



Agency Admin. Meeting

Thursday, March 3rd, 2022



Getting To Know You

Would you rather have 1 wish granted or give 3 wishes to your best friend/spouse/partner/significant other?



Agenda

- DEW Survey - *Your Support is Requested*
- CoC|Coordinated Assessment Updates
- UPLIFT Updates
- HMIS Newsletter
- SCC Client Portal - *Updates*
- ROI - NEW! *Electronic Signature*
- LSA Updates - *Submission*
- HIC/PIT *Updates*
- Reminders
- Next Months Meeting



DEW Survey

Your Support Is Requested!

DEW Survey - *Your Support is Requested!*

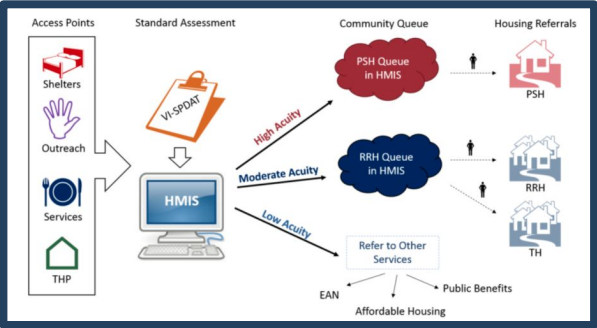
- ✓ Please have staff who have not done so already complete the DEW Survey
- 🙄 We have over 1k users, but have received a small fraction of responses
- ✓ Agency Leads are encouraged to complete the survey as well
- ✓ **Rating on the survey will help determine the types of workshops held in the upcoming months**
- ✓ Next Scheduled DEW will be on Tuesday, March 29th, 2022 from 10:00am-11:00am
 - Staff who wish to participate will need to register
 - Registration link will be sent out as we approach the date



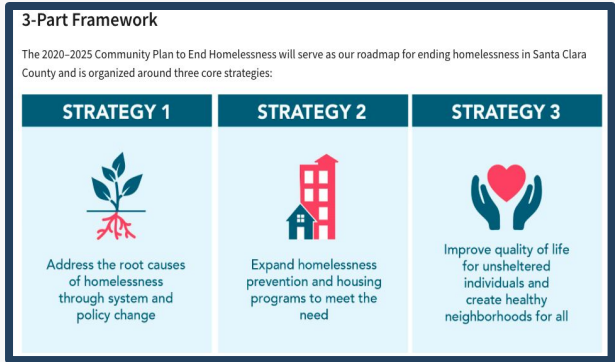
CoC|Coordinated Assessment Updates

CoC| Coordinated Assessment Updates

- CoC NOFO Committee
- Coordinated Entry Redesign



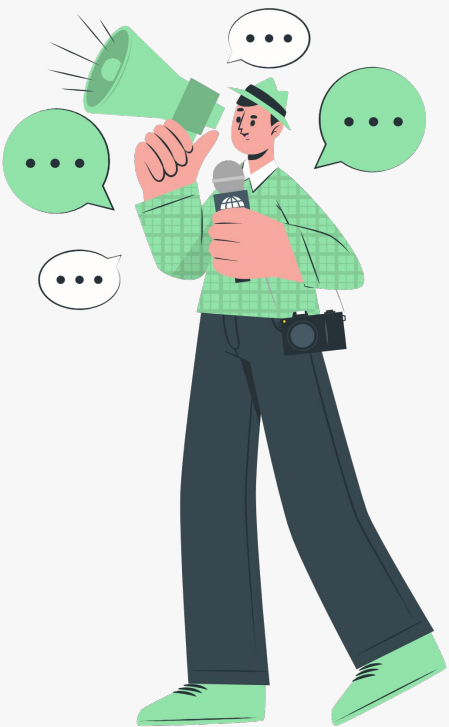
- Community Plan Progress Update



- YHDP Progress & Updates
(Past meeting notes)

