Agency Admin. Meeting

Thursday, March 3rd, 2022

Bitfocus

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!

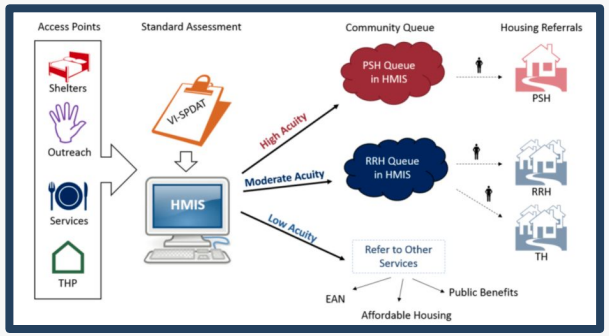
DEW Survey - *Your Support is Requested!*

- ✓ 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

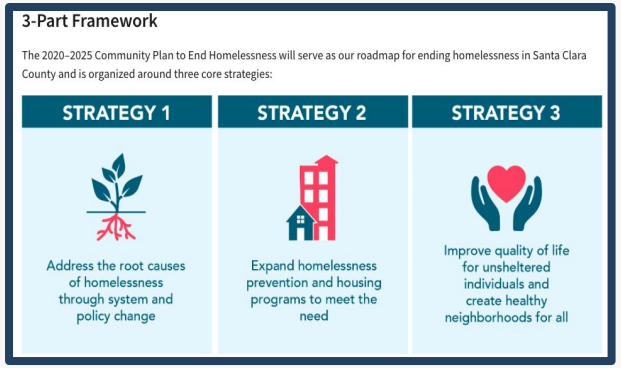
CoC|Coordinated Assessment Updates

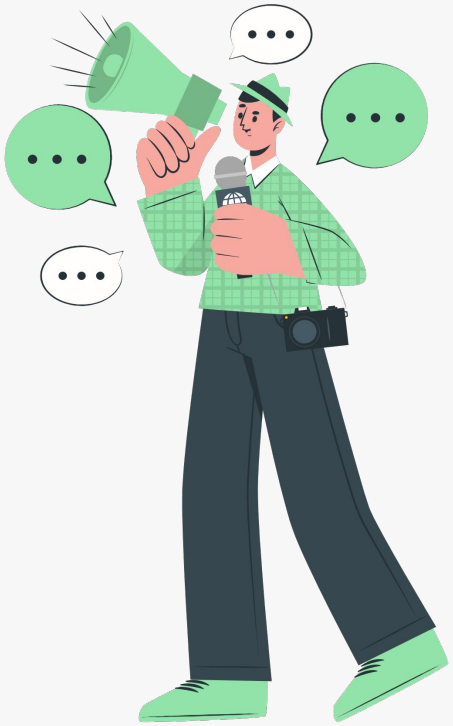
CoC| Coordinated Assessment Updates

- 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:ooam-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!

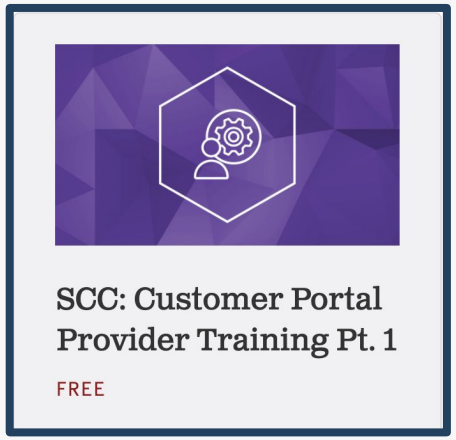
SCC Client Portal - *Updates*

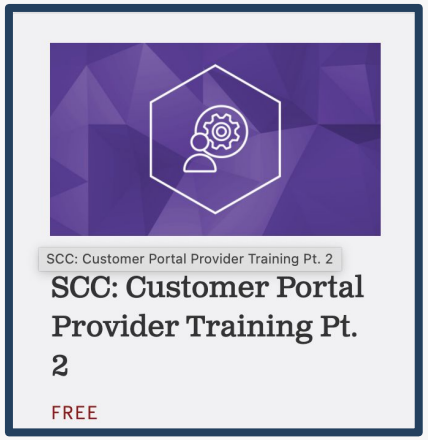
About the Portal

- 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.





