Agency Admin. Meeting

Thursday, April 6th, 2023

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Getting To Know You

What is something you had in High School you wish you had now?

Agenda

- CoC|Coordinated Assessment Updates

- UPLIFT Updates

- HMIS Newsletter

- Federal Reporting Updates - *HIC/PIT*

- Quarterly Compliance Certification Checklist - *Due April 28th, 2023*

- NEW - *Updated ROI Form*

- Portal Poll

- Interim VI-SPDAT Guidance - *Assessor Observation*

- SCC HMIS Client Consent Training - *Next Steps*

- Reminders

- Next Month's Meeting

CoC|Coordinated Assessment Updates

CoC Updates - 2022 NOFO Awards Announced

Project Type	Amount	Number of Projects
Permanent Supportive Housing (PSH)	$ 21,831,184	20
Rapid Rehousing (RRH)	$ 4,713,766	4
Transitional Housing (TH)	$558,923	1
Joint Transitional Housing - Rapid Rehousing (TH-RRH)	$ 2,450,524	3
Coordinated Entry	$130,241	1
Homelessness Management Information System	$964,321	1
CoC Planning	$909,349	1
Total	**$ 31,558,308**	**31**

➤ Community Plan to End Homelessness Progress Report: **Deeper Data Dive**

➤ **VI-SPDAT trainings will be back in-person!**

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CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Rapid Rehousing and Employment Initiatives Meeting
When: Thursday, April 13th and 27th 2023
Time: 3:00pm-4:30pm
Where: Virtual Meeting

Service Providers Network Meeting
When: Wed, April 12th, 2023
Time: 9:30am – 11:00am
Where: Virtual Meeting

SCC TA Office Hours
When: Wednesday, April 26th, 2023
Time: 10:00am-11:00am
Where: Zoom

SCC CoC VI-SPDAT Training
When: Tuesday, April 18th, 2023
Time: 9:00am – 1:00pm
Where: Virtual Meeting

NOFO Committee Meeting #5
When: Thursday, April 13th, 2023
Time: 1:00pm - 2:30pm
Where: Register Here!

YHDP Round 4 & 5 Community Calls
When: Wednesday, April 12th, 2023
Time: 1:00pm - 2:30pm
Where: Register Here!

SCC PMWG
When: Thursday, April 20th, 2023
Time: 1:00pm - 2:30pm
Where: Register Here!

Data Think Tank
When: Tuesday, April 11th, 2023
Time: 10:00am - 11:00am
Where: Email Angiee@bitfocus.com

