



Agency Admin. Meeting
Thursday, July 7th, 2022



Getting To Know You

*Is there anything you wished
would come back into fashion?*



Agenda

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter - *Highlight Agency Admin. Attendance - Things to Keep In Mind*
- Special Guest Speaker - *Downtown Streets Team*
- Bitfocus Data Quality Reports Training
- Resources - *SCC HMIS Website*
- Security Checklist - *Due July 29th!*
- Reminders
- Next Month's Meeting



CoC|Coordinated Assessment Updates

CoC Updates - *YHDP*

YHDP Update

The Youth Action Board presented final recommendations for award to the CoC Board on June 17th after a two week process for the Review and Rank Panel to score project applications and conducted applicant interviews independently. The recommendations are:

- **Covenant House:** approximately \$3,045,935 funding for Transitional Housing-Rapid Rehousing (TH-RRH) Program
- **Razing the Bar:** approximately \$542,195 for Permanent Supportive Community (TH-RRH)
- **Bill Wilson Center:** approximately \$2,333,308 for Rapid Rehousing
- **Community Solutions:** approximately \$2,202,928 for Young Adult Casitas Pacificas
- **STAR Program:** approximately \$2,172,640 for Transitional Housing-Rapid Rehousing Program

CoC Updates - *Coordinated Entry [CE] Redesign*

Coordinated Entry System Redesign

- Prioritization Committee has been meeting over the past month and half and are finalizing recommendations to present to the CoC Board
- Prioritization Committee will present updates at the Coordinated Entry Workgroup on July 14, 2022
- Next step is for Implementation Committee to convene in early fall



CoC| Coordinated Assessment Updates - Upcoming Meetings

Service Providers Network Meeting

When: Wednesday, July 13th, 2022

Time: 9:30am – 11:00am

Where: [Zoom](#)

Coordinated Entry Work Group

When: Thursday, July 14th, 2022

Time: 1:00pm-2:30pm

Where: [Zoom](#)

SCC TA Office Hours

When: Wednesday, July 6th and 27th, 2022

Time: 10:00am-11:00am

Where: [Zoom](#)

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, July 14th and 28th, 2022

Time: 3:00pm-4:30pm

Where: Virtual Meeting





UPLIFT Updates

UPLIFT Updates

- We are currently processing Q-1 July- August, we have processed about 1,681 stickers so far.
- Until 7/31/2022 agencies may request up to their allotted total allocation limit.
 - a. Unused pooled sticker requests start 8/1/2022 and will be processed on a first come first serve basis until all passes have been distributed.
- **New client request:** Program enrollment is the first request you make for that client's pass, please do not create a status or an annual assessment on the same day.
- **For renewing/ continuing clients:** Create a status assessment or an annual assessment only for continuing clients who have been with the program for one year.
- Sharing the **UPLIFT handbook** (embedded link)
 - a. Continue to email UPLIFT@hhs.sccgov.org for any questions.



HMIS Newsletter

HMIS June 2022 Newsletter



Santa Clara HMIS News, June 2022

Welcome to the Santa Clara HMIS June 2022 newsletter!

In this edition you'll find the following:

- Agency Admin. Meeting Attendance - Things to Keep In Mind
- Data Quality Fields: What They Are and Why They Matter
- Scheduling Reports
- Report Spotlight: [DQXX-121 Project Start Date > Project Exit Date
- Meetings/Upcoming Events
- Bifocus is Hiring!

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

HMIS Newsletter - *Highlight Agency Admin. Attendance - Things to Keep In Mind*

Who should attend these meetings?

- ✓ *In most cases it should be the designated Agency Lead, this would be someone that has completed all required HMIS training and who has signed the Technical Administrator Agreement (TA) and is familiar with HMIS related data.*
- ✓ *We understand that sometimes the designated Agency Lead cannot make a meeting, and when that happens the Agency Lead can designate a representative to attend in their absence, however this should be the exception and not the rule.*

Though anyone is welcome to attend the meetings, we encourage agencies to identify a consistent representative who is authorized to provide feedback on behalf of the organization and who is positioned to disseminate the training, information, and materials shared in the Agency Admin meeting.