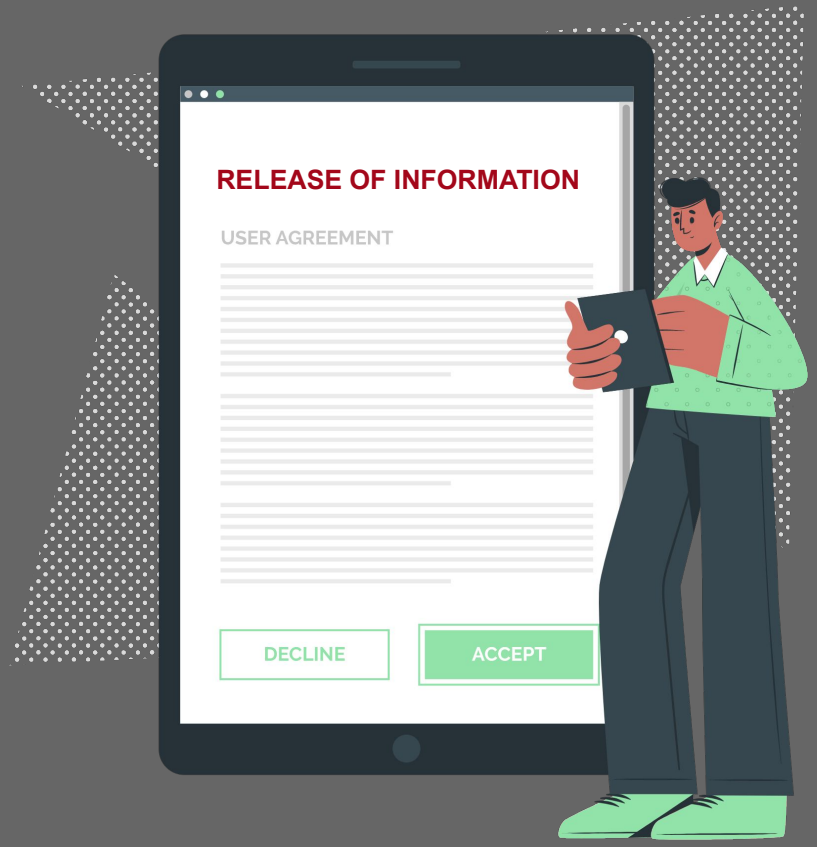
SCC Client Portal - *Updates*

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

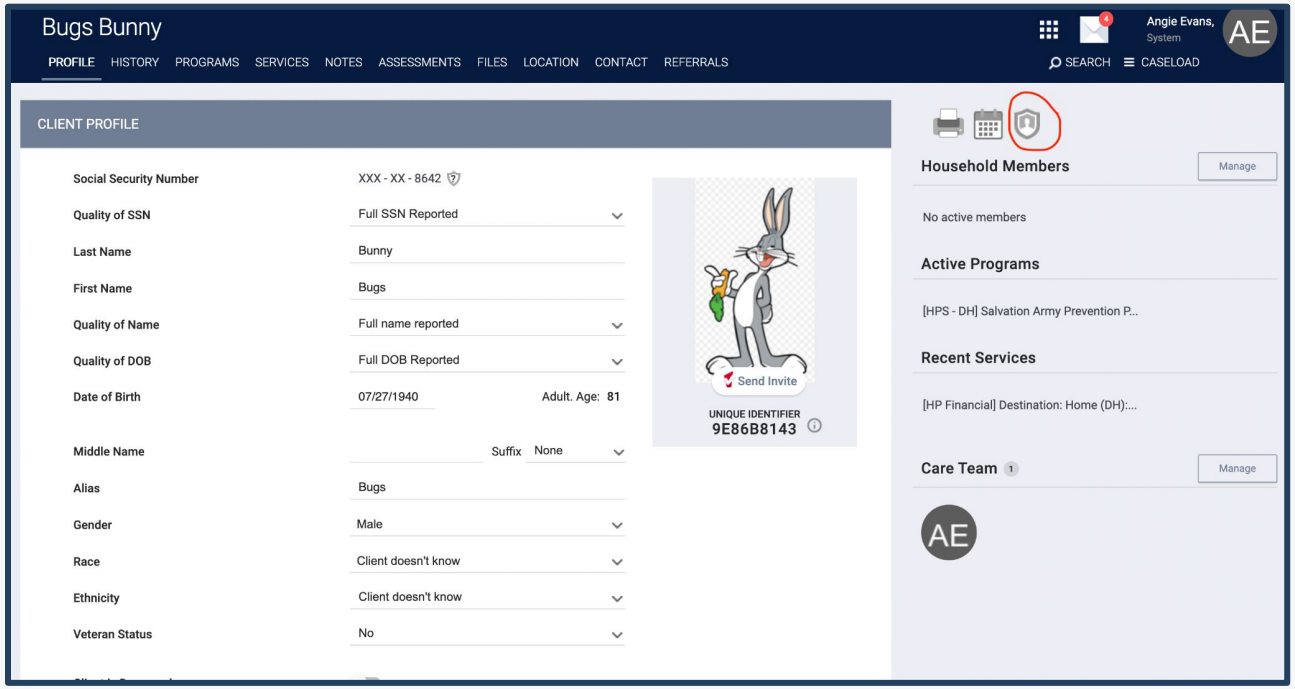
Santa Clara County Counsel must approve the types of ROI that are accepted across the CoC.

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

Does my client need an ROI? - *ROI Overview*

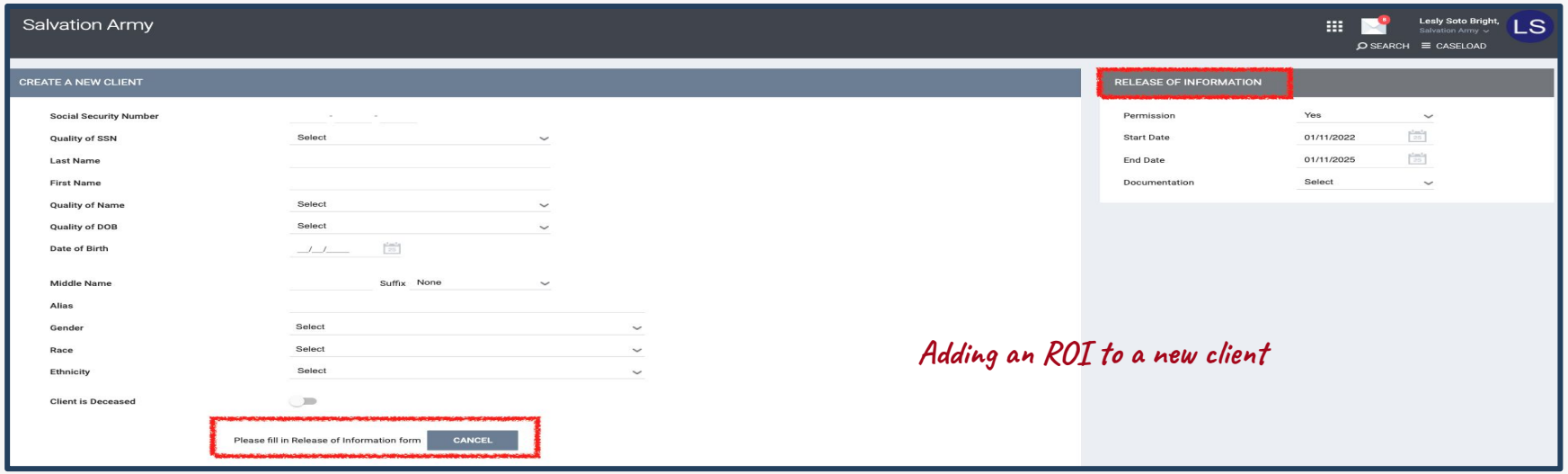
- No client information may be added or updated in HMIS until a client signs a valid ROI and it is uploaded to the system. To review whether a client's ROI is valid, click on the shield in the right hand side of the screen.

