

**HPRP Implementation Matrix – An Initial Look at the First Quarter**

	<b>Alameda</b>	<b>Contra Costa</b>	<b>Marin</b>	<b>Monterey</b>	<b>Napa</b>	<b>Sacramento</b>	<b>San Francisco</b>	<b>San Mateo</b>	<b>Santa Clara</b>
<b>Overall structure</b>	County/cities lead w/ 8 N-P Housing Resource Centers as subgrantees; HUD, TANF and HCD funding	Nonprofit agency lead and 7 providers as subgrantees; HUD and HCD funding	County lead and 5 providers as subgrantees; HUD funding	County lead for HCD funds; HRC lead for HUD funds. 5 providers as subgrantees	County lead; 5 subgrantees; HCD funding	City/County lead; 3 HPRP providers, Legal Services, Dept of Human Assistance, and 2-1-1; HUD funding	City HSA lead, 6 providers as subgrantees; HUD funding	Nonprofit agency lead and 13 providers as subgrantees; HUD and HCD funding	City/County joint lead with 6 providers as subgrantees; HUD and HCD funds
<b>Initial Point of Contact</b>	2-1-1	Various service providers make referrals to 7 subgrantees	Various service providers make referrals to 5 subgrantees	Various service providers make referrals to 5 subgrantees	Various service providers make referrals to 5 subgrantees	Various providers make referrals to grantees	Various service providers make referrals to 6 subgrantees	Various service providers make referrals to 13 subgrantees	Various service providers make referrals to 6 subgrantees
<b>Initial Intake</b>	2-1-1 operators do eligibility screening	7 subgrantees	5 subgrantees	5 subgrantees	2 subgrantees do most, but all 5 have capacity	3 subgrantees, plus 2-1-1, Legal Services, and County	6 subgrantees	13 subgrantees	6 subgrantees
<b>Entry into HMIS</b>	Starts at 211 completed at HRCs	Upon provision of a service	Upon provision of a service	Initial Intake	Initial Intake	Initial Intake – still working this out	Initial Intake if considered eligible	Centralized	During eligibility determination process
<b>Full Assessment</b>	Housing Resource Center case manager	Case manager at subgrantee agency	Staff at one of subgrantee agencies	Case manager at subgrantee agency	Case manager at subgrantee agency	Staff at subgrantee agency	Case manager at subgrantee agency	Case manager at subgrantee agency	Case manager at subgrantee agency

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<b>Timing of Assistance</b>	Varies	Not tracking this	Approx. 1-2 days	1-4 days	2-3 days	Can be same-day; next day latest	Varies – minimum of 2 days	2-3 days	2 days is the target
<b>Case Management Protocols</b>	Countywide protocols and forms/tools	Countywide protocols and forms/tools	Provider-by-provider	Countywide protocols and forms/tools	Developing protocols, currently doing County-wide conferencing	No set protocols but whole team meets bi-weekly to address implementation issues, services, etc.	Common screening and assessment tools and User Group Meetings	Monthly Oversight Committee meetings	County-wide protocols and tools (Self-Sufficiency Matrix)
<b>Follow-up and Reassessment</b>	Formal reassessment every 3 months, plus regular CM as needed	At least monthly	At least monthly, often more, depending on services provided	At least monthly	Developing protocols	Formal reassessment every 3 months, plus regular CM as needed	At 3 and 9 month marks for 1-time assistance, 6 and 12 for subsidy, plus regular CM	Formal reassessment every 3 months, plus regular CM as needed	Quarterly reassessments plus regular follow-up as CM requires
<b>Outcomes</b>	Housing Status	HUD Housing Status	HUD Housing Status	Housing stability, income status, sources of income, employment status	HUD Housing Status	Housing status, time to find housing, % stably housed after 6 months, % returned to shelter system, costs per client. Plan to collect more, too.	HUD Housing Status	Housing stability, income status, sources of income, employment status	Housing stability, self-sufficiency matrix scores, shelter diversion

