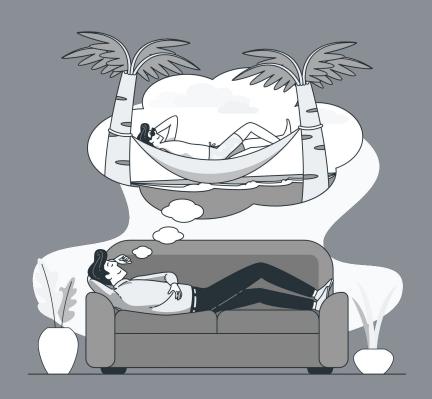# Agency Admin. Meeting
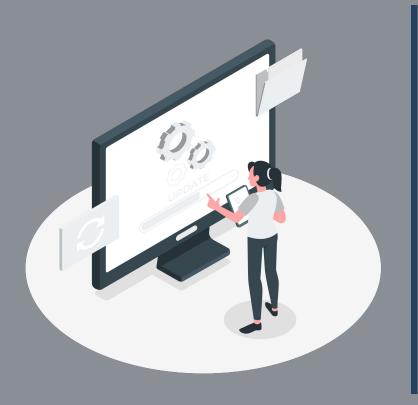
Thursday, August 5th, 2021

Getting to Know You!
Where would you build your dream home?

AGENDA

- Coc|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Special Guest Speaker: **Kenya Rawls,** Regional Director, SCC Employment & Training Programs
- User Satisfaction Survey Results
- Spotlight: SCC HMIS Quarterly Compliance Certification Checklist
- New Form: Program Change Form
- BUI: Data Quality Emails
- Reminders
- Next Month's Meeting

COC UPDATES

- CoC NOFA – We are still awaiting the NOFA announcement, but the local process is underway for renewal projects. We do not know when the NOFA will be announced, but we expect it to be released before 9/30/21.
- Community Plan to End Homelessness Updates
  - Endorsement from elected bodies – 9 cities and the Board of Supervisors have endorsed. The City of Gilroy endorsed just this week.
  - Thank you to all of you who have attended those city council meetings and expressed your support for the Community Plan.
  - The CoC is implementing strategies outlined in the plan and developing a public-facing dashboard to report on progress.

COC UPDATES

- Housing Problem Solving roll-out – The OSH is working with Homebase and the Lived Experience Advisory Board to coordinate a series of trainings in preparation for the system-wide roll out of housing problem solving (aka diversion or rapid resolution).
  - More information will be provided soon, but please keep your eye out for training opportunities.
- Shelter Hotline – The shelter hotline continues to operate at OSH, but will be transitioning to a community based provider soon.
  - We will share details about these changes next month.
- Emergency Rental Assistance is available for low income tenants who have been financially impacted by the pandemic.
  - Please continue to spread the word about available assistance. Flyers and more info is available at www.sccrenthelp.org

COC UPDATES

Service Providers Network Meeting
When: Wed, August 11, 9:30am – 11:00am
Where: Zoom Details Forthcoming

Coordinated Assessment Work Group
When: Thu, August 12, 1:00pm – 2:30pm
Join Zoom 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 Rehousing and Employment Initiatives Meeting
When: Thu, August 12, 3:00pm – 4:30pm and Thu, August 26, 3:00pm - 4:30pm
Where: Zoom Details Forthcoming

SCC TA Office Hours
When: Wed, August 25, 10am – 11am
Where: https://homebaseccc.zoom.us/j/94741275559 (map)
Join Zoom Meeting: https://homebaseccc.zoom.us/j/94741275559

COC UPDATES - Upcoming Events/Meetings

UPLIFT UPDATES

UPLIFT UPDATES

Q3, July – September

- There are approximately 700 passes left for this quarter
- If a replacement for a lost/stolen badge and/or sticker is needed, you must email UPLIFT@hhs.sccgov.org separately with the reason for the request
- Please follow the replacement request instructions starting on page 22 of the User Handbook

Thanks for your continued patience as we work to fulfill your Q3 UPLIFT requests.

