



January 2022 Agency Admin. Minutes

AGENDA ITEMS

- CoC|Coordinated Assessment Updates
- HIC/PIT Updates
- UPLIFT Updates
- HMIS Newsletter
- Annual Privacy Training Recertification
- A Year in Review
- LSA Updates
- Reminders
- Next Months Meeting

CoC Updates - Upcoming Meetings

Service Providers Network Meeting
When: Wed, January 12th, 9:30am – 11:00am
Where: Zoom

Coordinated Entry Workgroup
When: Thu, January 13th, 1:00pm – 2:30pm
Where: Zoom Registration

Rapid Rehousing and Employment Initiatives Meeting
When: Thu, January 13th and 27th, 3:00pm – 4:30pm
Where: Zoom

SCC TA Office Hours
When: Fri, January 28th, 10:00am – 11:00am
Where: Zoom

HIC/PIT Updates - PIT

2022 Point-in-Time Count Community Planning Meeting (via Zoom)
Wednesday, January 12th, 1-2PM

Topic: 4th Community Planning Meeting - 2022 PIT Count
Time: Dec 15, 2021 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://sccgov-org.zoom.us/j/94052932805>

Meeting ID: 940 5293 2805

One tap mobile

+16699006833,,94052932805# US (San Jose)

+16692192599,,94052932805# US (San Jose)

Dial by your location

+1 669 900 6833 US (San Jose)

+1 669 219 2599 US (San Jose)

Meeting ID: 940 5293 2805

Find your local number:

<https://sccgov-org.zoom.us/j/ab7hXB6tx3>

Join by SIP

94052932805@zoomcrc.com

Join by Skype for Business

<https://sccgov-org.zoom.us/skype/94052932805>

Additional information/links:

Please see the attached official volunteer flyer for the 2022 PIT Count. The link on the flyer will take you to the sign up page. Please share it widely!

Direct link to the Volunteer Sign-up:

<https://bit.ly/SantaClaraPIT2022>

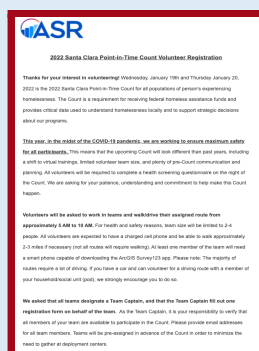
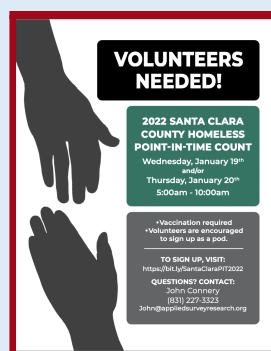
Latest information and recordings of previous community meetings on the Office of Supportive Housing website: <https://osh.sccgov.org/2022-PIT>

For questions please feel free to contact me or:

John Connery

831-227-3323

John@appliedsurveyresearch.org



Postponed



January 2022 Agency Admin. Minutes

UPLIFT Updates

- Introducing our new UPLIFT specialist at OSH, Viji Venkat! Viji can be reached at 408-278-6456.
- ALL UPLIFT email communications must go to UPLIFT@hhs.sccgov.org
- We are currently processing UPLIFT requests for Q3, January – March 2022.
- There are no allocation limits this quarter. All passes are offered on a first-come, first-served basis for the quarter.
- Please remind UPLIFT staff to OPEN a client's ROI (Release of Information) to ensure it is valid before enrolling a client or completing a status assessment requesting a badge and/or a sticker. All pages of the ROI must be uploaded for ROI to be valid!

