



Agency Admin. Meeting
Thursday, January 6th, 2022



Getting To Know You

What's Your New Year's Resolution?



Agenda

- 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|Coordinated Assessment Updates



CoC| Coordinated Assessment 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



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/94052932805>

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 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

CoC| Coordinated Assessment Updates - *PIT*



VOLUNTEERS NEEDED!

2022 SANTA CLARA COUNTY HOMELESS POINT-IN-TIME COUNT

Wednesday, January 19th
and/or
Thursday, January 20th
5:00am - 10:00am

- Vaccination required
- Volunteers are encouraged to sign up as a pod.

TO SIGN UP, VISIT:
<https://bit.ly/SantaClaraPIT2022>

QUESTIONS? CONTACT:
John Connery
(831) 227-3323
John@appliedsurveyresearch.org

Postponed



2022 Santa Clara Point-in-Time Count Volunteer Registration

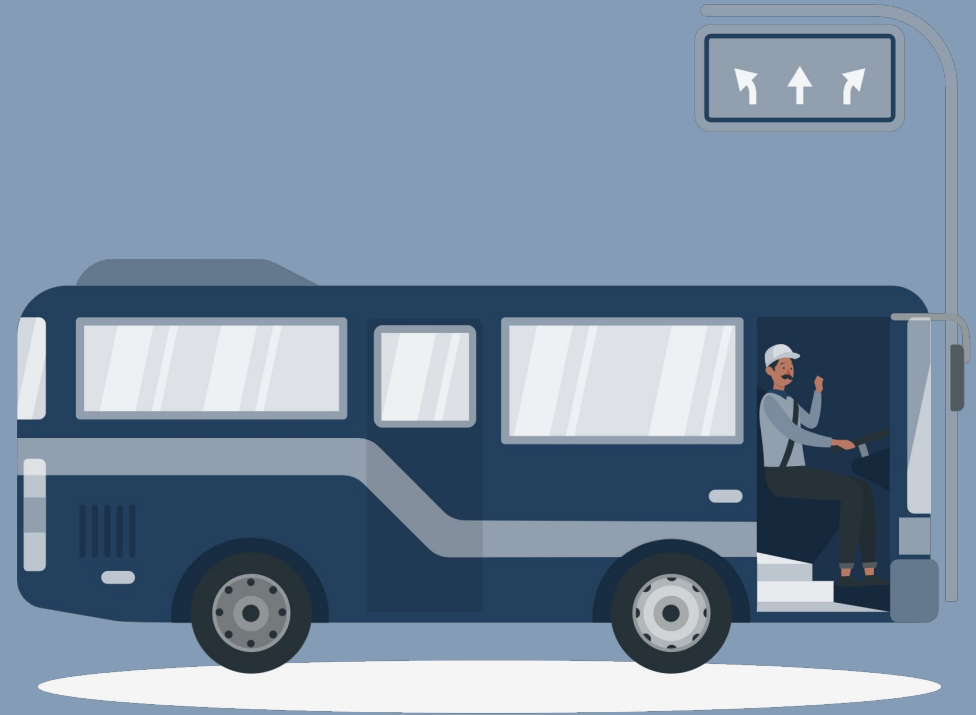
Thanks for your interest in volunteering! Wednesday, January 19th and Thursday January 20, 2022 is the 2022 Santa Clara Point-in-Time Count for all populations of person's experiencing homelessness. The Count is a requirement for receiving federal homeless assistance funds and provides critical data used to understand homelessness locally and to support strategic decisions about our programs.

This year, in the midst of the COVID-19 pandemic, we are working to ensure maximum safety for all participants. This means that the upcoming Count will look different than past years, including a shift to virtual trainings, limited volunteer team size, and plenty of pre-Count communication and planning. All volunteers will be required to complete a health screening questionnaire on the night of the Count. We are asking for your patience, understanding and commitment to help make this Count happen.

Volunteers will be asked to work in teams and walk/drive their assigned route from approximately 5 AM to 10 AM. For health and safety reasons, team size will be limited to 2-4 people. All volunteers are expected to have a charged cell phone and be able to walk approximately 2-3 miles if necessary (not all routes will require walking). At least one member of the team will need a smart phone capable of downloading the ArcGIS Survey123 app. Please note: The majority of routes require a lot of driving. If you have a car and can volunteer for a driving route with a member of your household/social unit (pod), we strongly encourage you to do so.