For this quarter only, 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

UPLIFT UPDATES

- Effective this quarter, all passes must be picked up at the County Office of Supportive Housing (OSH). Please do your best to 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*

- VTA Light Rail Service remains suspended until further notice
- VTA's plan to resume light rail service is moving through phases to achieve this goal as quickly and safely as possible
- Substitute bus service is being offered until trains are running again
- For details, please see VTA's multi-phased plan

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

HMIS NEWSLETTER

HMIS NEWSLETTER

Check out this months Newsletter and read about all the NEW Features & Other important updates!

Access the newsletter _HERE!_

SPECIAL GUEST SPEAKER:
KENYA RAWLS
Regional Director, SCC Employment & Training Programs

JobTrain

Center for Economic Mobility

JobTrain Overview

- Anti-Poverty Workforce Development Non Profit
- Founded in 1965
- $7.0M Annual Budget
- 67 Staff
- Four Career Pathways
- Comprehensive Supportive Services

JobTrain – Career Education Program

- JobTrain is a non-profit career education school funded through grants, fundraising events, and donor support
- The cost of training is not passed onto trainees
- JobTrain collects student performance outcomes, such as completions, job placements, and retention
- This information is shared with funders

2019/20 Fiscal Year Results

294 Clients *Completed Full-Time Career Training*

85% *Completion Rate*

81% *Placement Rate*

$22.00 *Average Starting Wages*

87% *Continued Employment – 1 year later*

JobTrain Guiding Principles

OUR MISSION is to help those most in need to succeed!

OUR PHILOSOPHY with opportunity, motivation, and support, people will help themselves. We believe that people need and want a hand up, not a handout. JobTrain is there to help everyone achieve their career goals.

Training Programs

- San Mateo, Santa Clara, Alameda, Santa Cruz, and San Francisco, Contra Costa County residents

- Training is offered four times a year

- 11-Week Training Cycles

- Combination of Classroom & Online

  - **Monday – Friday**

  - **8:30 a.m. – 3:15 p.m. (a.m. & p.m. groups)**
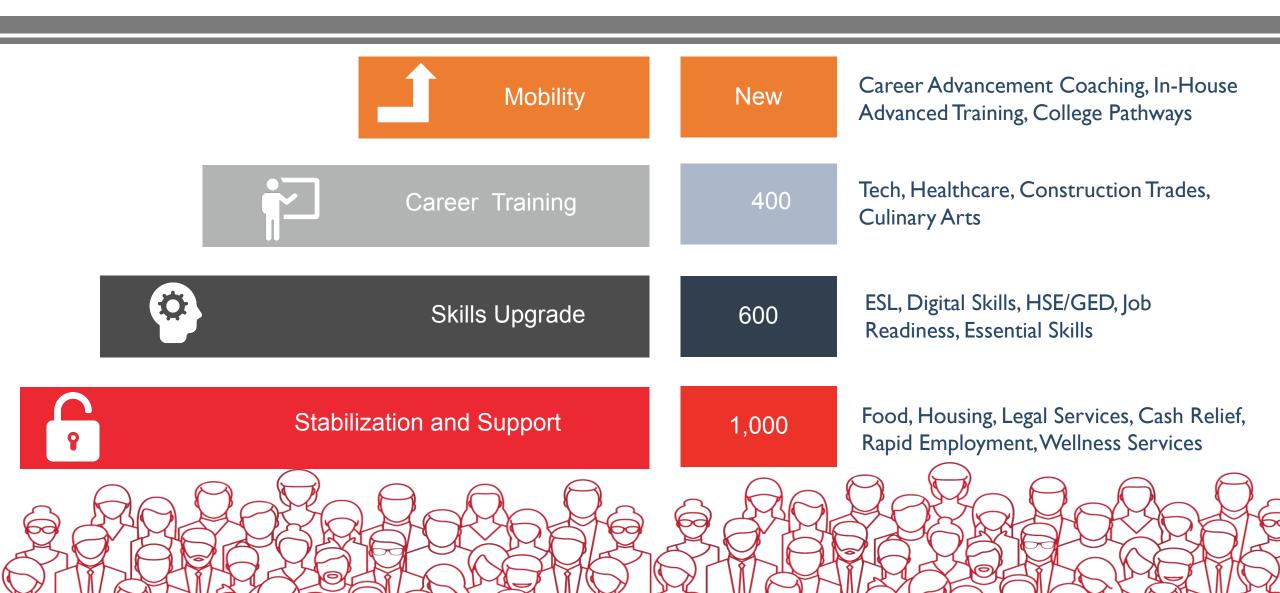
Students must complete the entire training cycle in order to receive a Certificate of Achievement

