



# HOUSING 201: Coordinated Entry

Monday, May 13, 2019, San Francisco Public Library



## TRAINING AGENDA

11:30 am

### CHECK-IN & LUNCH

#### WELCOME

12:00 pm

Andy Scheer, SF HIV FOG Steering Member & Medical Social Worker,  
San Francisco Department of Public Health / SF City Clinic

#### HIV & HOUSING: Updates on Federal, State, and Local

Ande Stone, SF HIV FOG Steering Member & Community Mobilization Manager,  
San Francisco AIDS Foundation

#### Client & Worker Perspective on Coordinated Entry Panel

Facilitator: Miguel Ibarra, Clinical Social Worker, UCSF Ward 86

#### Stretch & Meet Your Neighbor

##### San Francisco's ONE Coordinated Entry

- Introduction
- Prioritization & Placement

Megan Owens, Coordinated Entry Manager,  
San Francisco Department of Homelessness & Supportive Housing

#### BREAK

##### Primary Assessment

- Problem Solving

Holly Aversano, Senior Program Manager & Josh Steinberger, Manager of Problem Solvers  
Episcopal Community Services

#### BREAK

##### Small Group Role Plays of Primary Assessment

Small Group Facilitators:  
SF HIV FOG Steering Committee Members, Masami Endo, PRC, & T.J. Lee-Miyaki, PRC

#### Share the Pearls Learned & Closing Announcements

5:00 pm

### ADJOURN

## LEARNING OBJECTIVES

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

# The San Francisco Continuum of Care Coordinated Entry System

## **What is the San Francisco Continuum of Care Coordinated Entry System?**

The San Francisco Continuum of Care Coordinated Entry System prioritizes people currently experiencing long-term homelessness, as well as chronically homeless veterans, for permanent, supportive housing in San Francisco.

## **How can I be referred to the San Francisco Continuum of Care Coordinated Entry System?**

Have a person who knows you and your homeless history (i.e. a case manager, your pastor, your primary care doctor, etc) submit a referral online at:

<http://sf.homebaseccc.org/>

Paper referrals can also be mailed in at:

San Francisco Continuum of Care Coordinated Entry  
PO Box 641471  
SF CA 94164

*\*Referrals submitted by yourself or a family member will not be processed.*

## **Who is eligible to be referred to the San Francisco Continuum of Care Coordinated Entry System?**

Homeless adults without children in San Francisco. Adults who sleep in a place not meant for human habitation (including on the street), in shelter, or in a transitional housing program who are seeking permanent housing are all eligible.

\*People should not be referred if they are not a resident of San Francisco, if they have children in their custody, if they have a lease, or if they are living permanently with friends or family.

## **I have applied, am I guaranteed housing?**

No. Unfortunately, there is not sufficient permanent housing for all applicants that will seek placement. Once you have submitted your referral, you are strongly encouraged to continue to seek other housing options.

## **I have been referred in the past, and I have a confirmation number. Can I check my status?**

Yes. Please visit: <https://homebaseccc.org/app/sf/pages/statuscheck.cfm> to check your status with your confirmation number.

If you have submitted a referral and lost the confirmation number, please contact Casey Tran at [ctran@ecs-sf.org](mailto:ctran@ecs-sf.org) to get your confirmation number and/or check your status.

# HOUSING 201: Housing Terminology



**At Risk/Marginally Housed** includes people losing their primary residence within 14 days and who lack the resources to obtain new housing.

**Conventional Public Housing** is a program that provides rental assistance to low and moderate-income families and individuals, in which the Housing Authority owns and manages all rental units.

## **Department of Homelessness & Supportive Housing (HSH)**

**DPH-HUH** (San Francisco Department of Public Health, Housing Urban Health) is to provide excellent medical and psychiatric care to the residents of supportive housing programs with primary medical and psychiatric care, substance abuse counseling and detox referral, HIV and STD screening and treatment, health education, GYN services, and medication adherence.

**Inclusionary Housing** (aka Inclusionary zoning - IZ) is a term which refers to municipal and county planning ordinances that require a given share of new construction to be affordable by people with low to moderate incomes.

**Mixed Income Housing** is broad and encompasses diverse types of housing units, such as apartments, town homes, and/or single-family homes for a people with a range of income levels.