Date	Category	Title
02/22/2022	YHDP Planning Meeting	Planning Meeting 2/22
02/15/2022	YHDP Planning Meeting	Planning Meeting 2/15
02/12/2022	YHDP Planning Meeting	Retreat 2/12
02/07/2022	YHDP Planning Meeting	Planning Meeting 2/7
02/06/2022	YHDP Planning Meeting	Retreat 2/6

Register here for the future YHDP Community Meetings



CoC| Coordinated Assessment Updates - Upcoming Meetings

Service Providers Network Meeting

When: Wednesday, March 9th, 2022

Time: 9:30am – 11:00am

Where: County of Santa Clara, Adult Probation Office, 2314, North 1st Street, 2nd Floor (Orientation Room), San Jose, CA 95131. ([map](#))

Coordinated Assessment Work Group

When: Thursday, March 10th, 2022

Time: 10:00am-11:00am

Where: Zoom - TBA

Coordinated Entry Work Group

When: Thursday, March 10th, 2022

Time: 1:00pm-2:30pm

Where: [Register in Advance Here](#)

SCC TA Office Hours

When: Wednesday, March 30th, 2022

Time: 10:00am-11:00am

Where: Zoom Meeting

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, March 10th and 24th, 2022

Time: 3:00pm-4:30pm

Where: Zoom Meeting

UPLIFT Updates



UPLIFT Updates

March 2022 UPLIFT Updates:

- We have 80 passes left for Q-3
- You can start requesting passes for Q-4 starting March 18th
- There is no allocation limit for Q-4 as well
- Currently second replacement requests within the same quarter are not being approved

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

Exception Friday from 9:00am-1:00pm

(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 February 2022 Newsletter



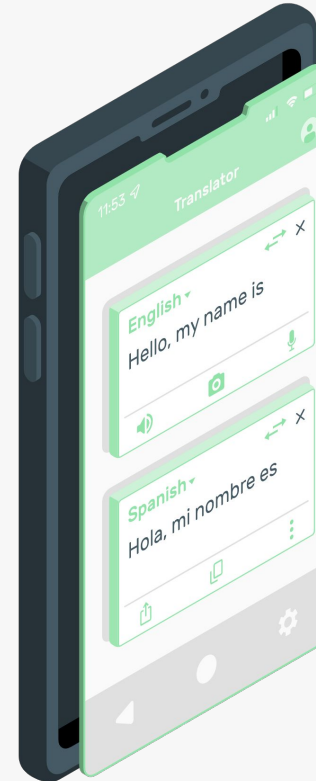
Check out last months Newsletter and other newsletters [here!](#)



SCC Client Portal- *Updates*

SCC Client Portal - *Updates*

Client Portal Is Live!



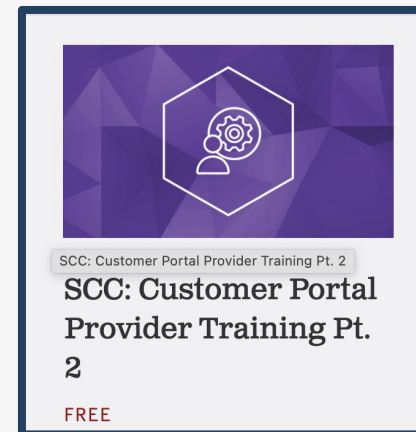
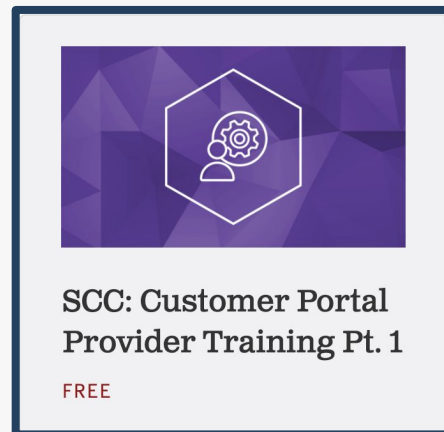
SCC Client Portal - *Updates*

About the Portal

- The Customer Portal is a secure website connected to Clarity Human Services, Santa Clara County's Homeless Management Information System (HMIS), that enhances the connection between clients and their care team. The portal allows clients to view and update their information stored within HMIS, including location, contact information, Releases of Information, and Community Queue referral status. As a service provider, you will invite your clients to create a Portal account and benefit from mutually beneficial features.
- For more information check out this [handout](#) for details on how to become a provider!