- **Who needs an ROI?**
  - Client's with an expired ROI
  - New Clients



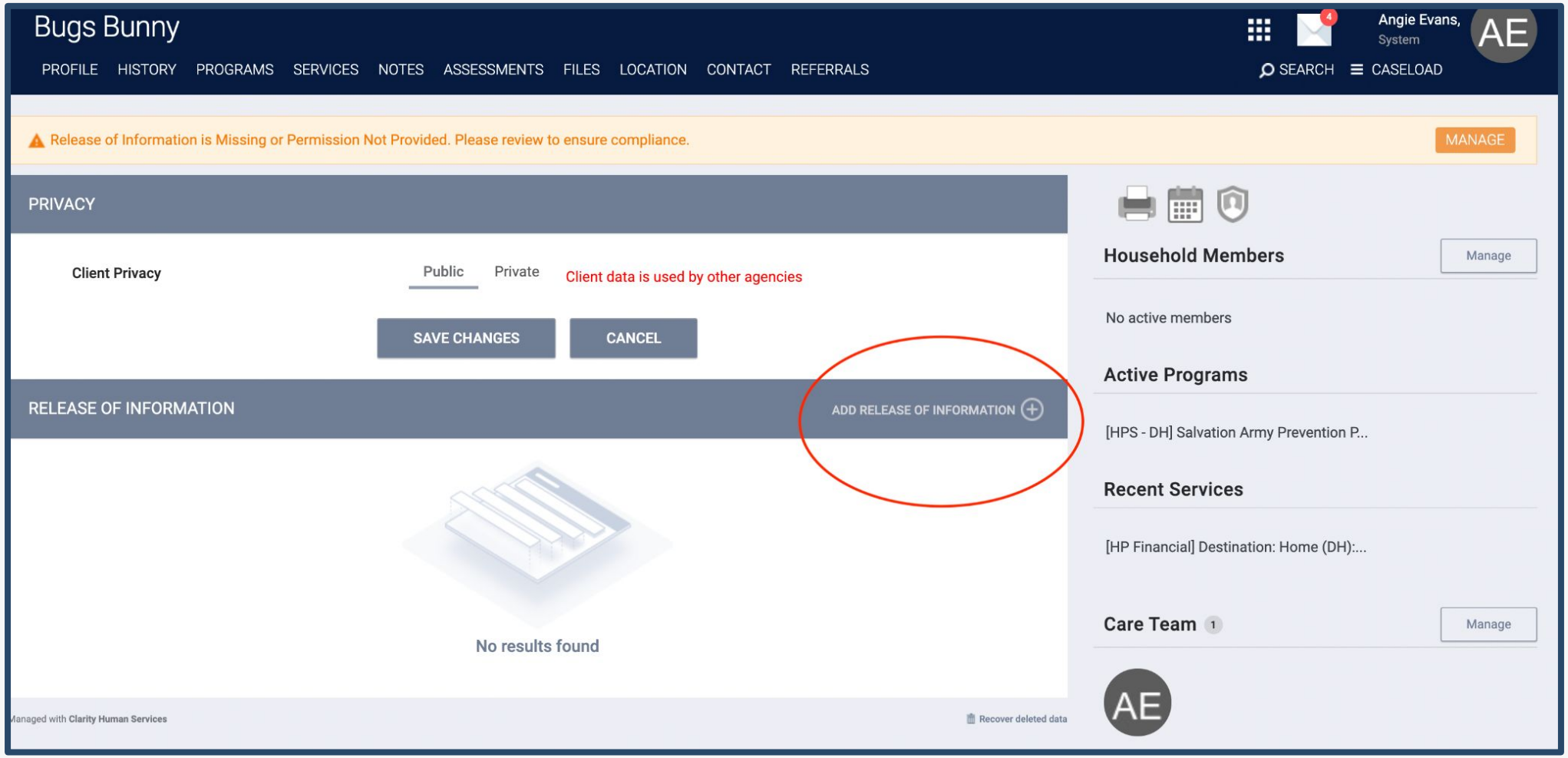
Is the ROI valid? - ***ROI Overview***

- Check the date and review the PDF.



