

May 2024 TA/Agency Lead Minutes



MEETING OBJECTIVES

UPDATES

- CoC Updates
- UPIFT Updates
- HMIS Newsletter

IN THE KNOW

- HIC/PIT
- Upcoming DEW
- Special Guest Speaker: Abode Services, Sean Kilger
- Keeping Clients "Active" on the CHQ, Leila Qureishi

MEMOS

- SCC HMIS Quarterly Compliance -DUE
- Recently Assessed & Not on CHQ
- Survey – Client Consent Training
- Next Month's Meeting

UPDATES

CoC Updates

CES Redesign Update

Recruitment of agencies to do beta-testing of new tool is underway. The goal is to obtain feedback on each question of the new assessment to make any last tweaks before piloting the tool.

We have been meeting with other CoC's across the county to learn more about how other communities implement matchmaking.

Reminder

- Clients not currently engaged in the system in the last 180 days will be removed from the Community

Housing Queue starting May 9. [See this link for more details.](#)

- We have been meeting with other CoC's across the county to learn more about how other communities implement matchmaking.

Upcoming Events - May 2024

| May 2024 Upcoming Events | | | | |
|--|---|---|---|--------|
| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
| | | 1 | 2 2pm HMIS TA/Agency Lead Meeting | 3 |
| 6 | 7 10am DEW System Overview: Tips and Tools for Navigating HMIS | 8 9-10am Service Providers Network Meeting | 9 10am HMIS Client Office Hours 1pm Coordinated Entry Work Group | 10 |
| 13 2pm SCC HMIS Leader Office Hours | 14 10am Data Think Tank | 15 | 16 1pm Performance Management Work Group | 17 |
| 20 | 21 | 22 | 23 10am HMIS Client Office Hours 3pm Rapid Rehousing Employment Initiatives Meeting | 24 |
| 27 2pm SCC HMIS Leader Office Hours | 28 10-11am CoC Rapid Rehousing Workshop Part 2 | 29 9am VI SPDAT in Person Training 10am SCC TA Office Hours | 30 | 31 |

UPLIFT Updates

The pooled pass period began yesterday, 5/1

- ***No more passes for Q4 are available***
- No additional sticker increase available at this time
- Please do not submit any further requests in HMIS

The remaining 4% of passes are in the middle of being processed

- Requests submitted by the 30th by agencies with allocation are processed first

Reminders

- We cannot obtain additional stickers (passes) from VTA
- If a client no longer needs their pass and the sticker is still unused - notify us so we can reassign the



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sticker to another client in need

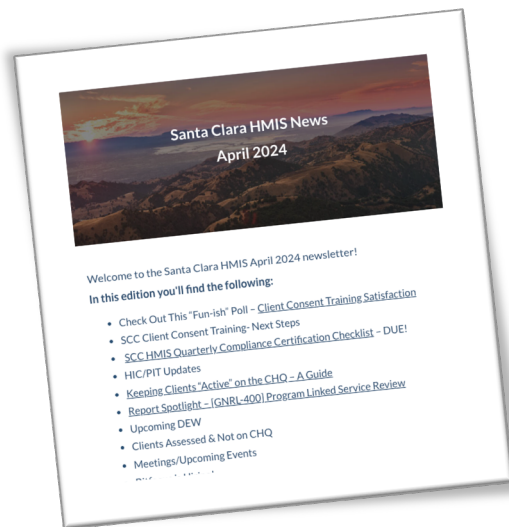
- If a replacement badge is needed, make a request for a "Badge Only" on HMIS AND notify

UPLIFT@hhs.sccgov.org

To be added to the UPLIFT mailing list, please

email UPLIFT@hhs.sccgov.org

HMIS Newsletter



IN THE KNOW

HIC/PIT

The deadline for HIC/PIT Submission changed to **Tuesday, May 10th, 2024**

- Communication from your Sys. Admin. Team (scc-admin@bitfocus.com) for any required data clean-up and/or questions
- Additional Resources: [PIT and HIC Guides, Tools, and Webinars](#)

HIC/PIT Helpful 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 (from the bed & unit inventory configured for the program)
- [\[HUDX-123-AD\] Housing Inventory \(HIC\) Supplemental](#)
 - The Housing Inventory Count Supplemental report is designed to be used as a tool to review housing inventory available in a community

Upcoming DEW

[System Overview: Tips and Tools for Navigating HMIS \(Slide Deck\)](#)

When: Tuesday, May 7th, 2024

Time: 10:00am-12:00pm

Where: [Zoom](#)

In this workshop we will walk through some of our most common HMIS data entry steps and we'll review all the tools available within the Clarity HMIS System.

This is a great training for new and long-time users who want to make sure they are getting everything out of their HMIS!

Special Guest Speaker, Abode Services – Sean Kilger

Please check out the slides to this informational presentation [here!](#)

Keeping Clients Active on CHQ – Non – Engagement Time Limit Changes Time

Currently, a person is automatically removed from the community housing queue after **390 days** of no engagement in our system

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On May 9, the time limit for non-engagement is changing to 180 days

Why Change

- Align with current CES redesign work
- Continuous improvements to expedite housing
- Referral process has changed; pace is FAST
- Most communities like ours have a 90-day time limit
- More accurate tracking of housing referral needs
- Current practice is a strain on limited resources

How Was This Decision Made?

