Technical Administrator (TA)/Agency Lead Meeting

Thursday, June 1st, 2023

Bitfocus

Getting To Know You

What is your favorite super soft item
that you have in your closet?

Meeting Objectives

Updates

CoC|Coordinated Assessment
UPLIFT

Staying in the Know

HMIS Newsletter
Feature Updates - Pronouns

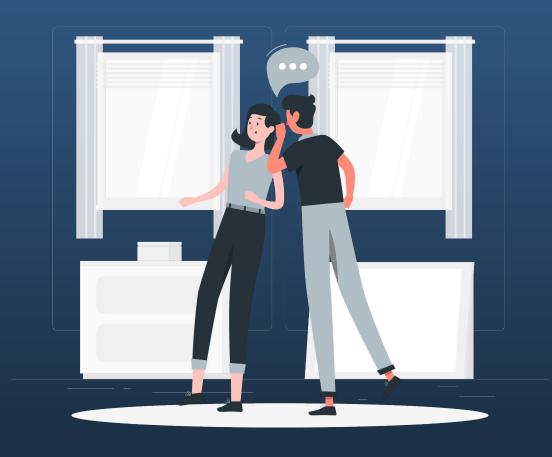**Discussion Topic**

Client Portal Demonstration

Memos

CE Training Completion
Next Month's Meeting

CoC|Coordinated Assessment Updates

CoC Updates

2023 PIT Count – Preliminary data
Presented by Hong Cao

CoC| Coordinated Assessment Updates - *June Upcoming Meetings*

| Monday	Tuesday	Wednesday	Wednesday	Thursday
SCC HMIS Looker Office Hours Monday, June 12th & 26th, 2023 2:00pm-3:00pm Bi-Weekly	Data Think Tank Tuesday, June 13th, 2023 10:00am-11:00 am Monthly	Service Providers Network Wednesday, June 14th, 2023 9:30am-11:00am Monthly	YAB Weekly Check-Ins Wednesday, June 7th & 21st, 2023 5:30pm-7:00pm	HMIS TA/Agency Lead Thursday, June 1st, 2023 2:00pm-3:30pm Monthly
	VI-SPDAT Training In-Person Tuesday, June 27th, 2023 9:00am-1:00pm Monthly	YHDP Round 4 & 5 Community Calls Wednesday, June 14th, 2023 12:00pm-1:30pm Monthly	**Thursday**	RRH & Employment Initiative Thursday, June 8th, 2023 3:00pm-4:30pm Bi-weekly
		SCC TA Office Hours Wednesday, June 28th, 2023 10:00am-11:00am Monthly	SCC HMIS Office Hours Thursday, June 8th & 22nd, 2023 10:00am-11:30am Bi-Weekly	Performance Management Work Group Thursday, June 15th, 2023 1:00pm-2:30pm Monthly
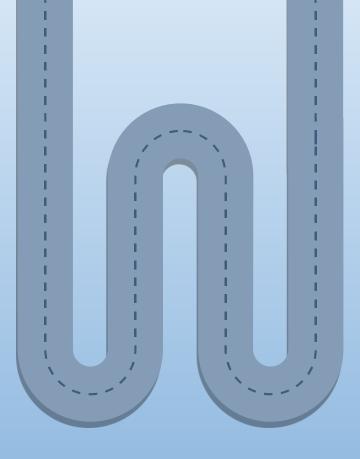
UPLIFT Updates

- **UPLIFT Q1 officially begins on Friday, June 16**
  - *Any enrollments or status update assessments dated prior to 6/16/2023 will be removed from the system*
- **UPLIFT Virtual Office Hours will be held weekly during the busier weeks of each quarter**
- **Office hours for Q1 will start on Tuesday 6/6/2023**
- **For details about these office hours and important dates about the upcoming quarter, please check your inbox (or spam folder) for emails from UPLIFT@hhs.sccgov.org!**
- **To be added to the UPLIFT mailing list, please email UPLIFT@hhs.sccgov.org**

Quiz Time
Can you identify these brands based on their logos?