Career Advisors work with students to find employment

Steps to Economic Mobility

Mobility	**New**	Career Advancement Coaching, In-House Advanced Training, College Pathways
Career Training	**400**	Tech, Healthcare, Construction Trades, Culinary Arts
Skills Upgrade	**600**	ESL, Digital Skills, HSE/GED, Job Readiness, Essential Skills
Stabilization and Support	**1,000**	Food, Housing, Legal Services, Cash Relief, Rapid Employment, Wellness Services

Training Programs

Construction

Carpentry Training
- Carpenters Union preparation
- Hands-on basic carpentry experience
- OSHA safety certifications

Building Maintenance
- Basic Carpentry
- Install & Connect new electrical connection
- Basic plumbing; install bathtubs, showers

Training Programs

IT Service & Support

Foundational course in technology

- **Certificate program introduces**
- **troubleshooting**
- **security operating systems**
- **system administration**
- **technical customers service**

Culinary

- **Kitchen management and safety**
- **Commercial food preparation**
- **Recipe reading and writing**
- **Learn different cooking technics**

Google IT Support Professional Certificate AND CompTIA A+

ServSafe Certification

Training Programs

Health Care

Medical Assistant

(Day & Evening classes)

- Medical Terminology
- Anatomy & Physiology
- Externship (160 hours)

Certified Nurse Assistant

- Vital signs
- Proper patient care technics
- HIPPA

Medical Assistant
- American Heart Association CPR Certified (infant, child & adult)

CNA
- Prepare for CNA State Board Exam
- Home Health Aide Certification
- American Heart Association CPR Certified (infant, child & adult)

Background checks are required for both classes prior to enrollment

Skills Upgrade Classes
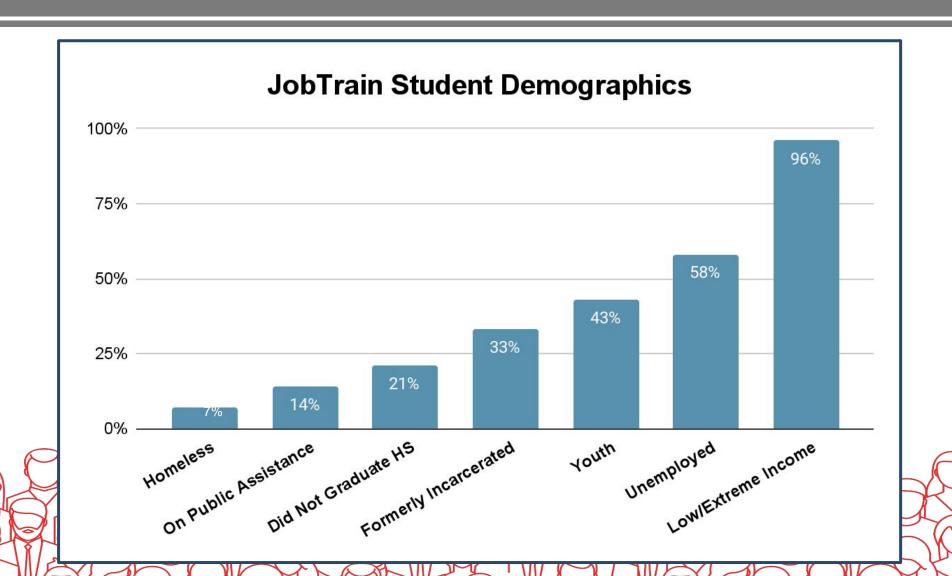
Online Evening Classes

