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AGENDA ITEMS

- CoC|Coordinated Assessment Updates
- UPLIFT Updates
- HMIS Newsletter
- Federal Reporting Updates - SPM Submission and HIC/PIT Updates
- SCC Customer Portal - Roadmap and Resource Directory - Destination Home
- SCC HMIS Client Consent Training - Timeline and Expectations
- Mandatory 2022 Trainings - Expiration of Training Availability
- Reminders
- Next Month's Meeting

CoC Updates - HIC/PIT Updates

Verbal Update by Hong Cao

- CoC Membership Meeting - Thank You for attendance; approval for update to Governance Charter
- An additional seat was added to the board for a total of 12 seats (both for Young Adults)
- Last Month there was an in-person reconvening to follow-up on the Young Adult Coordinated Community Plan to End Youth Homelessness, if you have questions please contact Hong Cao.
- CEWG more about the work being done in the CE redesign- progress from the implementation committee to address challenges and feedback
- NOFO kicked started for the 2023 calendar year; this is funding opportunity for the CoC; there will be a CoC meeting No. 4 in the next couple of weeks

CoC Upcoming Meetings

Rapid Rehousing and Employment Initiatives Meeting
When: Thursday, March 9th and 23rd, 2023
Time: 3:00pm-4:30pm
Where: Virtual Meeting

Service Providers Network Meeting
When: Wed, March 8th, 2023
Time: 9:30am – 11:00am
Where: Virtual Meeting

SCC TA Office Hours
When: Wednesday, March 29th, 2023
Time: 10:00am-11:00am
Where: Zoom

SCC CoC VI-SPDAT Training
When: Tuesday, March 28th, 2023
Time: 9:00am – 1:00pm
Where: Virtual Meeting

NOFO Committee Meeting #4
When: Thursday, March 23rd, 2023
Time: 1:00pm - 2:30pm
Where: Register Here!

Data Engagement Workshop (DEW)
When: Thursday, March 23rd, 2023
Time: 9:30am - 11:00am
Where: Register Here!

Coordinated Entry Work Group
When: Thursday, March 9th, 2023
Time: 1:00pm - 2:30pm
Where: Register Here!

SCC PMWG
When: Thursday, March 16th, 2023
Time: 1:00pm - 2:30pm
Where: Register Here!

UPLIFT Updates

Quarter 4 (April – June) UPLIFT begins on Friday,

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3/17/2023

Allocation surveys for Quarter 4 April - June will be emailed to each UPLIFT Agency Coordinator on Monday, 3/6/2023

The UPLIFT Agency Coordinator is the participating agencies' contact and liaison for all things UPLIFT-related. Responsibilities include:

- Ensuring new policies/procedures are shared with UPLIFT users
- Approving UPLIFT program access in HMIS for newly trained users at your agency
- Ensuring there is a process in place for safekeeping and tracking of agency UPLIFT passes post-pickup
- Submitting allocation survey each quarter if the need has changed

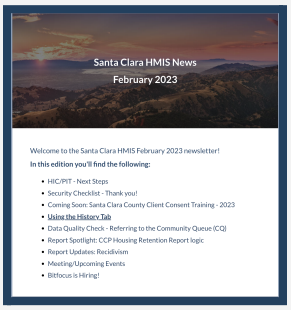
UPLIFT Mailing List FAQs

- Staff will be added to the mailing list when the UPLIFT Agency Coordinator approves their access to the program in HMIS
- Staff can be added to or removed from the mailing list upon request – email UPLIFT@hhs.sccgov.org

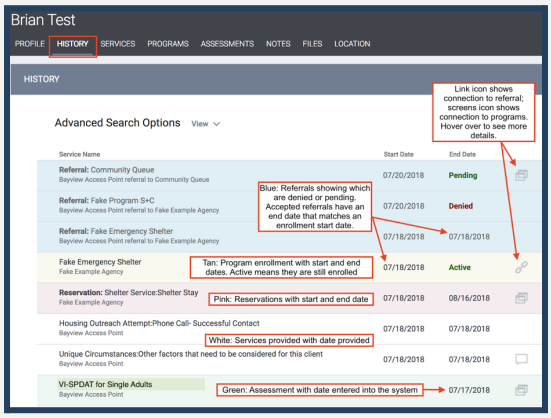
For all UPLIFT-related inquiries please email

UPLIFT@hhs.sccgov.org

HMIS Newsletter – February 2023



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



- Assessments = **GREEN**
- Referrals = **BLUE**
- Program Enrollments = **TAN**
- Services = **WHITE**
- CE Events = **PEACH**

Please note that HMIS End Users **should not** be referring to:

- **Admin. Only/CET**
- **Direct Referral to Programs**

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SCC CCP Housing Retention | **Abode Services**
Date Range: 02/01/2021 thru 02/21/2023

GENERAL INFORMATION: This report identifies the percentage of households who retained housing for 12 months or longer and who remained housed as of the report date.

