Housing 201:
Coordinated Entry

Monday, May 13, 2019
San Francisco Public Library, Main Branch
Agenda

HIV & Housing Policy Update
Panel: Client & Worker Perspective
Introduction to Coordinated Entry (CE)
Primary Assessment
Prioritization & Placement
Problem Solving
Small Group Role Plays
Announcements & Evaluation
Learning Objectives

1. Describe the major steps of San Francisco’s ONE Coordinated Entry system - from assessment to prioritization for placement or problem solving
2. Identify two places where single homeless adults or families can go to be assessed for ONE Coordinated Entry
3. Explain what a client can expect during the “problem-solving” process if they are not prioritized for housing placement via Coordinated Entry
4. Describe two ways to support a client who has been selected for housing placement via ONE Coordinated Entry
Policy Update

Ande Stone, Community Mobilization Manager

May 13, 2019
HIV & Homelessness
HUD’s budget authority was cut by 75% between 1978 and 1983.
Homelessness in San Francisco

• Shelter Waitlist is over 1,000 people for single adults, over 7,000 waiting for housing
• Homeless people are 25 years older than their calendar age, and can expect a shorter life expectancy
• There are 2,100 chronically homeless adults in SF
• Over 2/3rds have some form of disability, they are disproportionately people of color (40% - 50% AA) and LGBTQ (30%)
No health without housing
TO GET TO ZERO NEW HIV INFECTIONS, SAN FRANCISCO MUST HELP THE HOMELESS

PERCENTAGE OF HIV+ PEOPLE WHO ARE VIRALLY SUPPRESSED

- 75%
- 32%

PERCENTAGE OF NEW HIV INFECTIONS

- 14%
- 86%

AVERAGE NUMBER OF DAYS TO VIRAL SUPPRESSION

- 57
- 71
1 in 7 new HIV infections are among people experiencing homelessness.
Less than a 1/3 of PLHIV experiencing homelessness are virally suppressed.
When people having housing their viral load drops

AVERAGE VIRAL LOADS

- 85,000
- 17,000
- 7,000
Housing status impacts length of time to viral suppression

AVERAGE NUMBER OF DAYS TO VIRAL SUPPRESSION

57

71
2017-2018 Spending by Homeless Services Category

Total FY 17-18 HSH Budget $236M + $14M in capital and one-time expenditures

<table>
<thead>
<tr>
<th>Services</th>
<th>Served Year</th>
<th>Total Cost</th>
<th>Cost/Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>9,500</td>
<td>$158,000,000</td>
<td>$16,632</td>
</tr>
<tr>
<td>Other Services*</td>
<td>14,500</td>
<td>$66,000,000</td>
<td>$4,552</td>
</tr>
<tr>
<td>Admin</td>
<td>0</td>
<td>$12,000,000</td>
<td>$500</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>24,000</td>
<td><strong>$236,000,000</strong></td>
<td><strong>$9,833</strong></td>
</tr>
</tbody>
</table>

*food, clothing, shelter, medical services, outreach
Prop C Updates
How the funding will be spent:

- **50%** Housing: Will permanently house 4,000 homeless families, youth, and adults.
- **25%** Mental Health and Addiction Services: Will serve the most severely mentally ill people on the streets. 4,500 people will receive behavioral health and substance use treatment.
- **15%** Prevention: Will prevent homelessness for 7,000 people through rental assistance and eviction defense.
- **10%** Clean Streets, Bathrooms, and Shelter: Will create emergency shelter for over 1,000 people and drop-in hygiene programs.
Local Coalition Updates
HIV/AIDS Providers Network (HAPN) Priorities

• City Budget Advocacy (FY 19/20)
  – $66,600 - requesting funding to backfill for any and all federal level HIV funding reductions
  – $3 million - Support new housing subsidies for seniors and adults with disabilities—including people living with HIV—to address the greatest disparity in health outcomes – housing status
  – $500,000 – Continued funding for enhanced mental health services to benefit long term survivors of HIV
  – $2 million - overdose prevention services
  – $2 million - Sustain Residential Care Facilities for the Chronically Ill (RCFCI); critical resource for seriously ill, multiply diagnosed people living with AIDS at risk of program closure

