



Santa Clara County Continuum of Care



Non-Engagement Time Limit on Community Housing Queue

April 2024

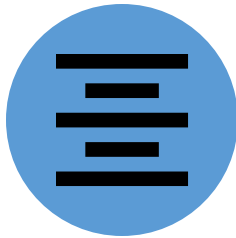
Non-engagement time limit changes

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

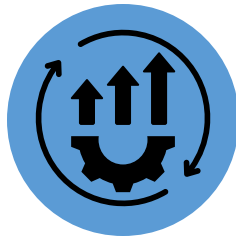


On May 9, the time limit for non-engagement is changing to **180 days**.

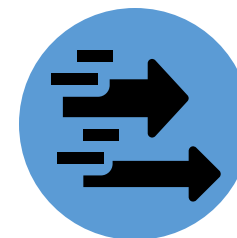
Why change it?



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 or Editing 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 or Editing 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

The screenshot shows the 'Luke Skywalker Test' client profile in an HMIS system. The 'HISTORY' tab is selected and highlighted with a red box. Below the tab, there are search filters for 'Search', 'Category', 'Agency', 'Start Date', 'End Date', and 'Type'. A 'Coordinated Entry' toggle is also visible. A red arrow points to the 'Edit' button on the 'Referral: Community Housing Queue' entry in the list. A red text box above the arrow says 'Search the "History" tab for the Referral to the Community Housing Queue and Click "Edit"'. At the bottom, there is a legend for different record types: Program, Service, Referral, Reservation, Assessment, and Events.

| 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 |

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