



Agency Admin. Meeting

Thursday, April 7th, 2022



Getting To Know You

Would You Rather Have a Personal Chef or a Housekeeper?



Agenda

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- Special Guest Speaker: *Darcie Green - Latinas Contra Cancer (LCC)*
- Data Quality: *Overlapping Enrollments & Housing Move-In Date*
- HIC/PIT Updates
- Portal Pilot: *Maureen Damrel - Destination: Home*
- Reminders
- Next Month's Meeting



CoC|Coordinated Assessment Updates

CoC| Coordinated Assessment Updates

- Youth Homelessness Demonstration Program (YHDP) – The Coordinated Community Plan was submitted to HUD. We are hosting an info session for the YHDP funding and RFP on Monday, April 11th (**[REGISTER HERE](#)**)
 - Proposals will be due Friday, May 13th
 - If you have questions, contact santaclaracoc@homebasescc.org
 - If you would like to be involved in the implementation of the YHDP strategic plan, please reach out to KJ at **Kathryn.kaminski@hhs.sccgov.org**
- Coordinated Entry Work Group Meeting – May 12th, 1-2:30pm
 - We will continue to discuss the coordinated entry re-design process and report back on the prioritization committee
- The CoC NOFO Committee has been discussing options for changes to this year's CoC competition in advance of HUD's publishing of the NOFO
- There are two upcoming meetings to continue to discuss recommendations
 - NOFO committee meeting #4: April 21st, 1-3pm
 - NOFO committee meeting #5: April 25th, 10:30-12:30pm

CoC| Coordinated Assessment Updates - **Upcoming Meetings**

Service Providers Network Meeting

When: Wednesday, April 13th, 2022

Time: 9:30am – 11:00am

Where: Zoom Meeting

Coordinated Entry Work Group

When: Thursday, May 12th, 2022

Time: 1:00pm-2:30pm

Where: Register in Advance [Here](#)

Supporting Survivors of Sexual Assault and Human Trafficking

When: Thu, April 14, 10am – 12pm

Please register to be enrolled in Bridge [here](#), to access both live Zoom trainings and e-learning courses. The deadline to register is April 7th at 5pm PT.

SCC TA Office Hours

When: Wednesday, April 27th, 2022

Time: 10:00am-11:00am

Where: Zoom Meeting

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, April 14th and 28th, 2022

Time: 3:00pm-4:30pm

Where: Zoom Meeting

An Intersectional Approach to Gender Based Violence

When: Mon, April 11, 2pm – 4pm

Please register to be enrolled in Bridge [here](#), to access both live Zoom trainings and e-learning courses. The deadline to register is April 7th at 5pm PT.

UPLIFT Updates



UPLIFT Updates - THESE NEED TO BE UPDATED

April 2022 UPLIFT Updates:

1. We are currently processing Q-4, April – June period
2. We have processed 1954 passes for this quarter
3. There is no allocation limit for this quarter
 - a. All passes are offered on a first come, first-serve basis
4. **Dual UPLIFT Program Enrollments**
 - a. It's been observed that clients are being enrolled into UPLIFT programs from 2 different agencies and requesting for passes from both agencies in the same quarter
 - b. Before you enroll a client, please check if they are actively enrolled with another agency
 - c. Coordinate with the other Case worker and the client where they prefer to continue with the UPLIFT services going forward and enroll accordingly
 - d. Please keep in mind dual enrollments will delay the passes from reaching the clients on time



HMIS Newsletter

HMIS March 2022 Newsletter



Santa Clara HMIS News, March 2022

Welcome to the Santa Clara HMIS March 2022 newsletter!

In this edition you'll find the following:

- Welcome New Agency Partners
- Client Portal is Live!
- Bitfocus is Hiring!
- Overlapping Enrollments - How to Avoid Them
- Housing Move-In Date
- Report Spotlight: [DQXX-110] Duplicate Clients
- Meetings/Upcoming Events
- Training

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



Special Guest Speaker: *Darcie Green, LCC*



LATINAS CONTRA CANCER

Darcie Green, Executive Director
4 years

"Of all the forms of inequality, injustice in health care is the most shocking and inhumane."

Martin Luther King Jr.



Mission:

To create an inclusive health care system that provides services to the underserved Latino population around issues of breast and other cancers.

What We Do ...



Health Education

Patient Navigation

Survivor Support

Research & Advocacy

Patient Organizing

Who We Serve

- Since March of 2020, LCC has pivoted our services to meet the needs of clients who have been left medically and economically harmed by covid19 and who have been impacted by the shelter in place ordinance.
- The clients we serve are Latino, low-income, most are Spanish speaking and many are undocumented. Our clients are navigating sudden income loss, are unable to pay essential bills and owe thousands in rent.
- Some of our clients are unhoused. Many of our clients are enduring this while also navigating a chronic illness and during a time when access to the health care system remains inequitable.



MY
WORKDAY
YESTERDAY

Who We Serve

Current snapshot of our client data, approximately:

- 78% of the clients we serve stated VMC to be their medical provider
- Of those who did not list VMC as their medical provider, 72% listed their medical provider as a community clinic such as Gardner or Foothill(Tri-City)
- 49% of our clients surveyed are on Emergency Medi-Cal
- 28% are on full scope Medi-Cal
- 13% are Uninsured





ACOMPAÑENOS!

Juntos con Latinas Contra Cancer podemos aprender como cuidarnos y seguir adelante.

