Santa Clara County Continuum of Care

COORDINATED ASSESSMENT WORK GROUP

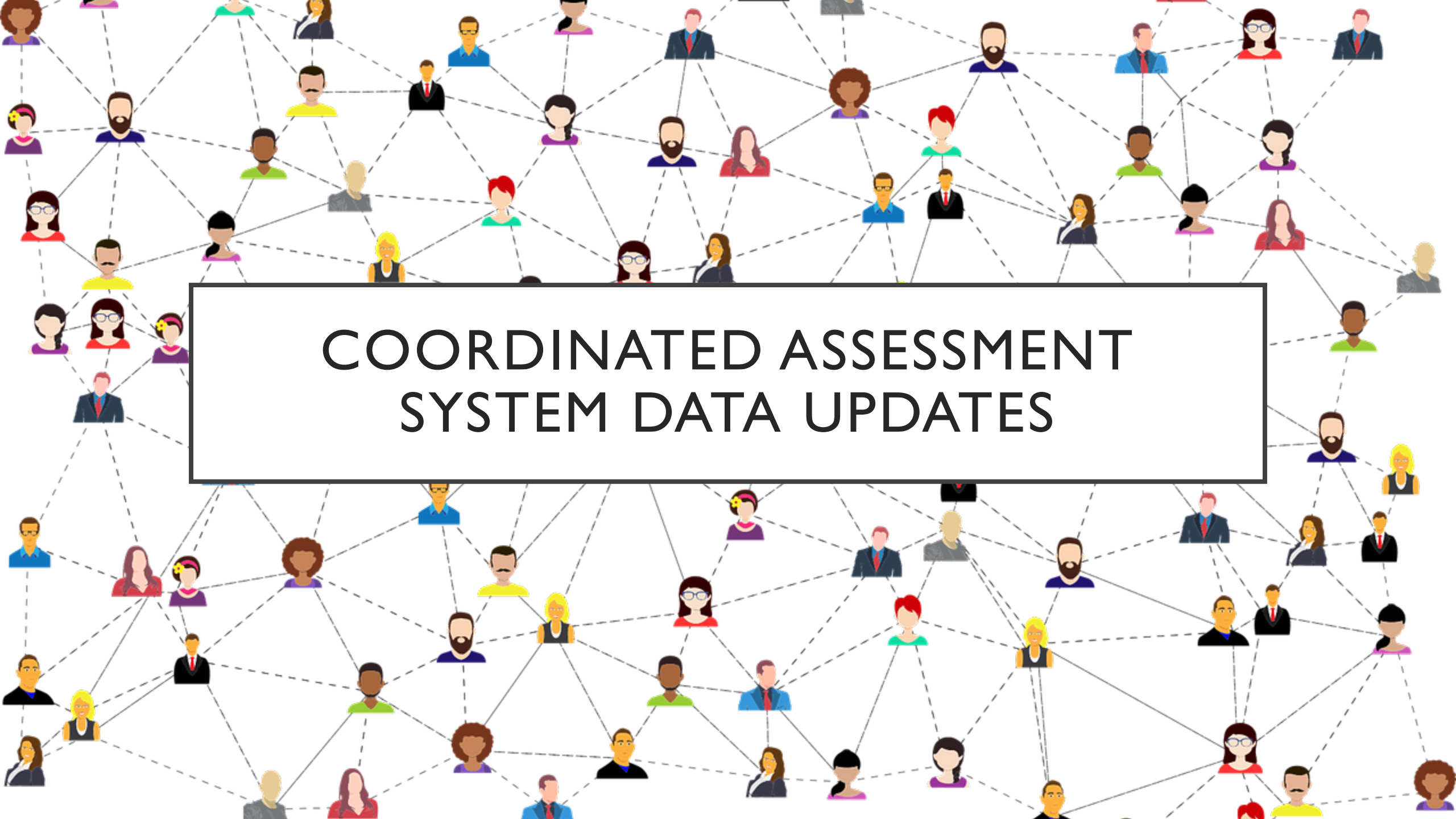
WELCOME!

Coordinated Assessment is the system that matches people who need housing and services with programs that can help them.

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

AGENDA

- Coordinated Assessment System Data Updates
- Coordinated Assessment System Introductory Webinar Proposal
- Overview of New Coordinated Entry Report in Clarity
- Establishing Subcommittee to Explore Capturing Cognitive Functioning and Functional Capacity During Assessment
- Check Out



COORDINATED ASSESSMENT SYSTEM DATA UPDATES

Santa Clara County – Coordinated Assessment System

Nov 15, 2015 – October 31, 2020:

38,506 Total VI-SPDATs

25,860 Unduplicated Assessments

62 Justice Discharge

20,243 Individual Adults

1,663 Transition Age Youth (TAY)

