January 2023 Agency Admin. Minutes

AGENDA ITEMS

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- A Year in Review
- LSA
- HIC/PIT
- Annual Privacy Training Recertification
- Reminders
- Next Month's Meeting

CoC Updates - HIC/PIT Updates

Volunteer Signup

Thank you for your interest. The 2023 PIT Count volunteer sign up is now available. **Please click this link and fill out a short survey to express your interest to volunteer.**

Training materials are available below. In person and virtual trainings will be scheduled starting in January leading up to the count.

- **Training Slides**
- **Training Video**
- **QR Code for App**

After signing up to volunteer, team leaders can **RESERVE CENSUS TRACTS to count using this link**. Please select 2-3 tracts to cover per day you wish to volunteer. Note some tracts are already reserved for outreach teams and advocate groups that specialize in those areas. If you feel your group specializes in a certain area that is already reserved, please contact ASR.

Hotspot Collaboration

A new strategy we are trying this year is to crowdsource potential hotspots for unsheltered people. If you would like to contribute, please use the links below to add your sightings to a list. The first link will be for the general unsheltered population. The second will be for youths only.

Unsheltered Person Observations

Unsheltered Youth Observations

CoC Upcoming Meetings

Rapid Rehousing and Employment Initiatives Meeting
When: Thursday, January 12th and 26th, 2023
Time: 3:00pm-4:30pm
Where: Virtual Meeting

Service Providers Network Meeting
When: Wed, January 11th, 2023
Time: 9:30am – 11:00am
Where: Virtual Meeting

SCC TA Office Hours
When: Wednesday, January 25th, 2023
Time: 10:00am-11:00am
Where: **Zoom**

SCC CoC VI-SPDAT Training
When: Tuesday, January 31st, 2023
Time: 9:00am – 1:00pm
Where: Virtual Meeting

Coordinated Entry Work Group
When: Thursday, January 12th, 2023
Time: 1:00pm - 2:30pm
Where: Register Here!

UPLIFT Updates

- We have issued about 65% of stickers for the January - March quarter
- The pooled pass period will begin on **February 1st**
- Replacement requests will be considered only after the start of the pooled pass period.
- There are two parts to making a replacement request:
  1. Send email to UPLIFT@hhs.sccgov.org explaining

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the reason for the replacement request

2. Submit the request via a Status Update Assessment

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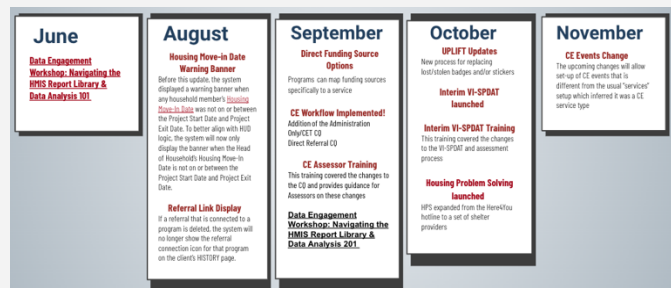
UPLIFT@hhs.sccgov.org

HMIS Newsletter - December 2022

Santa Clara HMIS News
December 2022

Welcome to the Santa Clara HMIS December 2022 newsletter!

In this edition you'll find the following:

- Happy Holidays!
- LSA Update & Next Steps
- HIC/PIT - Preparing for the Housing Inventory County (HIC) & Point in Time (PIT)
- Report Spotlight: [GNRL-220] Program Details Report
- Referrals: The Pending Tab
- Data Entry: Chronic Homelessness
- Meeting/Upcoming Events
- Bitfocus Holiday Dates
- Bitfocus is Hiring!

Happy Holidays!

May your holiday season be all wrapped up with cheer and filled with celebration for the New Year! Wishing you a safe and memorable holiday!

Check out last month's Newsletter and other newsletters here!

Federal Reporting LSA -What's Happening?

A Year in Review - *Accomplishments*

January

Different Colors for Clarity Live Site and Training Site
To assist users in visually distinguishing between Clarity Human Service site types, we have implemented color schemes for each instance type. Production sites will keep their current color, but the header and login side panel will now be blue for training sites and green for migration sites.

Reopen Program Button
This update introduced a Reopen Client Program button on the client Program Exit screen that allows you to reopen a Program enrollment for a client.

Referral History Tooltips
In the History section of Referrals, you can now hover over a referral event to display a tooltip that identifies the item.

