



San Francisco Department
of Homelessness
and Supportive Housing
Family Coordinated Entry Update
Shelter Monitoring Committee
March 15, 2017

What is Coordinated Entry?

A process to connect people experiencing homelessness to the resources available in the community.

A system that assesses the needs of the family and prioritizes them for a range of types of assistance, including immediate shelter and longer-term housing-focused programs.

Key Components of Coordinated Entry

- Prioritization: Greatest needs receive priority for any type of housing and homeless assistance
- Low Barrier: Programs lower their screening barriers
- Housing First orientation: people are housed quickly without preconditions
- Person-Centered: The coordinated entry process incorporates participant choice through assessment
- Fair and Equal Access. people can easily access through well-known processes
- Full coverage: Covers the entire geographic area.
- Ongoing planning and stakeholder consultation: Feedback from individuals and families is regularly gathered and is used to improve the process
- Informing local planning: Information gathered through coordinated entry guides planning and system change efforts
- Safety planning. Protocols in place to ensure the safety of people seeking assistance
- Homeless Management Information System (HMIS): Single community-wide data system used to collect and manage data associated with assessments and referrals
- Source: <https://www.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf>

What Coordinated Entry Will Not Do

- Create new resources for homeless families
- Create additional housing and shelter
- Provide additional supportive services

Timeline 2015 - Now

2015

- Engaged Focus Strategies for Family Coordinated Entry design
- Data gathering
- System mapping
- Stakeholder and Consumer Input

2016

- Family Coordinated Entry Consumer Feedback Report
- Family Coordinated Entry Phase 1 Report
- Analysis of Family Homeless System Data
- Local Homeless Coordinating Board Family Coordinated Entry Meeting
- Stakeholder and Consumer Input
- Family Coordinated Entry Phase 2 Report
- Department of Homelessness and Supportive Housing Established

2017

- Begin prioritization with shelter applicants
- Local Homeless Coordinating Board Family Coordinated Entry Meeting

Data Available Number on San Francisco Family Shelter Waitlist

<u>Waitlist Date</u>	<u>Number on WL</u>	<u>Number on Priority WL</u>
1/18/2017	207	59
1/4/2017	224	55
12/28/2016	236	54
12/21/2016	251	55
12/14/2016	251	55
12/7/2016	243	54
11/30/2016	251	53
11/23/2016	248	46
11/16/2016	244	50
11/9/2016	241	56
11/2/2016	252	55
10/26/2016	248	52

Data Available:

Consumer Feedback Summary

1. Participants had to provide the same information multiple times (2-5 times), sometimes even with the same provider, and keep many appointments at different sites in order to access programs. Many forms were not provided in languages other than English.
2. Participants were most appreciative of Compass' s ability to provide food, diapers, transit passes and had inconsistent experiences with accessing housing or shelter with Connecting Point.
3. Several participants were not referred to Connecting Point by shelter or other program staff members, and instead learned about it through word of mouth.
4. Once sheltered, most participants said there was little consistent, up-to-date information about next steps and avenues for housing post-discharge.
5. Participants expressed a strong desire for better coordination
6. Homeless families expressed a great deal of anxiety about the search for permanent housing.
7. Many participants felt the system did not offer equal treatment. Most felt or observed that support varied depending on the experience and energy of the assigned case worker or the favoritism of staff
8. When starting over with a new case worker, much information had to be re-shared.

Source: <http://sfgov.org/lhcb/sites/default/files/San%20Francisco%20Family%20Coordinated%20Entry%20Consumer%20Feedback%20Report.pdf>

System Map

