



STANISLAUS COMMUNITY SYSTEM OF CARE

TAKES DECISIVE ACTION TO RESOLVE HOMELESS CRISIS

"ClientTrack has given us more visibility about what is going on in the tent city," said Fuller. "Everybody is tracking different things and ClientTrack brings it all together."

"With ClientTrack, you can pretty much build whatever you need. You can put the data in and then easily get it back out again. The system speaks for itself."

**MIKE
WINNINGHAM**
HMIS Administrator

In late 2018, a large homeless encampment appeared suddenly, including families with small children and elderly individuals needing crucial care. Acting quickly, Stanislaus Community System of Care used ClientTrack's Designer Toolset to quickly build a new program specifically for this encampment and helped get everyone sheltered, prioritize and administer needed services, and avert a crisis.



The Stanislaus Community System of Care (CSOC) is an integrated system of care that guides and tracks homeless individuals and families through a comprehensive array of crucial services. Rather than isolated interventions, the CSOC's multiple services agencies and community partners unite to help people at risk of an experiencing homeless.

But to succeed, CSOC must know the scope of the

problem, identify the characteristics of those who find themselves homeless, and understand what is and isn't working in their community. Solid data enables a community to work confidently towards their goals as they measure outputs, outcomes, and impacts. To help them accomplish this, CSOC has been using Eccovia's ClientTrack as their Homeless Management Information System (HMIS) since 2005. And when a crisis appeared on the horizon in 2018, ClientTrack helped them rise to the occasion.

A New Crisis Requiring an Emergency Response

In September 2018, people experiencing homelessness began to camp in Beard Brook Park in Modesto, CA. Before long, the encampment exploded in growth, reaching nearly 400 individuals, including families with small children. The surprising number of individuals and families in this public space presented a number of challenges that demanded a swift response, including safety and sanitation issues:

- » Calls for police and fire service had increased at the park
- » Public health concerns emerged related to hygiene and weather
- » The group was camping on a slope which was subject to rain runoff
- » A number of fire-related and air quality concerns

In early 2019, CSOC was able to come up with an effective solution, using ClientTrack to quickly build out an emergency tracking system in response to this crisis.

Acting quickly, the Stanislaus County Board of Supervisors declared the shelter crisis for unincorporated areas of the county on December 11, 2018. On January 12, CSOC was awarded \$7,236,985 in Homeless Emergency Aid Program (HEAP) funding by the State of California.

Addressing Needed Services

The first step in tackling this crisis was the creation of Emergency Low-barrier Shelter (Modesto Outdoor Emergency Shelter) set up beneath the 9th Street Bridge, just south of Beard Brook Park. The relocation would be supported with 10x10 weatherproof uniformed tents, as well as outreach and engagement services from the County. Further, CSOC provided other services such as showers to address some of the pressing issues facing these individuals, and further ensured access for emergency vehicles.

Next, CSOC needed a way to track, manage, and report on the individuals moving into the tent city and the services provided.

Rapid Resolution

Lynnell Fuller, HMIS admin for CSOC, used the ClientTrack Designer Toolset to quickly build a service-only project that was part of their HMIS. CSOC was able to begin tracking the 377 individuals to ensure that their needs were being met and that those requiring urgent help would receive it.

This number included approximately 20 children under the age of seven and another twenty individuals who were over the age of sixty-three. Additionally, they were able to track the 155 dogs and 20 cats living in the tent city. "ClientTrack has given us more visibility about what is going on in the tent city," said Fuller. "Everybody is tracking different things and ClientTrack brings it all together."

Beyond solving an immediate health and safety crisis for these individuals, the data gathered gave CSOC valuable insights. For instance, they learned that of the 377 individuals, 205 had not previously been tracked by CSOC and had existed off their radar. 35% of the individuals living in Bread Book Park had some form of income, with 10% having an income of over \$1200 a month. 20% of the individuals tracked faced serious legal challenges, and 69% presented with one or more barriers such as mental illness, drug/alcohol, or HIV.

Looking Forward

The tent city continued to be a home for the individuals until the end of 2019, but CSOC knew this was only the first part of a much larger discussion and strategic plan to address the larger housing challenge, including transitional housing, permanent supportive housing, and market-rate housing.

The city is exploring an expansion to the shelter capacity of Salvation Army with approximately 150 additional beds. A Homeless Access Center will be designed to be a one-stop shop for the homeless community to receive wrap-around services to help break the cycle of homelessness. Case managers in the Access Center will use ClientTrack to determine the needs of each individual, provide case management services, create referrals, and then follow up.

To learn more about how your organization can benefit from partnering with Eccovia and our industry-leading ClientTrack software, visit eccovia.com or call **888.449.6328** to speak with one of our experienced Solution Experts.



Eccovia provides an industry-leading, care coordination platform for state and county Medicaid waiver programs, refugee resettlement programs, accountable care organizations (ACO), and community-based provider coalitions. Our platform helps agencies collaborate to address the physical, behavioral, and economic factors that improve the overall well-being of individuals and communities.