

Santa Clara County Community Hotline – Using Technology to Prioritize, Coordinate, and Support Connections to Housing

Presented by:

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### **NHSDC SPRING 2022 CONFERENCE**

MINNEAPOLIS, MN | MARCH 28-30, 2022



#### **AGENDA**

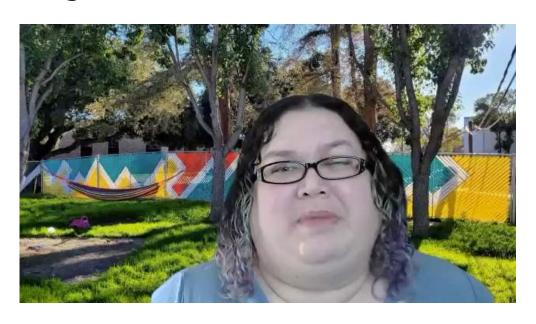
- Introductions
- Santa Clara County Information
- Community Hotline Creation
- Utilizing HMIS
- Reporting
- Lessons Learned
- Future Plans
- Panel Discussion





#### **INTRODUCTIONS**

- County of Santa Clara
  - Hilary Barroga, Office of Supportive Housing
  - Michelle Covert, Office of Supportive Housing
- Bill Wilson Center
  - Malisha Kumar
- Homebase
  - Sasha Caine
- Bitfocus, Inc.
  - Julee King, Professional Services
  - Melissa Wheeler, Professional Services





# SANTA CLARA COUNTY INFORMATION

- Silicon Valley
- Population of 1.9 million
- 15 cities
  - Largest: San Jose
- 9,706 persons experiencing homelessness reported in 2019 point-in-time count
  - 82% unsheltered
  - 6,097 in San Jose
- •~6,500 households on the community queue
  - 1,943 households had first assessment in 2021







#### **COMMUNITY HOTLINE 1.0**

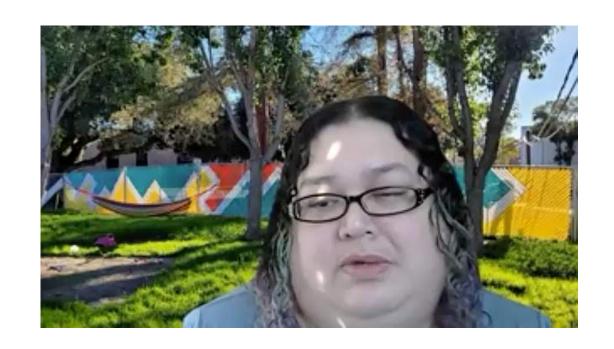
- Prompted by COVID-19 pandemic
- Operated by Disaster Service Workers
- Referral and transportation to shelter
- Information & referral services
- 45,000 calls between March, 2020 and February, 2021
  - 6,049 shelter placements
- Data tracked in spreadsheets





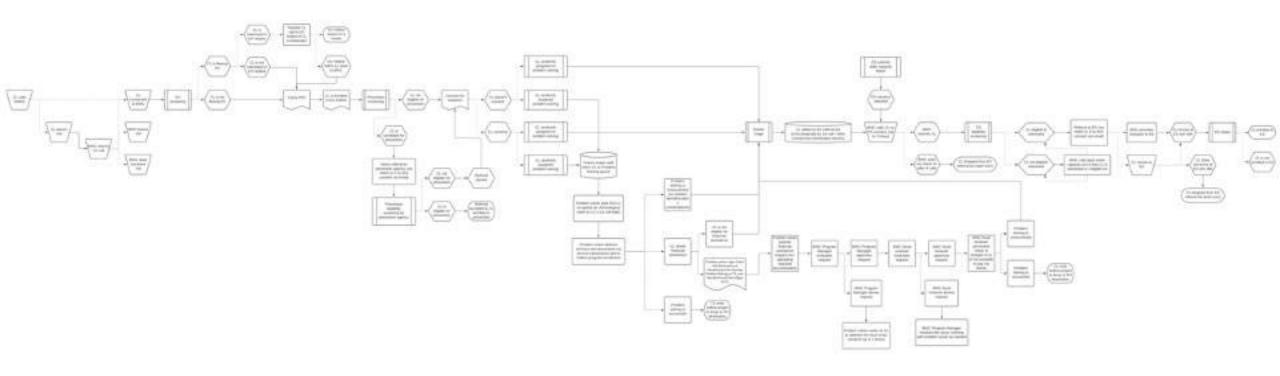
#### **COMMUNITY HOTLINE 2.0**

- Community partner contracted to operate the Hotline
- Data collection in HMIS
- Communitywide Housing Problem Solving implementation launching here
- Primary enrollment for Housing Problem Solving research study