MIÉRCOLES, 5 DE AGOSTO 6:30PM | PRESENTACION SOBRE LA SAUD DEL SENO

No todos los tumores son cancerosos

- Hay tumores benignos
- Los tumores benignos en la mayoría de los casos no son cancerosos
- Los tumores malignos pueden crecer en cualquier parte del cuerpo, incluso en el cerebro, los pulmones, el estómago, etc.
- Algunos cánceres

L.U.C.H.A. ELEMENTARY SCHOOL PARTNERS WITH LATINAS CONTRA CANCER TO PRESENT TO YOU:


Early Prevention of Cancer: How to Protect Your Children Starting at 9 Years Old

ALL parents are encouraged to attend!

WEDNESDAY, NOVEMBER 10, 2021 • 9 A.M.
ZOOM (Register to Receive Zoom Link)

Register Here: <https://tinyurl.com/luchalcc>

There will be 2 opportunities to win a \$20 gift card!



Health Education

- Facts about cancer
- Education on healthy living and ways to lower cancer risk
- Dispel myths
- Build safe and welcoming space to talk
- Navigation into other services

Recetas Saludables

Healthy Recipes

Recetas Saludables

Cancer Education

Some of the videos here were recorded during one of the live Zoom sessions, while some were recorded without an audience.



Healthy Living: Preventing Cancer Through Food



with Latinas Contra Cancer

Everyone is welcome to join us and learn about the connection between health and nutrition.

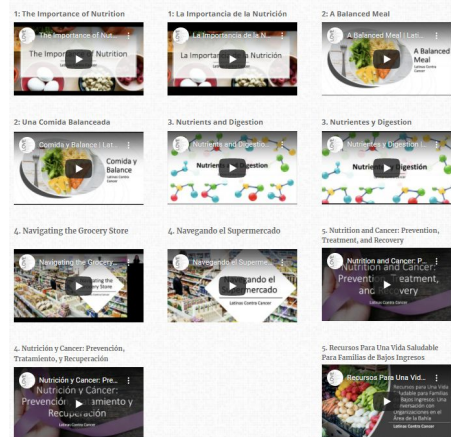
- 1) **The Importance of Nutrition:** May 1st, 2021
- 2) **A Balanced Meal:** May 8, 2021
- 3) **Nutrients and Digestion:** May 9, 2021
- 4) **Navigating the Grocery Store:** May 15, 2021
- 5) **Nutrition and Cancer: Prevention, Treatment, and Recovery:** May 22, 2021
- 6) **Healthy Living for Low-Income Families: A Conversation with Food Pantries and Farmers' Markets:** May 29, 2021

Time: 7:00 PM - 8:00 PM PST | Location: Zoom and Facebook Live

Register here: <https://tinyurl.com/lccnutrition> to receive the Zoom link and a special gift!

There will be 2 chances to win a \$25 gift card to a grocery store during each presentation!

Nutrition / Nutrición





Patient Navigation and Financial Support

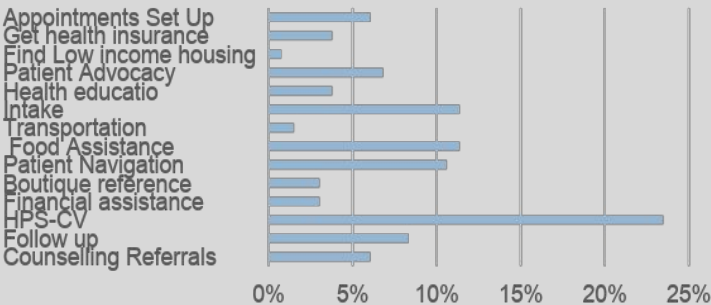
Navigation through social safety net and covid-19 specific resources

Navigation through the county hospital and community clinic system

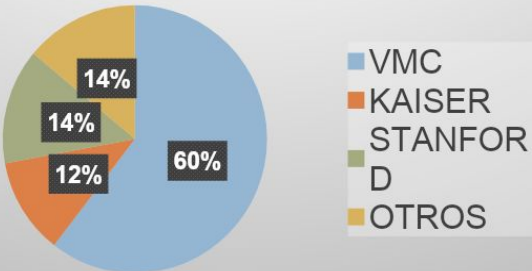
Health-based case management, patient advocacy, translation,
transportation, medical bills

Patient Navigation

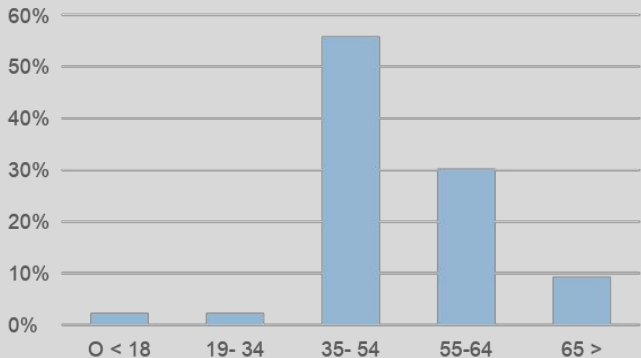
Clients Served By Service Provided.
October 2021



