



Agency Admin. Meeting

Thursday, February 2nd, 2023

Getting To Know You

In the Spirit of Valentine's Day is there anything special you do? Or maybe don't do.



Agenda

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- HIC/PIT - *What's Next*
- Data Engagement Workshop (DEW) - *Exploring Topics*
- 2023 Calendar Updates & Changes
- Resource Directory
- Reminders
- Next Month's Meeting



CoC|Coordinated Assessment Updates

CoC Updates

- **CoC Membership meeting: Friday, 2/10 at 1 p.m.**
 - Everyone is encouraged to attend!
- **Youth Coordinated Community Plan (CCP) Convening: Tuesday, 2/14 from 9 to 11 a.m**
 - We want to invite you to join us for an in-person reconvening to revisit the goals of the Community Plan, provide updates on our progress so far, and hear from the community about how needs may have evolved and what they see as priorities for the year ahead.
- **PIT Count 2023:**
 - Many thanks to our community partners including HomeFirst, Compassion Center, Bill Wilson Center, Downtown Street Team in Sunnyvale and Palo Alto for hosting deployment centers!

<https://osh.sccgov.org/2023-PIT>

CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, February 9th and 23rd, 2023

Time: 3:00pm-4:30pm

Where: Virtual Meeting

NOFO Committee Meeting #3

When: Thursday, February 16th, 2023

Time: 1:00pm - 2:30pm

Where: [Register Here!](#)

Service Providers Network Meeting

When: Wed, February 8th, 2023

Time: 9:30am – 11:00am

Where: Virtual Meeting

SCC TA Office Hours

When: Wednesday, February 22nd, 2023

Time: 10:00am-11:00am

Where: **Zoom**

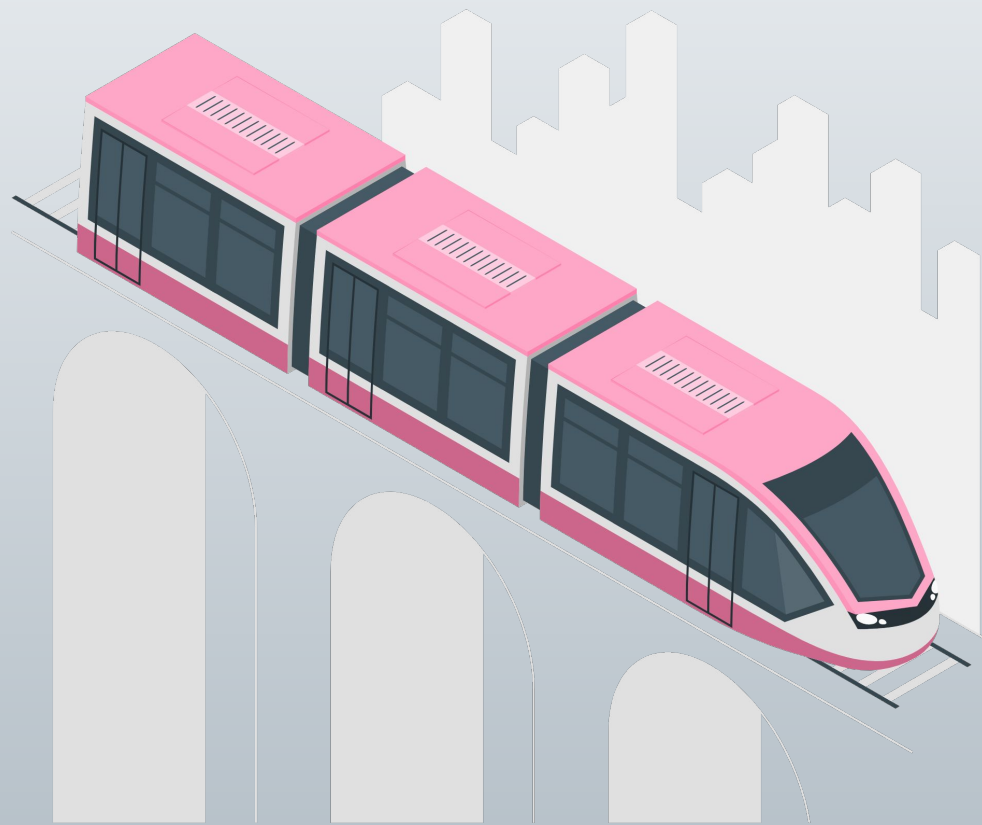
SCC CoC VI-SPDAT Training

When: Tuesday, February 28th, 2023

Time: 9:00am – 1:00pm

Where: Virtual Meeting





UPLIFT Updates

UPLIFT Updates

- Pooled pass period start - ***Wednesday, February 1st, 2023***
- Approx. 750 stickers remaining for Q3
- Sticker and/or badge replacement requests