How Can My Agency Participate

- Providers interested in participating in the pilot are asked to attend two 90 minute training sessions.



SCC Client Portal - *Updates*

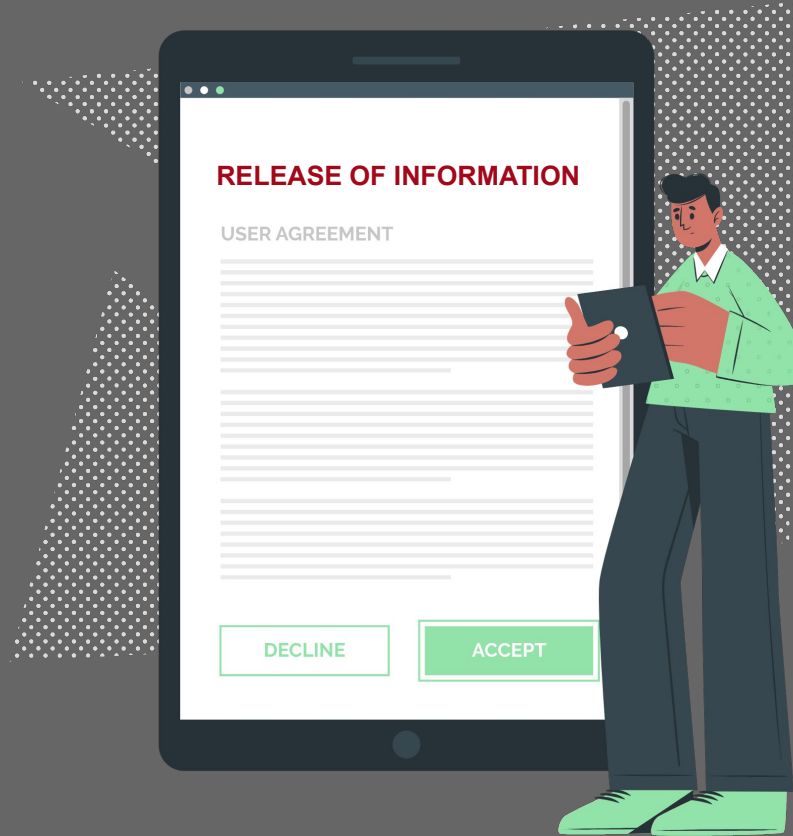
What Agencies are currently participating?

- 📌 Bay Area Community Health (BACH)
- 📌 Family Supportive Housing
- 📌 HomeFirst
- 📌 Pathway Society
- 📌 SCC Public Defender

Who Can I contact for further details? Or questions?

- Grant Ebbesmeyer at grante@bitfocus.com
- scc-admin@bitfocus.com
- scc-support@bitfocus.com
- Maureen Damrel at maureen@destinationhomesv.org





ROI (Release of Information) - **NEW!** Electronic Signatures

Reviewing the Release of Information - ROI Overview

No client information may be added or updated in HMIS until a client signs a valid consent form and uploaded to the system.

- A signed release of information must be uploaded for every member of the household.
- Each client consent must set a specific expiration date in order for the ROI to be valid.
- Clients must initial the boxes in the left-hand column of the ROI or check the boxes on the electronic form to give consent for collecting and sharing of each type of HIPAA-protected information listed.

Types of ROI

Santa Clara County Counsel must approve the types of ROI that are accepted across the CoC.