- **English Classes**
  - Beginners
  - Intermediate

- **Digital Literacy**
  - English
  - Spanish
  - GED preparation
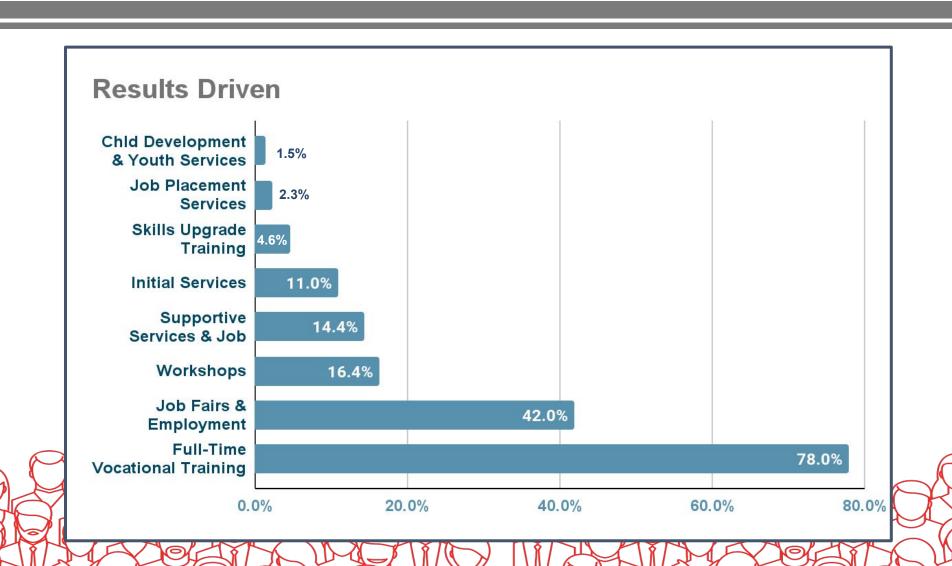
Number of Clients Served in 2019/2020: 7,393

JobTrain Student Demographics
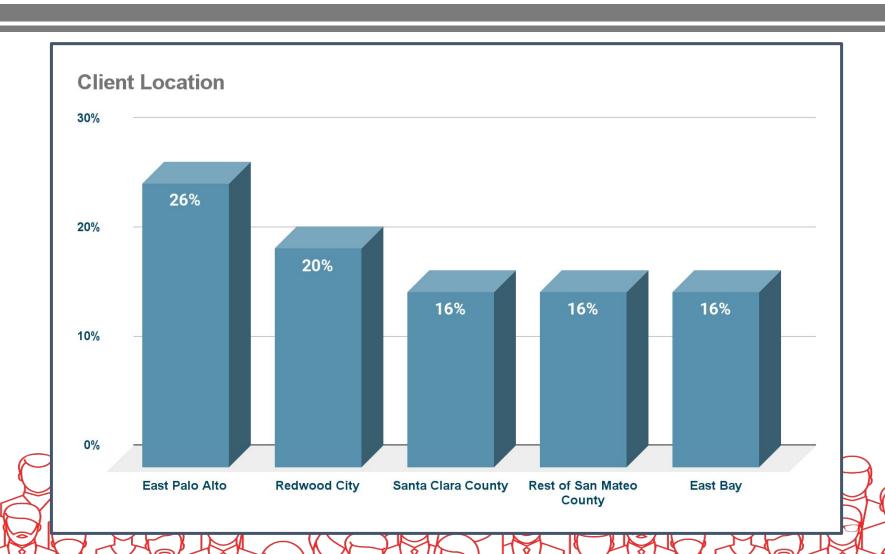
Of The 7,393 Clients We Served In 2019