HMIS Newsletter

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

01 **May Feature Updates -** Check Out Changes Coming Soon!

02 Next Steps - Mandatory Training | **Coordinated Entry Training**

03 Anonymous/De-Identifying & Private Clients | **What You Need to Know**

04 **Report Spotlight | Upcoming Events!**

Check out additional topics for this month and previous months Newsletter here!

What is the difference between making a client record de-identified and making the client record private?

Check out additional topics for this month and previous months Newsletter *here!*

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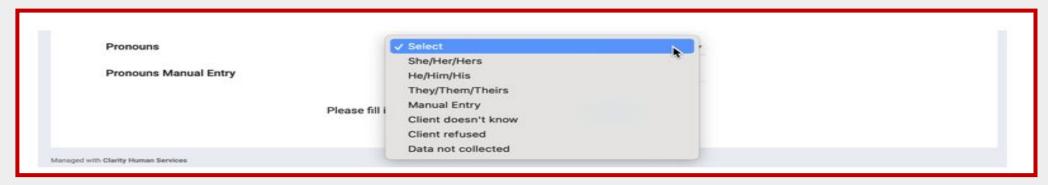
Feature Updates - Pronouns

Feature Update - *Pronouns (Profile Screen)*

Now users can record **Pronouns in the Client Profile page**. If the Pronouns field appears on the screen, you can select from the following drop-down menu.

Notice there is an option of **"Manual Entry"** that will display a Pronouns Manual Entry Field, this option is to be used in case you do not see the client's pronoun listed.
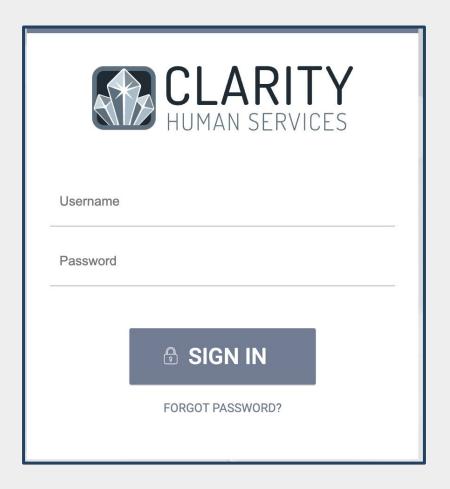

If a user enters pronouns for a client, the pronouns will appear in parentheses after the client's name in all locations throughout the system where the client's name is displayed. If the client has an alias, the pronouns will appear first, followed by the alias. Any user with permission to view client names will be able to see the pronouns.

Pronoun Feature Demonstration

Feature Update - *Pronouns (Profile Screen) - FAQ*

What do I report if a Client "Doesn't Know" or is confused by the questions?

You may select "Client Doesn't Know" or "Client Refused", depending on the situation

Can I select an option based on what I believe the client identifies with based on their presenting gender?

Mirroring the gender fields in HMIS, you should record the self-reported pronoun of each client served

This is a person's internal perception of themselves and may not match the sex they were assigned at birth

Do I need to revise all my current clients to include pronouns?

OSH does not have a benchmark related to the use of this field in HMIS, however there is a system benefit in having most/all client pronouns self-identified in a way that is seen across the community

