

MEETING OBJECTIVES

UPDATES

- CoC Updates
- UPIFT Updates
- HMIS Newsletter

IN THE KNOW

- HIC/PIT
- Program Funding Source Configuration
- ROI Tips & CHQ Changes
- DEW Topics
- MyConnectSV Resource Directory

MEMOS

- Recently Assessed & Not on the CHQ
- SCC Client Consent Training
- Next Month's Meeting

UPDATES

CoC Updates

Community Plan to End Homelessness

- 2023 Year-End Report is available <u>here</u>
- If you didn't catch the 3/1 webinar with a deep dive into interim housing and shelter, watch the recording or review the slides here

Coordinated entry system redesign update

 Beta-testing - Currently recruiting 5-6 CBOs to fine tune assessment survey questions to ensure they are equitable, accessible, and person-centered

- MyConnectSV implementation planning is still underway
- Matchmaking protocols are being reviewed for necessary updates (you will hear about the data quality improvement efforts later in this presentation)

Upcoming Events - March 2024

UPCOMING EVENTS March 2024				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
				1
4 2pm SCC HMIS Looker Office Hours	5	6	7 2pm HMIS TA/Agency Lead Meeting 2pm NOFO Committee Meeting #3	8
11	12 10am Data Think Tank	13 9:30am Service Providers Network Meeting	14 10am HMIS Clarity Office Hours 1pm Coordinated Entry Work Group	15
18 2pm SCC HMIS Looker Office Hours	19	20	21 1pm Performance Management Work Group (In-person)	22
25	26 9am VI-SPDAt In-Person Training	27 10am SCC TA Office Hours	28 10am HMIS Clarity Office Hours 3pm Rapid Rehousing & Employment Initiatives Meeting	29

UPLIFT Updates

UPLIFT Quarter 4 - April - June 2024

Q4 Pass requests will be accepted beginning: 3/15/2023 Reminder for Requesting Passes

- Q4 Requests MUST be dated 3/15/23 or onward
- Request either a "Sticker" or "Badge and Sticker" when requesting a pass for a client the 1st time
- ONLY request a "Badge and Sticker" if

Enrolling a new client

A continuing client has lost their badge.

 Clients should be reusing their UPLIFT badges each quarter





 We can only fulfill a request for a client through one agency; duplicate requests need to be resolved by agency staff before being processed

ERROR REMINDERS

We are continuing to track user errors- Users lose UPLIFT access after 4 errors

- No Photo
- ROI Issue
- Low Quality Photo
- Clients Face Obscured
- Wrong Quarter
- Under 18

POC Reminders

- Allocation surveys due 3/12
- **Final** Allocations will be sent 3/13
- Email <u>UPLIFT@hhs.sccgov.org</u> if the program coordinator at your agency changed

HMIS Newsletter



IN THE KNOW

HIC/PIT...What's Happening?

- This year SCC will not be doing an Unsheltered Count; therefore, we will only be focusing on the HIC (Housing Inventory Count)/PIT (Point In Time Count).
- The date that has been selected for the HIC this year is **Thursday, January 25th, 2024**.
- **1.25.2024** Should be used when running DQ Reports
- Please note the date for last year's HIC/PIT was on Tuesday, January 24th, 2023.

HIC/PIT Helpful Reports

- [HUDX-225] HMIS Data Quality Report to review data quality
- [GNRL-220] Program Details Report to review all clientlevel data
- [GNRL-106] Program Roster to review enrollment, exit, and housing move-in dates
- [HSNG-108] Housing Census to review bed nights and maximum bed occupancy (from the bed & unit inventory configured for the program)
- [HUDX-123-AD] Housing Inventory (HIC) Supplemental
 The Housing Inventory Count Supplemental report is designed to be used as a tool to review housing inventory available in a community

HIC/PIT ... Resources

- Communication from the Sys. Admin. Team for any required data clean-up and/or questions
- Template for non-HMIS participating projects that don't collect data in HMIS went out on Monday! Check your email...
- 1:1 Technical Assistance through the Help Desk via chat, email, phone, or Zoom
- SCC HMIS Office Hours, every other Thursday, from 10am-11:30am



Program Funding Source Configuration

In the **New Program Request Form,** you can select the Funding Sources for your program. Select the most appropriate from the list provided – if you do not see the funding source reach out to the Sys. Admin. Team.





System Performance Measure 4: Limited to HUD CoC-Funded Projects

1134 Projects

Non-HUD CoC-Funded last FY

List of projects are **here**.

76 Projects

HUD CoC-Funded last FY

List of included projects are **here**.

