



Santa Clara County Continuum of Care

COORDINATED ASSESSMENT WORK
GROUP

WELCOME!

Coordinated assessment is a consistent, community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation.



This Work Group reviews and evaluates how effectively that process is working and suggests improvements.

AGENDA



Coordinated Assessment System
Data Updates



Updated Standard Location Practices
for Community Queue Referrals



Outreach Coordinated Assessment
System Access Model Proposal



2021 Coordinated Assessment Work
Group Planning and Check Out

A network diagram featuring numerous diverse human icons (men and women of various ethnicities and ages) connected by a web of dashed lines. The icons are arranged in a non-uniform pattern, creating a sense of interconnectedness. A large, white rectangular box with a black border is centered horizontally across the middle of the image, containing the text "COORDINATED ASSESSMENT SYSTEM DATA UPDATES" in a bold, black, sans-serif font.

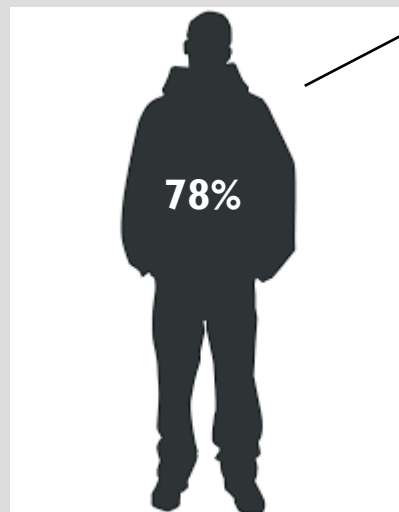
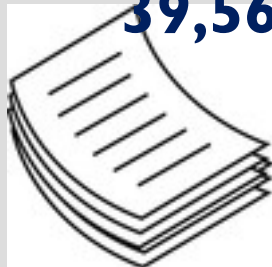
COORDINATED ASSESSMENT SYSTEM DATA UPDATES

Santa Clara County – Coordinated Assessment System

Nov 15, 2015 – December 31, 2020:

26,396 Unduplicated Assessments

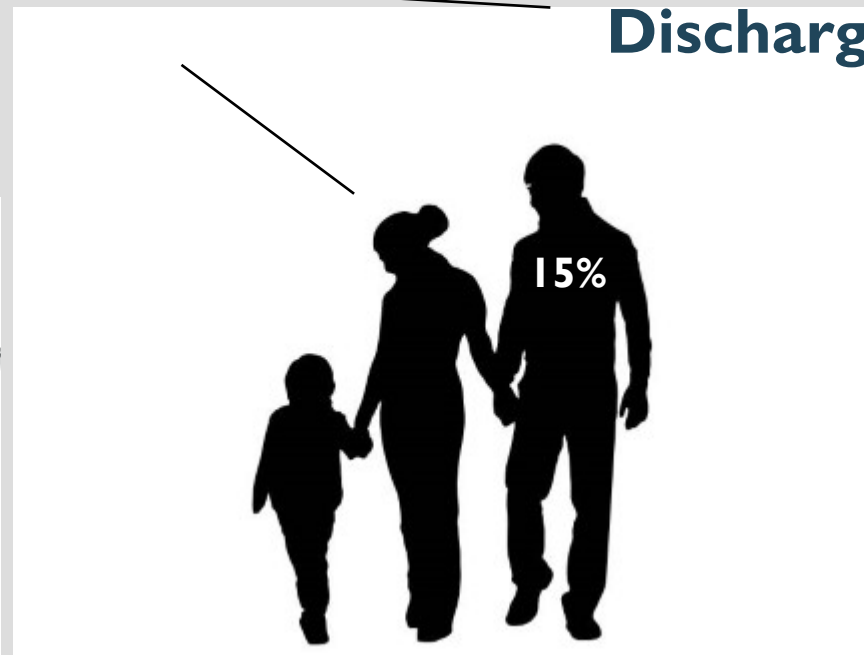
39,563 Total VI-SPDATs



20,638 Individual Adults



1,702 Transition Age Youth (TAY)



3,994 Families with Children

62 Justice Discharge

TAY (18-24 years) are also assessed with Single Adult or Family VI-SPDATs. Because of this, TAY make up about 13% of all assessments.

