April 2023 Agency Admin. Minutes

AGENDA ITEMS

- 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 Updates - HIC/PIT Updates

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!**

CoC 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

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

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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

For all UPLIFT-related inquiries please email
UPLIFT@hhs.sccgov.org
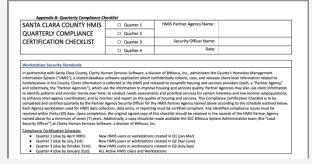
HMIS Newsletter – February 2023

Federal Reporting - HIC/PIT

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.

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 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

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 form May 2023 Presentation

What questions do you have about what the Customer Portal can do for your Agency and/or Programs?

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 - Next Steps

[*Santa Clara County Client Consent Training - 2023*](#)

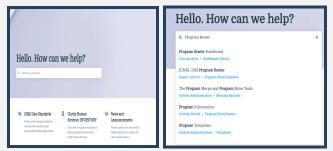**DEADLINE FOR COMPLETION (***was***): March 29th, 2023**

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**
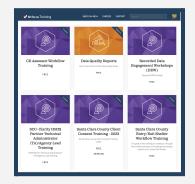- End Users are responsible for contacting the Help Desk upon completion to have their access reinstated

RELEASE OF INFORMATION

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

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Reminders

Clarity Human Services Help Center

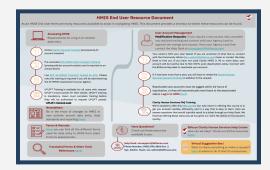*Link to page embedded in image!*

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
- 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

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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
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.

Your ideas count! Make a Suggestion!

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, May 4th, 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.

Agency Rep.	Agency Name
Wilfredo Hoffer	Abode
Luis Gonzalez	Abode Services
Rani Jain	Abode Services
Sean Kilger	Abode Services
Aida Tesfai	Abode Services
Aurora Olivares	Amigos de Guadalupe Center for Justice and Empowerment
Lorena Madrid	BHSD
Laura Foster	Bill Wilson Center
Sujata Panda	Bill Wilson Center
Randi Rosen	Bill Wilson Center
Julian Delgadillo	California Youth Outreach
Paul Marquez	California Youth Outreach
Renee Ridgway	Carry the Vision
Consuelo Collard	Catholic Charities of Santa Clara

Agency Rep.	Agency Name
	County
Nathaniel Montgomery	City of San Jose
Fang Zhu	CoC of OSH Santa Clara County
Brandi Jothimani	Community Services Agency
Mark Fries	Community Solutions
Caroline Mireles-Sailor	Conxion to Community
Joe Cervantes	county of santa clara
Hong Cao	County Office of Supportive Housing
Sandra Alvarez	DFCS
Justin Damrel	Downtown Streets Team
Aretha Cromwell	Faith-based Destiny Reentry
Jovani Quinones	Gardner
Mariana Becerra	Gardner Health Services
Samuel Garcia	GWSV
Traci Pickett	HVEHF
Mylinh Ha-Do	ICAN
Albert Nguyen	ICAN
Ana Contreras	JobTrain
Vanessa Rodriguez	Jobtrain
Cynthia Mar	LifeMoves
Stuart Richardson	Midtown Family Services
LaTima Augmon	Mission Possible Reentry Center

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Kevin Ashline	MOVE Mountain View
Tal Leibovici	MOVE Mountain View
Ilaisaane Fifita	Nation's Finest
Candido Anicete	NEMS
Juan Guel	Office of Supportive Housing
Jazmine Wong	Office of Supportive Housing
Elisha Heruty	OSH
Leila Qureishi	OSH
Rita Anzualda	Pathway Society Inc.
Pammi Sandhu	Peninsula Health care
Albert Burks	Santa Clara County
Norma Elena Aranda	Santa Clara County AOT
Jeremy Golden	Santa Clara County Behavioral health
Vela Juan	Santa Clara County Diversion and Reentry Services
Rebecca Siqueiros	SCC Office of System Integration and Transformation-CCSP
Rose Pierre	School Health Clinics
Paulina Soto	SHCS
Jesse Mejia	SJSU Research Foundation
Lolita Castillo	Social Services Agency
Vicky Taylor	St. Andrew's Residential Programs for Youth
Jose Macias	St. Joseph's Family Center

Kutlo Rasetshwane	Starlight Community Services
Kara Garasky	Superior Court of California, County of Santa Clara
Jonathan Do	The Health Trust
Meredith Payne	The Health Trust
Cesar Esquivel	The Salvation Army
Wei E	The United Effort Organization, Inc.
Maria Magallanes	VA Palo Alto
Benaifer Dastoor	West Valley Community Services