Changes should be requested via the <u>Program Change</u> Form



ROI Tips & Community Housing Queue (CHQ) Changes



ELECTRONIC SIGNATURE

This allows users to work with the client to sign the ROI using a computer track pad, stylus, or other digital marking system. Clients may only use a 3-year-period for expiration and must be in-person with the staff when they sign, unless the client is connected to the HMIS Portal, MyConnectSV, in which case the client may sign the new ROI remotely from their own device.

ATTACHED PDF

This must be signed by the client and uploaded as an attached PDF in HMIS. All 6 pages must be included, and consent may be approved for any amount of time, although 3 years is recommended.

The client may sign remotely, however the only authorized 3rd party software approved by County Counsel is Docusign.

Resources for ROIs - Client Consent Forms & Guides

- Client Consent To Data Collection And ROI
- **❖ SCC ROI FAQ Sheet**
- **SCC ROI Completion Instructions Guide**
- How to add an Electronic Signature ROI (PDF)
- Client Consent and Coordinated Assessment: What can I enter into HMIS?
- Client Consent and the VI-SPDAT: What can I enter into HMIS?
- Client Consent and the HPAT: What can I enter into HMIS?

Identifying Active & Valid ROIs

ALWAYS OPEN the ROI to make sure it is valid!

In Clarity use the Data Analysis tab to identify Expired ROIs

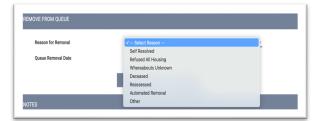
- Expiring ROI's Dashboard
- CCP Expiring ROI's Dashboard
- Quarterly DQ Dashboard (prescheduled to all leads)
- Expiring ROIs Report

ROI Tips & CHQ Changes

A client <u>cannot</u> be referred to a housing program unless the <u>ROI is valid and the Housing information box is initialed</u> (PDF version) or checked off (electronic version)



Clients on the Community Housing Queue (CHQ) without valid ROIs will be REMOVED from the queue starting on Monday, March 18th, 2024



Next Steps for Agency Staff

- ✓ Confirm that your client is on the CHQ
- ✓ If they have been removed, check their ROI and program history before re-referring them to the CHQ
- ✓ Update any ROI that is not valid

DEW Topics

Help us select the next topic for the Data Engagement

Workshop!

Data Engagement Workshops (DEW) Topics

NEW FEATURE MyConnectSV - Resource Directory

Now available for Clarity users!

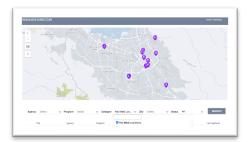
Only users who have completed the MyConnectSV Training will have initial access



Filter Resource Directory by

- Agency
- Program Name
- ☐ Category (PSH, TH, ES etc.)
- Location

View or Print resources matching those available to clients on MyConnectSV



Recently Assessed & Not on CHQ Tips



Review When should I do a VI-SPDAT?



Agencies w/Clients Assessed & Not on CHQ

Agency Name	Number of Clients
HomeFirst	26
LifeMoves	12
Horizon Services, Inc - DBA Mission Street Sobering Center	4
Amigos de Guadalupe	4
PATH	4
County: SCVHHS - Ambulatory	4
WeHOPE	3
County: Reentry Resource Center	3
Silicon Valley Independent Living Center (SVILC)	1
California Youth Outreach	1
Sunnyvale Community Services	1
CityTeam Ministries	1
Bill Wilson Center	1
Community Services Agency of Mountain View	1
Grand Total	66

MEMOS

Annual SCC Client Consent Training All Clarity HMIS users in Santa Clara County are required to take the <u>updated</u> Client Consent <u>Training by March 29th</u>, 2024.

There are no exceptions to this policy, as this training is meant to ensure that client confidentiality and privacy at every agency meets state and federal standards. Please know that even if you've taken a Client Consent Training recently, or recently gained HMIS access, you are still required to complete the training.