VI-SPDAT Type

800+ VI-SPDATs are included from the Confidential Queue

Permanent Housing Program Referrals

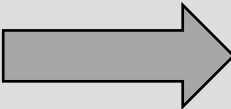
(Referred to queue Nov 15, 2015 – December 31, 2020)

Assessment Score:

26,396 Total Unduplicated Assessments by Level of Housing Intervention:

8+ Single Adult
9+ Families

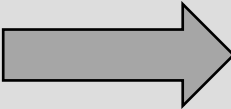
PSH Range
9,569
Assessments
(36%)



Permanent Supportive Housing
2,479 referrals to PSH programs to date.

4-7 Single Adult
4-8 Families

RRH Range
12,663
Assessments
(48%)



Rapid Rehousing
5,545 referrals to RRH programs to date.

0-3 All
Assessment Types

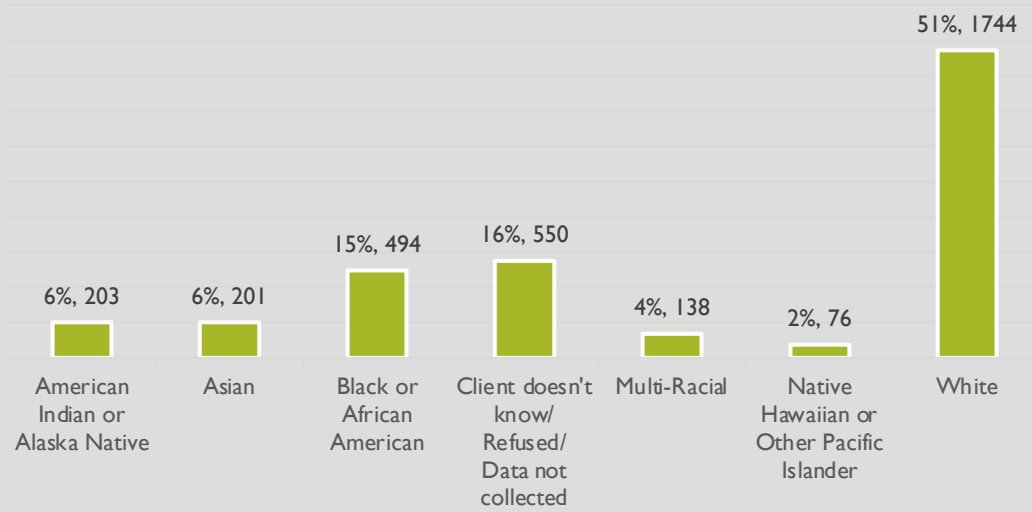
Minimal Intervention
4,164
Assessments (16%)

Note: Data includes multiple referrals

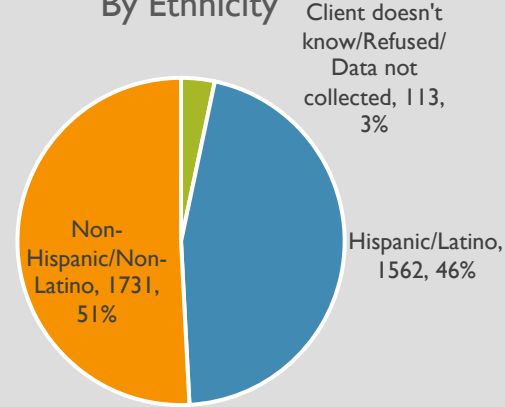
Homeless Inflow Demographics

3,406 Individuals took the VI-SPDAT for the first time in the past 12 months (1/1/2020 to 12/31/2020)