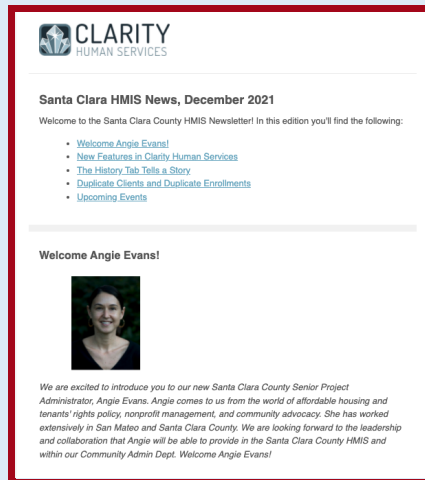
UPLIFT Pass Pickup Instructions:

- Location:
Office of Supportive Housing (OSH)
2310 N. First St., Suite 201 San Jose CA 95131
Please use sign in sheet and declare you are symptom free
- Time:
9:00am - 4:00pm During the Week
(drop in or email UPLIFT to schedule a pickup time if you prefer)

Please use the call button in the lobby for access to the building

For all UPLIFT-related inquiries please email UPLIFT@hhs.sccgov.org

HMIS Newsletter



Check out last month's Newsletter and other newsletters [here!](#)

Annual Privacy Training - HMIS Privacy Training Recertification 2022

It's that time of year again!

Timeline:

- ✓ Training recertification opened on **Tuesday, January 4th, 2022**
 - [Here](#) is the link to the training
- ✓ Deadline to complete the training is **Friday, January 28th, 2022**

What You Need To Do:

- ✓ Let staff know they will need to recertify - even if they complete the certification on **12/31/2021**
- ✓ Provide staff with at least 20 minutes to complete training
- ✓ Ensure staff know they must score 80% or higher to be considered "passing"
- ✓ Staff that do not complete training by deadline will have their HMIS access revoked



January 2022 Agency Admin. Minutes

until completion and passing of training

- ✓ It is the staffs responsibility to contact the Help Desk after completion of training; if access is revoked (to have access reinstated)

A Year in Review (2021)

Additions and Features...

January <ul style="list-style-type: none"> Client Notes Category Field <p>Users can now designate a category for <u>Client Notes</u> recorded from the client record <u>Notes</u> tab and within the <u>Notes</u> tab of program enrollments.</p>	April <ul style="list-style-type: none"> Availability: Multiple Community Queues <p>Within the <u>Availability</u> tab, users can switch between Community Queues.</p>	June <ul style="list-style-type: none"> Care Team/Assigned Staff <p>Within the client Profile, renamed <u>Assigned Staff</u> to <u>Care Team</u>. We've also added additional functionality to the <u>Care Team</u> feature.</p>	July <ul style="list-style-type: none"> Referral Column Added <p>This update adds a <u>Referral Date</u> column to the <u>Completed</u>, <u>Denied</u>, and <u>Queue</u> tabs of the <u>Referrals</u> page. The <u>Referral Date</u> is the date on which the referral was originally made to the CO.</p>	August <ul style="list-style-type: none"> General ID Display <p>We are adding an information icon beside the <u>UNIQUE IDENTIFIER</u> on the <u>Client Profile</u> page. Hovering over icon displays a tooltip with the client's General ID. (Used for identifying duplicate client records within County Human Services)</p>
<ul style="list-style-type: none"> New Alias (Common Name) Field for Algorithms and Programs New Unsupported Browser Warning Page 			<ul style="list-style-type: none"> Administrative Site Audit log: System Administrators can now access an Audit Log for Administrative Sites in addition to Housing Inventory Sites. 	<ul style="list-style-type: none"> Program Name on Enroll Program Page Housing Move-In Date Log Auto Exit: Add a "1 Day" Option

Check out the Slide Deck Slides for links to each month's additions.