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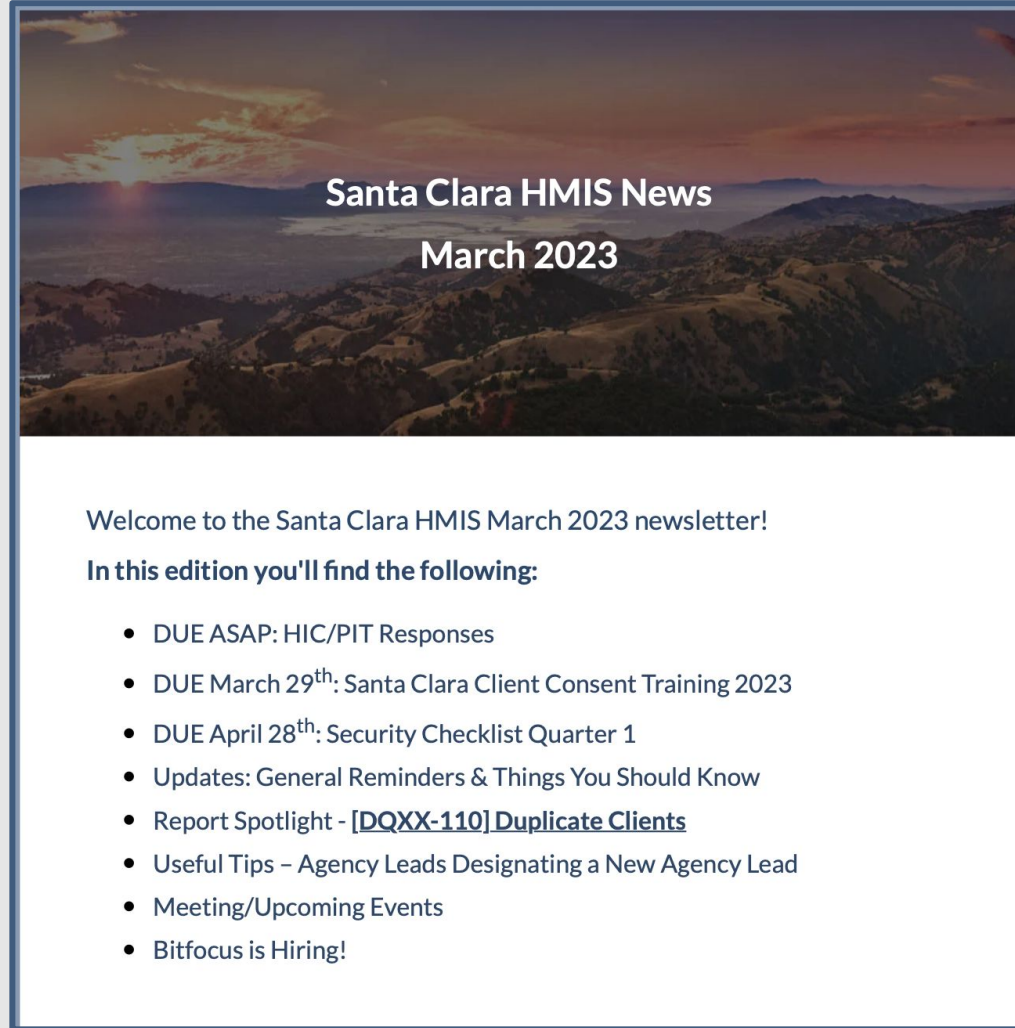UPLIFT Updates

UPLIFT Updates

➢ We have issued about 80% of available stickers for Q4 April – June

➢ The pooled pass period will begin on May 1st

    a. A reminder email will be sent out about a week prior as a reminder

    b. Starting May 1, all remaining stickers will be processed on a first-come, first-served basis

➢ Please note that sticker requests submitted for agencies that have already reached their allocation are being removed from the system so that requests are processed fairly and equitably when the pooled pass period begins

➢ Sticker replacement requests will be considered only after the start of the pooled pass period (5/1). There are two steps to request a sticker replacement:

    1. Send an email to UPLIFT@hhs.sccgov.org explaining the reason for the replacement

    2. Submit the request in HMIS by creating a Status Update Assessment

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HMIS Newsletter

HMIS March 2023 Newsletter

Santa Clara HMIS News

March 2023

Welcome to the Santa Clara HMIS March 2023 newsletter!

In this edition you'll find the following:

- DUE ASAP: HIC/PIT Responses
- DUE March 29th: Santa Clara Client Consent Training 2023
- DUE April 28th: Security Checklist Quarter 1
- Updates: General Reminders & Things You Should Know
- Report Spotlight - **[DQXX-110] Duplicate Clients**
- Useful Tips – Agency Leads Designating a New Agency Lead
- Meeting/Upcoming Events
- Bitfocus is Hiring!

Check out last months Newsletter and other newsletters here!

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Federal Reporting Updates

HIC/PIT - *Updates*

We appreciate all of your work in getting back to us with needed responses!

- HDX has opened and we have commenced data entry

- **Deadline for submission is April 28th, 2023**

- We may reach out if we have any last minute items and/or notes that we need to explain the **LOW/HIGH Utilization** rates for your programs.

Quarterly Compliance Certification Checklist
Due Friday, April 28th, 2023

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Quarterly Compliance Certification Checklist- *DUE*

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 NEW STAFF** added during Quarter 1 - *January through March 2023*

➢ Agency Leads will receive a list of Staff Impacted; please provide certification for those End Users Only

➢ If you do not submit your certification form ALL STAFF at your agency will loose HMIS access until it is submitted

➢ *DUE DATE: Friday, April 28th 2023*

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NEWS! - Updated ROI Form

Updated ROI Form- *Please make sure you locate and recycle all of your old ROI forms*

Where to find the new forms

- ❑ At SCC.Bitfocus.com under Forms and Manuals
- ❑ Live in HMIS within the E-signature ROI
- ❑ Click here to download the file

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.

