




Santa Clara County Continuum of Care

Coordinated Assessment Work Group

August 12, 2021

Welcome!

Coordinated assessment is a consistent, community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation.



This Work Group reviews and evaluates how effectively that process is working and suggests improvements.

Zoom Tips to Guide Discussion

We love to see your faces! If possible, please turn on your **video**.

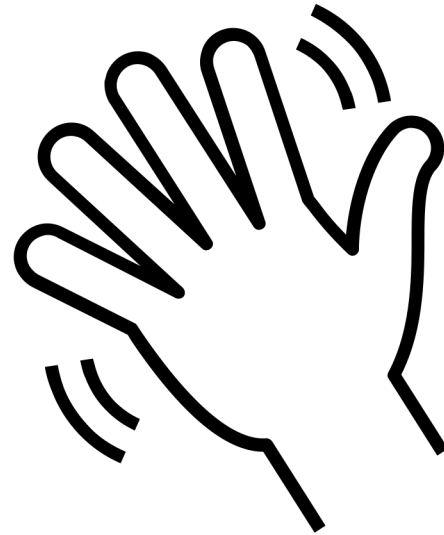
As you have questions or comments during the presentations, please add them to the **chat** box.

You were automatically placed on mute when you entered the meeting.
Please feel free to **unmute** yourself when you are ready to speak.

If you have any technology **challenges** during the meeting, please use the chat feature or email santaclaracoc@homebaseccc.org for assistance.

Introductions

- Name
- Organization
- What is a song that you have had on repeat this summer?

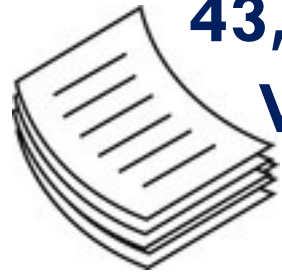


Agenda

1. CAS data update
2. Client Portal updates and next steps
3. Streamlining the CAS referral workflow
4. Developing an onboarding training and resource list for new staff
5. Strengthening VI-SPDAT training
6. Redesigning CAS assessment and prioritization

Santa Clara County – Coordinated Assessment System

Nov 1, 2015 – June 30, 2021:

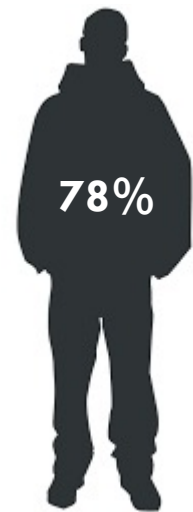


43,010 Total VI-SPDATs

28,152

Unduplicated Assessments

63 Justice Discharge



78%

21,972 Individual Adults



6%

1,804 Transition Age Youth (TAY)



