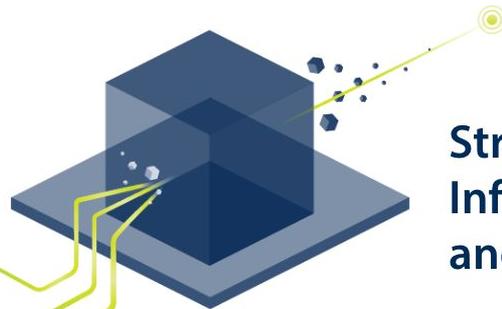


# Tracking Dynamic Housing Problem Solving Conversations

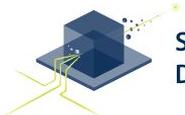


**Streamlining Data to  
Inform Decision Making  
and Break Down Barriers**



## Agenda

- Implementing HPS with Partners
- HPS Configuration in HMIS
- Outcome Measures
- Sample Demographic Data
- Q & A



# Implementing HPS with Partners



## Housing Problem Solving in Santa Clara County

- Covid threw a wrench in literally everything, including this presentation.
  - We don't have outcome data for you because implementation was delayed
  - We do have information about everything we're tracking, how it's set up, and how we'll use it to inform continuous improvement

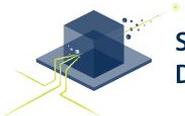


## Implementing HPS with Partners

- Planning: September 2019 - February 2020
- Partnership between County and City with engagement of housing providers and Consumer Advisory Committee
- Series of community meetings to introduce HPS and get input on the model and key policy considerations

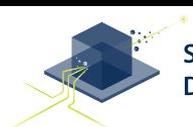
After a COVID-related pause, planning resumed in July 2020 and County implemented HPS plan (with some revisions) in isolation and quarantine hotels

- Social workers assigned to hotels trained up
- HMIS built out
- Centralized fund increased @ Abode
- Data collection on paper forms, provided to HMIS user for input



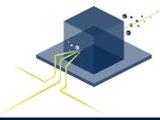
## Implementing Housing Problem Solving with Partners

- **Training**
  - 2-day skills training with Cleveland Mediation Center
  - 1-hour practical application training (goals, data collection, outcomes, flex fund)
- **HPS Work Group**
  - Small group facilitated by HUD TA, including City, County and Bit Focus
  - Incorporated community input and put plan into motion
- **Centralized Fund**
  - HHAP, HEAP, ESG in centralized model within a few organizations
- **Scale Up**
  - Started with people living in COVID-response hotels (NCS)
  - Next: outreach & overflow shelters (pending mass hiring)
  - Then: general shelter implementation

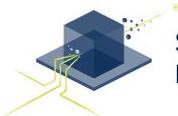


## Lessons from Other Communities

- Before launch, clearly define terms (ex: ARR, rapid exit) and successful exits/outcomes
- Avoid unnecessary barriers in policies. For example, if a financial assistance cap isn't necessary, focus on an average cost target and monitor closely
  - When limits are put in place, they typically have racial equity implications



# HPS Configuration in HMIS



## HPS Configuration in HMIS

Each program setup to track HPS conversations will collect HMIS Project Descriptor Data Elements 2.01-2.07, Universal Data Elements 3.01-3.917, and Program specific Data Elements 4.02-4.20 as described in the FY 2020 HMIS Data Standards.

HMIS Setup in approximately 8 program types (left) and project types (right):

NCS COVID-response motels (in progress)	Rapid Rehousing
Overflow Shelters (pending)	Emergency Shelter- Entry/Exit
Safe Parking/Outreach (pending)	Street Outreach
General Shelters (pending)	Emergency Shelter Entry/Exit



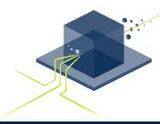
## Tracking Conversation Types

*HPS Specialists document conversations on a paper form. The Data Entry Team enters the information into HMIS.*

Housing Problem Solving Specialists record conversations under 4 categories:

- Housing Problem Solving Attempted (recorded once)
- Housing Problem Solving Connection to Services
- Housing Problem Solving Financial Assistance
- Housing Problem Solving Mediation

Each conversation is recorded as a 4.20 Coordinated Entry Access Events  
Problem Solving/Diversion/ Rapid Resolution intervention or service



Example HPS Conversation Form

## Housing Problem Solving Services Form

Use this form to document Housing Problem Solving Conversations in HMIS.

