Santa Clara County CoC
Coordinated Assessment Work Group
Meeting Minutes
May 11, 2017

Attendees: Patricia Nanez (Next Door Solutions), Rosa Navarro (Next Door Solutions), Michael Mouton (Bill Wilson Center), Elizabeth Medina (Family Supportive Housing), Desiree Herrera (Bill Wilson Center), Michelle Covert (Office of Supportive Housing), Justin Damrel (Downtown Streets Team), Trang Van (The Health Trust), Bob Dolci (Office of Supportive Housing), Lynn Morison (Abode Services), Jenn Ong (Bitfocus), Jason Satterfield (Bitfocus), Leila Qureishi (Office of Supportive Housing), Jessica Orozco (Office of Supportive Housing), Sasha Drozdova (HomeBase), Beile Lindner (HomeBase), Laura Foster (Bill Wilson Center), Alicia Anderson (BHSD-SUTS), Ronny Nojopranoto (West Valley Community Services), Melody Boykins (Community Solutions), Alejandra Herrera (Destination: Home), Jerry Amaro (Midtown Family Services), Valerie Kang (MidPen Housing), Nadia Zazie (Downtown Streets Team), Shelly Barbieri (Office of Supportive Housing), Erin Stanton (Office of Supportive Housing)

1. **Welcome and Introductions**

2. **CoC Updates**

   a. **HMIS Update:** Bitfocus is preparing to submit System Performance Measures to HUD at the end of the month. Please respond to any data quality requests from Bitfocus to ensure that high quality data is submitted to HUD.

   b. **Performance Management:**
      i. The next performance management work group will be Thursday, May 25th (the group meets quarterly). The May meeting will focus on setting local benchmarks for FY17-18 for the HUD system performance measures and locally determined measures.

   c. **Upcoming CoC Meetings:**
      i. **Housing First Training –** Thursday 5/18
      ii. **Performance Management –** Thursday 5/25 1-3pm

3. **Coordinated Assessment Updates**

   a. **Translation of HMIS and VI-SPDAT Documents:** HMIS and VI-SPDAT documents will be translated into Spanish, Vietnamese, Tagalog, and Mandarin (Santa Clara County threshold languages). The documents that will be translated are: HMIS Client Consent, HMIS Intake, Client Privacy Statement, and the VI-SPDAT (all versions). VI-SPDAT translations will include the introductory script and the additional local eligibility questions.

   b. **Expired Referrals:** If you enter VI-SPDATs in HMIS you may have gotten notices that a client you referred to the community queue has been denied due to "referral time expired." This is because Clarity automatically times out referrals after 360 days. If a client has been on the queue but has no activity in HMIS (program enrollments, service

transactions, or "check-ins" on the referral) for 360 days, you will receive an email notification from Santa Clara County HMIS and the client will be removed from the community queue. At this time, we are still running reports of all individuals with VI-SPDATs in HMIS when we make referrals (not just those on the community queue), **so no one is missing out on a referral due to their VI-SPDAT expiring. If this happens to one of your clients, here's what you should do:**

    i. If you are in touch with the client and they are willing, do a new VI-SPDAT and refer again to the queue. We recommend re-doing the VI-SPDAT after a year because circumstances (and therefore the score) may have changed.

    ii. If you are not able to re-do the VI-SPDAT, but you believe the client is still homeless and in the area you can re-refer them to the queue by going to the assessments tab and clicking on the "eligibility" button next to the assessment score (then scroll to the bottom of the page and click refer to community queue).

c. Training: OSH is in the process of developing and implementing new local training on coordinated entry and the VI-SPDAT. Starting in July all new VI-SPDAT assessors will be required to complete local training on coordinated entry and the online OrgCode training will no longer satisfy the training requirement. The training curriculum is being enhanced based on what we've learned over the past year and a half and based on HUD's guidance. In addition, we plan to add a local refresher training in the new fiscal year. All VI-SPDAT assessors will be expected to participate in refresher training annually to ensure they stay up to date on coordinated entry policies and procedures and best practices for completing the VI-SPDAT.