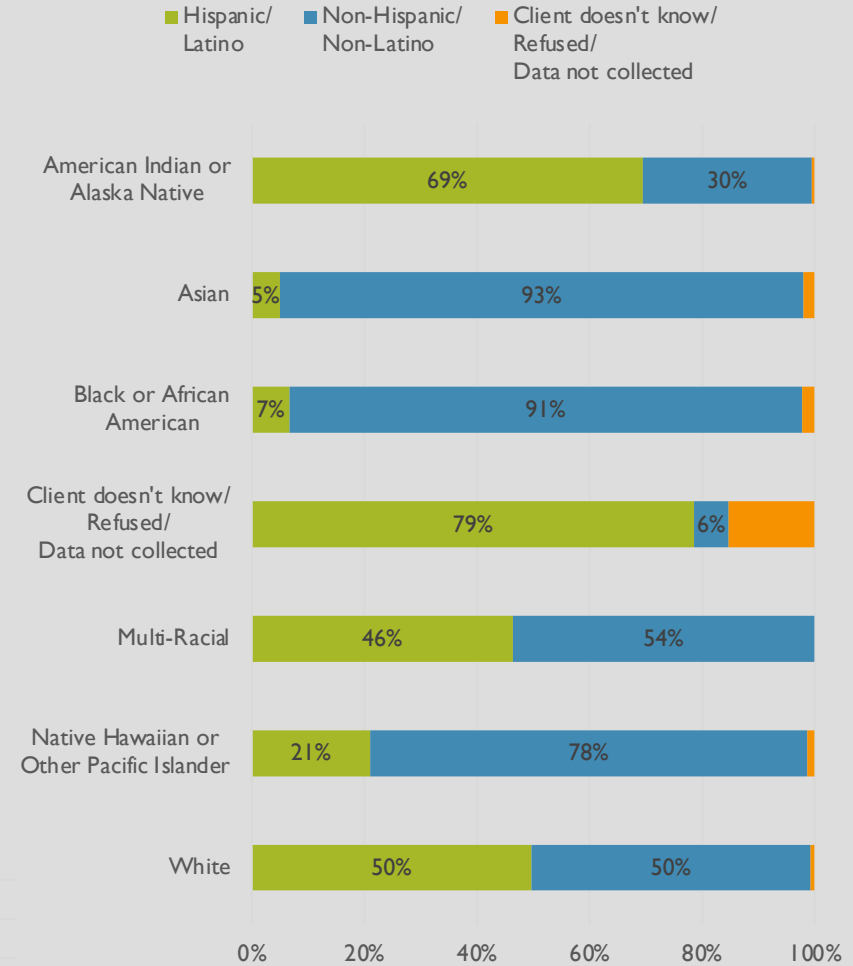
By Race



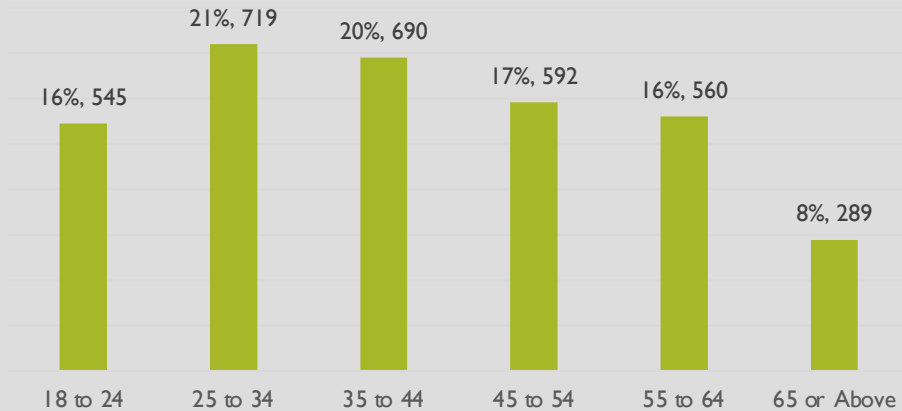
By Ethnicity



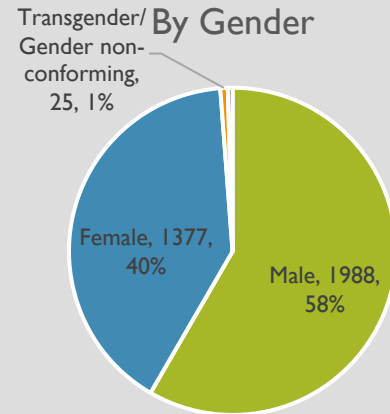
Race by Ethnicity



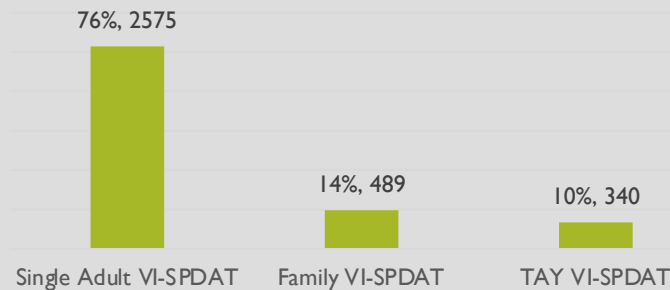
By Age



By Gender



By Assessment Type





SANTA CLARA COUNTY COMMUNITY
QUEUE REFERRALS - STANDARD LOCATION
PRACTICES



EMPLOYING MULTIPLE SEARCH METHODS

- Employ three to five different search methods per referral
- Community outreach must be used for at least two of the search methods used.
 - Please be sure to follow [COVID-19 community safety protocols](#)

SEARCH METHODS

- 1. Use Clarity HMIS**
- 2. Link with other outreach teams**
- 3. Visit homeless hotspots**
4. Make use of community contacts
5. Make use of online correctional system resources
6. Work with your OSH Matchmaker

- **Title** along the lines of “Seeking client for housing opportunity!”
- Be sure to set the **expiration date** at least one month in the future
- **Suggested wording:** “This client has a potential housing opportunity with [AGENCY AND PROGRAM]. Please contact me as soon as possible if you come in contact with the client and ask the client to call [STAFF NAME] at [STAFF PHONE NUMBER] or email at [STAFF EMAIL].”



CREATE A
PUBLIC
ALERT IN
HMIS

OTHER HMIS STRATEGIES

- Check the VI-SPDAT assessment(s), the Contact tab, and the Location tab for numbers, email addresses, or physical addresses
 - Be sure to attempt all contacts, **including emergency contacts and provider(s) that conducted the VI-SPDAT assessment(s)**
- Check to see if the client had a recent service in HMIS (e.g., shelter check-in, meal drop-in, bus pass)
 - Reach out to the service provider directly **and explain that there is a potential housing opportunity for the household**
 - Call them, leave a voicemail, and send them a message via both the message feature in HMIS and regular email
 - Follow-up with the staff person **and visit the program in person** if you don't hear back
 - If you need help contacting them, reach out to your matchmaker.

OTHER HMIS STRATEGIES