OSH CoC Lead Staff, Coordinated Entry (CE) Program Managers, Homebase, and Bitfocus conducted the following starting in January 2024

- Reviewed local data
- Interviewed similar communities
- Gathered feedback from CEWG*

**The Coordinated Entry Work Group (CEWG) is a group of CoC partners that reviews and evaluates how the SCC coordinated entry system is working and suggests improvements.*

What Does Engagement Mean in HMIS

- ✓ Engagement means **recorded activities in HMIS**
- ✓ Existing program enrollment is **not considered engagement** and will **NOT** keep the client on the community housing queue!
- ✓ Engagement in HMIS is reflected in the following activities

What Does Engagement Mean in HMIS



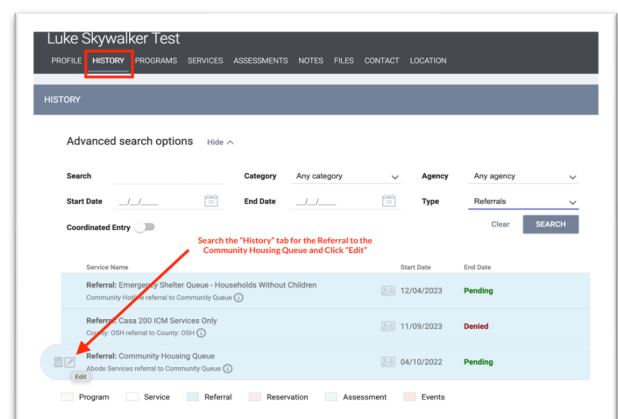
How Does This Change Impact My Clients?

It will not impact your clients who have activities recorded in the HMIS within the 180-day period prior to May 9

Prevent automatic removal of your clients by documenting all activities in the HMIS

What's The Easiest Way to Ensure My Active Clients Are Not Removed From The Queue?

- Go to the History tab in your client's HMIS profile
- Select "Edit" on the Community Housing Queue Referral



What's The Easiest Way to Ensure My Active Clients Are Not Removed From The Queue?

Click "Check-in" on the Referral. You will see the "Last Activity" date update to today's date.
You do not need to click "Save Changes"



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Need Support?

Contact Bitfocus for support/questions/concerns at support@bitfocus.com or 408-596-5866 ext. 2

MEMOS

SCC HMIS Quarterly Compliance Certification Checklist Q1

- NEW PROCESS
 - Email reminder sent of upcoming deadline
 - You will run report in DA Tab for list of End Users
 - You will send list of certified End Users to Sys. Admin. Team per usual
- Certification Due
- Tuesday April 30th, 2024
 - Include all Active HMIS users at your agency on [the standard form found here](#)
 - This means that your date range filter in the report on the DA tab will be 01/01/2024 - 03/31/2024
 - The report has been preset with this date range; so just select your agency name
 - Detailed steps on running the report can be found [here](#)

Non-HMIS End Users Assessors

Please provide the names and email addresses of Non-HMIS Users at your agency who provide VI-SPDATs to clients; we want to make sure to capture this information to ensure updates to VI-

SPDATs are provided to them. [We have created a form for this here.](#)

- Questions: email us scc-admin@bitfocus.com

Agencies w/Clients Assessed & Not on CHQ

Please note this data was pulled Wednesday, May 1st.

It is possible that Referrals have been processed.

Please be sure and run the report to confirm.

| Agency Name | Number of Clients |
|--|-------------------|
| HomeFirst | 16 |
| LifeMoves | 9 |
| Bill Wilson Center | 6 |
| Amigos de Guadalupe | 4 |
| County: Reentry Resource Center | 4 |
| CityTeam Ministries | 3 |
| Horizon Services, Inc - DBA Mission Street Sobering Center | 3 |
| County: Public Defender Office | 3 |
| UPLIFT | 2 |
| County: SCVHHS - Ambulatory | 2 |
| Family Supportive Housing | 2 |
| County: SCVHHS - BHSD - Access & Unplanned - IHOT | 1 |
| WeHOPE | 1 |
| ConXion to Community | 1 |
| Mission Possible | 1 |
| San Jose State University Research Foundation (SJSU) | 1 |
| Silicon Valley Independent Living Center (SVILC) | 1 |

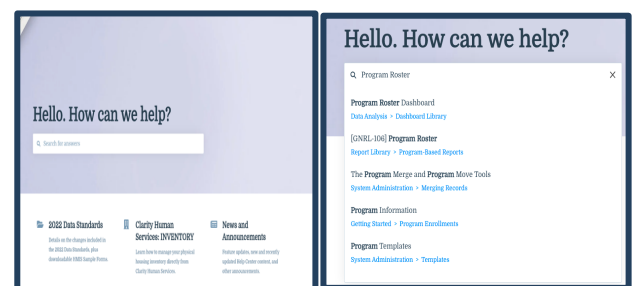
Please rate the Client Consent Training provided by the CoC and Bitfocus

1 = Not Useful at All and 5 = Extremely useful

Survey - Client Consent Trainings Satisfaction

Resources

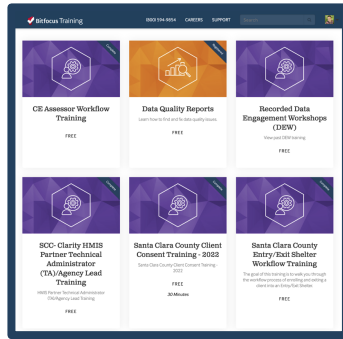
Clarity Human Services Help Center



Link to page embedded in image!



