**Santa Clara County Continuum of Care**
**Membership Meeting**
July 30, 2015 – 1:00-3:00pm
County of Santa Clara Social Services Agency Auditorium
333 W. Julian Street, San Jose, CA 95110

**Attendees:** Bob Dolci (Office of Supportive Housing), Lynn Magruder (South County Collaborative and Community Solutions), Gary Quan (Community Solutions), Kerry Martin (Santa Clara Adult Education), Katherine Finnigan (InnVision Shelter Network), Shelly Barbieri (Office of Supportive Housing), Debbie Pell (Bill Wilson Center), Kristi Schulenberg (HomeBase), Regina Abadajos (Sunnyvale Community Services), Laura Foster (Bill Wilson Center), Consuelo Collard (Catholic Charities), Marie Bernard (Sunnyvale Community Services), Liz Lucas (Abode Services), Kelly Hemphill (City of San Jose), Michelle Covert (City of San Jose), Carmela Velazquez (Family Supportive Housing), Erin Stanton (Office of Supportive Housing), Janbir Sandhu (HomeFirst), Stacy Studebaker (VAPAHCS), Mike Beasley (Gilroy Compassion Center), Kinndy Lin (Housing Authority), Colleen Haley (Destination: Home), Soo Jung (Office of Supportive Housing), Sparky Harlan (Bill Wilson Center), Camille Coletto (Goodwill SV), Leah Gronlund (Santa Clara Adult Education), Andrea Urton (HomeFirst), Michelle Ma (West Valley Community Services), Marty Estrada (Midtown Family Services), Stacey Murphy (Abode Services), Kathy Robinson (Charities Housing), Jennifer Loving (Destination: Home), Ky Le (Office of Supportive Housing), Hilary Barroga (Office of Supportive Housing), Jason Satterfield (Bitfocus)


1. **Welcome and Introductions**

Hilary Barroga welcomed members to the meeting. Members introduced themselves and their organizations.

2. **Home Not Found: The Cost of Homelessness in Silicon Valley**

Jennifer Loving (Destination: Home) and Ky Le (Office of Supportive Housing) shared an overview of study Home Not Found: The Cost of Homelessness in Silicon Valley and discussed how we are using the findings from the study. Economic Roundtable conducted the study. Data was analyzed from multiple databases looking at 25 million records. The study determined that it costs $520 million dollars a year to serve folks who are homeless in our community. 53% of costs are in health care, 34% in the justice system, and 13% in social services. Out of the 104,000 people identified, only 2,000 people utilized the most costs. The costs equate suffering. There is a huge human toll to the costs.

One key finding was that a disproportionate share of women experience homelessness – about 50%, compared to well under 50% as seen in our point in time count and most point in time counts across the country. This finding shows us that we have more homeless women in our community than we realized. They are not showing up in other ways we count the homeless population and they might not be going to traditional homeless services. This is an area for further study.

The study also looked at the change in costs for chronically homeless individuals who were housed during the Housing 1000 campaign. The data showed the costs to the community dropped significantly once those individuals were housed in permanent supportive housing.

This study provides us with the evidence we need to get commitments for funding. The County and the City of San Jose are committing more resources to housing. The next step will be development of a tool to identify the highest users of services so that these individuals and households can be prioritized for housing.

Additionally, the work that went into developing the study established the legal precedent for linking data across multiple databases. We've never been able to do this before in our community. Now that we have an understanding of the legal requirements, we can utilize this type of record linkage for additional study and other purposes.

The full study can be found on Destination: Home's website: http://destinationhomescc.org/.


3. **2015 Santa Clara County Homeless Census and Survey Report**

Michelle Covert (City of San Jose) and Erin Stanton (Office of Supportive Housing) shared an overview of the 2015 Santa Clara County Homeless Census and Survey. The total number of people identified in the 2015 Point-in-Time count dropped 14% from 7,631 individuals in 2013 to 6,556 individuals in 2015. This is the lowest number counted in Santa Clara County in over ten years.  The count within the City of San Jose dropped 15%. The shelter count stayed fairly consistent with 2013, but the unsheltered count declined by over 1,000 people from 2013 to 2015 representing a huge success for our community. The number of people counted in encampments dropped 37% within the City of San Jose.

