

Santa Clara County Community Queue Referrals - Standard Location Practices

To ensure that the most vulnerable households experiencing homelessness do not miss out on supportive housing opportunities, programs receiving referrals from the community queue must put forth best faith efforts to locate referred households. Staff must employ **three to five *different* search methods per referral**.

It is crucial to note that, in addition to writing emails and making phone calls, locating referred clients often requires physically going out in the field – **community outreach must be used for at least two** of the search methods used. Please be sure to follow [COVID-19 community safety protocols](#).

1. Search Method 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!
 - i. Title your public alert along the lines of “Seeking client for housing opportunity!”
 - ii. Be sure to set the expiration date on the public alert to at least one month in the future.
 - iii. Suggested wording for public alert: “This client has a potential housing opportunity with [AGENCY AND PROGRAM]. Please contact me as soon as possible if you come in contact with the client and ask the client to call [STAFF NAME] at [STAFF PHONE NUMBER] or email at [STAFF EMAIL].”
 - ✓ Check the VI-SPDAT assessment(s), the Contact tab, and the Location tab for numbers, email addresses, or physical addresses. Be sure to attempt all contacts, including emergency contacts and provider(s) that conducted the VI-SPDAT assessment(s).
 - ✓ 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 and explain that there is a potential housing opportunity for the household. 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 and visit the program in 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. **Search Method 2: Link with other outreach teams. *TOP RECOMMENDED METHOD***
PATH, HomeFirst, Bill Wilson, and OSH all have standing outreach teams. Talk to them to see what or who they know and to build on the trust that they have established with their clients.

3. **Search Method 3: Visit homeless hotspots. *TOP RECOMMENDED METHOD***
Little Orchard (Boccardo Reception Center), St. James Park, and Felipe Avenue are just a few areas that house a large number of our homeless clientele.
4. Search Method 4: 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.
5. Search Method 5: 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.
6. Search Method 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.
 - ✓ Seek your matchmaker's help if you have reached out to a provider agency from which the client has received services in the past and have not been successful in connecting with them.