September <ul style="list-style-type: none"> Ability to Add a Start/End Date When ROI=No When "Current Living Situation" is Used, Display Assessments Tab After Enrollment Screen 	October <ul style="list-style-type: none"> Aging into Adulthood Notification Gender Field Relationship to HoH Logic; when HoH leaves household Housing Move-In Date Logic 2022 HMIS Data Standards Guide 	November <ul style="list-style-type: none"> New Load Spinner <p>When a screen initially loads, fields that are dependent on <u>Display Constraints</u> may briefly appear. Consequently, we have added a spinning icon to the following types of screens to indicate that they are loading:</p>	December <ul style="list-style-type: none"> Help Center Widget Primary Language Picklist HoH Auto-Exit Messaging; slight wording modification
	<ul style="list-style-type: none"> Project Information Operating End Date Logic: all clients must be exited before program end date 		<ul style="list-style-type: none"> Administrative Site Audit log: System Administrators can now access an Audit Log for Administrative Sites in addition to Housing Inventory Sites.

Client Portal...

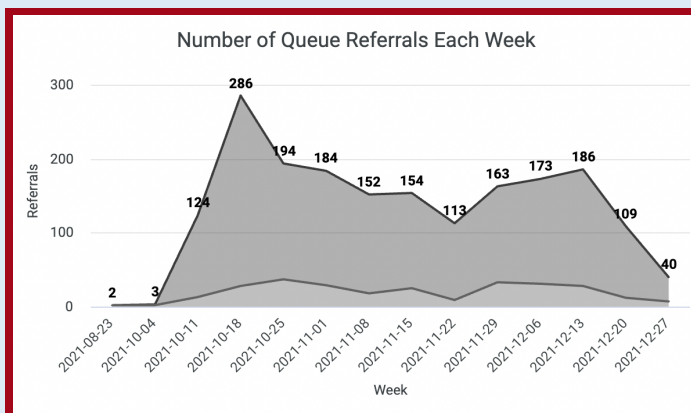
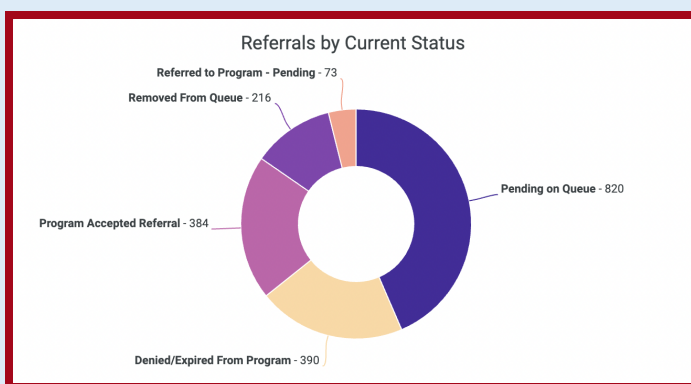


- ✓ Privacy (ROI) Management
- ✓ Location & Contact Info Management
- ✓ Appointment Management
- ✓ Program Enrollment Activity & History
- ✓ Assessment Management & Responses
- ✓ Message Center
- ✓ Documentation Management
- ✓ Client Dashboard Page
- ✓ Resource Directory
- ✓ Community Queue Status

Here4You! Hotline (BWC)

What is the Community Hotline?

- Countywide hotline for homeless shelter services
- Call center for persons seeking
 - ✓ Access to shelter placement
 - ✓ Transportation to a program location
 - ✓ Housing Problem Solving services
 - ✓ Coordinated Assessment System access
 - ✓ Information and referral services



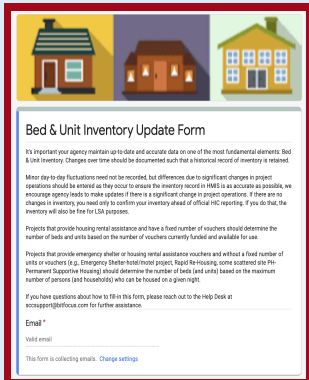
388

Total Referrals Accepted into Shelter



January 2022 Agency Admin. Minutes

Forms...



Bed & Unit Inventory Update Form

It's important your agency maintain up-to-date and accurate data on one of the most fundamental elements: Bed & Unit Inventory. Change over time should be documented such that a historical record of inventory is retained.

