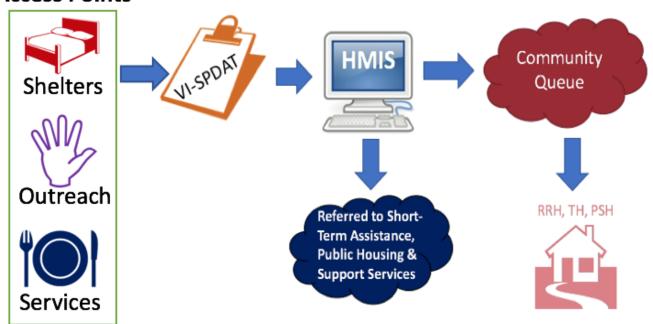
You've Just Taken The VI-SPDAT Survey, Now What?

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 <u>NOT</u> 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/