

COMMUNITY HOUSING QUEUE DATA QUALITY IMPROVEMENT PLAN & RESOURCES

SANTA CLARA COUNTY CONTINUUM OF CARE

UPDATED: SEPTEMBER 3, 2024

This data quality improvement plan began Spring of 2024 and is ongoing. Updates to this document will be made on a rolling basis with each new implementation communicated to the CoC.

TABLE OF CONTENTS

Background & Purpose	2
Community Housing Queue Overview.....	2
Implemented Changes	3
Addressing inactive/invalid ROIs (Implemented March 2024)	3
Ensuring ROIs are Active and Valid	3
Tools & Resources	3
CHQ Time Limit for Non-Active Clients (Implemented May 2024).....	4
Tools & Resources	5
Streamlining CHQ Referral Process (Implemented July 2024)	5
Tools & Resources	6
Re-referral to the Community Housing Queue	6

BACKGROUND & PURPOSE

Santa Clara County Continuum of Care (CoC) and its partners adopt a continuous quality improvement approach to best serve those experiencing homelessness in our community. To improve and streamline how people experiencing homelessness gain access to available supportive housing resources, a data quality improvement plan is being implemented for the Santa Clara County CoC Community Housing Queue (CHQ). **This document will catalogue all changes made to improve the CHQ and supportive housing referral processes, as well as give service providers tools to implement changes and ensure clients meet criteria for referral if a supportive housing opportunity becomes available.**

By continuously improving our data quality and processes, our goal is to increase efficiency in connecting clients to housing while supporting providers to ensure all who are eligible for a housing resource meet referral criteria. Further, addressing data quality issues on the Community Housing Queue will assist in better informed programmatic planning through:

- A more accurate number of *current* households eligible for supportive housing
- A better understanding of resource and service gaps
- Ensuring all households on the CHQ are eligible for referral

Data quality improvement plan decisions are made by the CoC in partnership with Coordinated Entry program staff, Homebase, Bitfocus, and other key partners, including the Coordinated Entry Work Group (CEWG) – a group of CoC partners that review and evaluate how our coordinated entry system is working and suggests improvements. Decisions are informed by reviewing local data, interviewing similar communities, and gathering feedback from partners, including the CEWG.

***Please note:** This data improvement plan – which began in Spring of 2024 – is ongoing and this document will be updated as changes are implemented. The table of contents on the first page helps to link to each section, as well as highlights when the change was implemented. Please share this guide with your colleagues to ensure all are implementing data quality improvements.*

COMMUNITY HOUSING QUEUE OVERVIEW

The Santa Clara County CoC uses a Community Housing Queue (CHQ) to expedite housing placements for supportive housing programs, including Transitional Housing (TH), Rapid Rehousing (RRH), and Permanent Supportive Housing (PSH) programs. When a housing resource is available, the CHQ is generated through referrals from the VI-SPDAT – the standard assessment tool that considers a household’s situation and identifies the best type of housing intervention to address their situation. This assessment and the CoC’s prioritization policies determine how referrals are completed (see more in the CoC’s [Quality Assurance Standards](#)).

For a client to be referred from the CHQ to an available supportive housing resource, the following criteria must be met:

- The client has an eligible VI-SPDAT score.
 - An eligible VI-SPDAT score is 4 or higher unless the client is a U.S. veteran. These clients can be sent to the community housing queue regardless of score.
- There is an **active and valid** Release of Information (ROI) uploaded to the client’s record AND permission is provided in the ROI by the client to share their housing information via the “Housing Information” box.
- The client is not actively enrolled in a supportive housing program.

IMPLEMENTED CHANGES

ADDRESSING INACTIVE/INVALID ROIS (IMPLEMENTED MARCH 2024)

A client with an inactive or invalid ROI cannot be referred to housing because they have not provided permission to have their housing information in HMIS. Due to this, **starting March 18, 2024, clients with an inactive or invalid ROI will be removed from the community housing queue.** Providers are encouraged to act as soon as possible to make any necessary corrections or updates so that their clients remain on the community housing queue. Issues with ROIs can be mitigated and this document shares tools and resources to do so, as well as instructions on how to [re-refer to the community housing queue](#).

ENSURING ROIS ARE ACTIVE AND VALID

The following are among the most common issues that render a paper ROI invalid. We encourage providers to work with their staff to review ROIs closely for these common issues. **Please note that these issues can be avoided by making use of the [electronic ROI](#).** Use the electronic ROI whenever possible.

- Missing signature
- Missing printed name
- Missing initials
- Expiration date is the same as signed date
- Signature page is missing date
- Pages are missing in the HMIS upload

The table below provides tools available to help ensure a client’s ROI is valid as well as help you understand your client’s status on the CHQ.

TOOLS & RESOURCES

ROI Review

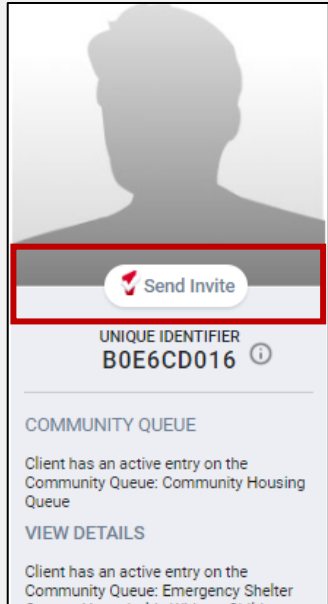
[This illustrated guide](#) can help you ensure a client’s paper ROI is valid.

Common issues can be avoided by making use of the electronic ROI. Information about completing an electronic ROI can be found [at this link](#).

You can find detailed FAQ about the ROI [here](#).

