- **Welcome and Introductions**
    - Attendees:
        - Laura Foster, Bill Wilson Center
        - Lesly Soto Bright, BitFocus
        - Janel Fletcher, BitFocus
        - Jenn Ong, BitFocus
        - Neil Fong, Goodwill of Silicon Valley
        - Beile Lindner, HomeBase
        - Hunter Scott, HomeFirst
        - Kelly Sumner, HomeFirst
        - Valerie Kang, Midpen Housing
        - Shelly Barbieri, Office of Supportive Housing
        - Christine Caldwell, Office of Supportive Housing
        - Mona Guerrero, Office of Supportive Housing
        - Elisha Heruty, Office of Supportive Housing
        - Kathryn Kaminski, Office of Supportive Housing
        - Leila Qureishi, Office of Supportive Housing
        - Mila Gould, PATH
        - Zach Rooney, PATH
        - Maria Magallanes, VA Palo Alto HCS
        - Jake Kemnec, VRC Next Step
        - Kerry Lao, YWCA of Silicon Valley
- **Continuum of Care (CoC) Updates**
    - 2019 PIT Count
        - The 2019 Annual Point in Time (PIT) count is coming up at the end of January
        - The County still needs volunteers. Information about volunteering is on the OSH website:
            - https://www.sccgov.org/sites/osh/ContinuumofCare/2019pitcount/Pages/home.aspx
        - The recent State funding allocation was entirely based on the PIT numbers – so a comprehensive PIT count is critical.
    - NOFA Committee Meeting
        - The first NOFA Committee meeting is 1/23 from 12-2pm at OSH.
        - The NOFA Committee will meet 3-4 times over the next few months to develop the process for NOFA competition.
        - These meetings are open to everyone – attendees do not need to be current CoC grantees, and those interested in becoming future grantees should attend to learn more about the NOFA process.

- o 2018 NOFA Awards
  - There is no update on these as of yet. Awards announcements may be delayed due to the federal government shutdown.
- o Performance Management Working Group (PMWG)
  - The PMWG met last week to start setting performance benchmarks for next year.
  - They will meet again on 1/17 at OSH, Suite 100, from 1:30-3:30pm. This meeting will focus on retention and returns to homelessness benchmarks.
- o Clarity Updates from Jenn at BitFocus
  - BitFocus asks that everyone ensure that their HMIS data is accurate, because they will be relying on it for the shelter component of the PIT Count and for capacity data for the Housing Inventory Count (HIC).
  - Santa Clara County's BitFocus team members are changing:
    - Jenn's last day is 1/18.
    - Janel Fletcher is joining the Santa Clara County team
    - There is a new email address for people to use to reach everyone on the Santa Clara County (SCC) BitFocus team:
      - o scc-admin@bitfocus.com.
  - Data Literacy Institute
    - The first Data Literacy Institute workshop will be held on 2/7 from 1:30-2:30 at Sobrato Milpitas (during the first half of Agency Admin meeting).
    - On 2/12 at 9:30-11:30am there will be a workshop to discuss how to use excel to develop graphs, present data, etc.
- **Family Resource Center (FRC) Presentation by Jonathan from First 5**
  - o The CoC has been working with First 5 over the last year or so to roll out the Coordinated Assessment System (CAS) to the FRCs
    - The goal of linking the FRCs to the CAS is to connect more families to the system for housing and homeless prevention services.
    - This connection is mutually beneficial - FRCs benefit from connecting to CAS because the CAS links their families to services, but CoC providers also benefit from being connected to FRCs and being aware of the services they have and how they can refer families to them.
  - o About FRCs
    - FRCs are established in neighborhoods where children are at highest risk (east side, south county, etc.)
      - These are the areas with the highest concentrations of poverty, high housing instability, criminal justice involvement, and other issues.
      - Within SCC, they have about 18 main sites with 4 satellite sites.
    - FRCs try to make sure that all of the systems that interact with families are aligned to support them.