- Electronic Signatures
- Attached PDF
 - Paper Form scanned and uploaded
 - DocuSign saved and uploaded

Does my client need an ROI? - ROI Overview

- No client information may be added or updated in HMIS until a client signs a valid ROI and it is uploaded to the system. To review whether a client's ROI is valid, click on the shield in the right hand side of the screen.
- **Who needs an ROI?**
 - Client's with an expired ROI
 - New Clients

Bugs Bunny

PROFILE HISTORY PROGRAMS SERVICES NOTES ASSESSMENTS FILES LOCATION CONTACT REFERRALS

SEARCH CASELOAD

Angle Evans, System AE

CLIENT PROFILE

Social Security Number XXX - XX - 8642

Quality of SSN Full SSN Reported

Last Name Bunny

First Name Bugs

Quality of Name Full name reported

Quality of DOB Full DOB Reported

Date of Birth 07/27/1940 Adult Age: 81

Middle Name Suffix None

Alias Bugs

Gender Male

Race Client doesn't know

Ethnicity Client doesn't know

Veteran Status No

Send Invite

UNIQUE IDENTIFIER 9E86B8143

Household Members Manage

No active members

Active Programs

[HPS - DH] Salvation Army Prevention P...

Recent Services

[HP Financial] Destination: Home (DH)...

Care Team 1 Manage

AE

Is the ROI valid? - ROI Overview

- Check the date and review the PDF.

Salvation Army

CREATE A NEW CLIENT

Leahy Soto Bright, Salvation Army LS

SEARCH CASELOAD

RELEASE OF INFORMATION

Permission Yes

Start Date 01/11/2022

End Date 01/11/2025

Documentation Select

Client is Deceased ☐

Please fill in Release of Information form CANCEL

Adding an ROI to a new client



RELEASE OF INFORMATION

ADD RELEASE OF INFORMATION (+)

Permission	Type	Start Date	End Date	Version
Yes County: OSH CA-500	Attached PDF	11/09/2021	11/09/2024	V.2

Reviewing ROI for existing client

Add a new ROI - ROI Overview

- Select “Add Release of Information” to add a new ROI

Bugs Bunny

PROFILE HISTORY PROGRAMS SERVICES NOTES ASSESSMENTS FILES LOCATION CONTACT REFERRALS

Angie Evans, System **AE**

SEARCH CASELOAD

⚠ Release of Information is Missing or Permission Not Provided. Please review to ensure compliance. **MANAGE**

PRIVACY

Client Privacy Public Private Client data is used by other agencies

SAVE CHANGES **CANCEL**

RELEASE OF INFORMATION **ADD RELEASE OF INFORMATION +**

No results found

Managed with Clarity Human Services **Recover deleted data** **AE**

Household Members **Manage**

No active members

Active Programs

[HPS - DH] Salvation Army Prevention P...

Recent Services

[HP Financial] Destination: Home (DH):...



Care Team **1** **Manage**

Add a new ROI, continued - ROI Overview

- Review your options

⚠ Release of Information is Missing or Permission Not Provided. Please review to ensure compliance.

RELEASE OF INFORMATION

Permission	Yes	▼
Start Date	02/28/2022	
End Date	02/28/2025	
Documentation	<div><div>✓ Select</div><div>Electronic Signature</div><div>Attached PDF</div></div>	

SAVE CHANGES



CANCEL

Managed with Clarity Human Services

Add a new ROI, continued - ROI Overview

⚠ Release of Information is Missing or Permission Not Provided. Please review to ensure compliance.

