

# July 2023 TA/Agency Lead Minutes



## AGENDA ITEMS

### Updates

CoC|Coordinated Assessment  
UPLIFT

### Staying in the Know

HMIS Newsletter  
AB 977  
Upcoming DEW  
2024 Data Standards Changes

### Discussion Topic

Open Forum (Q&A)

### Memos

SCC HMIS Quarterly Compliance Certification  
Q2 DUE 7/31/2023

### Next Month's Meeting

### CoC Updates

- OSH's CoC Quality Improvement Manager, Hong Cao, recently transferred to another agency within the County, and her responsibilities have been distributed to multiple people
  - If you need something CoC related, please email [Hilary.Barroga@hhs.sccgov.org](mailto:Hilary.Barroga@hhs.sccgov.org) to be directed to the correct person
- Yesterday, July 5, HUD released its Notice of Funding Opportunity (NOFO) for the 2023 Continuum of Care (CoC) Program Competition
  - In 2022, SCC CoC grantees

received \$30,648,959 in regular CoC Program funding

- Renewal grantees and any organizations interested in submitting a new application should attend a mandatory informational Technical Assistance workshop on **Wednesday, July 19, 2023, from 2-4pm**
- This workshop will provide attendees with an overview of the local application process. An email including more details and the local application form was sent to the CoC listserv this morning

### CoC Upcoming Meetings

### UPLIFT Updates

- UPLIFT Q1 began on June 16th, 2023
- There are 1,982 UPLIFT Passes that have been allocated with 518 remaining
- UPLIFT Virtual Office Hours will be held weekly during the busier weeks of each quarter
- **For details about these office hours**



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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](mailto:UPLIFT@hhs.sccgov.org)

For all UPLIFT-related inquiries email [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org)

HMIS Newsletter – June 2023



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

### AB 977 Resources

What is it? AB977 is a California Assembly bill requiring that all state funded homelessness programs, that started on or after July 1st, 2021, enter specific data elements into HMIS.

To support our California customers, Bitfocus

has produced the following resources for use in HMIS configuration alignment with [California Assembly Bill No. 977](#) specifications.

- [AB 977 HMIS Project Setup Checklist](#)
- [AB 977 Program and Funding Worksheet](#)
- [AB 977 Dashboard Guide](#)

### Required Project Elements:

- **Universal Data Elements:** UDEs should be collected for all existing and new clients enrolled in AB 977 programs. All UDEs are included on the HUD Standard Intake enrollment screen template available in Clarity.
- **Common Data Elements:** Depending on project type, additional data elements are required. Common Data Elements for AB 977 projects match the HUD setup guidance as outlined in the HUD Data Standards.

Consult the Project Setup Template and Required Universal and Common Data Elements by Project Type tables provided by the state for project type specific data collection requirements

Different Project types and funding sources require the collection of different data elements. Agencies with Standalone Looker can confirm



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that they are collecting the required data by running the AB977 Dashboard. [More information can be found here.](#)

### Required Funding Elements:

- If you have any of the following funding sources for any segment of your clients, you must enter their data into HMIS and have a program that is designated only for these clients
  - i. [California Interagency Council on Homelessness](#)
  - ii. [Housing and Community Development](#)
  - iii. [Department of Social Services](#)
  - iv. [California Community Colleges Chancellor's Office](#)

*\*If you receive this funding as a grant from OSH or the City of San Jose, they have completed your funding source updates for you. Please email your Community Administration team if you aren't sure: [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)*

### Impacted Agencies

Abode Services	HomeFirst	Silicon Valley Independent Living Center (SVILC)
Amigos de Guadalupe	Housing Choices Coalition	South County Compassion Center (Compassion Center)
Bay Area Community Health (BACH)	International Children Assistance Network (ICAN)	St. Joseph's Family Center
Bill Wilson Center	Latinas Contra Cancer (LCC)	Sunnyvale Community Services
Community Hotline	LifeMoves	WeHOPE
Community Services Agency of Mountain View	Move Mountain View	West Valley Community Services
County: OSH	PATH	
Covenant House California	Sacred Heart Community Service	
Emergency Rental Assistance (ERA)	Salvation Army	
Family Supportive Housing	Santa Clara County Housing Authority (SCCHA)	

### AB 977 Resources

#### Data Quality

Your agency is responsible for entering this data accurately into HMIS. Although a designated rate of errors and unknown data has not been set yet by the state, the CoC preference is to ensure the benchmark is between 0%-5%.