15%

4,313 Families with Children

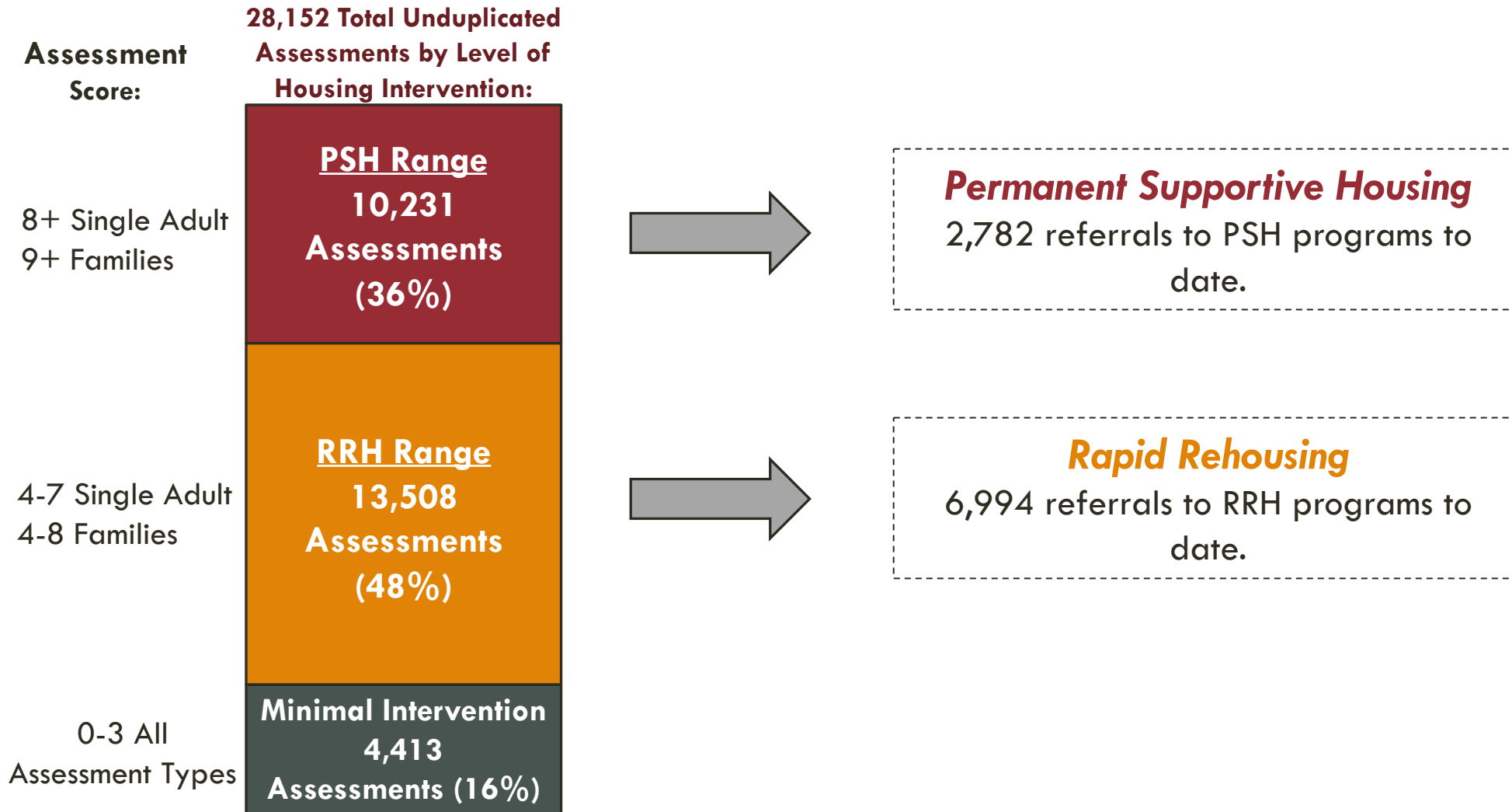
TAY (18-24 years) are also assessed with Single Adult or Family VI-SPDATs. Because of this, TAY make up about 13% of all assessments.

VI-SPDAT Type

928 VI-SPDATs are included from the Confidential Queue

Permanent Housing Program Referrals

(Referred to queue Nov 1, 2015 – June 30, 2021)



Note: Data includes multiple referrals and Rapid Rehousing referrals include direct enrollments in Rapid Rehousing without a Coordinated Entry referral in HMIS