- FRCs start to engage with families by providing generalized services, and then as they get to know the families, they can provide more specialized assistance.
  - They are constantly working on developing relationships with the families and outreaching to them. They consider the child as the "entry way" to the family. Once they have established a relationship with the child they can also engage the parents.
- The generalized services they provide can include early childhood education, childcare referrals, and developmental screenings.
- The deeper end services can include housing navigation and home visits.
- They also offer art classes, sports, gardening, and cooking classes.
- They offer parenting classes, including one specifically for fathers, as well as the Opening Doors program, which was designed for the Latino community and has expanded to the Vietnamese community. The goal of Opening Doors is to provide culturally competent parenting and leadership skills to parents in these communities. They also have the Seeds of Early Literacy program to encourage reading in the home and the Positive Parenting program which promotes effective discipline.
- They focus on five protective factors:
  - Parents' understanding the development of social emotional skills
  - Parents know where they can obtain resources
  - Families have a sense of resilience in parenting skills
  - Families are connected to the community
  - Parents have a plan for the child's development
- Many of their staff are former volunteers who are already embedded in the communities they serve.
- Agencies can make referrals by contacting the FRC directly, and families can receive services from any FRC – services are not income or location based.
  - o Connection between FRCs and CAS
    - FRCs will have HMIS access when they are connected to the CAS.
    - The housing navigators will be conducting the VI-SPDAT.
    - Once families are assessed, if a CoC program needs to contact the family, they should contact the FRC site directly.
    - Note that FRCs are run by other agencies – not First 5 itself.
- **Presentation on Domestic Violence, Sexual Assault, and Human Trafficking Screening Tool by HomeBase**
  - o The CoC is in the process of developing a screening tool for CAS assessors to administer before using the VI-SPDAT to identify survivors of domestic violence (DV), sexual assault (SA), and human trafficking (HT). Identifying these survivors early will better ensure their safety and connect them to specialized services.
  - o The need for such a tool arose out of last year's annual CAS evaluation when people expressed concerns about survivor safety and access to the system.

- The tool has been developed with the assistance of the Domestic Violence Advocacy Consortium, and it has also been discussed previously at these meetings.
- About the Tool:
  - It includes a background and purpose section to orient the user to the tool and to provide instructions on how to use it.
  - There is a script that the user should read to assure the participant that this is a standard screening tool that us used for everyone and to explain why it is being used. The script also includes a warning about mandatory reporter obligations and assures the participant that their answers will not impact their eligibility for services.
  - There are four "yes or no" questions and one question that allows for a narrative answer if the participant would rather write down their concerns. Questions 1-4 identify whether someone is a survivor of DV, SA, or HT. Question 5 is a general question about whether the person is concerned about their safety.
  - The rest of the tool acts as a decision tree that tells the assessor how to proceed depending on the participant's choices.
  - Participants can choose if they want to be referred to a victim service provider (VSP) for the VI-SPDAT and to receive services, or continue with the current assessor. They can then decide whether they want their information entered anonymously in HMIS.
  - The tool also includes a referral guide with information about the VSPs and how to contact them.
- Group Feedback
  - *If someone is choosing to have their information entered anonymously, how will they be contacted if they are referred for services?*
    - An HMIS profile will still be created with the person's information, there will just be no identifying information entered. Instead, the agency that is assessing the person will need to maintain an internal paper trail that links the person to the unique HMIS identifier, so that the agency to whom they are later referred can contact the assessing agency to locate that person.
    - People expressed concern that this may be an issue because of agency turnover and the lack of clarity on what the assessing agency needs to do to maintain that information. It is already difficult to locate clients.
    - BitFocus reports that when someone contacts their helpdesk to ask about creating an anonymous profile, they provide the caveat that it may make it harder for the anonymous client to be contacted when they are referred, especially if the program where they were assessed is not having ongoing contact with that client.