I'd like to learn more about this release in Clarity HMIS

Check out our Help Center article on this Feature Release Update here
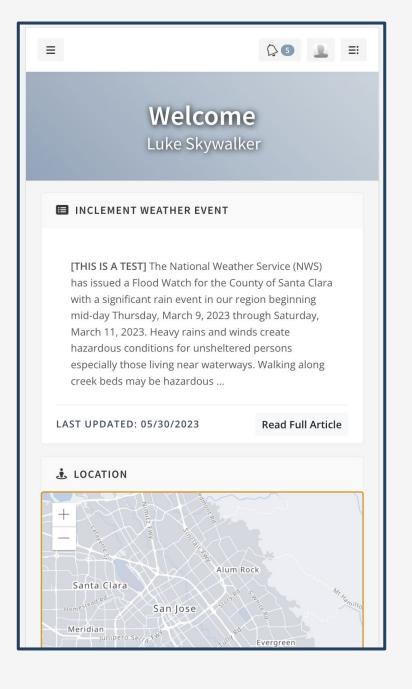
Client Portal - Demonstration
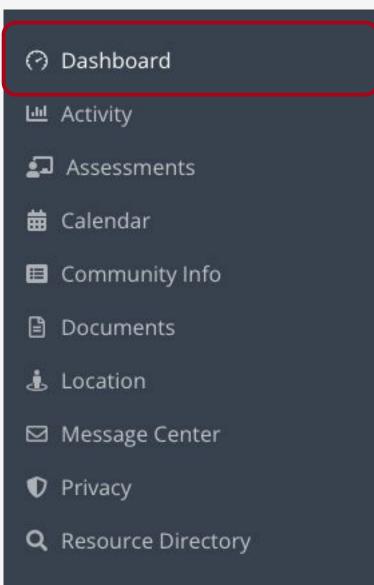
Santa Clara County's Customer Portal

✔ Client-facing HMIS access

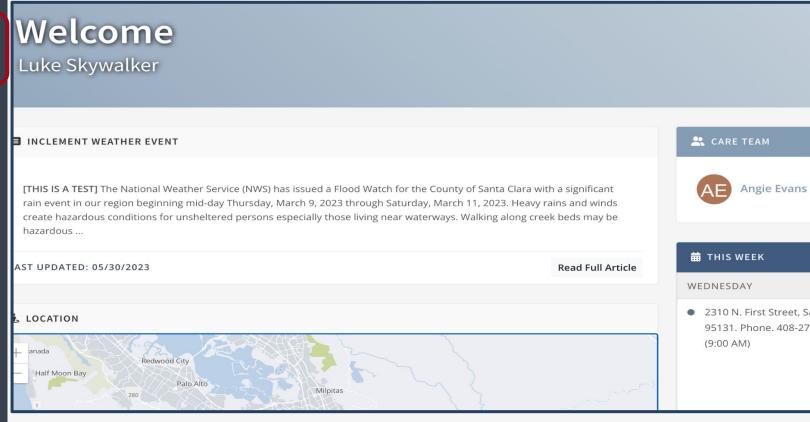✔ Available for desktop and mobile devices

Obamaphone
Mobile Preview

Dashboard
Activity
Assessments
Calendar
Community Info
Documents
Location
Message Center
Privacy
Resource Directory

Welcome
Luke Skywalker

INCLEMENT WEATHER EVENT

[THIS IS A TEST] The National Weather Service (NWS) has issued a Flood Watch for the County of Santa Clara with a significant rain event in our region beginning mid-day Thursday, March 9, 2023 through Saturday, March 11, 2023. Heavy rains and winds create hazardous conditions for unsheltered persons especially those living near waterways. Walking along creek beds may be hazardous ...

AST UPDATED: 05/30/2023   Read Full Article

LOCATION

CARE TEAM

AE Angie Evans

THIS WEEK

WEDNESDAY

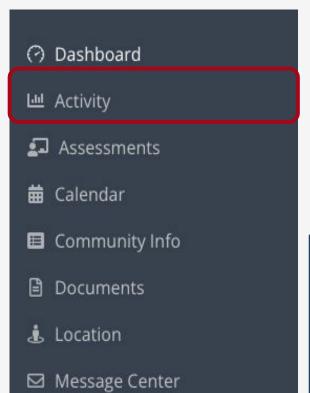• 2310 N. First Street, Sa 95131. Phone. 408-278 (9:00 AM)
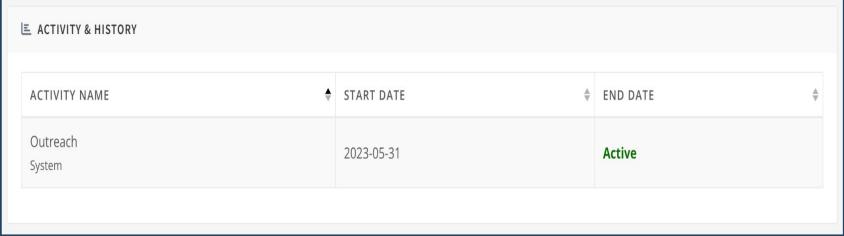
Dashboard Functionality

