Are you currently homeless and looking for housing solutions?

The Sonoma County Coordinated Entry System, operated by HomeFirst, matches people experiencing homelessness who are most in need of assistance to available supportive housing programs.

You can access the system at any of the points below. Just ask for a Coordinated Entry Assessment.

You can access the system through any provider below:

- **Caritas Drop In Center**
  301 6th Street (Corner of Morgan & 6th), Santa Rosa
  Tues-Wed 1P-4PM, or call for appointment: 707-978-8329
  host@srcharities.org

- **Russian River Health Center**
  16319 3rd St., Guerneville, CA 95446
  Call for an appointment: 707-824-3398

- **Downtown Streets Team**
  Call for an appointment: 707-806-9066

- **COTS Mary Isaak Center**
  900 Hopper Street, Petaluma, CA 94952
  Call for an appointment: 707-765-6530 ext. 207

- **Rohnert Park HOST (Rohnert Park residents only)**
  Call for an appointment: 707-978-8329
  hostrp@srcharities.org

- **Reach for Home**
  443 Hudson Street, Healdsburg CA 95448
  Call for an appointment: 707-433-6161
  info@reachforhome.org

- **Corazon Healdsburg**
  16003 Healdsburg Avenue, Healdsburg
  Mon-Fri 10AM-5PM (walk-ins available)
  Or call for an appointment: 707-615-4567

- **West County Community Services Sebastopol Outreach**
  (Sebastopol residents only)
  Call for an appointment: 707-888-3804

- **Homeless Outreach Team, Victim’s Services**
  (For victims of crime)
  Call for an appointment: 707-565-8260

- **Social Advocates for Youth (Transition Aged Youth 18-24)**
  Dream Center, 2447 Summerfield Rd.
  Santa Rosa, CA 95405
  Call for an appointment: 1-888-729-0012

- **TLC Children and Family Services**
  (Transition Aged Youth 18-24 or Transition Aged Youth with children)
  821 Mendocino Ave., Santa Rosa, CA 95401
  Drop In Thursdays 1-3PM
  Or call for an appointment: 707-480-9541

- **Face 2 Face (HIV services)**
  873 2nd Street, Santa Rosa, CA 95404
  Call for an appointment: 707-544-1581

- **VA Clinic (Veterans)**
  2285 Challenger Way, Santa Rosa, CA 95403
  Call for an appointment: 707-815-4308

- **Sonoma Overseight Support (Sonoma Valley residents only)**
  Call for an appointment:
  Office 707-939-6777, Case Manager 707-690-2245
  office@sonomaovernightsupport.org

- **Nation’s Finest (Veterans)**
  444 10th Street, suite 102, Santa Rosa, CA 95401
  Mon-Fri 8AM-5PM or call for an appointment: 1-833-468-9676

- **Interfaith Shelter Network**
  Call for an appointment: 707-546-7907, ext. 101

Contact HomeFirst: 866.542.5480  ce@homefirstscc.org
Participant FAQs about the Sonoma County Coordinated Entry System

What is a Coordinated Entry System (CES)?
- Coordinated Entry is a streamlined system designed to efficiently match people experiencing homelessness to available housing programs. It prioritizes those who are most in need of assistance.
- Referrals are made only to permanent housing, not shelter.

What is a CES Assessment?
- Used to determine eligibility for referrals to homeless housing services such as Permanent Supportive Housing and Rapid Rehousing.
- Places you on a centralized By Names List so you don’t have to apply program by program.
- It may match you with housing services that meet your needs when they are available, although an assessment does not guarantee a referral.
- Includes the VI-SPDAT survey.

What is the Sonoma County Coordinated Entry System By-Name-List?
- The CES By-Name-List is a dynamic list of individuals, families, and transitional age youth who are experiencing homelessness prioritized by vulnerability.
- The CES By-Names-List is not a first come, first served waiting list and does not guarantee referrals to any particular service or program.
- Eligible households who are the most vulnerable and the most in need will be connected to available housing programs first.
- If you do not accept the housing referral offered to you, you will maintain your placement on the By-Name-List and will be offered the next eligible referral.
- The By-Name-List is stored in the Homeless Management Information System, which is not accessible to the public.

What are my rights as a participant in Sonoma County CES?
- The CES, Access Points and Cooperating Agencies must comply with the nondiscrimination provisions of federal civil rights laws, which bar discrimination on the basis of race, color, religion, national origin, sex, actual or perceived sexual orientation or gender identity, disability, familial status, marital status, citizenship (or lack thereof). Cooperating Agencies may deny services on the basis of stated eligibility requirements.
- You have the option for your information to be stored on the By-Name-List anonymously, and it can be removed at any time.

How do I submit a complaint or grievance?
- Please contact the Coordinated Entry Operator at: ce@homefirstscc.org or 866-542-5480.

I've completed the CES Assessment. What should I do now?
- Continue to pursue other housing options, services, and benefits. Many people who are on the list will NOT be offered a housing opportunity or will wait a very long time for a referral.
- Stay in contact with a CES Access Point, shelter, or outreach team every 90 days to maintain your active status on the By-Name-List and eligibility for housing referrals. Keep your contact and location information up to date.
- Update your CES Assessment annually or when a major life event occurs.