Data Quality % Missing Values					
	2019-20 Benchmark	2020-21 Benchmark	2021-22 Benchmark	2022-23 Benchmark	CY 2023
Housing Prevention (HP)	0%	0%	0%	0%	0%
Street Outreach (SO)	0%	0%	0%	0%	0%
Emergency Shelter (ES)	0%	0%	0%	0%	0%
Safe Haven (SH)	0%	0%	0%	0%	0%
Transitional Housing (TH)	0%	0%	0%	0%	0%
Rapid ReHousing (RRH)	0%	0%	0%	0%	0%
Perm Supportive Housing (PSH)	0%	0%	0%	0%	0%
Measure 8 Continued:					
Data Quality % Dont Know, Refused					
	2019-20 Benchmark	2020-21 Benchmark	2021-22 Benchmark	2022-23 Benchmark	CY 2023
Housing Prevention (HP)	5%	5%	5%	5%	5%
Street Outreach (SO)	5%	5%	5%	5%	5%
Emergency Shelter (ES)	5%	5%	5%	5%	5%
Safe Haven (SH)	5%	5%	5%	5%	5%
Transitional Housing (TH)	5%	5%	5%	5%	5%
Rapid ReHousing (RRH)	5%	5%	5%	5%	5%
Perm Supportive Housing (PSH)	5%	5%	5%	5%	5%

- **[DQXX-103] Monthly Staff Report**
  - Description and directions [here](#)
  - Identifies staff who may have repeated errors and need additional support in data entry
- **[HUDX-225] HMIS Data Quality Report**
  - Description and directions [here](#)
  - Run in Web Version for best functionality
  - Reviews client data entry error trends and can be run for entire agency or single program
- **[DQXX-102] Program Data Review**
  - Description and directions [here](#)
  - Reviews program data entry error trends using Enrollment | Exit data



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### Data Engagement Workshop - Data Quality and AB 977

**Date:** Tuesday, July 18th, 2023

**Time:** 10:00am-11:30am

**Description:** This session will focus on how Agency Leads and Program Managers can proactively address Data Quality in their state funded programs. Understanding your data quality is helpful for all agencies and staff, however the agencies who receive state grants either directly or indirectly are strongly encouraged to attend.

#### RSVP Link:

[https://bitfocus.zoom.us/meeting/register/tZAkd-iprj8iG9QeC0zwSjE\\_Qbx-hlQW0psZ](https://bitfocus.zoom.us/meeting/register/tZAkd-iprj8iG9QeC0zwSjE_Qbx-hlQW0psZ)

### 2024 Data Standard Changes

HMIS Data Standards, first published by HUD in 2004, provide standardized data collection across HMIS systems. These Data Standards are updated continually and each update supersedes previously released requirements.

- Impact on Agencies and Staff?
- What is the timeline?
- What will change?

#### Impact on Agencies and Staff

- Paper Enrollment and Exit Forms
- Revision of internal reports with impacted fields (*ie. Any custom Look that provides Demographic data*)
- Some Agency Leads may be asked to

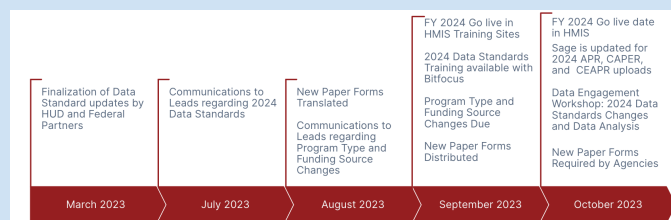
provide confirmation of Fundings

Sources and/or Project Type

→ Additional training on 2024 Data

Standards changes will be available in September/October

### Timeline 2024 HMIS Data Standards







### Description of Changes

- Universal Data Elements
- Program Specific Data Elements/Common Program Specific Data Elements
- Federal Partner Program Specific Data Elements
- HUD-CoC Only Required Elements
- HHS-PATH Only Required Elements
- HHS-RHY Only Required Elements
- VA Required Elements