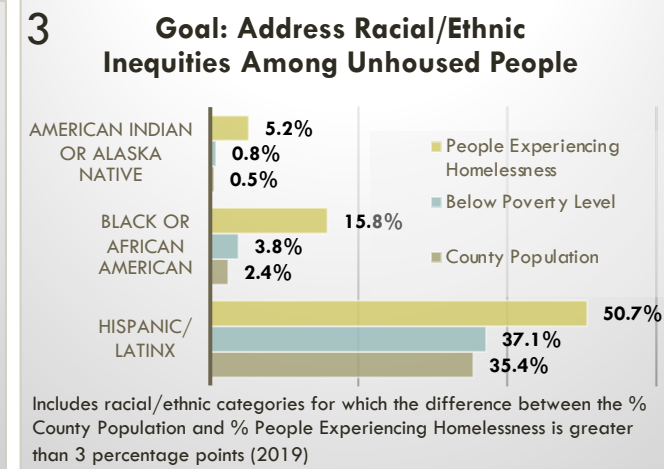
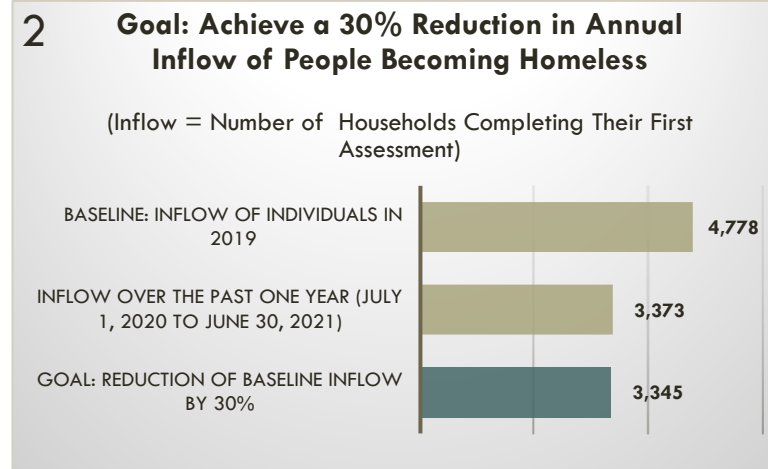
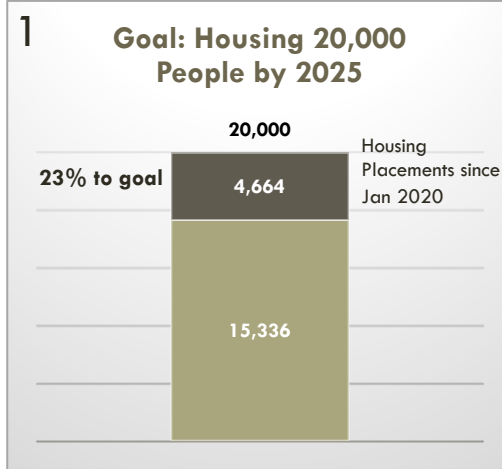


Office of Supportive Housing
 Supportive Housing System
 Dashboard
 July 1, 2020 –
 June 30, 2021

The 2020-2025 Community Plan to End Homelessness

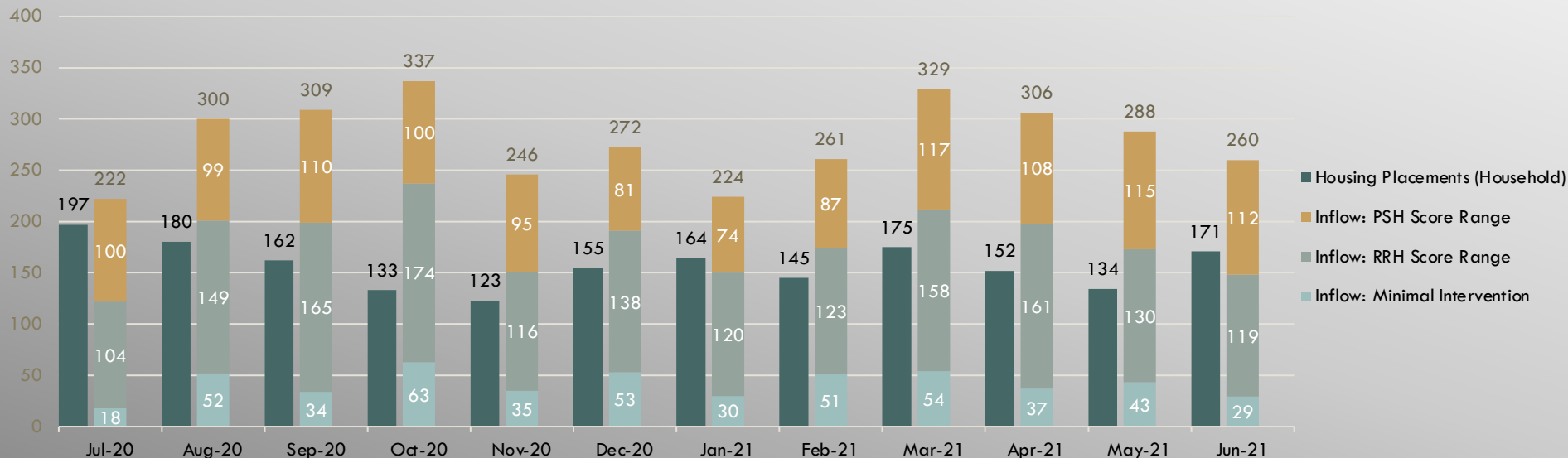
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan sets aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness in our community. Appendix A will highlight specific goals related to this plan.

