Navigation Center, and UCSF Citywide

Summary of Accomplishments (2024-2025)



Developing a **CE Mission, Vision and Values**

Establishing a [Coordinated Entry Client Bill of Rights](#) for individuals and family going through Coordinated Entry.

- Respect, Dignity, and Empathy
- Inclusion and participation in decisions about their welfare
- Transparency in agency policies that affect the services they receive

Recommended **standardized training and core competencies for CE Providers**

CE Training Standards Curriculum *now live*

- ✓ Expectations for Access Points
- ✓ Facilitation guide for administering the assessment; offering clarifying language and messaging
- ✓ Understanding prioritization and prioritization criteria

Summary of Accomplishments continued

Proposed universal Coordinated Entry Provider **Access Standards**

Learn more [here](#)

- ✓ Eligibility
- ✓ Accessibility
- ✓ Operating Standards
- ✓ Coordinated Entry Services

Types of Access Models

- ✓ Onsite
- ✓ Mobile Access
- ✓ Remote Access
- ✓ Outreach Access
- ✓ Shelter
- ✓ Multidisciplinary Team Site Visits



What's ongoing – Prioritization & Assessment

CEIC also recommended revised **prioritization domains** and revised **Adult/Youth Primary assessment** to be more trauma-informed

- ✓ Due to longstanding community feedback, implemented ONE System technical change of excluding Q15 for Adults aged 25 years and older; effective 3/2025

CEIC approved recommendations to hire Centre for Social Data Analytics to guide assessment revision with the following goals:

- Reduce the # of questions asked and leverage administrative data
- Accurately capture medical vulnerability
- Equity testing

Develop matching policies and approaches based on assessment decisions

- Process to allow households to move from less intensive interventions to more intensive interventions

Alignment of Activities

Coordinated Entry Redesign and Coalition on Homelessness Recommendations

Shared Goal: San Francisco will have a functional, equitable, and supportive Coordinated Entry system for both service providers and the people we serve. HSH strives to create a community-centered process that connects people to the homelessness response system, understands people, and identifies and matches resources to meet their needs.

What's next: HSH will work closely with the LHCB-CE Co-chairs as we refine prioritization and matching strategies and operationalize recommendations.



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Survivors of Violence Coordinated Entry

June 9th, 2026



Survivors of Violence Background





- October 2024 Launch
- Access Points:
 - Asian Women's Shelter (AWS)
 - Safe House
 - St. Vincent de Paul (SVDP)
- Strict confidentiality maintained in compliance with the Violence Against Women Act (VAWA) regulations.
- The HOPE System is used by the Victim Service Providers (VSP).
 - Records survivor information (demographics, assessments, documentation)

Are you fleeing or experiencing violence and seeking a safe, confidential way to access resources through Coordinated Entry?

Contact a Victim Services Provider that provides Coordinated Entry services for survivors.



ACCESS POINTS FOR SURVIVORS:

-  Comply with federal laws so your data will not be shared with the City's homelessness information database (ONE System).
-  Provide housing assessments and prioritization. If you are already prioritized with a different Access Point, you will need to choose which housing resource to move forward with (HOPE or ONE System).
-  Connection to Problem Solving services like move-in assistance (i.e. security deposit, basic furniture, and first month's rent) are referred out to Hospitality House. Access Points for Survivors do not provide Problem Solving services directly.
-  Visit Access Points for Survivors for more resources.

 [DVCE Access Points](#)

Survivors of Violence Coordinated Entry

1. Provide Coordinated Entry (CE) services for survivors fleeing violence whose information cannot be safely stored in the ONE System.
2. Offer problem solving, prioritization assessment, housing, navigation, and coordinate handoffs to other VSP providers, if needed.
 - Same housing prioritization factors as Coordinated Entry.
 - Connected to 3rd party Problem Solving providers (e.g., Hospitality House).
3. Navigate Housing referrals.
 - VSPs can refer households to Rapid Rehousing programs and flexible housing programs run by agencies such as Asian Women's Shelter, Safehouse, Community Forward, and Miss Major Alexander L. Lee TGIJP Trans Cultural Center.

Survivors of Violence Coordinated Entry Policies

1. VSPs cannot create HOPE assessments for survivors already prioritized in ONE.
 - If the survivor needs to Switch to the HOPE system, they can and must request that their ONE profile be deidentified at the same time.
2. VSPs cannot enter information in the ONE System.
 - VSPs do not update the ONE system at all. Department of Homelessness and Supportive Housing (HSH) VSP Program Manager controls prioritization and matching.
3. VSPs cannot guarantee housing or shelter placement.
 - Housing and shelter availability are based on capacity.

