

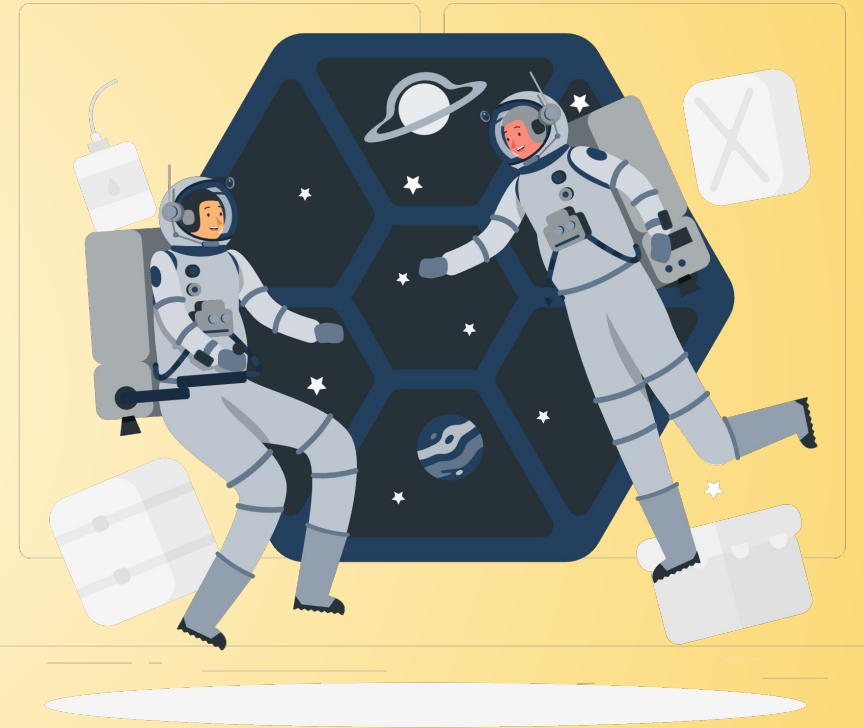


Agency Admin. Meeting

Thursday, May 4th, 2023

Getting To Know You

*In honor of May the 4th Be With You!
What are your favorite/fun memories of
Star Wars? Are You a Fan?*



Meeting Objectives

Updates

CoC|Coordinated Assessment
UPLIFT

Staying in the Know

HMIS Newsletter
Understanding Bed & Unit Inventory

Discussion Topic

The Client Portal

Memos

Next Month's Meeting





CoC|Coordinated Assessment Updates

CoC Updates -

- CoC Special NOFO
- Annual Supportive Housing System Report



CoC| Coordinated Assessment Updates - *May Upcoming Meetings*

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, May 11th and 25th 2023
Time: 3:00pm-4:30pm
Where: Virtual Meeting

Service Providers Network Meeting

When: Wed, May 10th
Time: 9:30am – 11:00am
Where: Virtual Meeting

SCC TA Office Hours

When: Wednesday, May 31st, 2023
Time: 10:00am-11:00am
Where: Zoom

Data Think Tank

When: Tuesday, May 9th,, 2023
Time: 10:00am - 11:00am
Where: Email
Angiee@bitfocus.com

SCC PMWG

When: Thursday, May 18th, 2023
Time: 1:00pm - 2:30pm
Where: [Register Here!](#)

SCC CoC VI-SPDAT Training

When: Tuesday, May 30th, 2023
Time: 9:00am – 1:00pm
Where: In-Person

Coordinated Entry Work Group

When: Thursday, April 13th, 2023
Time: 1:00pm - 2:30pm
Where: [Register Here!](#)

YHDP Round 4 & 5 Community Calls

When: Wednesday, May 10th, 2023
Time: 1:00pm - 2:30pm
Where: [Register Here!](#)

YAB Weekly Check-In's

When: Wednesday, May 3rd, 10th, 17th, 24th & 31st, 2023
Time: 5:30pm - 7:00pm
Where: [Register Here!](#)



UPLIFT Updates

UPLIFT Updates





HMIS Newsletter

HMIS April 2023 Newsletter - *What's in this Edition!*



Check out additional topics for this month and previous months Newsletter [here!](#)

HMIS April 2023 Newsletter - *Pop Quiz!*

*What report is included in April's
Newsletter **Report Spotlight?***



Check out additional topics for this month and previous months Newsletter [here!](#)



BUI Inventory - *Understanding BUI*

Components of Bed and Unit Inventory





Knowledge Check!