HMIS Newsletter

HMIS January 2023 Newsletter



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



Federal Reporting HIC/PIT

HIC/PIT - *Recap...*

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)

You should have received an email to verify most of these program details other than BUI (upcoming)

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

HIC/PIT - *Date Used for Data: January 24th, 2023*

- 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)

HIC/PIT - *Point in Time Count*

- The Point In Time (PIT) Count was conducted on January 24th and 25, 2023
- 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)

HIC/PIT - *Bed & Unit Inventory*

- **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
- Be prepared to provide details about **LOW/HIGH Utilization** if you are not updating BUI for your programs impacted

HIC/PIT





Data Engagement Workshop (DEW) - *Exploring Topics*

DEW - *Exploring Topics*

Upcoming March 2023 Workshop - *Understanding Bed and Unit Inventory (BUI)*

- What is the BUI?
- Why is it important?
- What should be reported and how?
- How is it updated and how often?

Why Do This Workshop:

It's important your agency maintain up-to-date and accurate data on one of the most fundamental elements: *Bed & Unit Inventory*. Being able to see and review past trends and needs will give you insight into how you're serving the community and help you update and/or change inventory.

BUI has been in the forefront because of Federal Reporting and this workshop will help Agency Leads and Program Managers at housing programs navigate this crucial housing element would be helpful.

DEW - *Exploring Topics*

Data Engagement Workshop: *Understanding Bed and Unit Inventory (BUI)*

March 23rd at 9:30am

Length: 1.5 hours

Format: Zoom

Space is limited so please RSVP here today:

https://bitfocus.zoom.us/meeting/register/tZAqceChqTMqHdQdFS9qo80g_V4Nf1TNtbx3



2023 Calendar Updates & Changes

2023 Calendar Updates & Changes

- **SCC HMIS Client Consent Training**

- Getting revamped!
- Released for Training completion sometime in **February** or mid **March** 2023
- You will be notified and provided with 3 weeks to complete

- **HMIS User Survey 2023**

- Administered typically in February, but changing to September 2023
- You will be notified when the Survey is released





Resource Directory

Resource Directory

Types of Resources

- *Homelessness Prevention Assistance*
- *Emergency Shelter Hotline*
- *Domestic Violence, Sexual Assault, & Human Trafficking*
- *Hot Meal Locations*
- *Food Pantries/ Banks*
- *Clothing Assistance*
- *Housing Navigation / CE*
- *Community Resource Centers*
- *Employment and Job Training*
- *Child Care Services*
- *Recovery, Substance Use, and Harm Reduction services*
- *Healthcare*
- *Safe Parking*
- *Inclement Weather Centers/ Services*
- *Background Checks & Record Clearance*
- *Mental Health Services*
- *Public Restrooms open 24hrs*
- *Animal Support*
- *Lived Experience Advisory Board (LEAB)*
- *COVID Resource Hotline*
- *Crane Center*
- *Other:*

Resource Submission Form updated 1/31

In partnership with the County of Santa Clara and the Here4you call center, we are working to create a directory of the current resources available to people experiencing homelessness or housing instability in Santa Clara County. These resources will be available to clients through the customer portal to HMIS and to the service providers. The resources will be maintained through periodic updates with the help of your agency.

Please complete a separate form for each resource your organization provides.

If you would like help filling out this form or need to make changes once you have submitted information, please reach out to **(Fill in with contact from H4Y)**.

