

**Santa Clara County CoC
Coordinated Assessment Work Group**
Meeting Minutes
January 12, 2017

Attendees: Shelly Barbieri (Office of Supportive Housing), Justin Damrel (Downtown Streets Team), Paul Tunison (LifeMoves), Elizabeth Medina (Family Supportive Housing), Alejandra Herrera (Destination: Home), Ronny Nojopranoto (West Valley Community Services), Jenn Ong (Bitfocus), Leila Qureishi (Office of Supportive Housing), Laura Foster (Bill Wilson Center), Madelyn Crawford (Work2Future), Michelle Covert (Office of Supportive Housing), Regina Abadajos (Sunnyvale Community Services), Alicia Anderson (SCC SUTS), Consuelo Collard (Catholic Charities), Betty Rosas (Housing Choices), Jason Satterfield (Bitfocus), Janbir Sandhu (HomeFirst), Erin Stanton (Office of Supportive Housing), Hilary Barroga (Office of Supportive Housing), Elizabeth Roehm (HomeBase)

1) Welcome and Introductions

2) CoC Updates

a. HMIS Update

- i.* The annual Housing Inventory Count is coming up. Agencies must review the spreadsheet with program information and bed counts to ensure accurate information is submitted to HUD.
- ii.* Bitfocus is doing a user account review. Users who have not logged in within the last six months will be deactivated.

b. HUD CoC NOFA Award

- i.* HUD published awards for the recent NOFA competition. Santa Clara County received over \$20 million this year, a net gain of \$400,000 compared to last year.

c. 2017 Schedule

- i.* HomeBase is beginning the 2017 training series. The first training will focus on tenant rights and landlord engagement and is tentatively scheduled for the third Thursday in February.
- ii.* The NOFA committee will begin meeting in February in anticipation of this year's HUD CoC NOFA.
- iii.* The Coordinated Assessment Work Group will continue to meet monthly on the 2nd Thursday of the month in 2016.
- iv.* The Performance Management Work Group will meet quarterly. The first meeting will be February 23rd.

d. Point-in-Time Count

- i.* The 2017 Point-in-Time Count will be held on January 24th-25th. The next planning committee meeting will be Thursday, January 19th. Volunteers are still needed – sign up using the SurveyMonkey link.

3) Coordinated Assessment Progress to Date

The first year of implementation in Santa Clara County covered 11/15/15-11/14/16. During this time, we implemented the VI-SPDAT and began making referrals from the community queue to rapid rehousing (RRH) and permanent supportive housing (PSH) programs. VI-SPDAT implementation began in November 2015 and referrals began in January 2016.

As of November 14th, 2016:

- 5,524 completed VI-SPDATS
- 4,892 unduplicated households had completed a VI-SPDAT
 - o 4,323 individuals
 - o 569 Families w/children
- Of all VI-SPDATs, 32% matched to the PSH range, 47% to the RRH range, and 21% to minimal intervention.
- 171 referrals had been made to PSH programs.
- 482 referrals had been made to RRH programs.

At the beginning of 2017 the Work Group set implementation goals for the year. We met almost of our goals, including expanding VI-SPDAT accessibility through 34 access point agencies and developing dashboards and quarterly community updates at Work Group meetings. We did not meet our goal to have 95% of permanent housing programs participating in coordinated assessment (currently at around 70%). Work on this will continue in year two.

4) Annual Evaluation Plan

The Office of Supportive Housing (OSH) is working on the first annual coordinated assessment evaluation covering the first year of implementation: 11/15/15-11/14/16. This covers the full first year of implementation (a full year of VI-SPDATs, and about 10 months of referrals). The evaluation is based on the desired outcomes that the Work Group identified:

Outcome 1: Better housing outcomes due to more effective matching between households and housing interventions.

In the first year, 653 total referrals were made to 585 unduplicated households. 171 referrals were made to PSH programs and 482 to RRH programs. The referrals went to 585 unduplicated households. About 60 households received two referrals and 4 received three (some veterans received referrals to SSVF and PSH; additionally, some households received multiple sequential referrals e.g. one referral was denied and they were referred to another program).

Of the 585 unduplicated households that received a referral:

- 65% enrolled in a program
- 19% are pending
- 17% were denied and have not (yet) received an additional referral.

Of the households that enrolled in programs:

- 64% were still active in the program as of 11/14/16
 - o 27% of those were housed.

- 73% of those were in housing search.
- 36% had already exited the program.
 - 72% exited to a permanent housing destination
 - 28% exited unhoused.

Among households that received a referral, the average time from first VI-SPDAT to receiving a referral was 47 days. The average time from referral to enrollment was 35 days.

Outcome 2: A user friendly system in which all participants have the same access to programs no matter the point of entry.

The Work Group reviews demographics of coordinated assessment participants quarterly and compares them to demographics of the general population to check if the system is reaching all populations, or excluding some. To date, the only significant discrepancy has been in reaching transition age youth. This is being addressed through Bill Wilson Center's outreach efforts.

Outcome 3: Improved collaboration across the system of care, including consistency of implementation across the community.

The OSH is in the process of conducting participant surveys, including surveys of access point agencies that conduct VI-SPDATs, programs that receive RRH and PSH referrals, and homeless participants who complete VI-SPDATs and/or receive referrals. Results from the survey of agencies conducting VI-SPDATs included the following:

- What is your opinion of the accuracy of VI-SPDAT scores? 29% generally accurate, 1% scores too high, 36% scores too low, 23% generally not accurate (scores too low or too high).
- What are your greatest challenges with the VI-SPDAT? 27% lack of translated versions of VI-SPDAT, 41% Personal and invasive questions, 21% Time. People commented on the length and density of the questions or having to complete the survey with people who have memory issues
- How satisfied are you with coordinated assessment in Santa Clara County? 8% very satisfied, 48% satisfied, 27% neither satisfied nor unsatisfied, 16% unsatisfied, 2% extremely unsatisfied.

Outcome 4: Better information to inform strategic efforts.

Information from the VI-SPDAT and the additional local questions that are asked alongside the VI-SPDAT is used to inform community efforts to end homelessness. For example, the additional questions provide information about the length of time people have spent homeless and the cities where they are from. With approximately 5,000 households completing VI-SPDATs within the first year of coordinated assessment this gives us a good picture of what is going on in Santa Clara County.

Work Group Feedback:

The Work Group discussed the information shared as part of the annual evaluation and provided feedback regarding what worked well in the first year and areas for improvement.

What is working well?

- People are getting housed.
- Building relationships between agencies.
- Lots of agencies participating.

What is not working well?

- Incomplete data
- Managing client expectations.
- VI-SPDAT scores are lower than assessors think they should be.
- VI-SPDAT questions are intimidating and hard to answer.
- Inconsistent scores for the same person
- The elderly homeless are not prioritized. This is a growing population and they are scoring too low to get housing.

What changes should be made in year two?

- Create a one pager that summarizes coordinated assessment and what to expect.
- Prioritizing people in facilities.
- Improve our training – do a local training- live and in person specific to Santa Clara County.
- Refresher re-certification training.
- Increased frequency of trainings – maybe standing times
- Use tablets to do the VI-SPDAT.

5) Check Out

The next Coordinated Assessment Work Group meeting will be Thursday, February 9th.