d. Assessments and Referrals: Since the beginning of coordinated entry in November 2015 we have completed:

    i. 9,539 VI-SPDAT assessments

    ii. 8,048 unduplicated households have completed a VI-SPDAT.
1. 6,702 completed the single adult VI-SPDAT
2. 338 completed the TAY VI-SPDAT
3. 1,008 completed the Families with Children VI-SPDAT
4. *Note that this breakdown is based on which type of VI-SPDAT the individual/household completed and does not necessarily reflect the actual breakdown by household type of the population that completed VI-SPDATs.*

    iii. In April we completed 634 VI-SPDATs representing 477 new unduplicated households. We continue to conduct a lot of VI-SPDATs in Santa Clara County, and, despite being over a year into it we are still seeing a lot of new households. We are averaging about 5,000 new unduplicated households receiving a VI-SPDAT per year.

    iv. The VI-SPDAT score breakdown continues to remain pretty consistent:
1. PSH: 33%
2. RRH: 47%
3. Minimal Intervention: 20%

    v. To date, we have made 1,100 referrals to permanent housing programs, including 421 to PSH programs and 679 to RRH programs.

1. 1,003 unduplicated households have received a referral (12% of all households that have completed a VI-SPDAT).

4. **Coordinated Assessment Policies and Procedures**

Sasha Drozdova from HomeBase reviewed updated coordinated assessment policies and procedures. The original policies and procedures manual was developed by the work group in 2015 with a plan to conduct annual updates. This year's updates were postponed slightly in order to incorporate the new HUD guidance that was released at the beginning of the year. The group reviewed key policies that are being added or updated, including:

a. Non-Discrimination Policy – the policies and procedures document the process for participants to file a nondiscrimination complaint and all access point locations must provide information about how to file a complaint.
b. Access Point Requirements – access points must be accessible, including being in close proximity to public transportation, being physically accessible to individuals who use wheelchairs, as well as people in the CoC who are least likely to access homeless assistance, and they must provide effective communication with individuals with disabilities, including providing appropriate auxiliary aids and services.
c. Emergency Services – access to emergency services will not be limited to hours that coordinated assessment is available and will not be prioritized.
d. Outreach and Marketing – the CoC will affirmatively market housing and supportive services to eligible persons across the entire geographic area of the CoC.
e. VI-SPDAT Training and Authorization – the Office of Supportive Housing will provide quarterly training opportunities that will include: VI-SPDAT administration, HMIS policies and procedures, coordinated assessment policies and procedures, cultural and linguistic competence, safety planning, and client-centered approaches.
f. Use of the SPDAT – all providers are encouraged to use the SPDAT as a case management tool and assess clients on entry to a program and on an ongoing basis.
g. Updates to Assessments – referrals to the community queue will become inactive after 390 days if there is no activity in HMIS for that client.
h. Match to Program Type – the CoC plans to add transitional housing to coordinated assessment by 2018. Individuals/households with moderate acuity will be referred to transitional housing or rapid rehousing. They will have the option to specify their preference during the assessment process.
i. Safeguards for Domestic Violence Survivors – Families and individuals will not be denied access to coordinated assessment on the basis that they are survivors of domestic violence. All staff conducting assessments at access points will be trained on the complex dynamics of domestic violence, privacy and confidentiality, and safety planning.
j. Evaluation – coordinated assessment will be evaluated on an annual basis. Evaluation methods may include surveys, focus groups, and/or individual interviews.

Feedback from the work group meeting will be incorporated into the draft policies and procedures. The draft will then be sent out for final review and comments before the policies and procedures are finalized.

The group also reviewed draft Access Point Agency and Assessor agreements. Those drafts will also be sent out for final review and comments before they are finalized. They will be rolled to existing and new access point agencies and assessors for the new fiscal year.

5. **Peer Learning Topic: Locating and Engaging Clients**

The peer learning topic is an opportunity to take advantage of the experience and knowledge of the people attending the work group to help us learn from each other how we can each do a better job of implementing coordinated assessment. This month the group discussed challenges and successes related to locating and engaging clients.

6. **Check-Out**

The next Coordinated Assessment Work Group meeting will be July 13, 2017 from 1-3pm at The Health Trust. There will not be a work group meeting in June.