Thank you!

angiee@bitfocus.com [Switch account](#)



* Required

Email *

Your email

Title of the Resource *

Your answer

Resource Directory

After submitting the resource, someone from the Here4You Hotline will follow-up with you. If you have questions before completing the form, please contact Michelle Covert and Cris Unciano at Michelle.Covert@hhs.sccgov.org; cunciano@bwcmail.org

Link to submit resources: <https://forms.gle/D7guUPimtLLtXqqJ6>

A blue rectangular button with rounded corners and the word "Submit" in white text, centered within a white rectangular frame.

Submit



Reminders

Reminder - Security Checklist - Due Friday, February 3rd, 2023

Appendix B: Quarterly Compliance Checklist

SANTA CLARA COUNTY HMIS QUARTERLY COMPLIANCE CERTIFICATION CHECKLIST	<input type="checkbox"/> Quarter 1	HMIS Partner Agency Name :	
	<input type="checkbox"/> Quarter 2		
	<input type="checkbox"/> Quarter 3	Security Officer Name:	
	<input type="checkbox"/> Quarter 4	Date:	

Workstation Security Standards

In partnership with Santa Clara County, Clarity Human Services Software, a division of Bitfocus, Inc., administers the County's Homeless Management Information System ("HMIS"), a shared database software application which confidentially collects, uses, and releases client-level information related to homelessness in the County. Client information is collected in the HMIS and released to nonprofit housing and services providers (each, a "Partner Agency," and collectively, the "Partner Agencies"), which use the information to improve housing and services quality. Partner Agencies may also use client information to identify patterns and monitor trends over time; to conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; to enhance inter-agency coordination; and to monitor and report on the quality of housing and services. This Compliance Certification Checklist is to be completed and certified quarterly by the Partner Agency Security Officer for the HMIS Partner Agency named above according to the schedule outlined below. Each Agency workstation used for HMIS data collection, data entry, or reporting must be certified compliant. Any identified compliance issues must be resolved within thirty (30) days. Upon completion, the original signed copy of this checklist should be retained in the records of the HMIS Partner Agency named above for a minimum of seven (7) years. Additionally, a copy should be made available the SCC Bitfocus System Administration team (the "Lead Security Officer") at Clarity Human Services Software, a division of Bitfocus, Inc.


Compliance Certification Schedule:

- Quarter 1 (due by April 30th): New HMIS users or workstations created in Q1 (Jan-Mar)
- Quarter 2 (due by July 31st): New HMIS users or workstations created in Q2 (Apr-June)
- Quarter 3 (due by October 31st): New HMIS users or workstations created in Q3 (July-Sep)
- Quarter 4 (due by January 31st): ALL Active HMIS Users and Workstations


- ✓ Checklist is was due for **ALL STAFF** added during the 2022 year - January through December
- ✓ 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**

Reminder - *Clarity Human Services Help Center*


Hello. How can we help?

 **2022 Data Standards**

Details on the changes included in the 2022 Data Standards, plus downloadable HMIS Sample Forms.

 **Clarity Human Services: INVENTORY**

Learn how to manage your physical housing inventory directly from Clarity Human Services.

 **News and Announcements**

Feature updates, new and recently updated Help Center content, and other announcements.

Hello. How can we help?

Program Roster Dashboard

[Data Analysis](#) > [Dashboard Library](#)

[GNRL-106] Program Roster

[Report Library](#) > [Program-Based Reports](#)

The **Program Merge** and **Program Move** Tools

[System Administration](#) > [Merging Records](#)