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## Universal Data Elements - Client Profile

 <h3>Name</h3> <p>Clients preferred name is acceptable, unless funder requires "legal name"</p>	 <h3>Social Security</h3> <p>HUD CoC, ESG and SAMHSA PATH Programs only require the last four (4) digits of SSN</p>	 <h3>Race &amp; Ethnicity</h3> <p>Combine Race &amp; Ethnicity into single data element</p> <p>Adds response option for "Middle Eastern or North African" and modified "Hispanic/Latina/e/o" response option.</p> <p>Add Race/Ethnicity text box option</p>	 <h3>Gender</h3> <p>Updated options</p> <ul style="list-style-type: none"> <li>Women (Girl if child); Man (Boy if child);</li> <li>NonBinary;</li> <li>Culturally Specific Identity (e.g. Two-Spirit);</li> <li>Different Identity (with text box for more detail)</li> </ul>
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## Universal Program Data Elements - Program Enrollment

<h3>3.16 Enrollment CoC Client Location</h3> <p><b>Change in the element name to "Enrollment CoC"</b></p> <p>To allow projects operating in multiple continuums to enter data into a single 'host' HMIS and provide data to each of the continuums in which they are serving clients, a continuum must be identified at each project start. The Continuum of Care code will be used in continuum reporting in the host HMIS to exclude irrelevant data; it will also be used as a parameter for data export to provide relevant data to other continuums.</p>	<h3>3.917 A &amp; B Prior Living Situation</h3> <p><b>Current Language</b></p> <p>Approximate date homelessness started</p> <p><b>NEW Language</b></p> <p>Approximate date this episode of homelessness started</p>	<h3>4.04 Health Insurance</h3> <p>The display name for the Veterans Administration (VA) Medical Services field is being updated to Veterans Health Administration (VHA).</p> <h3>4.12 Current Living Situation</h3> <p>Included to be recorded for permanent subsidized, as well as new funding sources of HUD: Unsheltered Special NOFO and HUD: Rural Special NOFO</p>
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## Federal Program Data Elements - Program Enrollment

 <h3>Veteran Enrollment</h3> <p><b>V1 Veteran's Information</b></p> <ul style="list-style-type: none"> <li>Add "Space force" as an option</li> </ul> <p><b>V3 Financial Assistance-SSVF</b></p> <ul style="list-style-type: none"> <li>Addition of start date &amp; end date of financial assistance</li> <li>Add options: "landlord incentive" and "tenant incentives"</li> <li>New Field "End Date of Financial Assistance"</li> </ul>	 <h3>Veteran Enrollment</h3> <p><b>V6 Percent of AMI (SSVF Eligibility)</b></p> <p><b>Updated responses</b></p> <ul style="list-style-type: none"> <li>30% or less</li> <li>31% to 50%</li> <li>51% to 80%</li> <li>81% or greater</li> </ul> <p><b>V7 HP Targeting Criteria</b></p> <p>Updated some dependency fields to be clearer</p>	 <h3>Youth</h3> <p><b>R3 Sexual Orientation</b></p> <ul style="list-style-type: none"> <li>Required to be collected with; HUD: CoC-PH: Permanent Supportive Housing funded project; HUD: Unsheltered Special NOFO, and HUD: Rural Special NOFO (Interpretation: this is now also required for RHY PSH programs)</li> </ul> <p><b>R14 RHY Service Connections</b></p> <ul style="list-style-type: none"> <li>Change in label from "mother" to "client (person who gave birth)"</li> </ul>	 <h3>Youth</h3> <p><b>R17 Project Completion Status</b></p> <ul style="list-style-type: none"> <li>Change in label from "Youth" to "Client"</li> </ul> <p><b>R18 Counseling</b></p> <ul style="list-style-type: none"> <li>Change in label from "Counseling received by client" to "Client received counseling"</li> </ul>
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## Universal Data Elements - Other