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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

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

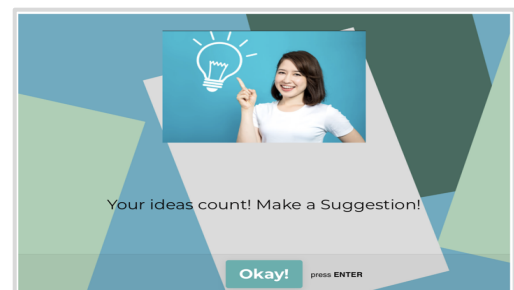
sccsupport@bitfocus.com

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.



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



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Meeting Location: [Zoom Link](#)

When: Thursday, June 6th, 2024

Time: 2:00pm – 3:30pm

Dates and locations for 2024 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
South Bay, CA
800.594.9854 x274



Lesly Soto Bright

leslys@bitfocus.com

Deputy Project Admin, SCC
South Bay, CA
800.594.9854 x256

List of Participants

If you attended the meeting but are not listed, please let us know.

| Agency Name | Agency Rep. |
|---------------------|------------------|
| Abode Services | Luis Gonzalez |
| Abode Services | Nicolas Dae |
| Abode Services | Sean Kilger |
| Abode Services | Will Hoffer |
| Amigos de Guadalupe | Alejandra Cortes |

| | |
|---|----------------------|
| Bible Way / Destiny | Aretha Cromwell |
| Bill Wilson Center | Laura Foster |
| Bill Wilson Center | Randi Rosen |
| Bill Wilson Center | Sujata Panda |
| California Youth Outreach | Anthony Ortiz Jr. |
| California Youth Outreach | Julian Delgadillo |
| Carry the Vision (CTV) | Renee Ridgway |
| City of San Jose | Marcell Leath |
| City of San Jose | My Nguyen |
| City of San Jose | Nathaniel Montgomery |
| Community Services Agency of Mountain View | Sary Soltero |
| County: OSH | Fang Zhu |
| County: OSH | Leila Qureishi |
| County: Reentry Resource Center | Christian D'Alfonso |
| County: Reentry Resource Center | Juan Guel Jr. |
| County: SCVHHS - BHSD - Access & Unplanned - IHOT | Lindsay Cross |
| County: SCVHHS - BHSD - AOA - FDR | Jeremy Golden |
| County: SCVHHS - Custody Health | Antionette Bonner |
| County: SCVHHS - Public Health | Chris Cheung |
| County: SSA - DEBS General Assistance | Stacy Diaz |
| County: SSA - DEBS SSI Advocacy | Cassandra Brenzel |
| Destination: Home | Maureen Damrel |
| Downtown Streets Team | Justin Damrel |
| Emergency Rental Assistance (ERA) | Paulina Soto |
| Family Supportive Housing | Eugene Torres |
| Gardner Health Services | Jovani Quinones |
| Institute on Aging | Christina Strine |
| JobTrain | Ana Rosas |
| JobTrain | Bryanna Corsbie |
| LifeMoves | Liz Lucas |
| Mission Possible | Emeka Ibeabuchi |
| Move Mountain View | Taly Leibovici |
| Nation's Finest | Ilaisaane Fifita |

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|---|------------------------|
| Nation's Finest | Kim Decker |
| New Directions - Peninsula Healthcare Connection | Meyerlyn Sanchez |
| North East Medical Services (NEMS) | Candido Anicete |
| Sacred Heart Community Service | Paulina Soto (deleted) |
| San Jose State University Research Foundation (SJSU) | Jesse Mejia |
| Santa Clara County Office of Education (SCCOE) | Anna Wayne |
| School Health Clinics of Santa Clara County | Jazmin Dominguez |
| School Health Clinics of Santa Clara County | Rose Anne Pierre |
| School Health Clinics of Santa Clara County | Tran Tran |
| Social Impact Team (SIT) Property Owners Downtown Association | Chris Kendrix |
| St. Andrew's Residential Programs for Youth (STAR) | Vicky Taylor |
| St. Joseph's Family Center | Jose Macias |
| Starlight Community Services | Kutlo Rasetshwane |
| Sunnyvale Community Services | Catherine Farry |
| Superior Court of CA, County of Santa Clara | Roxanna Frias |
| System | Angie Evans |
| The United Effort Organization | Wei E |
| Unity Care Group | Deepa Bhat |
| VAPAHCS | Maria Magallanes |
| West Valley Community Services | Elizabeth Ducker |
| West Valley Community Services | Jhoana Diaz |