Program Information

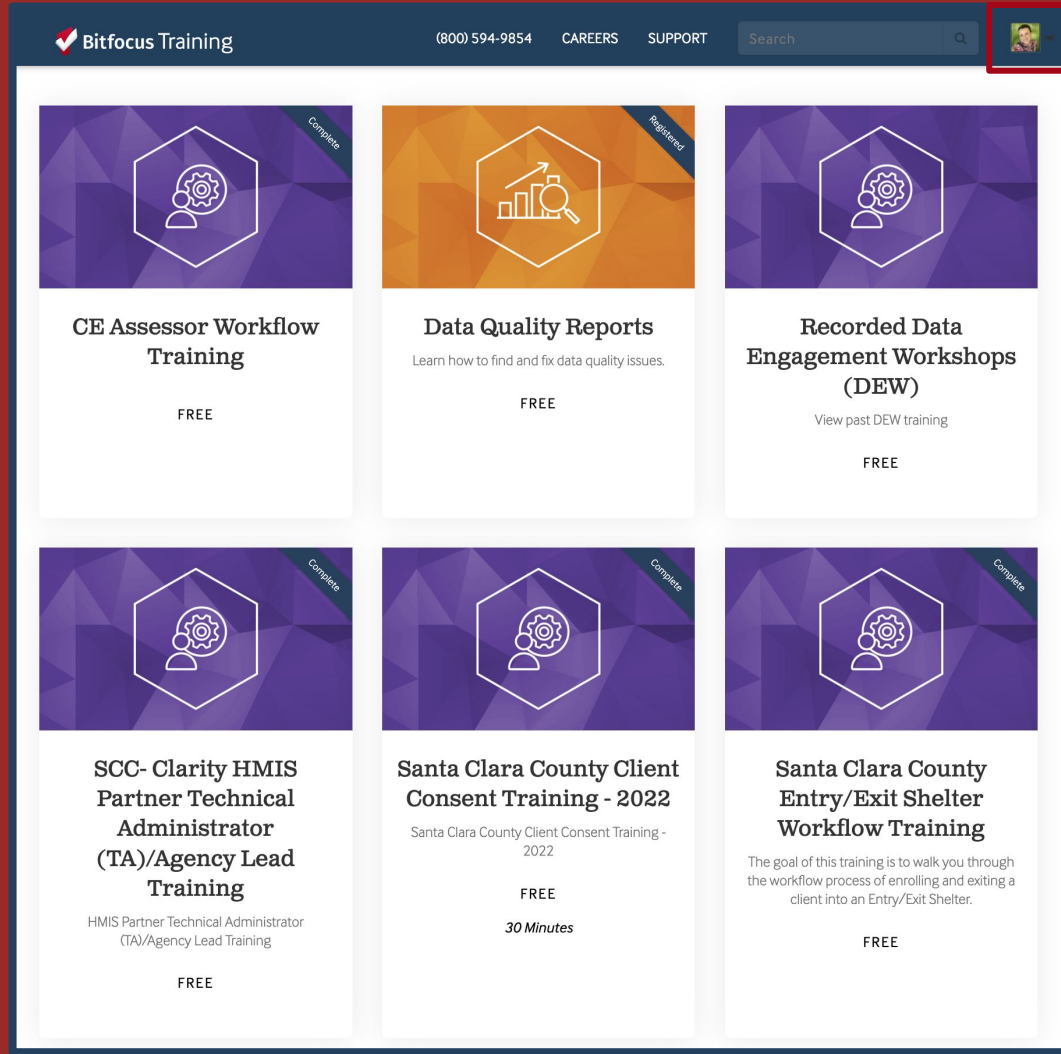
[Getting Started](#) > [Program Enrollments](#)

Program Templates

[System Administration](#) > [Templates](#)

Link to page embedded in image!

Reminder - *Clarity Training Opportunities*



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

Reminder - End User Resource Document

HMIS End User Resource Document

As an HMIS End User there are many resources available to assist in navigating HMIS. This document provides a shortcut to where these resources can be found.

Accessing HMIS

Requirements for a log in to conduct data entry

- 1 Online [Clarity General Training](#) (prerequisite for account creation)
- 2 Pre-recorded [SCC HMIS Client Consent Training](#) (prerequisite for account creation and is required on an annual basis)
- 3 Live [SCC VI-SPDAT Training*](#) hosted by SCC. Please note this training is required if you will be administering the VI-SPDAT assessment at your agency
- 4 UPLIFT Training is available for all users who request UPLIFT transit passes for their clients. UPLIFT training is mandatory. Users must complete training before they will be authorized to request UPLIFT passes - [UPLIFT Training page](#)

Newsletters

Be in the know of changes to HMIS or new policies around data entry, data standards and reporting [here!](#)

Forms & Manuals

[Here](#) you can find all the different forms used for data entry to HMIS from client forms to assessments.

