

SCC Technical Admin. (TA)/Agency Lead Meeting Thursday, March 7th, 2024



Getting to Know You

Would You Rather...

Take a Bath in Ice or Take a Bath in Jell-O?





Meeting Objectives

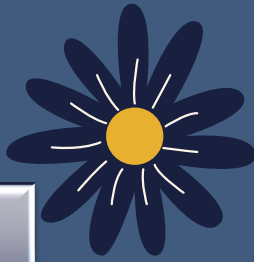
UPDATES

- CoC Updates
 - UPLIFT Updates
 - HMIS Newsletter
- 

IN THE KNOW

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

MEMOS

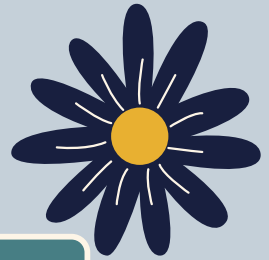
- Recently Assessed & Not on CHQ
 - SCC Client Consent Training
 - Next Month's Meeting
- 
- 

COC UPDATES





CoC Updates



Community Plan to End Homelessness

- **2023 Year-End Report** is available [here](#)
- 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*

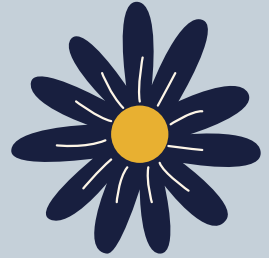
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
				1
4 <u>2pm SCC HMIS Looker Office Hours</u>	5	6	7 <u>2pm HMIS TA/Agency Lead Meeting</u> <u>2pm NOFO Committee Meeting #3</u>	8
11	12 <u>10am Data Think Tank</u>	13 <u>9:30am Service Providers Network Meeting</u>	14 <u>10am HMIS Clarity Office Hours</u> <u>1pm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

UPLIFT UPDATES





UPLIFT Updates



**UPLIFT Quarter 4
April - June 2024**

Q4 Pass requests will be accepted beginning: 3/15/2023

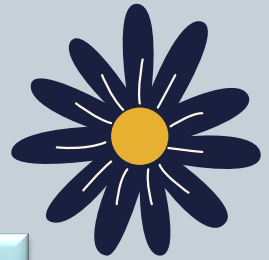
**Reminder for
Requesting Passes**

- 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





UPLIFT Updates



Error Reminders

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

NO
Photo

Low
Quality
Photo

Wrong
Quarter

ROI
Issue

Clients
Face
Obscured

Under
18

POC Reminders

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

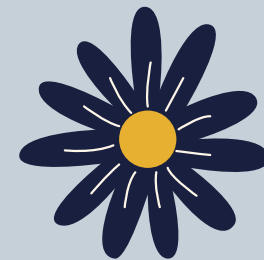


HMIS NEWSLETTER





HMIS Newsletter



Welcome to the Santa Clara HMIS February 2024 newsletter!
In this edition you'll find the following:

- [Check Out this Fun Poll: DEW Topics](#)
- HIC/PIT Updates & Recap
- ROI - Tips for Determining Up to Date ROI's
- Report Spotlight: [\[DOXX-103\] Monthly Staff Report](#)
- Clients Assessed and Not on the Community Housing Queue (CHQ) - Update
- SCC Client Consent Training
- Available Trainings - Skilljar
- Meetings/Upcoming Events
- Bitfocus is Hiring!



HIC/PIT





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...Reports

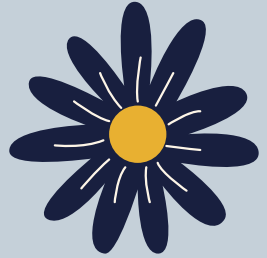


Useful Reports

- [HUDX-225] HMIS Data Quality Report to review data quality
 - [GNRL-220] Program Details Report to review all client-level 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
 - [HUDX-123-AD] Housing Inventory Count (HIC) Supplemental
- 
- 