If you do attend and have a concern, we encourage you to reach out to the Help Desk at sccsupport@bitfocus.com, or to our Sys. Admin Team at scc-admin@bitfocus.com or submit a Suggestion in our Virtual Suggestion Box! Anonymity is optional.



Special Guest Speaker - *Downtown Street Teams*



Bitfocus Data Quality Reports Training

Bitfocus - *Data Quality Reports Training*

Bitfocus Training

Here you can find your Bitfocus community-specific training resources.



About this course

Intended audience: Agency Managers

About this course: This course explains how to use three of the reports available in Clarity Human Services (Annual Performance Report, Program Roster Report, and Program Details Report) to address data quality issues.

Topics include:

- Which parameters should I select when I run the reports?
- How often should I run the reports?
- Which data elements should I focus on when reviewing the reports?
- What are some examples of issues I might find?

Requirement for successful completion: Watch all 5 videos in this course.

Prerequisites: None, but we do recommend completing the "Understanding the Impact of Clean Data" course before beginning this course.

About our subscription and on-demand courses

Our on-demand courses are prerecorded, delivered online, and available immediately after purchase. Bitfocus reserves the right to add, modify, or remove classes from our subscription offerings at any time. For more information, contact support@bitfocus.com

General Terms and Conditions

Access to the Bitfocus Training Service (the "Service"), including any courses or materials accessed through the Service (collectively, the "content"), is limited to licensed users. When purchasing a subscription to the Service, Bitfocus grants you a limited, non-exclusive, non-transferable license to access Content and through the Service on a streaming-only basis for that purpose throughout the subscription term. No right, title, or interest transfers to you except for the preceding limited license. You agree not to use the Service for public performances. Bitfocus may revoke your license at any time at its sole discretion. Upon revocation, you must promptly destroy all Content downloaded or otherwise obtained through the Service, as well as copies of such materials.

Data Quality Reports

3 of 8 lessons completed (37%)



Link embedded in image!

Resume

You can access this training and various other [HERE!](#)

Resources - *SCC HMIS Website*





Security Checklist - *Due End of Month*

Reminder - SCC HMIS Quarterly Compliance Certification Checklist

Appendix B: Quarterly Compliance Checklist

SANTA CLARA COUNTY HMIS QUARTERLY COMPLIANCE CERTIFICATION CHECKLIST	<input type="checkbox"/> Quarter 1	HMIS Partner Agency Name :	
	<input type="checkbox"/> Quarter 2		
	<input type="checkbox"/> Quarter 3	Security Officer Name:	
	<input type="checkbox"/> Quarter 4	Date:	

Workstation Security Standards

In partnership with Santa Clara County, Clarity Human Services Software, a division of Bitfocus, Inc., administers the County's Homeless Management Information System ("HMIS"), a shared database software application which confidentially collects, uses, and releases client-level information related to homelessness in the County. Client information is collected in the HMIS and released to nonprofit housing and services providers (each, a "Partner Agency," and collectively, the "Partner Agencies"), which use the information to improve housing and services quality. Partner Agencies may also use client information 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 quality of housing and services. This Compliance Certification Checklist is to be completed and certified quarterly by the Partner Agency Security Officer for the HMIS Partner Agency named above according to the schedule outlined below. Each Agency workstation used for HMIS data collection, data entry, or reporting must be certified compliant. Any identified compliance issues must be resolved within thirty (30) days. Upon completion, the original signed copy of this checklist should be retained in the records of the HMIS Partner Agency named above for a minimum of seven (7) years. Additionally, a copy should be made available the SCC Bitfocus System Administration team (the "Lead Security Officer") at Clarity Human Services Software, a division of Bitfocus, Inc.