- View most recent location
- View care team members
- View upcoming appointments
- View recent Community Info articles and recently updated Resources
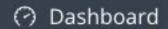
19

Activity Functionality

- View program enrollment history
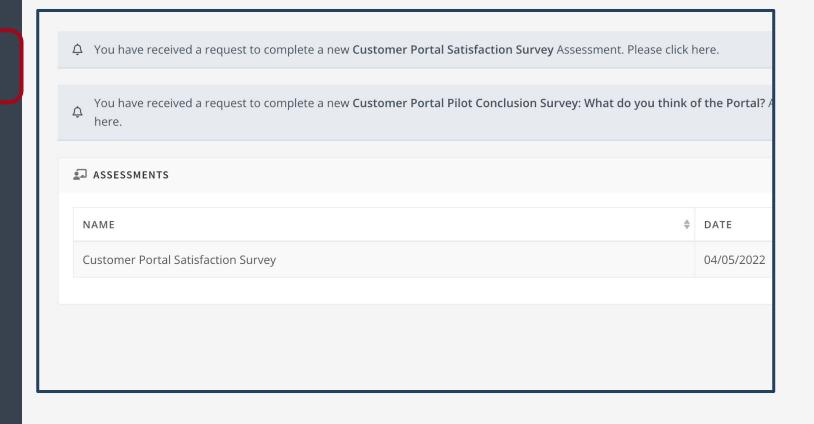
Dashboard

Activity

Assessments

Calendar

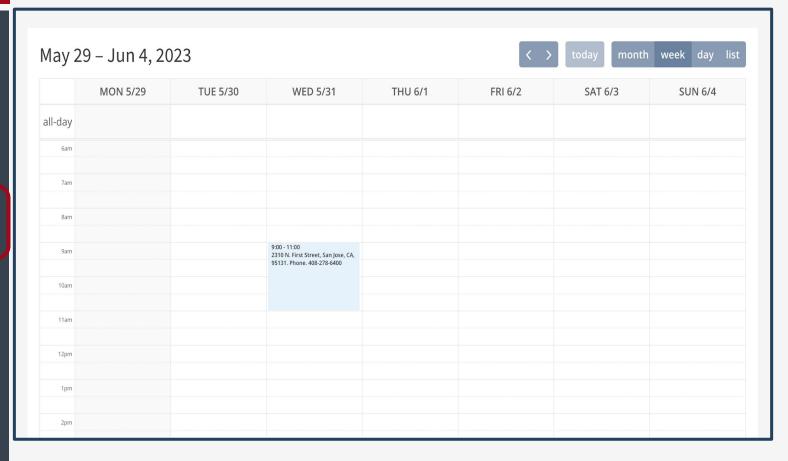Community Info

Documents

Location

Message Center

Privacy

Resource Directory

You have received a request to complete a new **Customer Portal Satisfaction Survey** Assessment. Please click here.

You have received a request to complete a new **Customer Portal Pilot Conclusion Survey: What do you think of the Portal?** here.