Conversation Category

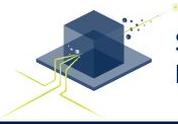
CURRENT NAME															N/A	
Last																○
First																
Middle																○

SOCIAL SECURITY NUMBER										DATE OF BIRTH								
			-			-				Month		Day		Year				

[PS] Housing Problem Solving Mediation								
Service Item	Date	Date	Date	Date	Service Note	Client housed/re-housed in a safe alternative (Y/N) *mark "no" until the final interaction when a person is housed.	Result Date	
Mediation with Employer or Landlord								
Mediation with Family/Friends								
Mediation with Partner								

Types of conversations





## Financial Assistance Tracking

Housing Problem Solving Specialists record the amount of financial assistance provided in the financial assistance subcategories:

Child Care Assistance (financial)

Education or Employment

Legal Fees/IDs/Background

Moving costs

Other Financial assistance

Pet related costs

Rental Assistance

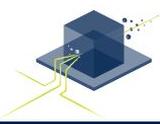
Security Deposit

Transportation Assistance

Utility Assistance

The Fund Administrator in HMIS can review the report and select the fund allocation after the financial assistance is provided.

Reports are available by client, program, funding source, and financial assistance category.


**Example Financial Assistance Report**
**Funding Source Financial Detail [2018]**
**Santa Clara County CoC: [TRAINING] The Sunshine Agency**

Report period 05/01/2020 - 10/31/2020

Primary and Subgrant Fundings

All Fundings

**Service: [PS] Housing Problem Solving Financial Assistance**
**Service Item: Security Deposit**

UID	Name	Notes	Vendor	Check No.	Check Date	Month Pd.	Funding Source	Amount
7BD88ED59	Bunny, Bugs	Deposit for Nov 1, 2020.	Sunshine Properties	4532	08/19/2020	August	FUND 1	\$2,345.00
99ED7D40F	McGill, Jimmy	Attn Mr. James Smith, Landlord	Sunshine Properties	5461	07/15/2020	July	FUND 4	\$5,000.00
<b>Service Item Totals:</b>								<b>\$7,345.00</b>

**Service Item: Transportation Assistance**

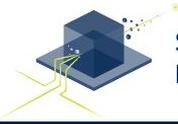
UID	Name	Notes	Vendor	Check No.	Check Date	Month Pd.	Funding Source	Amount
BB100779A	Cake, Tasty	New tires.	Speedy Car Repair	1786	09/20/2020	September	FUND 1	\$323.87
<b>Service Item Totals:</b>								<b>\$323.87</b>

**Service Item: Utility Assistance**

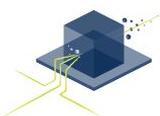
UID	Name	Notes	Vendor	Check No.	Check Date	Month Pd.	Funding Source	Amount
CA40E10F1	Debbie, Little	PG&E arrears resolved.	PG&E	4231	09/24/2020	September	FUND 1	\$5,345.87
<b>Service Item Totals:</b>								<b>\$5,345.87</b>

**Service Totals: \$13,014.74**
**Totals: \$13,014.74**
**Current Funding Totals**

Fund Name	Fund Amount	Total Available
FUND 1	\$3,832,510.00	\$3,824,495.26
FUND 2	\$1,000,000.00	\$1,000,000.00
FUND 3	\$1,000,000.00	\$1,000,000.00
FUND 4	\$1,000,000.00	\$995,000.00

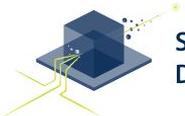


# Outcome Measures



## How Will We Know HPS is Effective? *Community Benchmarks*

- 1) **The extent to which individuals and families served by Housing PS avoid or exit homelessness**
  - a) *Shelter Diversion/Rapid Exit from Shelter*
    - i) *Families with children enrolled in Housing PS at shelter intake have a successful outcome/exit within 45 days of program enrollment. (30 % of families)*
    - ii) *Single adults enrolled in Housing PS at shelter intake have a successful outcome/exit within 45 days of program enrollment. (30% of individuals)*
  - b) *Assisted Rapid Resolution for unsheltered individuals served through drop-in, street outreach, or other services only programs*
    - i) *Unsheltered individuals offered Housing PS while staying in a place not meant for human habitation have a successful outcome/exit within 45 days of program enrollment. (10%) of individuals*
- 2) **The extent to which persons who leave homelessness experience additional spells of homelessness:**
  - a) *The extent to which persons who successfully exit homelessness return to homelessness within 12 and 24 months.*
    - i) *Returns to homelessness within 12 months following a successful housing problem solving outcome (15% or fewer)*
    - ii) *Returns to homelessness within 24 months following a successful housing problem solving outcome (30% or fewer)*