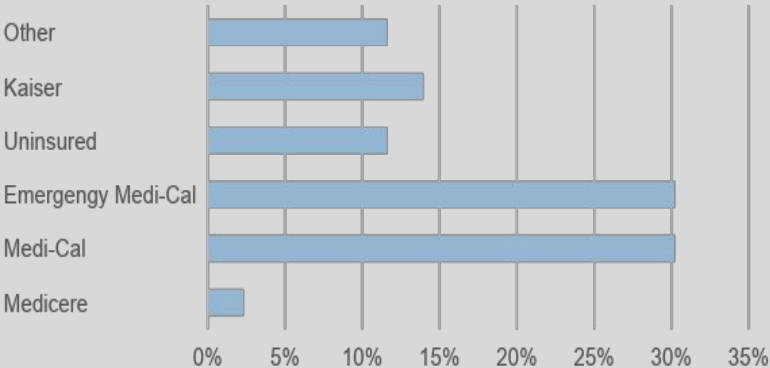
Individual Served By
Hospital They Attend.
October 2021



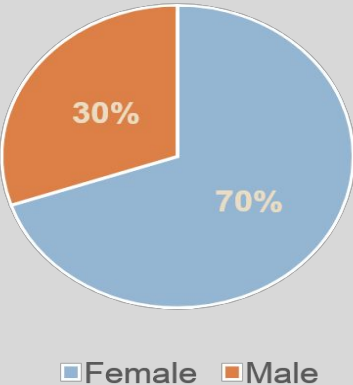
Individual Served By Age Range.
Octobre 2021



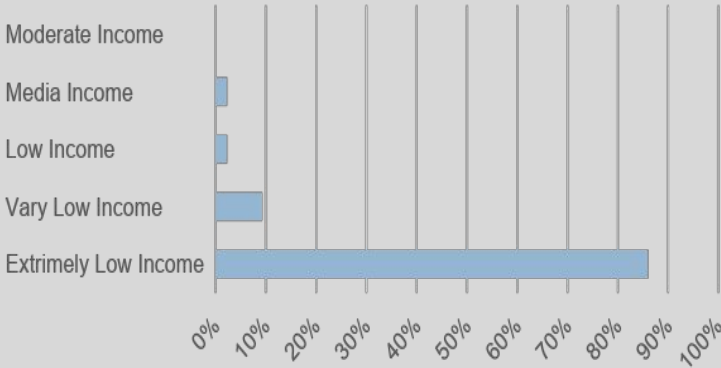
Individual Served By Health Insurance
Type. October 2021



Individual Served By Sex.
October 2021



Clients Served By Income Level. October
2021



Homelessness Prevention System

- As of Nov. 30, HPS-CV snapshot:
 - Latinas Contra Cancer approved 35 households with the HPS-CV rental assistance program.
 - Totalling \$374,490 in rent assistance
 - \$35,000 in direct cash assistance
- The Homelessness Prevention System has allowed existing clients from Latinas Contra Cancer to remain housed. For instance, one of the applicants was able to obtain rental assistance for 9 months, which helped ease her financial stress. By being able to provide the rental assistance aid, she was able to focus her energy into battling cancer.
- 2020 HPS-CV Snapshot
 - \$117,000 in \$1,000 gift cards
 - Approx. \$250,000 in rent assistance

SANTA CLARA COUNTY HOMELESSNESS PREVENTION SYSTEM

SUPPORTED BY:



Need help? Call (408) 926-8885 or email info@preventhomelessness.org

PARTNER AGENCIES



Emergency Family Shelter Support



Legal Support



Domestic Violence Advocacy Consortium



What is it?

The Homelessness Prevention System (HPS) program provides temporary financial assistance (e.g. rent, deposit, or utilities payment) to low-income families or individuals who are

What type of information will I need to provide?

The types of documents will vary depending on your situation. However, applicants will generally be asked to provide ID for all household

CANCER SUPPORT GROUPS

Latinas Contra Cancer provides psychosocial support groups for cancer patients and their families in Santa Clara County in Spanish and in English.

Through our monthly support groups, we hold a space for our community of patients, survivors and caregivers that is welcoming, supportive and appreciative of our culture and language.

The topics covered in the support group include:

- Impact of a cancer diagnosis on the family
- Improving communication
- Balancing emotional and physical needs
- Understanding distress and depression
- Stress management
- Anger management
- Intimacy after cancer
- Spirituality and cancer

Support groups are currently held online and continue to be facilitated by our licensed therapist. Our support group model has been researched and developed specifically for the Latino community.

Call or email to register:

(408) 280-0811 or office@latinascontracancer.org

Latinas Contra Cancer offers health education, patient advocacy and survivor support.

DAYS & TIMES

SPANISH SUPPORT GROUP

1ST & 3RD TUESDAYS

@ 6PM

ENGLISH SUPPORT GROUP

2ND TUESDAYS

@ 6PM

CHILDRENS SUPPORT GROUP (SPANISH)

4TH MONDAYS

@ 6PM

CALL OR EMAIL TO REGISTER

LATINAS CONTRA CANCER

275 N. Market Street, # 175

Cancer Support Groups

The topics covered in the support group include:

- Impact of a cancer diagnosis on the family
- Improving communication
- Balancing emotional and physical needs
- Understanding distress and depression
- Stress management
- Anger management
- Intimacy after cancer
- Spirituality and cancer

Support groups are currently held online and continue to be facilitated by our licensed therapist.

Our support group model has been researched and developed specifically for the Latino community and is adaptable .