Appendix A: Community Plan Goals



APPENDIX D: HOUSING PLACEMENTS AND SYSTEM ENTRIES BY MONTH

Monthly Housing Placements vs. Homeless Inflow (First time VI-SPDAT)

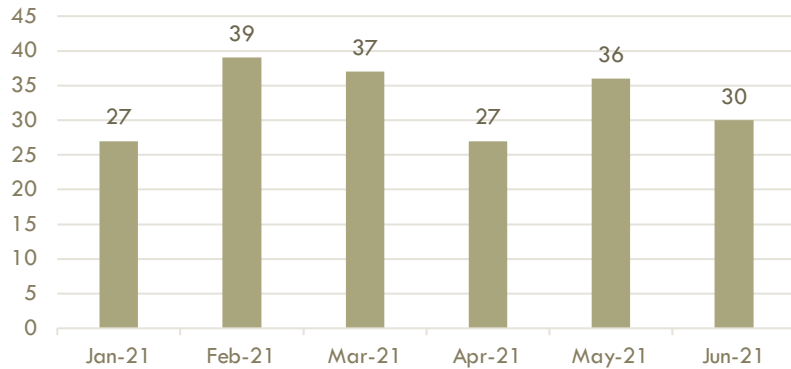


- An average of 157 households per month have been placed in permanent housing in the past 12 months and an average of 279 households per month have taken the VI-SPDAT assessment for the first time.
- In June 2021, 11% of 260 clients scored in Minimal Intervention Range, 46% in the RRH range and 43% in the PSH range

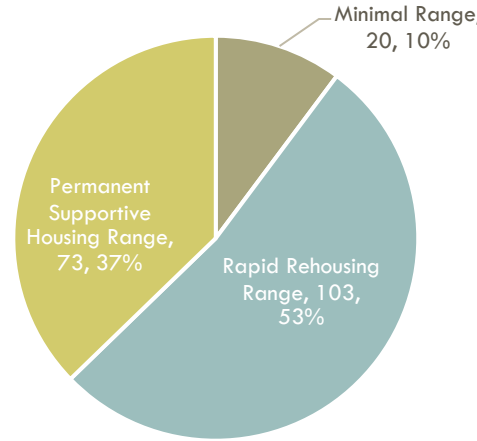
Analysis of Transition Age Youth Homeless Inflow, Jan to June 2021

- The following charts show a measure of homeless inflow or first time VI-SPDAT assessment for Transition Age Youth (TAY) age 18-24.
- 196 TAY took the VI-SPDAT for the first time in the past 6 months, an of average of **32** per month.
- In terms of range of intervention, 10% of TAY score in the lowest level of need, 53% score in the RRH level of need, and 37% score in the PSH level of need.
- 26% are households with children, 55% are female, 56% are Hispanic/Latinx

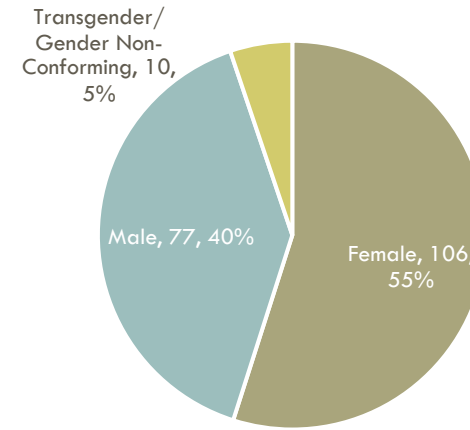
Transition Age Youth Inflow (First time VI-SPDAT Assessment)