Customer Portal Poll - *Questions for May 2023 Presentation*

What questions do you have about what the <u>Customer Portal</u>

can do for your Agency and/or Programs?

Interim VI-SPDAT Guidance

Assessor Observation Questions

Interim VI-SPDAT Guidance – *Assessor Observation Questions*

To better align with the Santa Clara County CoC's priorities to accurately capture vulnerabilities, to simplify questions and have the intent of questions be clear, to address low rates of self-reporting of mental health and substance use conditions, and to minimize stigmatizing language within the assessment.

Assessor Companion Question: [Observe, don't ask]

To capture mental health, cognitive impairments, and substance use issues more effectively when individuals are unable to answer these questions, the VI-SPDAT process includes an observation feature in its scoring for these questions.

If a client answer Yes to certain questions related to mental health, cognitive impairments, or substance use issues, the standard scoring will apply and the added assessor companion questions at the end of the assessment are skipped. If a client answers no to the related questions, but the assessor observes behavior to indicate the answer should be yes, then assessors must answer the observation questions at the end and include a note explaining what led the assessor to believe that the client's response did not reflect the true situation.

1. **Has the assessor observed any behavior to indicate a mental health or cognitive issue?** (Examples: speaking gibberish, having visual or auditory hallucinations, exhibiting paranoia, severe trouble with memory or comprehension)

   ☐ Yes ☐ No

2. **If assessor observed any behavior to indicate a mental health or cognitive issue, please describe how this meets criteria.**

3. **Has the assessor observed any abscesses or track marks from injection substance use?**

   ☐ Yes ☐ No

4. **If the assessor observed any abscesses or track marks from injection substance use, please describe how this meets criteria.**

