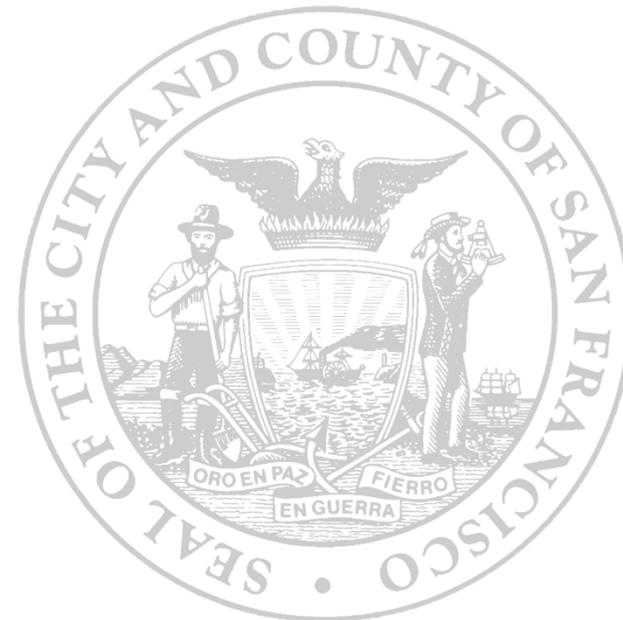


# Identifying, Stabilizing & Supporting Marginally Housed Families

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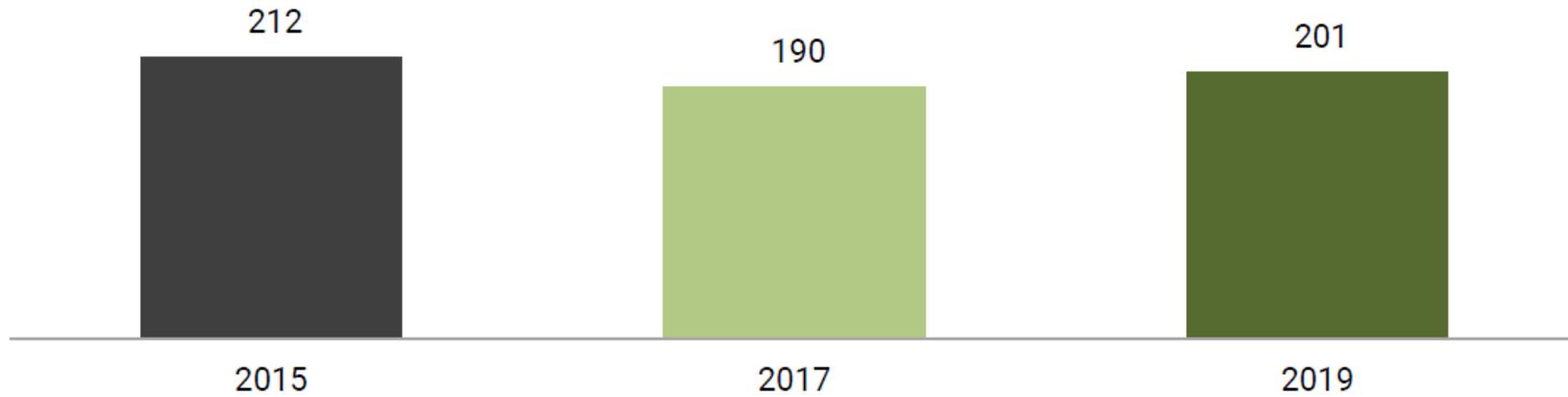
July 22, 2019



# Family Homelessness in San Francisco

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Point in Time Count Data (families)



## Resources to Address Family Homelessness

- Year-Round Shelter Beds (496)
- Transitional Housing Beds (402)
- Rapid Rehousing Subsidies (~300)
- Permanent Supportive Housing Beds (2,388)
- Coordinated Entry Access Points (3)
- Mobile Access Teams (2)
- Problem Solving Services (500+)

## Nonprofit Partners

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- Access Points are operated by nonprofit contractors; they see families that are unstably housed based on San Francisco's definition of family homelessness
- Families that are unsheltered or in the shelter system are prioritized for shelter, housing and rapid rehousing
- Families that are unstably housed are prioritized for problem solving and in some cases rapid rehousing
- Some families that receive eviction prevention are also provided rapid rehousing