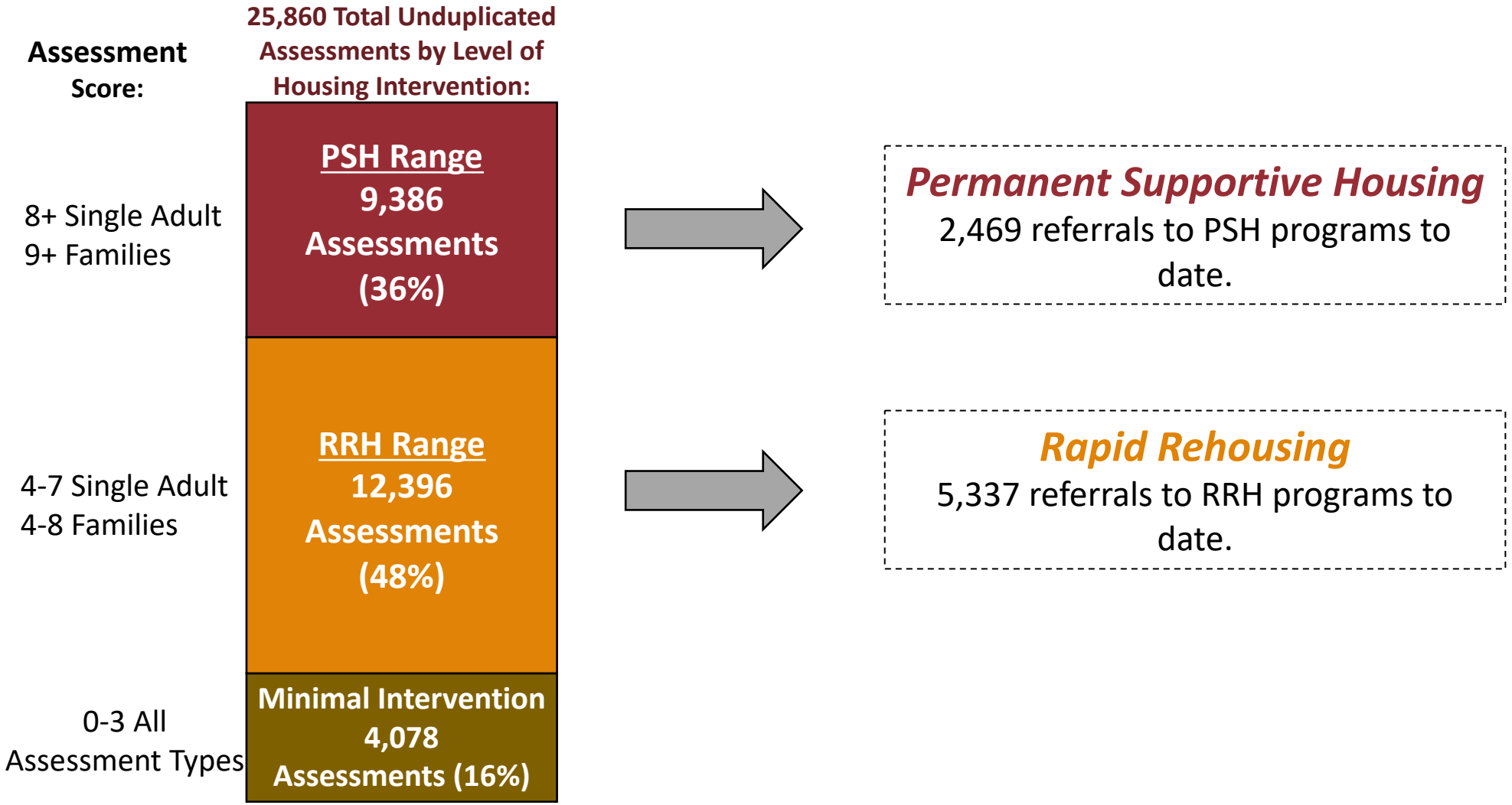
3,892 Families with Children

VI-SPDAT Type

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

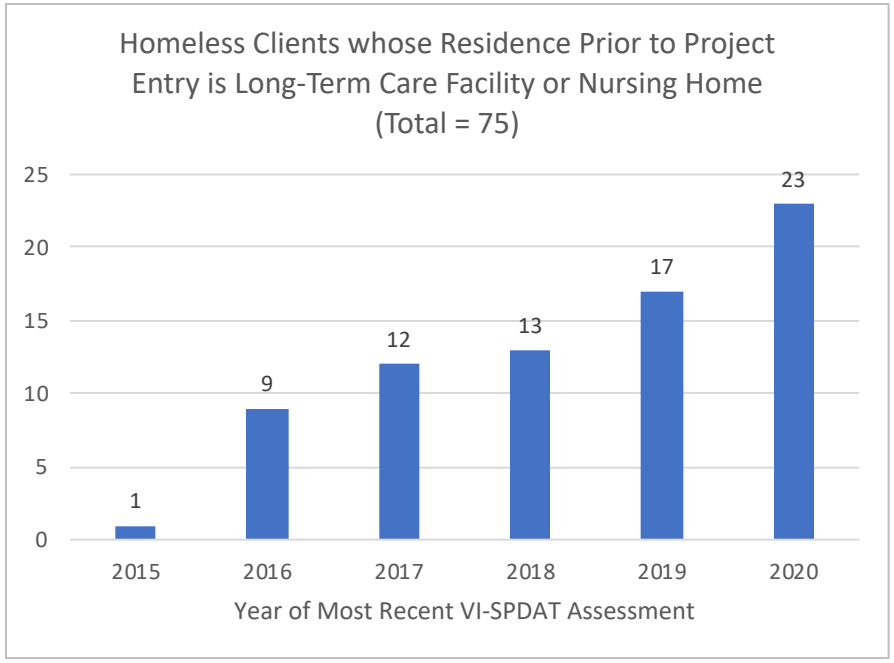
800+ VI-SPDATs are included from the Confidential Queue

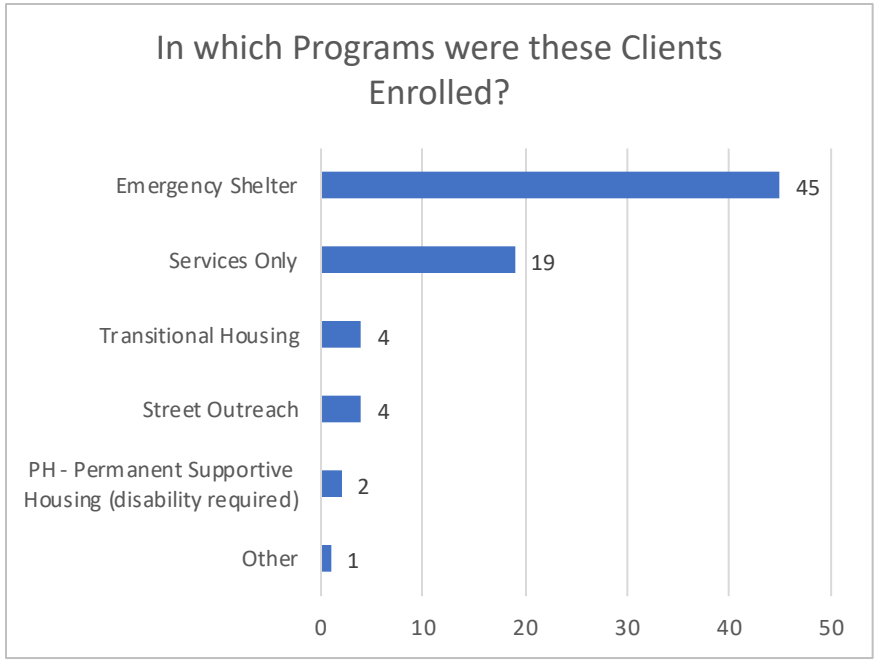
Permanent Housing Program Referrals
(Referred to queue Nov 15, 2015 – October 31, 2020)

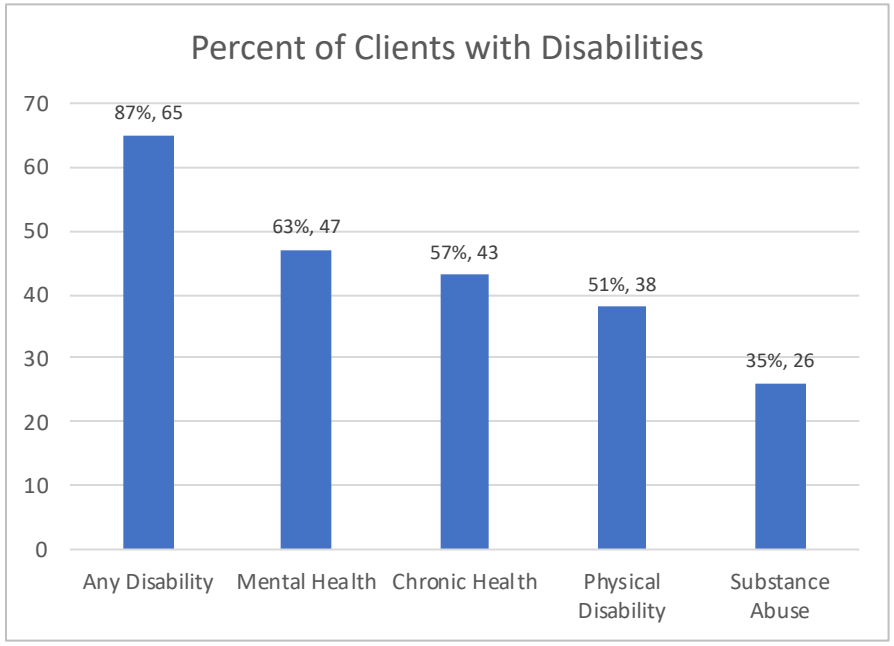


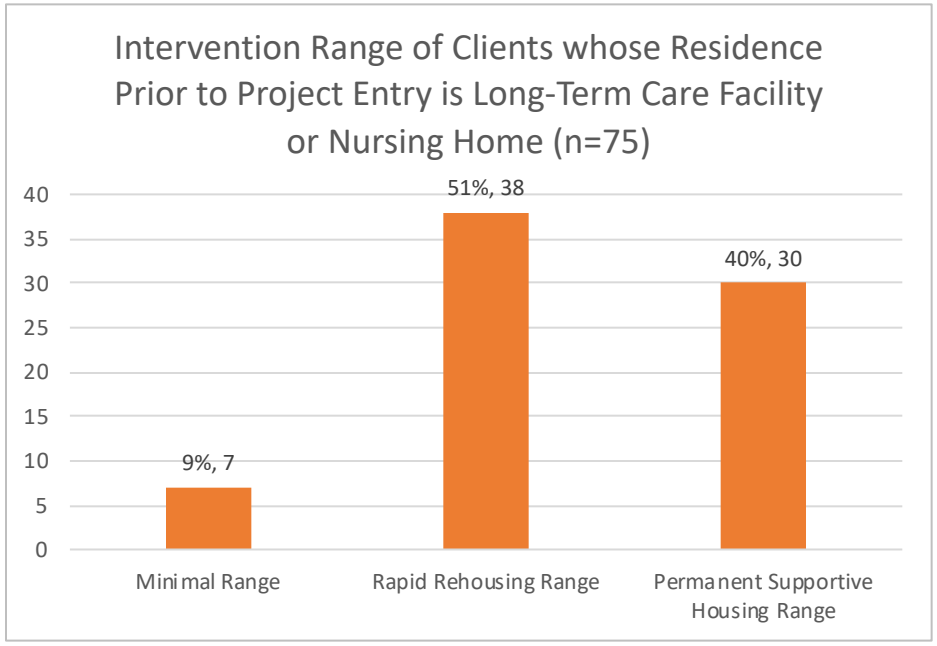
Note: Data includes multiple referrals

CAWG – Clients whose Residence Prior to Program Entry was Long-Term Care Facility or Nursing Home