• Meeting w/ Mayor – Residential Care Facilities for the Chronically Ill (RCFCI)
Homeless Emergency Service Providers Association (HESPA) Priorities

• City Budget Advocacy (FY 19/20)
  – $3 million - Support new housing subsidies for seniors and adults with disabilities, including people living with HIV, to address the greatest disparity in health outcomes – housing status
  – $1.1 million - New rent subsidies for trans adults

• Additional Funding Priorities (FY19/20)
  – $1.5 million - rental assistance for back rent
  – $1.9 million - tenant right to counsel
  – $300,000 – pop-up behavioral health services
Additional Local Coalition Work

• Treatment on Demand Council
  – Expand access to behavioral health services

• Stop the Sweeps
  – fighting for human rights for people experiencing homelessness

• Yes 2 SCS (Safe Consumption Site)
  – fighting for creation of first safer consumption site (overdose prevention service) in San Francisco
WAYS TO GET INVOLVED IN THE FIGHT FOR HOUSING JUSTICE

Join the HIV Advocacy Network (HAN)
- www.sfaf.org/HANBayArea
- www.sfaf.org/HANEvents

Sign up for pressing local, state & federal action alerts from SFAF
Text SFAF to 52886
Questions?

Ande Stone
Community Mobilization Manager, San Francisco AIDS Foundation
astone@sfaf.org
Panel: Client & worker perspective on coordinated entry

Moderator: Miguel Ibarra, MPH
UCSF Ward 86
Capacity building

Practical tools

Cross agency collaboration
Primary Assessment

Holly Aversano, Senior Program Manager
Episcopal Community Services of SF
HSH Coordinated Entry
February 2019
Model Programs with No System

http://hsh.sfgov.org
Goal State: Model System

http://hsh.sfgov.org
Coordinated Entry Process Flow

The latest HSH CE System Map will be added here.

COORDINATED ENTRY & INITIAL SCREENING

1. Coordinated Entry
   - 311
   - HSA/SSA
   - SF HOT
   - Access Point Mobile
   - Veterans
   - Providers
   - School District
   - Justice System
   - Self Referral

2. Initial Screening
   - If eligible...
     Access Points will enroll household into Coordinated Entry and move on to Problem Solving...
   - If ineligible (not homeless or living in another county)...
     Access Points will connect household to the appropriate resource

PROBLEM SOLVING & HOUSING ASSESSMENT

3. Problem Solving
   - Problem Solving Opportunities...
     - Homeward Bound
     - Homelessness Prevention Assistance
     - Market Rate Housing/Non-HSH Housing
     - Conflict Resolution/Mediation
     - SFV Rapid Resolution - For Veterans Only

4. Housing Assessment
   - If unable to Problem Solve...
     - Housing Prioritization Primary Assessment
     - Adult Coordinated Entry Only...

HOUSING OPPORTUNITIES

5. Housing Navigation and Housing
   - Permanent Supportive Housing
   - Scattered Sites Supportive Housing
   - Review and Prepare Housing Eligibility Documents
   - Rapid Re-Housing
   - Market Rate/Non-HSH Housing

Problem Solving - A Constant Resource

http://hsh.sfgov.org
Problem Solving

- Prevent people from entering the HRS and to redirect people who can resolve their homelessness without the need for shelter or ongoing support
  - Eviction Prevention
  - Relocation assistance (e.g. Homeward Bound)
  - Family reunification
  - Move-in assistance
  - Flexible Grants
Priority Status Assessment

**Priority Status:** people experiencing homelessness who are prioritized for housing based on their health vulnerability, housing barriers, and homelessness chronicity

- Priority status is determined by the HSH Assessment Process
- Priority Status households will be assigned a housing navigator who will match the household for available housing
- Non priority status households will not be referred to HSH-funded permanent housing programs

**Problem Solving is a continuous resource**
HSH Housing & Housing Ladder

- Rapid Rehousing
- Permanent Supportive Housing
- Scattered Site Supportive Housing
- Housing Ladder
Rapid Rehousing (RRH)

- Help establishing tenancy
  - Short to medium term support
  - Connections to employment
  - Goal to take over rent
  - Can be within San Francisco or outside