What is Housing Inventory

Housing Inventory...Defined


Housing Inventory refers to the tracking of Beds and Units within HMIS. This is designated at time of program set-up if you have a program that will provide “housing” to clients.

"Housing" refers to any unit that has a bed; it can apply to Emergency Shelter, Transitional Housing, Permanent Supportive Housing, or any other type of project or Unit that has a bed.

Bed/Unit Dedication - *Total Inventory*



The '**Bed Inventory**' is a count of the total **number of beds** available for occupancy as of the 'Inventory Start Date.' The number of beds is generally equivalent to the number of persons a lodging project can house on a given night and, for Emergency Shelters, should be counted distinctly for each combination of 'Bed Type' and 'Availability.'



The '**Unit Inventory**' is a count of the total **number of units** available for occupancy as of the 'Inventory Start Date.' Projects that do not have a fixed number of units (e.g., a congregate shelter project) may record the bed inventory, the number of residential facilities operated by the project, or the number of rooms available as the unit integer.

Using Inventory

Inventory allows a program to track the number of beds and units available.

Beds, units and vouchers, can be any of the following:

- Beds in congregate spaces such as barracks-style emergency shelters or transitional housing facilities if each bed is intended for a different household.
- Rooms, apartments, or houses designed to hold a single household (single person or family) in site-based emergency shelters, transitional housing, and permanent housing projects.
- Vouchers provided to households (single persons or families) in tenant-based transitional housing, rapid rehousing, and permanent supportive housing projects.



HUD Household Types

HUD Household Types



Adult-Only Households

Everyone in the household is age 18 or over. This includes households where there is only one single person 18 years of age or older and households with at least one adult and dependents 18 or older.

HUD Household Types

Adult & Child Households

There is at least 1 member of the household under the age of 18, and at least 1 member of the household age 18 or over. All Adult & Child Households must have at least two persons.



HUD Household Types



Child-Only Households

Everyone in the household is under than age of 18. This includes households where there is only one single person under the age of 18 and households considered parenting youth; the parent is under 18 and has a dependent under 18.



Unit/Voucher Types

Unit/Voucher Types - Fixed

A project is deemed to have fixed units/vouchers if the project has a set number of units/vouchers and each of those units/vouchers is assigned to a specific HUD Household Type of "adult-only households," "adult & child households," or "child-only households."

Examples of Fixed Units/Vouchers

- A site-based permanent supportive housing project with 12 studio apartments in one building where each apartment can only hold "adult-only households."
- An emergency shelter with 25 beds which serves only "adult-only households."
- An emergency shelter with 35 beds, 15 of which are designated for "adult-only households" and 20 of which are designated for "adult & child households."
- A transitional housing project with 12 houses, each designed for an "adult & child household."
- A permanent housing project with 9 vouchers for "adult & child households."

Unit/Voucher Types - Multiuse

- The project has a flexible number of units/vouchers that varies based upon available funding and resources.
- The project has a set number of units/vouchers, but the household type for the units/vouchers changes based upon need and available funding and resources.

Examples of Multi-Use Units

- > A shelter has 14 rooms and fills them with any household type according to client needs.
- > A voucher-based permanent supportive housing project which serves a varying number of both "adult-only" and "adult & child" households based upon available funding and client needs.
- > A tenant-based rapid rehousing housing project which serves a varying number of both "adult-only" and "adult & child" households based upon available funding and client needs.
- > *This unit set-up still requires an educated guess of how to best set-up BUI*



Counting Beds, Units & Vouchers

Counting Beds, Units & Vouchers

Applies to all project types if the project has a fixed, year-round number of units/vouchers that are explicitly dedicated to one of the three household types.

COUNTING UNITS

A unit is effectively a household. This may be a household of one person or a household of multiple persons. For example, a house with three bedrooms which is designated to be used by a single-family is one unit. However, if the same house was designated to house three families (one in each bedroom), it would be three units. Another example would be a barracks-style shelter designed for 25 homeless single adults, which would be 25 units.