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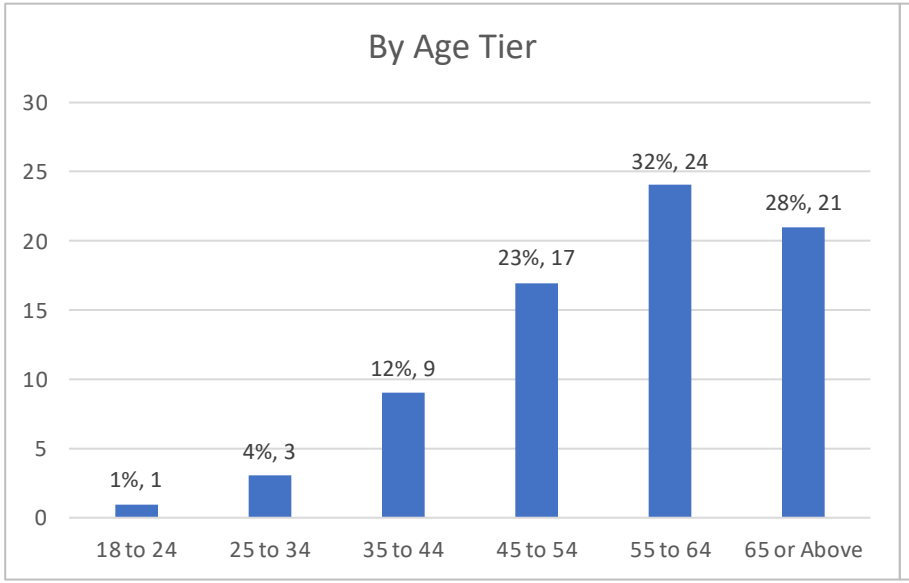
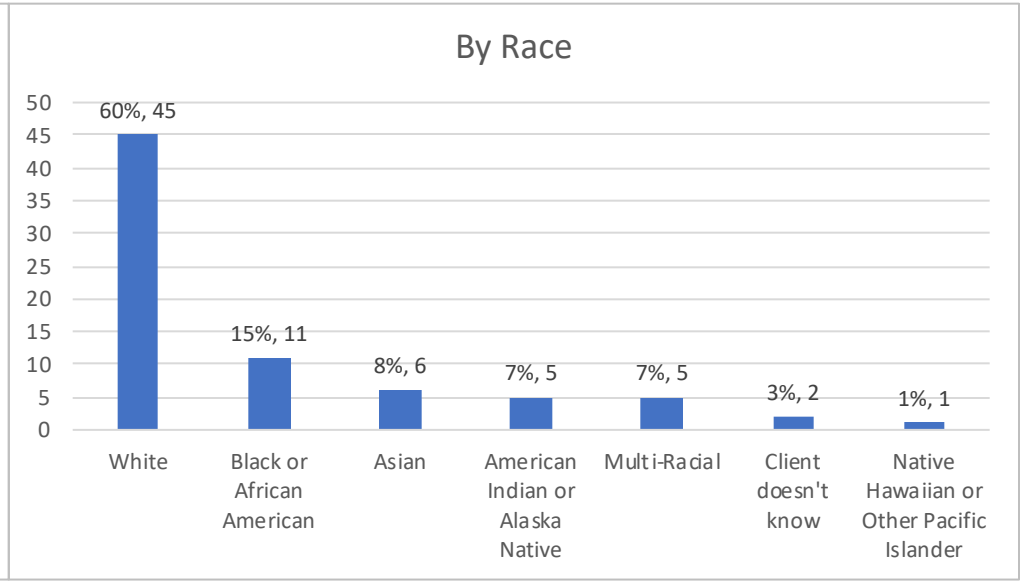
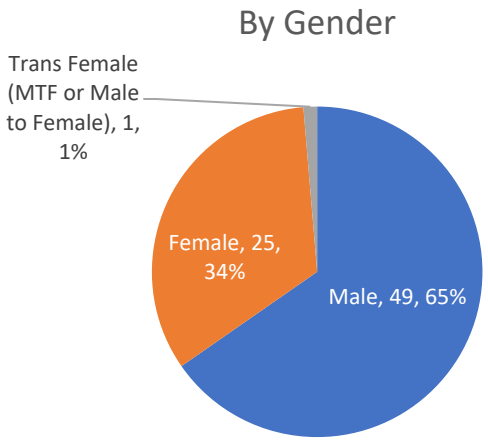
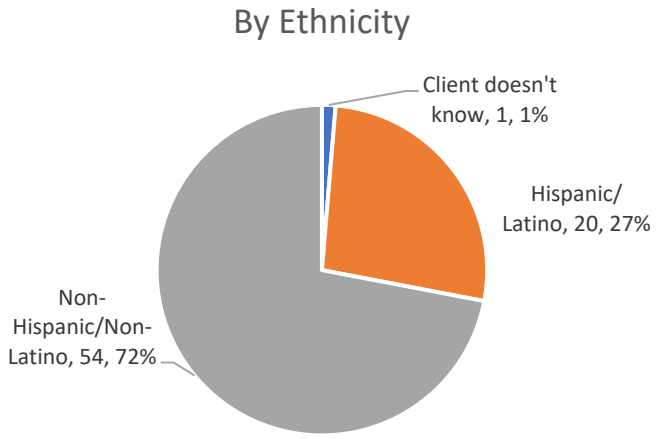
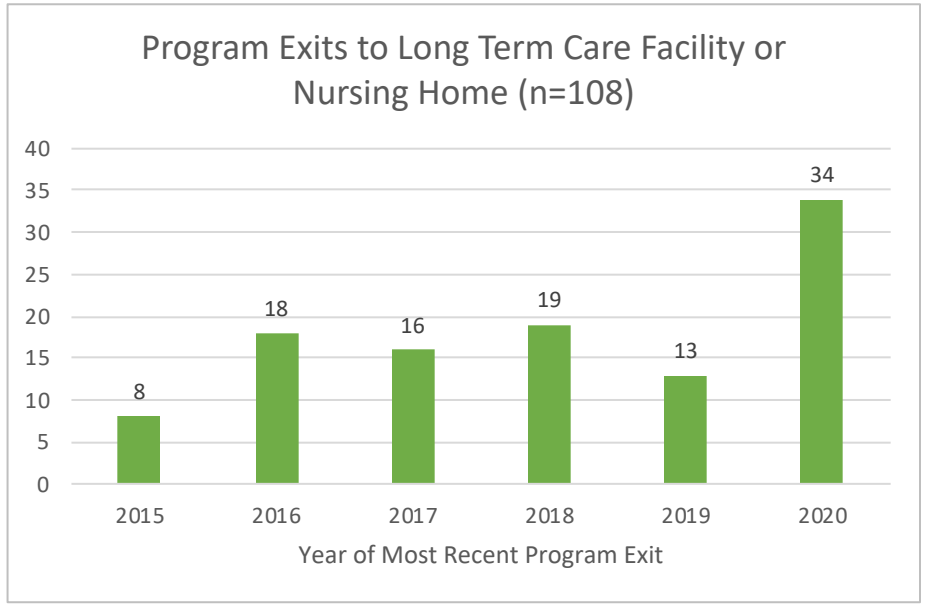


