REFERRALS TO HOUSING RESOURCES

The Santa Clara County Continuum of Care uses a community housing queue to expedite housing placements for transitional housing (TH), rapid rehousing (RRH), and permanent supportive housing (PSH) programs. When a housing resource is available, the community housing queue 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 community housing queue to a housing resource, these 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 PSH or RRH program.

COMMUNITY HOUSING QUEUE DATA QUALITY IMPROVEMENT PLAN

To continue streamlining the housing program referral process, a data quality improvement plan is being implemented for the Santa Clara County CoC community housing queue. This includes removing clients who are ineligible for referral due to unmet referral criteria (see above requirements). Addressing data quality issues on the community housing queue will help the CoC understand the number of households eligible for a referral to a housing resource. This information also helps with program planning and implementation, including understanding resource gaps.

Our goal with this change is to increase efficiency in connecting clients to housing while supporting providers in ensuring all who are eligible for a housing referral are on the community housing queue. A more in-depth data quality improvement plan is still in development and will be shared at a later date.

ADDRESSING INACTIVE/INVALID ROIS – BEGINS MARCH 18, 2024

We are beginning data quality improvement efforts by addressing inactive or invalid ROIs on the community housing queue. 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.
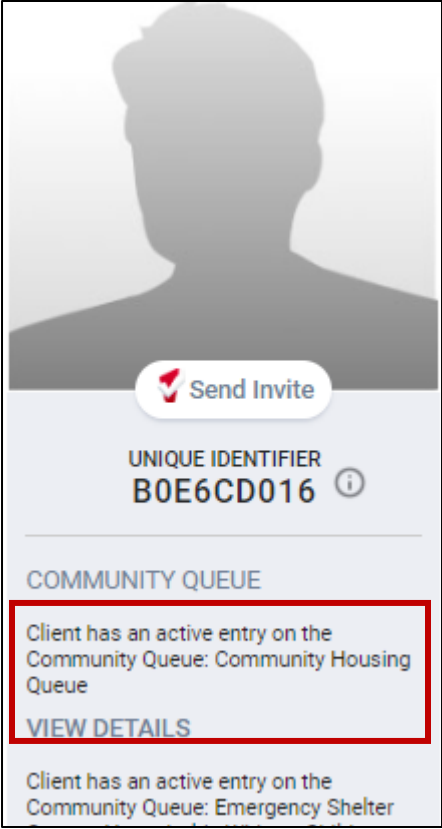
ENSURING YOUR CLIENT'S ROI IS ACTIVE AND VALID

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
- 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 community housing queue.

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 community housing queue 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.

RE-REFERRAL TO THE COMMUNITY HOUSING QUEUE

If your client was removed from the community housing queue because they did not meet the referral criteria, you can re-refer them to the community housing queue once the criteria have been met **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 community housing queue once referral criteria have been met can be found at this link.