HIC/PIT...Resources



- Communication from your Sys. Admin. Team (scc-admin@bitfocus.com) for any required data clean-up and/or questions
- 1:1 Technical Assistance through the Help Desk via chat, email, phone, or Zoom – sccsupport@bitfocus.com
- Standing Office Hours every other Thursday from 10am-11:30am
- Additional Resources: [PIT and HIC Guides, Tools, and Webinars](#)



PROGRAM FUNDING SOURCE CONFIGURATION



Program Funding Source Configuration



Santa Clara County HMIS New Program Request

angiee@bitfocus.com [Switch account](#)

* Indicates required question

Program Funding

Primary Federal Funding Source *

If no Federal Funding Source, select "N/A" or "Local or Other Funding Source" and fill in the text box below.

Choose

! This is a required question

HUD:HOPWA – Hotel/motel vouchers

VA:Grant Per Diem – Service Intensive Transitional Housing

VA:Grant Per Diem – Clinical Treatment

Local or Other Funding Source

HUD: Rural Special NOFO

HHS:RHY – Demonstration Project

HUD: Public and Indian Housing (PIH) Programs

HUD:HOPWA – Transitional Housing (facility based or TBRA)

HHS:RHY – Maternity Group Home for Pregnant and Parenting Youth

VA:Grant Per Diem – Bridge Housing

HHS:RHY – Basic Center Program (prevention and shelter)

HUD:CoC – Rapid Re-Housing

HUD:CoC – Single Room Occupancy (SRO)

HHS:PATH – Street Outreach & Supportive Services Only

HUD:ESG – Street Outreach

HUD:CoC – Supportive Services Only

HUD: Unsheltered Special NOFO



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

1134 Projects

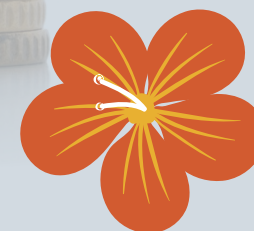
Non-HUD CoC-Funded last FY

List of projects are [here](#).

76 Projects

HUD CoC-Funded last FY

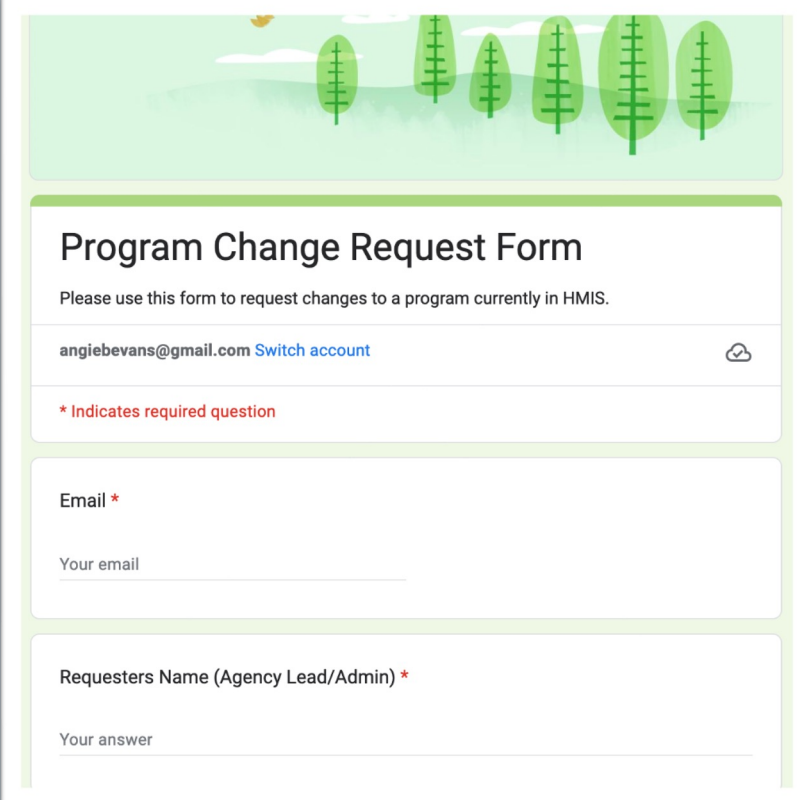

List of included projects are [here](#).