Compliance Certification Schedule:

- Quarter 1 (due by April 30th): New HMIS users or workstations created in Q1 (Jan-Mar)
- Quarter 2 (due by July 31st): New HMIS users or workstations created in Q2 (Apr-June)
- Quarter 3 (due by October 31st): New HMIS users or workstations created in Q3 (July-Sep)
- Quarter 4 (due by January 31st): ALL Active HMIS Users and Workstations

✓ Checklist is due for **NEW STAFF** added during Quarter 2 only (April - June)

✓ You will receive a list of new staff for you to complete verification for by July 20th

✓ Self Certification Forms **are not** to be submitted to us; *please retain for your records*

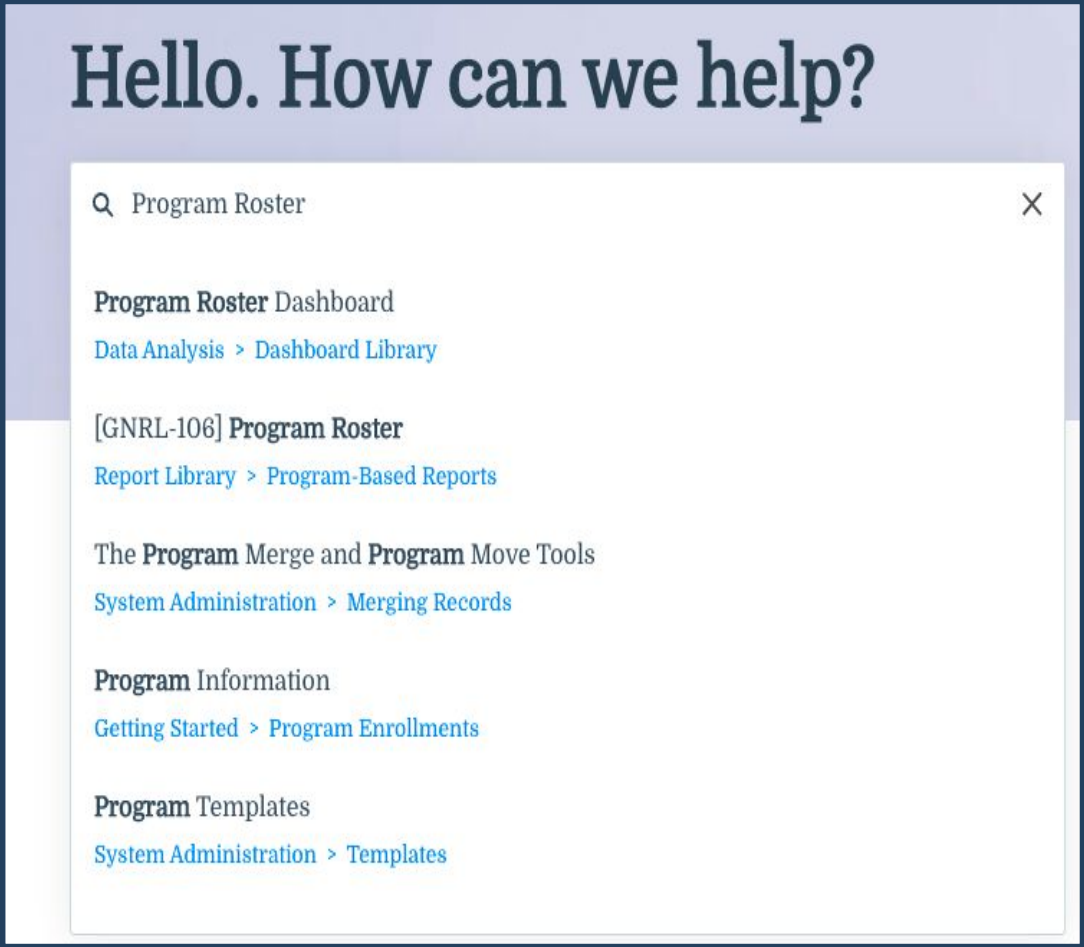
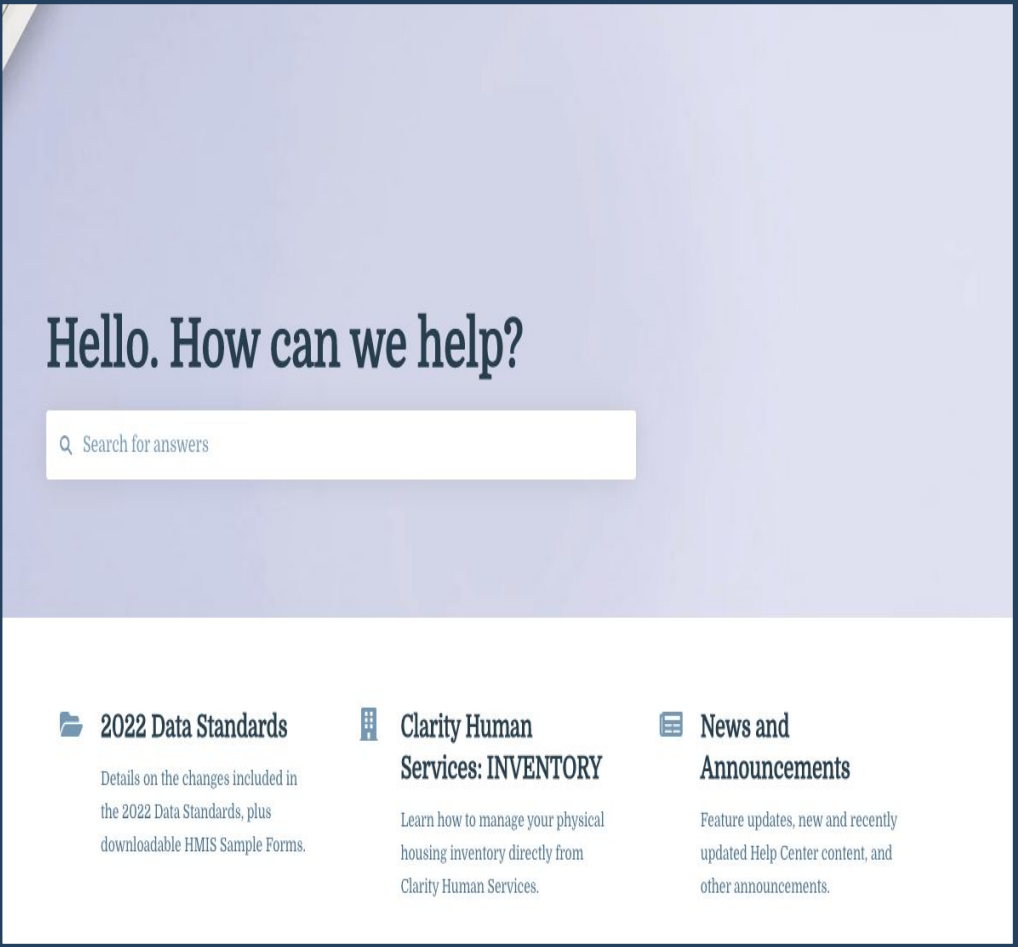
✓ If you do not submit your certification form ALL STAFF at your agency will loose HMIS access until it is submitted

