

Coordinated Assessment Work Group

November 12, 2015

Minutes

Attendees: Heather Bucy (IVSN), Cindy Lui (IVSN), Liz Lucas (Abode Services), Maggie Miller (Office of Supportive Housing), Michelle Covert (City of San Jose), Aiko Yep (PATH), Alejandra Herrera (Destination: Home), Rene Ramirez (HomeFirst), Marty Estrada (Midtown Family Services), Valerie Kang (MidPen Housing), Jolene Coe (ACT Mental Health), Regina Abadajos (Sunnyvale Community Services), Christine Caldwell (Abode Services), Lynn Morison (Abode Services), Hilary Barroga (Office of Supportive Housing), Erin Stanton (Office of Supportive Housing)

1. CoC Updates

- *HMIS:* Most of the data has been migrated over to Clarity. The focus now is on cleaning up data, including consolidating multiple entries and exits at emergency shelters. Starting next week Jason will be in touch with HMIS partner agencies to figure out Clarity workflow. The VI-SPDAT is now available in HMIS. The customized reporting tool will be available closer to the end of the calendar year.
- *HUD NOFA:* Project applications have been submitted. There was a change to the priority listing. The new list will be published 11-13-15.
- *Performance Management Work Group:* There will be a Work Group meeting next Thursday, November 19, 1-3pm at The Health Trust. We will look at preliminary report measures from Clarity.

2. Coordinated Assessment Policies and Procedures

- Transition Timeline: we are starting Phase 1 implementation on November 16th.
- There are some small changes to the policies and procedures document. HomeBase reviewed the policies and procedures for alignment with HUD's Notice CPD 14-012, which is a Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status. We want to reflect HUD's priorities in our policies and procedures.
- HomeBase recommends adding length of time homeless into the first priority category to be more in line with HUD's priorities.
 - The Work Group discussed and agreed to add a minimum length of time homeless to the first prioritization category. The prioritization criteria now read:
 - 1) **VI-SPDAT Score** – Those who have been on the street, in emergency shelter, and/or places not meant for human habitation for at least a year with the highest acuity will be served first.
 - 2) **Length of Time Homeless** – Among those with the same VI-SPDAT score, individuals/households who have been homeless the longest will be prioritized first.
 - 3) **High Use of Services** – Among those with the same VI-SPDAT score and the same length of time homeless, individuals/households will be prioritized based on the level of utilization of County services, with those with the highest utilization served first.

- Question: What should you do when somebody asks what his or her score is?
 - OrgCode's guidance: Do not give a numerical score, but you can let them know what type of service they will probably be matched with, for the low vulnerability it is okay to tell them that they will probably not receive permanent supportive housing, but keep it positive. Could add to FAQ and incorporate it into further training.
- Policies and Procedures APPROVED!
- Community Script:
 - Deemphasizes the VI-SPDAT's connection to obtaining housing because most people who fill it out will not be connected to housing in the near future.
- FAQs:
 - Providers should meet with clients directly (VI-SPDAT assessments cannot be conducted over the phone).
 - We are incorporating the VI-SPDAT into the current HMIS intake to make it as efficient and easy as possible for people to be assessed and triaged.
 - Encourage people to continue going to their current service providers to get assessed. We do not have the resources to staff up centralized drop-in locations for assessments.
 - **Do not send someone to another agency just to get assessed.** Most people are accessing services somewhere and that is where they will get assessed/triaged.
 - Additional questions can be added in the future, as needed.

3. VI-SPDAT Roll Out

- On Monday, November 16th the VI-SPDAT will be available in HMIS and you can conduct assessments if you have been trained.
- Training: January 13th is the next in person training for both the SPDAT and the VI-SPDAT. Staff can also do online training for the VI-SPDAT only. Online training can be accessed from the HMIS website's training page: <http://scc.hmis.cc/training/schedule-a-training/>. After finishing the training, complete the certification that you have been trained (also on the HMIS website).
- After a VI-SPDAT is entered in HMIS the data is live and can be accessed on the community queue.
- You need to get consent and upload the ROI in HMIS before you enter the VI-SPDAT in HMIS.
- Keep your integrity, matchmakers will know if you are making anything up.
- Keep this low key. Remember, it is a triage assessment, not a housing application and there is no guarantee of access to housing resources through this process.

4. Referral Process

- We will wait until 500 assessments are complete in HMIS before we start making referrals through coordinated assessment. We anticipate reaching this number in December.
- OSH Matchmakers will pull up the queue, filter it, prioritize it based on criteria in the policies and procedures document, and can screen on basic eligibility from the HMIS intake, but cannot fully know if the individual or household is eligible for each program because it is self-reported material.
- After the referral is made it is the provider's responsibility to find that person and then they must verify eligibility for their program and complete any required documentation.
- If the individual/household turns out not to be eligible they will be referred back to the community queue.

- We can track program inventory and vacancies through HMIS, but programs are encouraged to notify the OSH matchmakers ASAP when a vacancy is coming up to begin the referral process.
- Make sure to review your program's inventory information in HMIS to make sure it is accurate and up to date. Bitfocus used 50 beds as the default, so update that information if you see that.
- There are some concerns that receiving just one referral per opening will slow down the process because of trouble finding clients. Ways to address this are:
 - Notify OSH as soon as possible when you know of an upcoming vacancy.
 - Put a public note in the HMIS record that you are looking for a person so that any HMIS partner agency that seems the person can give him/her that message.
 - Communicate with the OSH matchmakers about the attempts you made to find the client.
- Eligibility Criteria: Phase two set up in Clarity starts next week and will include adding eligibility criteria for programs. This is important because OSH matchmakers will use the eligibility criteria in HMIS to identify likely eligible individuals/households to refer.
- What do we say to Housing 1000 folks? See the FAQs:
 - The Housing 1000 campaign ended in December 2014 and we are now transitioning to a different method for generating referrals to permanent housing in Santa Clara County. The new triage assessment tool that we are using is different from the survey that was used in Housing 1000, so it is important that you complete the new survey even if you have already completed the Housing 1000 survey. Completing the new survey will not guarantee access to housing or services, but it will provide us with information that will help us provide referrals to you when we have them. Additionally, this survey will help us understand the level of need for housing in our community, which we can use to advocate for more housing and services in Santa Clara County.