



FREQUENTLY ASKED QUESTIONS ABOUT COORDINATED ENTRY FOR FAMILIES

What is Coordinated Entry?

Coordinated Entry is the streamlined, standardized process that is the “front door” for connecting people experiencing homelessness to available community resources, including shelter or housing, based on a person’s living situation and vulnerability. The goal of Coordinated Entry is to make homelessness a rare, brief, and one-time occurrence.

Critical to Coordinated Entry are the community Access Points: for families with minor children, these are the Central City Access Point and the Bayview Access Point. Access Points are localized community gateways into San Francisco’s Homelessness Response System of services. All families seeking assistance via Coordinated Entry should go to an Access Point if they are able. If a family is physically unable to go to either Central City or Bayview Access Point, the Bayview Access Point staff will offer mobile Access Point services.

What can families expect when accessing Coordinated Entry?

Based on a family’s eligibility and acuity of need, eligible families are offered a range of services at the Access Points:

1. *Eligibility Assessment.* Determines whether a family qualifies as a San Francisco homeless family.
2. *Problem-Solving.* Assists San Francisco families experiencing homelessness with (a) planning or exploring short or long-term housing opportunities outside of the San Francisco Homeless Response System, (b) supporting or restoring relationships with family or friends who may be willing to provide housing or (c) reuniting, via Homeward Bound, with family and friends willing and able to offer them a safe place to stay.
3. *Shelter Access.* Unsheltered families will be offered and referred to congregate shelter. San Francisco families experiencing homelessness will be assessed, prioritized and referred to individual room shelter by Access Point staff using Coordinated Entry tools
4. *Housing Prioritization Assessment.* Access Point staff will complete a fuller assessment for families in need of additional assistance. This housing prioritization assessment will determine priority status based on the acuity of need and available housing inventory. All eligible families, whether or not they are “priority status” will have the option to access available emergency shelter, problem-solving, and homeless prevention services.

Which families can access Coordinated Entry?

You are considered a San Francisco homeless family and can use Coordinated Entry if you are:

An adult experiencing homelessness and have physical and legal custody of minor child who is under 18 years, or one or more adults in a household with a person who is in the third trimester of pregnancy or a high-risk, 5+ months pregnancy, and you have either:





- (a) Resided in San Francisco over the previous seven days or
- (b) Do not reside in San Francisco but have a child (or children) who is a student in the San Francisco Unified School District, or is attending preschool or daycare in San Francisco.

Families who need to be connected to services that assist with eviction prevention, affordable housing information, or other similar resources also may utilize the Access Points.

Can families experiencing Domestic Violence use Coordinated Entry?

Yes. If you are a San Francisco family experiencing homelessness and domestic violence you can use Coordinated Entry, and you will be served in a manner that supports your safety and self-determination, and rapid entry into shelter and/or housing opportunities. At first contact, the Access Points will work to help immediately connect you to domestic violence shelters and resources, as needed, and/or will inform you of available HRS services and interventions.

Can Parenting Transitional Age Youth (TAY) use Coordinated Entry?

Yes. If you are a San Francisco parenting transitional age youth (TAY) experiencing homelessness you can use Family Coordinated Entry. However, TAY without children only can access the adult shelter system, and unaccompanied youth under 18 years are encouraged to reach out to youth service providers.

HSH anticipates that Youth Coordinated Entry will be implemented in 2018. However, TAY, TAY service providers, and any community members who are interested in learning more about Youth Coordinated Entry can attend the Local Homeless Coordinating Board (LHCB) Coordinated Entry and ONE System Committee meetings that are tentatively scheduled to begin early 2018. Please periodically refer to the <http://hsh.sfgov.org/lhcb/lhcb-cesone-system-committee/> for more information.

Can Adults without minor children use Coordinated Entry for families?

No. If you are a San Francisco adult experiencing homelessness but do not have physical and legal custody of a minor child who is 17 years or younger, nor are you in a household with a person who is in the third trimester of pregnancy or in a high-risk, 5+ months pregnancy, you cannot use Coordinated Entry for families.

Adults are encouraged to seek services from San Francisco Continuum of Care Coordinated Entry, which prioritizes adults currently experiencing long-term homelessness and chronically homeless veterans for available permanent supportive housing in San Francisco. To access San Francisco Continuum of Care Coordinated Entry, please ask a person who knows you and your history of homelessness (such as your case manager, pastor, primary care doctor, etc.), and ask him or her to submit an online referral on your behalf at <http://sf.homebaseccc.org/>. Also, paper referrals can be mailed to:

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





HSH anticipates that Adult Coordinated Entry will launch in Spring 2018. Adults, adult service providers, and any community members who are interested in learning more about Adult Coordinated Entry can attend the monthly Local Homeless Coordinating Board (LHCB) Coordinated Entry and ONE System Committee meetings, which began in September 2017. Please periodically refer to the <http://hsh.sfgov.org/lhcb/lhcb-cesone-system-committee/> for more information.

How can families access Coordinated Entry?

Families who are experiencing homelessness can access Coordinated Entry by going to the Bayview Access Point or the Central City Access Point during their hours of operation:

BAYVIEW ACCESS POINT
1641 LaSalle Avenue
San Francisco, CA 94124
Phone Number: 415.430.6320



CENTRAL CITY ACCESS POINT
995 Market Street, 5th floor
San Francisco, CA 94103
Phone Number: 415.644.0504



Hours of Operations

Monday (Extended Hours)	8:30 AM – 7:00 PM
Tuesday	8:30 AM – 5:00 PM
Wednesday	8:30 AM – 5:00 PM
Thursday	8:30 AM – 5:00 PM
Friday	8:30 AM – 5:00 PM
Weekends	Closed

Hours of Operations

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Weekends	Closed

Holiday Closures

Thanksgiving Day, Christmas Day (and December 24 & 26), New Year’s Day, Martin Luther King’s Birthday, President’s Day, Memorial Day and Fourth of July

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How do I access emergency shelter if Central City and Bayview Access Points are closed?

Families in need of immediate emergency shelter when Access Points are closed can go to First Friendship congregate shelter any day of the week between 3:00 PM to 8:00 PM:

First Friendship Shelter
501 Steiner Street
San Francisco, CA 94117