## Who had a Housing Problem Solving Conversation?

*The following will be assessed as data is entered in HMIS:*

# of individuals and families (families are households of more than 1)

# of participants by participating program

- NCS COVID-response motels (in progress)
- Overflow Shelters
- Outreach
- Shelters

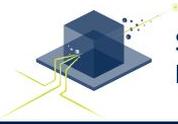
Participant Demographics

Gender

Race

Ethnicity

Age



## Who had a Housing Problem Solving Conversation?

### Types of Conversations

# of individuals and households with 1 conversation

# of individuals and households with more than 1 conversation

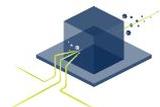
avg # of conversations for individuals and households with more than 1 conversation

avg # of conversations for each category/sub category

### Financial assistance

avg amount spent for individuals and families

# of individuals and households with successful exits who received financial assistance



## Successful Exits

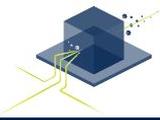
### System Measures

For individuals and Households:

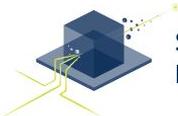
- Successful exit rate, including temporary and permanent destinations (# and %)
- Exit destinations
- % of returns to homeless system within 1, 3, 6, 12 and 24 months
- % of individuals and households who received financial assistance
- How many conversations resulted in Client Housed/ re-housed in a safe alternative?  
(CE APR)

### Process Measures

- Avg number of conversations per successfully exited household
- What types of services were provided
  - ex: 80% of exits involved financial assistance
  - ex: 60% in mediation
- Project types