Support Groups at VASC

Dates: Tuesdays

Time: 5:30pm-7pm

Two January workshops will serve as an introduction to the ongoing support group

Topics:

- 1) Benefits of a Support Group on Jan 18th
- 2) Importance of Self-care on Jan 25th

Program includes:

Open discussion on topics, optional for participants to share with the group, and incorporate breath work, gentle movements of the body, progressive muscle relaxation exercises and guided meditations

Regular Support Groups will be held 1st and 3rd Tuesday starting on February 15

- Aimed to help participants process their experience when diagnosed with a “cancer”
- Safe space for reflection and to process emotions
- Share your story or relate to others’ stories and experiences
- Obtain information on self-care and opportunities to put coping skills into practice
- Cultivate compassion and kindness practices for self and others

The LCC Wig & Prosthesis Boutique



- Wigs
- Silicone Breast Forms
- Mastectomy Garments
- Fittings
- Navigation
- Free of Charge
- No insurance needed





LATINAS CONTRA CANCER

DEFENSORAS: HEALTHCARE ADVOCATE TRAINING

LLC is excited to host a healthcare advocate training program that educates and holds space for Latina leaders to identify and combat injustice in the healthcare system!



We are looking for Latinas who have been impacted by healthcare inequalities and want to do something about it! For more information and to nominate yourself or someone else, visit: www.latinascontracancer.org
email: facilitator@latinascontracancer.org
call: (408) 280-0811





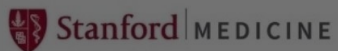
ARE YOU RECOVERING FROM BREAST CANCER? DO YOU HAVE WELLNESS PROBLEMS?

Join a Latine group to learn about consciousness and how to reduce anxiety, depression, and sleep problems.

Dr. Maria Juarez-Reyes of Stanford University is conducting a study on the possible impact of mindfulness on women who are receiving treatment for breast cancer.

- We need **40 participants**
- Participants will take part in **1 session per week**, for a total of **6 weeks**.
- Your time will be rewarded and you will receive a credit gift card of up to **\$75 for your participation** in all the sessions.
- Sessions will take place virtually on **Thursdays from 5:30 pm - 7:00 pm** via **Zoom** (over the phone or computer)

Stanford
Cancer Institute



 Stanford | MEDICINE
Office of Community Engagement



JOIN US IN BRIEF SURVEY

Have you experienced any of the following since March, 2020:

- Attempted to receive a **cancer screening** during COVID-19 (e.g., mammography, pap smear, colonoscopy)
- **Sought care** for any cancer concerns (e.g., diagnostics, treatment, imaging)
- You are a **cancer survivor seeking follow-up** during COVID-19

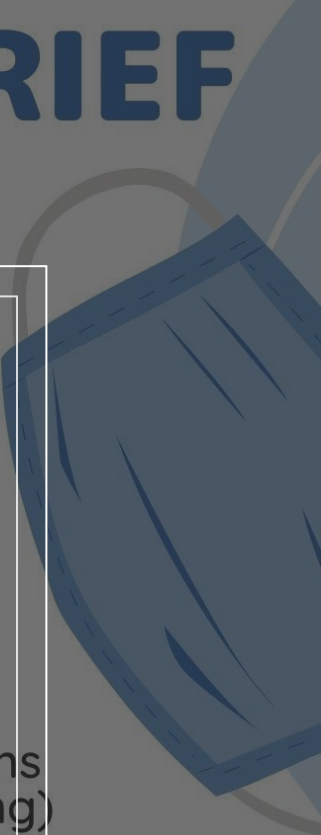
If you identify as Latino/a/x, we would like to hear about your experiences as part of a research study. Complete our brief survey online: <https://redcap30.link/LCCancer>

You will receive a **\$10 gift card** for your time.

Contact us to complete the survey over the phone or to learn more.