COUNTING BEDS

All beds, regardless of size, are counted for the number of people they're designated to hold according to the program. For example:

- A single bed for one person is counted as one bed.
- A queen-size bed for one person is counted as one bed.
- A queen-size bed for a couple is counted as two beds.

Do not include cribs or pack-and-plays in your bed count.

Rollaways, mats, or cots should only be counted in your bed count if they are the standard bed for the program.



COUNTING TENANT SUPPLIED BEDS

For programs that lease apartments as needed for qualified clients (usually permanent supportive housing voucher-type programs): Your total bed count will be the same as the number of people who are being housed in the units. This also applies to voucher-based projects like rapid rehousing.



Bed Type Categories

Overflow Beds? Seasonal Beds?



Overflow Beds

Applies to Emergency Shelters that Provide Overflow Beds

If your emergency shelter program provides overflow mats or cots above your normal maximum capacity in extreme circumstances these are considered overflow beds.

For Federal Reporting purposes the overflow bed capacity that you would report should equal the number of people who are using overflow beds on the night of the point-in-time count (if they were available).

- ⇒ If you have 2 people sleeping on overflow cots on the night of the point-in-time count because of extreme weather conditions or for another reason, then your overflow bed count is 2, even if you could put out more cots.



Key Terms
Temporary and
Sporadic

Seasonal Beds

Applies to Emergency Shelters that Provide Seasonal Beds

Seasonal beds are beds that are regularly available for only a portion of the year, for example, beds that are set up only during the winter.

The number of seasonal beds might be the same every night, or the number available might change periodically, for example, if they rotate from one church to the next, and one church can house more people than another.

- ⇒ If the number of beds is the same every night, then the total number of people who could be housed is the number that should be reported as the seasonal bed inventory.
- ⇒ If the number of beds changes throughout the duration of the program because the location changes periodically, the total number of beds should be based on the location that is in use on the night of the point-in-time count.



*Key Terms
Continuous
during high
demand*

Bed Type Categories – *POP QUIZ*

If you added 2 cots during a particularly hot week this year, are they overflow or seasonal?





Bed Dedication

Bed Dedication

APPLIES TO ALL PROJECT TYPES

A dedicated bed is a bed that must be filled by a person in the subpopulation category (or a member of their household) unless there are no persons from the subpopulation who qualify for the project located within the geographic area ([2022 HMIS Data Standards Resource Guide](#) & [2022 HMIS Data Standards Manual - Version 1.2](#)).

01	CHRONICALLY HOMELESS VETERANS	The number of beds that are dedicated to house chronically homeless veterans and their household members.
02	YOUTH - VETERANS	The number of beds that are dedicated to house homeless youth (persons up to age 24) veterans and their household members.
03	ANY OTHER VETERAN	The number of beds that are dedicated to house non-CH and non- youth veterans and their household members.
04	CHRONICALLY HOMELESS YOUTH	The number of beds that are dedicated to house chronically homeless youth (persons up to age 24) and their household members.
05	ANY OTHER YOUTH	The number of beds that are dedicated to house non-CH and non- veteran homeless youth (persons up to age 24) and their household members.
06	ANY OTHER CH	Beds dedicated to non-youth, non- Veteran chronically homeless. The number of beds that are dedicated to house chronically homeless persons and their household members.
07	NON - DEDICATED BEDS	The number of non-dedicated to CH, youth or veteran beds used to house homeless persons and their household members.



Recommended Reports

[HSNG-105] Weekly Housing

[HSNG-105] Weekly Housing Census

This is an enrollment-based report intended to serve as a seven day review of housing programs.