NHSDC Presentation on Here4You Hotline program

February

Currently Enrolled Label
We have updated the Include group members list that allows you to select members of a client's household to include in an enrollment for that client. The system will now display a Currently Enrolled label for other household members who are actively enrolled in the same Program (i.e., there is no enrollment end date, or the end date is after today).

Aging into Adulthood Banner
This is an additional update to the 'Aging into Adulthood' warning banner implemented within the 2022 Data Standards update.

Well Being Questions
These questions were added as part of the revised data standards.

HIC/PIT
Completed 2022 Housing Inventory & Point In Time Count

March

SCC Client Portal went Live!

ROI (Release of Information) - Electronic Signatures released

Reviewed 2022 User Satisfaction Survey

Completed Data Engagement Workshop: All Things Client Related!

May

Help Center Email
We have updated the Help Center link in all emails sent by the system from get.clarityhs.help to help.bitfocus.com.

June

Data Engagement Workshop: Navigating the HMIS Report Library & Data Analysis 101

August

Housing Move-in Date Warning Banner
Before this update, the system displayed a warning banner when any household member's Housing Move-In Date was not on or between the Project Start Date and Project Exit Date. To better align with HUD logic, the system will now only display the banner when the Head of Household's Housing Move-In Date is not on or between the Project Start Date and Project Exit Date.

Referral Link Display
If a referral is connected to a program is deleted, the system will no longer show the referral connection icon for that program on the client's HISTORY page.

September

Direct Funding Source Options
Programs can map funding sources specifically to a service

CE Workflow Implemented!
Addition of the Administration Only/CE? CQ Direct Referral CQ

CE Assessor Training
This training covered the changes to the CQ and provides guidance for Assessors on these changes

Data Engagement Workshop: Navigating the HMIS Report Library & Data Analysis 201

October

UPLIFT Updates
New process for replacing lost/stolen badges and/or stickers

Interim VI-SPDAT launched

Interim VI-SPDAT Training
This training covered the changes to the VI-SPDAT and assessment process

Housing Problem Solving launched
HPS expanded from the Here4You hotline to a set of shelter providers

November

CE Events Change
The upcoming changes will allow set-up of CE events that is different from the usual "services" setup which inferred it was a CE service type

Federal Reporting – LSA – Due 1/11/2023

- If you have received an email from us requesting ***Data Clean-up or Explanations*** for Utilization or LOS please respond ASAP

- We will be doing a final submission on Friday, **January 6th, 2023**

- Any final warning that we receive from HUD that require your guidance will be expected to have a same-day turnaround response - *please be diligent with your emails*

- If you have any questions, please be sure and contact the Help Desk (sccsupport@bitfocus.com or the Sys. Admin. Team (scc-admin@support@bitfocus.com) ASAP

Federal Reporting – HIC/PIT – January 24th & 25th, 2023

- **What is the Point-in-Time Count?**

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The Point-in-Time (PIT) count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. HUD requires that Continuums of Care conduct an annual count of people experiencing homelessness who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night. Continuums of Care also must conduct a count of unsheltered people experiencing homelessness every other year. Each count is planned, coordinated, and carried out locally.

- **Why does the Point-in-Time Count matter?**

Point-in-Time Count data are the primary data used for federal funding allocations and national estimates of homelessness. The numbers reported by your community are used by the US Interagency Council on Homelessness and all federal departments including Housing and Education. PIT Count numbers are also most often cited by local strategic plans, state, county and city government and the media.

Report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- Bed/unit capacity
- Federal funding source
- HMIS participation
- Location (geocode and address)
- Other project details
- Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

Run and review the **[GNRL-220] Program Details Report** to help identify any issues and/or changes that need to be made regarding any of the items listed above and let us know

- All Shelter and Housing projects will need to report the actual number of clients served on one night in January. Information will be used to calculate Utilization Rates for each project.

  - PSH, RRH, and OPH (Other Permanent Housing) Projects will be based on clients housed
  - RRH bed/unit inventory will be based on housed clients
- How you can prepare
  - Run the **[GNRL-106] Program Roster** and review the list of active clients
    - Exit clients who are no longer in the project
    - Enroll clients who are not yet in HMIS
  - RRH and PSH projects - Fill out the Housing Move-In Date for your housed clients
    - Housing Move-In Date should always be on or after the Project Start Date (if the client was housed at entry, use the Project Start Date)
- The Point In Time (PIT) Count is conducted annually in late January, on the same day as the HIC
- The report includes sheltered clients (ES, TH, Safe Haven), including clients in non-participating HMIS programs (e.g. DV programs)
- Number of households and clients served the night of the PIT
- Number of children, adults aged 18-24, adults over 24
- Race, Ethnicity, Gender, Chronic Homelessness
- Substance Abuse, Mental Illness, DV, HIV/AIDS
- Information is broken out by both household type as well as specific demographics (Veterans, Parenting Youth, Unaccompanied Youth)