Program Funding Source Configuration


To change or update a current
Program's funding source:

Program Change Form



Program Change Request Form

Please use this form to request changes to a program currently in HMIS.

angiebevans@gmail.com [Switch account](#) 

* Indicates required question

Email *

Your email


Requesters Name (Agency Lead/Admin) *

Your answer

ROI TIPS & COMMUNITY HOUSING QUEUE (CHQ) CHANGES



ROI Tips & CHQ Changes



The screenshot shows a web form titled "RELEASE OF INFORMATION". It contains several fields: "Permission" set to "Yes", "Start Date" set to "03/01/2024", and "End Date" set to "03/01/2027". The "Documentation" field has a dropdown menu open, showing "Select", "Electronic Signature", and "Attached PDF". Two red curved arrows point from the "Documentation" dropdown to the "ELECTRONIC SIGNATURE" and "ATTACHED PDF" sections below.

Permission	Yes
Start Date	03/01/2024
End Date	03/01/2027
Documentation	Select Electronic Signature Attached PDF
Hide from Customer Portal	

SAVE CHANGES CANCEL

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!

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

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 **cannot** be referred to a housing program unless the **ROI is valid and the Housing information box is initialed** (PDF version) or checked off (electronic version)

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
- ☒ Financial and benefits information (including: employment status, income verification, public assistance payments or allowances, food stamp allotments, health care coverage, or other similar financial or benefits information)
- ☒ **Housing information**
- ☒ Information about services provided by HMIS Partner Agencies (including: date, duration, and type of service; and other similar service information)



ROI Tips & CHQ Changes

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

REMOVE FROM QUEUE

Reason for Removal

Queue Removal Date

✓ -- Select Reason --

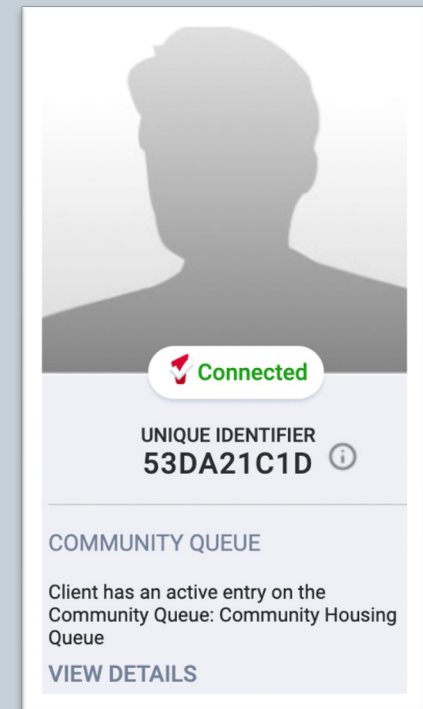
- Self Resolved
- Refused All Housing
- Whereabouts Unknown
- Deceased
- Reassessed
- Automated Removal
- Other

NOTES



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

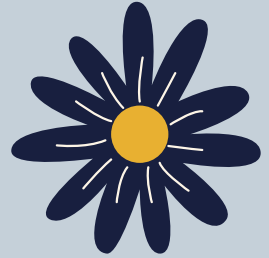


DEW TOPICS





DEW Workshop Topics



Help us select the next topic for the Data Engagement Workshop!