## **ORGANIZATIONS**

**DAH** (Direct Access to Housing): is a permanent supportive housing program targeting low-income SF residents who have experienced homelessness and have special needs.

**CLF** (Community Living Fund): Distributes funds that can assist clients in getting out of residential care facilities for the chronically ill (RCFCIs).

**HHRL** (HIV Housing Resource List): closed and merged with PLUS Housing

**PHA** (Public Housing Authority): manages housing choice and project based vouchers (HCVs and PBVs).

**RAD** (Rental Assistance Demonstration): a voluntary program of the US Department of Housing and Urban Development (HUD). RAD seeks to preserve public housing by providing Public Housing Agencies (PHAs) with access to more stable funding to make needed improvements to properties.

**RCFCI** (Residential Care Facilities of the Chronically Ill): is a program to transfer independent HIV+ clients capable of living out of care facilities and into a more independent living situation.

## Programs

**Centers of Excellence- SF AIDS Foundation** There are seven Centers of Excellence in SF and a client needs to be enrolled and actively participating in medical services in order to access the financial assistance through their rental subsidy programs. Call a Centers of Excellence's case manager and ask about the SF AIDS Foundation's Shallow Rental Subsidy Program and the referral process.

**Continuum of Care (CoC)** is designed to assist individuals, including unaccompanied youth, experiencing homelessness and to provide the services needed to help them move into transitional and permanent housing, with the goal of long-term stability.

**Coordinated Entry System (CES)** is a consistent intake process to match homeless to available community resources. CES has clear entry points, a standardized method to assess and prioritize those in need of assistance, and a streamlined process for rapidly connecting people to housing solution. The estimated roll out date for single adults is June 2018.

**Eviction Prevention Support** provides services that include funds to pay back rent to prevent eviction, one-time rental assistance, security deposit funds to move into permanent housing, legal services, counseling, and other support services. Call the San Francisco Rental Assistance Program Information Line at (415) 557-6484 for more information.

**Homeward Bound** is a program designed to help reunite people experiencing homelessness in San Francisco with family and friends willing and able to offer ongoing support to end the cycle of homelessness. For more information, contact the Homeward Bound outreach worker at (415) 475-9985.

**Juanita's List** Like Craigslist, this is a Facebook page established by the renowned drag queen and social activist Juanita More! that allows LGBTQs to network with other LGBTQs who are either looking for housing or offering housing.

**PRC- Aids Emergency Fund** provides emergency financial assistance, up to \$600 per year for people with disabling AIDS, disabling HIV or breast cancer. PRC –AEF will assistance in paying rent, utilities, medical bills (not covered by insurance), pre-arranged funeral costs, non-cosmetic dental and optical care, alternative therapies, prescriptions, vitamins, and nutritional supplements -money paid directly to providers.