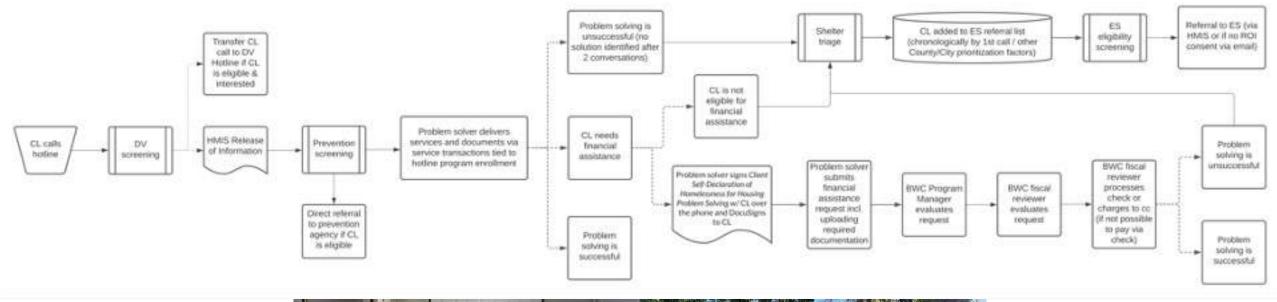


# The Housing Problem Solving and Shelter Referral Workflow





## In a nutshell...

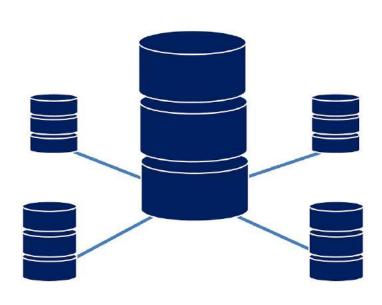






#### **UTILIZING HMIS**

- Desire for one database for all aspects of homeless response system
- Document client need and response to that need
- View Community Hotline historical data
- Accurate outcomes reporting





## UTILIZING HMIS, cont'd.

- Data collection in HMIS includes:
  - Project enrollment
  - Assessment to determine prevention eligibility vs. shelter referral
  - Services
  - Referrals to shelters
  - Shelter enrollments via referrals
  - Exits from the Hotline project



#### REPORTING

- Unduplicated clients served
- Number of contact attempts
- Unduplicated clients placed vs. not placed in shelter
- Number of shelter enrollments
- Emergency shelter utilization rates
- Clients requesting transportation to shelter & received it



## REPORTING, cont'd.

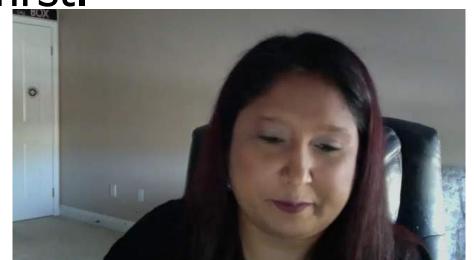
- Exits to known destinations
- Universal Data Elements data quality
- Housing Problem Solving outcomes (once HPS goes live)
  - Number clients who avoided or exited homelessness
  - Destination data quality
  - Returns to homelessness



Data is important, but clients come first.

#### **Lessons Learned**

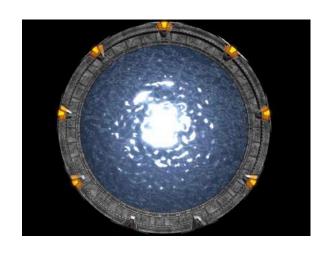
- Overcommunicate the foundation.
  - What will the process look like?
  - Roles/requirements of all the parties involved
  - Timelines
  - Hold steady to the goal
- Don't underestimate the time needed to train staff thoroughly.
- Mapping the workflow helps identify what is possible or not.
- You must have buy-in from your program implementers.





### **FUTURE PLANS**

- Incorporation of Housing Problem Solving currently underway
- Referrals to prevention projects via HMIS
- HMIS Customer Portal







#### PANEL DISCUSSION

- How has the global pandemic and the prevalence of COVID-19 in the community influenced the work on the Community Hotline?
- What have been key takeaways about this process that you would share with a community looking to implement their hotline in HMIS?
- How has this strengthened your homeless response system?
- What workflow considerations should communities consider when thinking about implementing this kind of project? Lessons learned?





Questions?