We asked that all teams designate a Team Captain, and that the Team Captain fill out one registration form on behalf of the team. As the Team Captain, it is your responsibility to verify that all members of your team are available to participate in the Count. Please provide email addresses for all team members. Teams will be pre-assigned in advance of the Count in order to minimize the need to gather at deployment centers.

UPLIFT Updates



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 Updates

- **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

HMIS Newsletter



HMIS December 2021 Newsletter

Check out last months Newsletter
and other newsletters [here!](#)



Santa Clara HMIS News, December 2021

Welcome to the Santa Clara County HMIS Newsletter! In this edition you'll find the following:

- [Welcome Angie Evans!](#)
- [New Features in Clarity Human Services](#)
- [The History Tab Tells a Story](#)
- [Duplicate Clients and Duplicate Enrollments](#)
- [Upcoming Events](#)

Welcome Angie Evans!



We are excited to introduce you to our new Santa Clara County Senior Project Administrator, Angie Evans. Angie comes to us from the world of affordable housing and tenants' rights policy, nonprofit management, and community advocacy. She has worked extensively in San Mateo and Santa Clara County. We are looking forward to the leadership and collaboration that Angie will be able to provide in the Santa Clara County HMIS and within our Community Admin Dept. Welcome Angie Evans!

Annual Privacy Recertification



HMIS Privacy Training Recertification for 2022

It's that time of year again!

Timeline:

- ✓ Training recertification opened on **Tuesday, January 4th, 2022**
 - [Here](#) is the link to the training
 - An email has gone out HMIS End Users and Agency Leads reminding everyone to complete 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 who do not complete training by deadline will have their HMIS access revoked until completion and passing of training
- ✓ It is the staff's responsibility to contact the [Help Desk](#) after completion of training; if access is revoked (to have access reinstated)

A Year in Review



2021 In Review... *Accomplishments*

January

- Client Notes Category Field

Users can now designate a category for [Client Notes](#) recorded from the client record Notes tab and within the Notes tab of program enrollments.

- New Alias (Common Name) Field for Agencies and Programs
- New Unsupported Browser Warning Page

April

- Availability: Multiple Community Queues

Within the [Availability tab](#), users can switch between Community Queues.

June

- Care Team/Assigned Staff

Within the client Profile, renamed Assigned Staff to Care Team. We've also added additional functionality to the Care Team feature.

July

- Referral Column Added

This update adds a Referral Date column to the [Completed](#), [Denied](#), and [Sent](#) tabs of the Referrals page. The Referral Date is the date on which the referral was originally made to the CQ.

- Administrative Site Audit log - System Administrators can now access an Audit Log for Administrative Sites in addition to Housing Inventory Sites.

August

- General ID Display

*We are adding an information icon beside the UNIQUE IDENTIFIER on the [client profile page](#). Hovering over icon displays a tooltip with the client's General ID.
(used for identifying duplicate client records within Clarity Human Services)*

- Program Name on Enroll Program Page
- Housing Move-In Date Logic
- Auto Exit: Add a "1 Day" Option


2021 In Review...*Accomplishments*

September

- Ability to Add a Start/End Date When ROI=No
- When “Current Living Situation” is Used, Display Assessments Tab After Enrollment Screen

October

- Aging into Adulthood Notification
- Gender Field
- Relationship to HoH Logic; when HoH leaves household
- Housing Move-In Date Logic
- 2022 HMIS Data Standards Guide


- 
- Project Information Operating End Date Logic: all clients must be exited before program end date

November

- New Load Spinner
When a screen initially loads, fields that are dependent on [Display Constraints](#) may briefly appear. Consequently, we have added a spinning icon to the following types of screens to indicate that they are loading:

December

- Help Center Widget
- Primary Language Picklist
- HoH Auto-Exit Messaging; *slight wording modification*

- 
- Administrative Site Audit log - System Administrators can now access an Audit Log for Administrative Sites in addition to Housing Inventory Sites.