Translated Forms & Other Tools

References [here!](#)

User Account Management

Modification Requests: If you require a new access role, complete any required training and connect with your Agency Lead to approve the change and request. Have your Agency Lead then contact the Help Desk at sccsupport@bitfocus.com

- 1 Your email is NOT your User Name! If you are uncertain of what that is, connect with the Community Admin (scc-admin@bitfocus.com) team or contact the Help Desk to find out. If you have not used Clarity HMIS in 90 or more days, your account will be inactive due to SCC OSH's auto-deactivation policy. Connect with the Bitfocus help desk to reactivate your account.
- 2 If it has been more than a year, you will have to retake the [Clarity Human Services General Training](#) in addition to the request.
- 3 Reactivated user accounts must be logged within 24-hours of reactivation, or they will automatically revert back to the deactivated status. **Log in to HMIS [here!](#)**

Clarity Human Services FAQ Training
We're excited to offer this [FAQ course!](#) Our sole intent in offering this course is to get you answers quickly, efficiently, and in a way that is easy to learn. Here we answer questions that would typically result in a ticket through our Help Desk. We find that offering these resources ad hoc gives our users the ability to find answers quickly.

Have Questions?

Check out these resources available to you.

Help Desk: sccsupport@bitfocus.com
Phone Number: (408) 596.5866 Ext. 2
Sys. Admin. Team: scc-admin@bitfocus.com

Bifocus Clarity Human Services Help Center

How can we help? Check out all the resources [here!](#)

Virtual Suggestion Box!

Want to share something or make a request? [Here](#) is where to do it! And it's anonymous.



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!

Link to Resource embedded in image!

Reminders - Test Clients

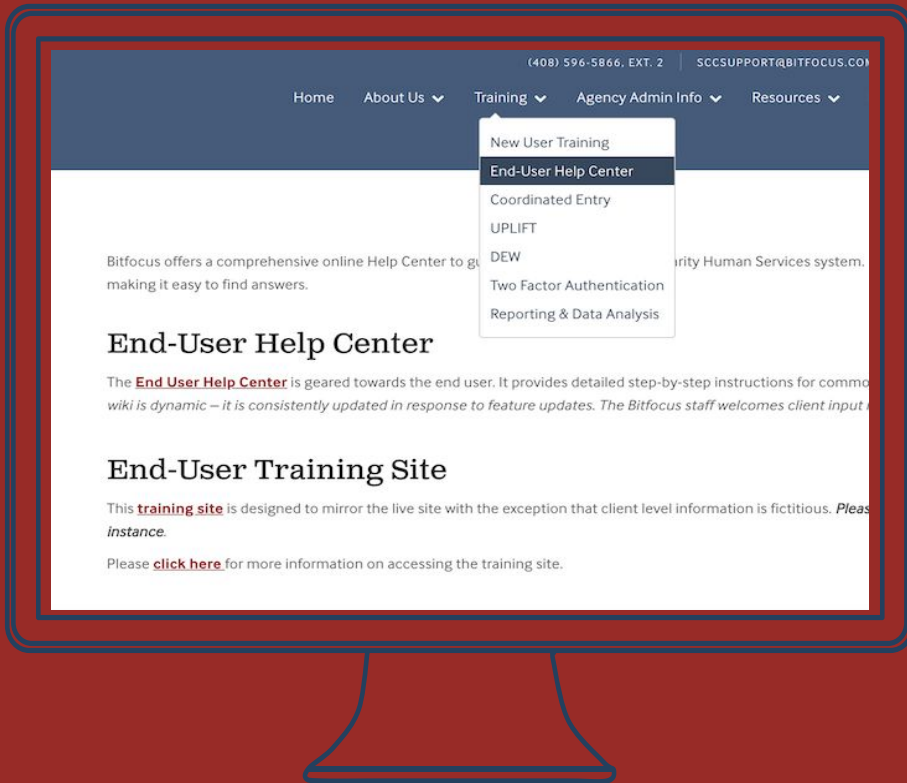
- Please do not enter TEST CLIENTS into the live instance
- Test clients will be deleted during data quality clean-up
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them

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

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*

We are still receiving a lot of requests directly, please utilize the Help Desk as much as possible. They will loop us in if and when necessary.

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

Next Month's Meeting

Thursday, March 2nd, 2023