Data Engagement Workshops (DEW) Topics



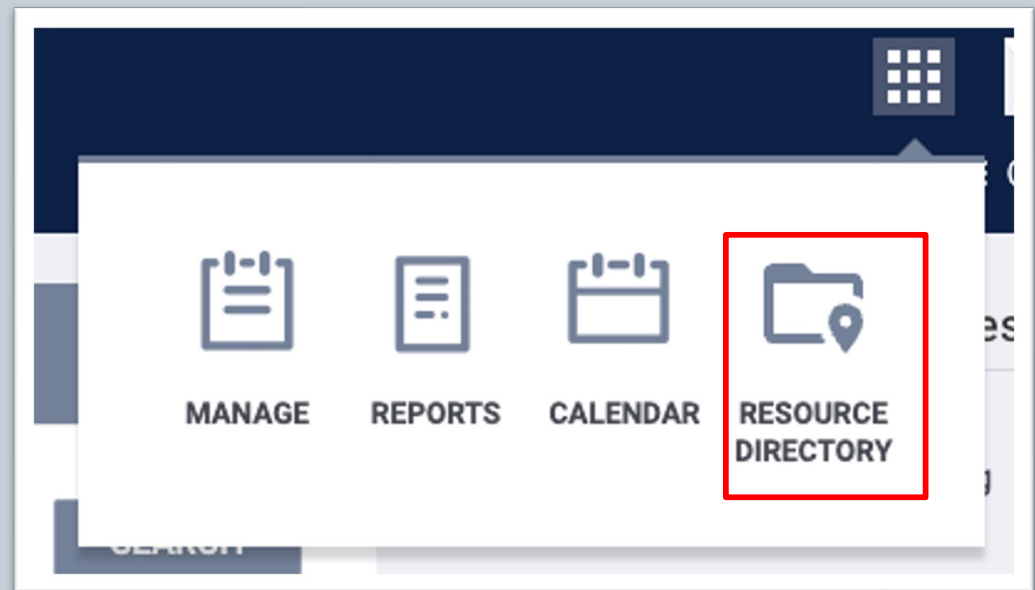
NEW FEATURE
MyConnectSV -
Resource Directory



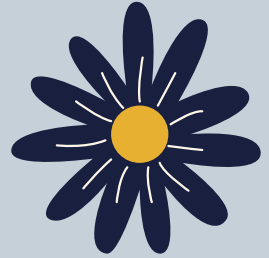
Resource Directory

Now available for Clarity users!

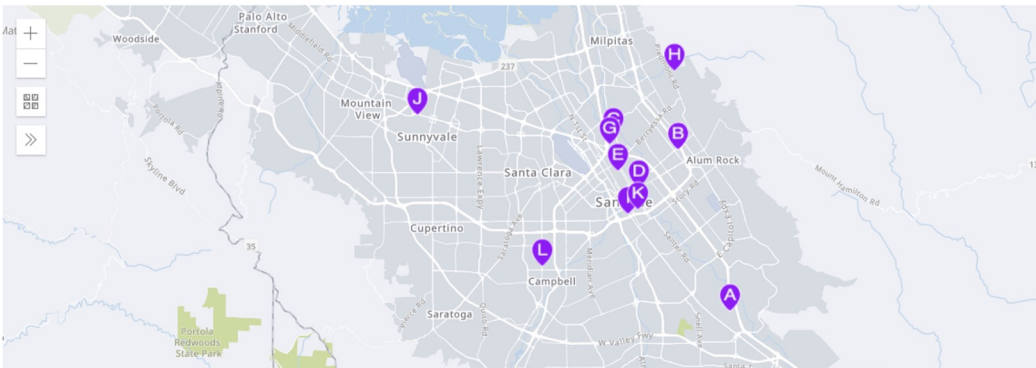
Only users who have completed [the MyConnectSV Training](#) will have initial access



Resource Directory



RESOURCE DIRECTORY PRINT PREVIEW



Agency Select Program Select Category Hot Meal Loc... City Select Status All

Title	Agency	Program	Hot Meal Loc...	Last Updated
			<input checked="" type="checkbox"/> Hot Meal Locations	
			<input type="checkbox"/> Food Pantries/ Food Banks	

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

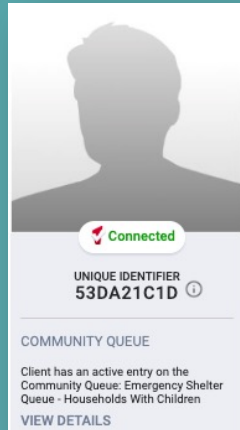


Community Housing Queue Tips

REVIEW CLIENT'S PROFILE TAB

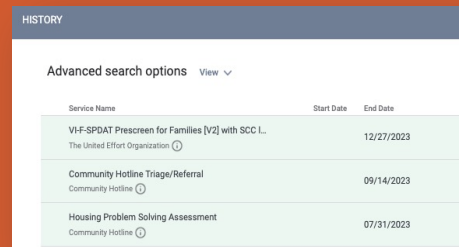
Check to see if the client is already on the CHQ – if they are, you will not be able to resend.