ASSESSMENTS

NAME	DATE
Customer Portal Satisfaction Survey	04/05/2022
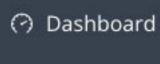
Calendar Functionality

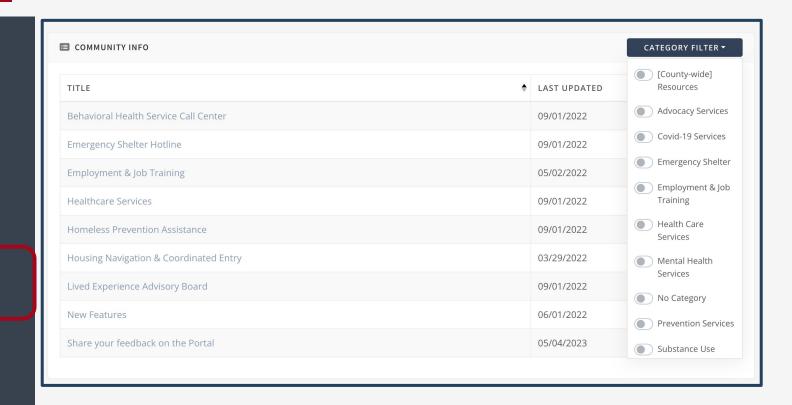- View appointments scheduled by care team members in Clarity

Future Functionality

- Ability for clients to schedule appointments with care team members directly through the Portal

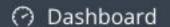- Ability for clients to add appointments to external calendars

Dashboard
Activity
Assessments
Calendar
Community Info
Documents
Location
Message Center
Privacy
Resource Directory

COMMUNITY INFO

TITLE	LAST UPDATED
Behavioral Health Service Call Center	09/01/2022
Emergency Shelter Hotline	09/01/2022
Employment & Job Training	05/02/2022
Healthcare Services	09/01/2022
Homeless Prevention Assistance	09/01/2022
Housing Navigation & Coordinated Entry	03/29/2022
Lived Experience Advisory Board	09/01/2022
New Features	06/01/2022
Share your feedback on the Portal	05/04/2023

CATEGORY FILTER

- [County-wide] Resources
- Advocacy Services
- Covid-19 Services
- Emergency Shelter
- Employment & Job Training
- Health Care Services
- Mental Health Services
- No Category
- Prevention Services
- Substance Use

Current Functionality

- Ability to view articles with community information

- Ability to sort by title or date updated

- Ability to sort and filter by category *(in progress)*

23

DOCUMENTS

FILE		ADDED	
Personal Identification: Driver's License or State ID Card Screenshot2023-05-26at1.26.51PM.png		2023-05-26 13:27:20	
Family, Social and Legal: Alimony Agreement Screenshot2023-05-26at1.28.03PM.png		2023-05-26 13:28:17	

Navigation menu:
- Dashboard
- Activity
- Assessments
- Calendar
- Community Info
- Documents
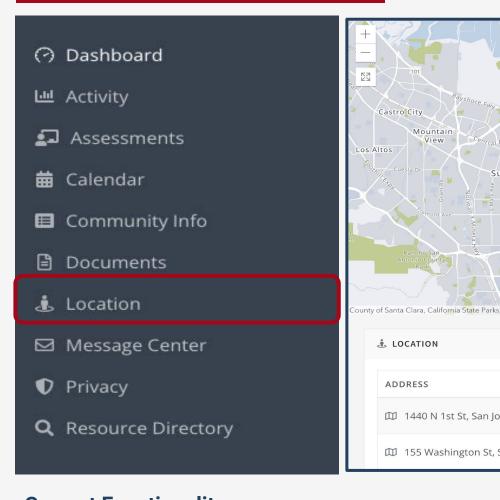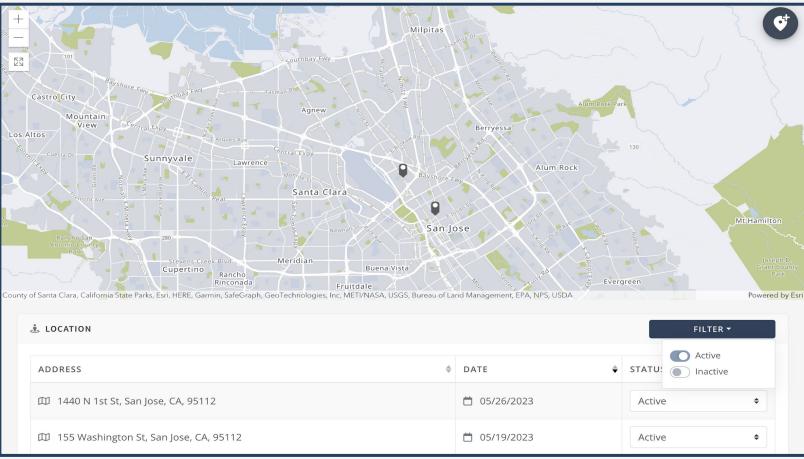- Location
- Message Center
- Privacy
- Resource Directory