The report breaks down the project stays into the following sections:

- Emergency Shelter – Individuals & Households
- Transitional Housing – Individuals & Households
- Permanent Supportive Housing – Individuals & Households
- Safe Haven – Individuals & Households

Program Name		8 beds 8 units		
Date	Attendance	Data Quality		
03/23/2020	7	98%		
03/24/2020	7	98%		
03/25/2020	7	98%		
03/26/2020	7	98%		
03/27/2020	7	98%		
03/28/2020	7	98%		
03/29/2020	7	98%		
03/30/2020	7	98%		
03/31/2020	7	98%		
04/01/2020	7	98%		
04/02/2020	7	98%		
04/03/2020	7	98%		
04/04/2020	7	98%		
04/05/2020	7	98%		
04/06/2020	7	98%		
04/07/2020	7	98%		
04/08/2020	7	98%		
04/09/2020	7	98%		
04/10/2020	7	98%		
04/11/2020	7	98%		
Household Size				
Individual	2 ppl	3 ppl	4 ppl	5+ ppl
4	0	1	0	0

[HSNG-104] Monthly Housing

[HSNG-104] Monthly Housing Report

This is an enrollment-based report intended to serve as a **one complete month** review of housing programs.

The report breaks down the project stays into the following sections:

- Emergency Shelter
- Transitional Housing
- Permanent Supportive Housing (disability required for entry)
- Safe Haven
- PH - Housing Only
- PH - Housing with Services (no disability required for entry)
- PH - Rapid Re-Housing

Monthly Housing Report

Agency Name

May 2021

This report is a monthly review of Clarity participating housing programs. The average attendance displayed is the number of clients that held a bed night on average on any given day in the report period. If you have any questions, please do not hesitate to contact us.

Emergency Shelter

Program Name	Average	DQ%	Unq
	25/0	98%	32

PH - Permanent Supportive Housing (disability required)

Program Name	Average	DQ%	Unq
	71/65	100%	71
	54/25	100%	54

PH - Rapid Re-Housing

Program Name	Average	DQ%	Unq
	X	X	0
	127/0	99%	132
	78/0	98%	79
	16/22	93%	20
	2/30	100%	3

Transitional Housing

Program Name	Average	DQ%	Unq
	3/8	100%	7
	10/8	100%	10

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HUMAN SERVICES

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[HSNG-108] Housing Census

[HSNG-108] Housing Census

This is an entry/exit-based report for housing programs.

- For Emergency Shelter, Night-by-Night, projects, bed nights are also used in generating the report
- For Permanent Housing programs, Housing Move-in Date is also considered

- The report gives users a day-by-day account of the bed occupancy during the reporting period. This is broken out into separate tables by programs selected.
- The report will display the maximum bed occupancy (from the Program, Bed Inventory screen) for each program. PH-RRH programs will display "Max Occupancy: Varies." For all other program types, if the number of units is greater than the number of beds, then a message such as "Max Occupancy: 20 beds / 52 units" will be displayed.

Housing Census		Agency Name
		Veteran Status: All
		Report generate for: persons
		Date Range: 06/01/2021 thru 06/14/2021
Program Name	Max Occupancy: 65 beds	
Date	# Clients	
06/01/2021	65	
06/02/2021	65	
06/03/2021	65	
06/04/2021	65	
06/05/2021	65	
06/06/2021	65	
06/07/2021	65	
06/08/2021	65	
06/09/2021	65	
06/10/2021	65	
06/11/2021	65	
06/12/2021	65	
06/13/2021	65	
06/14/2021	65	
Total Clients Served	65	
Total Bed Nights Provided	910	

Scheduled Bed and Unit Data Quality Report

Bed and Unit Data Quality for



noreply@looker.bitfocus.com

6:06 AM (11 hours ago) ☆ ↶ ⋮

to Angiee ▾

📧 Save email as template

You are receiving this message because you are listed as the Agency contact for your agency. We are seeking your assistance in ensuring that we have the correct Bed and Unit Inventory (BUI) for your program(s). HMIS must have an accurate record of bed and unit inventory information for all residential projects (ES, TH, SH, RRH, PSH). An accurate and up-to-date housing inventory is essential to managing vital housing resources in the community. This message will go out monthly.

Instructions: Review the Bed/Unit Inventory table below. If there are changes or additions to the bed or unit inventory complete the BUI Update Form here. The table also shows the approximate recent usage to aid in this determination. Please verify and/or provide updates to the Bed/Unit inventory by the end of the month.

For more information see the Bed & Unit Inventory Quick Guide in our HelpCenter. You may also run the [HUDX-123-AD] Housing Inventory (HIC) Report in Clarity to get a more detailed look at your inventory. Please reply to Angie at Angiee@bitfocus.com if you have additional questions or need assistance determining your inventory.

Thank you for your assistance in this matter.