2021 In Review... *Client Portal*

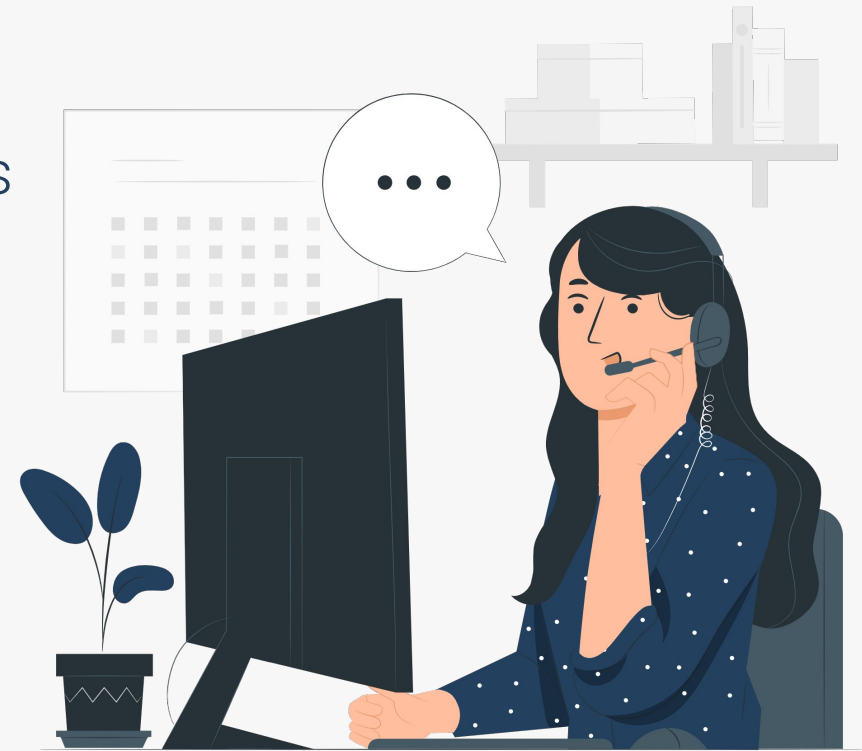


- ✓ Privacy (ROI) Management
- ✓ Location & Contact Info Management
- ✓ Appointment Management
- ✓ Program Enrollment Activity & History
- ✓ Assessment Management & Responses
- ✓ Message Center
- ✓ Documentation Management
- ✓ Client Dashboard Page
- ✓ Resource Directory
- ✓ Community Queue Status

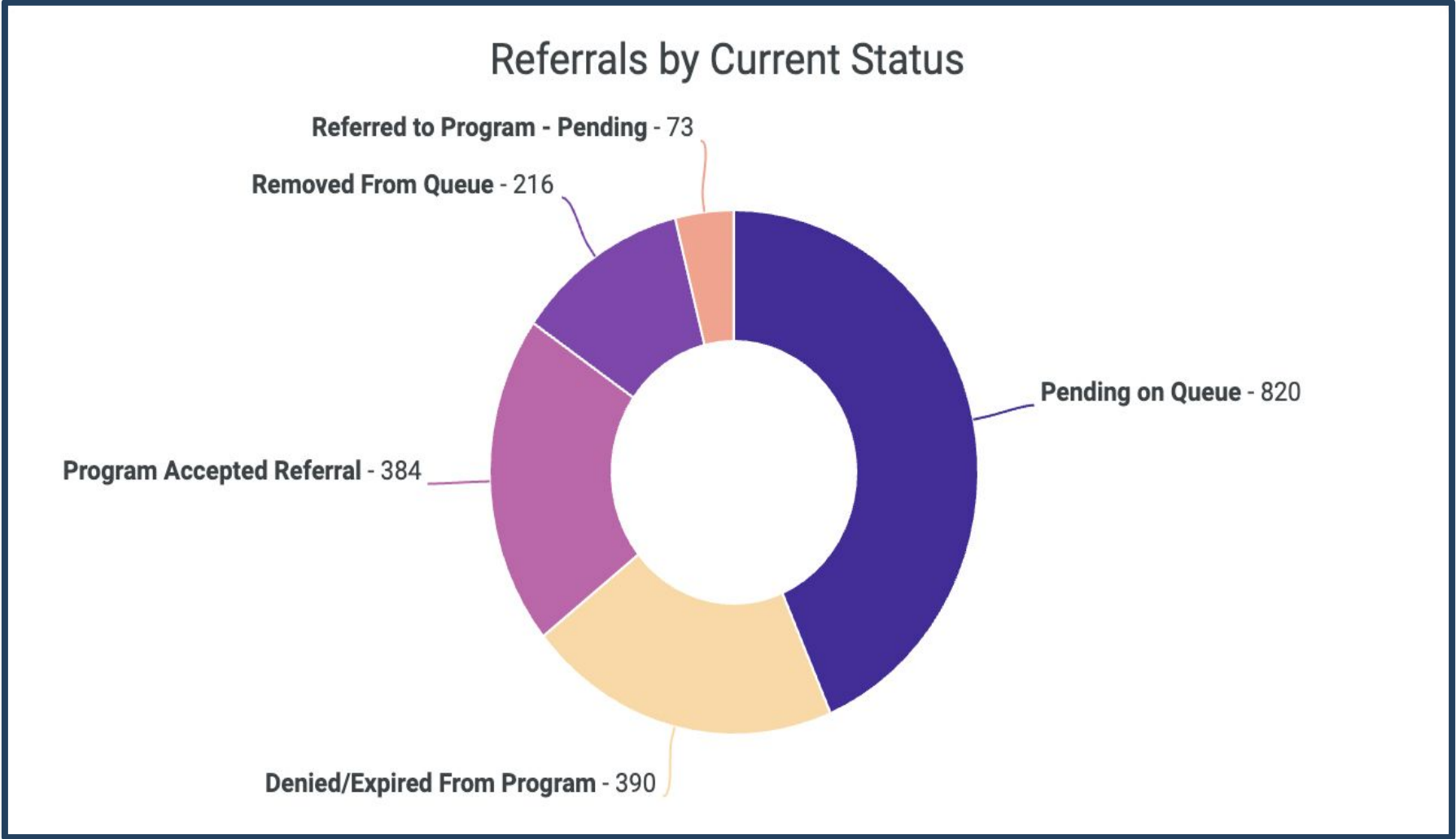
2021 In Review... *Here4You Hotline* (embedded link)