Current Functionality

- Ability to upload documents requested by care team members

Potential Feature Enhancements

- Ability for clients to upload documents at any time (without care team member request)

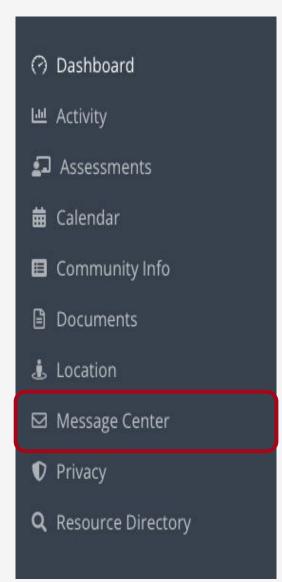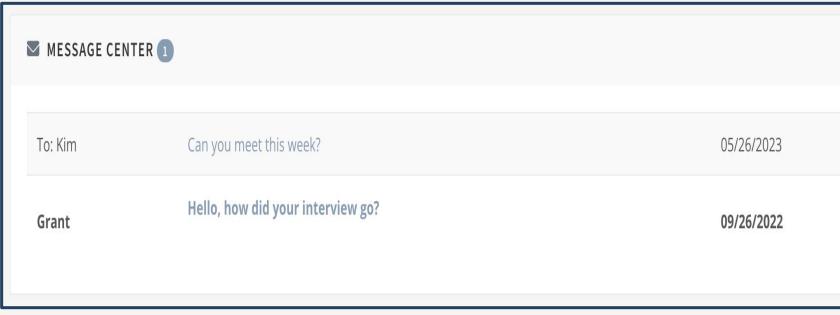- Ability for clients to upload more than one photo per request or upload

Current Functionality

- Ability to submit location

- Ability to set locations as inactive and filter on Active or Inactive locations

Potential Feature Enhancements

- Ability to add additional information related to location

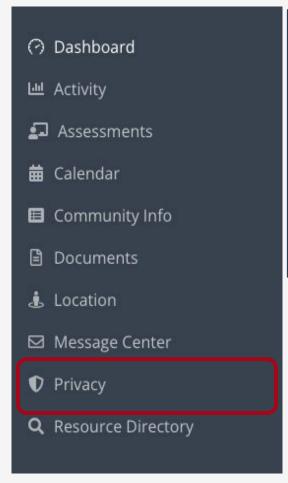- Ability for providers request to multiple clients at one time

Current Functionality

- Ability to send and receive messages to/from care team members

Potential Feature Enhancements

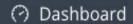- Ability for providers to send message blast to multiple clients at one time
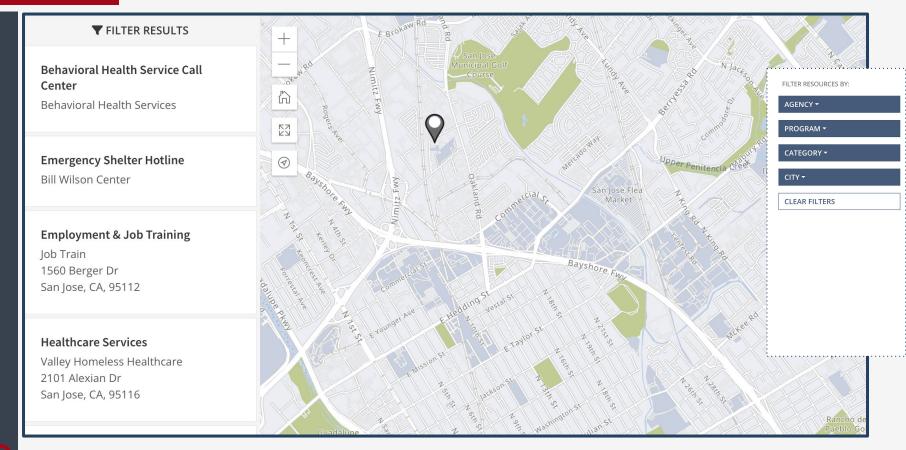
Current Functionality