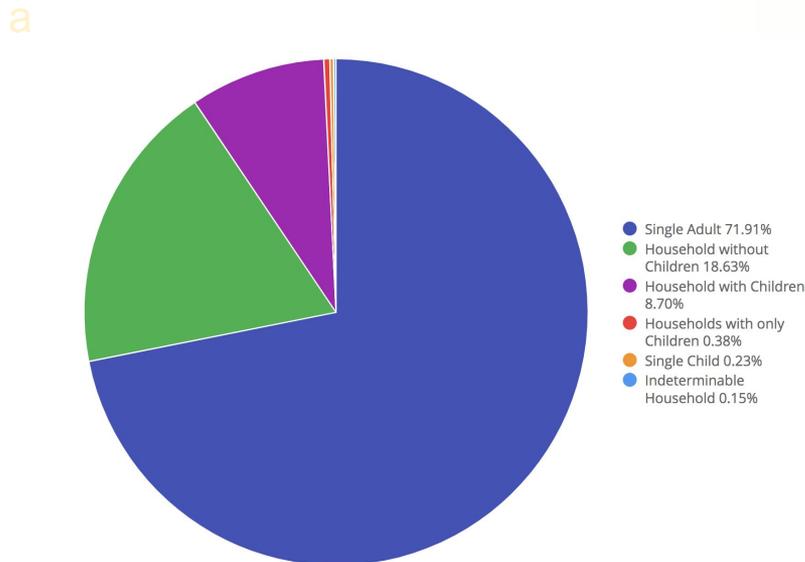
# Sample Demographic Data



# Sample Demographic Data: NCS COVID Motels

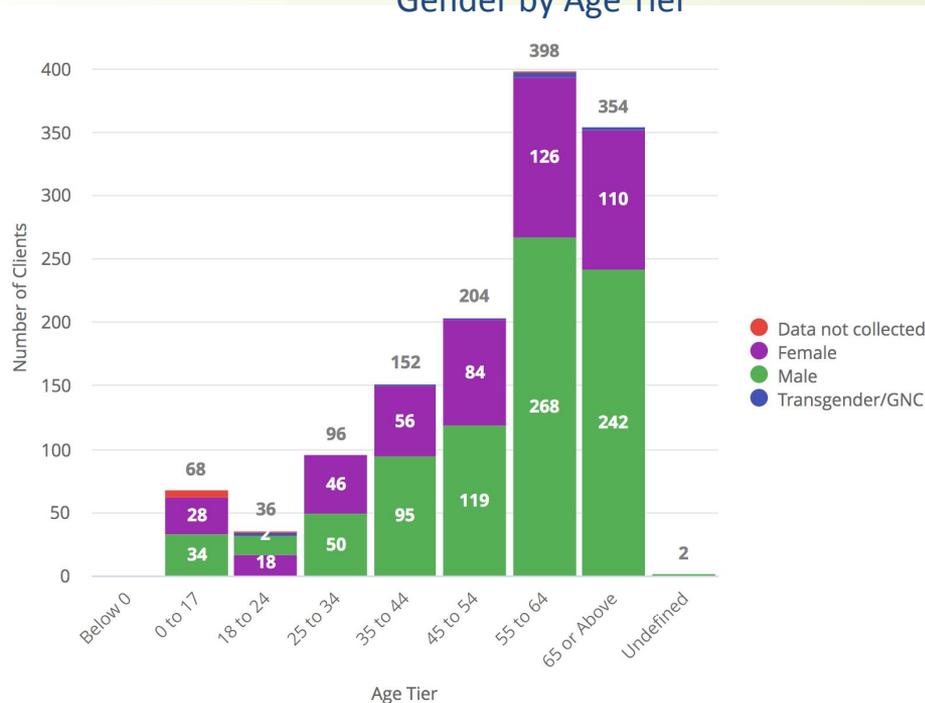
n=1307

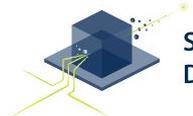
% Households by Household Type



The demographic data on slides 10 and 11 includes households with an active enrollment in an NCS COVID Motel from 6/15/20 to 9/15/20. HPS conversations began in the NCS COVID Motels on 6/15/20. A subset of NCS COVID Motel participants in these sample demographic data engaged in HPS conversations.

Gender by Age Tier

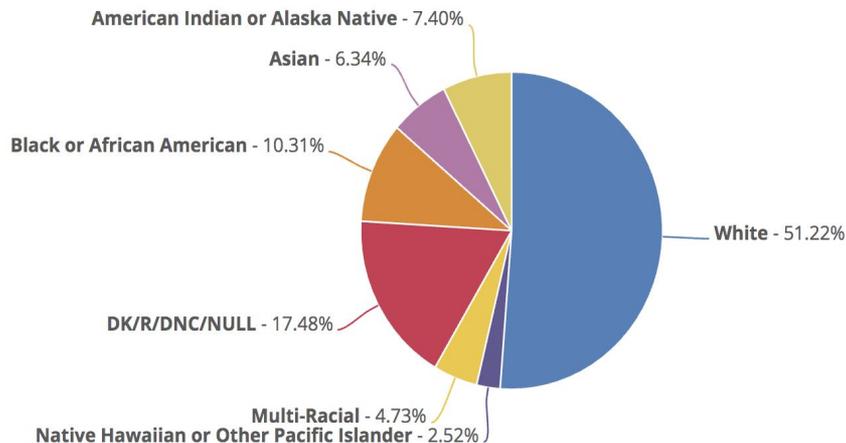




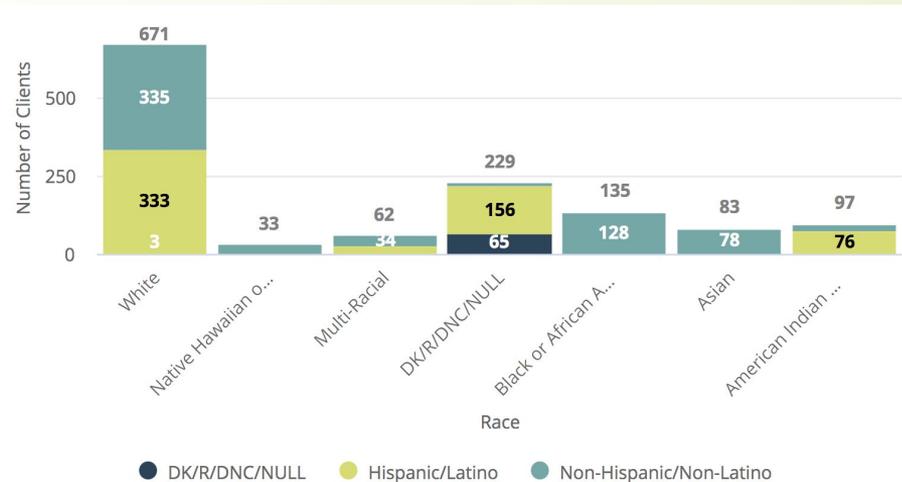
# Sample Demographic Data: NCS COVID Motels