Key information

1. Survivors prioritized for housing through Survivors of Violence Coordinated Entry should be referred back to the VSP provider that completed their HOPE assessment.
2. Survivors can choose if they want to use the ONE System or HOPE System, but they can't navigate both systems.
3. Any requests for record de-identification should be routed to HSH's privacy officer and the HSH ONE System Team:

HSHONESystemPMO@sfgov.org

Laura.Jessup@sfgov.org

kyle.wehner@sfgov.org



Housing Queue Data

Q2 Update: Average Waiting Periods for Placement

- Median wait time for Referrals
- Based on inventory and eligibility criteria
- Updated from February 2026

MEDIAN TIME ON HOUSING & SHELTER QUEUES

June 2026 Update

Housing Queues	Median Wait Time (Days)		
	June 2026	February 2026	% Change
County Adult Assistance Program Permanent Supportive Housing	21	88	📉 76%
Permanent Supportive Housing Adults	126	91	📈 38%
Permanent Supportive Housing Youth	117	132	📉 11%
Permanent Supportive Housing Families*	N/A	105	N/A
Permanent Supportive Housing Veterans*	N/A	88	N/A
Rapid Re Housing Youth	N/A	N/A	N/A
Rapid Re Housing Families	116	97	📈 20%
Rapid Re Housing Domestic Violence	86	149	📉 42%

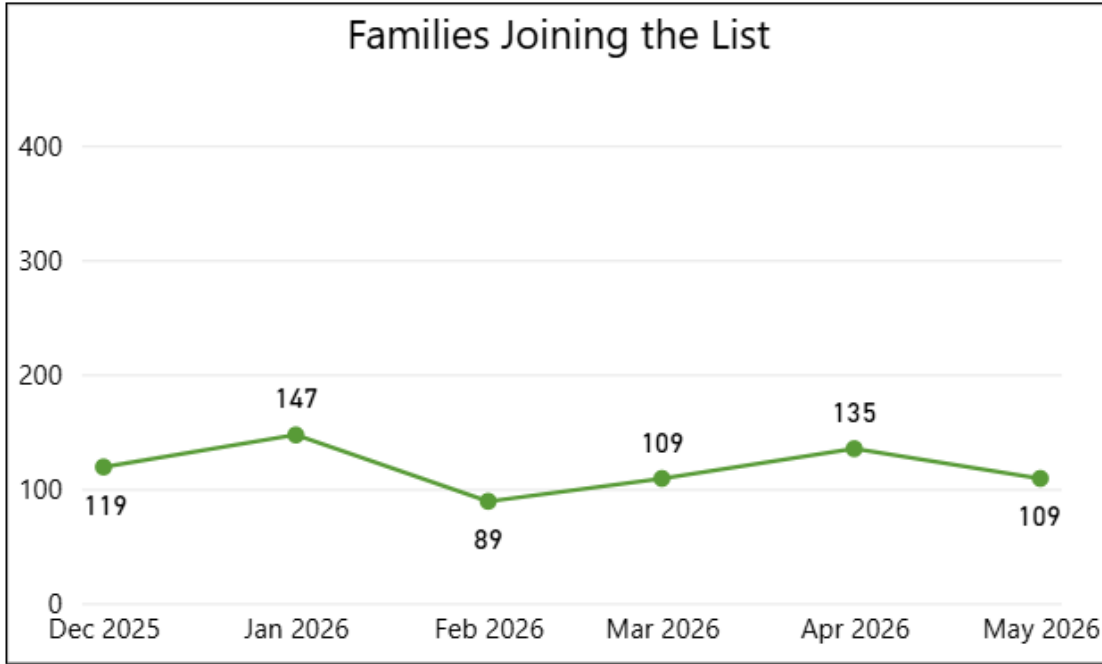
**Less than 10 households for Family PSH and Veterans PSH*



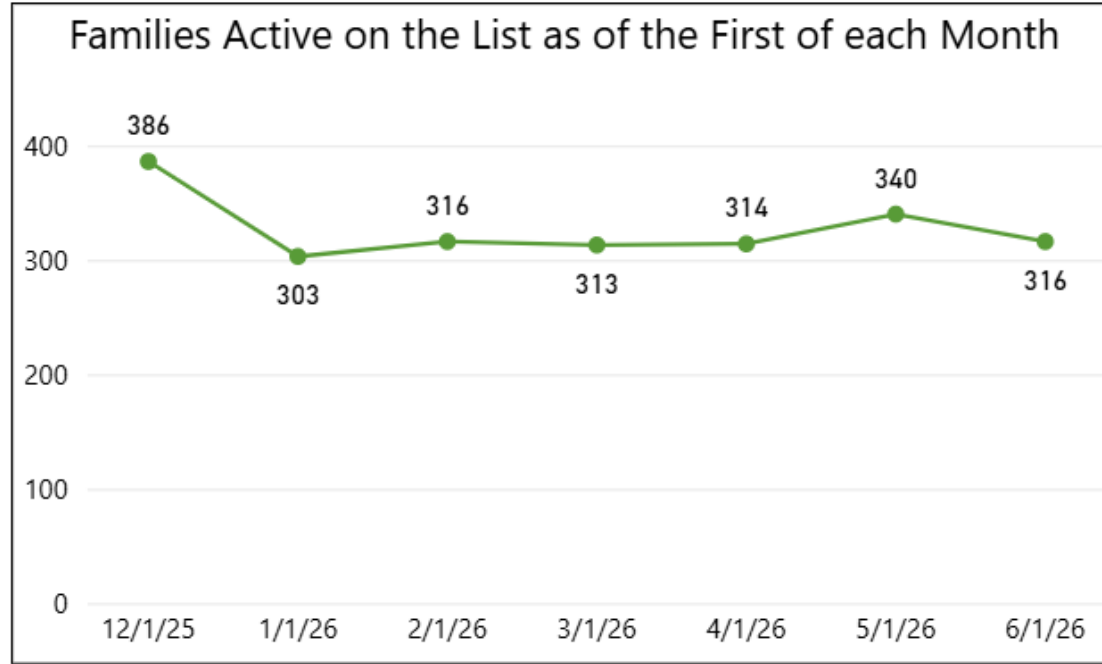
Family Shelter Waiting List - Joining & Active