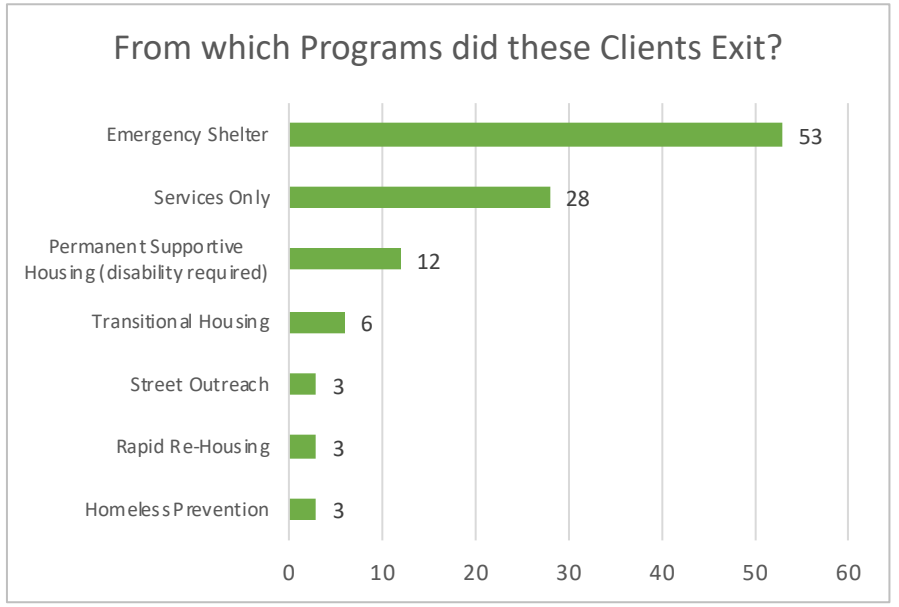


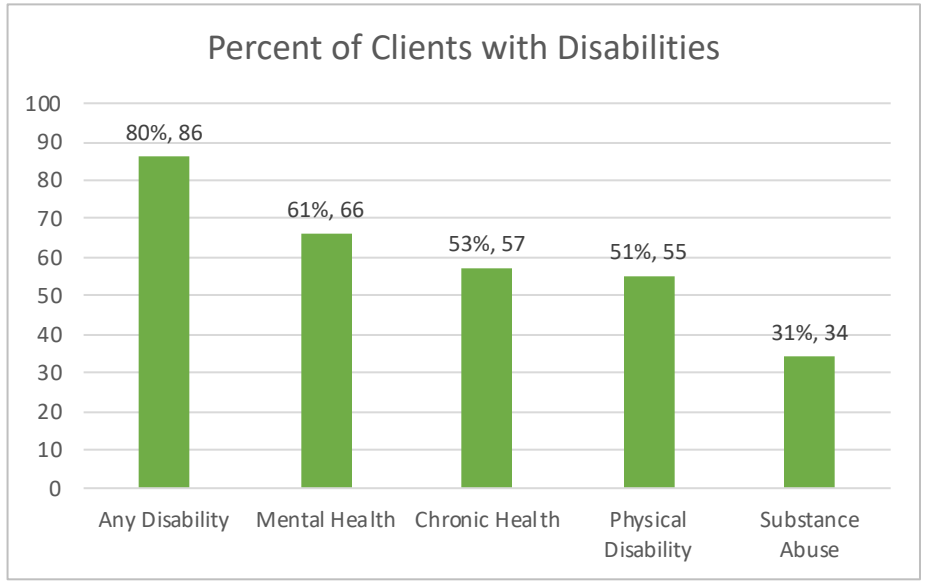


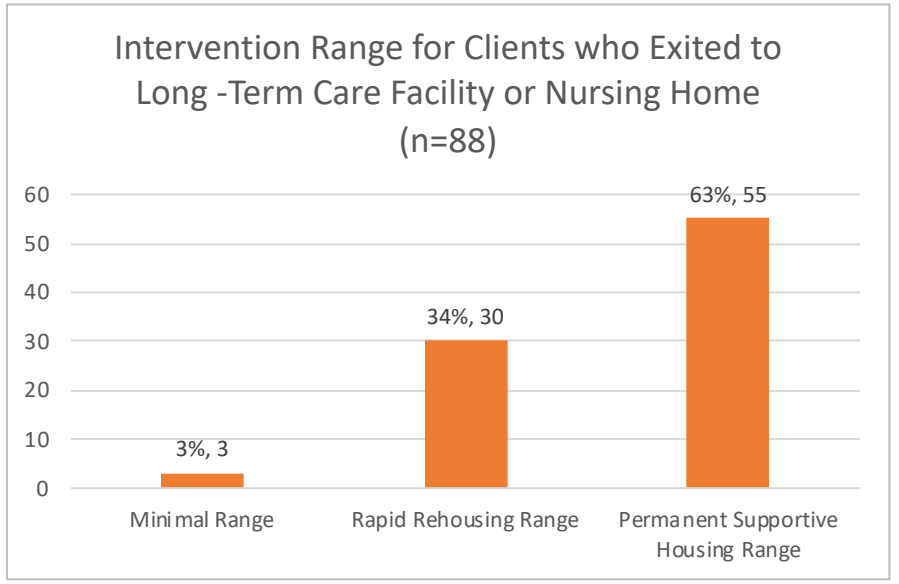


CAWG – Clients whose Program Exit was Long-Term Care Facility or Nursing Home









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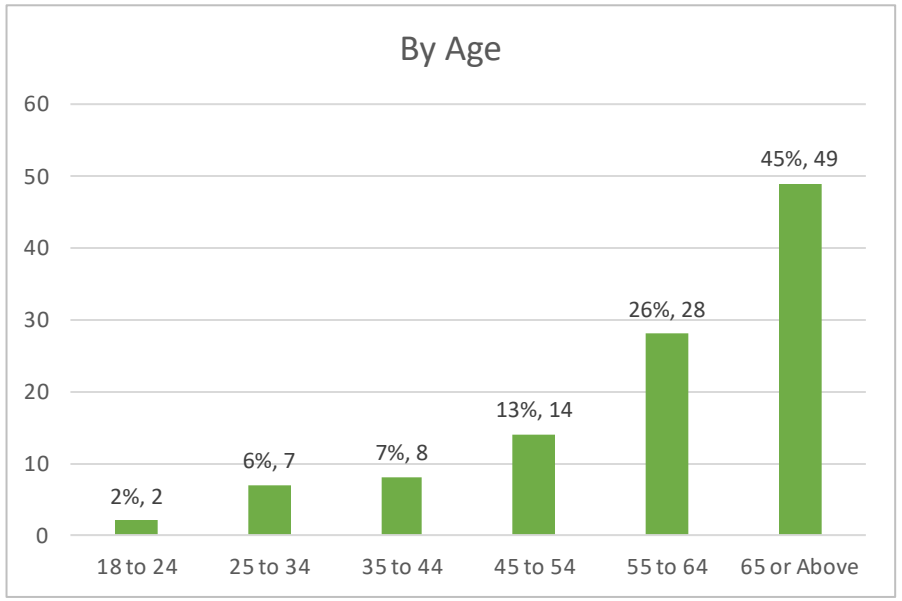
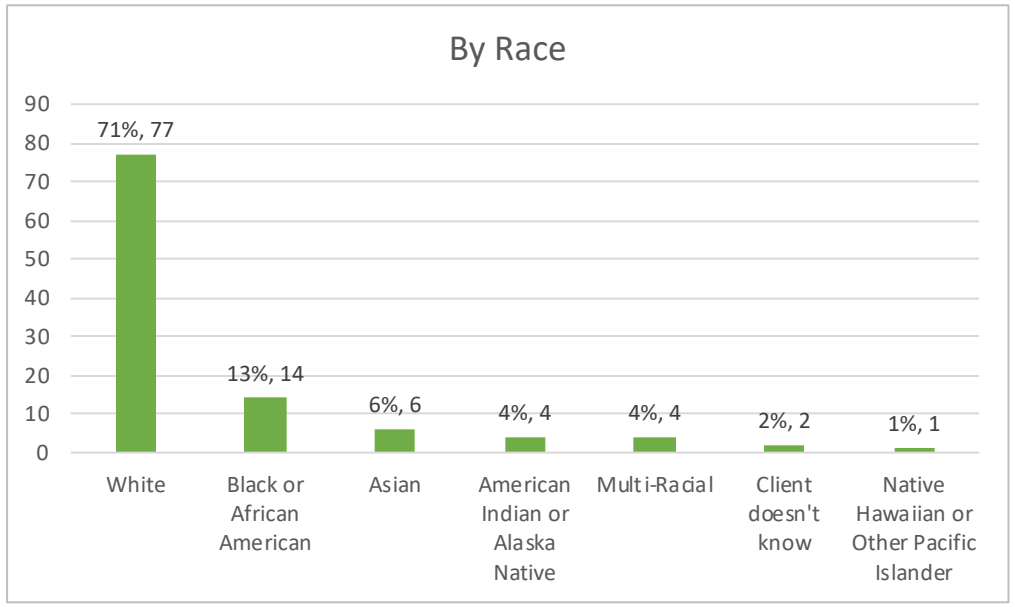
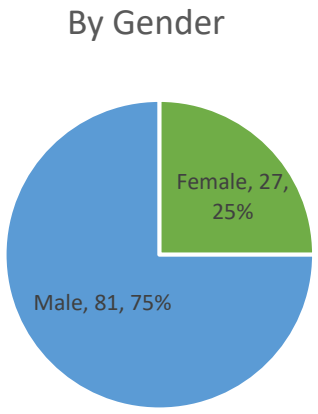
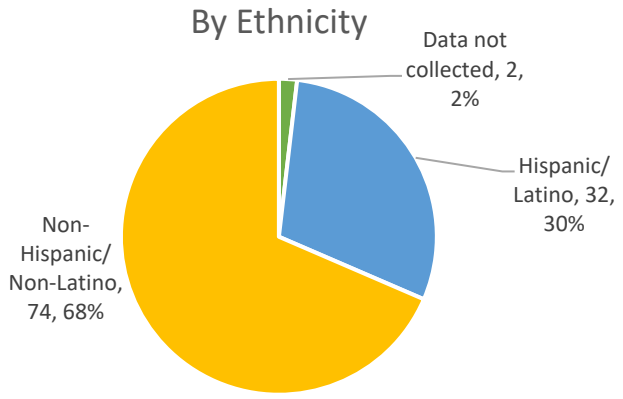
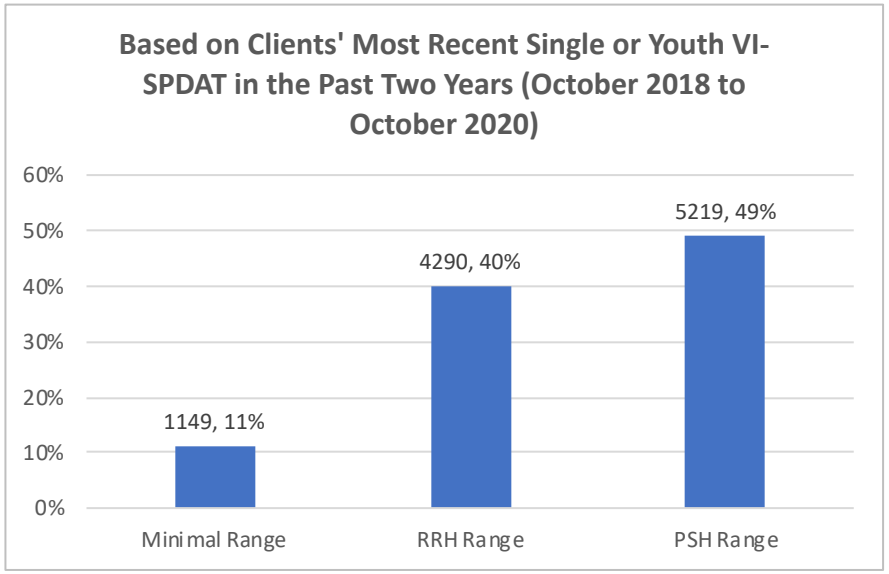