## Human Services Agency (SF County Welfare Agency)

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- Collaborate with coordinated entry access points for TANF-funded rapid rehousing: this has improved care coordination, reduced redundancy, and improved transparency with families
- Weekly “Pop Up” coordinated entry access points at benefits office to ease access and care coordination for families seeking public benefits, including those that are unstably housed
- Working to expand partnership to better identify families that are unstably housed
- Developing and MOU that will allow the Department of Homelessness and Supportive Housing and contracted nonprofit providers access to benefits data that will facilitate real-time assistance for HSA clients seeking services

## San Francisco Unified School District

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- The Department of Homelessness and Supportive Housing has an effective partnership with the local school district
- Elements of this partnership includes:
  - Family shelter located at a school
  - Regular meetings with FYIT program
  - Heading Home rapid rehousing campaign
  - Training of school district staff
  - Data sharing that includes unstably housed families

## San Francisco Unified School District

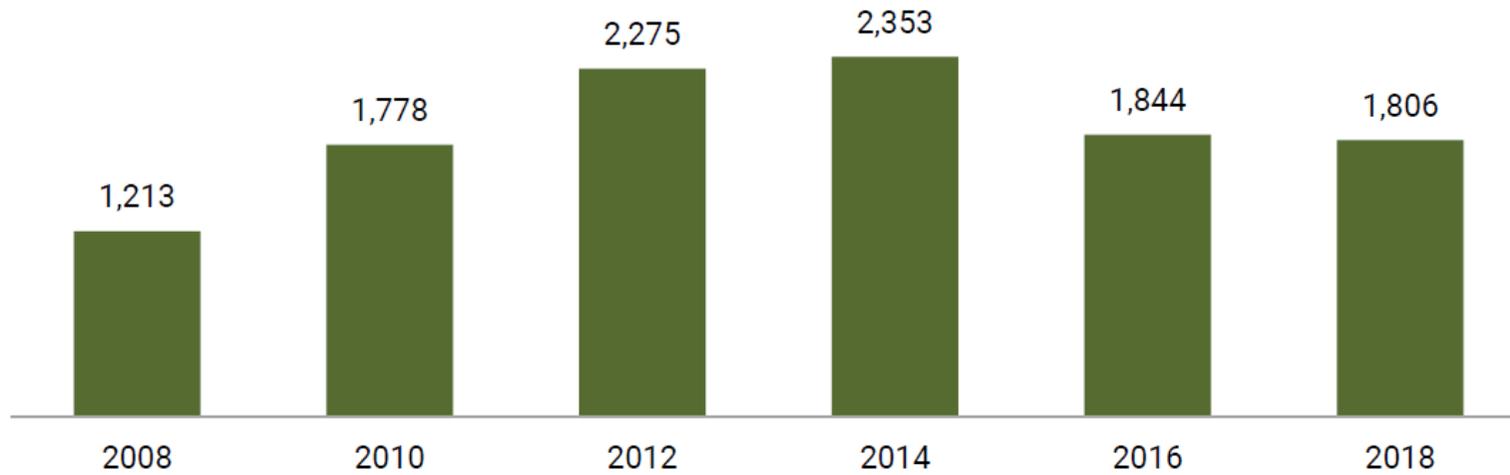
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- School staff refer families to Access Points if they are homeless or unstably housed
- Unstably housed families are offered prevention services and in some cases rapid rehousing
- Work with school social workers on case coordination
- School district is our best source of data on unstably housed families

# Outcomes

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## School District Data (students)



## Lessons Learned

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- Iterate in partnership with other agencies: definitions of homelessness, and programmatic goals may vary, but partner and iterate
- Transparency is essential: marginally housed families, and families who are homeless under the HUD definition need clarity on what to expect, and what they are eligible for
- Ensure that all families are offered some level of assistance (this is a work in progress)
- Expand the number of access points for coordinated entry
- Difference in opinions continue to persist on eligibility and prioritization and need to be brought into alignment

## Next Steps

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- Expanding funds for problem solving services
- Adding a 24/7 phone service that will enable nonprofits and city staff to contact the Department of Homelessness and Supportive Housing to prevent households from becoming homeless
- Continue to improve the assessment tool used for coordinated entry
- Improve training for nonprofit organizations and the school district
- Expand MOUs to facilitate data sharing