SCC HMIS Client Consent Training 2023

SCC HMIS Client Consent Training - *Next Steps*

Santa Clara County Client Consent Training - 2023

DEADLINE FOR COMPLETION (*was*): March 29th, 2023

Timeline

- End Users must complete the training and pass the quiz with **80%** or better
- End Users who do not complete the training will have their access **deactivated**
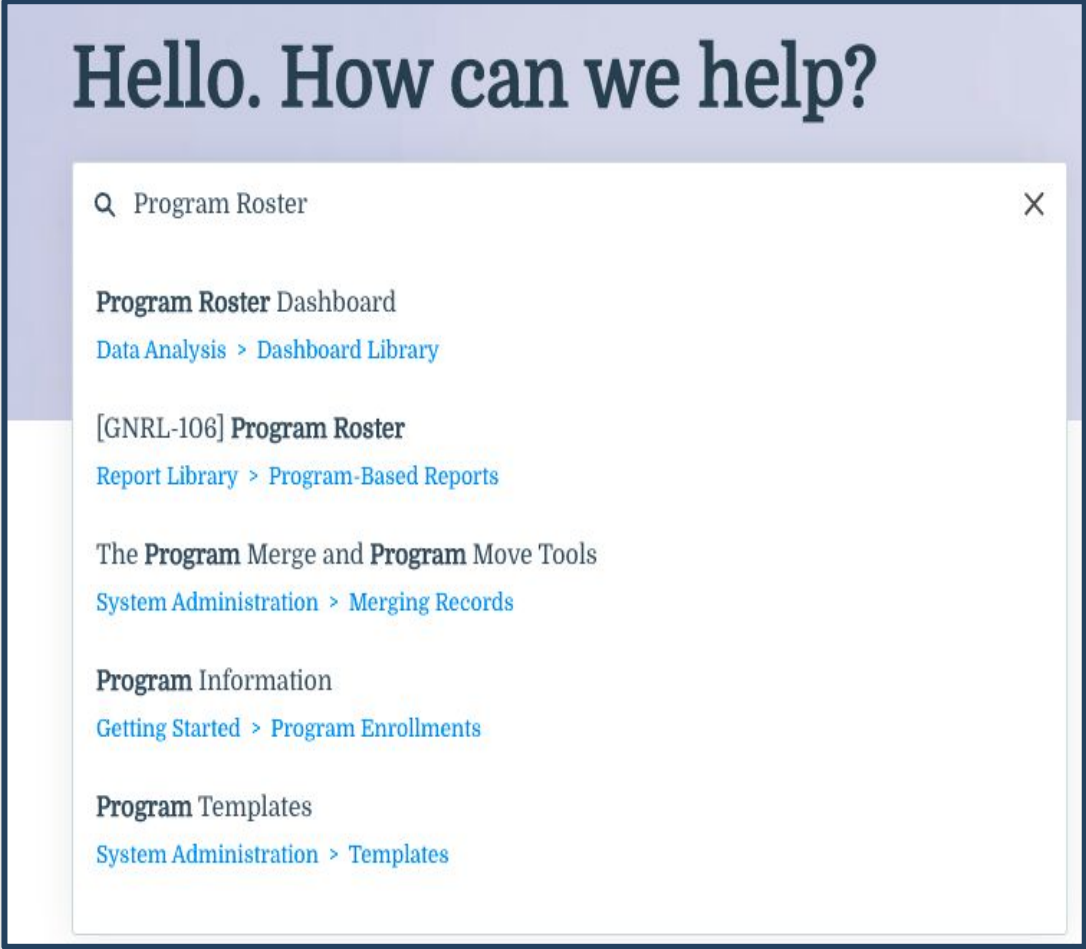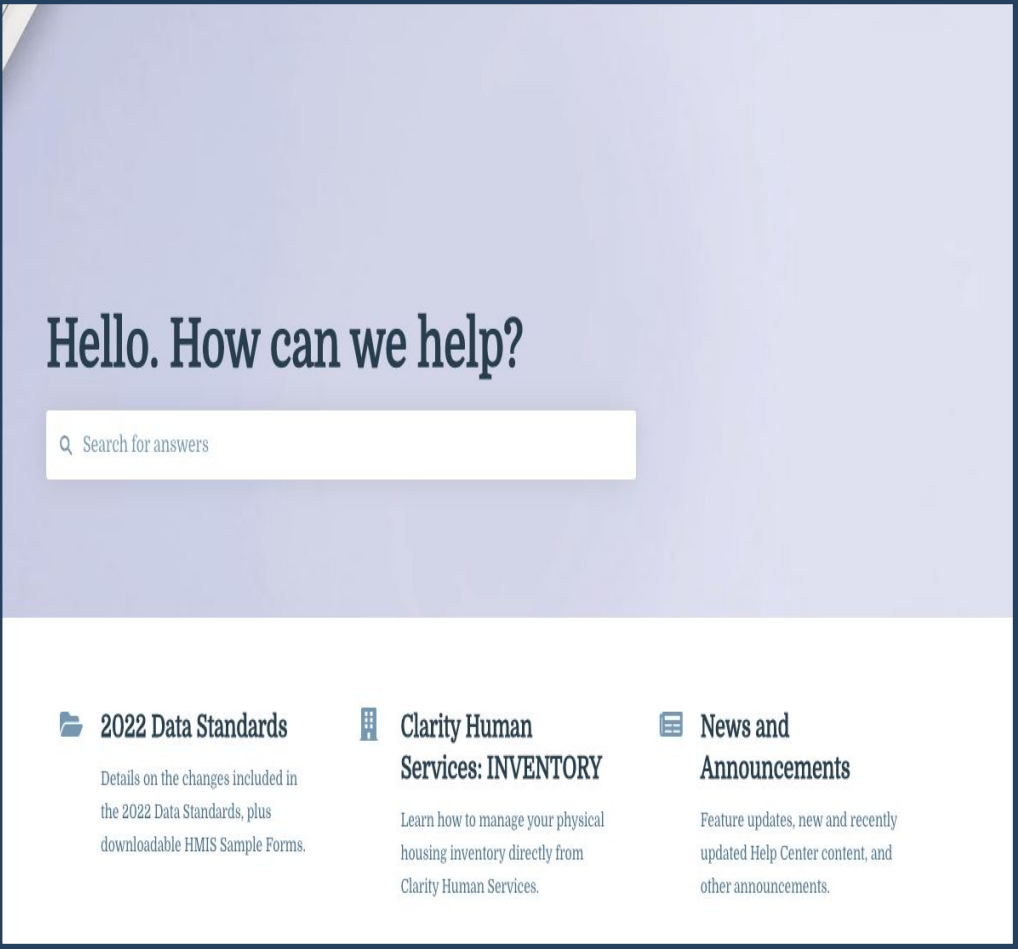- End Users are responsible for contacting the Help Desk upon completion to have their access reinstated