RELEASE OF INFORMATION

Permission	Yes	▼
Start Date	02/28/2022	
End Date	02/28/2025	
Documentation	Electronic Signature	▼

E-SIGN DOCUMENT

SAVE CHANGES

CANCEL

Managed with Clarity Human Services

Add a new ROI, continued - ROI Overview

Bugs Bunny

PROFILE HISTORY PROGRAMS SERV

RELEASE OF INFORMATION

Permission

Start Date

End Date

Documentation

Managed with Clarity Human Services

ELECTRONIC SIGNATURE FORM

- I authorize the County, Bitfocus, the CoC, the Partner Agencies, and their authorized agents and representatives to collect, use, and share basic information about me. I understand that the Partner Agencies may change over time, and that a current list of Partner Agencies has been provided to me. I also understand that I may request an updated list at any time or view the list at: <https://scc.bitfocus.com/hmis-participating-agencies>. I understand that the collection, use, and release of this information is for the purpose of assessing my needs for housing, counseling, food, utility assistance, or other services.
- By initialing one or more of the space(s) in the table below, I authorize that the information or records entered into SCC HMIS may include the following specific types of protected personal information ("PPI") and protected health information ("PHI"). If I do not initial one or more space(s) in the table below, I do not authorize the specific type of information to be entered into SCC HMIS:

Client initials

Type of PPI/PHI

☐ Identifying information (including: name, birth date, gender, race, ethnicity, social security number, phone number, residence address, or other similar identifying information)

☐ My photograph or other likeness

☐ HIV/AIDS-related information included in my responses to questions asked as part of the standard HMIS intake

☐ Medical information included in my responses to questions asked as part of the standard HMIS intake and identification as a client or patient of the Santa Clara Valley Health and Hospital System

☐ Mental health information included in my responses to questions asked as part of the standard HMIS intake and identification as a client receiving mental health services from the County's Behavioral Health Services Department

☐ Substance abuse treatment information included in my responses to questions asked as part of the standard HMIS intake and identification as a client receiving substance abuse or alcohol treatment from the County's Behavioral Health Services Department

SAVE

CANCEL

Angie Evans, System

SEARCH CASELOAD

MANAGE

CLARITY HUMAN SERVICES

Add a new ROI, continued - ROI Overview

ELECTRONIC SIGNATURE FORM

upon this Consent.

- My PPI and PHI are protected by federal, state, and local regulations governing the confidentiality of client records. My information cannot be released without my written consent, except to the extent that the regulations provide otherwise.
- Auditors or funders who have legal rights to monitor or review the work of one or more Partner Agencies, including the U.S. Department of Housing and Urban Development, may view my PPI in the ordinary course of their work.
- Bitfocus serves as the System Administrator for SCC HMIS and software vendor of Clarity. To the extent that authorized agents and representatives of Bitfocus perform work on SCC HMIS, they may view my information in the ordinary course of their work.
- Partner Agencies and their authorized agents and representatives who use SCC HMIS to research and write reports have signed agreements to maintain the security and confidentiality of client information.
- I understand that medical, HIV/AIDS, mental health, and drug and alcohol records are protected under various federal and state regulations, including California Welfare and Institutions Code Section 5328, Confidentiality of Medical Information Act, California Civil Code Section 56.10 (CMIA), the Health Insurance Portability and Accountability Act, 45 C.F.R., parts 160 and 164 ("HIPAA"), and the Federal Regulations Governing Confidentiality of Drug Abuse Patient Records, 42 C.F.R., Part 2, and cannot be disclosed without my written consent unless otherwise permitted by law.

I Bugs Bunny expressly authorize my information disclosed pursuant to this Consent to be further disclosed by the recipients listed above for the purposes of assessing my needs for housing, counseling, food, utility assistance, or other services as part of the work of the CoC and HMIS.