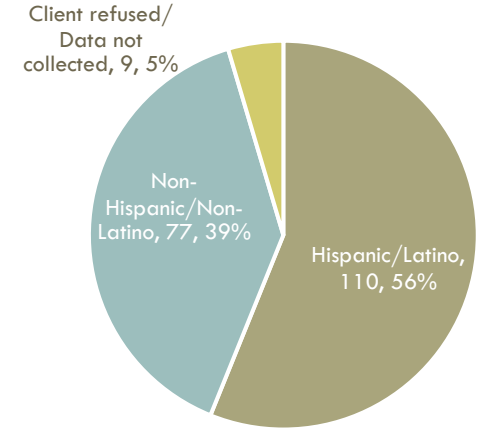
TAY - VI-SPDAT Range of Intervention



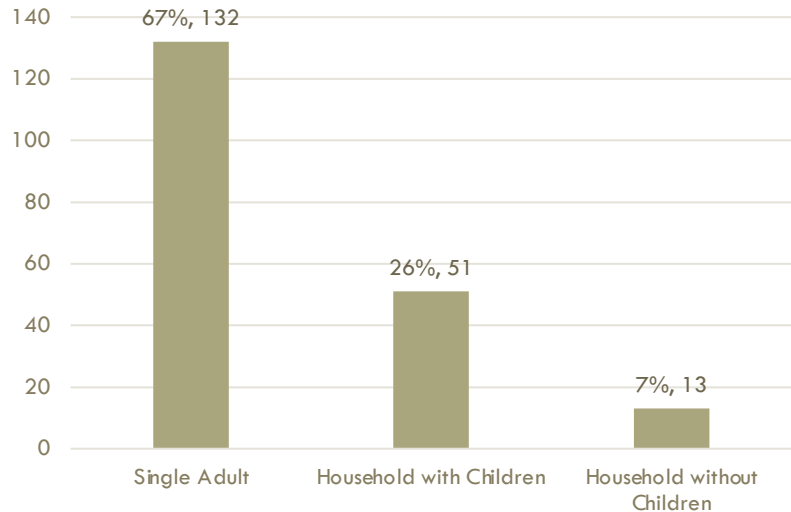
By Gender



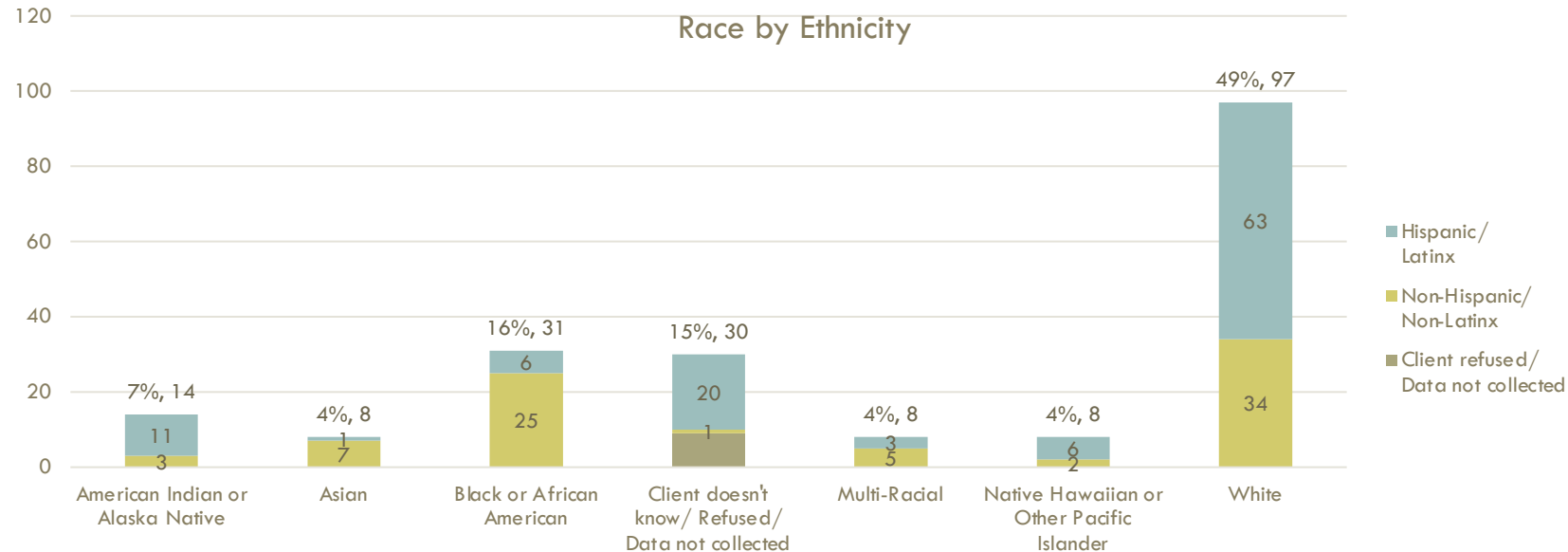
By Ethnicity



By Household Type



Race by Ethnicity



The Customer Portal Overview

What is The Portal?

The Portal is a tool to allow individuals who have personal information stored in Clarity Human Services to view a portion of their record, update their information, manage appointments, communicate with their care team, and more.



Core Features of The Portal