RELEASE OF INFORMATION

Permission	Yes
Start Date	02/28/2023
End Date	02/28/2026
Documentation	Select

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Reminders

Reminder - *Clarity Human Services Help Center*

Link to page embedded in image!

Reminder - *Clarity Training Opportunities*
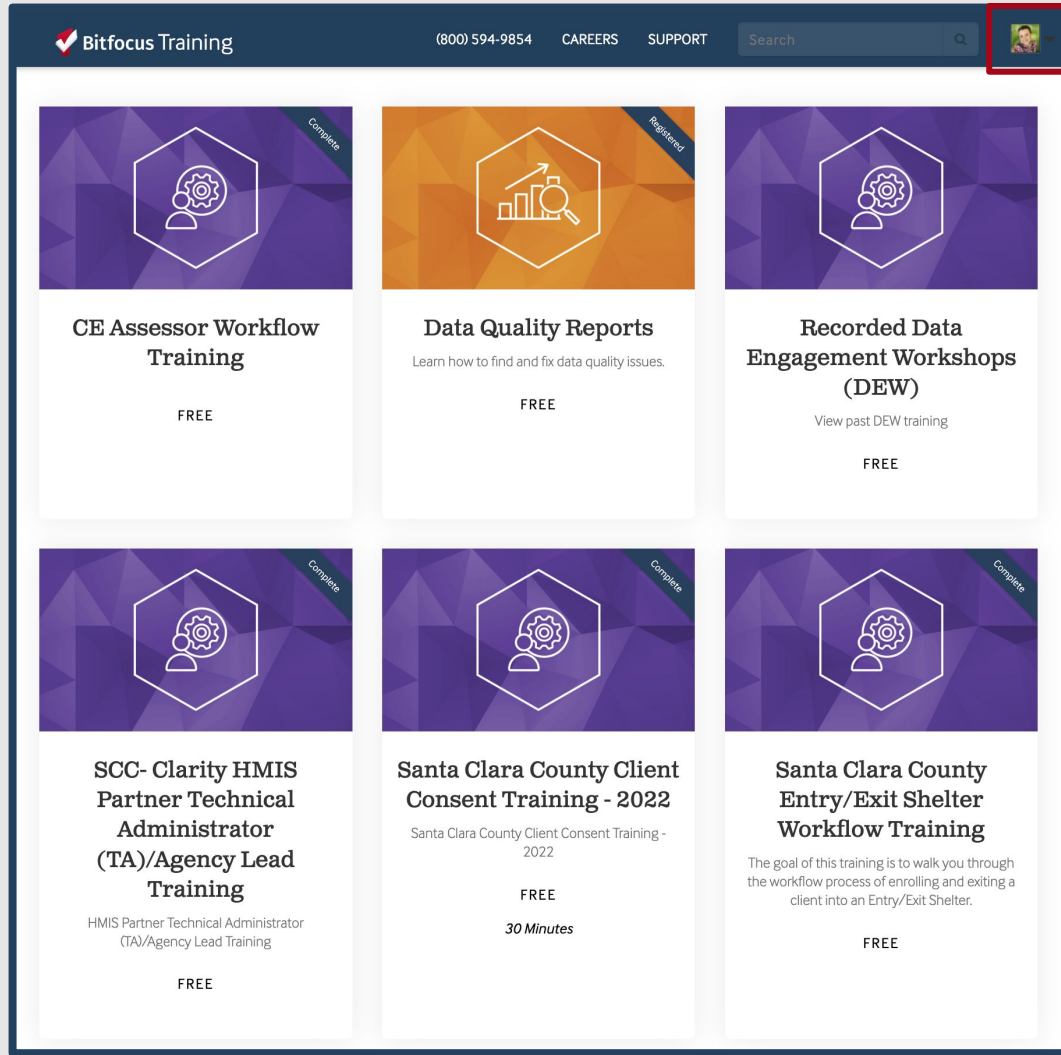
Link to page embedded in image!