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<b>Customized HMIS Reports</b>	Extensive customization for data collection working on report designs	Not at this time	Not at this time	Working on them	Not at this time	HMIS not yet operational – will have customized report when it is.	Not at this time	Extensive customization for data collection working on report designs	Yes
<b>Managing Demand</b>	Tremendous demand; limiting intakes at 4 HRCs until initial demand can be met	Demand has been high, but eligibility criteria set by HUD limits the number served	Finding that eligibility criteria limit the number of people receiving services so can serve those that are eligible	Demand has been very high and frequently have to refer people to other sources	Very high demand. Have hired Intake Specialist to help manage it.	Very high demand that exceeds capacity. Have modified screening to address but is still difficult.	Very high demand. May need to cap intakes.	Demand has been high, but eligibility criteria set by HUD limits the number served	Very high, particularly in combination with CalWorks
<b>Conducting Outreach</b>	Not at this time	Have a brochure for informational and self-screening purposes	Initial outreach to providers and information sheets available.	On a very limited basis	Information sessions to help people understand eligibility	Have contacted certain entities: homeless service providers, CoC, County HHS, etc.	Not at this time; have a brochure but it is more for informational and self-screening purposes	Developing outreach flyers	Not at this time
<b>How Many Initial Contacts?</b>	2,194 phone screenings	967 contacts	Not tracking this	158 contacts	Don't have this information right now	Thru November – 275 assessed	Not tracking	Not tracking	They are tracking this but don't have the total for all programs at this time
<b>How Many Intakes?</b>	560 assessments	144 intakes	Not tracking this	80 intakes	Don't have this information right now	Thru November – 275 assessed	Not tracking	Approximately 10	They are tracking this but don't have the total for all programs at this time

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<b>How Many Deemed Eligible?</b>	342 households	114 persons, 39 households	145 persons, 63 households	171 persons/80 households in CM; 19 households have received financial assistance so far	Approximately 60 persons/18 households	Thru November – 139 of 275 were eligible	440 persons, 243 households	Approximately 10	They are tracking this but don't have the total for all programs at this time
<b>How Many Households Assisted in Q1</b>	293 households	114 persons, 39 households	145 persons, 63 households	171 persons/80 households in CM; 19 households have received financial assistance so far	Approximately 60 persons/18 households	107 households assisted through December	440 persons, 243 households	7 households, 23 people	425 persons, 225 households
<b>% Families/ % Individuals</b>	52% households with children, 48% individual adults	Not available at this time	For financial assistance: 65% of households receiving were families and 35% were individuals	Not tracked	Don't have this information right now	40% of 139 eligible households were families; this may change	30% families/70% individuals, but skewed based on # of individuals receiving legal assistance. Families likely receiving more assistance in terms of \$ amount	57% households w/ children, 43% adults only	Don't have this information right now
<b>% Households Needing 3 months or less in assistance</b>	Too early to tell	Too early to tell. Targeting short term (3 or fewer months) for Prevention. RRH targets those needing 4+ months	100%: Program targets those need very short term assistance	Too early to tell but suspect that most will need more than 3 months	Too early to tell.	Too early to tell.	Too early to tell. Have had many requests for one-time assistance	100%	55% of assisted households are on 2 <sup>nd</sup> or 3 <sup>rd</sup> month and likely to receive more

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<b>Average Amount of Assistance</b>	Unknown; has varied widely	Average: \$940	Varies: \$900 - \$2,500	Average: \$1,948	3 months rent – varies by household	Unknown at this time – the initial estimate was \$3,200	Amount varies by household	Varies \$628-\$2000	Varies. Rents tend to be \$800-\$1,000; utilities tend to be \$250 or so
<b>% of Budget Spent Down in Q1</b>	Don't have yet because we have 9 grants	3%	10%	3% (one grant delayed in execution)	Subgrantee expenditure reports not submitted yet so current expenditures unknown	Unknown at this time	Subgrantee expenditure reports not submitted yet so current expenditures unknown	Information pending	Not all subgrantee expenditure reports submitted yet so current expenditures unknown
<b>Anticipated 100% Spend-Down</b>	Under consideration	Estimating 2 years	Estimating 2 years	Estimating 2 years	Estimating 2 years	2 years	Under consideration	Estimating 2 years	County funds likely to be spent in Year 1. City funds could last longer.