



San Francisco Coordinated Entry Prioritization Memo

Effective June 23, 2025

PURPOSE: To provide transparency and clarity on how Housing Referral Status households are determined and referred to Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH) through the Homelessness and Supportive Housing (HSH) Homelessness Response System (HRS) and communicating adjustments to the Housing Referral Status range.

BACKGROUND: Coordinated Entry, a component of HSH's Homelessness Response System, is a community-wide intake process to match households experiencing homelessness to access available resources for which they are eligible. A standard population-specific assessment is used to serve three subpopulations: Adults, Families, and Transitional Age Youth (TAY) age 18-24 experiencing homelessness.

The Housing Primary Assessment is a scored interview tool used to assess vulnerability to homelessness, barriers to housing, and chronicity of homelessness and based on the Primary Assessment score, a household is either Housing Referral Status or Problem Solving Status.

Housing Referral Status Households are referred and matched to available PSH or RRH. Problem Solving Status Households are provided continuous Problem Solving interventions to identify other housing solutions. These can include housing location assistance and relocation support outside San Francisco. Both Housing Referral Status and Problem Solving Status represent a path to permanent housing.

HSH estimates what proportion of households known to Coordinated Entry will be assigned Housing Referral Status based on the total number of households currently in Coordinated Entry, the distribution of their Primary Assessment score, and the projected availability of Rapid Rehousing and Permanent Supportive Housing resources.

Any person experiencing homelessness in San Francisco who is Housing Referral Status before a range adjustment remains Housing Referral Status after the range adjustment.

Note ranges are in effect until the Coordinated Entry Redesign process is completed. We believe that CE Redesign will move us from specific queues for specific interventions to a list where households will be matched in order of priority and filtered based on their match to a specific housing type that best suits their needs.

Housing Referral Status Range for All Subpopulations effective by June 23rd

Housing Resource Categories	Housing Referral Status Range
Family Rapid Rehousing (RRH)	90 - 114
Family Permanent Supportive Housing (PSH)	115 - 160
Adult Permanent Supportive Housing (PSH)	123 - 160
Veterans Permanent Supportive Housing (PSH)	90 - 160
Adult County Adult Assistance Program (CAAP) Permanent Supportive Housing (PSH)	90 - 122
Youth Rapid Rehousing (RRH)	115 - 122
Youth Permanent Supportive Housing (PSH) 18-24 years	123 - 160
Family CalWORKs Housing Support Program (HSP)	N/A

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1. Family Housing Referral Status Categories

HSH will prioritize families experiencing homelessness to one of two permanent housing programs, Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH).

Family Rapid Rehousing:

HSH is Re-Opening the Rapid Rehousing Referral Status Range for families

- The Rapid Rehousing Referral Status range is 90-114 points for families experiencing homelessness regardless of benefits status. HSH estimates 10-20% of families experiencing homelessness in SF will be in this range.
- The Housing Referral Status range is changing for the CalWORKs Housing Support Program (HSP): Effective June 26, families on CalWorks will no longer be prioritized for CalWorks Housing Support Program (HSP) regardless of score. This change is being implemented because of the reduction in the number of available HSP slots in future months.

Family Permanent Supportive Housing:

The Housing Referral Status range for Family PSH is narrowing to 115 to 160

- There are many families already waiting in PSH Referral Status for a Permanent Supportive Housing offer. HSH is narrowing the range. HSH estimates that less than 10% of families experiencing homelessness in SF will be in this range.

Housing Resources for Families	Housing Referral Status Range
Rapid Rehousing (RRH)	90 - 114
Permanent Supportive Housing (PSH)	115 – 160



3. Adult Housing Referral Status Categories

Adults are the largest population of people experiencing homelessness in San Francisco. While the largest Permanent Supportive Housing portfolio is for adults, it is currently the lowest available and projected housing in the San Francisco Homelessness Response System.

Adult Permanent Supportive Housing:

The Housing Referral Status range is 123-160 for adults. HSH projects that approximately 10- 20% of adults who complete the Housing Primary Assessment will become Housing Referral Status with this range.

Veterans Permanent Supportive Housing:

In San Francisco, the supply of housing resources in the Homeless Response System for veterans is proportionally higher than other populations of people experiencing homelessness. The Permanent Supportive Housing Referral Status range is narrowing to 90 – 160 for Veterans. HSH projects that approximately 40% of veterans who complete a Housing Primary Assessment will become Housing Referral Status.

County Adult Assistance Program Permanent Supportive Housing:

Adults in San Francisco who are active in the County Adult Assistance Program ([CAAP](#)) are eligible for CAAP Permanent Supportive Housing. The range is 90-122 for CAAP eligible households. HSH projects that approximately 20% of adults on CAAP who complete a Housing Primary Assessment will become CAAP Housing Referral Status.

Housing Resource for Adults	Housing Referral Status Range
Permanent Supportive Housing (PSH)	123 - 160
Veterans Permanent Supportive Housing (PSH)	90 - 160
County Adult Assistance Program (CAAP) Permanent Supportive Housing (PSH)	90 - 122



4. Youth Housing Referral Status Categories

In San Francisco, the supply of housing resources in the Homelessness Response System for Youth is slightly higher than for other populations of people experiencing homelessness due to Rapid Rehousing (RRH) resources dedicated to Youth.

Housing Referral Status Range for Youth RRH: 115 - 122. Approximately 15% of youth experiencing homelessness who complete a Housing Primary Assessment will be Housing Referral Status for Rapid Rehousing.

Referral Status Range for Youth PSH is 123 - 160. Approximately 20% of youth experiencing homelessness who complete a Housing Primary Assessment will be Housing Referral Status for Permanent Supportive Housing.

Housing Resources for Youth	Housing Referral Status Range
Rapid Rehousing (RRH)	115 - 122
Permanent Supportive Housing (PSH)	123 - 160

5. Important Links

Please review these [HSH Definitions](#) to learn about household composition for Family, Adult, and Youth, San Francisco connection, and homeless status.

The [Administrative Review Process](#) is available if an individual was identified as Problem Solving Status despite their high barriers to housing, high vulnerability, and high chronicity of homelessness. Administrative reviews can be initiated by a case manager, clinician, or provider working closely with the household. **Administrative reviews cannot be requested by the individual themselves.**



Appendix

The table below shows the history of adjustments for Housing Referral Status per subpopulation during the past year including the most recent Housing Referral Status Range.

Housing Resource	HRS Range 2/9/2022 – 6/22/2022	HRS Range 6/23/2022 – 9/28/2022	HRS Range 9/29/2022 – 1/25/2023	HRS Range 1/26/2023 - 3/25/2025	HRS Range 3/26/2025 – 6/22/2025	Housing Referral Status Range as of 6/23/2025
Family HSP Rapid Rehousing	20- 160	0-160	0-160	0-160	0-160	N/A
Family Rapid Rehousing	80-160	80 – 160	50 – 74	65 - 104	N/A	90 - 114
Family Permanent Supportive Housing	N/A	N/A	75 – 160*	105 - 160	105-160	115 - 160
Adult Permanent Supportive Housing	118-160	120 – 160	120 – 160	123 – 160	123-160	123 - 160
Veteran Permanent Supportive Housing	40-160	80 – 160	70 – 160	90 – 160	90 -160	90 - 160
CAAP Permanent Supportive Housing	90 - 117	119	70 - 119	90 - 122	90-122	90 - 122
Youth Rapid Rehousing	117-160	117 – 119	115 - 116	115 - 122	115-122	115 - 122
Youth Permanent Supportive Housing	N/A	N/A	117 – 160	123 – 160	123-160	123 - 160

