

Santa Clara County Continuum of Care
Membership Meeting
January 28, 2016

Attendees: AnnMarie Zimmerman (Loaves & Fishes), Bob Dolci (Office of Supportive Housing), Michelle Covert (City of San Jose), Kerry Martin (Santa Clara Adult Education), Laura Foster (Bill Wilson Center), Lynn Morison (Abode Services), Ky Le (Office of Supportive Housing), Maya Esparza (Destination: Home), Andrea Urton (HomeFirst), Leah Gronlund (Santa Clara Adult Education), Sujatha Venkatraman (West Valley Community Services), Anna Gwyn Simpson (Eden Housing), Michelle Ma (West Valley Community Services), Alejandra Herrera (Destination: Home), Rene Ramirez (HomeFirst), Liz Lucas (Abode Services), James Henderson (YWCA), Janine Burrier (Housing Authority of the County of Santa Clara), Theresa Alster (Housing Authority of the County of Santa Clara), Katherine Finnigan (LifeMoves), Jessica Orozco (Downtown Streets Team), Hilary Barroga (Office of Supportive Housing), Erin Stanton (Office of Supportive Housing), Soo Jung (Office of Supportive Housing), Jason Satterfield (Bitfocus)

1. Welcome and Introductions

Hilary Barroga welcomed attendees to the CoC Membership meeting and reviewed the agenda.

2. CoC Business: Annual Governance Charter Review and Update

Ms. Barroga shared an overview of the CoC governance charter. The purpose of the charter is for us to document how the CoC is organized. It includes the purpose of the CoC, its membership and responsibilities, the COC board's role and composition, and the role of CoC support entities, including Destination: Home and the County Office of Supportive Housing. The charter was last modified in 2015. At this time, the CoC Board and Collaborative Applicant recommend no changes.

Bob Dolci made a motion to approve the governance charter. Andrea Urton seconded the motion and it passed unanimously.

3. HMIS Update

Jason Satterfield provided an update on HMIS in Santa Clara County. We launched the new software (Clarity) in October, 2015. There are currently 32 agencies participating in HMIS with 247 programs and approximately 450 users. These numbers are growing as more programs and agencies come on board.

Bitfocus is rolling out agency manager licenses. These licenses allow designated contacts at each agency to have additional functionality in the system. One of the primary benefits is access to the Looker data analytics tool. As we go forward, Bitfocus will provide additional training to people with these licenses.

Looker is a data analytics tool that changes how we interact with and use data from HMIS. In contrast to reports, which provide static information and take significant time and investment to develop, Looker is an interactive tool that allows users to pull data and look at it in different ways in real time. It gives us a new way to look at data that is live, interesting, relevant, and useful. Mr. Satterfield showed a brief video demonstration of Looker.

Some near term uses for HMIS include coordinated entry, UPLIFT, and performance management. We've been gearing up and are now rolling out coordinated assessment referrals in HMIS. Training

resources will be emailed out tomorrow and user access will be activated on Monday. UPLIFT will be returning to HMIS in April. The system will help determine if clients are eligible for UPLIFT and track services. Development of new performance management reports has been prioritized to accommodate the long list of needed reports.

4. Community Wide Performance Management

Erin Stanton provided an update from the Performance Management Work Group. The CoC created this Work Group to develop and implement our community's performance management process, including monitoring progress toward community benchmarks. Over the last year 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 current list of community wide performance measures includes both HUD required measures (the 2014 HUD system performance measures) and additional local measures. The measures include:

1. Reduction in the Length of Time People Remain Homeless
2. Reduction in the Extent to which People who Leave Homelessness Experience Additional Spells of Homelessness (Recidivism).
3. Overall Reduction in the Number of Homeless People.
4. Income Growth for People who are Homeless.
5. Success at Reducing the Number of People who become Homeless (First Time Homeless).
6. Successful Housing Placement and Retention.
7. Connection to Health Insurance and Health Services.
8. Percent of Housing Subsidies Leased Up.
9. Number of People Exiting Homelessness to Permanent Housing.
10. Number of New Housing Opportunities Added in Santa Clara County.

We are currently in the pilot testing phase, testing new reports in HMIS for these measures. The reports need to be validated to ensure they are accurate (especially given the significant data migration from the old HMIS system). After validating the reports, the Performance Management Work Group will consider current reports as baseline data to set community benchmarks for next fiscal year (July 1, 2016 – June 30, 2017).

We encourage everyone to participate in the next Performance Management Work Group meeting, scheduled for March 24, 2016 from 1:30-3:30pm at The Health Trust.