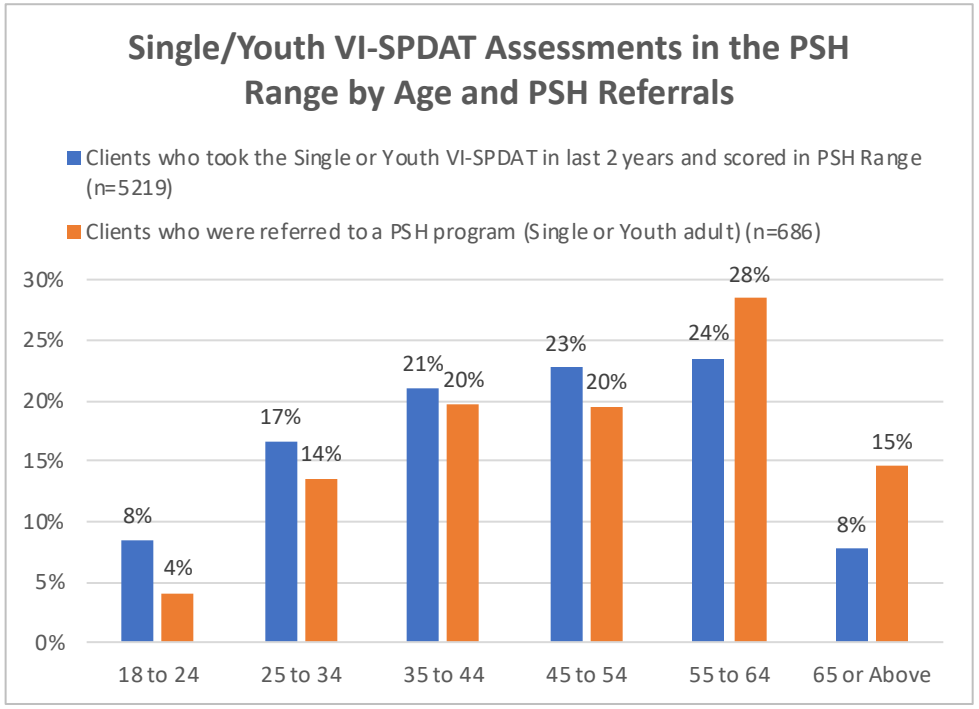


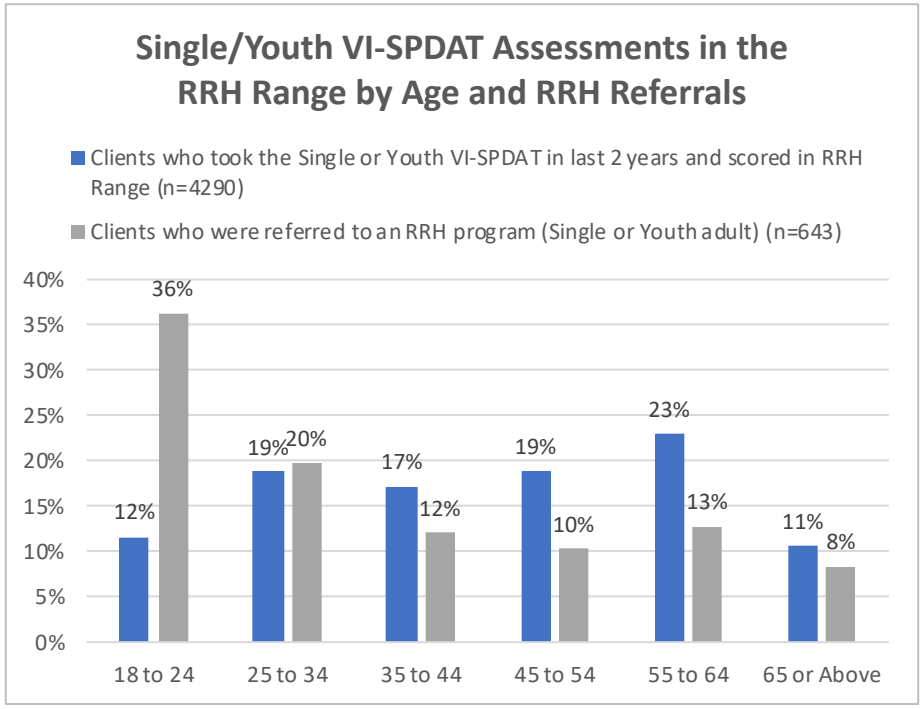


CAWG – Analysis of Age: VI-SPDAT Assessments and Referrals



Note: Results are based on data in HMIS





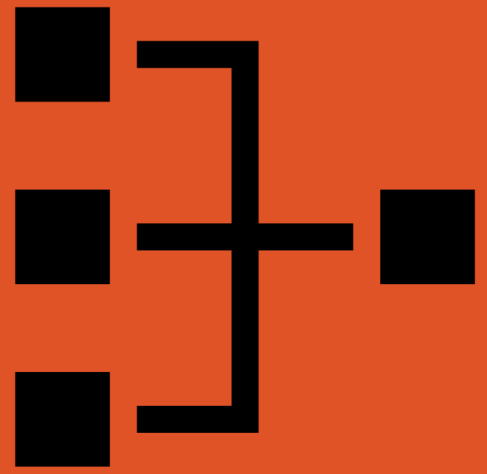
COORDINATED ASSESSMENT SYSTEM INTRODUCTORY WEBINAR PROPOSAL

BACKGROUND

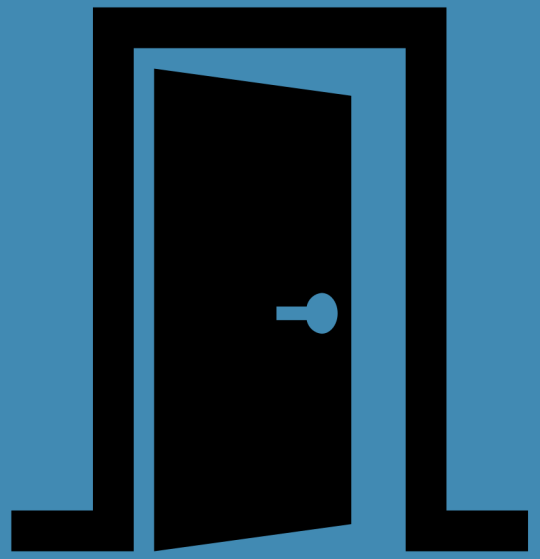
- One of the recommendations that came out of the 2019-20 Coordinated Assessment System (CAS) evaluation was that the CoC should create a **mandatory recorded webinar** on the CAS for all new program staff.
- This webinar would provide a **high-level overview** of the system and relevant provider responsibilities.
- Currently, the **only training** that the CoC offers on the CAS is combined with a training on administering the VI-SPDAT.
- Desired outcomes = more **consistent** assessments, more **successful referrals**, better **communication** with clients about the system.

WHY COORDINATED ASSESSMENT?

- HUD requirement for CoCs
- Ideally prioritizes for limited resources fairly, lowers barriers to access, streamlines referral process, and matches participants to program that best meets their needs
- Important source of data



ABOUT SANTA CLARA COUNTY'S CAS



- Entry point to referrals for PSH, RRH, and some TH
- OSH operates
- Access
  - Locations and "no wrong door" approach
  - Assessment process
    - Domestic Violence Pre-Screening Tool
    - VI-SPDAT (family, single adult, youth, justice discharge, prevention)

ABOUT SANTA CLARA COUNTY'S CAS (CONT.)