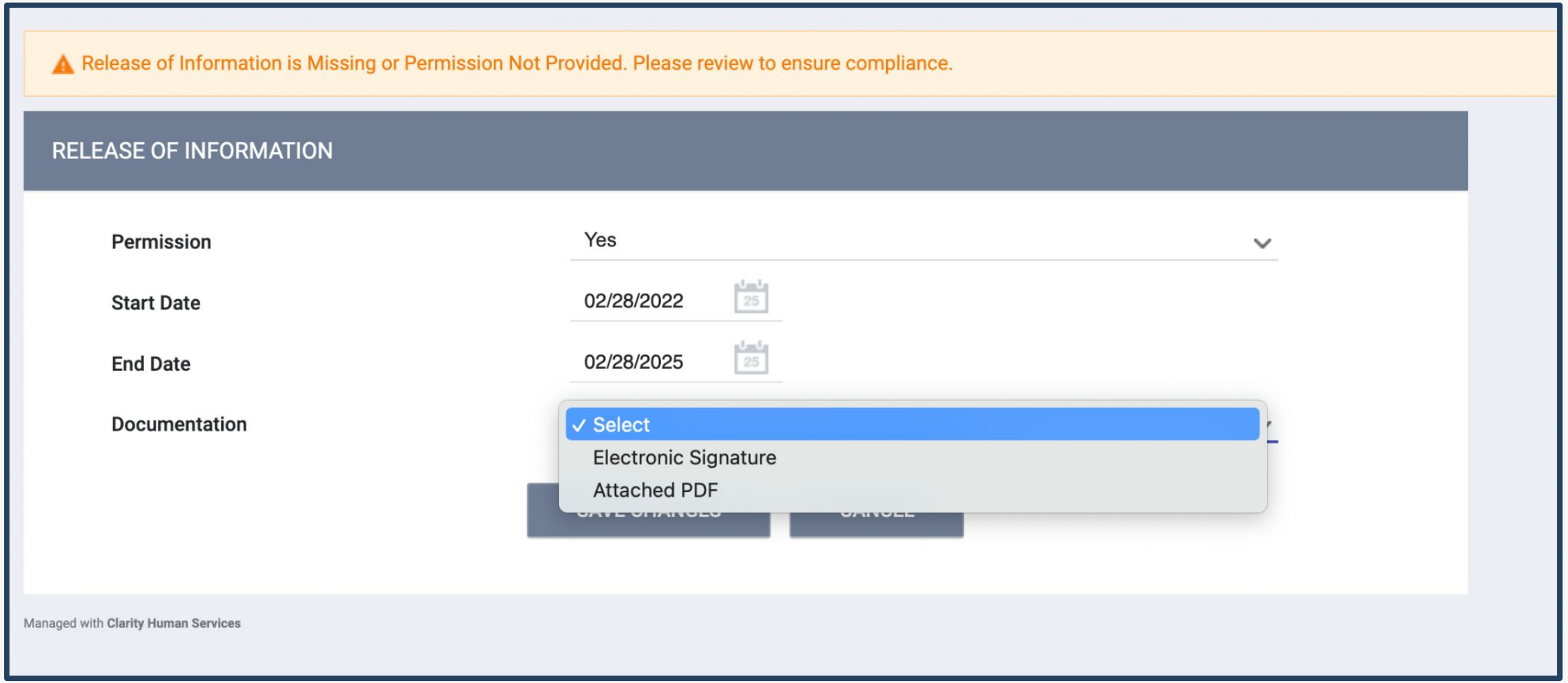
Add a new ROI - ***ROI Overview***

- Select "**Add Release of Information**" to add a new ROI

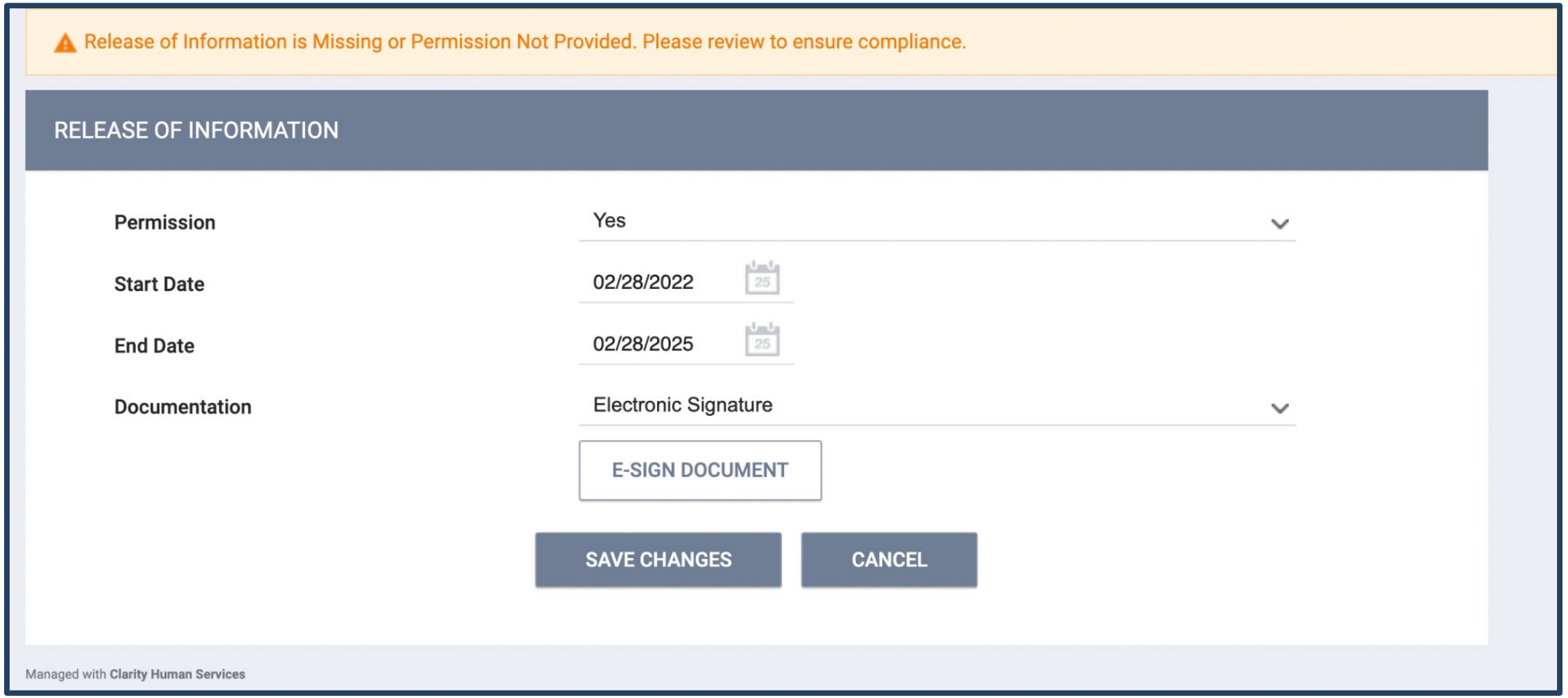