5. Permanent Supportive Housing System Overview

Soo Jung gave a brief update on the Care Coordination Project (CCP). As of 12/31/15, the CCP has a total Intensive Case Management (ICM) capacity of 978 individuals and housing subsidy capacity of 986 individuals. Also as of 12/31, the CCP had 632 clients currently enrolled with 96 clients pending enrollment.

Ms. Jung reviewed the CCP outcomes report. The CCP sets a target for 80% of clients to be housed within 60 days of enrollment. However, the actual result is only 33% of clients getting housed within 60

days due to a variety of barriers, including the limited availability of housing, criminal records, and poor credit history. 46% of clients take over 120 days to get housing.

The CCP target for housing retention is that 80% of housed clients will remain housed for at least 12 months; currently, the CCP has an actual success rate of 83% of clients maintaining housing for at least 12 months.

6. General Updates

a. HUD CoC NOFA

Nikka Rapkin debriefed the 2015 NOFA. The NOFA was released September 17th and was submitted by the Santa Clara County CoC on November 18th, two days before the November 20th deadline. Santa Clara County submitted 43 ranked projects plus a planning grant. Nationally, this is a highly competitive NOFA with HUD saying that not all programs that fall into Tier 2 across the country will be funded. We anticipate this will continue to be a challenge in the years ahead. We anticipate award announcements any day now.

We expect the trends we saw in this past NOFA will continue in 2016, both in terms of competitiveness and in focus on data and performance measurement. Performance measures will be of increasing significance. HUD will continue to prioritize Housing First and to emphasize permanent housing. This year we expect a \$33 million opportunity specifically for youth demonstration projects, funding 10 demonstration projects across the country.

The first NOFA committee meeting will be February 8th at 1pm with additional meetings in March and April to identify community priorities for local ranking in the 2016 NOFA.

TA Visits will take place in spring 2016. This is an opportunity to focus on ways that HomeBase and the Collaborative Applicant can work with programs to improve their scores and ways that we can increase our community's competitiveness in the national competition overall.

b. Coordinated Assessment

Erin Stanton shared a brief update from the CoC's Coordinated Assessment Work Group. Coordinated assessment is underway in Santa Clara County. VI-SPDAT assessments began in November, and to date 550 unduplicated individuals have been assessed. 17 different agencies have completed VI-SPDATs. The coordinated assessment referral process began last week with the first referrals to permanent supportive housing and rapid rehousing programs from the coordinated assessment community queue.

We encourage everyone to participate in the Coordinated Assessment Work Group, which meets on the second Thursday of each month from 1:30-3:30pm at The Health Trust.

More information about coordinated assessment can be found on the CoC website:
<https://www.sccgov.org/sites/oah/coc/assessment/>

c. County of Santa Clara Housing Task Force 2015

Ky Le shared an update from the Office of Supportive Housing. In December 2014 the County Board of Supervisors established the County's housing policy and priorities. Housing special needs populations is

a County service and therefore the County must take an active role in developing, financing and supporting various types of affordable housing for the populations that we serve. The Housing Task Force generated good energy and discussion that led to new funding focused on ending homelessness. The Housing Task Force focused on three strategies: Establish the system of care (permanent supportive housing, rapid rehousing, homelessness prevention, crisis response); Develop permanent and interim housing units; and Long-term housing policies (e.g. coordination and land use). In September 2015 the Housing Task Force recommended, and the Board of Supervisors approved, \$8.2 million annually and \$13 million in one-time funds to fight homelessness.

The Community Plan set a goal of creating 6,000 housing opportunities. Of those 6,000, we think we need 3,400 permanent supportive housing units (2,000 units and 1,400 scattered site subsidies) and 2,600 rapid rehousing units (1,600 units and get 1,000 scattered site subsidies).

The Housing Task Force made a second set of recommendations in December centered on funding the Community Plan. The Task Force proposed a Regional Supportive Housing Services and Development Fund. It would create a \$64 million fund that would be funded annually. In the initial years the majority of funding would be used to develop housing units (to be used for permanent supportive housing and rapid rehousing). As more units came on line, funds would be shifted to services. To come to fruition, this fund would require participation from multiple jurisdictions throughout Santa Clara County.

7. Announcements

Bob Dolci announced another inclement weather episode has been declared starting Saturday night. Michelle Covert added that the City of San Jose will open its additional four overnight warming centers.

8. Adjournment

The meeting adjourned to the Community Plan to End Homelessness Community Update meeting.