- Prioritization
  - Scoring, tie breakers
- The community queue
  - Not a waitlist
  - No guarantee of housing
  - Separate confidential queue
- Referral process and OSH matchmaker role
- Statistics on numbers of assessments, referrals, outcomes

ROLES AND RESPONSIBILITIES: PROVIDERS

- Conduct assessments
- Client education about system
- Keeping client information up to date in HMIS
- Client location

ROLES AND RESPONSIBILITIES: THE COC

- Setting CoC-wide policies
- Hosting Coordinated Assessment Working Group meetings
- Conducting annual system evaluation and implementing recommendations
- Facilitating ongoing discussions about equity

ROLES AND RESPONSIBILITIES: PARTICIPANTS

- Remaining updated on queue status
- Updating providers with new contact information

OTHER SECTIONS

- Common Questions & Concerns
- Quiz
- Tools & References
    - CoC Quality Assurance Standards
    - CAS FAQs on CoC Website
    - When should I do a VI-SPDAT? on CoC Website
    - Standard Location Practices on CoC Website
    - Links to HUD guidance

QUESTIONS FOR YOU!

- ✓What is missing?
- ✓What do you wish you knew about the system that you know now?
- ✓What topics should we spend the most time on?
- ✓How long should this be?

NEW
Coordinated Entry and Referrals Reports

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New Reports

- [GNRL-404] CE Assessment Details Report
- [GNRL-405] CE Assessing Staff Report
- [DQXX-122] Duplicate Assessments Report
- [OUTS-108] CE Demographics Report
- [RFRL-103] Referral Statistics - Inbound
- [RFRL-104] Referral Statistics - Outbound
-]RFRL-122] CE Community Queue Detail

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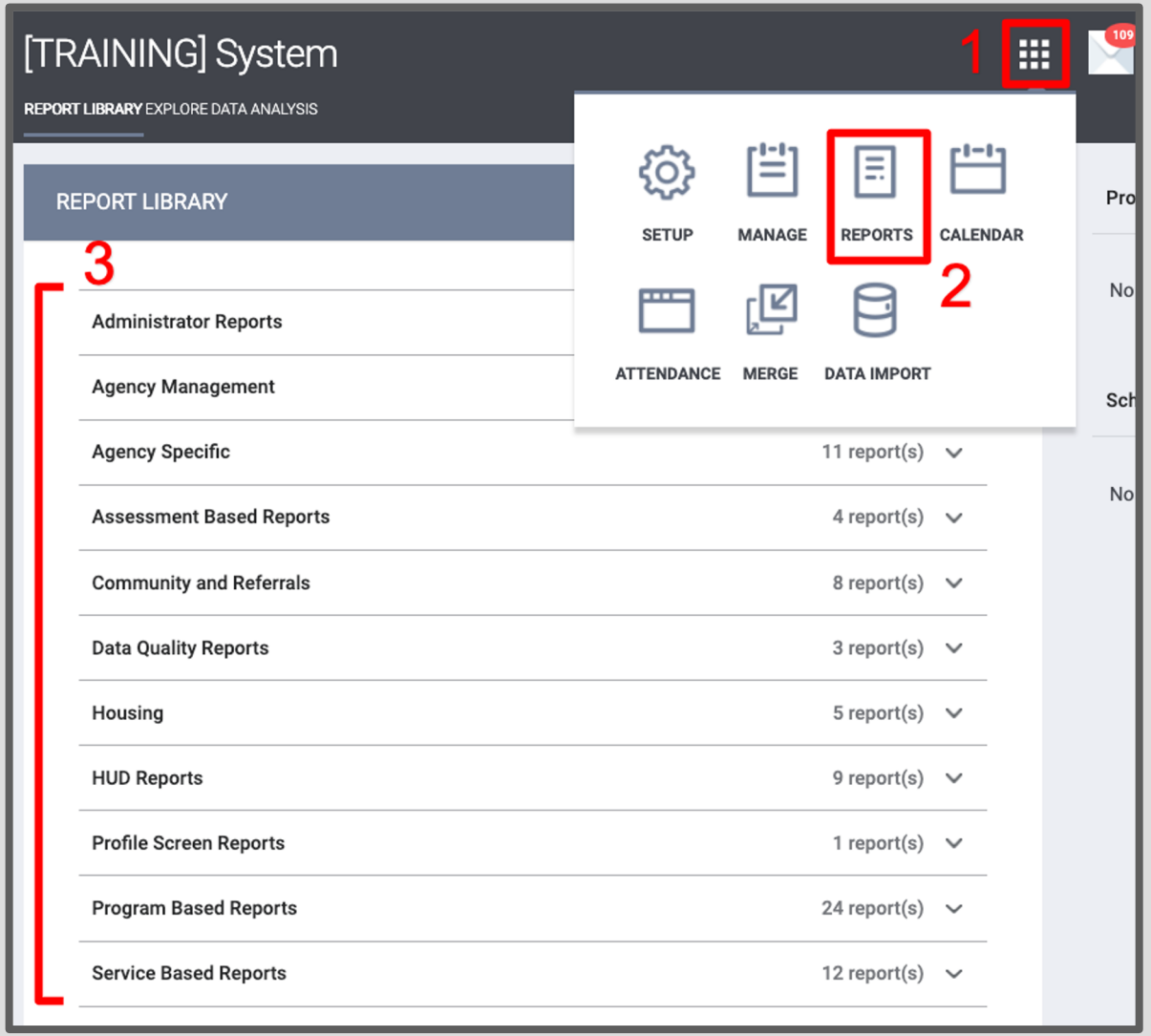
How To Access These Reports



[GNRL-404] CE Assessment Details Report

SN CHAT Assessment (Do Not Modify)

Assessment processor: SN CHAT

Date	Client Last Name	Client First Name	Unique ID	Age	Gender	Veteran
06/01/2020	4	Client	B2CEE0CB5	49	Male	Yes
07/08/2020	Ant	Adam	AF94FCFDA	44	Male	No
02/11/2020	Bernard	Andrew	664849782	44	Male	No
04/10/2020	Brady	Bruce	1E77BB3F6	50	Male	Yes
02/11/2020	Bratton	Creed	B407F4770	77	Male	No
01/16/2020	Bruce	Bruce	35D44C029	34	Male	No
07/20/2020	Dixon	Daryl	559BF725F	20	Male	No

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[GNRL-404] CE Assessment Details Report

Data available on this report

Client Info

- Client Name
- Unique Identifier
- Age
- Gender
- Vet Status
- Contact Info Entered?

Assessment Data

- Assessment Date
- Assessment Name
- Assessment Processor
- Assessing Program
- Assessing Staff
- Assessing Staff Home Agency
- Assessment Score
- Assessment Sub-score(s)

CE Data

- CE Household Type
- # of Adults/Children in CE Household
- Queue to which referred

Bitfocus

[GNRL-404] CE Assessment Details Report

SN CHAT Assessment (Do Not Modify)

Assessment processor: SN CHAT															Sub-scores
Date	Client Last Name	Client First Name	Unique ID	Age	Gender	Veteran	CE Household Type	Adults in CE Household	Children in CE Household	Referred to Queue	Contact Info	Assessing Program	Staff	Staff Home Agency	Assessment Score	Calculation
06/01/2020	4	Client	B2CEE0CB5	49	Male	Yes					No		Saldivar, Noraen	Nora Saldivar DBA Bogan House	20	20
07/08/2020	Ant	Adam	AF94FCFDA	44	Male	No	Without Children	1	0	Community Queue	No	Southern Nevada Coordinated Entry Project	King, Julee	Bitfocus System	20	20
02/11/2020	Bernard	Andrew	664849782	44	Male	No				Emergency Shelter Queue	No		Reed, Mike	Scranton Business Park	20	20
04/10/2020	Brady	Bruce	1E77BB3F6	50	Male	Yes	Without Children	1	0		No	Dunder Mifflin CE Program	Reed, Mike	Scranton Business Park	20	20
02/11/2020	Bratton	Creed	B407F4770	77	Male	No				Emergency Shelter Queue	No		Reed, Mike	Scranton Business Park	0	0
01/16/2020	Bruce	Bruce	35D44C029	34	Male	No					Yes		Admin, Admin	Bitfocus System	20	20
07/20/2020	Dixon	Daryl	559BF725F	20	Male	No	Without Children	1	0	Community Queue	Yes	Southern Nevada Coordinated Entry Project	Training, Southern NV	SN CE Training	20	20