**Q Foundation** (formerly AIDS Housing Alliance) provides SF HIV+ residents with shallow subsidies for the following:

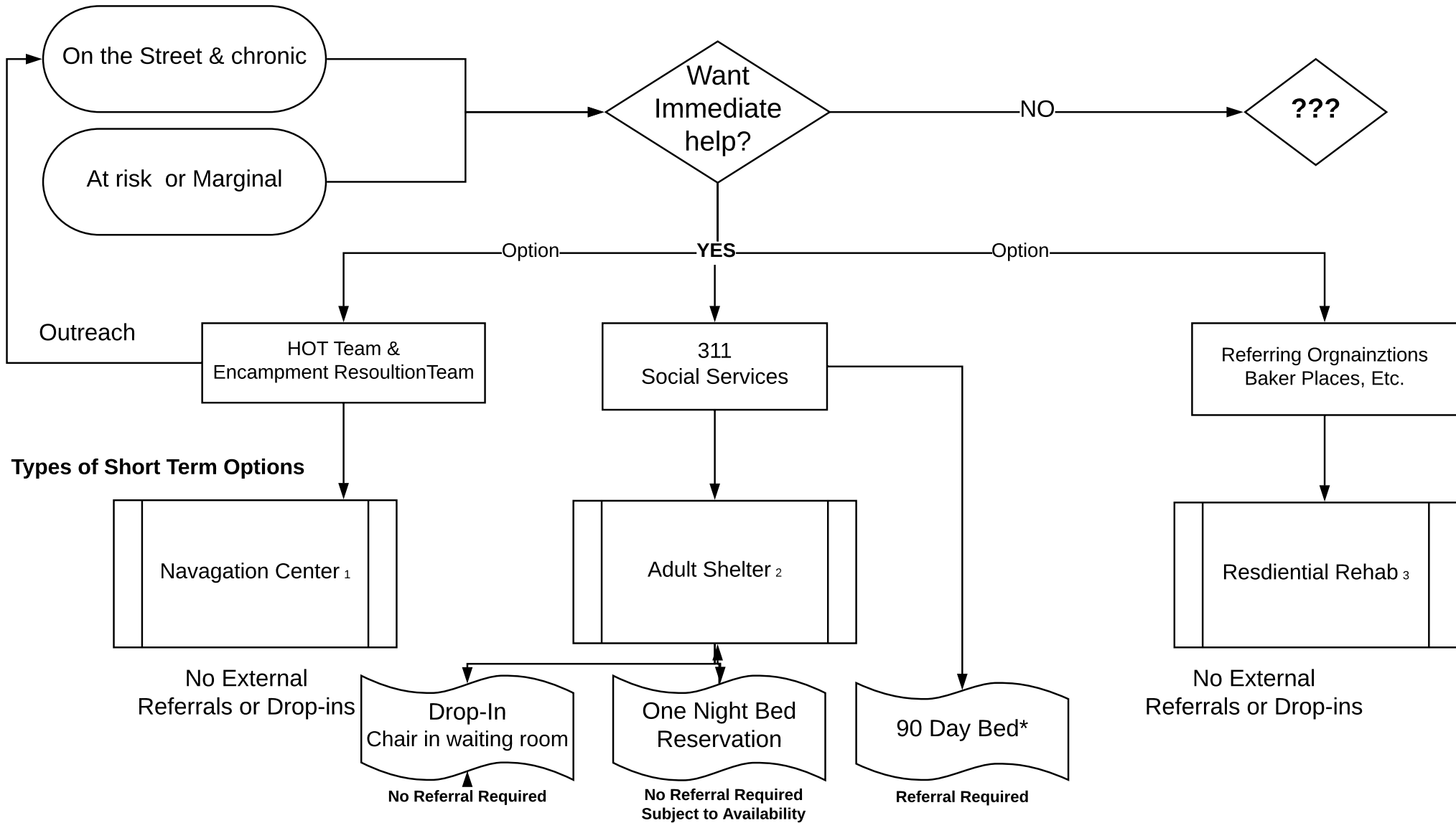
- Security deposit and first month's rent to those who have secured new housing
- Back Rent to Prevent Eviction for those at risk of eviction due to unpaid rent and who have the documented ability to pay rent in the future
- Short-term shallow rent subsidies for job training participants
- Seniors age 60+ or disabled with needs-based rent subsidies to prevent losing long-term housing, or been denied permanent affordable housing due to insufficient income.

**San Francisco Homeless Outreach Team (HOT TEAM)** connects unsheltered San Franciscans with services, medical care, and shelter beds to help them move off the streets and stabilize their lives. HOT TEAM utilizes a multidisciplinary approach to serve people living on the streets.

**Shelter + Care** Provides rental assistance and supportive services for homeless individuals who have long-term disabilities resulting mainly from serious mental illness, alcohol and drug abuse, or an HIV positive medical condition. Case management and supportive services help participants maintain stability in permanent housing. Referrals must be made by a third party and may not come directly from the person seeking housing. Apply through SF Human Services Agency <http://sf.homebaseccc.org>

**VASH** (Veterans Affairs Supportive Housing) is a program that brings together veterans with a housing choice voucher and case management services provided by the VA.

# Homeless to Housed in San Francisco Need Immediate Help



## Types of Short Term Options

**1. Navigation Centers** are short-term, low-threshold, service intensive shelters for people experiencing long-term street homelessness. Access to Navigation Centers is determined on a case-by-case basis by the Department of Homelessness and Supportive Housing. Navigation Centers do not accept external referrals.