RESET

APPLY

SAVE

CANCEL

Add a new ROI, continued - ROI Overview

RELEASE OF INFORMATION

Permission

Yes

Start Date

02/28/2022

End Date

02/28/2025

Documentation

Electronic Signature


e-Sign document - Completed

SAVE CHANGES

CANCEL

Managed with Clarity Human Services


Live Demonstration...SCC HMIS Training Site



CLARITY
HUMAN SERVICES

Username

Password

 SIGN IN

[FORGOT PASSWORD?](#)



LSA Updates - *Submission*

LSA Updates



- 😊 *Thank you ALL for doing data quality clean-up and connecting with Kadra when necessary!*
- 😊 The LSA was submitted and is currently under review
- 😊 Please note we may reach out should need more detailed information regarding one of your programs

SANTA CLARA COUNTY

Homeless Census & Survey

HIC/PIT Updates

HIC/PIT Updates

The Point in Time (PIT) Count took place on **February 23rd and 24th!**

The 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
 - 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
- Federal funding source
- HMIS participation
 - Substance Abuse, Mental Illness, DV, HIV/AIDS
- Location (geocode and address)
- Other project details

HIC/PIT Updates

- All Shelter and Housing projects will need to report the actual number of clients served on the night in February. 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)

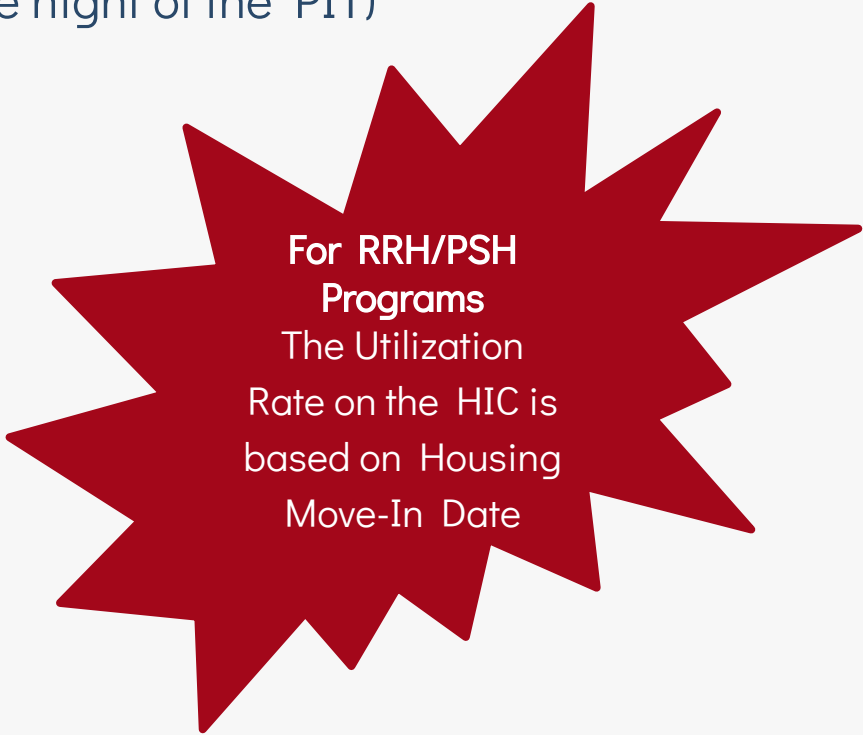
PIT Count Preparation

For clients in your Emergency Shelter, Transitional Housing, or Safe Haven programs on the night of the PIT:

Make sure the household and client counts are accurate (i.e. if you run a Program Roster report for that day, it matches how many households/clients were actually there the night of the PIT)

For all clients served on **night of February 23rd**, review:

- Date of Birth
- Race
- Ethnicity
- Mental Health Problem
- Substance Abuse Problem
- Domestic Violence Victim/Survivor
- Living Situation section (for Chronic Homelessness)
- Gender
- Veteran Status (for adults)



For RRH/PSH
Programs
The Utilization
Rate on the HIC is
based on Housing
Move-In Date

HIC/PIT Next Steps...

