

# COORDINATED ASSESSMENT SYSTEM

The Coordinated Assessment System is a streamlined process for matching people experiencing homelessness to community resources that are the best fit for their situation, prioritizing the most vulnerable households. In Santa Clara County, Coordinated Assessment operates with a “no wrong door” approach, so that a household seeking assistance at any access point across the county will receive the same brief assessment, the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT), to determine their level of need and priority for housing assistance. Access points for Coordinated Assessment include street outreach teams, emergency shelters, County benefits offices, drop-in and community centers, the County’s Reentry Resource Center, community medical clinics, and many other community resources.

Once an individual or family has been assessed, they are placed on a priority list, known as the community queue, in the County’s Homelessness Management Information System. Based on their level of need, each household is prioritized for either permanent supportive housing, rapid rehousing, transitional housing, or referral to other resources such as emergency shelters, legal assistance, government benefits, or employment programs. When a vacancy occurs in a participating housing program, the Coordinated Assessment System refers the household with the highest level of need who is an appropriate fit for the program type.



## Client Engagement Team

The Office of Supportive Housing’s Client Engagement Team, with expertise in locating and building relationships with individuals experiencing homelessness, plays a key role in the Coordinated Assessment System by helping to reach and house the most vulnerable clients more swiftly. After a client is referred to Permanent Supportive Housing through Coordinated Assessment, the Client Engagement Team mobilizes immediately to make contact with the client to explain the available housing opportunity and connect them with the housing program. By centralizing the process of locating clients and verifying eligibility, the Client Engagement Team increases the efficiency of supportive housing referrals throughout the county.