[View this data in Looker](#)

	Agency Name	Agency ID	Full Name	Program ID	Project Type Code	Availability Start Date	Start Date	End Date	Bed Type	Availability	Household Type	Total Bed Inventory	Total Unit Inventory
1					Emergency Shelter	2018-01-01	2018-01-01		Facility-based	Year-round	Households without children	6	6
2					Emergency Shelter	2018-01-01	2018-01-01		Facility-based	Year-round	Households with at least one adult and one child	4	4



Client Portal - An Open Discussion

Client Portal - *Answering Your Questions Agency Admin Meeting: May 4, 2023*



Inviting Your Clients

- If you participated in the BETA, you can invite clients now!
- Agencies waiting to be connected
 - ✓ Inviting their existing clients as part of the roll- out
 - ✓ Invite new clients as part of their intake

- **What do clients need in place?**
 - ✓ Email account they can access
 - ✓ Access to internet and a device
 - Smartphone, computer, tablet (personal or shared is ok)



Updated ROI

SANTA CLARA COUNTY HMIS CLIENT CONSENT TO DATA COLLECTION AND RELEASE OF INFORMATION

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY

The Santa Clara County Homeless Management Information System ("SCC HMIS") is a shared database and software application which confidentially collects, uses, and shares client-level information related to homelessness in Santa Clara County. On behalf of the Santa Clara County Continuum of Care ("CoC"), SCC HMIS is administered by the County of Santa Clara ("County") and Bitfocus, Inc. ("Bitfocus") in a software application called Clarity Human Services ("Clarity"). Clients must consent to the collection, use, and release of their information, which helps the CoC to provide quality housing and services to homeless and low-income people.

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; and to monitor and report on the delivery, impact, and quality of housing and services.

Client information is protected by limiting access rights to the database and by limiting the parties to whom the confidential information may be released, in compliance with federal, state, and local regulations governing the confidentiality of client records. Each person or agency with access rights to SCC HMIS, or to whom client information is released, must sign an agreement to maintain the security and confidentiality of client information. Upon any violation of the agreement, access rights may be terminated, and the person or agency found to be in violation of the agreement may be subject to further penalties.

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.



SOP Update



Section 20: Electronic Customer Portal Access

The Customer Portal (“The Portal”) is software that connects clients to SCC HMIS. Authorized clients may access a portion of their HMIS Record through the Customer Portal.

Identity Verification: Prior to sending a portal invitation the client identity and contact information will be verified by the Partner Agency. Clients will be required to share their full date of birth in HMIS prior to accessing the portal. To verify client identity agencies should ask for the individual's full name and confirm two identifying pieces of information. Identifying information may include: date of birth, contact phone number or address, social security numbers, photo, recent service history, HMIS id number, or other individualized information in the client record. Agency staff will verify the client email listed on the Contact tab in Clarity matches the Email registered to the portal account.

Authorized Access: Only the individual identified in the client record is authorized to access the Customer Portal account. Individuals must be aged 18 or older to access the Customer Portal. If the Customer Portal account is accessed by any unauthorized individual the account should be immediately deactivated. Accounts may be reinstated once the client identity and credentials are verified. An authorized individual may request to have their portal account deactivated at any time.

Portal Information and Communication: Partner Agency Staff will respond to direct messages, requests, and information sent through the Customer Portal in a timely manner. Partner agency staff will review and update information entered through the portal to ensure an accurate and complete client record. Information entered through the Portal is identified in Clarity with a portal icon.



Support for You - Available Resources

These resources are available now

- **Staff Training**
 - ✓ In person
 - ✓ Recorded Video
 - ✓ Print out
- **Bitfocus Help Desk**
(sccsupport@bitfocus.com)
- **HMIS Office Hours** (Every other Thursday from 10-11:30am)



Support for Clients - Available Resources

Trainings for Clients

- ✓ In person,
- ✓ Recorded Video
- ✓ Printout
- ✓ Trained staff at Agencies

Establishing a Peer Support Partner

- ✓ Late Summer/Fall 2023
- ✓ [LEAB website: Customer Portal page](#)