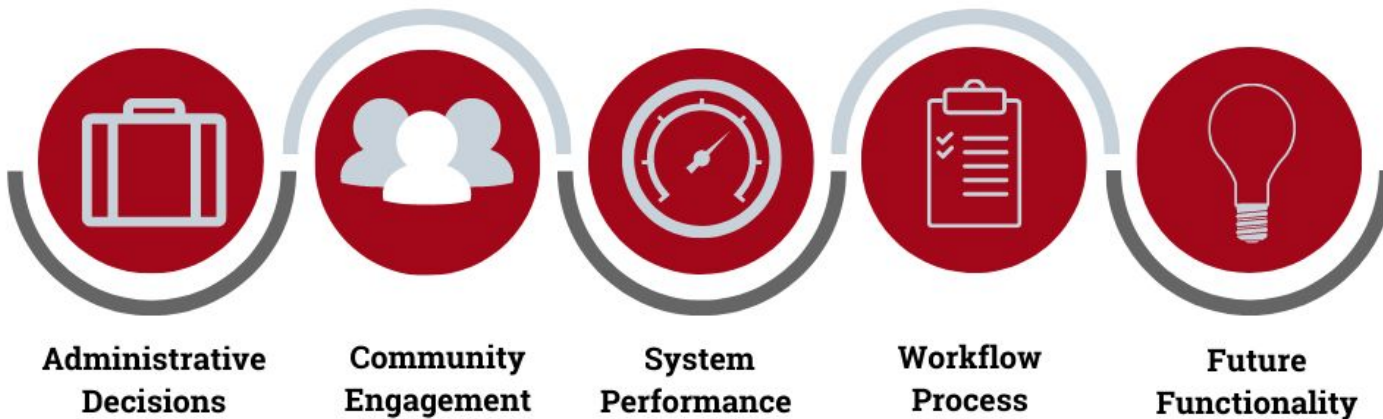
- Privacy (ROI) Management
- Location & Contact Info Management
- Appointment Management
- Program Enrollment Activity & History
- Assessment Management & Responses
- Message Center
- Documentation Management
- Client Dashboard Page
- Resource Directory
- Community Queue Status

The Portal Pilot Project

Preparing for Community Rollout

Portal Pilot Project

Objective: Model use of the Customer Portal on a small-scale in order to define the community workflow process for expansion to all of Santa Clara County.