CCP Housing Retention	
Percentage of Households Housed 12 Consecutive Months at Any Time During CCP Enrollment	**0%**
Number of Households Housed 12 Months Consecutive Months since CCP Enrollment	0
Number of Households Housed 12 Months ago (or longer) as of report end date	0
Percentage of Households Housed 12 Months ago (or longer) who remained continuously housed on report end date	**0%**
Number of Households Housed 12 Months ago (or longer) who remained continuously housed on report end date	0
Number of Households Housed 12 Months ago (or longer) as of report end date	0

- Housing Service based report attached to CCP program enrollments
- In addition to the program enrollment, clients must have an active housing service within the report range in order to appear as Housed in this report

Federal Reporting - Updates

We have completed and submitted the SPMs for 2022!

Behind the Scenes - Though there was no outreach for Data Quality clean-up around SPM data all the work you did for LSA and are doing for the HIC/PIT

is a contributing factor!

Federal Reporting HIC/PIT - Bed & Unit Inventory Utilization

- 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

SCC Customer Portal - Roadmap & Resource Directory

- Insider view with *Sketch*
- HMIS Customer Portal Progress Update
    - Timeline & Upcoming work
- **We Need Your Help!**
    - Updating the Resource Directory
    - Informing your agency
- Opportunities for Deeper Engagement

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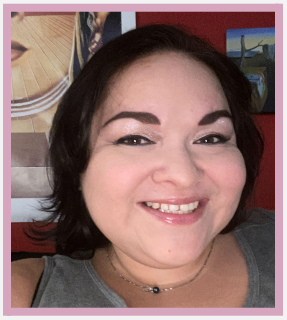
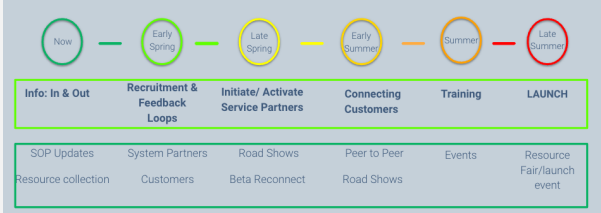


What access to my information and service journey means to me.

HMIS Customer Portal - Timeline



HMIS Customer Portal - SOP Update

Section 20: Electronic Customer Portal Access

The Customer Portal ("The Portal") is software that connects clients to SCC HMIS. Authorized clients may access a portion of their HMIS Record through the Customer Portal.

Identity Verification: Prior to sending a portal invitation the client identity and contact information will be verified by the Partner Agency. Clients will be required to share their full date of birth in HMIS prior to accessing the portal. To verify client identity agencies should ask for the individual's full name and confirm two identifying pieces of information. Identifying information may include: date of birth, contact phone number or address, social security numbers, photo, recent service history, HMIS id number, or other individualized information in the client record. Agency staff will verify the client email listed on the Contact tab in Clarity matches the Email registered to the portal account.

Authorized Access: Only the individual identified in the client record is authorized to access the Customer Portal account. Individuals must be aged 18 or older to access the Customer Portal. If the Customer Portal account is accessed by any unauthorized individual the account should be immediately deactivated. Accounts may be reinstated once the client identity and credentials are verified. An authorized individual may request to have their portal account deactivated at any time.

Portal Information and Communication: Partner Agency Staff will respond to direct messages, requests, and information sent through the Customer Portal in a timely manner. Partner agency staff will review and update information entered through the portal to ensure an accurate and complete client record. Information entered through the Portal is identified in Clarity with a portal icon.

HMIS Customer Portal - Updated ROI

SANTA CLARA COUNTY HMIS
CLIENT CONSENT TO DATA COLLECTION AND RELEASE OF INFORMATION

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Santa Clara County Homeless Management Information System ("SCC HMIS") is a shared database and software application which confidentially collects, uses, and shares client-level information related to homelessness in Santa Clara County. On behalf of the Santa Clara County Continuum of Care ("CoC"), SCC HMIS is administered by the County of Santa Clara ("County") and Bitfocus, Inc. ("Bitfocus") in a software application called Clarity Human Services ("Clarity"). Clients must consent to the collection, use, and release of their information, which helps the CoC to provide quality housing and services to homeless and low-income people.

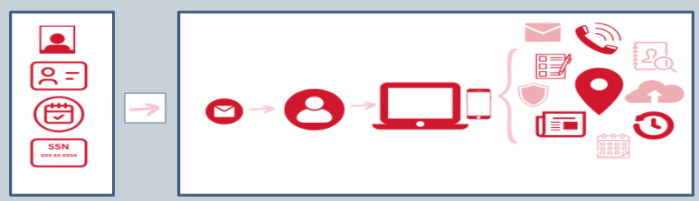
Client information is collected in SCC HMIS and released to housing and services providers (each, a "Partner Agency," and collectively, the "Partner Agencies"), which includes community based organizations and government agencies. Partner Agencies use the information in SCC HMIS: to improve housing and services quality; 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 delivery, impact, and quality of housing and services.