Minor day-to-day fluctuations need not be recorded, but differences due to significant changes in project operations should be entered as they occur to ensure the inventory report in HMIS is as accurate as possible. We encourage agencies to make updates if there is a significant change in project operations. If there are no changes in inventory, you need only to confirm your inventory ahead of official HHS reporting. If you do that, the inventory will also be for the USA response.

Projects that provide housing rental assistance and have a fixed number of vouchers currently funded should determine the number of beds and units based on the number of vouchers currently funded and available for use.

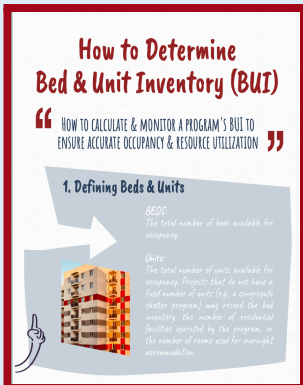
Projects that provide emergency shelter or housing rental assistance vouchers and without a fixed number of units or vouchers (e.g., Emergency Shelter-based rental project, Rapid Re-housing, some scattered site PH Permanent Supportive Housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night.

If you have questions about how to fill in the form, please reach out to the Help Desk at scchelpdesk@hhs.gov for further assistance.

Email *

Valid email

This form is collecting emails. [Change settings](#)



How to Determine Bed & Unit Inventory (BUI)

“HOW TO CALCULATE & MONITOR A PROGRAM'S BUI TO ENSURE ACCURATE OCCUPANCY & RESOURCE UTILIZATION”

1. Defining Beds & Units

BEDS
The total number of beds available for occupancy.

Units
The total number of units available for occupancy. Projects that do not have a fixed number of units (e.g., a comprehensive shelter program) may record the bed availability, the number of residential facilities operated by the program, or the number of rooms used for overnight accommodation.



2. How to Determine BUI

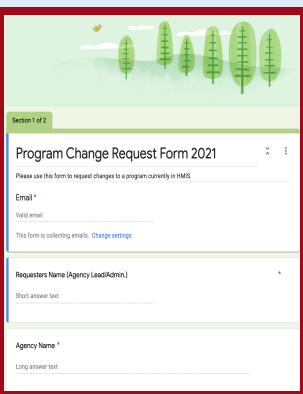
Option 1: Count the Beds
The number of beds is generally equivalent to the number of persons a project can house on a given night. For emergency shelter projects, this can be a direct count of the available beds.

Option 2: Count the Units/Vouchers
Projects that only have units and no fixed number of beds can estimate the number of beds based on average household size (e.g., a project with 10 family units and an average family size of 3 would record 30 beds).

Option 3: Additional Methods
Projects that provide housing rental assistance and do not have a fixed number of beds and units can use one of the following methods:

- Determine the number of beds and units based on the number of vouchers currently funded and available for use.
- Projects that provide shelter or rental assistance without a fixed number of units (e.g., Rapid Re-housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night.

RESOURCES
Need more?
SCC HMIS Website
Bed & Unit Inventory Update Form
HMIS Data Foundations, Assessments and Reporting
SCC Help Desk: scchelpdesk@hhs.gov



Section 1 of 2

Program Change Request Form 2021

Please use this form to request changes to a program currently in HMIS.

Email *

Valid email

This form is collecting emails. [Change settings](#)

Requesters Name (Agency Lead/Admin) *

Short answer text

Agency Name *

Long answer text

LSA Updates

Thank you to those of you who have reached out and commenced data clean up!

***Please note you will receive bi-weekly emails with instructions and clean-up necessary for any data entry errors**

Here's what we need from you:

- Follow up within two weeks of receiving email
- Review spreadsheets and follow up with additional questions, comments or concerns
 - If there is an outstanding circumstance for an issue please provide details - *more is better*
 - Please be sure and add the comments to the spreadsheet in addition to sending an email with the details - *this will help us maintain a record of responses that will be used*

for HUD submission (if necessary)

- If there are any questions within the two week timeframe, please schedule a 15-minute meeting [here](#) with Kadra Adderly

Next Up Data Quality Issues:

- HoH and DOB data quality issues
- Overlapping Enrollments
- Utilization Rates

Review data quality for each project type, paying special attention to:

- HoH designation and family/group enrollments (any kids enrolled by themselves?)
- Duplicate or erroneous enrollments (ask the Help Desk to delete!)
- Missing data/no exit interview (high missing rates cause errors in reporting process)

Helpful Reports:

[HUDX-225] HMIS Data Quality Report: *what's missing?*

[GNRL-106] Program Roster: *who's enrolled by themselves vs. in group?*

[GNRL-220] Program Details Report: *what data has been entered?*

[EXIT-101] Potential Exits: *who's inactive and could be exited?*

Reminders...

Test Clients

- Please do not enter TEST CLIENTS into the live instance
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them

This will avoid Federal Reporting Data Quality issues



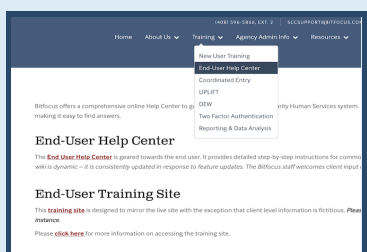
January 2022 Agency Admin. Minutes

Clarity HMIS Training Site

Want to hone your skills at data entry without compromising actual client data?

Use the End User Clarity HMIS Training Site

- From the Training Tab select the End-User Help Center drop down
- Scroll to the End-User Training Site
- Contact the Help Desk to gain access at sccsupport@bitfocus.com
- You should complete all required training as usual
- Practice entering client information and uploading docs. in an agency/program set-up to mirror your current agencies set-up in the live HMIS website



Click on the image above to access the content.

Office Hours

Where Are Office Hours Held? Office Hours are conducted from the comfort of your own office! Each Office Hours session is hosted online by your Santa Clara County Clarity System Administration team. You can connect using your computer (recommended so that you can see demos and post questions).

Looker Office Hours

When: Every other Monday of the month Time: 2:00pm-3:00pm

[Zoom \(click here to access\)](#)

Clarity (HMIS) Office Hours

When: Every other Thursday from 10:00am-11:30am

[Zoom \(click here to access\)](#)

Using the Help Desk

When requesting the following please be sure and contact the Help Desk:

1. End User Access
2. Update a users access after completion of the VI-SPDAT required training
3. Verifying an end user has completed required training
4. Access to the SCC HMIS Training Instance/Sandbox
5. General Assistance with reporting

How To Contact the Help Desk

sccsupport@bitfocus.com

Or

(408) 596.5866 Ext. 2

Making Changes in HMIS Program Set-Up

- Please note any changes you want made to Program Set-up need to be submitted using the [Program Change Form](#)
- Please do not make any changes to program set-up; there are several behind the scenes items that need to be updated in tandem
- Changes to program set-up can have an impact on reporting
- Not sure a program change needs to happen? Let us know.

VI-SPDAT Training

Please note the VI-SPDAT training is required for End Users who will be administering the assessment as part of their ongoing workflow at their agency

- If your staff will be doing data entry of the assessment into HMIS they will need access and therefore, need training

All users that will not be administering the VI-SPDAT will be given VIEW ONLY access to assessments.

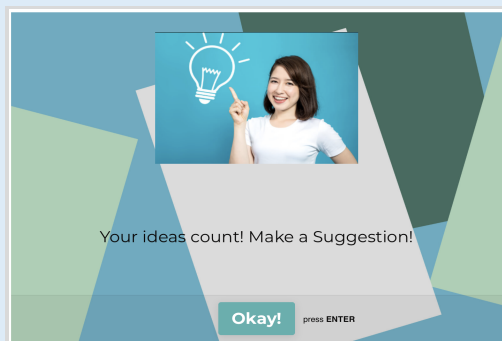
Questions please contact us at: sccsupport@bitfocus.com



January 2022 Agency Admin. Minutes

SCC Virtual Suggestion Box

We value your opinion and insight. Please share with us your suggestions by using our new SCC Virtual Suggestion Box. You can access it by using the link above or directly from the [HMIS Support](#) page under the CONTACT tab and scrolling to the Virtual Suggestion Box option.