✓ **DUE DATE: Friday, July 29th 2022 EOB**



Reminders

Reminder - *Clarity Human Services Help Center*




Link to page embedded in image!

Reminder - End User Resource Document

HMIS End User Resource Document


As an HMIS End User there are many resources available to assist in navigating HMIS. This document provides a shortcut to where these resources can be found.



Accessing HMIS


Requirements for a log in to conduct data entry

- 1 Online [Clarity General Training](#) (prerequisite for account creation)
- 2 Pre-recorded [SCC HMIS Client Consent Training](#) (prerequisite for account creation and is required on an annual basis)
- 3 Live [SCC VI-SPDAT Training*](#) hosted by SCC. Please note this training is required if you will be administering the VI-SPDAT assessment at your agency
- 4 UPLIFT Training is available for all users who request UPLIFT transit passes for their clients. UPLIFT training is mandatory. Users must complete training before they will be authorized to request UPLIFT passes - [UPLIFT Training page](#)




Newsletters

Be in the know of changes to HMIS or new policies around data entry, data standards and reporting [here!](#)




Forms & Manuals

[Here](#) you can find all the different forms used for data entry to HMIS from client forms to assessments.



Translated Forms & Other Tools

References [here!](#)



User Account Management


Modification Requests:

If you require a new access role, complete any required training and connect with your Agency Lead to approve the change and request. Have your Agency Lead then contact the Help Desk at sccsupport@bitfocus.com

- 1 Your email is NOT your User Name! If you are uncertain of what that is, connect with the Community Admin (scc-admin@bitfocus.com) team or contact the Help Desk to find out. If you have not used Clarity HMIS in 90 or more days, your account will be inactive due to SCC OSH's auto-deactivation policy. Connect with the Bitfocus help desk to reactivate your account.
- 2 If it has been more than a year, you will have to retake the [Clarity Human Services General Training](#) in addition to the request.
- 3 Reactivated user accounts must be logged within 24-hours of reactivation, or they will automatically revert back to the deactivated status. [Log in to HMIS here!](#)


Clarity Human Services FAQ Training

We're excited to offer this [FAQ course!](#) Our sole intent in offering this course is to get you answers quickly, efficiently, and in a way that is easy to learn. Here we answer questions that would typically result in a ticket through our Help Desk. We find that offering these resources ad hoc gives our users the ability to find answers quickly.




Have Questions?

Check out these resources available to you.




Help Desk:

sccsupport@bitfocus.com
Phone Number: (408) 596.5866 Ext. 2
Sys. Admin. Team: scc-admin@bitfocus.com



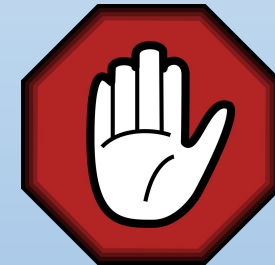
Bifocus Clarity Human Services Help Center

How can we help? Check out all the resources [here!](#)



Virtual Suggestion Box!

Want to share something or make a request? [Here](#) is where to do it! And it's anonymous.



Check out our latest addition to Resources for End Users!

It's a one STOP shop for all items End User related

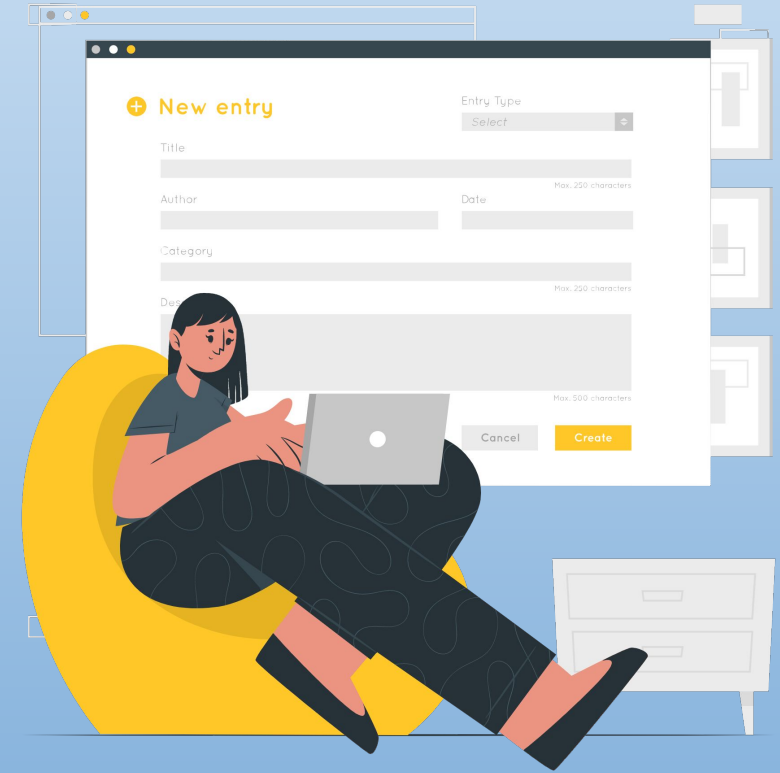
Please be sure and share this practical and easy to use resource!