(650) 308-4176

LatinxCovid19cancercare@gmail.com



Patient Navigation and Financial Support

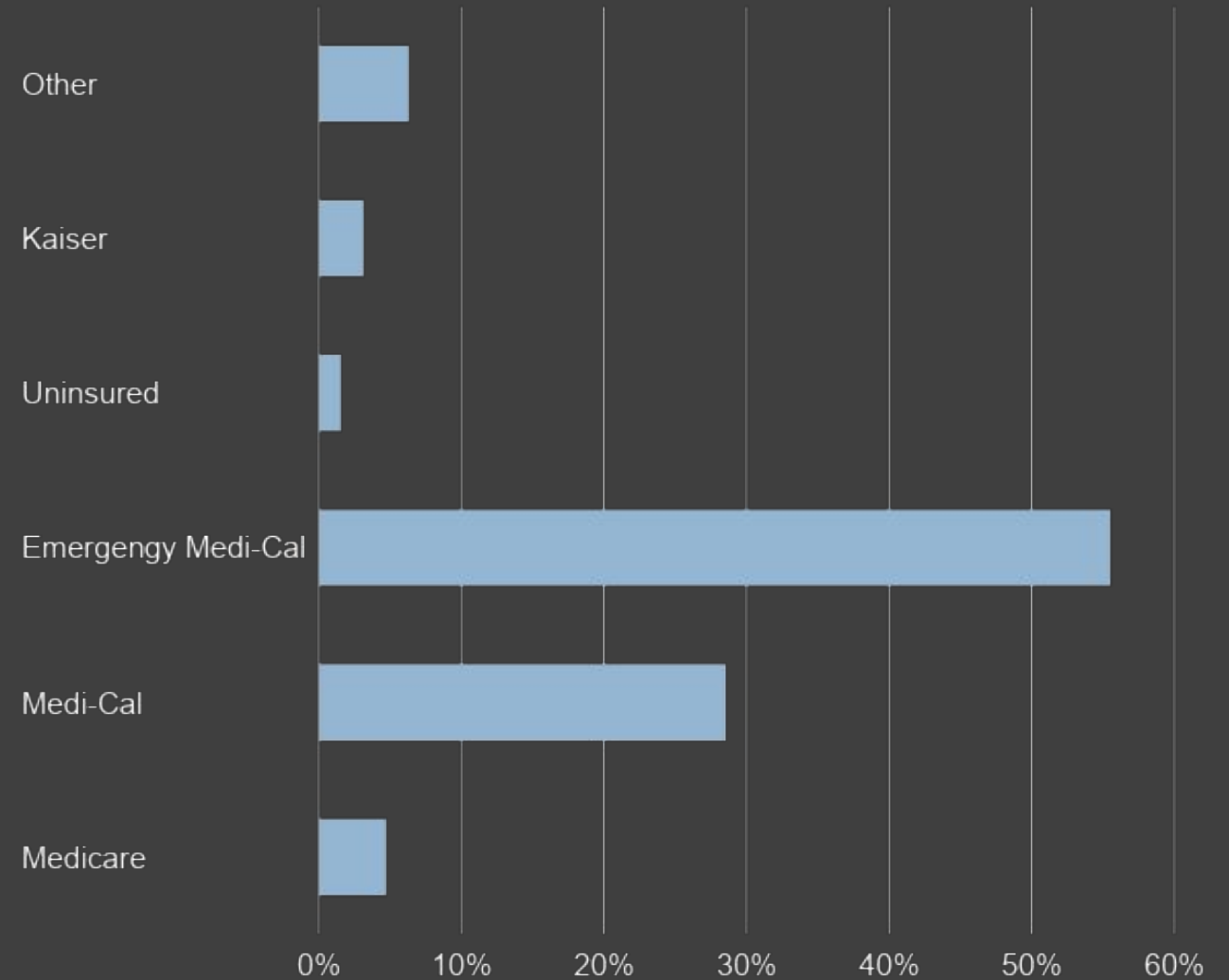
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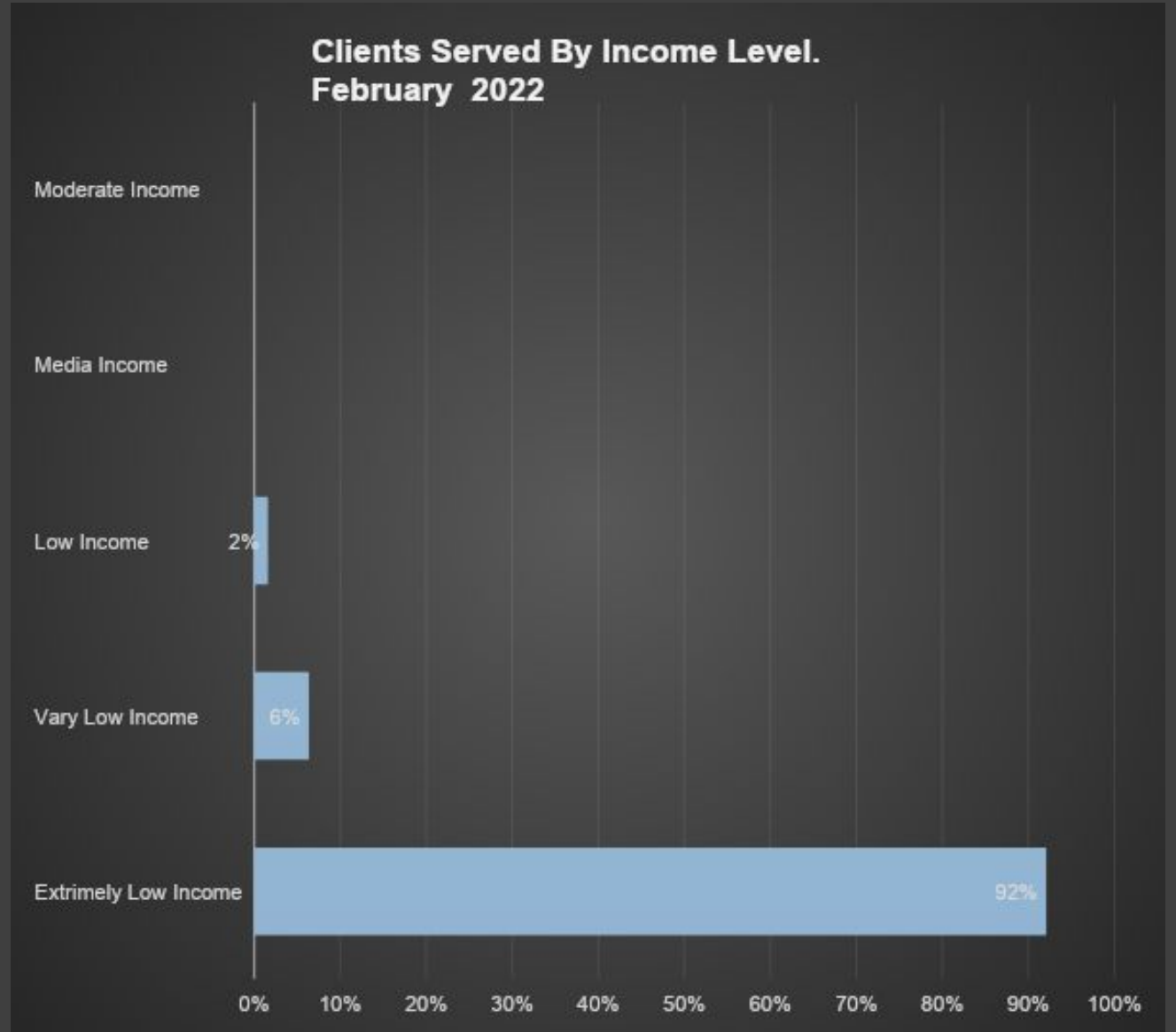
Health-based case management, patient advocacy, translation, transportation, medical bills

