Direct Access to Housing
Access & Referral Process

HOUSING AND URBAN HEALTH
SFDPH

DECEMBER, 2013
Welcome

SFDPH Organizational Structure

DAH Program Overview

DAH Eligibility Criteria

DAH Access & Referral Process
  - Changes to Referral Process
    - Referral → Application → Housing Process

Case Manager Responsibilities

Questions
Welcome

• DAH pool reopens January 2, 2014

• During closure:
  ○ Clean up of existing DAH pool
  ○ Update forms
  ○ Redesign access and referral processes
  ○ Developing web-based referral system
SFDPH Organizational Structure

Previous DPH Organizational Structure

Health Commission
  Director of Health
    Executive Secretary
      Placement
      Finance
      Information Technology
      Human Resources

Compliance
  Policy & Planning
  Public Information
  Healthy San Francisco

Laguna Honda Hospital
  Health at Home
  San Francisco General Hospital

San Francisco Behavioral Health Center

Jail Health
  Maternal, Child, and Adolescent Health
  Community Oriented Primary Care
  Community Behavioral Health Services

Community Health Programs
  Housing & Urban Health
  HIV Health Services

Population Health
  Operations, Finance & Grants Management
  Community Health Equity & Promotion
  Public Health Emergency Preparedness & Response
  Center for Learning & Innovation
  Center for Public Health Research
  Office of Equity & Quality Improvement

Environmental Health Protection, Equity & Sustainability
  Disease Prevention & Control
  Emergency Medical Services
  Applied Research, Community Health Epidemiology & Surveillance
  Bridge HIV
SFDPH Organizational Structure

Current DPH Organizational Structure
DAH Program Overview

- **1700 units of Permanent Supportive Housing**
  - SROs
  - New units in affordable housing sites
  - Scattered site units

- **Access Points**
  - Acute and psychiatric hospital
  - Long term care
  - Intensive case management
  - Primary care clinics
  - Sobering & Respite Center
  - Street outreach teams
DAH Eligibility Criteria

- Homeless
- City and County of San Francisco residents
- “Extremely low income”
  - In 2013, max income: $22,200/yr or $1850/mo
- Agree to 50% of income in rent via third party rent payment provider
- Mental health diagnosis, substance abuse diagnosis, and/or complex medical needs
- Note: Specific sites/programs may have additional criteria
Changes to Referral Process

- **Placement is first point of contact**
  - Referral includes: Placement Authorization Form *and* DAH Clinical Referral Form
  - Placement will follow up to ensure information is complete and client is appropriate for DAH
  - DAH Clinical Referral Form and Placement Authorization Form must be renewed *every 3 months*
DAH Clinical Referral Form

Direct Access to Housing (DAH) Clinical Referral Form

Please electronically fill out this Clinical Referral Form (CRF) if you wish to refer your client to permanent supportive housing through DAH. Please complete all sections. Incomplete referrals will not be accepted. If you need to leave a section blank, please address this in the comments section at the end. Hand written CRFs will not be accepted.

DART will not share your client’s clinical information with Property Management; information may be shared with Support Services staff, as necessary and appropriate. Submission of this CRF serves as consent to release the contained information to DPH and DAH site support staff as necessary.

If you have questions about filling out this CRF contact DART: DART Administrator (415-353-5252) or DART Clinical Coordinator (415-345-0965).

Completed Clinical Referral Forms must be emailed, along with the Placement Authorization Form, to: DAH@sfdph.org

Date of Referral

Today’s date: [Blank]

1. Client Information

Client name (as it appears in the medical record):

First Name: [Blank] Last Name: [Blank]

Other names by which client is known:
### DAH Clinical Referral Form

- Emphasizes quantifiable information
- Asks about ID, Social Security Number, income verification
  - Documentation not required at time of referral
- Must be typed
- Must adhere to SFDPH Privacy Policies
  - Agencies outside DPH/UC must obtain signed Release of Information
  - No identifying information in email subject line or email body
  - Password protection
  - No personal email accounts
Homeless Adult + Case Manager

Fill out a DAH referral

Placement

YES

DAH Access and Referral Team

NO

Alternatives to DAH

Case manager + client update referral

DAH referral expires every 90 days

DAH POOL

DAH application offer

1. Case manager and client complete DAH application and other paperwork
2. Case manager works with client to gather required documentation

Housing sites
1. Site-specific application
2. Background check
3. Interview with property management & support services
4. Third party rent payment
5. In Home Support Services

Move-in
DAH Referral Process

Case Manager
- Submits DAH Clinical Referral Form and Placement Authorization Form to Placement

Placement
- Reviews forms
  - If appropriate, client referred to DAH
  - *If not appropriate, considered for other Placement opportunity*

DART
- Reviews forms
  - If appropriate, client added to DAH pool
  - When unit is identified, sends DAH application offer to case manager
DAH Application Process

Case Manager
- Works with client to complete DAH application and gather necessary documentation, including ID, Social Security card, and income verification
- Submits completed packet to DART
- If client is not offered housing within 3 months, resubmits updated referral forms

DART
- Reviews DAH application for completion
- Submits DAH application to site for consideration

Housing Site
- Site may have additional application and tenant paperwork
- Property Management runs background check and conducts interview
- Support Services orients client to onsite services
### DAH Housing Process

- **Property Mgmt**
  - Accepts or denies client in writing
  - If accepted, notifies case manager of move-in details; coordinates Third Party Rent Payment Services
  - If denied, notifies case manager of appeal process

- **Case Manager**
  - If client is accepted, helps enroll client in Third Party Rent Payment Services; prepares belongings and finances for move-in
  - Accompanies client to lease signing and move-in
  - If client is denied, assists client with appeal process

- **Property Mgmt**
  - If client appeals, hears appeal
  - If accepted, notifies case manager of move-in details; coordinates Third Party Rent Payment Services
  - If final denial, notifies case manager

- **DART**
  - If denial is upheld, DART may be able to evaluate client for another site, depending on reasons for denial
Case Manager Responsibilities

- **Referral + Application:**
  - Work with client to complete all referral and application forms
  - Obtain necessary documentation
  - **Case Manager must be present at interview and orientation**

- **Move-in Assistance**
  - Launder clothes
  - Ensure belongings are free of infestation
  - Arrange transportation
  - Ensure client has cashier’s check/money for move-in costs
  - As necessary, assist client with lease signing
  - **Case Manager must be present at move-in**

- **Pre-tenancy Arrangements**
  - Assist client with Third Party Rent Payment Services enrollment
  - Arrange IHSS and nursing care
  - Secure rent and security deposit
  - Ensure food and basic supplies
  - Obtain necessary medication, equipment and supplies, appointments
  - Ensure companion animal needs

- **Follow up**
  - Arrange meeting with client 1-2 weeks after move-in
  - Arrange meeting with Support Service staff within first week of move-in

- For additional information, see handout: DAH Case Manager Responsibilities and Move-In Checklist
- Note: Some sites may have specific instructions
Reminder!

- **Key changes to DAH Access & Referral Process**
  - Clients must be homeless
  - All referrals go through Placement
  - Referrals include Placement Authorization Form and revised DAH Clinical Referral Form
  - Placement Authorization Form and DAH Clinical Referral Form must be renewed every three months
QUESTIONS?