



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Local Homeless Coordinating Board (LHCBC)

Coordinated Entry Committee | September 9, 2025





Agenda

- I. Welcome**
- II. Coordinated Entry (CE) Overview**
- III. Coordinated Entry Update**
 - Housing Queue Average Wait Times
 - Evaluation of Coordinated Entry Assessment for Survivors
- IV. Access Point Spotlight - SF Pretrial Diversion**
- V. General Public Comment**
- VI. 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.

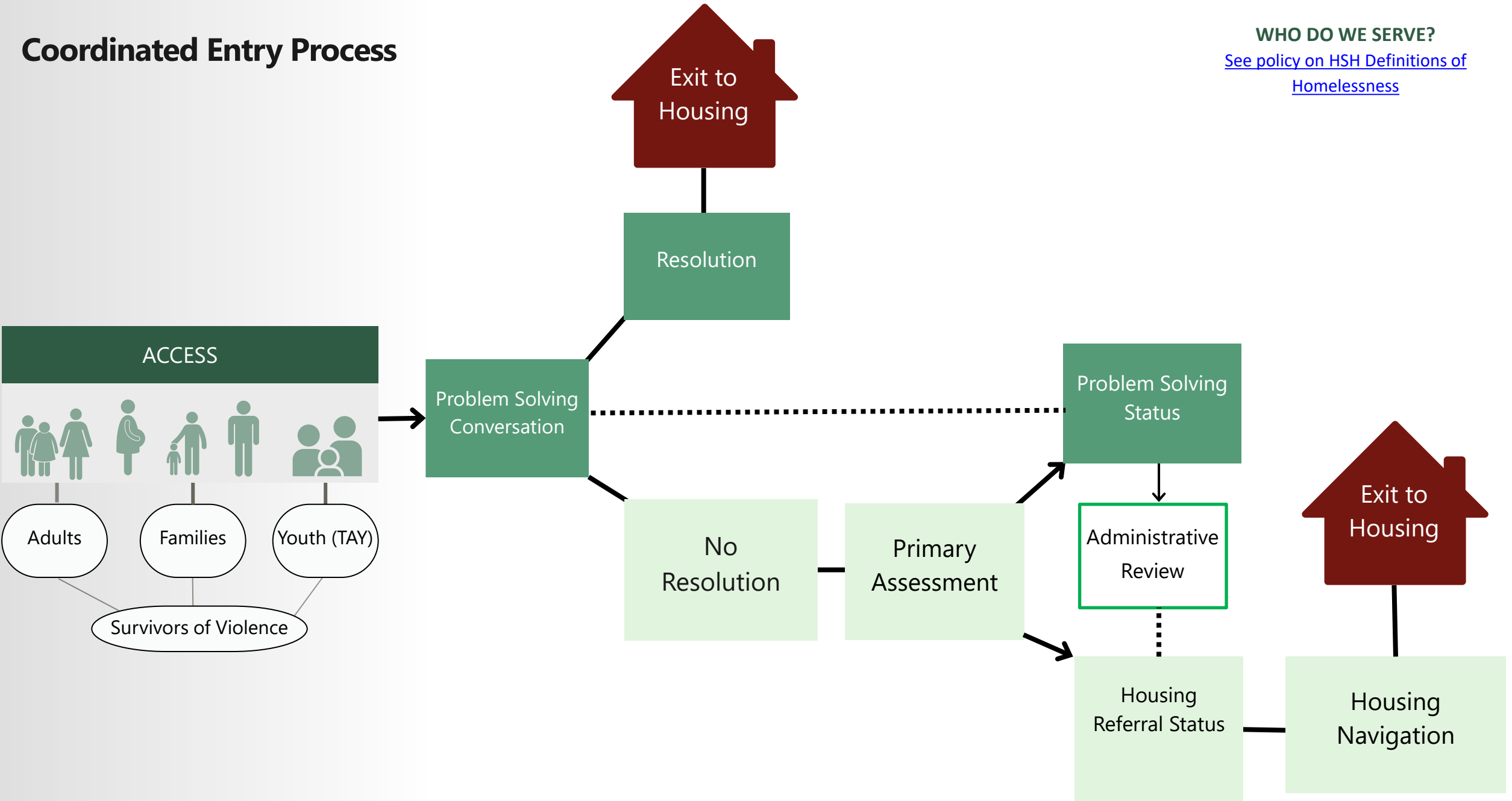
[24 CFR 578.7\(a\)\(8\)](#) require that CoCs establish a Centralized or Coordinated Assessment System for receiving CoC Program and Emergency Solutions Grants (ESG) funding - (HUD requirement).