Family counts are based on unique Heads of Household.

Families Joining the List



Families Active on the List as of the First of each Month



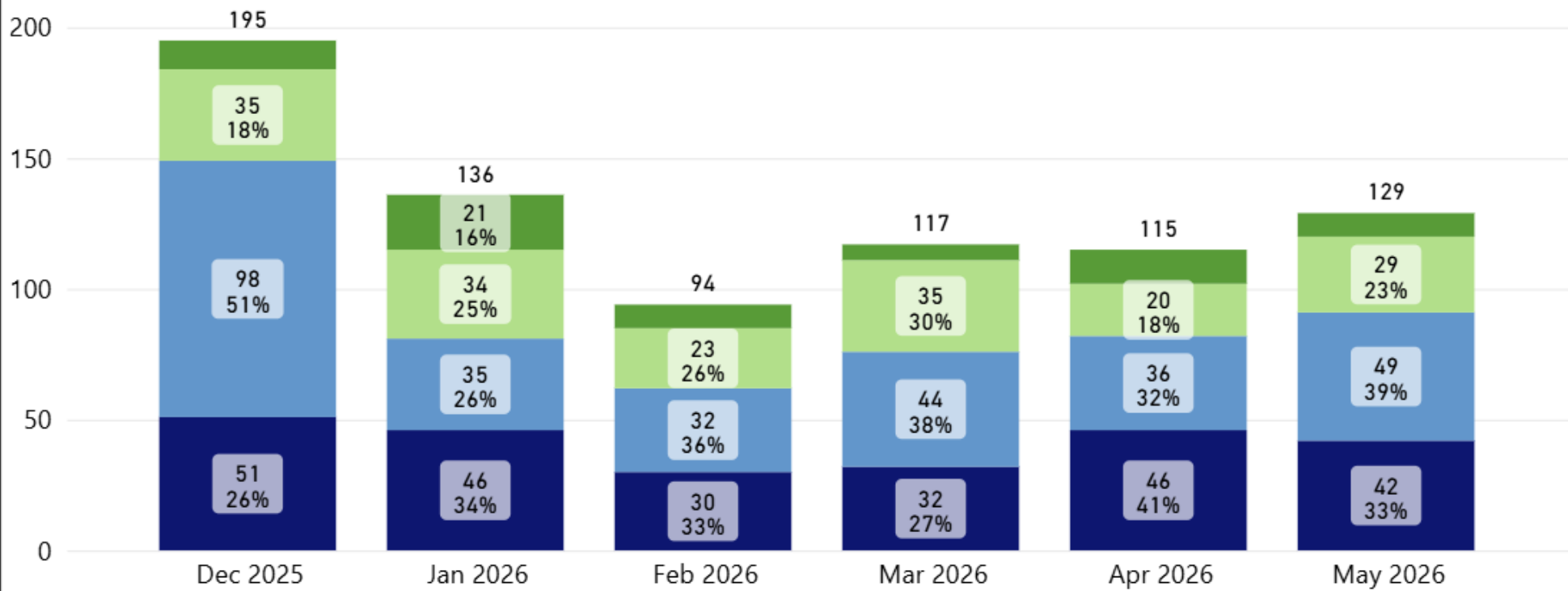


Family Shelter Waiting List - Coming Off the Waitlist

Family counts are based on unique Heads of Household.

Families Who Came Off the Shelter Waiting List Each Month by Reason

● Became housed ● Placed into shelter ● Offered shelter but did not respond or declined ● Expired from inactivity before shelter offer



Average Days on Waitlist by Outcome

12/1/2025 - 5/31/2026

Outcome	Average Days on Waitlist	# of Unique Families
Became housed	211	69
Placed into shelter	44	170
Offered shelter but did not respond or declined	63	260
Expired from inactivity before shelter offer	127	246
Total	91	698

Note: 89% of families who expired did not return.

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](#)



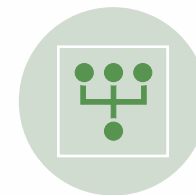
[Coordinated Entry Standards](#) Policy & Procedures



[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](#)