SNAPSHOT: FEBRUARY 2022

Individual Served By Health Insurance Type. February 2022
(63 Clients/ One Patient Advocate)

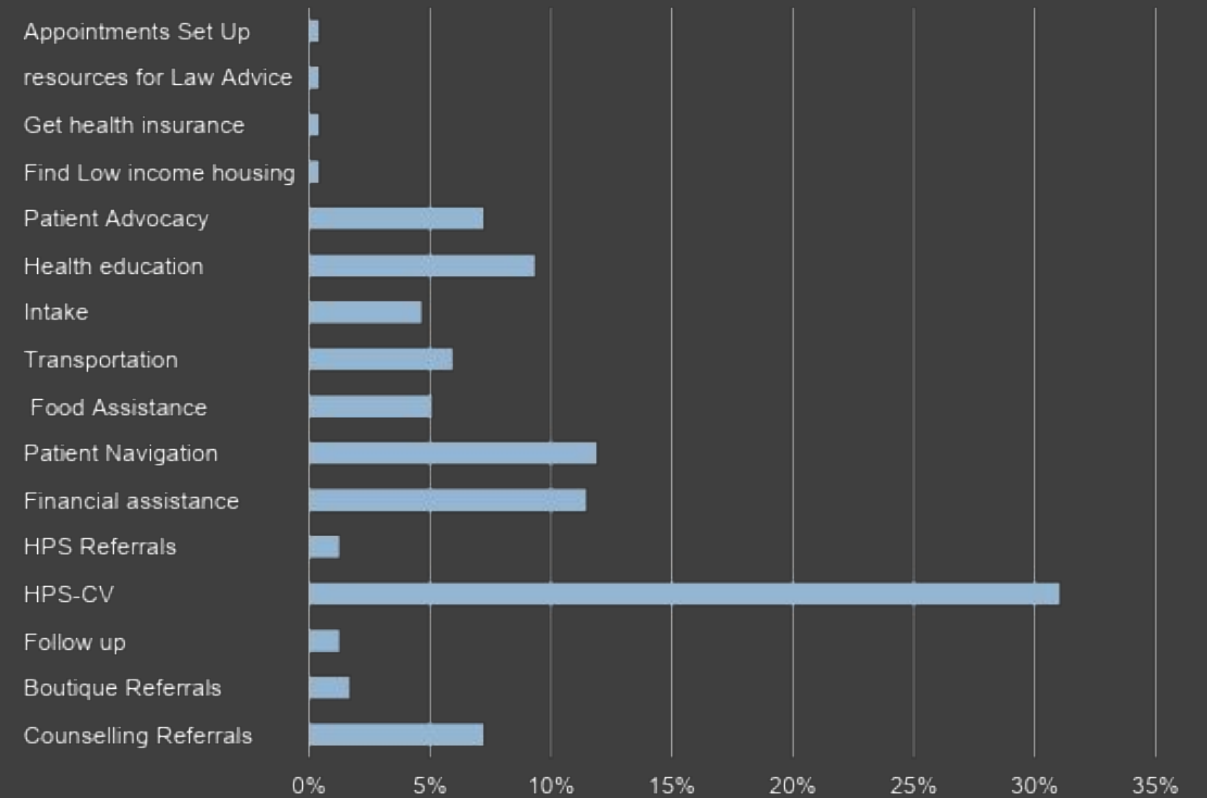


INCOME LEVELS



SERVICES PROVIDED

Clients Served By Service Provided.
February 2022



Challenges



FOR LCC



FOR OUR CLIENTS

Accomplishments

Pandemic Pivot

Defensoras

Self- Care

"Caring for myself is not self-indulgence, it is self-preservation, and that is an act of political warfare." -Audre Lorde.

How does the LCC team decompress ?

Best Resources



Each other



County Support Network ListServ



THANK YOU !

darcie@latinascontracancer.org



Data Quality: *Overlapping Enrollments*

Data Quality: *Overlapping Enrollments*

Overlapping Enrollments - How to Avoid Them

In efforts to reduce data quality errors throughout HMIS and to aid in federal reporting submission, we want to highlight how to address this common and avoidable error that we encounter when reviewing system-wide data quality.

Overlapping Enrollments - How to Check for Them

You can use the client History tab and the [**\[GNRL-106\] Program Roster**](#) report to do a regular audit of enrollments. Users with data analysis access can query the data to identify these clients. Have data analysis access but not sure how to write that query? Contact the Helpdesk! Your Bitfocus System Administration team is also happy to provide you a list of duplicate enrollments to resolve. You can reach out to the Helpdesk for that, or contact the team directly.


Data Quality: *Overlapping Enrollments*



How Do Duplicate Enrollments Happen?

