July 2021 Agency Admin. Minutes

AGENDA ITEMS

- CoC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- SCC HMIS Website: Live
- User Satisfaction Survey - Thank You!
- Highlight: Skill Jar Training Sessions
- Spotlight: HPAT & Job Readiness Assessments
- New Form: Bed & Unit Inventory
- HIC/PIT Data Review - A Glance
- Reminders
- Next Months Meeting

CoC Updates

- CoC NOFA
  - We are awaiting the release of the CoC NOFA, but expect it sometime in July. Renewal grantees have already begun the process. We will share more information with the CoC when the 2021 NOFA is released.
- The CoC is working on our application for the Youth Homelessness Demonstration Program.
  - We are seeking youth and young adults (24 years old or younger) to inform the planning and priorities for our community. If you know of youth or young adults who are interested in participating, please reach out to Kathryn. Stipends will be provided.
- Please continue to spread the word about Rent Relief programs.
  - While the eviction moratorium was extended, assistance for unpaid rent and utilities is available now. More info, including eligibility, and flyers in multiple languages are available at www.sccrenthelp.org

UPCOMING MEETINGS:

- Coordinated Assessment Work Group, Thu, July 8th, 1:00pm – 2:30pm
  - JoinZoom Meeting
  - Purpose: Coordinated assessment is a consistent,community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation. This Work Group reviews and evaluates how effectively that process is working and suggests improvements.
- Rapid Re-Housing and Employment Initiatives Provider Meeting
  - Thursday, July 8th from 3:00pm - 4:00 pm

UPLIFT Updates

- **Reminder: Vincnet Nguyen is no longer with OSH. All UPLIFT related correspondence must be sent to UPIFT@hhs.sccgov.org**

Q3 July – September

- Thanks for your patience as we work to fulfill your Q3 UPLIFT requests. For this quarter, we need ALL requests submitted in two ways:

1. In the Excel sheet template that was emailed to each UPLIFT HMIS user.

2. The usual process - completing the Status Assessment and Enrollment as needed for each client in HMIS.

- Effective this quarter, all passes must be picked up at the County Office of Supportive Housing (OSH). Please have one person designated to pick up all passes for your agency.
- Pick up times are | Tuesdays and Thursdays, 9:00 AM-12:00 PM. If you're unable to pick up your passes during the scheduled pick up times, please send an email and we'll try to accommodate you.

- Due to the recent tragedy, VTA Light Rail Service is suspended until further notice
- **Please ensure your users are exiting clients from your UPLIFT program if:**
  - You are no longer requesting UPLIFT passes or
  - You are no longer working with the client or
  - The client is no longer eligible for the program

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For all UPLIFT related inquiries please email

UPLIFT@hhs.sccgov.org

If there are changes who your UPLIFT Point of Contact is – please inform us @ UPLIFT@hhs.sccgov.org

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

HMIS Newsletter

Santa Clara HMIS News, June 2021

Welcome to the Santa Clara County HMIS Newsletter! In this edition you'll find the following:

- *New Features in Clarity Human Services*
- *VI-SPDAT Training Satisfaction Survey*
- *Report Spotlight: [HSNG-108] Housing Census*
- *Upcoming Events*

Web link to the newsletter

New Website Live!

Check out the new SCC HMIS website! Please be sure and update your new URL: scc.bitfocus.com

User Satisfaction Survey - Thank You!

We appreciate you taking the time to submit your responses and for encouraging your staff to complete the survey!

Result Coming Soon!

Highlight: Skill Jar Training Sessions

Do you need a refresher on training or maybe want to learn more about a workflow?

Check out the Bitfocus Training Site

- Please note you need to sign-in to access the trainings
- You can view the trainings as many times as you like
- You can watch part of a training and resume at a later time

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Spotlight - Assessments: HPAT & Job Readiness

What is the HPAT?

- Homelessness Prevention Assessment Tool that replaces the existing tool (the PR-VI-SPDAT) for the Homelessness Prevention System (HPS) programs
- This new tool is shorter, with only 9 questions
- There is only one version for both single adults and families
- This tool is only used for designated programs
- End Users need to be trained in using the HPAT before having access to administer the assessment

HPAT — Homelessness Prevention

Assessment Administration -

| Interviewer's Name: | Agency: | Assessment Date: DD/MM/YYYY __/__/____ |

Opening Script -

Every assessor using the HPAT should use the same introductory script. In that script you should highlight the following information:

- Your name and affiliation (organization where you work or volunteer, etc.)
- Why you are conducting the survey.
- The survey questions are very personal. The reason you ask them is that the answers help you understand the risk factors and challenges that the family is facing, and will help you determine if they are eligible for assistance.
- The questions only require a Yes/No or one word answer. No additional detail is needed.
- The participant can skip or refuse to answer any question. However, skipping multiple questions could impact the accuracy of the assessment.
- If the participant does not understand a question, clarification can be provided.
- Participants should do their best to answer all of the questions as honestly and accurately as possible.
- Tell the participant where the data will be stored (for example, HMIS or other database that you use).
- The participant should answer the questions for themselves and everyone in their household.

What is the Job Readiness Assessment?