Client information is protected by limiting the parties to whom the confidential information may be released, in compliance with federal, state, and local regulations governing the confidentiality of client records. Each person or agency with access rights to SCC HMIS, or to whom client information is released, must sign an agreement to maintain the security and confidentiality of client information. Upon any violation of the agreement, access rights may be terminated, and the person or agency found to be in violation of the agreement may be subject to further penalties.

Client information is collected in SCC HMIS and released to housing and services providers (each, a "Partner Agency," and collectively, the "Partner Agencies"), which includes community based organizations and government agencies. Partner Agencies use the information in SCC HMIS: to improve housing and services quality; 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; to communicate and share information with you in the Customer Portal; and to monitor and report on the delivery, impact, and quality of housing and services.

HMIS Customer Portal - Help Us Get Moving

- ✓ Resource Collection Form
- ✓ Spread the word throughout your agency
- ✓ Communicate your questions and concerns



HMIS Customer Portal - Opportunities for Deeper Engagement

If you're excited about this shift in access and service, or know someone who might be: ***JOIN US!***

- ✓ People with Lived Experience of Homelessness
- ✓ Direct Service Providers

Working Group: Every other Tuesday 11am-12pm Virtually

Join the Interest List

Invites to focus groups, events, and other cool things

SCC HMIS Client Consent Training - Timeline & Expectations

Santa Clara County Client Consent Training - 2023

Available in Early-March

Training Goals

- ✔ Confirm staff knowledge around privacy considerations for HMIS
- ✔ Client consent requirements, best practices for protecting personally identifiable information

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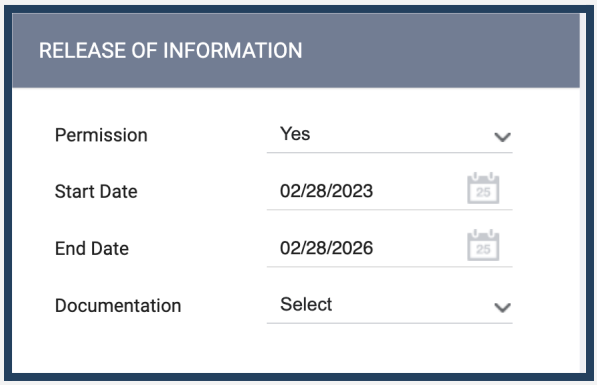
(or PII)

- ✔ Features of Clarity Human Services software that help in protecting privacy

Timeline

Staff must complete the training and pass the quiz within 3 weeks of the training release date

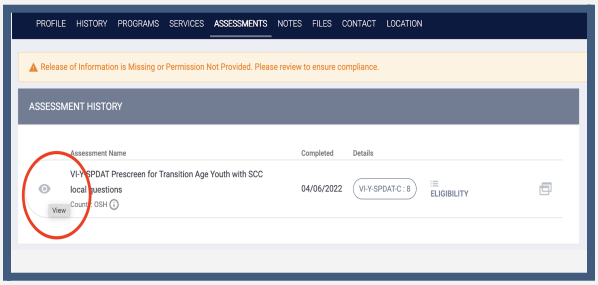


Mandatory 2022 Trainings - Expiration of Trainings

Mandatory 2022 Trainings will expire on March 31st, 2023

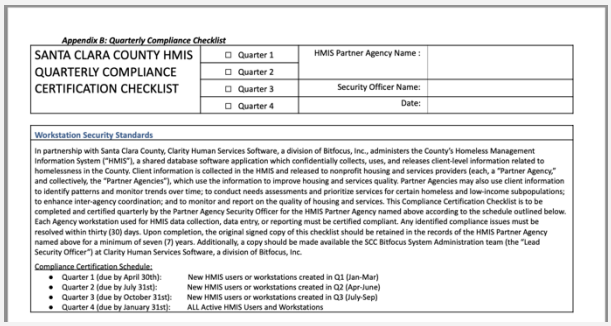
VI-SPDAT assessors who HAVE NOT yet completed these trainings:

- ✔ Please complete these trainings by March 31st, 2023
- ✔ If staff have not completed by this date, they will be required to complete the CoC VI-SPDAT training to regain assessor access



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:	

Workstation Security Standards

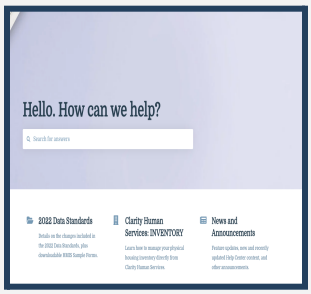
In partnership with Santa Clara County, Clarity Human Services Software, a division of Bitfocus, Inc., administers the County's Homeless Management Information System ("HMIS"), a shared database software application which confidentially collects, uses, and releases client-level information related to 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.

