



Santa Clara County Continuum of Care



Non-Engagement Time Limit on Community Housing Queue

April 2024

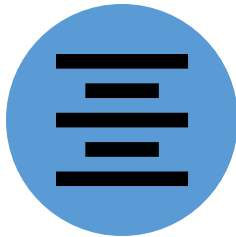
Non-engagement time limit changes

Currently, a person is automatically removed from the community housing queue after **390 days** of no engagement in our system.

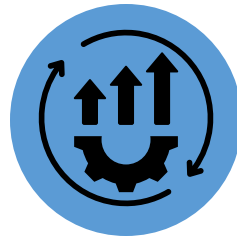


On May 9, the time limit for non-engagement is changing to **180 days**.

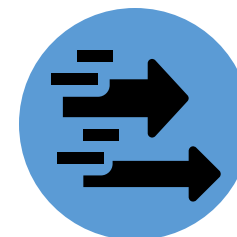
Why change it?



Align with current
CES redesign work



Continuous improvements
to expedite housing



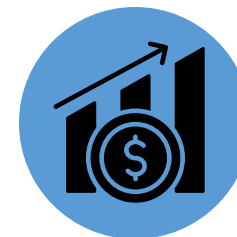
Referral process has
changed; pace is FAST



Most communities like ours
have a 90-day time limit



More accurate tracking
of housing referral needs



Current practice is a strain
on limited resources

How was this decision made?

OSH CoC lead staff, coordinated entry program managers, Homebase, and Bitfocus conducted the following starting in January 2024:



*The Coordinated Entry Work Group (CEWG) is a group of CoC partners that reviews and evaluates how the SCC coordinated entry system is working and suggests improvements.

What does engagement mean in HMIS?

Engagement means recorded activities in HMIS. Engagement in HMIS is reflected in at least one of the below activities.

- Referral check-in by any staff
- Adding a public alert
- Adding an assessment (ex. VI-SPDAT, Status Update Assessment, or Annual Assessment)
- Adding a new program enrollment
- Program exit
- Adding a referral or referral note
- Adding locations or client contact information
- Uploading a client file
- Adding coordinated entry events

Note: **existing program enrollment is not considered engagement** and will NOT keep the client on the community housing queue! *Clients still need at least one recorded activity as listed on left.*

How does this change impact my clients?

- It will not impact your clients who have activities recorded in the HMIS within the 180-day period prior to May 9.
- Prevent automatic removal of your clients by documenting all activities in the HMIS

What's the easiest way to ensure my **active** clients are not removed from the queue?

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

Select "Edit" on the Community Housing Queue Referral

Luke Skywalker Test

PROFILE **HISTORY** PROGRAMS SERVICES ASSESSMENTS NOTES FILES CONTACT LOCATION

HISTORY

Advanced search options Hide ^

Search Category Agency

Start Date End Date Type

Coordinated Entry

Clear

Service Name	Start Date	End Date
Referral: Emergency Shelter Queue - Households Without Children Community Hotline 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

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

What's the easiest way to ensure my **active** clients are not removed from the queue?

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"

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 <input type="button" value="CHECK-IN"/>
Referred by Staff	Angie Evans
Navigator	<input type="button" value="ASSIGN NAVIGATOR"/>
Private	<input type="checkbox"/>

Click "Check-in" to update "Last Activity" to today's date

Need support?

Contact Bitfocus for support/questions/concerns at support@bitfocus.com or 408-596-5866 ext. 2