Click here to complete the 30-minute training! NEXT STEPS

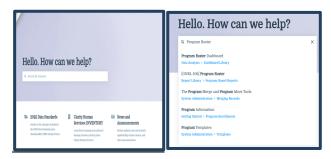
- All Staff will need to complete the training <u>even if</u> <u>they just completed it in January of 2024</u>
- Staff will need to log into the training website to access the training
- Staff will not be able to access the required <u>Ouiz</u> until they have completed the 30-minute video
- An 80% or higher on the quiz is considered passing
- Access will be removed from staff who do not complete the training by deadline (usually 3 weeks)

1. You will not be able to access the required quiz until after you've watched the 30-minute video

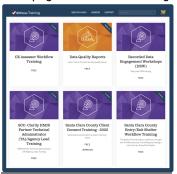
If you open a new window in your browser or select one that is already open, or you fast forward the video, the system will recognize this as multitasking, and you'll need to watch the video again

 Although <u>YOU DO NOT</u> need to confirm completing the training with Bitfocus, if you have questions about your completion, please contact the Help Desk at sccsupport@bitfocus.com

Resources 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

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
- Update a users access after completion of the VI-SPDAT required training
- 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 4th, 2024

Time: 2:00pm - 3:30pm

Dates and locations for 2024 meetings are listed on the OSH website:

<u>CoC Events Calendar - Supportive Housing - County of Santa</u> Clara



Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com
Bitfocus System Administration Team: sccsupport@bitfocus.com

admin@bitfocus.com

Your Sys. Admin. Team:



Angie Evans angieevans@bitfocus.com Senior Project Admin, Santa Clara County South Bay, CA 800.594.9854 x274



Lesly Soto Bright leslys@bitfocus.com Deputy Project Admin, SCC South Bay, CA 800.594.9854 x256

List of Participants

If you attended the meeting but are not listed, please let us know.

Agency Name	Representative
Abode Services	Aida Tesfai
Abode Services	Luis Gonzalez
Amigos de Guadalupe	Aurora Olivares
Asian American Center of Santa	
Clara County (AASC)	Leticia Barrera H
Bible Way / Destiny	Aretha Cromwell
Bill Wilson Center	Randi Rosen
Bill Wilson Center	Sujata Panda
California Youth Outreach	Anthony Ortiz Jr.
California Youth Outreach	Julian Delgadillo
Catholic Charities	Consuelo Collard
City of San Jose	Marcell Leath
City of San Jose	My Nguyen

A/Agency Lead	
City of San Jose	Nathaniel Montgomery
CityTeam Ministries	Christopher Chamberlain
CityTeam Ministries	Christopher Hill
Community Services Agency of	
Mountain View	Sary Soltero
Community Solutions	Elizabeth Reynoso-Gutierrez
ConXion to Community	Caroline Mireles-Sailor
County: OSH	Elisha Heruty
County: OSH	Fang Zhu
County: OSH	Jazmine Wong
County: OSH	Juan Hernandez
County: OSH	Taylor David
County: SCVHHS - BHSD - Access	
& Unplanned - IHOT	Lindsay Cross
County: SCVHHS - BHSD - AOA -	
FDR	Jeremy Golden
County: SCVHHS - BHSD AOA -	
CSI	Kelsey Banes
County: SCVHHS - BHSD AOA -	
CSI	Will Norman
County: SCVHHS - Public Health	Chris Cheung
County: Valley Health Plan	Geralyn ChecklistQ1 Glenn
Destination: Home	Maureen Damrel
Downtown Streets Team	Justin Damrel
Emergency Rental Assistance	
(ERA)	Paulina Soto
Family Supportive Housing	Alex Le
Goodwill of Silicon Valley	Laura Lozoya
HomeFirst	Alisha Parret
Housing Choices Coalition	Shireen Alinani
Institute on Aging	Christina Strine
International Children	
Assistance Network (ICAN)	Kit Nguyen
JobTrain	Ana Rosas
LifeMoves	Cynthia Mar
LifeMoves	Daisy Navarro



Move Mountain View	Taly Leibovici
Nation's Finest	Ilaisaane Fifita
Nation's Finest	Kim Decker
North East Medical Services	
(NEMS)	Candido Anicete
PATH	Aiko Yep
Pathway Society	Rita Anzualda
Sacred Heart Community	
Service	Paulina Soto (deleted)
Salvation Army	Cesar Esquivel
San Jose State University	
Research Foundation (SJSU)	Jesse Mejia
Santa Clara County Office of	
Education (SCCOE)	Anna Wayne
School Health Clinics of Santa	
Clara County	Rose Anne Pierre
School Health Clinics of Santa	
Clara County	Tran Tran
St. Andrew's Residential	
Programs for Youth (STAR)	Vicky Taylor
St. Joseph's Family Center	Jose Macias
Starlight Community Services	Kutlo Rasetshwane
Superior Court of CA, County of	
Santa Clara	Roxanna Frias
The United Effort Organization	Wei E
Unity Care Group	Deepa Bhat
VAPAHCS	Maria Magallanes
WeHOPE	Anita Blount
West Valley Community Services	Elizabeth Ducker