- Matchmakers report that it is rare for them to come across an anonymous client in the queue – its more common that people want to modify their HMIS profiles to become anonymous after program enrollment.
- There was some discussion that locating anonymous clients when they are referred from the queue may involve the matchmakers as well as the assessing agency, because agencies are often not responsive.
- This is an issue that OSH will keep an eye on as the tool is rolled out. It is hard to say at this juncture how many people will choose to be entered anonymously and what impact that will have on referrals.
  - Other Feedback
    - *The language stating that information shared will stay "between you and me" should be changed to say that information will stay "within my agency."*
    - *No one was particularly concerned about the additional tool making the assessment process longer – the general consensus was that this is an important addition to the assessment and the value added outweighed any extra time.*
    - *People asked whether the VI-SPDAT script and this script could be combined because it may be confusing to have two separate scripts. There was also a suggestion that the questions in this tool could be combined with the other Santa Clara County-specific assessment questions. If this is something that the CoC decides to do, there will be an opportunity for feedback on any edits.*
    - *There was a brief discussion about the fact that the answers to these questions would not be recorded in HMIS or impact someone's VI-SPDAT score.*
    - *"Sexual assault provider" should be changed to "sexual assault services provider."*
- **Recent CoC Quality Assurance Standards (QAS) Updates**
  - The QAS were recently updated to clarify the process for transfers from rapid rehousing (RRH) programs to permanent supportive housing (PSH) programs.
  - The policy is not new, it is just a clarification of what was already occurring. The policy can be found online in the QAS on the CoC website.
    - One of the most important parts of the policy is the direction that RRH providers who think someone may qualify for PSH should *not* re-administer the VI-SPDAT to someone who is *already* enrolled in their RRH program or who they *will* enroll in their RRH program.
  - The group also discussed that providers need to be clear with their clients that there is limited PSH capacity, so a referral is not automatic in the event that they qualify for PSH.

- Group questions:
  - *If PSH beds become available, how will the matchmakers prioritize filling those beds between transfers and new referrals.*
    - There are two categories of people holding spots in PSH – those who are enrolled and those who have been referred and who outreach is trying to locate. If there is an "open spot," it means there are no referrals pending. If the PSH matchmaker gets a transfer request, she will look to see if there is an open spot that they are eligible for.
  - *At what point should programs be asking matchmakers about transfers?*
    - About 2-3 months before RRH assistance is scheduled to end.
  - *Should RRH programs continue to contact matchmakers after they have been told there are no open spaces to check if an opening has come online?*
    - No, that is not necessary. Matchmakers will generally know about new slots opening about 4-6 months in advance, and about turn over about 60 days in advance.
  - *If someone is enrolled in an RRH program but not yet housed, and they have experienced a significant life change, should we administer a new VI-SPDAT?*
    - No – once someone is enrolled in an RRH program – or even if they are not yet enrolled but you know they *will be enrolled*, they should not be re-assessed with the VI-SPDAT, even if there has been a significant life change.
    - If they are enrolled and you are concerned about PSH, conduct the SPDAT to see if they fall in the PSH range.
  - *Regarding the 45-day timeline to obtain disability documentation, this is difficult because sometimes it is not immediately clear that the RRH client may have a disability. Is it OK to gather the documentation later if it shows that the person was disabled during that time frame?*
    - No – programs have to obtain the documentation within 45 days – this is statutory.
      - OSH recommends obtaining chronic homelessness documentation for everyone entering RRH as a matter of course in case they need to transfer.
- **Annual CAS Evaluation Planning**
  - What should this year's CAS evaluation focus on?
    - Assessment and prioritization? *Group says "yes."*
    - Ensuring access to the system? *Group says "yes."*
      - The issue of providing a comprehensive list of access points arose. OSH is currently working on this

- Destination: Home is currently looking into racial disparities in the homeless system of care and OSH has asked them to consider looking at the CAS as well.
  - Match and referral? *Group says "yes."*
  - Other issues?
    - *What is happening to people who score in the low PSH range or high RRH range*
    - *How can the CoC serve people who are too paranoid to answer questions on the VI-SDPAT?*
  - A plan will be developed and brought back to this group for consideration.
- **VI-SPDAT Subcommittee Reconvening**
  - The CoC would like to reconvene the assessment tool subcommittee
    - Would discuss the triage tool and consider how to improve the prioritization process
  - The committee would meet once per month for the next six months
  - Standing meeting will be held the 4th Thursday of each month. The meeting will likely be held at OSH. The first meeting will be January 24th. OSH will send out a calendar invitation with details.
- **Check Out**
  - Next Meeting:
    - Thursday, March 14th from 1– 3pm
    - Sobrato Center for Nonprofits, Mountain View Room (1400 Parkmoor Avenue, San Jose)