Add a new ROI, continued - *ROI Overview*

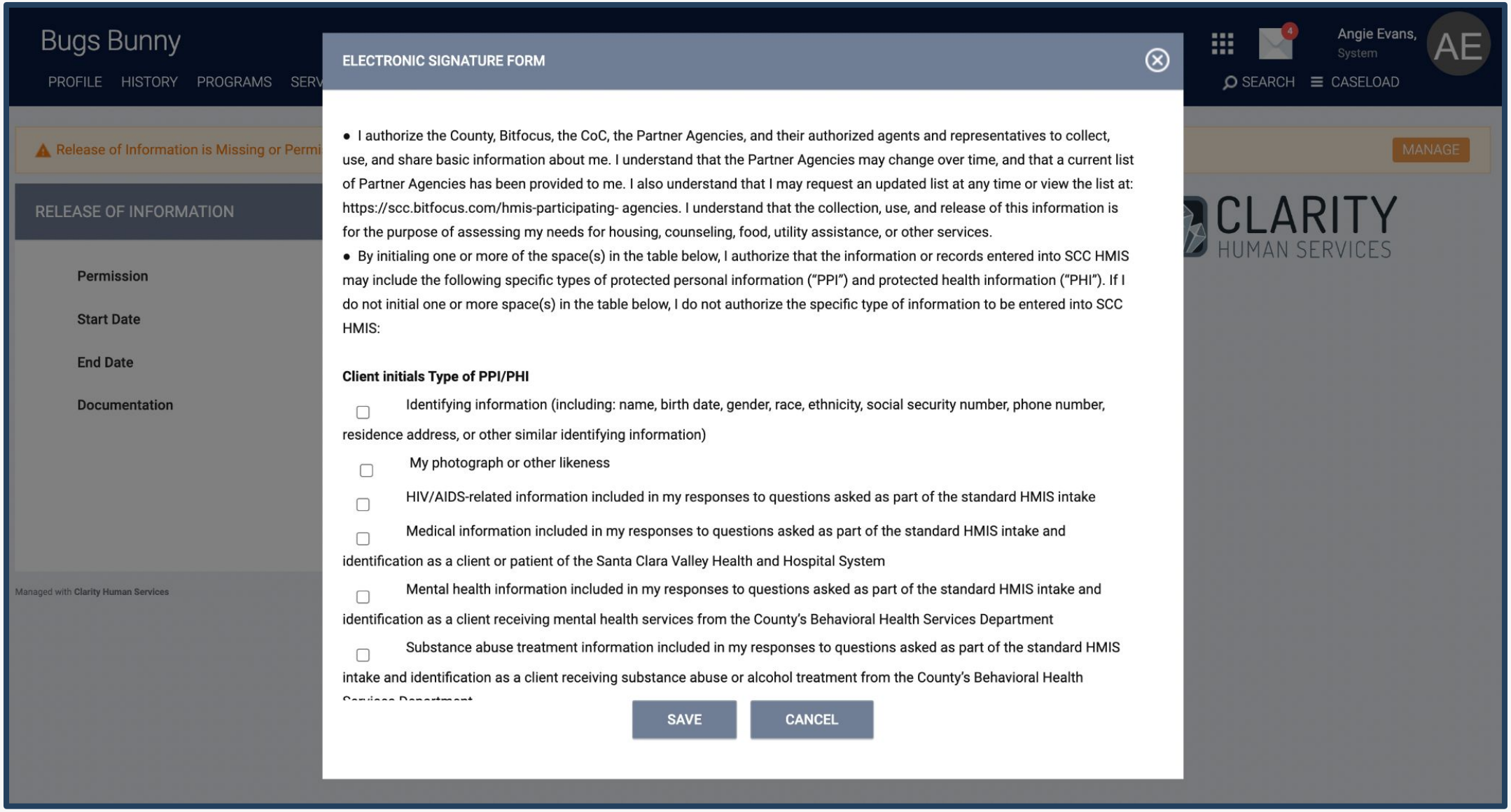
- Review your options



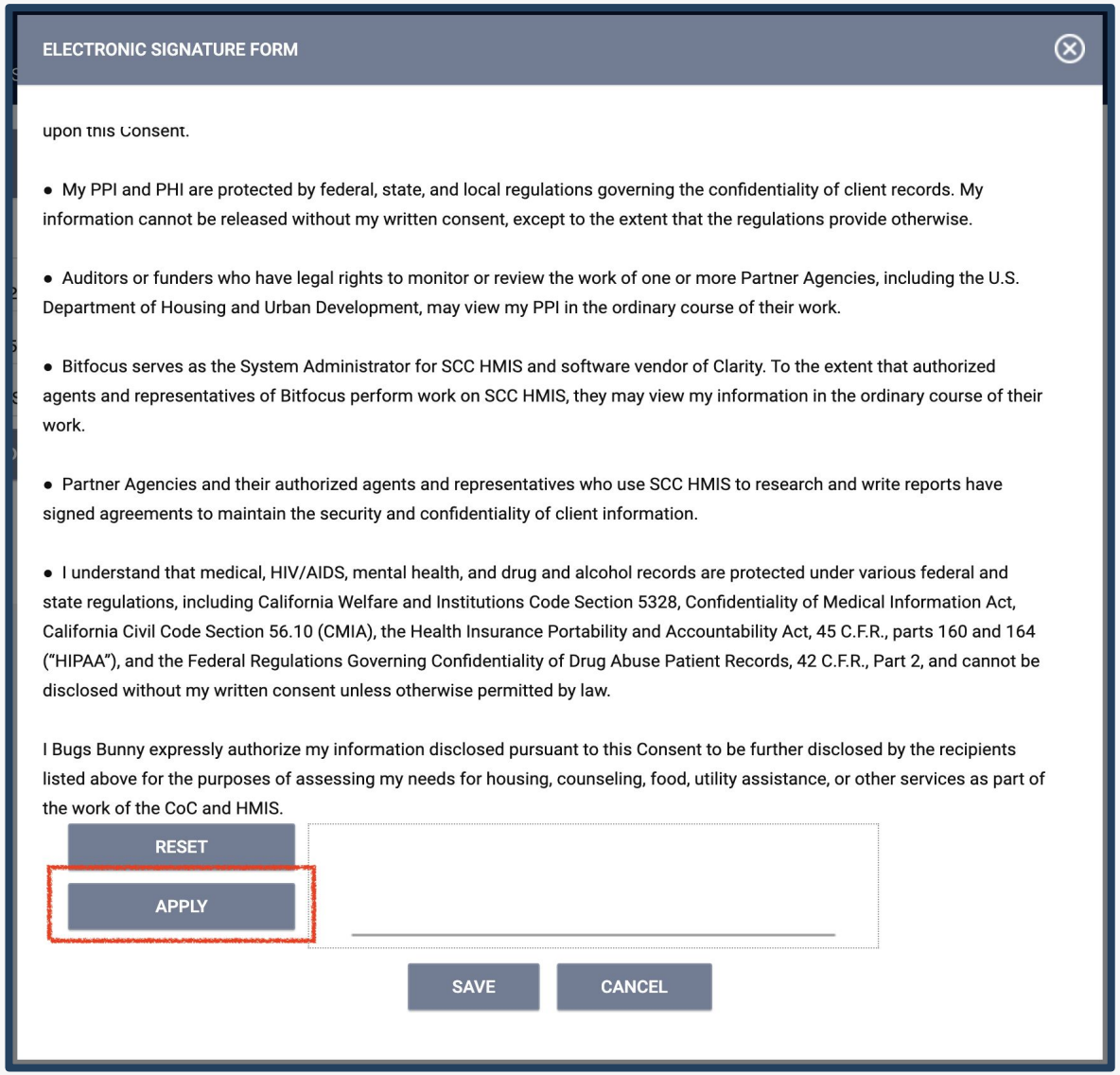
Add a *new* ROI, continued - ***ROI Overview***