Link to Resource embedded in image!

Reminders - Test Clients

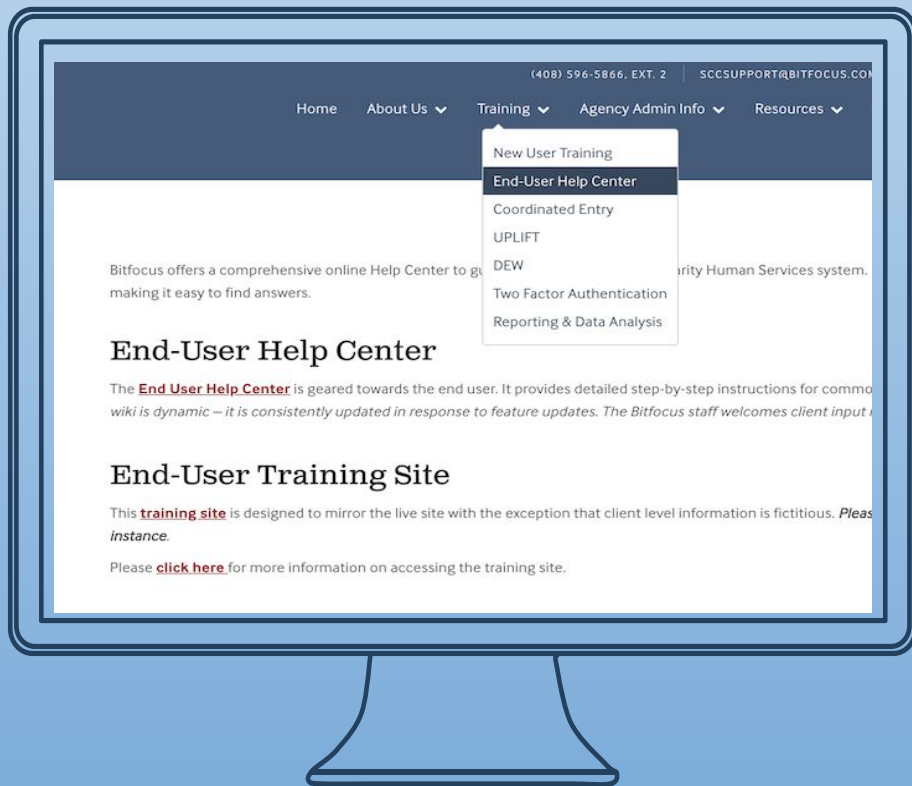
- Please do not enter TEST CLIENTS into the live instance
- **Test clients will be deleted during data quality clean-up**
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them

This will avoid Federal Reporting Data Quality issues



Reminders - SCC HMIS Training Site

Want to Hone Your Skills? Use the SCC HMIS Training Site



What you need to know:

- 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

Reminders - *Office Hours*



*Have questions about HMIS or Looker?
Join us and get these questions resolved!*

Clarity Office Hours

When: Bi-weekly, Thursday

Time: 10:00am - 11:30am

Looker Office Hours

When: Bi-weekly,

Monday

Time: 2:00pm - 3:00pm

Reminders - *Using the Help Desk*

We are still receiving a lot of requests directly, please utilize the Help Desk as much as possible. They will loop us in if and when necessary.

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/HPAT required training
3. Verifying an end user has completed required training
4. When an end user has separated from your agency (make inactive)
5. Access to the SCC HMIS Training Instance/Sandbox
6. General Assistance with reporting

Next Month's Meeting

Thursday, August 4th, 2022