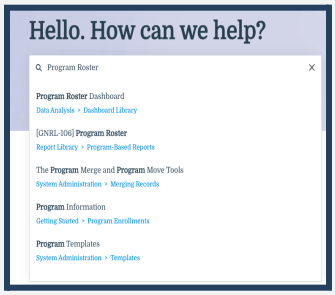
Compliance Certification Schedule:

- 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 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





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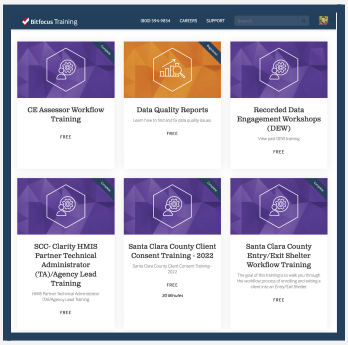
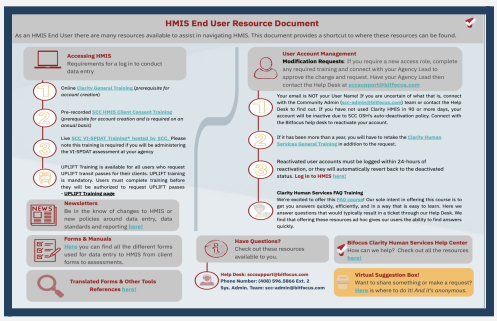


Link to page embedded in image!

- **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

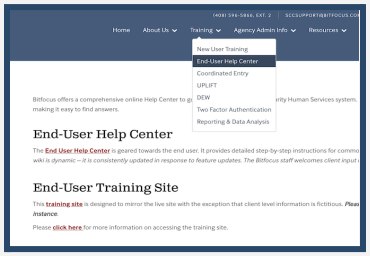
Please be sure and share this practical and easy to use resource!

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

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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

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, April 6th, 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.

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Agency Rep.	Agency
Jason King	Abode
Luis Gonzalez	Abode Services
Aurora Olivares	Amigos de Guadalupe Center for Justice and Empowerment
Lorena Madrid	BHSD
Laura Foster	Bill Wilson Center
Randi Rosen	Bill WIlson Center
Sujata Panda	Bill Wilson Center
Julian Delgadillo	California Youth Outreach
paul marquez	California Youth Outreach
Steven Martinez	Cityteam Ministries
Brandi Jothimani	Community Services Agency
Mark Fries	COMMUNITY SOLUTIONS
Juan Guel	County of Santa Clara- Office of Supportive Housing
Maureen Damrel	Destination: Home
Aretha Cromwell	Destiny Reentry
Justin Damrel	Downtown Streets Team
Jovani Quinones	Gardner Downtown resource center
Laura Lozoya	Goodwill of Silicon Valley
Nikole Thomas	Homebase
Alisha Parret	HomeFirst
Shireen Alinani	housing choices
Amritha Mandagondi	IRC
Hadia Akhbar	IRC
Noel Balce	IRC
Kenya Rawls	JobTrain SCC
Sketch Oppie	LEAB
Cynthia Mar	Lifemoves
Mai Nguyen	momentum for health
Kevin Ashline	MOVE Mountain View
Ilaisaane Fifita	Nation's Finest
Candido Anicete	NEMS
Hong Cao	Office of Supportive Housing
Jazmine Wong	Office of Supportive Housing
Rebecca Siqueiros	Office of System Integration and Transformation-CCSP Program
Leila Qureishi	OSH
Steven Tong	OSH
Ashley Orpilla	Parisi House on the Hill
Aiko Yep	PATH
pammi sandhu	Peninsula Health Care
Susana Monteiro	Razing The Bar
Vela Juan	Santa Clara County Office of Diversion and Reentry Services
Elisha Heruty	SCC Office of Supportive Housing
Chrissy Cheung	SCC PHD
Rose Pierre	School Health clinics
Paulina Soto	SHCS

Angelica Holguin	*Silicon Valley Independent Living Center*
Jesse Mejia	*SJSU Research Foundation*
Jose Macias	*St Joseph's Family Center*
Kutlo Rasetshwane	*Starlight Community Services*
Catherine Farry	*Sunnyvale Community Services*
Meredith Payne	*The Health Trust*
Wei E	*The United Effort Organization, Inc.*
Maria Magallanes	*VA Palo Alto Health Care System*
Benaifer Dastoor	*WVCS*
Jade Bradley	*WVCS*