<h3>C4 Translation Assistance Needed</h3> <p>New field that tries to understand how many clients are in need of translation services</p> <p>Identify the languages needed and allow for other languages with text box for further language detail</p>	<h3>Response Option Change</h3> <p>Changes in responses from "Client Refused" to "Client prefers not to answer" throughout</p>	<h3>C1 Wellbeing</h3> <p>RETIRED!</p>
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## Project Descriptor Data Elements -Program Set-Up

<h3>2.02 Project Information</h3> <p>Change to language regarding responses to emergency tracking method</p> <p>Add "RRH: Services Only" option</p> <p>Change to language regarding "HMIS Participation Status"</p> <p>Change in target population language to "Survivor of domestic violence"</p>	<h3>2.06 Funding Sources</h3> <p>Add "HUD-ESG RUSH", "HUD: Unsheltered Special NOFO", and "HUD: Rural Special NOFO"</p>	<h3>2.07 Bed &amp; Unit Inventory</h3> <p>Change to language regarding responses from RRH to "RRH: Housing with or without services"</p> <h3>2.08 HMIS Participation Status</h3> <p>Add option comparable database participating</p> <h3>2.09 CE Participation Status</h3> <p>Identify "access points" projects that accept referrals from CE</p>
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## Data Standards Resources

- [HUD Exchange](#)
- [FY2024 HMIS Data Dictionary](#)
- [FY2024 HMIS Data Standards Manual](#)
  - (Changes Summarized on Pg 12-14)
- Email: Support team at [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

## Open Forum Discussion Topic

This is a space in which TA/Agency Leads can gather to find out about a specific issue, reach resolutions or interact with members of other agencies through genuine open dialogue.

Are there any Topics?

For next month we will provide a discussion topic as requested!

## Memos

### SCC HMIS Quarterly Compliance Checklist - Due 7/31/2023

- Quarter 2 April - June 2023
- New Staff (only) added to HMIS during Q2
- List will be provided second week of July - please only submit list for the staff listed
- Deadline is for **Monday, July 31st, 2023**

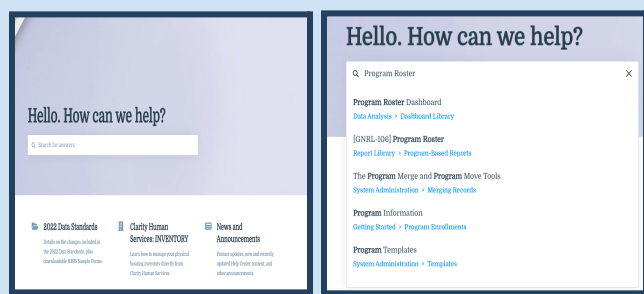


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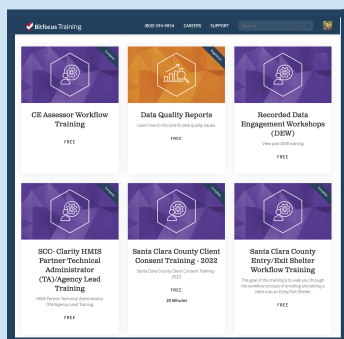
### EOB

- Staff at your agency who are not certified will be made inactive until submission of certification is received
- More details can be found [here](#)!

### Clarity Human Services Help Center



Link to page embedded in image!



Link to page embedded in image!

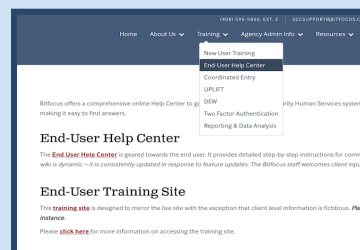
- You must log in to access the trainings here
- Multiple Training Opportunities and Refreshers
- Select the training you want to watch
- Don't have enough time to watch it all - pick up next time where you left off
- Have issues accessing? Let us know

### 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
- Contact the Help Desk to gain access at [sccsupport@bitfocus.com](mailto: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).