- **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

Reminder - *End User Resource Document*

HMIS End User Resource Document

As an HMIS End User there are many resources available to assist in navigating HMIS. This document provides a shortcut to where these resources can be found.

Accessing HMIS
Requirements for a log in to conduct data entry

1 Online Clarity General Training (*prerequisite for account creation*)

2 Pre-recorded SCC HMIS Client Consent Training (*prerequisite for account creation and is required on an annual basis*)

3 Live SCC VI-SPDAT Training* hosted by SCC. Please note this training is required if you will be administering the VI-SPDAT assessment at your agency

UPLIFT Training is available for all users who request UPLIFT transit passes for their clients. UPLIFT training is mandatory. Users must complete training before they will be authorized to request UPLIFT passes - UPLIFT Training page

Newsletters
Be in the know of changes to HMIS or new policies around data entry, data standards and reporting here!

Forms & Manuals
Here you can find all the different forms used for data entry to HMIS from client forms to assessments.

Translated Forms & Other Tools
References here!

User Account Management
Modification Requests: If you require a new access role, complete any required training and connect with your Agency Lead to approve the change and request. Have your Agency Lead then contact the Help Desk at sccsupport@bitfocus.com

1 Your email is NOT your User Name! If you are uncertain of what that is, connect with the Community Admin (scc-admin@bitfocus.com) team or contact the Help Desk to find out. If you have not used Clarity HMIS in 90 or more days, your account will be inactive due to SCC OSH's auto-deactivation policy. Connect with the Bitfocus help desk to reactivate your account.

2 If it has been more than a year, you will have to retake the Clarity Human Services General Training in addition to the request.

3 Reactivated user accounts must be logged within 24-hours of reactivation, or they will automatically revert back to the deactivated status. **Log in to HMIS** here!

Clarity Human Services FAQ Training
We're excited to offer this FAQ course! Our sole intent in offering this course is to get you answers quickly, efficiently, and in a way that is easy to learn. Here we answer questions that would typically result in a ticket through our Help Desk. We find that offering these resources ad hoc gives our users the ability to find answers quickly.

Have Questions?
Check out these resources available to you.

Bifocus Clarity Human Services Help Center
How can we help? Check out all the resources here!

Help Desk: sccsupport@bitfocus.com
Phone Number: (408) 596.5866 Ext. 2
Sys. Admin. Team: scc-admin@bitfocus.com

Virtual Suggestion Box!
Want to share something or make a request? Here is where to do it! *And it's anonymous.*

Link to Resource 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!