- ✓ Actively respond to Kadra's Outreach emails
- ✓ Responsible for DQ clean up within the requested time frame
- ✓ The HIC/PIT reporting period ends on April 30th
- ✓ **Data clean-up process should be completed by April 16th and no later than Apr 23, 2022**
- ✓ If you have questions about this process, please contact *Kadra Adderly* at kadraa@bitfocus.com



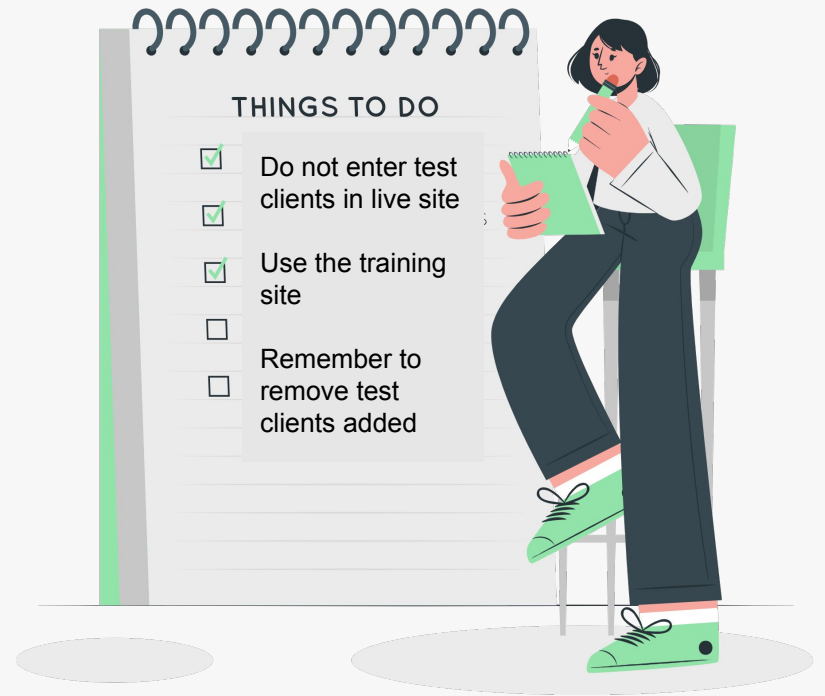
Reminders



Reminders - Test Clients

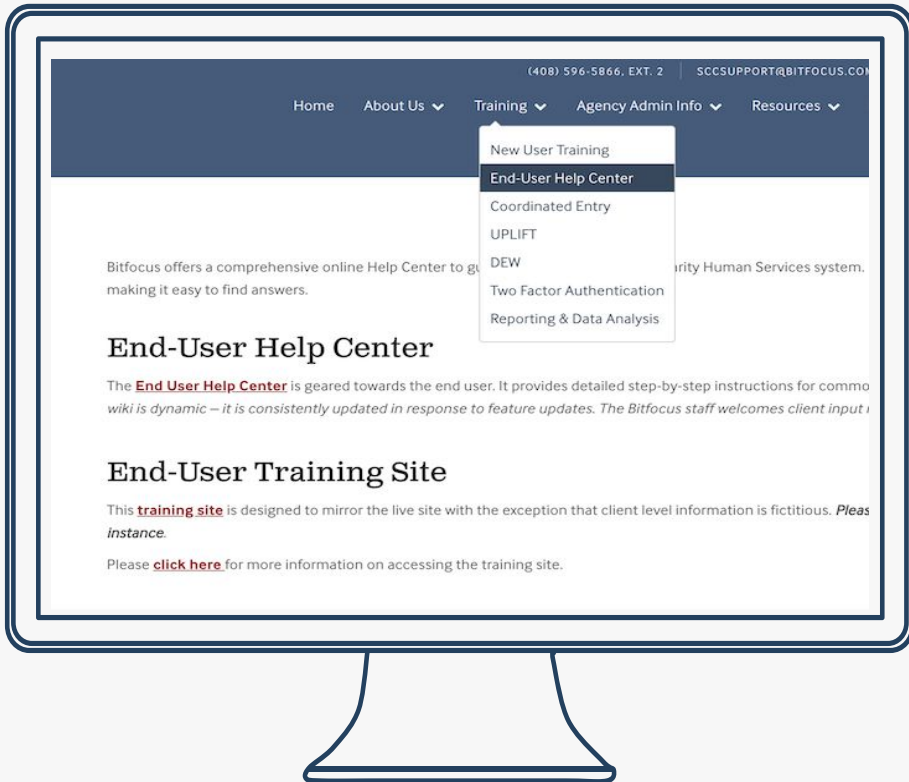
- Please do not enter TEST CLIENTS into the live instance
- Any tests clients entered will be deleted from the live instance by COB on Tuesday, Feb 8th
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them