[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	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 (formerly known as DSCS)• 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• SF LGBT Center• Lyric

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 Ellis Semi-Congregate Shelter

September 16th - September 18th

Tuesday, Wednesday, Thursday

9:00am – 3:00pm

685 Ellis Street

MDT Services Offered:

- Coordinated Entry
- 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.

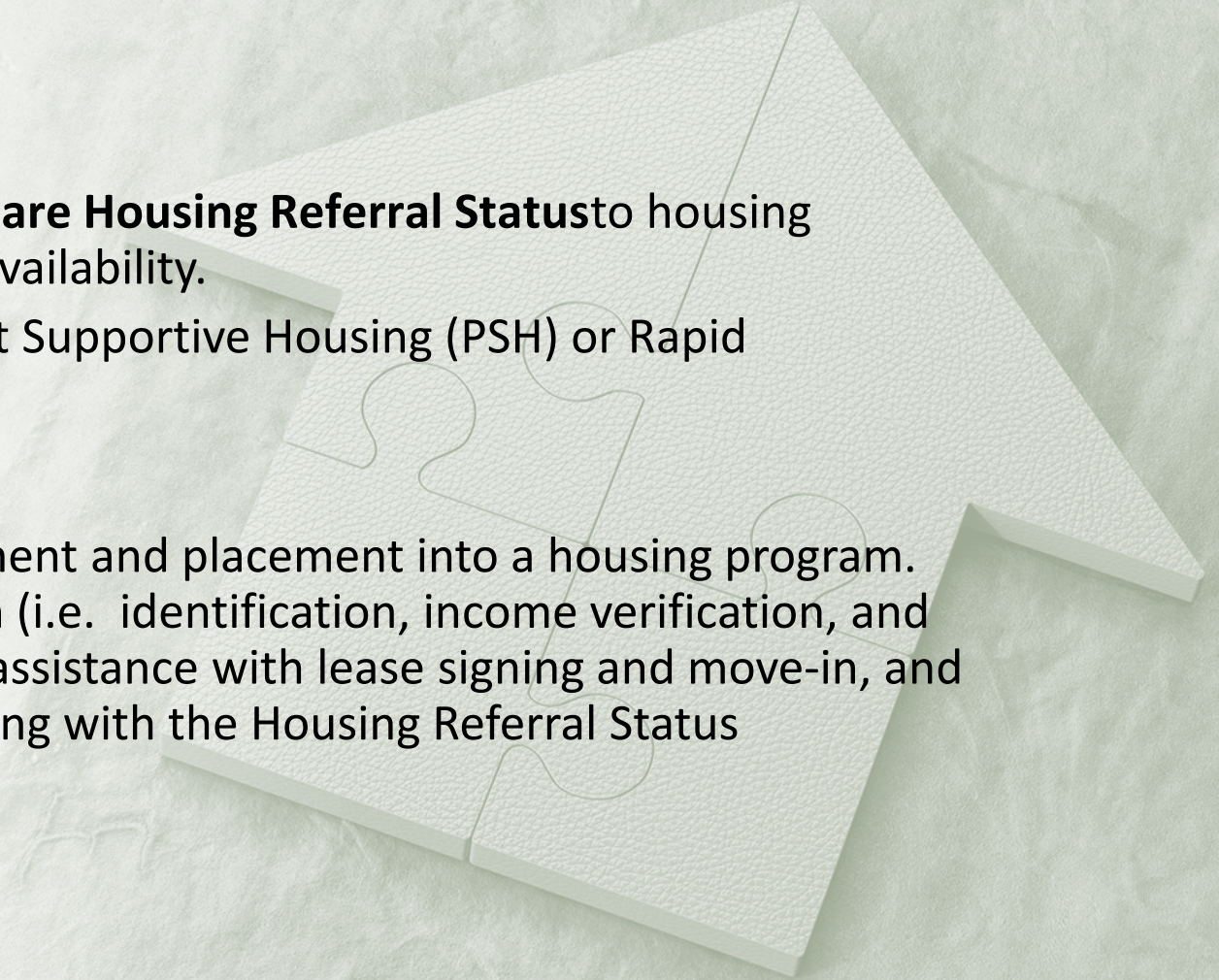


HUD's Notice CPD-17-01: [Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System](#)