1. When duplicate **clients are merged together**, enrollments for both clients are assigned to the remaining client, which can result in duplicate enrollments
2. Returning clients are enrolled with **incorrect start dates**, making it look like two separate enrollments are duplicate enrollments
3. **Start or end dates on an enrollment get edited** to overlap each other
4. Rather than removing an exit date to reopen an enrollment, users sometimes **create a new enrollment with the same or similar start date**
5. Multiple staff entering enrollments for clients **without checking the client's history** to see whether they've already been enrolled

Data Quality: *Overlapping Enrollments*

Using the History Tab is the best way to identify if an enrollment will create an Overlapping Enrollment



PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
BRC - New Start Emergency Shelter: Night-by-Night HomeFirst ⓘ	04/04/2022	Active	Individual
  HDAP PSH Interim Emergency Shelter: Entry/Exit Date Abode Services ⓘ	04/04/2022	Active	Individual

Data Quality: *Overlapping Enrollments*

How to Correct Duplicate Enrollments

1. Decide which enrollment you want to keep
 - a. You can always change enrollment dates and update information, so if you're comparing enrollments and one has annual assessments, family members, and clients notes, while the other has only enrollment screen information, you should keep the more detailed one
 - b. (Need to compare enrollment data? Use the [GNRL-220] Program Details report.)
2. Update the target enrollment (the one you want to keep) with any missing information from the duplicate enrollment (again, the [GNRL-220] Program Details report can help)
3. If you need to move services from the duplicate enrollment to the target enrollment, you'll need to detach them from the duplicate enrollment (scroll down to "Unlink a Program from a Service"), then reattach them to the target enrollment
4. Once you've updated any details and moved any services, the duplicate enrollment can be deleted by contacting the Helpdesk.



Data Quality: *Housing Move-In Date*

Data Quality: Housing Move-in Date

The **Housing Move-in Date** is to document the date that a household admitted into a Permanent Housing project moves into housing. This data is critical to point-in-time and housing inventory counts as it differentiates households which have already moved into permanent housing from households which are enrolled in a Permanent Housing project but are still literally homeless (in Emergency Shelter, Safe Haven, Transitional Housing or on the street) as they prepare to move into an available unit.

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date



Housing Move-in Date must be a date occurring either on or between the Project Start Date and Project Exit Date. There can be no more than one Housing Move-in Date per enrollment.

Data Quality: Housing Move-in Date

Why Does This Matter?

Overlapping and Missing Move-in Dates cause errors on Federal Reports and decrease our reliability on the data for our system.

- **Missing Move-in Date Error** - Makes the client appear as never being housed.
- **Overlapping Move-in Date Error** - This is when someone is showing as having a Move-in Date, but also either an active enrollment in a shelter/transitional program or another housing program during the same period. Overlapping errors create ambiguous data which is unreliable, since someone can physically only occupy one space at a time.

Data Quality: Housing Move-in Date

How to complete the Move-in Date

Once a client has a Project Start Date in a housing project, record the date a client moves into the permanent housing unit on the Head of Household's program enrollment screen.

PROGRAM: PROJECT HOME

Enrollment History Provide Services Assessments Notes Files Forms

Enroll Program for client Sweet Pea

Project Start Date 04/28/2021

Is the Client an Adult or Head of Household? Yes (Automatically Generated Response)

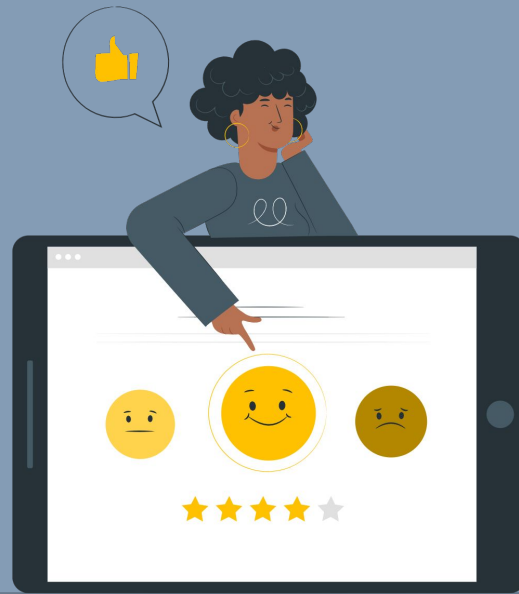
Is the Program Type a Permanent Housing Program Type? Yes (Automatically Generated Response)

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date 05/01/2021 *occurs after the Project Start Date*

