



June 2023 TA/Agency Lead Minutes

AGENDA ITEMS

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 Updates

- Verbal Presentation: 2023 PIT Count - Preliminary Data Presented by Hong Cao

CoC Upcoming Meetings

CoC Coordinated Assessment Updates - June Upcoming Meetings				
Monday	Tuesday	Wednesday	Wednesday	Thursday
SCC HMIS Leader Office Hours Monday, June 12th 8:20th, 2023 2:00pm-3:00pm Bi-Weekly	Data Think Tank Tuesday, June 13th, 2023 10:00am-11:00am Monthly	Service Providers Network Wednesday, June 14th, 2023 9:30am-11:00am Monthly	YAH Weekly Checkins Wednesday, June 7th & 21st, 2023 9:30am-10:00am	HMIS TA Agency Lead Thursday, June 1st, 2023 2:00pm-3:30pm Monthly
	VLSPD/AT Training In-Person Tuesday, June 21th, 2023 9:00am-1:00pm Monthly	YHDP Round 4 & 5 Community Calls Wednesday, June 14th, 2023 12:00pm-1:30pm Monthly	Thursday	BSH & 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

For all UPLIFT-related inquiries email UPLIFT@hhs.sccgov.org

HMIS Newsletter - May 2023

- 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!

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

Check out last month's Newsletter and other newsletters [here!](#)

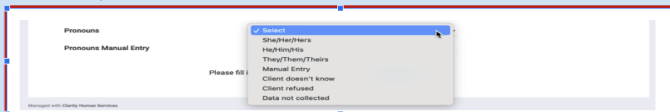


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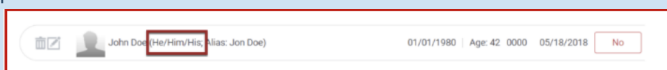
Feature Updates - Pronouns

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.



Pronouns 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
[Check Out the Slides Here!](#)

Santa Clara County's Customer Portal

- ✓ Client-facing HMIS access
- ✓ Available for desktop and mobile devices

Obamaphone Mobile Preview

Memos

SCC Coordinated Entry System Introduction Training

DUE: MAY 31st 2023

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](#)

A widely recognized [2023](#)

[Facebook](#) [Twitter](#) [LinkedIn](#)



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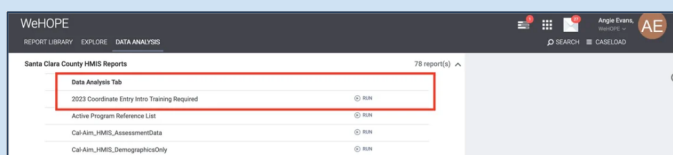
Coordinated Entry is a consistent, community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation. Santa Clara County has been using coordinated entry for several years to prioritize permanent supportive housing and rapid 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.

Count of End Users Who Have Not Completed Training

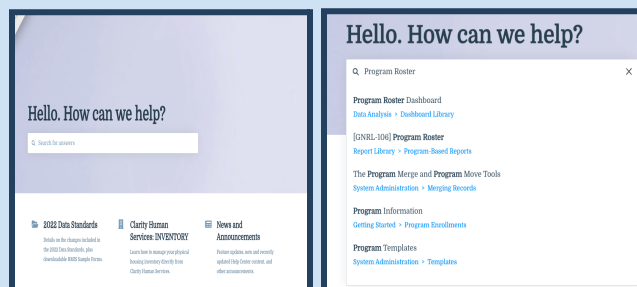
Agency Name	Count of Staff	Agency Name	Count of Staff
Abode Services	8	Downtown Streets Team	3
Amigos de Guadalupe	5	HomeFirst	110
Bay Area Community Health (BACH)	6	HVEHF	3
Bill Wilson Center	6	LifeMoves	41
CityTeam Ministries	5	New Directions - Peninsula Healthcare Connection	8
Community Services Agency 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			

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

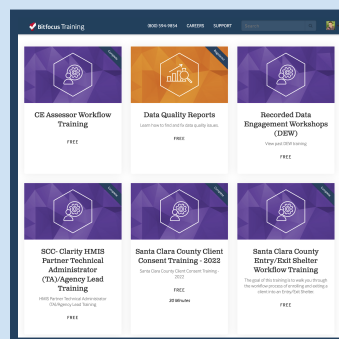
- Go to Clarity's **Data Analysis Tab**
- Run the report **"2023 Coordinate Entry Intro Training Required"**
- Select **"Run"** and then put your Agency Name in the Agency Filter and click the "Run" symbol to see the list



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

Clarity HMIS Training Site

Want to hone your skills at data entry without compromising actual client data?