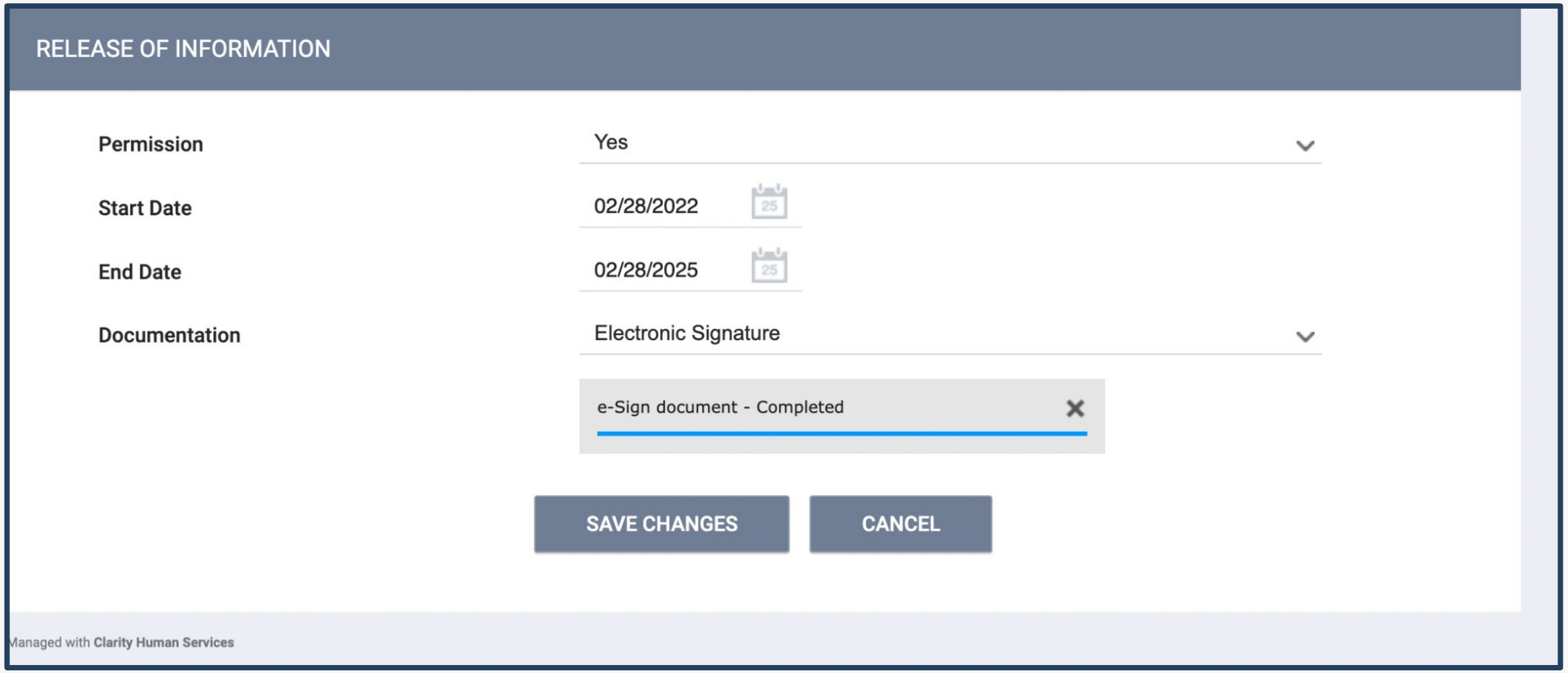
Add a new ROI, continued - ROI Overview



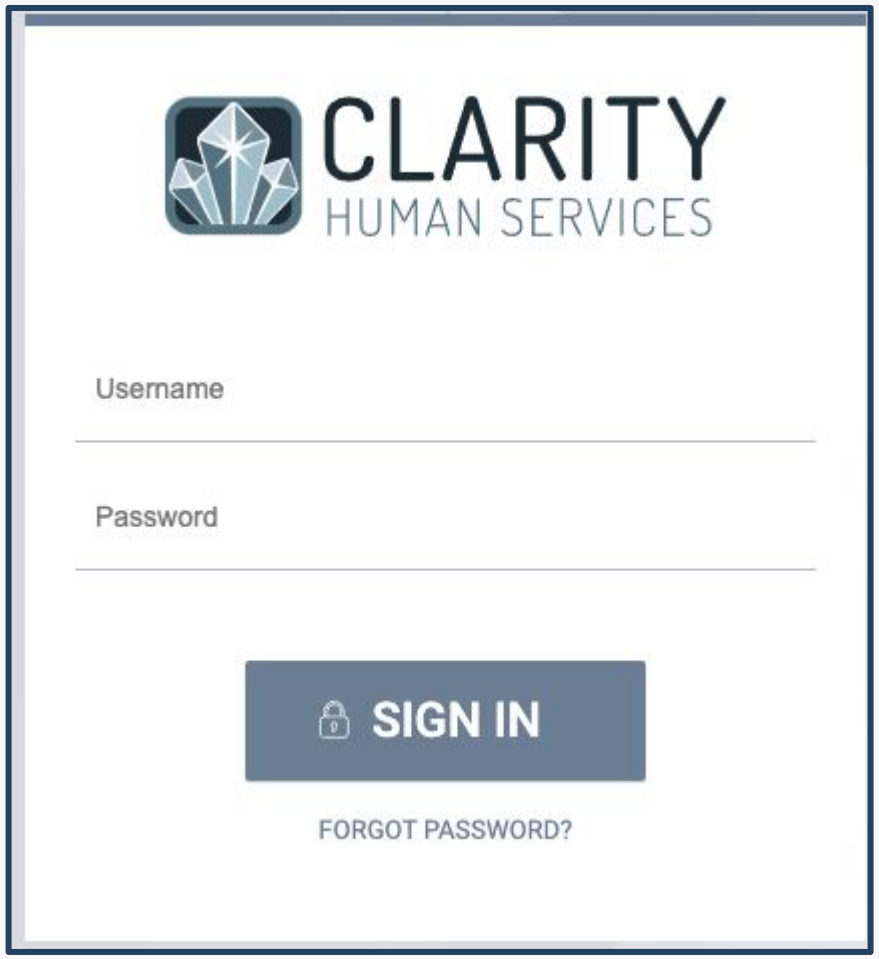
Add a new ROI, continued - ROI Overview



Add a new ROI, continued - *ROI Overview*



Live Demonstration...SCC HMIS Training Site



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

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)