What is the Community Hotline?

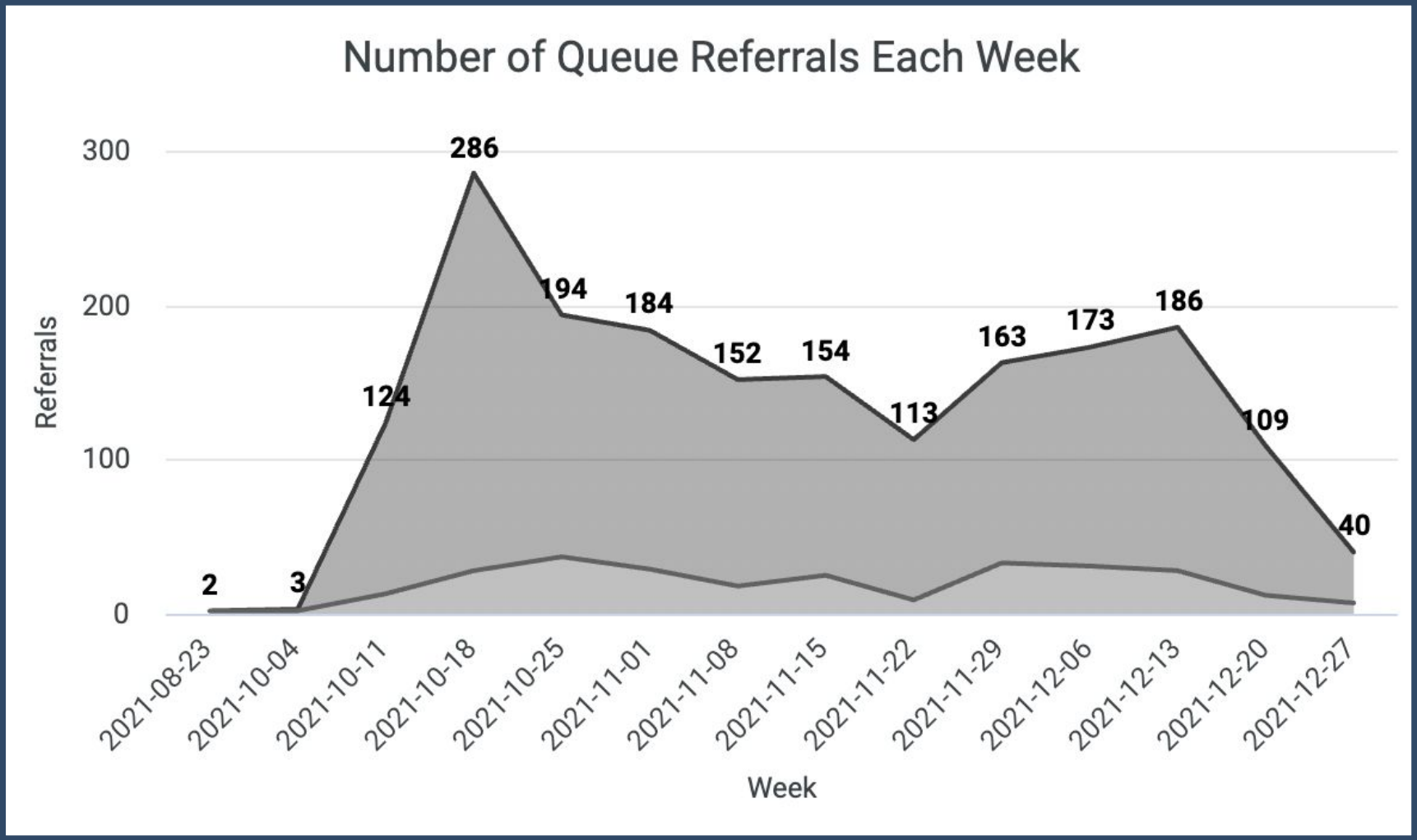
- Countywide hotline for homeless shelter services
- Call center for persons seeking
 - ✓ Access to shelter placement
 - ✓ Transportation to a program location
 - ✓ Housing Problem Solving services
 - ✓ Coordinated Assessment System access
 - ✓ Information and referral services