- **The Job Readiness Assessment** is used to determine eligibility for the JobTrain Program
- The assessment does not require program enrollment
- The assessment may be administered multiple times if necessary to capture any changes reported by the client
- Only of a subset of agencies have access to this assessment
- Training for this is assessment is highly recommended

HIC/PIT Data Review: A Glance

- Over 2,200 individuals counted on the Sheltered PIT count
- This is the largest sheltered count to date due primarily to the COVID/FEMA Shelter Effort around the county
- 215 housing and shelter projects surveyed across 30 agencies

New Form: Bed & Unit Inventory

As part of Data Quality, we have created the **"Bed & Unit Inventory Update"** form that will assist in this process of updating your programs BUI.

- Updating Bed and Unit Inventory (BUI) is a crucial part of ensuring your programs are up to date and are capturing changes that occur over time. And can help identify trends.
- BUI tells a story of capacity needs and utilization. Additionally, it is a large component of the HIC and LSA reports.
- Updating BUI on an ongoing basis helps to reduce the burden of time used during reporting periods.

Bed & Unit Inventory Update Form

It's important your agency maintain up-to-date and accurate data on one of the most fundamental elements: Bed & Unit Inventory. Changes over time should be documented such that a historical record of inventory is retained.

Minor day-to-day fluctuations need not be recorded, but differences due to significant changes in project operations should be entered as they occur to ensure the inventory record in HMIS is as accurate as possible, we encourage agency leads to make updates if there is a significant change in project operations. If there are no changes in inventory, you need only to confirm your inventory ahead of official HIC reporting. If you do that, the inventory will also be fine for LSA purposes.

Projects that provide housing rental assistance and have a fixed number of vouchers should determine the number of beds and units based on the number of vouchers currently funded and available for use.

Projects that provide emergency shelter or housing rental assistance vouchers and without a fixed number of units or vouchers (e.g., Emergency Shelter-hotel/motel project, Rapid Re-Housing, some scattered site PH-Permanent Supportive Housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night.

If you have questions about how to fill-in this form, please reach out to the Help Desk at sccsupport@bitfocus.com for further assistance.

* Required

REMINDERS

DEW - ROI Monitoring: Simple & Effective Ways to Get it Done!
- Thank you and/or staff for joining this workshop! (Thursday, June 17th, 2021)
- Slide Deck is available on the SCC HMIS Web page: DEW
- Please share any ideas you may have about upcoming topics of interest
- If you, or your staff participated please be sure and submit DEW Survey

VI-SPDAT Training Satisfaction Survey

- The Office of Supportive Housing is seeking your feedback to improve the VI-SPDAT training.
- Please take 5 minutes to complete this brief survey on your own behalf and/or on behalf of your team(s)

- https://www.surveymonkey.com/r/3HZWS6S
- The survey is anonymous, but please don't hesitate to share your contact information at the end if you would be interested in providing more detailed feedback and suggestions on how to improve the training.

Encrypted Emails - When To Use

What is an Encrypted Email?
- Encrypting the connection prevents unauthorized users on the network from intercepting and capturing the details of the email being sent.

When to use Encrypted Emails?
- The goal of email encryption is to prevent all kinds of inadvertent release of sensitive data, whether it's because an unauthorized user gains access to the email communications channel or if an internal user accidentally emails it to the wrong recipient.
- When communicating confidential matters, such as personal data, client level identifying information; such as the clients name, address etc..

When NOT to use Encrypted Emails
- Do not use encryption if you are not providing any PII for the client
- If you use the client's UID#
- If your question does not relay any personal data that is compromising

Though we understand the need for encrypted emails, when not providing PII for the client, please use regular email to communicate to the Sys. Admin Team and the Help Desk.

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

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How To Contact the Help Desk

sccsupport@bitfocus.com
Or
(408) 596.5866 Ext. 2

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)

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
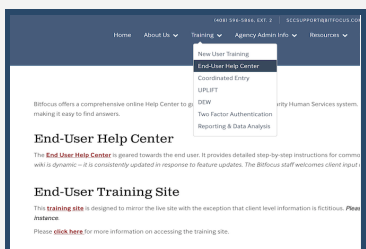
Click on the image above to access the content.

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.
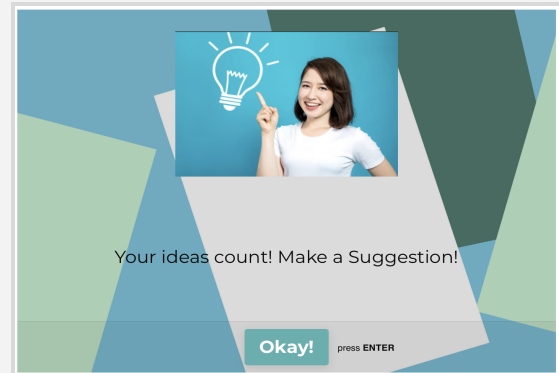
Have ideas about an enhancement and/or addition to HMIS?
Have any general questions you'd like to ask?
Let us know! Drop it in the box!

Next Agency Admin Meeting
Meeting Location: Zoom Link
When: Thursday, August 5th, 2021
Time: 2:00pm – 3:30pm

Dates and locations for 2020 meetings are listed on the OSH website:
CoC Events Calendar - Supportive Housing - County of Santa Clara
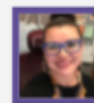
Bitfocus Contact Information
Support Team: sccsupport@bitfocus.com

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