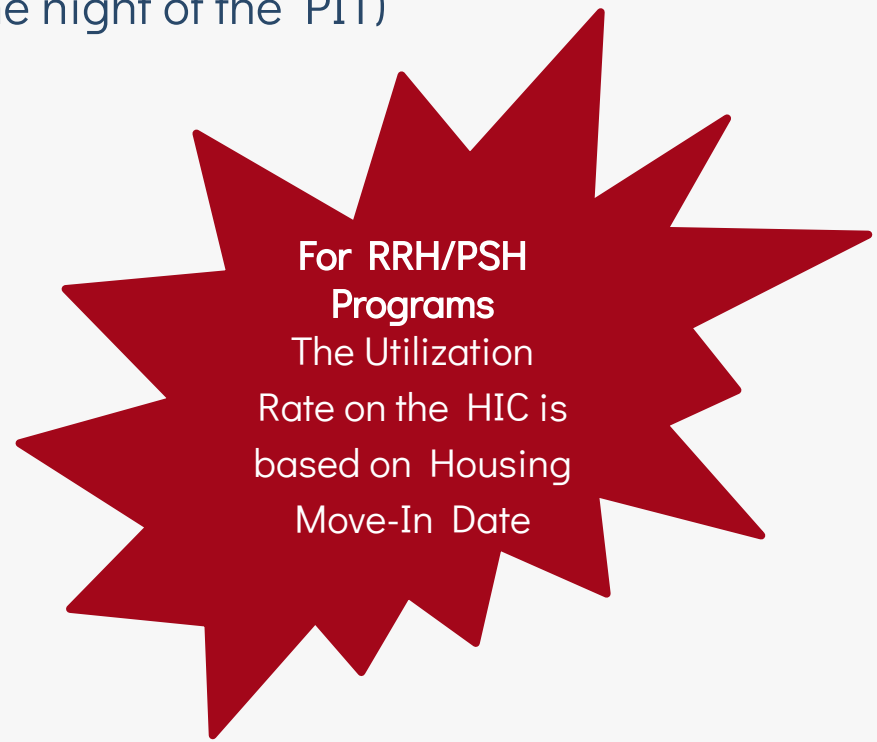
PIT Count Preparation

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)

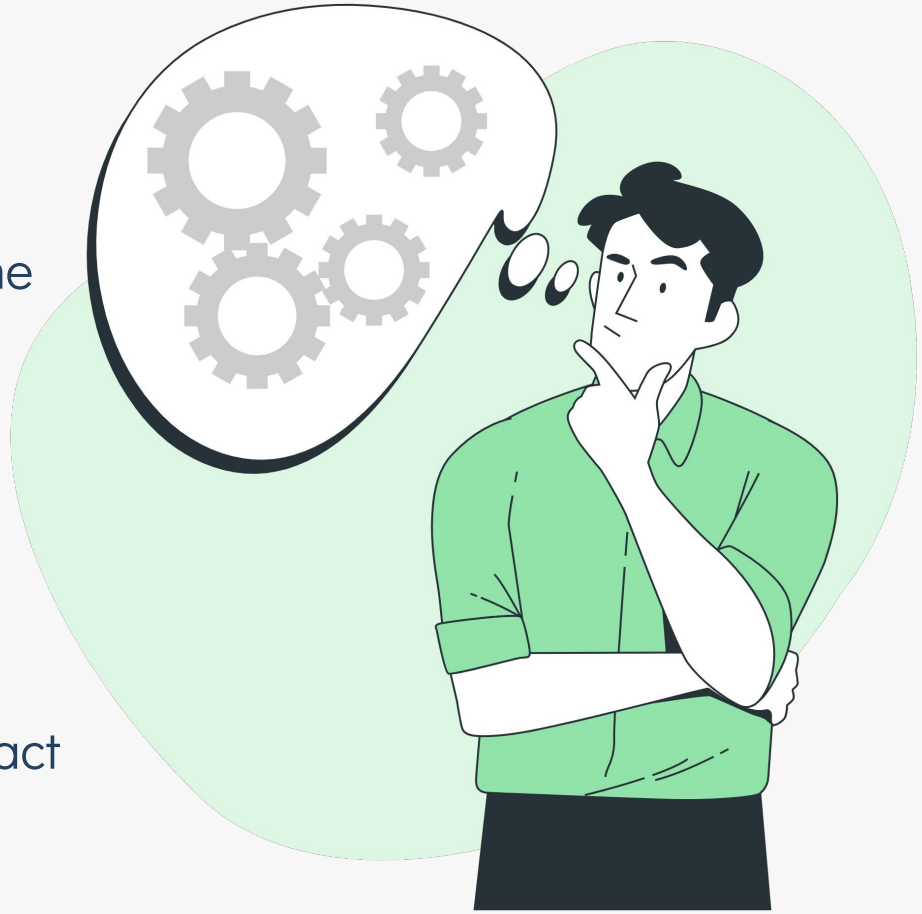
For all clients served on **night of February 23rd,** review:

- 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)



HIC/PIT Next Steps…

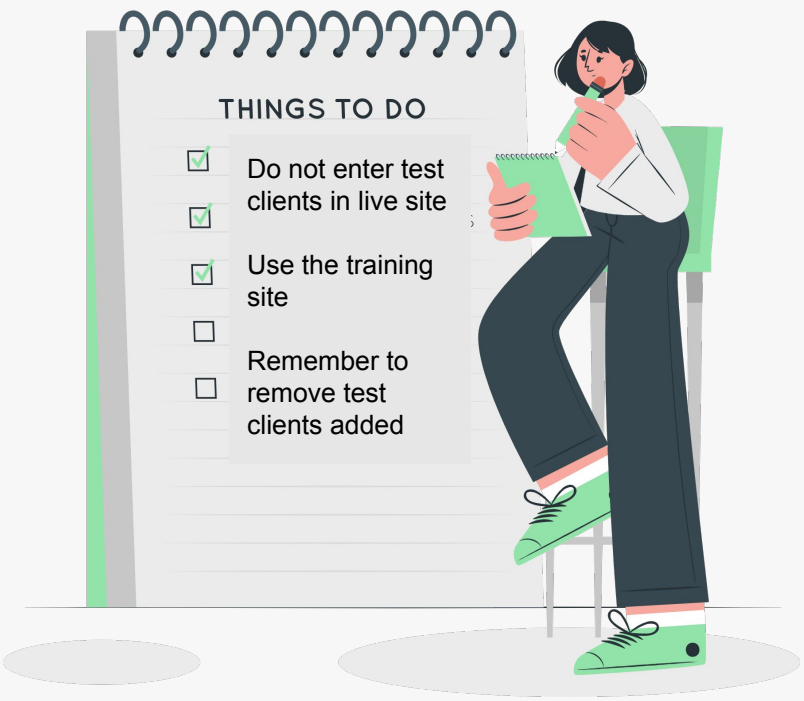
- ✓ Actively respond to Kadra's Outreach emails
- ✓ Responsible for DQ clean up within the requested time frame
- ✓ The HIC/PIT reporting period ends on April 30th
- ✓ **Data clean-up process should be completed by April 16th and no later than Apr 23, 2022**
- ✓ If you have questions about this process,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