Determining CHQ status in HMIS

You can determine if your client is on the community housing queue by looking for a message under the photo section of their profile page. Please note that there are several different community queues. The community queue for



transitional housing, rapid rehousing, and permanent supportive housing programs is called the *Community Housing Queue*. Clients who are on this community queue will have an entry as shown in the illustration below.

**MyConnectSV
(Client HMIS
Portal)**

Once clients have created an account, they will be able to update the ROI within MyConnectSV. Note that clients need an active and valid ROI to create an account.

CHQ TIME LIMIT FOR NON-ACTIVE CLIENTS (IMPLEMENTED MAY 2024)

There are many reasons that a person is no longer active (or engaged) in our HMIS, including self-resolve, no longer being in our county, and a lag in inputting data into HMIS. On May 9, 2024, a person is automatically removed from the CHQ after 180 days of no HMIS activity (previously it was 390 days). The change will help Santa Clara County CoC align with efforts to expedite housing placements, accurately track current housing referral needs, adapt to CES redesign work, and mirror other communities similar to ours (who largely have a 90 day limit).

For a client to be active or engaged in HMIS, they must have recorded HMIS activities. HMIS activities that ensure a client is active include:

- Adding public alert
- Referral check-in by staff
- Adding an assessment (VI-SPDAT, status update/annual assessment)
- Adding new program enrollment (**note: *existing*** enrollments are not considered engagement)
- Program exit
- Adding referral/referral note
- Adding client location/contact information
- Uploading client file
- Adding coordinated entry events

Clients who have recorded activities will continue on the CHQ. However, if there is no activity in HMIS for a client in the previous 180 days, they will be removed from the CHQ. Service providers can prevent automatic removal by documenting activities in HMIS as listed above.

TOOLS & RESOURCES

Below are two ways to ensure your clients remain active in HMIS and are not removed from the CHQ.

Go to the History tab in your client's HMIS profile

Select "Edit" on the Community Housing Queue Referral

Search Luke Skywalker Test

PROFILE HISTORY PROGRAMS SERVICES ASSESSMENTS NOTES FILES CONTACT LOCATION

Advanced search options Hide ^

Search Category Any category Agency Any agency

Start Date End Date Type Referrals

Coordinated Entry

Search the "History" tab for the Referral to the Community Housing Queue and Click "Edit"

Service Name	Start Date	End Date
Referral: Emergency Shelter Queue - Households Without Children Community Housing referral to Community Queue	12/04/2023	Pending
Referral: Casa 200 ICM Services Only County OSH referral to County OSH	11/09/2023	Denied
Referral: Community Housing Queue Abode Services referral to Community Queue	04/10/2022	Pending

Program Service Referral Reservation Assessment Events

Click "Check-in" on the Referral. You will see the "Last Activity" date update to today's date.

You do not need to click "Save Changes"

Search Luke Skywalker Test

PROFILE HISTORY PROGRAMS SERVICES ASSESSMENTS NOTES FILES CONTACT LOCATION

REFERRAL: ASSIGN

Client Luke Skywalker Test

Referred to Community Queue - Community Housing Queue

Referring Agency Abode Services

Referred Date 04/10/2022

Days Pending 732 day(s)

Qualified Yes

VI-F-SPDAT-V2-C score 6

Last Activity 04/10/2024 CHECK-IN

Referred by Staff Angie Evans

Navigator ASSIGN NAVIGATOR

Private

SAVE CHANGES CANCEL

STREAMLINING CHQ REFERRAL PROCESS (IMPLEMENTED JULY 2024)

To expedite supportive housing referrals and assist in a current and accurate CHQ, the supportive housing referral process has been updated to be more centralized and streamlined. Key changes are highlighted below, and each step of the new process is provided in [this reference sheet](#) (also in "Tools & Resources" below). We encourage all agencies to work with their teams to implement the changes successfully and support efforts to expedite housing placements.

New referral process: Changes were made to centralize the referral process, as well as standardize all communications related to referrals.

- **Centralized referral email:** all supportive housing referral requests (RRH, PSH, TH) will be made to the same email address.
- **Standardized referral submission requirements:** all referral requests must contain specific subject lines and information in the email body.

The CHQ is pulled from Looker rather than a dashboard: This means that the only way for clients to be placed on the CHQ is for agencies to refer to the queue through HMIS (toggle and submit).

Client closures from the CHQ: When a referral from the CHQ is not successful, the below guidance highlights when a client is returned to the CHQ and when the client is closed.

- **Referred back to CHQ:** If a client is referred from the CHQ to a supportive housing program, but is ineligible (e.g. age, criminal status), they will be placed back on the CHQ to be referred again if a housing resource becomes available and they meet eligibility criteria. This includes household composition for families that have a family VI-SPDAT, but do not meet occupancy requirements for a unit.
- **Clients closed and not returned to the CHQ:** Clients are closed and not returned to the CHQ for the reasons below.
 - Unable to locate
 - Lack of engagement
 - Incarcerated at the time of referral
 - Declined
 - Self-resolved
 - Out of County
 - Deceased
 - Incorrect assessment (e.g. should be a single adult assessment, but has a family assessment)

TOOLS & RESOURCES

[This reference sheet](#) provides step by step instructions for referrals to all supportive housing programs and includes helpful visual examples.

RE-REFERRAL TO THE COMMUNITY HOUSING QUEUE

If a client was removed from the CHQ for any reason, you can re-refer them to the CHQ once the criteria have been met and **if** they are still experiencing homelessness and their existing VI-SPDAT still reflects their current circumstances. Please refer to [this flowchart](#) to determine if and when a new VI-SPDAT should be administered.

Instructions for how to re-refer your client to the CQH once referral criteria have been met can be found [at this link](#).