The numbers of chronically homeless individuals and families declined in line with the drop in the total homeless population. Transition Age Youth saw a larger decline from 2013, which is attributed to more accurate counting methodology used in 2015. The number of homeless veterans declined by only 2%, but significantly more were in shelters or transitional housing. The unsheltered count of veterans declined by approximately 130 people.

There were also differences in where people were found geographically across the County. While the homeless population declined by 15% in San Jose, the count rose slightly in North County and significantly in South County. Gilroy, Morgan Hill, and San Martin experienced a combined increase from 599 individuals counted in 2013 to 858 individuals counted in 2015. This increase demonstrates the need for further commitment of resources to the southern part of the county.

We believe the decreases in homelessness in Santa Clara County reflect extensive efforts to respond to the needs of unhoused populations in the community. In particular, strategies to move people directly into housing through the provision of rental subsidies and supportive services have been successful. This is positive sign that our strategies are working, but the number of people homeless in our community is still huge. We have a lot of work to do. And we saw increases in some areas, particularly South County, so we need to make sure we target that area. The good news is that we have evidence that our strategies work and that can help us advocate for more resources and more effort to keep going.


4. **Community Plan to End  Homelessness Update**
Kristi Schulenberg (HomeBase) presented a progress update on the 2015 Implementation Plan for the Community Plan to End Homelessness. The main way we are measuring success of the plan is measuring

our success in creating 6,000 housing opportunities and in reducing homelessness. A protocol is currently being developed to track the number of permanent housing opportunities created, including those that are under development.

We are also measuring progress in implementation of the plan by tracking and analyzing the 27 activities identified in the 2015 Implementation Plan. Among those 27 activities, total completion is at 61%, which is right on track since we are about halfway through the year. Some highlights include: the cost study has been completed; surplus land has been identified and presented to the Destination: Home board, the Housing Authority is working on landlord engagement, coordinated assessment implementation is underway, the HMIS transition is underway, the facility asset study is 80% completed and the final study will be done by August.

## 5. HMIS Transition Update

Hilary Barroga (Office of Supportive Housing) and Jason Satterfield (Bitfocus) presented an update on the HMIS transition process. Since January we have been aggressively working on the transition to a new HMIS software vendor, system administrator, and a new HMIS lead for the Continuum of Care. An RFP process was held in early spring to select a new software and Bitfocus' Clarity Human Service software was selected.

Bitfocus is also taking on the role of System Administrator for the first year of implementation. Bitfocus knows Clarity software the best and has experience as a system administrator in other CoCs. Bitfocus worked with CTA to transition the role of system administration. As of July 1st, the County is the HMIS lead and Bitfocus is the new system administrator. Clarity software will go live in October. The committee selected Clarity because of its user friendly interface, reporting tools, and up to date technology. Stakeholders who participated in the vendor demonstrations overwhelmingly preferred Clarity to the competitors.

Jason Satterfield shared information about Bitfocus and the Clarity software. Bitfocus specializes in providing specialized, client-driven solutions and business intelligence. Clarity is a simple, but powerful, software that helps make your client data easily accessible and usable to users, managers, and policy leaders. Bitfocus started out as the CoC HMIS system administrators in Nevada. When the original software they were using became defunct, Bitfocus created Clarity to meet the HMIS needs of the Nevada CoC, focusing primarily on usability of the software. Clarity is now used in many CoC's across the country.

The vision for HMIS going forward is that the CoC will have clear leadership and policy making from the County, Bitfocus, and the HMIS Agency Administrators group. We will have increased oversight of and compliance with privacy and security regulations, accessible reports and data, and improved data quality and user/client experience due to better work flow. We also expect excellent customer service.

Next steps include wrapping up the first phase of software configuration. For the first phase, Bitfocus is setting up a limited number of standard program configurations modeled after the HUD data standards and other federal requirements. Once Clarity is up and running, Bitfocus will move to phase two, in which programs may have more customized set-ups. We have over 300 programs in our HMIS, and thus fully customized configurations for each program are not possible before the October 1st transition. Bitfocus spoke with participating agencies to understand each agency's program configuration and is

now reaching out to most agencies to request additional information as they continue to fill out the setup of the system. Contact Jason Satterfield with any questions.