- **Inventory information** - Please do a final review and confirm the information about housing & shelter programs
- Let us know if any new housing or shelter programs have come online during calendar year 2022

- Similarly, let us know if any programs at your Agency have stopped operating during calendar 2022
- **Client data** - Make sure the household and client counts are accurate for the night of _Tuesday, January 24th, 2023_
- The number of households/clients in your programs in HMIS match the number of households/clients that were actually there on that date (1/24/2023)
  - **For ES/TH** - Review demographic information
  - **For RRH/PSH** - Fill out the Housing Move-In Date for your housed clients

Annual Privacy Certification – Next Steps

Timeline

- Training recertification commence date to be determined _(Likely in January)_
  - A separate email will go out with the link to the training
- Deadline to complete the training **TBD**

What You Need To Do

- Let staff know they will need to recertify
- 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 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)

Reminders

Security Checklist Due, Friday, February 3ʳᵈ, 2023

Appendix B: Quarterly Compliance Checklist

SANTA CLARA COUNTY HMIS QUARTERLY COMPLIANCE CERTIFICATION CHECKLIST	☐ Quarter 1	HMIS Partner Agency Name :
	☐ Quarter 2	
	☐ Quarter 3	Security Officer Name:
	☐ Quarter 4	Date:

- Checklist is due for **ALL STAFF** added during the 2022 year - January through December
- You will receive a list of new staff for you to complete verification for by next week
- Self Certification Forms **are not** to be submitted to us; _please retain for your records_
- If you do not submit your certification form ALL STAFF at your agency will loose HMIS access until it is submitted
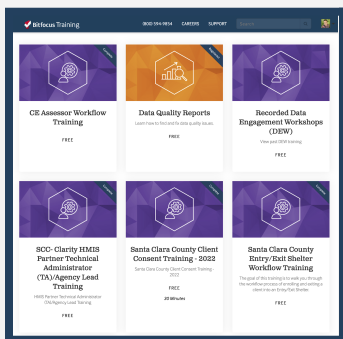- _DUE DATE: Friday, February 3rd, 2023_

Clarity Human Services Help Center
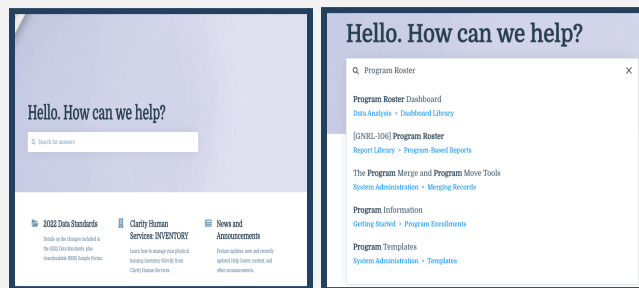
Link to page embedded in image!

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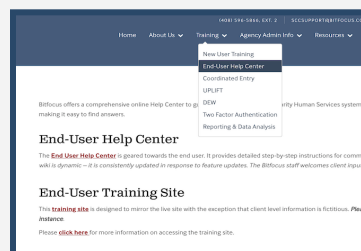

Link to page embedded in image!

- **You must log in to access the trainings here**

- Multiple Training Opportunities and Refreshers

- Select the training you want to watch

- Don't have enough time to watch it all - pick up next time where you left off

- Have issues accessing? Let us know

HMIS End User Document

Link Embedded in image!

Check out our latest addition to Resources for End Users!

It's a one STOP shop for all items End User related

Please be sure and share this practical and easy to use resource!

Clarity HMIS Training Site

Want to hone your skills at data entry without compromising actual client data?
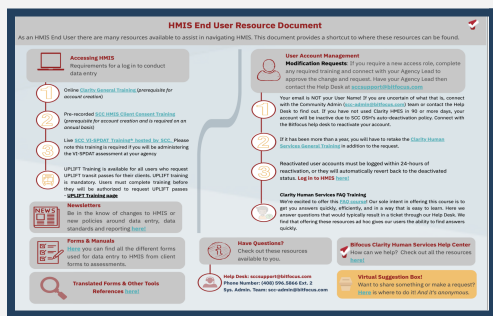
Use the End User Clarity HMIS Training Site

- 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)

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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

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.