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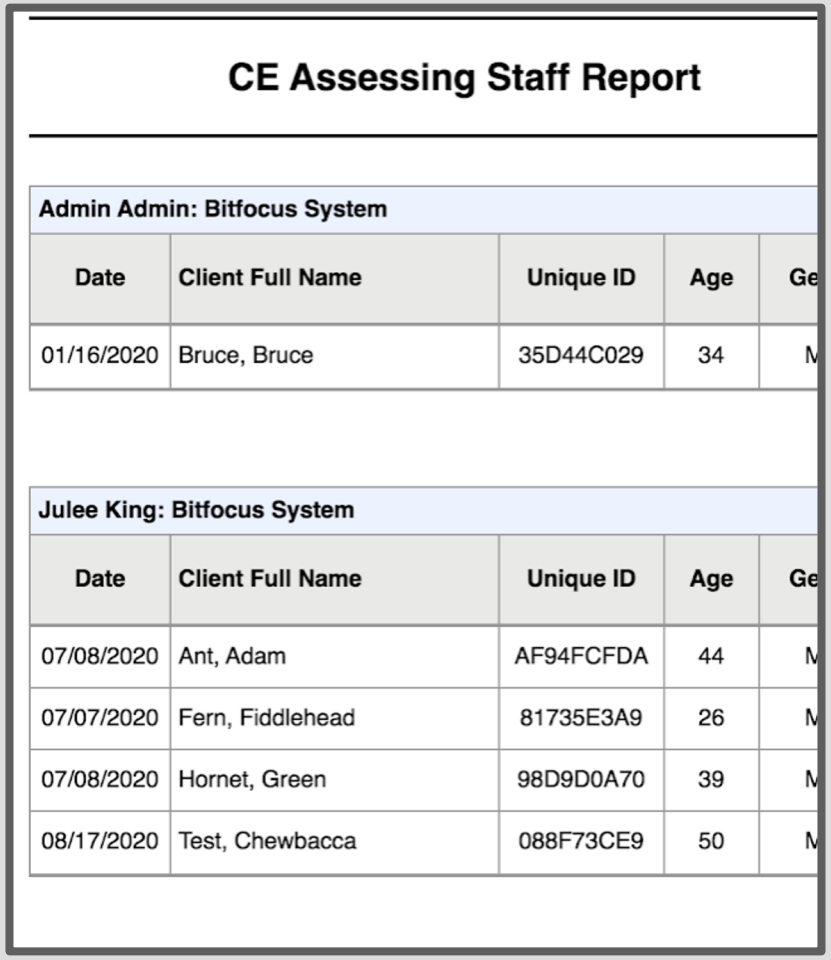
[GNRL-405] CE Assessing Staff Report



CE Assessing Staff Report

Admin Admin: Bitfocus System

Date	Client Full Name	Unique ID	Age	Ge
01/16/2020	Bruce, Bruce	35D44C029	34	M

Julee King: Bitfocus System

Date	Client Full Name	Unique ID	Age	Ge
07/08/2020	Ant, Adam	AF94FCFDA	44	M
07/07/2020	Fern, Fiddlehead	81735E3A9	26	M
07/08/2020	Hornet, Green	98D9D0A70	39	M
08/17/2020	Test, Chewbacca	088F73CE9	50	M

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[GNRL-405] CE Assessing Staff Report

Client Info

- Client Name
- Unique Identifier
- Age
- Gender
- Vet Status
- Contact Info Entered?

Assessment Data

- Assessing Staff
- Assessment Date
- Assessment Name
- Assessment Score
- Assessing Agency
- Assessing Program

CE Data

- CE Household Type
- # of Adults/Children in CE Household
- Queue to which referred

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[GNRL-405] CE Assessing Staff Report

CE Assessing Staff Report

NV-500

10/01/2019 - 10/28/2020

Admin Admin: Bitfocus System

Date	Client Full Name	Unique ID	Age	Gender	Veteran	CE Household Type	Adults in CE Household	Children in CE Household	Assessment Name	Assessment Score	Referred to Queue	Contact Info	Assessing Agency	Assessing Program
01/16/2020	Bruce, Bruce	35D44C029	34	Male	No				SN CHAT Assessment (Do Not Modify)	20		Yes	Bitfocus System	

Number of Clients Assessed: 1

Julee King: Bitfocus System

Date	Client Full Name	Unique ID	Age	Gender	Veteran	CE Household Type	Adults in CE Household	Children in CE Household	Assessment Name	Assessment Score	Referred to Queue	Contact Info	Assessing Agency	Assessing Program
07/08/2020	Ant, Adam	AF94FCFDA	44	Male	No	Without Children	1	0	SN CHAT Assessment (Do Not Modify)	20	Community Queue	No	SN CE Training	Southern Nevada Coordinated Entry Project
07/07/2020	Fern, Fiddlehead	81735E3A9	26	Male	No	Without Children	1	0	SN CHAT Assessment (Do Not Modify)	20	Community Queue	No	SN CE Training	Southern Nevada Coordinated Entry Project
07/08/2020	Hornet, Green	98D9D0A70	39	Male	No				SN CHAT Assessment (Do Not Modify)	20	Community Queue	No	SN CE Training	
08/17/2020	Test, Chewbacca	088F73CE9	50	Male	No	Without Children	1	0	SN CHAT Assessment (Do Not Modify)	20	Community Queue	No	SN CE Training	Southern Nevada Coordinated Entry Project

Number of Clients Assessed: 4

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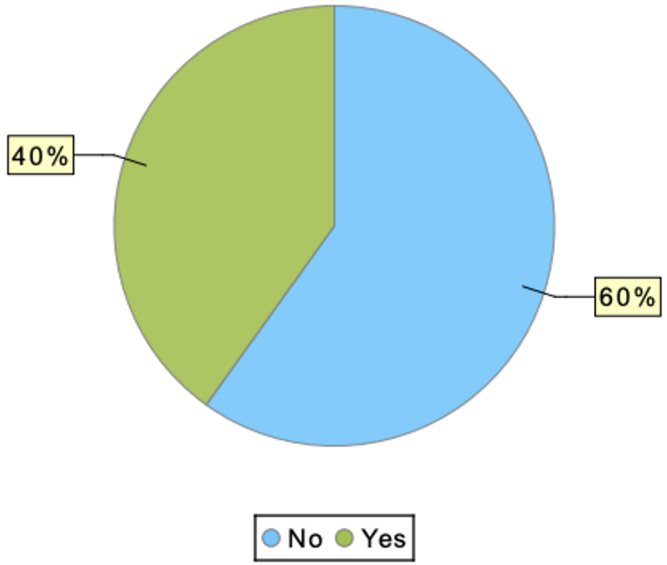
[OUTS-108] CE Demographics Report

CE Demographics Report

Santa Clara County CoC
Date Range: 10/01/2019 AND 09/30/2020
Veteran: All
Referral Basis: Only clients referred to a queue
Queue List: Default
Referral Statuses: Pending, Completed, Denied, Expired, Pending - In Process

Chronic Homeless Demographic Chart



Chronic Homeless	# of Clients
No	796
Yes	533

[OUTS-108] CE Demographics Report

Data included on this report

- Age Range
- Gender
- Race
- Disabilities
- Chronic Homeless
- Veteran Status
- Hispanic Ethnicity
- Prior Living Situation
- Prior Living Duration
- Individual Income
- Household Income
- SSN Validity
- Zip Code. Validity
- Assessments

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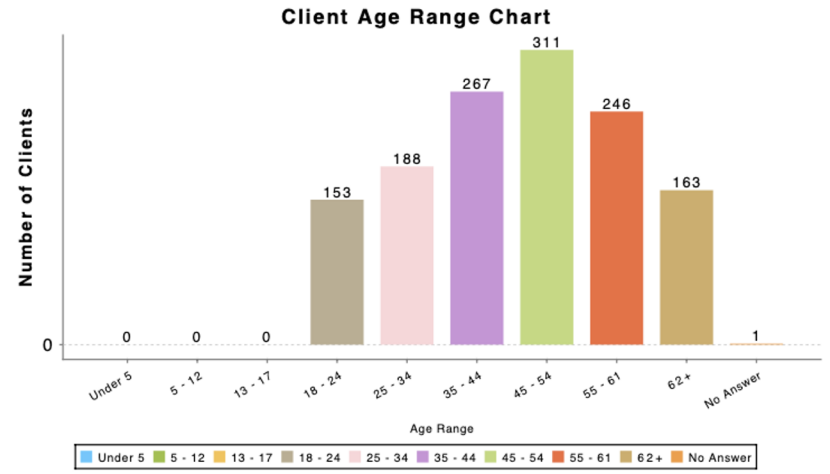
[OUTS-108] CE Demographics Report

Click to view sample report

CE Demographics Report

Santa Clara County CoC
Date Range: 10/01/2019 AND 09/30/2020
Veteran: All
Referral Basis: Only clients referred to a queue
Queue List: Default
Referral Statuses: Pending, Completed, Denied, Expired, Pending - In Process



Age Range	# of Clients
Under 5	0
5 - 12	0
13 - 17	0
18 - 24	153
25 - 34	188
35 - 44	267
45 - 54	311
55 - 61	246
62+	163
No Answer	1
Total	**1,329**

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[RFRL-103] Referral Statistics - Inbound

Referral Statistics - Inbound

Lifemoves

Date Range: 01/01/2020 and 10/28/2020

A direct referral is when a client is referred directly to a program regardless of eligibility criteria. Direct referrals are made from the eligibility determination screen of the client's referral tab or from the referrals tab without going to the eligibility screen.