Benefits of Pilot Participation

What value will providers receive from participating in the pilot program?

- Advanced access to the portal
- More tools to increase efficiency of the case management process
- Added touchpoints with clients & enhanced coordination among providers
- Whole person care & client-centered approach
- Increased transparency of housing process
- Opportunity to inform new technology & future functionality



Provider Responsibilities

What's expected of providers who participate in the pilot program?

- Provide user experience feedback
- Promotion of portal to clients & providers
- Client account creation & initial access
- Assist with client training & connection to resources
- Use the portal in your case management process



Provider Support

*How will providers be supported
during the pilot program?*

- Keeping the Portal up & running!
- Training & resources
- Technical support
- Workflow process guidance



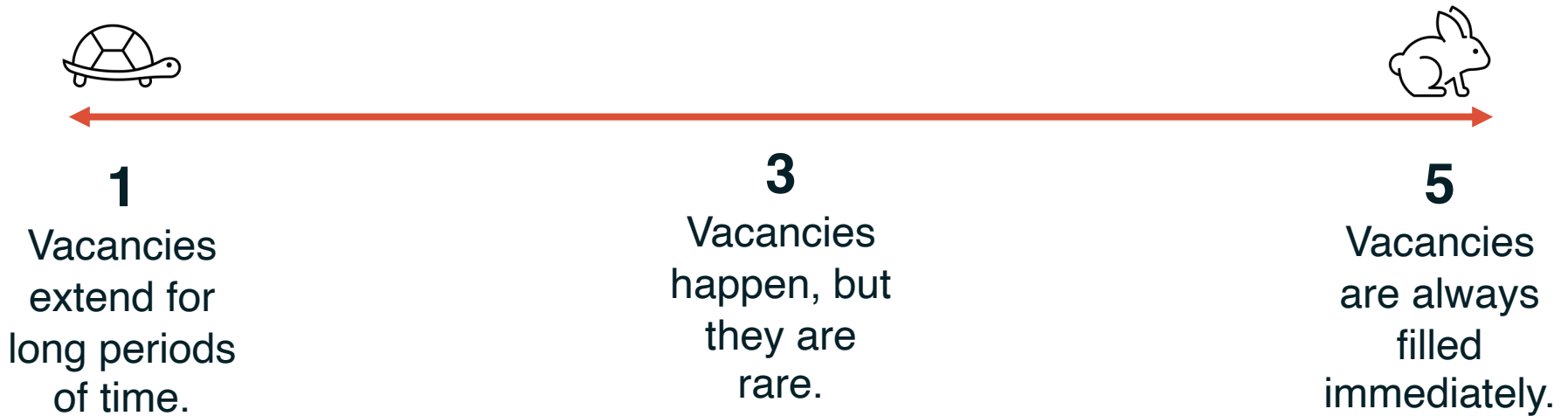
Provider Participation Process

- Complete the Portal Pilot Provider Participation Request Form
- Attend an upcoming Provider Information Session to learn more
- Complete provider training
- Launch!

Questions?

Streamlining the CAS referral workflow

Chat Question: How quickly are vacancies in your program(s) filled through CAS referrals?



VI-SDPAT Training Redesign

- A subcommittee will be leading training redesign and will be taking a deep dive into the current training to identify areas for improvement, with a focus on:
 - **Building trust and encouraging candid responses**
 - **Abating fear** that acknowledging vulnerabilities might harm housing potential or limit options
 - **Minimizing and addressing re-traumatization**
- The training will aim to provide more hands-on practical tips and tricks—including ways to incorporate outside information, rephrase questions, and provide further clarification based on cultural sensitivity the intent of assessment questions.

Looking Ahead: Long Term Goal



- **Design a new assessment tool and prioritization process that meets SCC's needs** rather than continuing to patch the existing process.
 - A steering committee will undertake a **research and development process** to design a local assessment tool and prioritization process with **input from persons with lived expertise of homelessness and other subject matter experts.**



Next Meeting:

Thursday, October 14 | 1-2:30 PM

Zoom