

# San Francisco Continuum of Care Coordinated Entry Frequently Asked Questions

## 1. I want to mail the paper referral form. Is that allowed?

**Yes.** Please mail the form to:

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

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

**Homeless adults without children in San Francisco.** Adults who usually 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. Homeless adults who usually sleep in one of those locations who are staying in an institution, including jail, or the hospital for a short period of time (less than 6 months) should also be referred. 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.

## 3. I have applied, am I guaranteed housing?

**No.** Unfortunately, there is not sufficient permanent housing for all applicants that will seek placement, and the majority of people referred will not be housed by the Continuum of Care Coordinated Entry. Once you have submitted your referral, you are strongly encouraged to continue to seek other housing options.

## 4. Who is most likely to be housed?

**The longest term homeless people, and chronically homeless veterans who have been referred are the top priority group.** The San Francisco Continuum of Care Coordinated Entry prioritizes all referred people by their length of homelessness. As of December 15, 2015, the Coordinated Assessment team is targeting people who have been homeless in San Francisco for 13 years or more at this time. People with HIV/AIDS and seniors are slightly more likely to be housed more quickly than other populations, because there are some units restricted to serving only those groups.

Chronically homeless veterans will also be housed more rapidly. Homeless veterans who are ineligible for Department of Housing and Urban Development Veterans Affairs Supportive Housing (HUD-VASH) are prioritized if they have been homeless in San Francisco for 12 months or longer.

People who have been homeless outside of San Francisco will be prioritized as well. Time spent homeless outside of San Francisco is pro-rated at 50% for prioritization purposes. For example, someone with 20 years of homelessness outside of San Francisco is prioritized at the same level as someone who has been homeless 10 years in San Francisco.

## San Francisco Continuum of Care Coordinated Entry Frequently Asked Questions

### 5. I have not been homeless very long, but I need permanent housing, can I be referred?

**Yes.** People who have been homeless a short period are not prioritized at this time, all San Francisco homeless adults without children who are seeking permanent housing should be referred.

### 6. I am a San Francisco service provider. Can I refer my clients?

**Yes.** Any service provider or advocate in San Francisco is welcome to refer. Referring providers are responsible for completing the “San Francisco Continuum of Care Coordinated Entry Homeless Single Adult Referral” form or submit the referral online here: <http://sf.homebaseccc.org/>. As a referring provider, you are responsible for entering accurate information about the length of your client’s homelessness in San Francisco and outside of San Francisco. While it’s not required that referring providers submit a shelter resident verification or other written proof of the length of homelessness, honesty is expected.

Providers will lose their referring privileges if they submit fraudulent or exaggerated referrals.

Please ensure that your referral includes as much contact information for the client, and others who know how to contact the client as possible.

### 7. Will my referral be kept confidential?

**Yes.** No personal information about people who are referred will be shared with the public. All referrals will be reviewed by the San Francisco Human Services Agency and referrals will be securely transmitted to Episcopal Community Services. Referrals who served in the US military will be shared with the Department of Veterans Affairs and the San Francisco Housing Authority. Referrals will only be used for the purpose of locating homeless people in the community, placing homeless people in housing and tracking the performance of the system.

### 8. Do I need proof of US Citizenship or other immigration documentation to apply?

**No.** While some housing requires proof of citizenship or immigration status, some housing is available for those without proof of citizenship or immigration status, and all San Francisco homeless adults without children in their custody are encouraged to apply.

**Note:** any applicant that prefers communication in a language other than English, should indicate their preferred language in on the “San Francisco Continuum of Care Coordinated Entry Homeless Single Adult Referral” form or the referral online at: <http://sf.homebaseccc.org/>

### 9. I have more questions. Where can I get more information?

More information is available online here: <http://sfgov.org/lhcb/coordinated-assesment/meetings>

# San Francisco Continuum of Care Coordinated Entry Frequently Asked Questions

## 10. How is the length of homelessness supposed to be documented?

**The length an individual has been homeless in San Francisco, and outside of San Francisco should be documented by a third party on the referral form** (including a case manager, service provider, or advocate). The third party submitting the verification should only submit true information. For example, it's very reasonable for a case manager to submit verification that a client has been homeless for 20 years, if that information is documented in the client's case file, and the provider believes it to be true, even if they have not known the client for 20 years. However, it's not reasonable to submit verification that an individual has been homeless for a long period of time with no supporting evidence to ensure that length of time is not fraudulent or exaggerated.

The San Francisco Continuum of Care Coordinated Entry system will terminate the referral privileges of individuals who have a pattern of submitting fraudulent or exaggerated referrals.

No additional documents with information about the length of a client's homelessness are required with the referral form.

Referrals submitted without a third party documentation of the length of homelessness will not be processed.

## 11. Some people have a long history of homelessness, punctuated by stays in housing and/or long stays in jails, hospitals and other institutions, how should their length of homelessness be calculated?

The community goal of the prioritization system is to target people with the longest periods of homelessness. Please include the total length of homelessness.

People who have experienced long stays of 6 months or more in permanent housing, prison, jail or another institutional setting are not considered homeless during those long stays and those long stays should not be included in the referral. Their length of homelessness should be calculated cumulatively. For example:

Jan 2009-December 2010: Person was homeless on the streets in Oakland

Jan 2000- December 2010: Person was homeless in shelter in San Francisco, including several short stays of 6 months or less in hospitals and jails

Jan 2011-December 2014: Person was living in a prison

Jan 2015-June 2015: Person is homeless on the streets in San Francisco

This person is homeless 10 years and 6 months in San Francisco, and two years outside of San Francisco.

## San Francisco Continuum of Care Coordinated Entry Frequently Asked Questions

### **12. 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 request the confirmation number.

### **13. I have made a referral and now the client's phone number, case manager or other contact information has changed. What should I do?**

**Please submit a new referral with the updated contact information.** Multiple referrals for the same person are actively welcomed. More than one referral helps the Coordinated Entry System locate priority homeless people more rapidly in the community.

### **14. My client thinks they have been referred before, should I refer them again?**

**Yes.** Multiple referrals for the same person are actively welcomed. More than one referral helps the Coordinated Entry System locate priority homeless people more rapidly in the community.

### **15. I was referred at a San Francisco Project Homeless Connect. What should I do next?**

**Please ask a service provider who is not related to you to refer you again.** Thank you for your work with us at Project Homeless Connect. You have now been referred, but your referral will be in Priority Group 8 (very unlikely to be housed), because the volunteers at Project Homeless Connect are not able to certify your length of homelessness. Please ask any service provider that knows you in San Francisco to submit a new referral online at:

<https://homebaseccc.org/app/sf>