2021 In Review... *Here4You Hotline* (embedded link)



2021 In Review... [Here4You Hotline](#) (embedded link)




2021 In Review... *Here4You Hotline* (embedded link)

388

Total Referrals Accepted into Shelter

2021 In Review...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. Changes 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 record in HMIS is as accurate as possible, we encourage agency leads 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 HIC reporting. If you do that, the inventory will also be fine for LSA purposes.

Projects that provide housing rental assistance and have a fixed number of vouchers 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-hotel/motel 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 this form, please reach out to the Help Desk at sccsupport@bitfocus.com for further assistance.

Email *

Valid email

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



Section 1 of 10

Santa Clara County HMIS New Program Request (2021)

Please complete the following questions to set up your new program in HMIS (this should be filled in by the Agency Lead). Once you submit this request, Bitfocus staff will follow up with you regarding any further questions and/or to confirm setup.

Email *

Valid email

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

Requester's Name (Agency Lead/Admin.) *

Please list a person whom Bitfocus may contact to gather more information, if it is needed.

Short answer text

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 congregate shelter program) may record the bed inventory, 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 30 family units and an average family size of 3 would record 90 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 vouchers 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.

RRH Special Instructions

Unlike the rest of the project types, RRH projects will list inventory based on the number of people who were enrolled in their project AND also in permanent housing (with or without rental assistance) on the night of the PIT count. This is because RRH projects have participants who may be enrolled in the project currently, but who are still homeless (e.g., staying in an emergency shelter) and seeking permanent housing AND participants who have located and are residing in permanent housing while still enrolled in the project.



RESOURCES
Need more?

SCC HMIS Website
[Bed & Unit Inventory Update Form](#)
[HMIS Bed Inventories, Occupancy and Reporting](#)
[SCC Help Desk: \[scsupport@bitfocus.com\]\(mailto:scsupport@bitfocus.com\)](#)



LSA Updates



LSA Updates - *Data Quality Outreach*

Thank you for 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:

1. Follow up within two weeks of receiving email
2. Review spreadsheets and follow up with additional questions, comments or concerns
 - a. If there is an outstanding circumstance for an issue please provide details - *more is better*
 - b. 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)*
3. If there are any questions within the two week timeframe, please schedule a 15-minute meeting [here](#) with Kadra Adderly

Data Quality Issues Under Review:

1. HoH and DOB data quality issues
2. Overlapping Enrollments
3. Utilization Rates

LSA Updates - *Helpful Reports*

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)