- Ability to review and sign Release of Information after requested by care team member
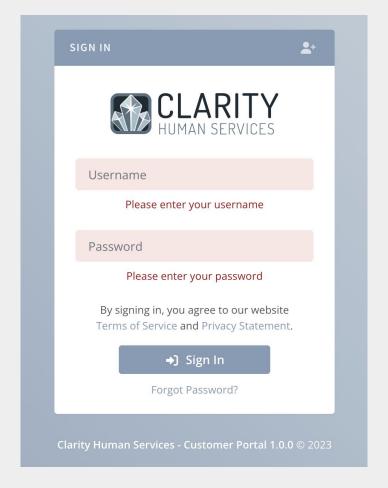
Current Functionality

- Ability to view configured resources on map and filter by agency, program, category, or city (or community-wide)

- Ability to print resources

Potential Feature Enhancements

- Provider ability to view resource directory in Clarity and send resources to clients

- Calendar function within resource directory

Client Portal Demonstration

Memos

SCC Coordinated Entry System Introduction Training

WEDNESDAY

31

- **SCC Coordinated Entry System Introduction Training DUE!**
- **End Users need to pass quiz with 80% or better**
- **End Users will be deactivated for non-completion**

To review a list of staff at your agency who have not completed the training, please go to Clarity's Data Analysis tab and run the report "2023 Coordinate Entry Intro Training Required". Select "Run" and then put your agency name in the Agency Filter and click the "Run" symbol to see the list. 🔁

SCC Coordinated Entry System Introduction

REGISTER | FREE

Already registered? **Sign In**

Coordinated Entry is a consistent, community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation. Santa Clara County has been using coordinated entry for several years to prioritize permanent supportive housing and rapid rehousing programs. In this Coordinated Entry system, all homeless individuals and families complete a Coordinated Entry assessment survey (currently the VI-SPDAT) that considers the household's situation and identifies the best type of housing intervention to address their situation.

Agency Status- *Count of End Users Who Have Not Completed Training*

Agency Name	Count of Staff	Agency Name	Count of Staff
Abode Services	8	Downtown Streets Team	3
Amigos de Guadalupe	5	HomeFirst	110
Bay Area Community Health (BACH)	6	HVEHF	3
Bill Wilson Center	6	LifeMoves	41
CityTeam Ministries	5	New Directions - Peninsula Healthcare Connection	8
Community Services Agency of Mountain View	3	PATH	16
Community Solutions	29	Sacred Heart Community Service	4
County: OSH	29	Salvation Army	7
County: Public Defender Office	3	Santa Clara Family Health Plan (SCFHP)	4
County: SCVHHS - BHSD AOA - CSI	4	Silicon Valley Independent Living Center (SVILC)	8
County: SSA - DEBS Vocational Services	5	Sunnyvale Community Services	8
County: SSA - Department of Family and Children's Services (DFCS)	6	The Health Trust: County Collaborative	6
Downtown Streets Team	3	VAPAHCS	3
		Grand Total 330	

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2023 Coordinated Entry Intro Training Required Report

To review a list of staff at your agency who have not completed the training

- Go to Clarity's **Data Analysis Tab**
- Run the report **"2023 Coordinate Entry Intro Training Required"**
- Select **"Run"** and then put your Agency Name in the Agency Filter and click the "Run" symbol to see the list

Next Month's Meeting
Thursday, July 6th, 2023