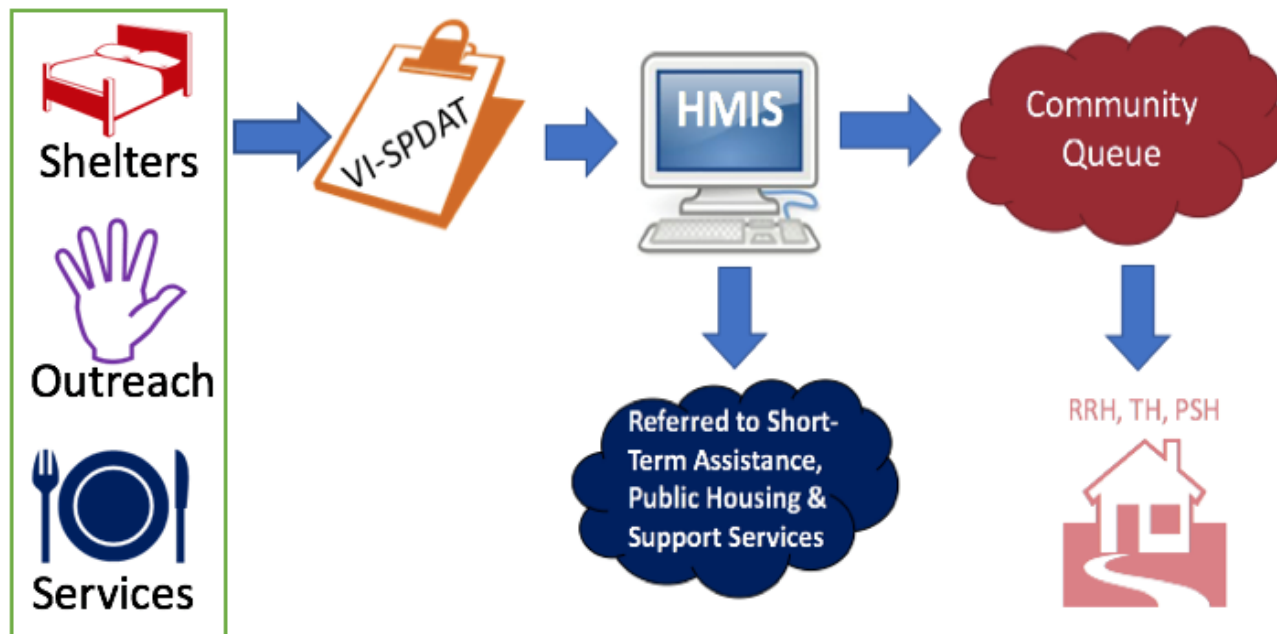




## You've Just Taken The VI-SPDAT Survey, Now What?

### Access Points



### What is the VI-SPDAT survey and why did I take it?

- The VI-SPDAT survey is used to determine if you are eligible for supportive housing opportunities in Santa Clara County, such as permanent supportive housing, transitional housing, and rapid rehousing.
- It helps you avoid going program to program to apply for one housing opportunity at a time.
- It may match you with housing and services that meet your needs when they are available.

### How is my information stored? / What is HMIS?

- Your survey responses and other information will be entered into the Homeless Management Information System (HMIS).
- HMIS is a central database that contains all household information in one system. It is not accessible to the public.
- Agencies will be able to communicate with each other about your case using HMIS.
- You have the option for your information to be entered anonymously.

## What happens next?

- If your answers to the survey indicate that your needs match the services provided by a housing program, you will be placed in a pool known as the Community Queue.
- If you are not eligible, you will be referred to other services.
- Since many programs are already full, Santa Clara County selects a household from the Community Queue when space becomes available in a housing program.
- If you are selected for a housing program, someone will try to contact you to make sure you are eligible and enroll you in the program. **It is very important to make sure your contact information is accurate and up-to-date.**

## Is the Community Queue a waiting list?

- The Community Queue is **NOT** a waiting list.
- It is NOT a first come, first served system.
- Eligible households who are the most vulnerable and the most in need will be connected to available housing programs first.

## If I reported honestly about my past, will that hurt my chances for housing?

- You will never be denied access to a program through the Community Queue because of your past or current issues related to credit, criminal history, substance abuse, or mental health.
- Giving an honest answer about your challenges with maintaining good credit, sobriety, or health will help match you to the best housing option available to you.

## Am I guaranteed to get housing through this process?

- **NO**. There are hundreds of people on the Community Queue at any point in time, but there are not enough spaces in housing programs to meet that need.
- Many households who complete the survey will NOT be offered a housing opportunity. Even if you do receive a referral to a housing program through this process, it may be a long time before you receive the referral. **Do not wait for a referral from the Community Queue. Continue to seek housing on your own and utilize services and resources available in the community.**

## What Can I Do After Taking the VI-SPDAT Survey?

- 1) Keep your contact/location information up to date.** Many households miss an opportunity for housing because they could not be contacted.
- 2) Be sure to update your VI-SPDAT** if more than a year has passed or you have significant changes in your life, such as a change in your income, health/disability, or family size.
- 3) Continue to pursue other housing options, services, & benefits.**

Agencies such as street outreach, emergency shelters, and drop-in centers can help update your contact information or VI-SPDAT. A list of agencies is available

at: <http://scc.hmis.cc/participating-agencies/>