- New initiatives:
  - 400+ Heading Home for families
  - 500 Rising Up for Youth
  - 40 for Adult

http://dhsh.sfgov.org
Permanent Supportive Housing (PSH)

- Pillar of Homeless Response System (HRS) to end chronic homelessness
- More than 1,500 units in PSH pipeline through 2024
Moving On Initiative (MOI)

- Subsidies to people who have been in PSH and Families in RRH
- Supports resident goals
- Creates flow/new openings
- Up to 300 vouchers in pipeline
## Current Access Points

### Adult Access Points

- 2111 Jennings Street  
  San Francisco, CA 94124
- 123 10th Street  
  San Francisco, CA 94103

### Family Access Points

- 37 Grove Street  
  San Francisco, CA 94102
- 1641 LaSalle Avenue  
  San Francisco, CA 94124
- 3270 18th Street  
  San Francisco, CA 94110

### Youth Access Points

- 134 Golden Gate Ave  
  San Francisco, CA 94102  
  Monday – Friday – 9:00am-2:00pm
- 1728 Bancroft Ave  
  San Francisco, CA 94124  
  Monday – Friday 1:00-5:00pm

http://hsh.sfgov.org
<table>
<thead>
<tr>
<th>Mobile Access Points</th>
<th>Call: 415-487-3300, ext. 7000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>Email: <a href="mailto:SFACES@ecs-sf.org">SFACES@ecs-sf.org</a></td>
</tr>
<tr>
<td></td>
<td>(subject line: Request Assessments)</td>
</tr>
<tr>
<td>Family</td>
<td>Call: 415-430-6320</td>
</tr>
<tr>
<td></td>
<td>or 415-972-1281</td>
</tr>
</tbody>
</table>
Adult Coordinated Entry (CE): Assessments

5,400 total assessments

*As of 5/6/2019

http://hsh.sfgov.org
Adult CE: Age

http://hsh.sfgov.org
Adult CE: Race & Ethnicity

- Black or African American: 2,117
- White: 1,996
- Multi-racial: 263
- Asian: 233
- Client doesn't know: 221
- American Indian or Alaska Native: 163
- Data Not Collected: 156
- Client Refused: 119
- Native Hawaiian or Other Pacific Islander: 101

http://hsh.sfgov.org
Adult CE: Race & Ethnicity

- Non-Hispanic/Non-Latino: 4,198
- Hispanic/Latino: 988
- Data not collected: 134
- Client doesn't know: 25
- Client refused: 24

http://hsh.sfgov.org
Adult CE: Gender & Sexual Orientation

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>3,653</td>
</tr>
<tr>
<td>Female</td>
<td>1,515</td>
</tr>
<tr>
<td>Trans Female</td>
<td>88</td>
</tr>
<tr>
<td>Data not collected</td>
<td>58</td>
</tr>
<tr>
<td>Gender Non-Conforming</td>
<td>36</td>
</tr>
<tr>
<td>Trans Male</td>
<td>11</td>
</tr>
<tr>
<td>Client refused</td>
<td>3</td>
</tr>
</tbody>
</table>

http://hsh.sfgov.org
Adult CE: Gender & Sexual Orientation

http://hsh.sfgov.org
Prioritization & Placement

Holly Aversano, Senior Program Manager
Episcopal Community Services of SF
Problem Solving

Josh Steinberger, Manager of Problem Solving Services
Episcopal Community Services of SF
Thank you

San Francisco
Department of Public Health

- SF HIV FOG
- FRONTLINE ORGANIZING GROUP
- GETTING TO ZERO
- SAN FRANCISCO
- SF HEALTH NETWORK
- HIV HEALTH SERVICES
FOG Steering

Alynia Phillips, ALRP
Amanda Newstetter, MSW, BANC AETC
Andy Scheer, LCSW, SF City Clinic, SFDPH
Ande Stone, SF AIDS Foundation
Beth Mazie, PRC
Chuan Teng, PRC

Dawn Evinger, PRC
Dianne Georgetti, RN, Shanti
Jessica Price, BANC AETC
Ruby Koger, SF Community Health Center
Talishia Hervey, LINCS Navigation, SFDPH
Kevin Hutchcroft, HIV Health Services, SFDPH