**2. Adult Shelter System** provides short-term emergency shelter for up to 90 days to adults experiencing homelessness in San Francisco. The current adult shelter system has 1,203 shelter beds for adults over the age of 18. **\*Reservations for a 90-day bed are made through the 311 Waitlist process only.**

**3. Residential Rehabilitation**

# Moving Towards Transitional Housing

In Shelter/Navigation Center/Rehab  
Wants to moving toward transitional or  
stable housing

What Items Are Need?

Govt. Issued ID

TB Test Results

Social Security Card #

SF Medical

## Where to Apply for Transitional/Stable Housing?

Disabled or HIV+ ?

Veteran?

Re-entery?

Coordinated Entry

**Continuum of Care  
HOPWA**

**Veteran ASH**

**SF Adult Probation**

**CAAP  
(GA, PAES, SSIP)**

Receive Referral to  
Transitional Housing

Make Appointment  
with Transitional  
Housing Manager

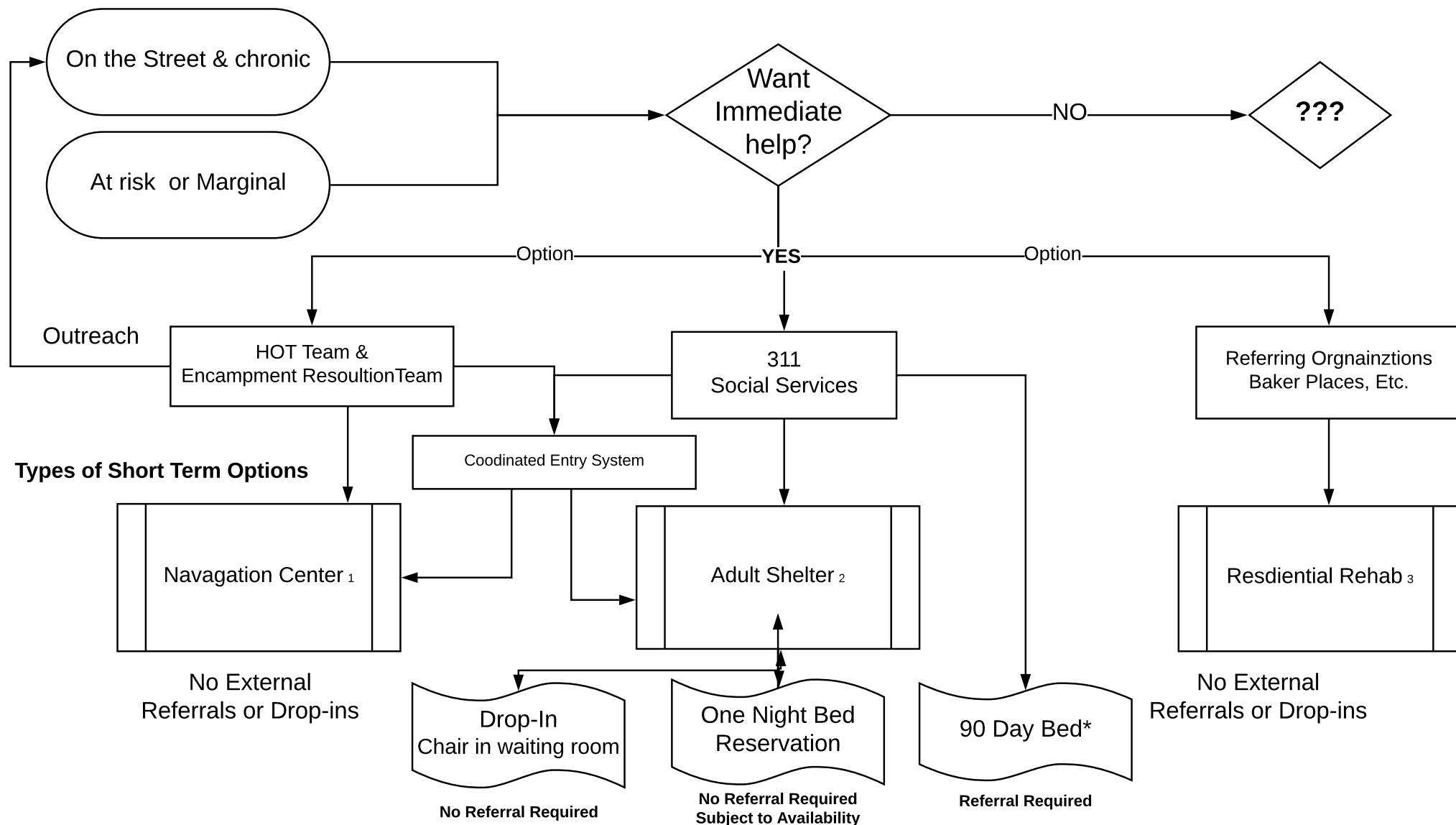
Move into  
Transitional  
Housing

Meet with  
Transitional Housing  
Case Manager  
Set Goals & Get referrals  
for need ihousehold items

Transitional Housing  
SRO  
Continuum of Care  
CAAP (GA, PAES, SSIP)  
VASH -- Veteran  
SFAPD -- San Francisco Adult Probation Department

# Homeless to Stable in San Francisco

# Need Immediate Help



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## Non Profit SRO Hotel Properties in San Francisco

### TENDERLION HOUSING DEVELOPMENT CORPORATION (THDC)

TNDC's supportive and affordable housing quification are for indivudals and families with an annual household income below 40% AMI. **To find out about vacancies and open waiting lists, check their Rental Opportunities page frequently.** Can also call TNDC's Housing Hotline at (415) 358-3938. <http://www.tndc.org/find-a-home/rental-opportunities/>

Building Name	Address	Focus	Rooms/Units
Apartments	350 Ellis St	Low-income seniors disabled individuals	96
Apartments	990 Polk St	Formerly homeless seniors; Seniors 55+; 38% AMI	110
Aarti Hotel	391 Leavenworth	Transitional Aged Youth (TAY)	40