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### 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

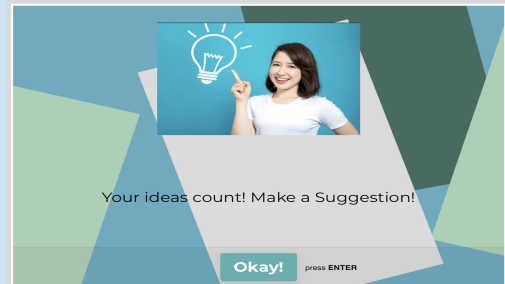
[sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

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, August 3rd, 2023

Time: 2:00pm – 3:30pm

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

[CoC Events Calendar - Supportive Housing -  
County of Santa Clara](#)

### Bitfocus Contact Information

Support Team: [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

Bitfocus System Administration Team:  
[scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

### Your Sys. Admin. Team:



**Angie Evans**

[angieevans@bitfocus.com](mailto:angieevans@bitfocus.com)  
Senior Project Admin, Santa Clara County  
San Jose, CA  
800.594.9854 x274



**Lesly Soto Bright**

[leslys@bitfocus.com](mailto:leslys@bitfocus.com)  
Deputy Project Admin, SCC  
San Jose, CA  
800.594.9854 x256



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### 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.

Representative	Agency
Jason King	Abode
Aida Tesfai	Abode services
Sean K	Abode Services
Aurora Olivares	Amigos de Guadalupe
Norma Aranda	AOT
Sujata Panda	Bill Wilson Center
Anthony Ortiz, Jr.	Breakout Prison Outreach
Julian Delgadillo	California Youth Outreach
Consuelo Collard	Catholic Charities of Santa Clara County
Marcell Dante Leath	City of San Jose
Nathaniel Montgomery	City of San Jose
Brandi Jothimani	Community Services Agency of Mountain View
Elizabeth Reynoso Gutierrez	Community Solutions
JaVonne Lewis	Community Solutions
Caroline Mireles-Sailor	Conxion to Community

Lily Vasquez	County of Santa Clara, DEBS-General Assistance
Aretha Cromwell	Destiny Reentry
Justin Damrel	Downtown Streets Team
Cristina Trujilo	Family and Children Services
Alex Le	Family Supportive Housing
Jovani Quinones	Gardner Health Services
Alisha Parret	HomeFirst
Jessica Newham	HomeFirst
Shireen Alinani	Housing Choices
Albert Nguyen	ICAN
Mylinh Ha-Do	ICAN
Cynthia Mar	LifeMoves
Stuart Richardson	Midtown Family Services
Amber Stime	MOVE Mountain View
Candido Anicete	NEMS
Jennifer M Celaya	New Beginnings Family Services
Fang Zhu	OSH
Jazmine Wong	OSH
Leila F Qureishi	OSH
Steven Tong	OSH
Michael O'Connell	Path
Juan Hernandez	Santa Clara County
Tori Eakes (she/her)	SCC BHSD Q Corner



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<b>Chrissy Cheung</b>	SCC PHD
<b>Jeremy Golden</b>	SCCBH
<b>Jazmin Dominguez</b>	School Health Clinics
<b>Rose Anne Pierre</b>	School Health Clinics
<b>Paulina Soto</b>	SHCS
<b>Jesse Mejia</b>	SJSU Research Foundation
<b>Vicky Marie Taylor</b>	St. Andrew's Residential Programs for Youth
<b>Jose Macias</b>	St. Joseph's Family Center
<b>Catherine Farry</b>	Sunnyvale Community Services
<b>Roxanna Frias</b>	Superior Court of California, County of Santa Clara
<b>Jonathan Do</b>	The Health Trust
<b>Cesar Esquivel</b>	The Salvation Army
<b>Maria L. Magallanes</b>	VA Palo Alto Health Care System
<b>Anita Blount</b>	WeHOPE
<b>Jade Bradley</b>	WVCS