Data Quality: *Commonly Asked Questions*

Question	Response
What happens when the client is moving from one PSH unit to another PSH unit?	<p>If the client moves directly from one unit into another unit, with no days of homelessness in between, it would not be necessary to exit and re-enter them, because their housing move-in date would still accurately reflect the day they entered permanent housing according to that enrollment record.</p> <p>For clients that are in PSH, but will be enrolled in a different program, please exit client from program A and enroll client in Program B; enter a new <i>Project Start Date</i> for Program B enrollment for the client that is on the same or following day. Housing Move-in Date will be recorded as the Project Start Date.</p>
What happens if the client loses their housing/funding and then finds a new unit?	<p>In the event that the client vacates a housing situation and the project stops paying rental assistance, staff should exit the client from the project with an accurate <i>Project Exit Date</i> and <i>Destination</i> and create a new <i>Project Start Date</i> in a second enrollment for the client on the same or following day. The project would continue working with the client until a new unit is found, at which point a new housing move-in date would be recorded on the second project record. This will ensure that the client's history of housing is preserved.</p>
What happens if the client is transferred from a PSH or RRH project but has already moved into a PSH unit?	<p>In the event a client is transferred into a PSH or RRH project having already moved into a permanent housing unit, the client's <i>Project Start Date</i> and <i>Housing Move-in Date</i> will be the same date. It is not necessary or appropriate to have the <i>Housing Move-in Date</i> reflect the original move-in, since the purpose of the data element is to distinguish between housed and homeless statuses during a single enrollment.</p>
Is the Housing Move-in Date the same as the "lease date?"	<p>Sometimes it can be, but sometimes not. HUD defines Move-in Date as the date the household is physically located in the unit.</p>
What happens if the household never moves into the unit?	<p>In some situations, the household never moves into the housing, this may be more common with RRH. In those cases, do not enter a Move-in Date, and you will exit the client from the program.</p>
What happens if there appears to be an overlapping enrollment?	<p>Contact the program who enrolled the client to find out if they can double check their records and update as necessary to avoid an overlapping enrollment.</p>



HIC/PIT Updates

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

Portal Pilot



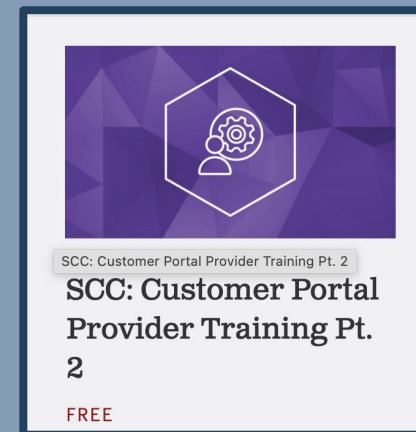
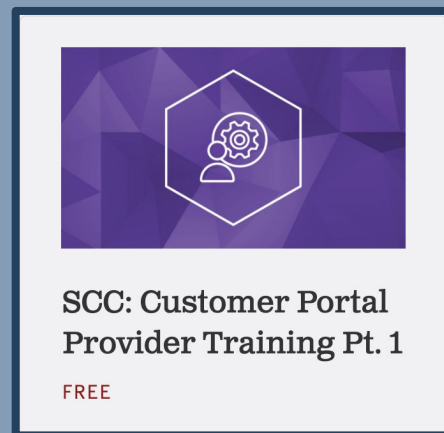
SCC Client Portal - *Updates*

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
-  Community Solutions
-  County: OSH (ICM)
-  County: SCVHHS - Ambulatory
-  Destination: Home
-  Family Supportive Housing
-  HomeFirst
-  Mission Possible
-  Move Mountain View
-  Pathway Society
-  Razing the Bar
-  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

Reminders



Adding the Electronic ROI Review...

Bugs Bunny

PROFILEHISTORYPROGRAMSSERV

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

SEARCHCASELOAD

MANAGE

CLARITY HUMAN SERVICES

Adding the Electronic ROI Review...

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

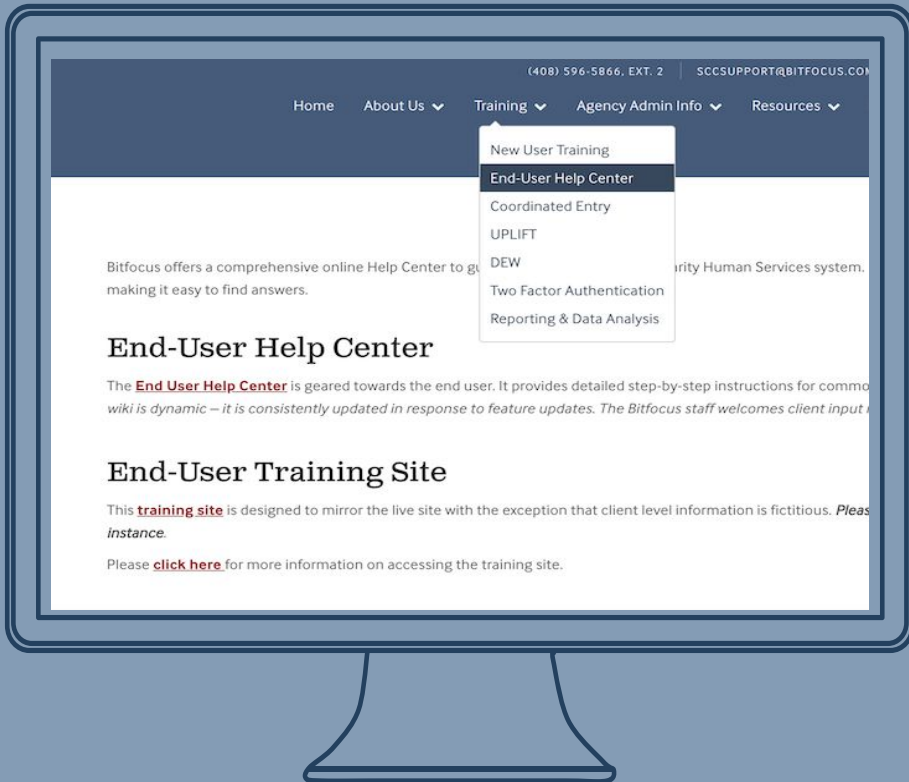
APPLY

SAVE

CANCEL

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 - *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, May 5th, 2022