Have ideas about an enhancement and/or addition to HMIS?

Have any general questions you'd like to ask?

Let us know! Drop it in the box!

Next Agency Admin Meeting

Meeting Location: [Zoom Link](#)

When: Thursday, February 3rd, 2022

Time: 2:00pm – 3:30pm

Dates and locations for 2021 meetings are listed on the OSH website:

[CoC Events Calendar - Supportive Housing - County of Santa Clara](#)

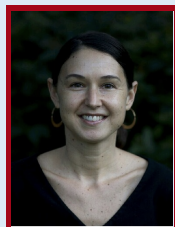
Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com

Bitfocus System Administration Team:

scc-admin@bitfocus.com

Your Sys. Admin. Team:

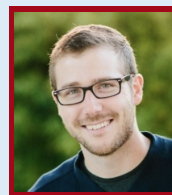


Angie Evans

angieevans@bitfocus.com

Senior Project Admin, Santa Clara County
San Jose, CA

800.594.9854 x274



Trevor Mells

trevorm@bitfocus.com

Senior Project Admin, Santa Clara County
San Jose, CA

800.594.9854 x224



Lesly Soto Bright

leslys@bitfocus.com

Deputy Project Admin, SCC
San Jose, CA

800.594.9854 x256

List of Participants:

Agency Lead/Representative	Agency
Will Hoffer	Abode
Janet Yiu	Abode Services
Luis Gonzalez	Abode Services
Aurora Olivares	Amigos de Guadalupe: Center for Justice & Empowerment
Schibber	BACH
Loc Tran	Bay Area Community Health
Randi Rosen	Bill Wilson Center
Laura Foster	Bill Wilson Center
Anthony Ortiz# Jr.	Breakout Prison Outreach
Sujata Panda	BWC

January 2022 Agency Admin. Minutes



Consuelo Collard	Catholic Charities of SCC
Mark Fries	Community Solutions
Simone Berkowitz	CSA
Aretha Cromwell	Destiny Reentry
Justin Damrel	Downtown Streets Team
Alexander Le	Family Supportive Housing
Sophie Smith	Gardner Health Services
Kelly Mahoney	Goodwill
Alisha Parret	HomeFirst
Teresa Moore (Schmitz)	HomeFirst
Shireen Alinani	housing choices
Mylinh Ha-Do	ICAN
Albert Nguyen	ICAN
Kenya Rawls	JobTrain
Cynthia Mar	LifeMoves
mai nguyen	Momentum for Health
Candido Anicete	NEMS
Jazmine Wong	Office of supportive housing
Rebecca Siqueiros	WPC Program
Viji Venkat	OSH
Leila Qureishi	OSH
Steven Tong	OSH
Ashley Orpilla	Parisi House on the Hill
Aiko Yep	PATH
Roseann Martinez	Pathway Society

Rachel Hileman	Peninsula Healthcare Connections - New Directions
Dontae Lartigue	Razing the Bar
Katherine Lartigue	Razing the Bar
Elizabeth Frakes	SCC, PHD STD/HIV
Khoi Nguyen	SCC, SSA
Shawna Cagle	Santa Clara Family Health Plan
Paulina Soto	SHCS
Angelica Holguin	SVILC
Cindy Parra	SJSU Service Navigation Program
Nelsa Alexandre	Social Services - Vocational Services
Chennan Liu	Social Services Agency
Jose Macias	St. Joseph's Family Center
Sam Hall	Starlight Community Services
Catherine Farry	Sunnyvale Community Services
Roxanna Frias	Superior Court of California, County of SC
Babita Kumari	The Health Trust
Daniel Guhl	The Salvation army
Maria Magallanes	VAPAHCS
Lindsay Cross	VHHP
Jade Bradley	WVCS