Review their ROI to ensure it's valid



REVIEW CLIENT'S HISTORY TAB

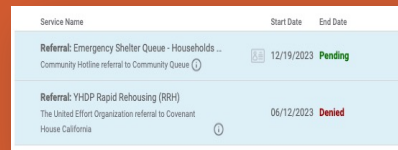
Verify if the client already has an assessment



Service Name	Start Date	End Date
VI-F-SPDAT Prescreen for Families [V2] with SCC L... The United Effort Organization ⓘ		12/27/2023
Community Hotline Triage/Referral Community Hotline ⓘ		09/14/2023
Housing Problem Solving Assessment Community Hotline ⓘ		07/31/2023

Was there an assessment administered in the last year?

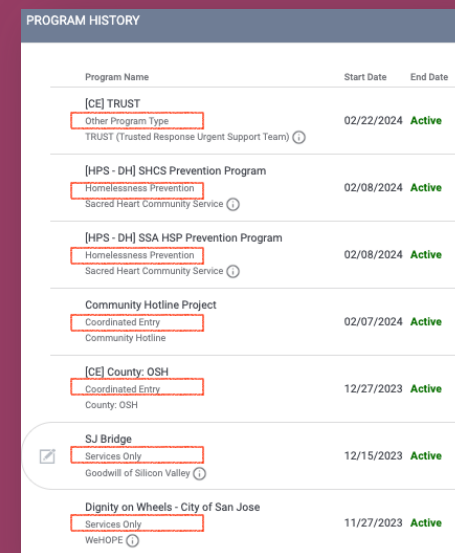
Was there a referral that was denied? If so, check and see why?



Service Name	Start Date	End Date
Referral: Emergency Shelter Queue - Households ... Community Hotline referral to Community Queue ⓘ	12/19/2023	Pending
Referral: YHDP: Rapid Rehousing (RRH) The United Effort Organization referral to Covenant House California ⓘ	06/12/2023	Denied

REVIEW THE PROGRAM HISTORY TAB

Check to see if the client has an enrollment in a housing program



Program Name	Start Date	End Date
[CE] TRUST Other Program Type TRUST (Trusted Response Urgent Support Team) ⓘ	02/22/2024	Active
[HPS - DH] SHCS Prevention Program Homelessness Prevention Sacred Heart Community Service ⓘ	02/08/2024	Active
[HPS - DH] SSA HSP Prevention Program Homelessness Prevention Sacred Heart Community Service ⓘ	02/08/2024	Active
Community Hotline Project Coordinated Entry Community Hotline	02/07/2024	Active
[CE] County: OSH Coordinated Entry County: OSH	12/27/2023	Active
SJ Bridge Services Only Goodwill of Silicon Valley ⓘ	12/15/2023	Active
Dignity on Wheels - City of San Jose Services Only WeHOPE ⓘ	11/27/2023	Active



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





SCC Client Consent Training



All Clarity HMIS users in Santa Clara County are required to take the updated Client Consent Training by March 29th, 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.

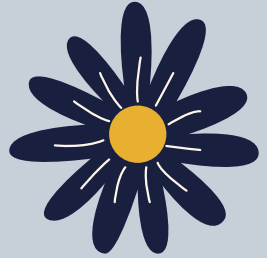


[Click here](#) to complete the 30-minute training!





****Training Tips****



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

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



NEXT MONTH'S MEETING
Thursday, April 4th, 2024