	Direct	CQ	Total
Number of Agency referrals received	1	12	13
Pending Referrals			
Number of pending referrals	0	4	4
Oldest pending referral in days	0	2	2
Newest pending referral in days	0	1	1
Average pending referral in days	0	2	2
Pending - In Process Referrals			
Number of pending in process referrals	0	1	1
Oldest pending in process referral in days	0	126	126
Newest pending in process referral in days	0	126	126
Average pending in process referral in days	0	126	126
Completed Referrals			
Number of referrals resulting in Program enrollment	0	3	3
Longest time to connect a referral in days	0	14	14
Shortest time to connect a referral in days	0	0	0
Average time to connect a referral in days	0	5	5
Expired Referrals			
Number of expired referrals	0	2	2
Longest time for a referral to expire in days	0	43	43
Shortest time for a referral to expire in days	0	5	5
Average time for a referral to expire in days	0	24	24
Denied Referrals			
Number of denied referrals	1	2	3
Longest time to deny a referral in days	14	14	14
Shortest time to deny a referral in days	14	1	1
Average time to deny a referral in days	14	8	10

Breakdown of the Most Common Denied Referral Reasons	Direct	CQ	Total
Client refused services	0	1	1
Disagreement with rules	0	1	1
Full Capacity/No Availability	1	0	1

Breakdown of Referred to Programs

NOTE: P - Pending; P / I - Pending - In process; A - Accepted; D - Denied; E - Expired.

Emergency Shelter

Agency Name	Program Name	P	P / I	A	D	E
Lifemoves	Lifemoves Emergency Shelter	0	0	2	2	1

Transitional Housing

Agency Name	Program Name	P	P / I	A	D	E
Lifemoves	[DO NOT TOUCH] GPD-LifeMoves-MSI-TH-VA PD THU	1	1	0	1	1

PH - Permanent Supportive Housing (disability required)

Agency Name	Program Name	P	P / I	A	D	E
Lifemoves	Lifemoves - Permanent Housing	3	0	1	0	0

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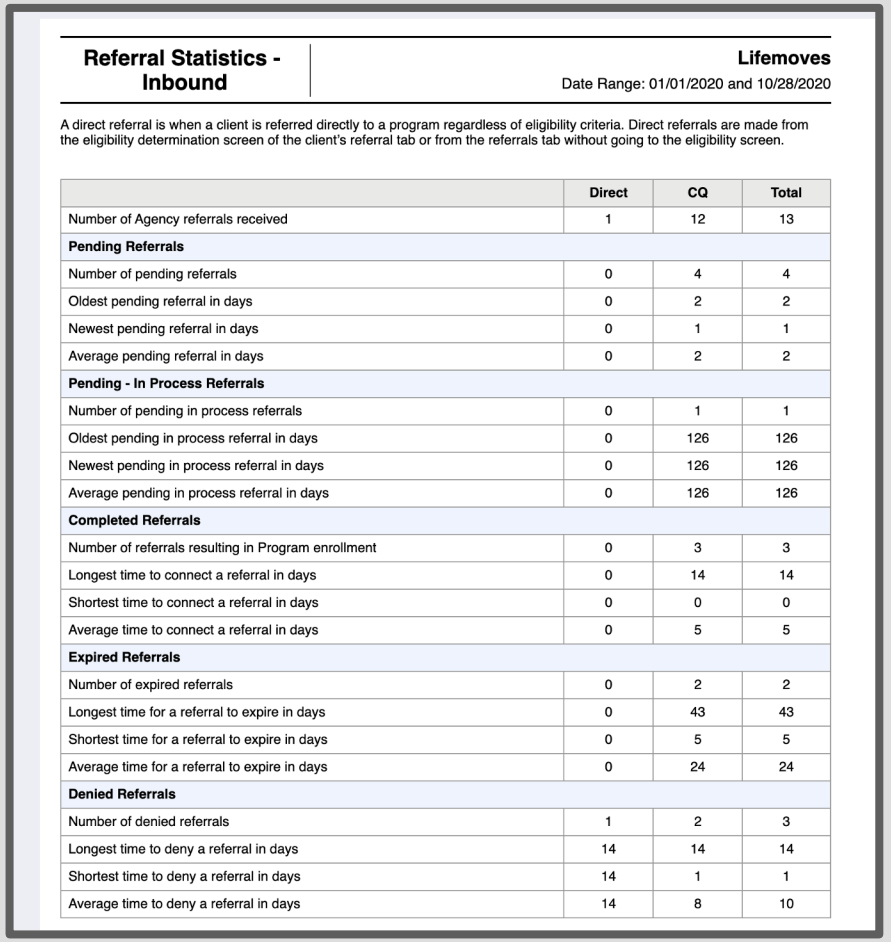
[RFRL-103] Referral Statistics - Inbound



Referral Statistics - Inbound

Lifemoves

Date Range: 01/01/2020 and 10/28/2020

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	Direct	CQ	Total
Number of Agency referrals received	1	12	13
Pending Referrals			
Number of pending referrals	0	4	4
Oldest pending referral in days	0	2	2
Newest pending referral in days	0	1	1
Average pending referral in days	0	2	2
Pending - In Process Referrals			
Number of pending in process referrals	0	1	1
Oldest pending in process referral in days	0	126	126
Newest pending in process referral in days	0	126	126
Average pending in process referral in days	0	126	126
Completed Referrals			
Number of referrals resulting in Program enrollment	0	3	3
Longest time to connect a referral in days	0	14	14
Shortest time to connect a referral in days	0	0	0
Average time to connect a referral in days	0	5	5
Expired Referrals			
Number of expired referrals	0	2	2
Longest time for a referral to expire in days	0	43	43
Shortest time for a referral to expire in days	0	5	5
Average time for a referral to expire in days	0	24	24
Denied Referrals			
Number of denied referrals	1	2	3
Longest time to deny a referral in days	14	14	14
Shortest time to deny a referral in days	14	1	1
Average time to deny a referral in days	14	8	10

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[RFRL-103] Referral Statistics - Inbound

Referral Statistics - Inbound

Agency Name

Date Range: 04/01/2020 and 11/12/2020

A direct referral is when a client is referred directly to a program regardless of eligibility criteria. Direct referrals are made from the eligibility determination screen of the client's referral tab or from the referrals tab without going to the eligibility screen.

	Direct	CQ	Total
Number of Agency referrals received	0	106	106
Pending Referrals			
Number of pending referrals	0	6	6
Oldest pending referral in days	0	920	920
Newest pending referral in days	0	21	21
Average pending referral in days	0	608	608
Pending - In Process Referrals			
Number of pending in process referrals	0	33	33
Oldest pending in process referral in days	0	1,584	1,584
Newest pending in process referral in days	0	14	14
Average pending in process referral in days	0	613	613

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[RFRL-103] Referral Statistics - Inbound

Breakdown of Referred to Programs

NOTE: P - Pending; P / I - Pending - In process; A - Accepted; D - Denied; E - Expired.

Transitional Housing						
Agency Name	**Program Name**	**P**	**P / I**	**A**	**D**	**E**
Agency Name	City TH TBRA	0	1	0	0	0

PH - Rapid Re-Housing						
Agency Name	**Program Name**	**P**	**P / I**	**A**	**D**	**E**
Agency Name	Bringing Families Home	1	0	16	1	0
Agency Name	CalWORKS HSP Rapid Re-Housing	2	2	0	1	0
Agency Name	City TBRA RRH	0	0	0	1	0
Agency Name	Rapid Re-housing for Families	1	9	11	22	0
Agency Name	Rapid ReHousing for Families - Local	0	0	5	9	0
Agency Name	Reentry Rapid Rehousing Program	2	2	0	1	0

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More Resources

https://get.clarityhs.help/hc/en-us/categories/115000093908-Report-Library

http://scc.hmis.cc/reports-data/

sccsupport@bitfocus.com

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QUESTIONS??

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THANK YOU FOR JOINING US!

Next Meeting:

Thursday, January 14, 2021

1-2:30pm

Location TBD