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 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](#)



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



Housing Queue

Average Waiting Periods for Placement

Factors

- Housing Inventory & Eligibility Criteria
- Median wait time for Referrals

High-Level Housing Data



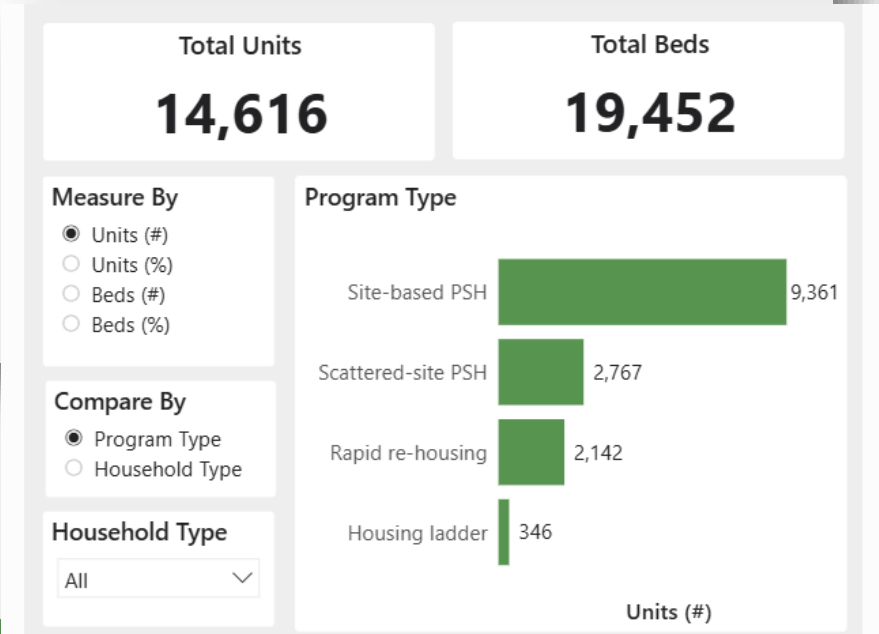
HSH has a [portfolio](#) of housing resources designated by population and includes Permanent Supportive Housing (PSH) that are site-based or scattered-site, and Rapid Rehousing (RRH). For more information, visit <https://www.sf.gov/data--housing-inventory>

Housing Inventory

Housing provides exits from homelessness through subsidies and supportive services.