Starting September 1st we will do user training, offered in person and online. The schedule will be available next week. Users are required to have training before they are assigned a user license.

ServicePoint will shut down September 25th. The data will be migrated to Clarity during the last week of September and Clarity will go live October 1st.

All agencies are highly encouraged to attend next week's Agency Administrator's meeting where we will discuss data migration.


6. **General Updates**
   a. **Coordinated Assessment**

Erin Stanton provided an update from the CoC's Coordinated Assessment Work Group regarding the implementation of coordinated assessment in Santa Clara County. We are deep into planning and expect to implement Coordinated Assessment in SCC by the end of this year (November of December 2015).

Coordinated assessment is a consistent, community wide intake and assessment process to match people experiencing homelessness to housing and services that are the best fit for their situation. In Santa Clara County we plan to implement coordinated assessment in phases. In phase one, we will use coordinated assessment to connect people to permanent housing interventions (permanent supportive housing and rapid rehousing). We know that we will not have nearly enough available spaces in permanent housing for all the people who are referred, so instead of using direct referrals to housing we will create a community queue. With the queue we will know exactly who in our community is waiting for permanent supportive housing and rapid rehousing. We will use the assessment to triage people so those most in need are served first.

Santa Clara County has been working toward implementing coordinated assessment for a few years now and we have already implemented coordinated assessment for permanent supportive housing through the Housing 1000 campaign and the Care Coordination Project (CCP).

In the six months since the last CoC Membership Meeting, the Coordinated Assessment Work Group has developed goals, a work plan, and a timeline for implementation of phase one. We have also researched best practices, established a framework for decision making and developing policies and procedures, and sought community input from people who are homeless and from providers that could serve as access points. In August the Work Group will be soliciting input from permanent housing providers. The goal is to implement phase one by the end of the calendar year. One highlight in the work plan is training on the VI-SPDAT and SPDAT, which will likely take place the last week of October.

The Coordinated Assessment Work Group meets on the 2nd Thursday of each month from 1-3pm at The Health Trust. All are invited to attend. Agencies are especially encouraged to attend the August Work Group meeting, which will focus on collecting input from the perspective of permanent housing providers.

### b. Performance Management

Erin Stanton provided an update from the Performance Management Work Group. The CoC created this Work Group to development and implement our community's performance management process, including monitoring progress toward community benchmarks. In the last six months this group has been primarily focused on identifying one set of consistent, communitywide performance measures. The goal for these measures is that they will help us assess the effectiveness of our entire system of care and how it operates as a system, not just evaluate each program independently.

The list of measures was developed from several sources, including HUD's 2014 System Performance Measures, Santa Clara County's HEARTH Working Group Measures, measures used in existing county wide programs, and measures used by the local VA. The Performance Management Work Group met to review and provide input on the list several times and approved the list at its May meeting.  We are waiting for the transition to the new HMIS software to begin reporting on these measures. This current fiscal year will serve as a pilot year. We will run regular reports and assess our progress. We will use results from year one to establish benchmark for year two.

The Work Group took a summer break while we await the HMIS transition. Over the next few months we plan to meet every other month on the third Thursday of the month. We will likely move to quarterly meetings next year. All agencies are encouraged to join us at our next meeting on August 20th.

### c.  HUD CoC NOFA

The HUD CoC NOFA is expected any time now. As soon as the NOFA is released the County and HomeBase will communicate important information regarding the timeline for the local rank and review process. Stay tuned!

## 7.  Announcements

Hilary Barroga presented a CoC Participation Award to Laura Foster from Bill Wilson Center. Laura was recognized for her consistent attendance and engaged participation in CoC work groups, training, and other activities.

Kathy Robinson from Charities Housing announced the opening of Parkside Studios, the first of two affordable housing developments on the former site of the Sunnyvale Armory. Parkside Studios contains 58 micro-units of ELI and VLI housing. She invited CoC members to attend the grand opening event on August 12th.