What is Possible Now

- ✓ Update your contact information
 - ✓ Update your location so your Case Manager can find you for services
 - ✓ Message your Case Manager and other service team members
- ✓ Electronically sign your ROI and other documents
 - ✓ Upload documents (e.g. copy of your ID or pay stubs)
 - ✓ Access a resource directory



What We are Exploring for the Future

Providing their assessment scores/ range

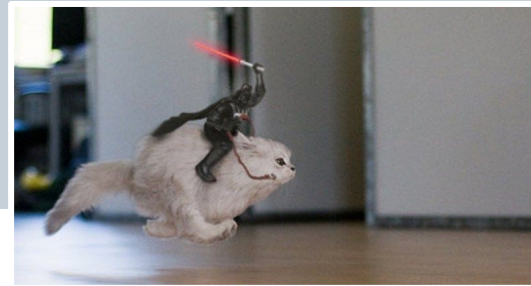
- Understanding the Coordinated Entry System
- Portal does not replace Care Team
- Avoid re-traumatizing people

- Bulk Messages
- Assessments
- Invitations
- Resource directory in HMIS



Opportunities for Deeper Engagement

*If you're excited about this shift in access and service, or know someone who might be, **JOIN US!***



People with Lived Experience of Homelessness and Direct Service Providers

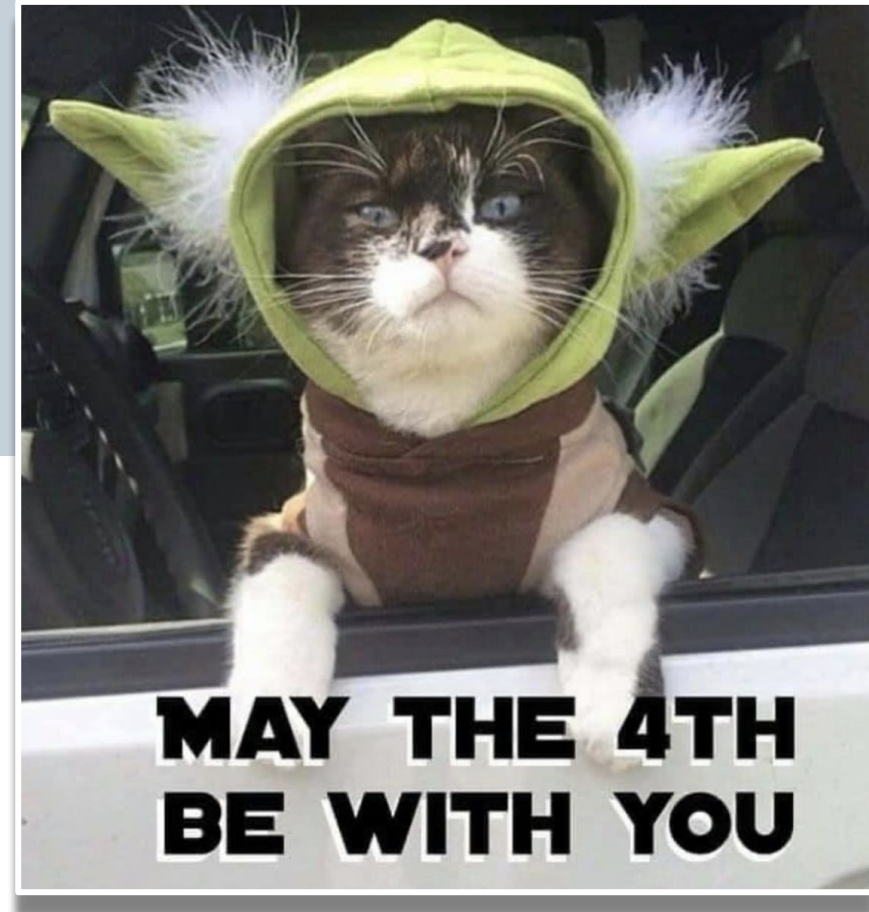
- Working Group: Every other Tuesday 11am-12pm Virtually
- [Join the Interest List](#)
 - ✓ Invites to focus groups, events, and other cool things



Questions?

Maureen Damrel, Senior Initiatives Officer
Maureen@destinationhomesv.org

Hong Cao: CoC Manager
Hong.Cao@hhs.sccgov.org



Next Month's Meeting

Thursday, June 1st, 2023