Alexander Residence	230 Eddy St	18 HOPWA and Senior Section-8	178
Ambassador Hotel	55 Mason St	50 HOPWA Shelter+CARE Low Income	134
Antonia Manor	180 Turk St	Section-8	134
Buena Vista Terrace	1250 Haight St	Low-income seniors	40
Cameo Apartments	481-85 Eddy ST	Low & Extremely Low-Income Families/Individuals	30
Civic Center Residence	44 McAllister St	Seniors	211
Clementina Towers	320 & 330 Clementina S	Low-Income and Disabled Seniors	276
Dalt Hotel	34 Turk Street	Extremely Low-Income, Working Adults, Seniors, and Disabled Persons; 44 units for Section-8	179
Eddy Street Apartments	939 - 951 Eddy Street		61
Ellis Street Apartments	864 Ellis Street	6 HIV/AIDS youth/ 2 disabled	25
Folsom & Dore Apartments	75 Dore Street	Low-Income Individuals w/ Special Needs	98
Franciscan Towers	217 Eddy Street	Individuals, Families, Formerly homeless, Disabled	105
Kelly Cullen Community	220 Golden Gate	Formerly Homeless Single Adults	172

### COMMUNITY HOUSING PARTNERSHIP (CHP)

Community Housing Partnership **does not maintain an open waitlist.** All vacancies are filled through referrals. Please contact the referring agency associated by visiting <https://www.chp-sf.org/housing-services/apply-for-housing/>

Building Name	Address	Focus	Rooms/Units
5th Street Apartments	374 5th St	Transitional Age Youth	44
Arnett Watson Apartments	650 Eddy St	Families	83
Cambridge Apartments	473 Ellis St	Single Adults	60
Drs. Julian and Raye Richardson Apartments	365 Fulton St	Single Adults	120
Edward II	3155 Scott St	Youth (TAY)	25
Essex	684 Ellis St	Single Adults	84
Iroquois	835 O'Farrell St	Single Adults/Families	74
Rene Cazenave Apartments	25 Essex St	Single Adults	120
San Cristina	1000 Market St	Single Adults	58
Senator	519 Ellis St	Single Adults/Families	89
Zygmunt Arendt House	850 Broderick St	Senior Single Adults	47

### Episcopal Community Service San Francisco

ACCEPTING APPLICATIONS for their Wait List. Recommended to download application at [chinatowndcd.org](http://chinatowndcd.org) or pick up application at property address.