Your ideas count! Make a Suggestion!

Okay! press ENTER
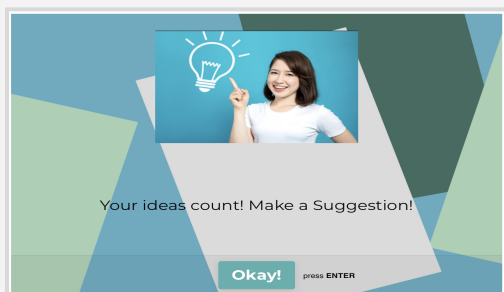
Have ideas about an enhancement and/or addition to HMIS?

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, January, 5th, 2022

Time: 2:00pm – 3:30pm

Dates and locations for 2022 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

Lesly Soto Bright
leslys@bitfocus.com
Deputy Project Admin, SCC
San Jose, CA
800.594.9854 x256

List of Participants:

Please note due to Zoom link updates we may have missed some of you who participated; if that is the case you can let us know and we can make the necessary updates. Thank you for your time and patience.

Agency Representative	Agency
Jason King	Abode

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Sean Kilger	*Abode Services*	Mariana Becerra	*Gardner Health Services*
Berneise Montuya	*Abode Services*	Samuel Garcia	*Goodwill of Silicon Valley*
Luis Gonzalez	*Abode Services*	Raymond Sanchez	*health trust*
Irma Yolanda Bravo	*Amigos de Guadalupe*	Stephanie Alves	*Heath trust*
Aurora Olivares	*Amigos de Guadalupe Center for Justice & Empowerment*	Teresa Moore	*HomeFirst*
Norma Aranda	*AOT County of Santa Clara*	Shireen Alinani	*housing choices*
Francis Ramos	*Bay Area Community Health*	Amritha M	*International Rescue Committee*
Lorena Madrid	*BHSD*	Ivana Barrios	*Lifemoves*
Hector Ibarra	*Bill Wilson*	Cynthia Mar	*LifeMoves*
Laura Foster	*Bill Wilson Center*	Stuart Richardson	*Midtown Family Services*
Randi Rosen	*Bill WIlson Center*	LaTima Augmon	*Mission Possible Reentry Center*
Cris Unciano	*Bill Wilson Center*	Mai Nguyen	*Momentum for Health*
Julian Delgadillo	*California Youth Outreach*	Tal Leibovici	*MOVE Mountain View*
Paul Marquez	*California Youth Outreach*	Candido Anicete	*NEMS*
Renee Ridgway	*Carry the Vision*	Murali Athuluri	*North East Medical Services*
Marcell Leath	*City of San Jose*	Jazmine Wong	*Office of Supportive Housing*
Steven Martinez	*Cityteam Ministries*	Elisha Heruty	*Office of Supportive Housing*
Brandi Jothimani	*Community Services Agency*	Steven Tong	*OSH*
Mark Fries	*COMMUNITY SOLUTIONS*	Leila Qureishi	*OSH*
Maria Ruiz	*Community Solutions*	Aiko Yep	*PATH*
Caroline Mireles-Sailor	*Conxion to Community*	Christina Barajas	*Peninsula Healthcare Connection -New Directions*
Juan Guel	*County of Santa Clara- Office of Supportive Housing*	Don Le	*Public Defender*
Erika Laguna	*Downtown Streets Team*	Kairi Bynum	*Roots Clinic*
Justin Damrel	*Downtown Streets Team*	Cassandra Brenzel	*Santa Clara County SSI Advocacy and Vocational Services*
Eugene Torres	*Family Supportive Housing*		
Jovani Quinones	*Gardner Downtown resource center*	Chrissy Cheung	*SCC PHD*

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Jeremy Golden	**SCCBH**
Rose Pierre	**School Health clinics**
Paulina Soto	**SHCS**
Angelica Holguin	**Silicon Valley Independent Living Center**
Jesse Mejia	**SJSU Research Foundation**
Jose Macias	**St. Josephs Family Center**
Catherine Farry	**Sunnyvale Community Services**
Roxanna Frias	**Superior Court of California, County of Santa Clara**
Cesar Esquivel	**The Salvation Army**
Wei E	**The United Effort Organization, Inc.**
Mariana Magallanes	**VA Palo Alto Health Care System**
Irma Gonzalez	**Victory Outreach**
Elizabeth Olmos	**West Valley Community Services**
Elizabeth Ducker	**West Valley Community Services**
Jade Bradley	**WVCS**