Reminders

Reminders - Test Clients

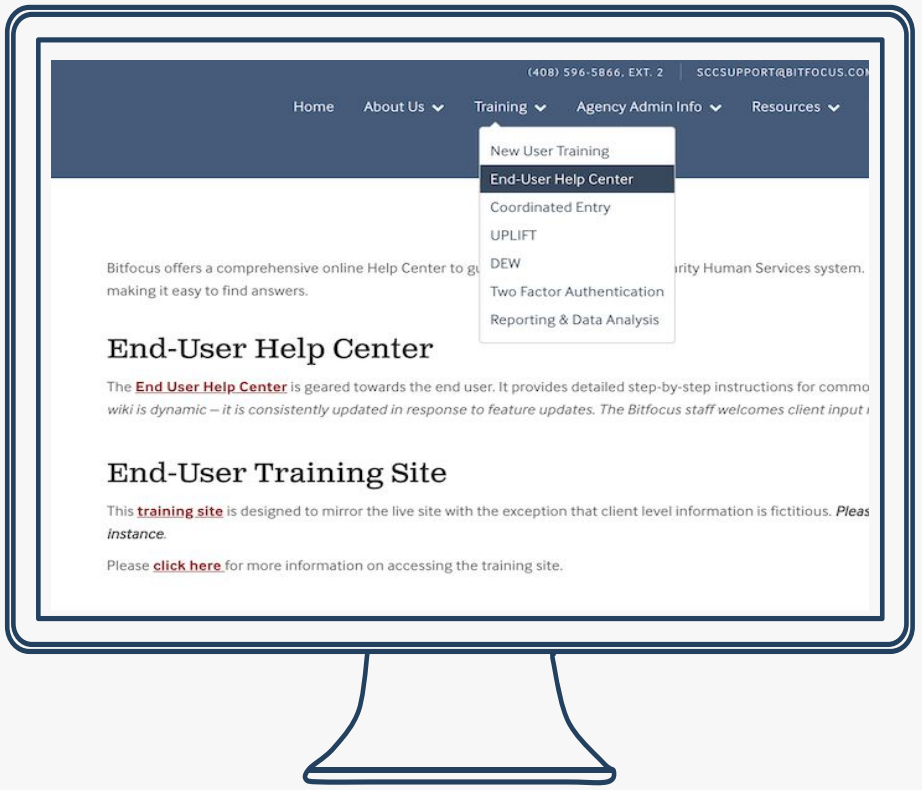
- Please **do not enter TEST CLIENTS** into the live instance
- **Any tests clients entered will be deleted from the live instance by COB on Tuesday, Feb 8th**
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them



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*

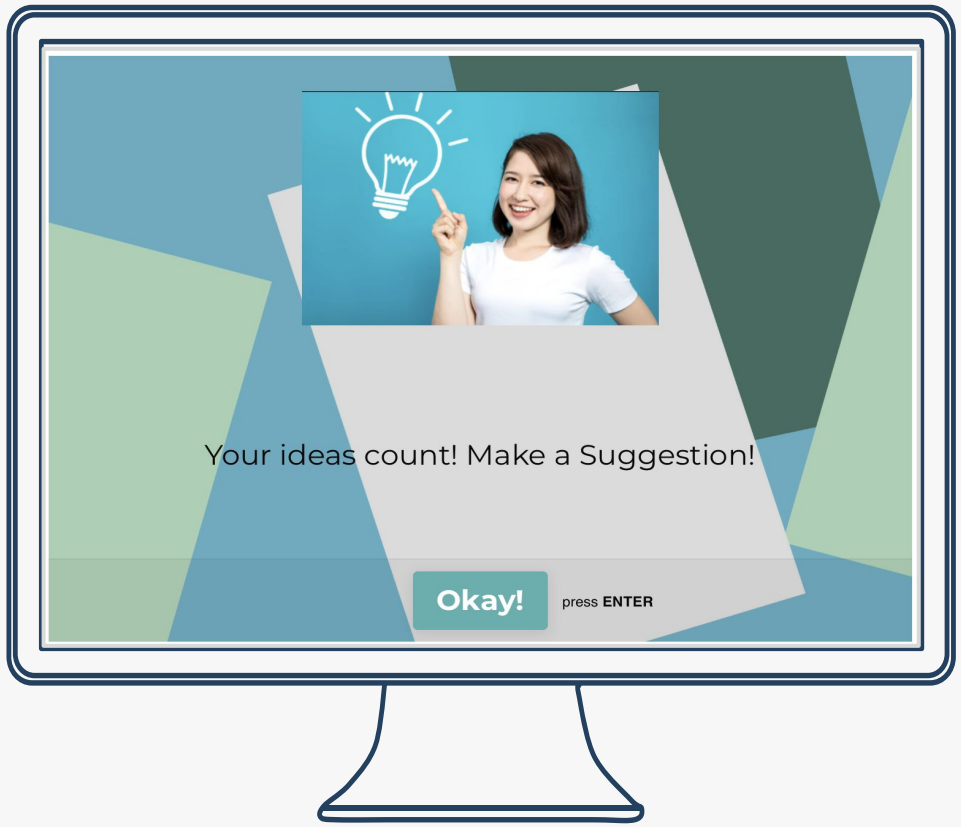
- *Please* note any changes you want made to Program Set-up need to be submitted using the Program Change Form
- *Please* do not make any changes to program set-up; there are several behind the scenes items that need to be updated in tandem
- Changes to program set-up can have an impact on reporting
- 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

*Illustrations provided by Storyset.com