

Santa Clara County Community Queue Referrals - Standard Location Practices

1. Use Clarity HMIS.

- ✓ Create a public alert in HMIS. Ensure that the alert clearly states that the client has an opportunity to get housed by contacting the writer!
- ✓ Check the VI-SPDAT assessment, the Contact tab, and the Location tab for numbers, email addresses, or physical addresses. Be sure to attempt all contacts.
- ✓ Check to see if the client had a recent service in HMIS (e.g. shelter check-in, meal drop-in, bus pass). Reach out to the service provider directly. Call them, leave a voicemail, and send them a message via **both** the message feature in HMIS and regular email. Follow-up with the staff person if you don't hear back. If you need help contacting them, reach out to your matchmaker.
- ✓ Read through the notes in the client's profile. Look for notes that indicate where the client might spend time, or whether or not the client might be in custody, in the hospital, or somewhere else where they are unable to respond to your messages.
- ✓ Check for recent program exits. What is entered in the "Destination" field? Sometimes clients exit a program into an inpatient drug treatment, the hospital, or because they have obtained permanent housing. Again, reach out to your matchmaker if you need guidance.

2. Visit homeless hotspots.

Little Orchard (Boccardo Regional Center), St. James Park, and Felipe Avenue are just a few areas that house a large number of our homeless clientele.

3. Make use of community contacts.

- ✓ Contact the SSA General Assistance office. Many clients receive some type of GA services, and GA case managers typically work with clients on housing plans.
- ✓ Contact a medical social worker through the hospital or one of the VHHP clinics. Social workers will have access to Health Link, which can provide additional history that may be used to predict the future of your outreach efforts with a particular client.
- ✓ Speak to a local law enforcement official.
- ✓ Get out in the streets and meet the people within the homeless community – both residents and advocates.

4. Make use of online correctional system resources.

Check the [Superior Court public portal](#) and the [county inmate locator tool](#). Look for incarcerations or court appearance dates. Reach out to respective departments. Use court appearances to gain a contact.

5. Link with other outreach teams.

PATH, HomeFirst, Bill Wilson, and OSH all have standing outreach teams. Talk to them to see what or who they know.

6. Work with your OSH Matchmaker.

- ✓ If the client you're searching for is a veteran, alert your matchmaker, who can contact the local VA liaison for information that may be useful.
- ✓ Seek your matchmaker's help as needed to work with other provider agencies from which the client has received services in the past.