

February 2023 Agency Admin. Minutes



AGENDA ITEMS

- 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 Updates - HIC/PIT 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!

CoC Upcoming Meetings

Rapid Rehousing and Employment Initiatives Meeting

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

Time: 3:00pm-4:30pm

Where: Virtual Meeting

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

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

For all UPLIFT-related inquiries please email

UPLIFT@hhs.sccgov.org

HMIS Newsletter – January 2023



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

Federal Reporting HIC/PIT

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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

- 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)

Point In Time - PIT

- 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)

Bed and Unit Inventory - BUI

- **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

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

Data Engagement Workshop (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.

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: [LINK](#)

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

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*

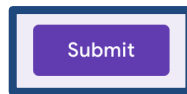


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- Public Restrooms open 24hrs
- Animal Support
- Lived Experience Advisory Board (LEAB)
- COVID Resource Hotline
- Crane Center
- Other

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/D7guUPimtLLtXgqJ6>



Reminders

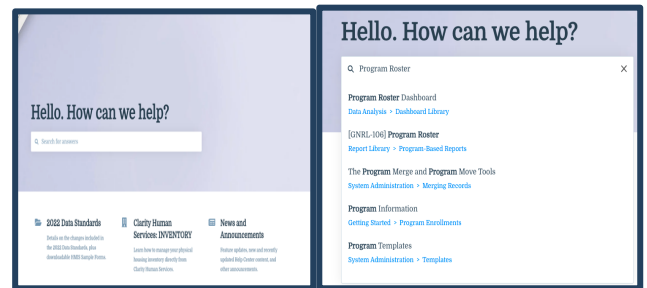
Security Checklist Due, Friday, February 3rd, 2023

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 to the SCC Bitfocus System Administration team (the "Lead Security Officer") at Clarity Human Services Software, a division of Bitfocus, Inc.		
Compliance Certification Schedule: <ul style="list-style-type: none"> 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 		

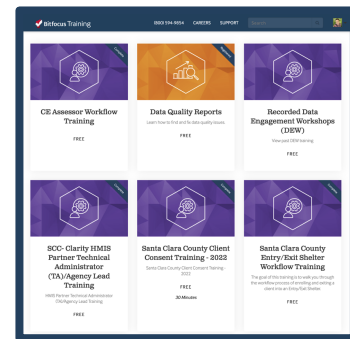
- Checklist is due for **ALL STAFF** added during the 2022 year - January through December
- You will receive a list of new staff for you to complete verification for by next week
- Self Certification Forms **are not** to be submitted to us; please retain for your records

- 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!



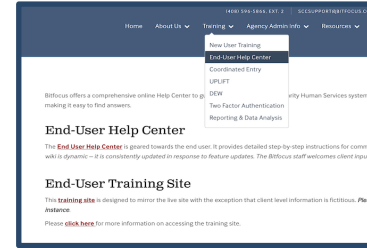
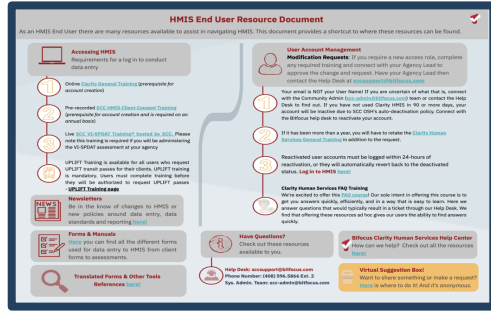
Link to page embedded in image!

- 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



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Click on the image above to access the content.

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

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

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How To Contact the Help Desk

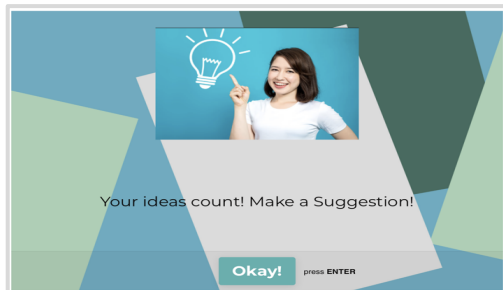
sccsupport@bitfocus.com

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.



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, March 2nd, 2023

Time: 2:00pm – 3:30pm

Dates and locations for 2023 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 Rep.	Agency
Luis Gonzalez	Abode Services
Aurora Olivares	Amigos de Guadalupe Center for Justice and Empowerment
John Smith	AOT
Norma Elena Aranda	AOT County of Santa Clara
Lorena Madrid	BHSD
Brandon Mariano	Bill Wilson Center
Cris Unciano	Bill Wilson Center
Randi Rosen	Bill Willson Center
Sujata Panda	Bill Wilson Center
Anthony Ortiz, Jr.	Breakout Prison Outreach
Julian Delgadillo	California Youth Outreach
Consuelo Collard	Catholic Charities of Santa Clara County
Brandi Jothimani	Community Services Agency

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Maria Ruiz	Community Solutions
Juan Guel	County of Santa Clara- Office of Supportive Housing
Maureen Damrel	Destination: Home
Aretha Cromwell	Destiny Reentry-Faith-based
Justin Damrel	Downtown Streets Team
Jovani Quinones	Gardner downtown resource center
Will Hoffer	HomeFirst
Alisha Parret	HomeFirst
Shireen Alinani	housing choices
Amritha Mandagondi	International Rescue Committee
Kenya Rawls	JobTrain
Cynthia Mar	LifeMoves
Joseph Kemler	Lifemoves
Adwoa Armah	Midtown Family Services
Candido Anicete	NEMS
Jazmine Wong	Office of Supportive Housing
Rebecca Siqueiros	Office of System Integration and Transformation-OSIT Program
Leila Qureishi	OSH
Steven Tong	OSH
Aiko Yep	PATH
Rita Anzualda	Pathway Society Inc.
Pammi Sandhu	Peninsula Health Care
Owen Persons	Salvation Army
Juan Vela	Santa Clara County Office of Diversion and Reentry Services
Khoi Nguyen	Santa Clara County, Social Services Agency
Elisha Heruty	SCC Office of Supportive Housing
Chrissy Cheung	SCC PHD
Rose Pierre	School Health clinics
Paulina Soto	SHCS
Jesse Mejia	SJSU Research Foundation
Cassandra Brenzel	SSA SSI Advocacy/Vocational Services

Jose Macias	St. Joseph's Family Center
Kutlo Rasetswane	Starlight Community Services
Jonathan Do	The Health Trust
Wei E	The United Effort Organization, Inc.
Maria Magallanes	VA Palo Alto Health Care System
Elizabeth Ducker	west valley community services