Reminders - Test Clients

- Please **do not enter <u>TEST CLIENTS</u>** into the live instance

- **Test clients will be deleted during data quality clean-up**

- 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
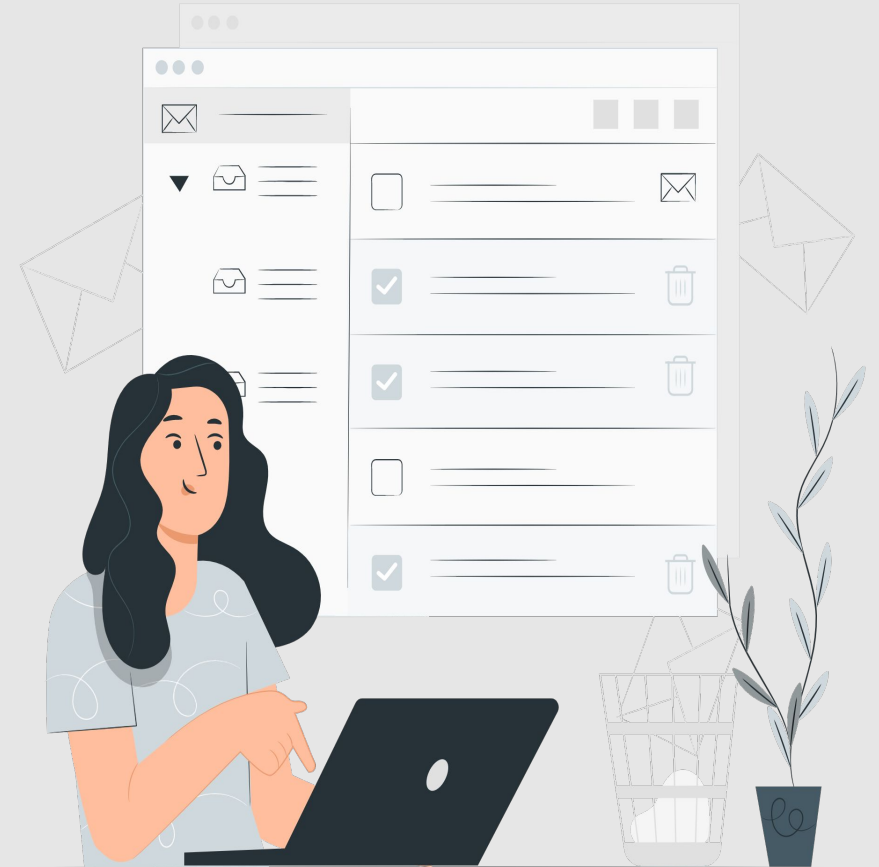
Reminders - SCC HMIS Training Site

Want to Hone Your Skills? Use the SCC HMIS Training Site
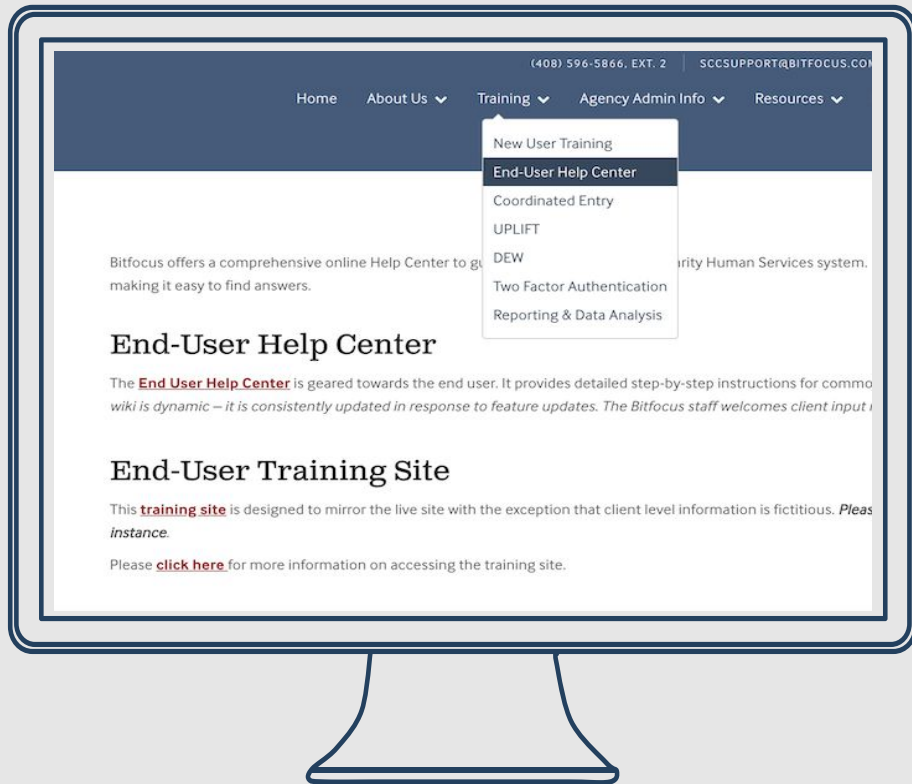
What you need to know:

➢ 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

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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

Hi! How can we help you!

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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

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Next Month's Meeting
Thursday, May 4th, 2023