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 - *Performance Management Working Group*

*Help us set annual goals for for
Santa Clara County's system of care*

WHEN: Thursday, March 17th, 2022 from 1:00pm-2:30pm

WHERE: Zoom Meeting

PURPOSE: Help implement our community's performance management process, including monitoring progress toward community benchmarks and monitoring community standards.

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*

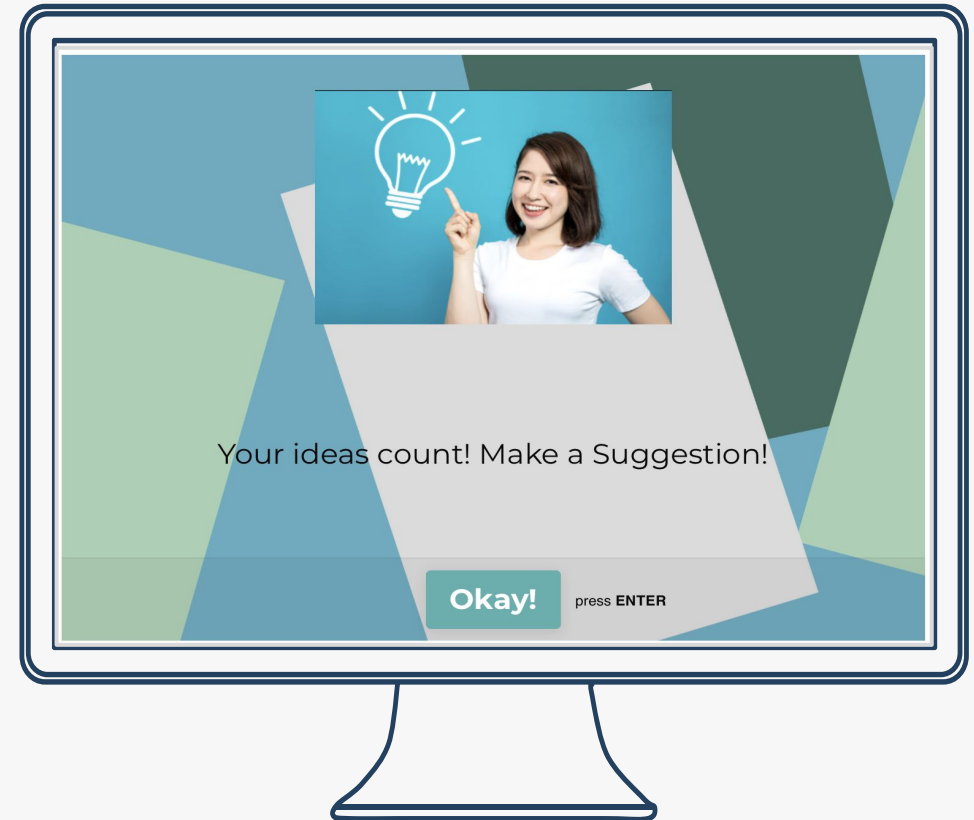
- Please note any changes you want made to Program Set-up need to be submitted using the Program Change Form
- Please do not make any changes to program set-up; there are several behind the scenes items that need to be updated in tandem
- Changes to program set-up can have an impact on reporting
- Not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

Reminders - 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, April 7th, 2022