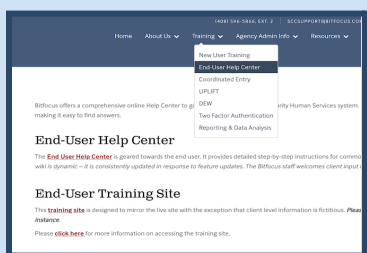
Use the End User Clarity HMIS Training Site

- From the Training Tab select the End-User Help Center drop down
- Scroll to the End-User Training Site



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- 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



Click on the image above to access the content.

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

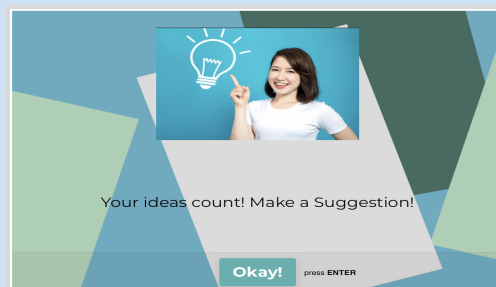
sccsupport@bitfocus.com

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

Meeting Location: [Zoom Link](#)

When: Thursday, July 6th, 2023

Time: 2:00pm – 3:30pm

Dates and locations for 2023 meetings are listed on the OSH website:



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[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 Representative	Agency
Aida Tesfai	Abode Services
Jason King	Abode Services
Luis Gonzalez	Abode Services
Sean Kilger	Abode Services
Aurora Olivares	ADG
Norma Elena Aranda	AOT
Marc Paratore	BACH

Lorena Madrid	BHSD
Laura Foster	Bill Wilson Center
Randi Rosen	Bill Wilson Center
Sujata Panda	Bill Wilson center
Anthony Ortiz, Jr.	Breakout Prison Outreach
Julian Delgadillo	California Youth Outreach
Paul Marquez	California Youth Outreach
Renee Ridgway	Carry the Vision
Consuelo Collard	Catholic Charities of Santa Clara County
Nathaniel Montgomery	City of San Jose
Brandi Jothimani	Community Services Agency
Elizabeth Reynoso Gutierrez	Community Solutions
JaVonne Lewis	Community Solutions
Mark Fries	Community Solutions
Lily Vasquez	County of Santa Clara, DEBS-General Assistance
Hong Cao	County Office of Supportive Housing
Aretha Cromwell	Destiny Reentry Faith-based
Jovani Quinones	Gardner Health Services
Mariana Becerra	Gardner Health Services
Alisha Parret	HomeFirst
Shireen Alinani	Housing Choices
Albert Nguyen	ICAN
Hadia Akhbar	IRC
Vanessa Rodriguez	JobTrain
Cynthia Mar	LifeMoves
Stuart Richardson	Midtown Family Services
Tal Leibovici	MOVE Mountain View
Ilaisaane Fifita	Nation's Finest
Candido Anicete	NEMS



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Jazmine Wong	Office of Supportive Housing
Juan Guel	Office of supportive housing
Leila Qureishi	OSH
Steven Tong	OSH
Pammi Sandhu	Peninsula health Care
Dontae Lartigue	Razing the Bar
Juan Hernandez	Santa Clara County
Cassandra Brenzel	Santa Clara County SSA- SSI Advocacy Program
Rebecca Siqueiros	SCC Office System Integration & Transformation
Jeremy Golden	SCCBH
Chrissy Cheung	SCCPHD
Jazmin Dominguez	School Health Clinics
Rose Anne Pierre	School Health Clinics of Santa Clara County
Jesse Mejia	SJSU Research Foundation
Jose Macias	St Joseph's Family Center
Vicky Taylor	St. Andrew's Residential Programs for Youth
Kutlo Rasetshwane	Starlight Community Services
Roxanna Frias	Superior Court of CA, County of Santa Clara
Angelica Holquin	SVILC
Raymond Sanchez	The Health Trust
Wei E	The United Effort Organization, Inc.
Maria Magallanes	VA Palo Alto Health Care System
Anita Blount	WeHOPE
Benaifer Dastoor	West Valley Community Services

Jade Bradley	West Valley Community Services
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