Building Name	Address	Focus	Rooms/Units
Crescent Cove	420 Berry Street	WAITLIST - Individuals w/income between 50% AMI and 60% AMI	234
William Penn Hotel	160 Eddy Street	WAITLIST - Individuals w/ income under \$36,050/yr	94



## Non Profit SRO Hotel Properties in San Francisco

### Delivering Innovation in Supportive Housing (DISH)

Properties listed here are available exclusively through the **Continuum of Care referral program (CCRP)** for (extremely low income, or earning less than 30% of SF AMI). **Referral must be made by a third party** and may not come directly from the person seeking housing, see <http://sf.homebaseccc.org>

Building Name	Address	Focus	Rooms/Units
The Auburn	Minna St	Single adult building serving formerly homeless Veterans - must be eligible for a VASH	70
The Camelot	Turk St	Single adult building serving Direct Access to Housing (DAH)	54
The Empress	144 Eddy St		89
The Le Nain	730 Eddy St	Senior housing (ages 55 and up) for DAH	86
The Pacific Bay Inn	520 Jones St	Formerly homeless	75
The Star	2176 Mission St		54
The Windsor	238 Eddy St		94

### Tenderlion Housing Clinic (THC)

THC works with **CAAP and Shelter/Navigation Center Social Workers** who issue referrals when units are available. They **also received referrals from Veterans Affairs Supportive Housing (VASH) and SF Adult Probation Department (SFAPD)**. Individuals seeking permanent housing with THC may call 311 for more information.

Building Name	Address	Focus	Rooms/Units
ALL STAR HOTEL	2791 16th Street	Permanent supportive formerly homeless adults	85
BALDWIN HOTEL	74 6th Street	Permanent supportive formerly homeless adults	187
BOYD HOTEL	41 Jones Street	Permanent supportive formerly homeless adults	79
CALDRAKE HOTEL	1541 California Street	Permanent supportive formerly homeless adults	51
CROWN HOTEL	528 Valencia St.	Permanent, supportive housing to formerly chronic homeless adults & veterans (30 units set aside)	50
DRAKE HOTEL	235 Eddy Street	New Horizon's Transitional Housing w/partnership SF Adult Probation Department - 12 month stay	60
EDGEWORTH HOTEL	770 O'Farrell Street	Permanent supportive formerly homeless adults	44
ELK HOTEL	670 Eddy Street	Permanent supportive formerly homeless adults	87
GALVIN APARTMENTS	785 Brannan Street	<a href="http://sfmohcd.org/bmr-re-rentals-785-brannan-street-units-104-403">sfmohcd.org/bmr-re-rentals-785-brannan-street-units-104-403</a>	
GRAYSTONE HOTEL	66 Geary Street	Permanent supportive formerly homeless adults	73
HARTLAND HOTEL	909 Geary Street	Permanent supportive formerly homeless adults	135
JEFFERSON HOTEL	440 Eddy Street	Permanent supportive formerly homeless adults	108
MAYFAIR HOTEL	626 Polk Street	Permanent, supportive housing to formerly homeless adults (22 units for families)	55
MISSION HOTEL	520 S. Van Ness Ave	Supportive housing to formerly homeless adults displaced by shelter closing	245
NATIONAL HOTEL	1139 Market St.	Permanent supportive formerly homeless adults	91
PIERRE HOTEL	540 Jones Street	Permanent supportive formerly homeless adults	86
RAMAN HOTEL	1011 Howard Street	Seniors and disabled individuals	84
ROYAN HOTEL	405 Valencia Street	Permanent supportive formerly homeless adults	68
SENECA HOTEL	34 6th Street		
UNION HOTEL	811 Geary Street	Permanent housing	60
VINCENT HOTEL	459 Turk Street	Permanent supportive formerly homeless single adults	99
WINTON HOTEL	445 O'Farrell St.	Permanent, supportive housing to formerly homeless adults & veterans (45 units set aside for VASH)	104

DISCLAIMER: The following information may change and can be defined in many different ways and should used as a reference. We define the information here in a way that would be most helpful to SF HIV FOG workers to understand.