On this page

- [Inventory of Housing Resources](#)
- [Housing Program Types](#)
- [Other Resources](#)



Housing Program Eligibility Criteria

Housing Portfolio by Population

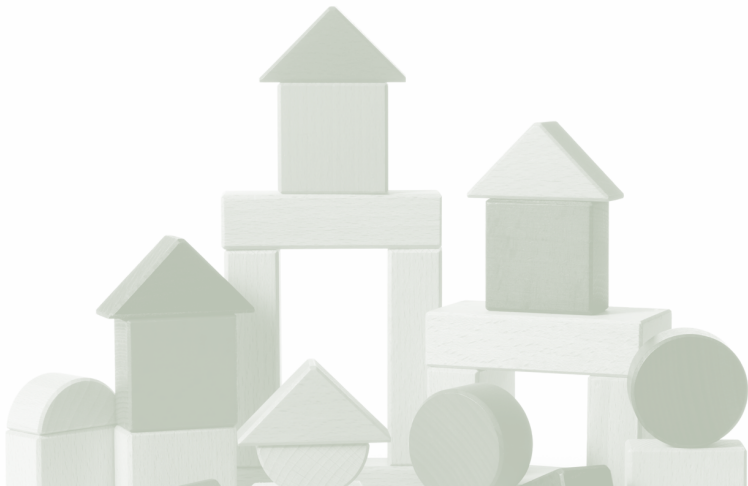
- 17% Housing for Families
- 68% Housing for Adults
- 4% Housing for Youth
- 4% Housing for Veterans

Additional Criteria:

- Age
- Income Minimum and Limits
- Background checks
- Legal residency/Government ID

Sources of Funding:

- CoC – Continuum of Care,
- LOSP- Local Operating Subsidy Program,
- HUD PBV –Project based voucher,
- MHSA – Mental Health Services Act,
- GF-General Fund
- Prop C



Median Wait Time for Referral in Housing Referral Status

- **CAAP** Housing Referral Status: **168 Days**
- **Veteran** Permanent Supportive Housing: **162 Days**
- **Youth** Permanent Supportive Housing: **112 Days**
- **Adult** Permanent Supportive Housing: **139 Days**
- **Family** Permanent Supportive Housing: **163 Days**
- **Family** Rapid Rehousing: **85 Days**
- **Family** Shelter: **62 Days**



Evaluation of DVCE Assessment Conducted by Focus Strategies

- [Access the full report here](#)



Purpose and Context



- HSH is interested in understanding how the new CE for Survivors Assessment Tool is working including:
 - Are there racial differences in scores and questions being endorsed?
 - Are survivors connected with CE housing resources at the same rate as the mainstream CE population?
 - Are there indications of what is working well and what can be improved?

Clients Assessed with CE for Survivors Assessment Tool



270 clients were assessed by VSPs between July 2024 and March 2025:



45 from Asian Women Shelter



106 from Riley Center

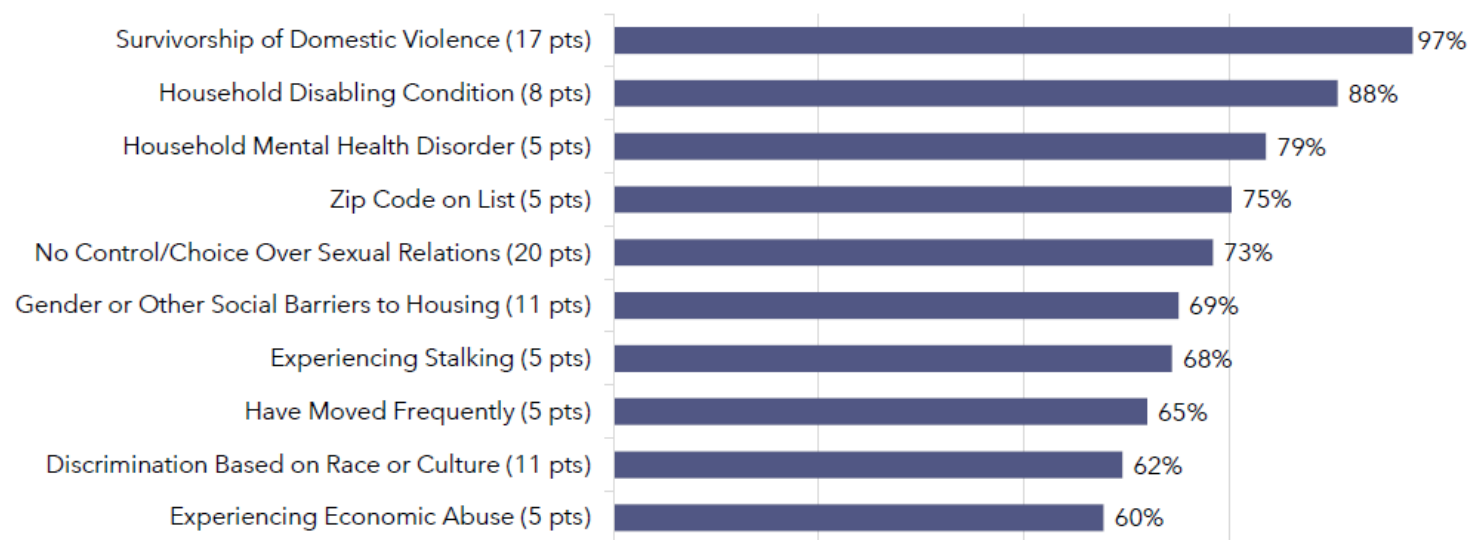


119 from SafeHouse

Scoring on the CE for Survivors Assessment Tool



Endorsement Frequency by Scored Question, 10 Highest Endorsed Questions

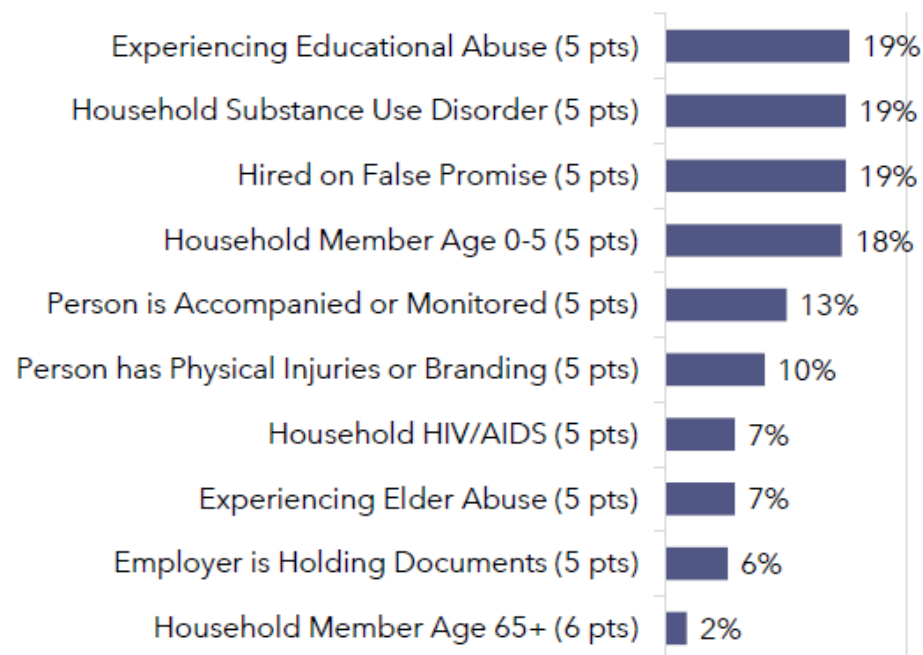


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Scoring on the CE for Survivors Assessment Tool



Endorsement Frequency by Scored Question, 10 Lowest Endorsed Questions



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](#)



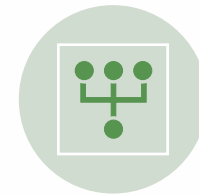
[Coordinated Entry Standards](#) Policy & Procedures



[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](#)

Thank you

QUESTIONS: dhsh@sfgov.org