- Look **for notes in the client's profile** that indicate where the client might spend time, or whether or not the client might be in custody, in the hospital, or somewhere else where they are unable to respond to your messages
- Check for **recent program exits** – what is entered in the "Destination" field?

TOP RECOMMENDED COMMUNITY OUTREACH SEARCH METHODS

- **Link with other outreach teams.**
 - PATH, HomeFirst, Bill Wilson, and OSH all have standing outreach teams
 - Talk to them to see what or who they know and to build on the trust that they have established with their clients
- **Visit homeless hotspots.**
 - Little Orchard (Boccardo Reception Center), St. James Park, and Felipe Avenue are just a few areas that house a large number of our homeless clientele

MAKE USE OF COMMUNITY CONTACTS

- Contact the SSA General Assistance office
- Contact a medical social worker through the hospital or one of the VHHP clinics
- Speak to a local law enforcement official
- Get out in the streets and meet the people within the homeless community – both residents and advocates

MAKE USE OF ONLINE CORRECTIONAL SYSTEM RESOURCES

- Check the [Superior Court public portal](#) and the [county inmate locator tool](#)
- Look for incarcerations or court appearance dates
- Reach out to respective departments
- Use court appearances to gain a contact

WORK WITH YOUR OSH MATCHMAKER

- If the client you're searching for is a veteran, alert your matchmaker, who can contact the local VA liaison for information that may be useful
- Seek your matchmaker's help as needed to work with other provider agencies from which the client has received services in the past
- Seek your matchmaker's help if you have reached out to a provider agency from which the client has received services in the past and have not been successful in connecting with them

The background of the slide is a dark teal color with a network diagram pattern. The diagram consists of numerous light blue circles of varying sizes connected by thin, light blue lines, creating a complex web of connections across the entire page.

THANK YOU FOR JOINING US!

**Next Meeting:
Thursday, March 11, 2021
1-2:30pm
Zoom**