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

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

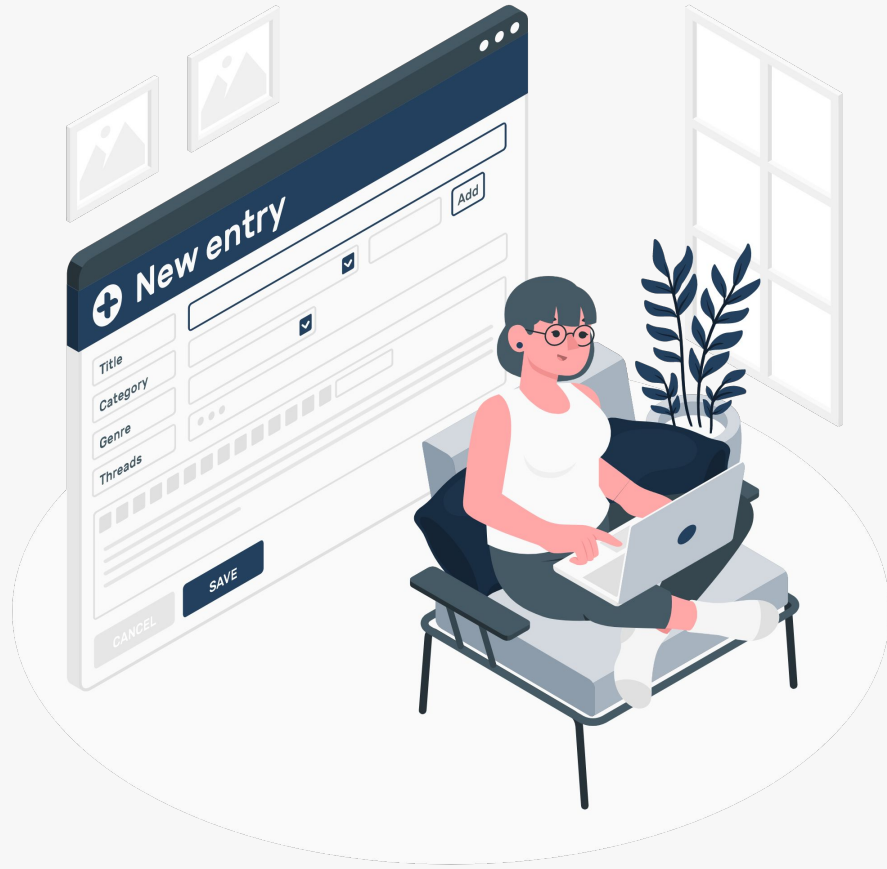
[GNRL-220] Program Details Report: *what data has been entered?*

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

Reminders



Reminders - *Test Clients*

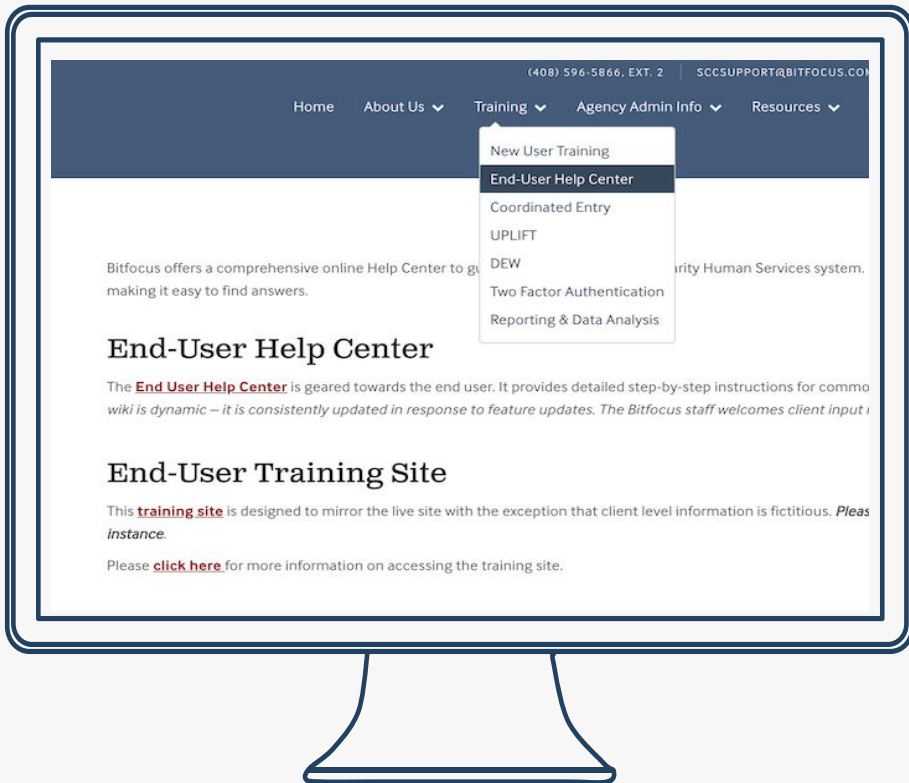


- Please **do not enter TEST CLIENTS** into the live instance
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them

This will avoid Federal Reporting Data Quality issues

Reminders - *SCC HMIS Training Site*

Want to Hone Your Skills? Use the SCC HMIS Training Site



What you need to know:

- 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

Please note the training site was updated as a result of Data Standards. All test clients entered were lost in the transition.

