

The Housing 1000 Care Coordination Project

Background and Purpose

The Housing 1000 Care Coordination Project (CCP) was developed to ensure the effectiveness of case management for this population by coordinating and monitoring intensive case management services, as well as providing professional development and improvement opportunities for participating case managers and agencies. Partner agencies of the CCP focus on a Housing First approach, with the goal of securing permanent housing within the first 60 days of program enrollment. All partner agencies are committed to tracking the impact of our work on the lives of the people we serve, and using this data to inform service delivery, policy, and practice.

The partner agencies share a common interest in serving the homeless population and those at risk and reducing homelessness in Santa Clara County. The following is the set of standards that the partner agencies agree to implement for the proper service delivery, policy, and practice for the Housing 1000 Care Coordination Project.

The Partner Agency agrees to, at its own cost:

General

1. Identify a case manager to participate in Housing 1000 Care Coordination Project meetings and case conferencing.
2. Conduct needs assessment including data collection on access to entitlement programs, self-sufficiency information and pre-housing information including public services.
3. Enroll clients into the Housing 1000 Care Coordination Project referred by the Lead Agency.
4. Employ case manager(s) to locate enrolled clients that have been disengaged Case managers will document attempts to locate client providing dates, location, and description of attempt. Case managers must attempt to locate client 3-5 times. If client cannot be located, case managers will be responsible for informing the Lead Agency that referral could not be located and will be closed.
5. Provide Intensive Case Management to a maximum case load of 20 clients from the Housing 1000 registry list.
6. Hold case managers accountable for client progress and sufficient service provision.

Data Entry

1. Collect and maintain all client records in Help Management Information Systems (HMIS).
2. Enter data into the system within 24-hours of enrollment, completing the Standardized Client Informed Consent & Release of Information Authorization form in accordance with HMIS policies.
3. Ensure the accuracy of information entered into HMIS.
4. Create, maintain, and secure onsite client files.
5. Complete the Self-Sufficiency Matrix on enrolled clients quarterly.
6. Run reports through HMIS to verify client's current status and program involvement.