## Privately Owned SRO Hotel Properties in San Francisco

Privately owned SRO hotels in San Francisco have two types of room: Residential and Tourist. Between Oct 1st to April 30th residential rooms must be reserved for residential tenants (resident over 30 days). However, the owners may have a temporary change of occupancy for no more than 25% of hotel's total residential unit for tourist rooms between May 1st to September 30th. (41.19.3 Residential Hotel Unit Conversion). The Department of Building Inspection oversees the compliance of privately owned SRO Hotels. Note, privately owned SRO's may set their room rates to whatever they believe the market will bear, and there are no city subsidies to offset cost.

Hotel Name	Address	Phone	AVERAGE RENT	# Residential Rooms
WINSOR	20 6th St	(415) 947-9101	\$ 1,200	43
TROPICAL	3562 20th St	(415) 285-6332	\$ 320	10
HAVELI	37 6th	(415) 658-7708	\$ 1,500	21
DESMOND	42 6th	(415) 621-8184	\$ 1,400	10
MINNA HOTEL	136 6th St	(415) 863-7775	\$ 1,583	22
RAM'S HOTEL	80 9th St	(415) 255-8984	\$ 1,500	21
CABLE CAR HOTEL	1388 California	(415) 684-5612	\$ 1,600	52
BALMORAL	640 Clay St	(415) 989-3568 (415) 702-0820	\$ 1,000	119
ROYAL INN	130 Eddy St	(415) 441-4180	\$ 2,820	
ADRIAN	493 Eddy St	(415) 673-8047	\$ 903	24
SONOMA HALL	587 Eddy St	(415) 872-7189	\$ 2,000	20
VILLA SOMA HOTEL	1554 Howard	(415) 307-0923		35
BEL AIR	344 Jones St	(415) 771-3460	\$ 800	59
ALDRICH	439 Jones St	(415) 885-6604	\$ 950	28
LAYNE	545 Jones St	(855) 811-2342		36
NAZARETH	556 Jones St	(415) 771-2006	\$ 1,400	40
KAILASH HOTEL	179 Julian Ave	(415) 932-6901	\$ 1,400	27
HOTEL SUTTER LARKIN	1048 Larkin St	(415) 572-0820	\$ 1,200	36
PERRAMONT HOTEL	2162 Market St	(415) 863-3222	\$ 949	23
WESTMAN HOTEL	2056 Mission St	(415) 431-4713	\$ 908	20
YUG/STARCITY APARTMENT BUILDING	2072 Mission St	(415) 496-9706	\$ 1,700	16
EL CAPITAN HOTEL	2361 Mission St	(415) 695-1597		64
ST. MORTIZ HOTEL	190 O'Farrell St	(415) 397-4639	\$ 680	60
BARTLETT BUNKHOUSE	240 O'Farrell St	(415) 397-4924	\$ 2,195	78
ORANGE VILLAGE HOSTEL / COLUMBIA HOTEL	411 O'Farrell St	(415) 409-4000 (415) 292-6400	\$ 975 - 1800	85
GATEWAY INN	438 O'Farrell St	(415) 749-1888		
SWEDEN HOUSE HOTEL	570 O'Farrell St	(415) 345-9331	\$ 1,061	33
ADMIRAL HOTEL	608 O'Farrell St	(415) 885-4989	\$ 950	26
BAKER HOTEL	1485 Pine St	(415) 474-4377	\$ 670	61
HOTEL EPIK	706 Polk St	(415) 589-7985	\$ 1,500	29
POST HOTEL	589 Post St	(415) 749-1285	\$ 977	66
DAKOTA HOTEL	606 Post St	(415) 931-7475	\$ 1,600	26
THE HERBERT HOTEL	161 Powell St	(415) 362-1600	\$ 989	66
MONROE RESIDENCE CLUB	1870 Sacramento St	(415) 474-6200		104
ITALIAN-AMERICAN HOTEL	838 Sansome St	(415) 986-9782	\$ 643	61
WARFIELD HOTEL	118 Taylor St	(415) 400-5153	\$ 588	38
BILTMORE APARTMENTS	735 Taylor St	(415) 843-2663	\$ 1,433	63
CASA MELISSA	615 Union St	(415) 391-8365	\$ 1,400	46