Reminders - *Office Hours*

*Have questions about HMIS or Looker?
Join us and get these questions resolved!*

Clarity Office Hours

When: Bi-weekly, Thursday

Time: 10:00am - 11:30am

Looker Office Hours

When: Bi-weekly, Monday

Time: 2:00pm - 3:00pm



Reminders - *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/HPAT required training
3. Verifying an end user has completed required training
4. When an end user has separated from your agency (make inactive)
5. Access to the SCC HMIS Training Instance/Sandbox
6. General Assistance with reporting

Reminders - *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.

Reminders - *VI-SPDAT Training*

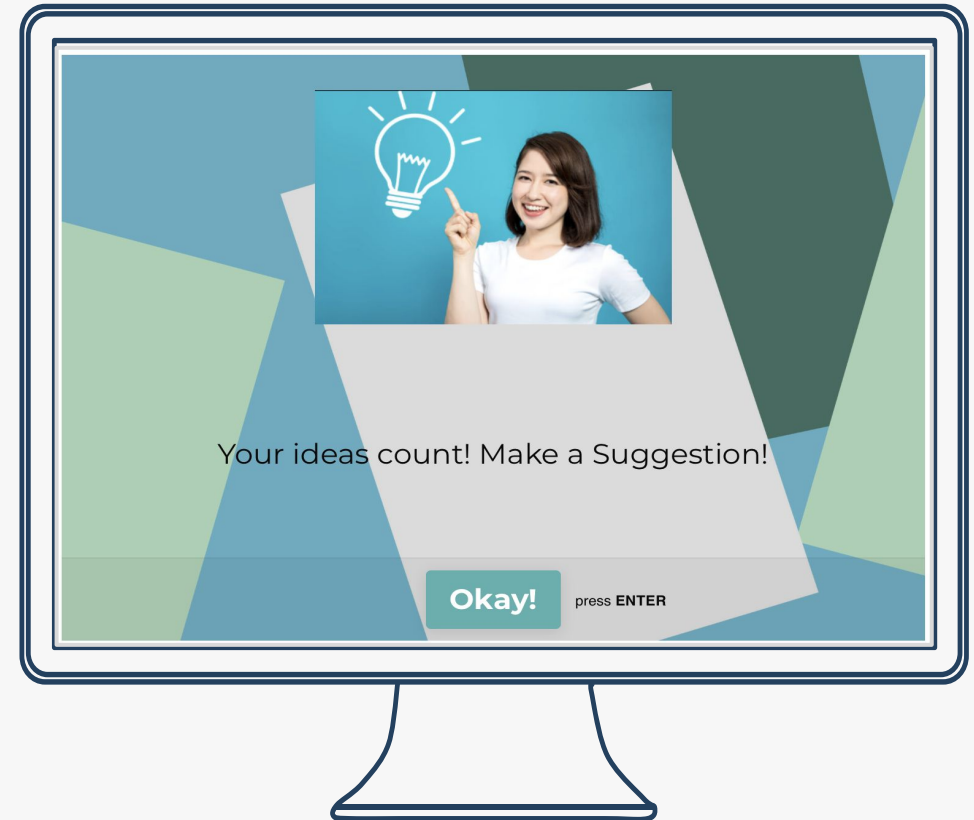
- Please note the VI-SPDAT training is required for End Users who will be administering the assessment as part of their ongoing workflow at their agency
 - If your staff will be doing data entry of the assessment into HMIS they will need access and therefore, need training
- All users that will not be administering the VI-SPDAT will be given *VIEW ONLY* access to assessments.
- If you have any questions please contact us at sccsupport@bitfocus.com

Reminders - *Virtual Suggestion Box*

*Have ideas about enhancements and/or
additions to HMIS?*

Have general questions you'd like to ask?

Drop it in your Virtual Suggestion Box!



Next Month's Meeting

Thursday, February 3rd, 2022