n=1307

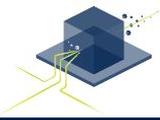
Race



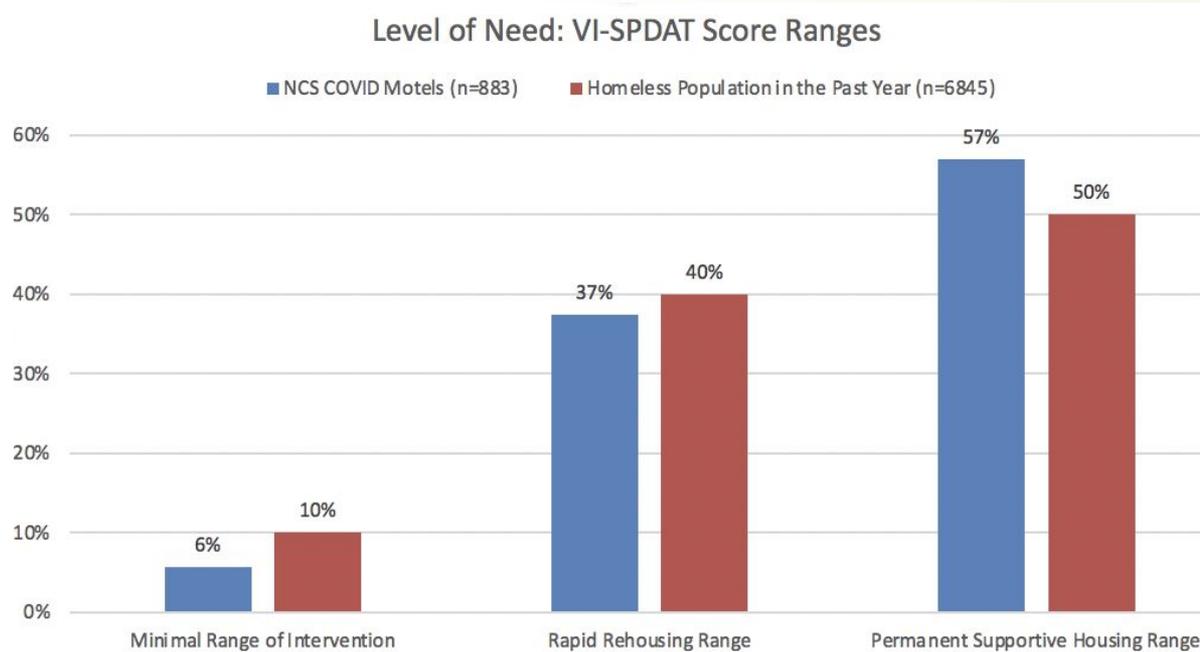
# Race by Ethnicity



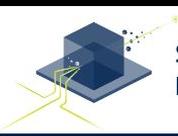
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## Sample Demographic Data: NCS COVID Motels



*The Level of Need VI-SPDAT Score Ranges chart compares vulnerability scores for Clients enrolled in COVID motels between 6/15/20-9/15/20 (blue) to the vulnerability scores of Clients with a VI-SPDAT recorded in the last year 9/1/2019-8/31/2020 (red). HPS conversations began in the NCS COVID Motels on 6/15/20. A subset of NCS COVID Motel participants in these sample demographic data engaged in HPS conversations.*



# Questions





Janel Fletcher  
Senior Project Administrator, Santa Clara County  
Bitfocus  
[janelf@bitfocus.com](mailto:janelf@bitfocus.com)

Julie McFarland  
Technical Assistance Provider  
Julie McFarland Consulting  
[jmcfarlandconsulting@outlook.com](mailto:jmcfarlandconsulting@outlook.com)

Leila Qureishi  
Senior Management Analyst  
County of Santa Clara, Office of Supportive Housing  
[leila.quireishi@hhs.sccgov.org](mailto:leila.quireishi@hhs.sccgov.org)

