



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

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NHSDC SPRING 2022 CONFERENCE
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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

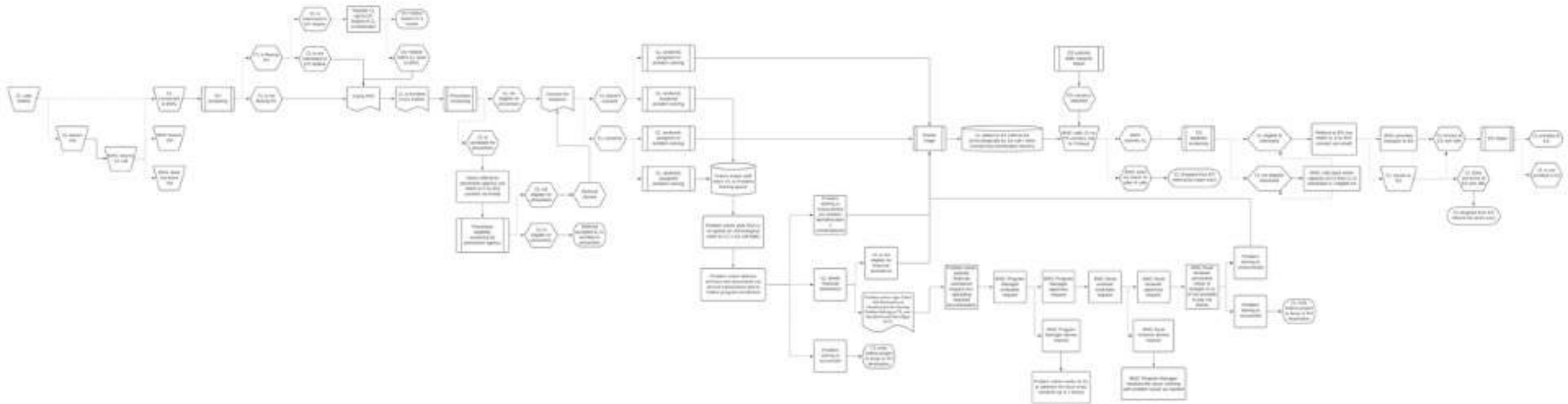


COMMUNITY HOTLINE 2.0

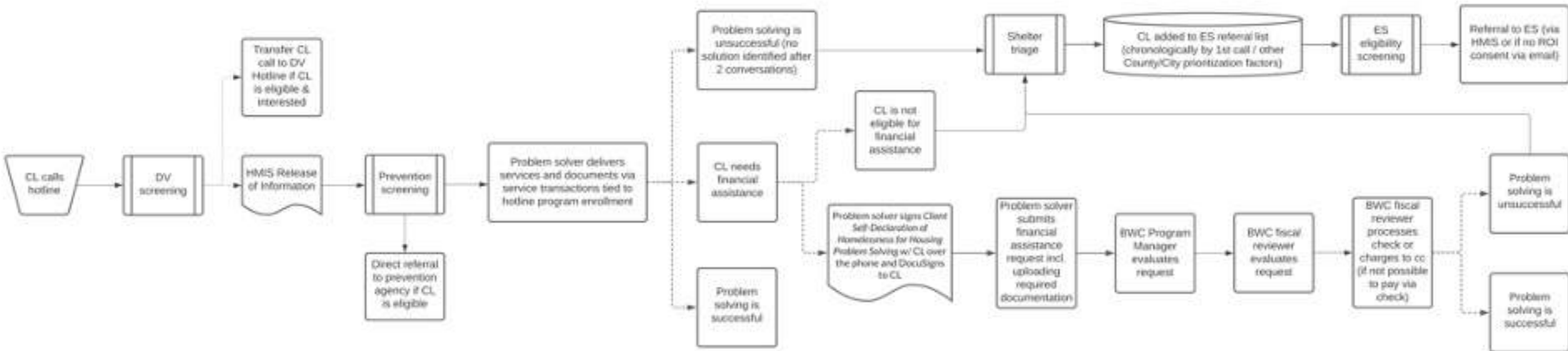
- Community partner contracted to operate the Hotline
- Data collection in HMIS
- Communitywide Housing Problem Solving implementation launching here
- Primary enrollment for Housing Problem Solving research study



The Housing Problem Solving and Shelter Referral Workflow

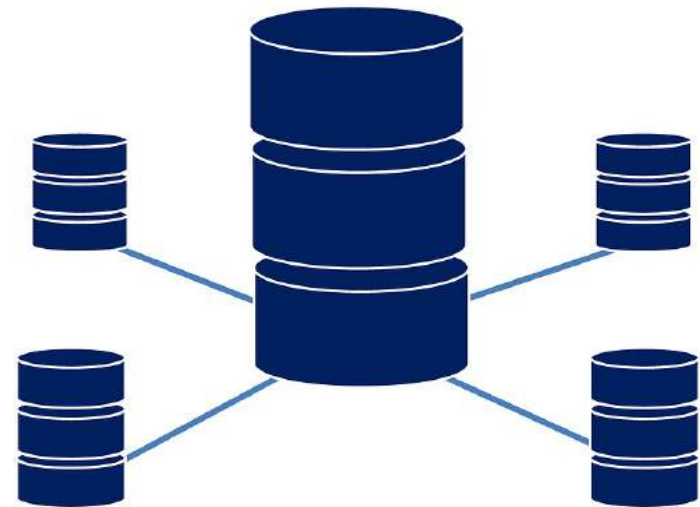


In a nutshell...



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.

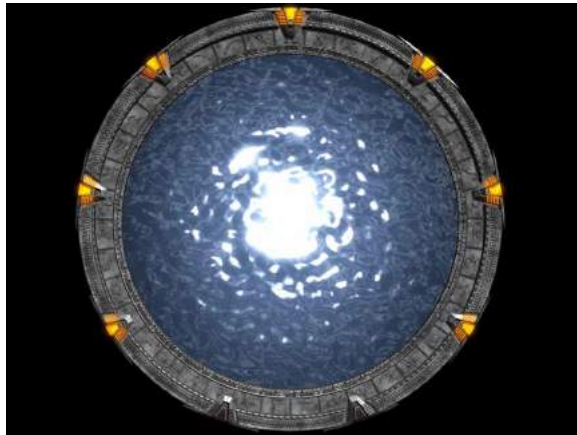
Lessons Learned

- 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?