JobTrain

Results Driven

Category	Percentage
Chld Development & Youth Services	1.5%
Job Placement Services	2.3%
Skills Upgrade Training	4.6%
Initial Services	11.0%
Supportive Services & Job	14.4%
Workshops	16.4%
Job Fairs & Employment	42.0%
Full-Time Vocational Training	78.0%
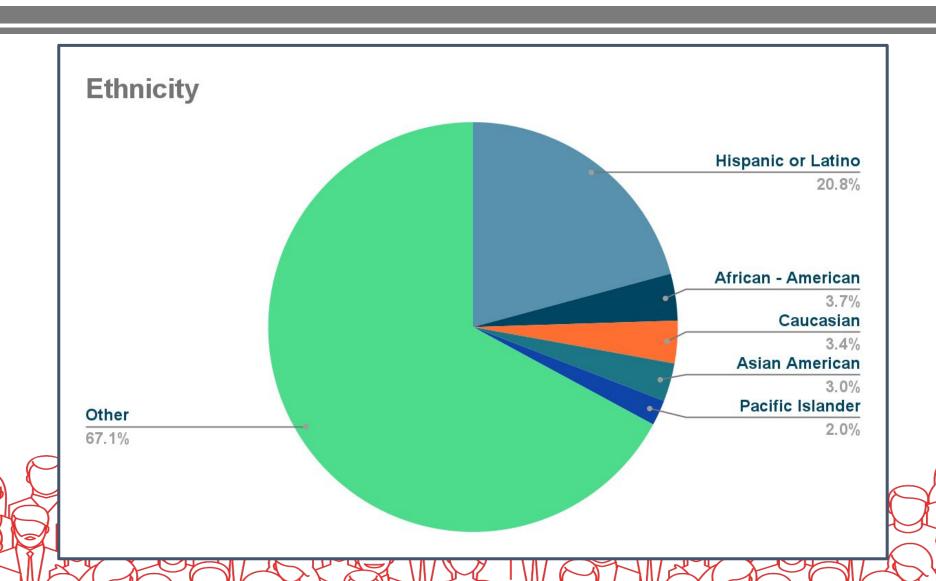
Where Clients are From

Client Location

Location	Percentage
East Palo Alto	26%
Redwood City	20%
Santa Clara County	16%
Rest of San Mateo County	16%
East Bay	16%

Client Ethnicity

Ethnicity

- Hispanic or Latino — 20.8%
- African - American — 3.7%
- Caucasian — 3.4%
- Asian American — 3.0%
- Pacific Islander — 2.0%
- Other — 67.1%

Virtual JobTrain Career Centers

JobTrain

Three Virtual Career Centers:

East Palo Alto, Menlo Park, & San Jose

- Virtual Job Board
- Information on Training & Other Services
- Career Advising
- Virtual Workshops *(like resume writing and interviewing)*
- And More!

Open to the public!
Appointment only
No Cost !

Meet Our Counselors

Kenya Rawls
Regional Director of
San Jose office

KRawls@JobTrainWorks.org

Book Me

John Silva
Employment Specialist

JSilva@JobTrainWorks.org

Book Me

Storm McNerney
Employment Specialist

SMcnerney@JobTrainWorks.org

Book Me

Gerald Rodriguez
Employment Specialist

GRodriguez@JobTrainWorks.org

Omar Bourgoub
Employment Specialist

OBourgoub@JobTrainWorks.org

Vanessa Rodriguez
Benefits Counselor
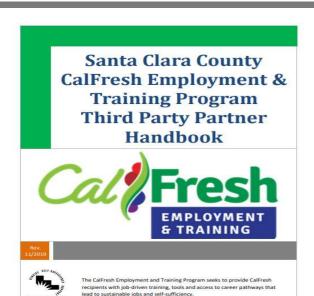
VRodriguez@JobTrainWorks.org

We are Located within the San Jose Conservation Corps & Charter School

Address:
1560 Berger Dr. San Jose, CA 95112

Team SCC Programs and Services

Santa Clara County CalFresh Employment & Training Program Third Party Partner Handbook

CalFresh EMPLOYMENT & TRAINING

Rev. 11/2019

The CalFresh Employment and Training Program seeks to provide CalFresh recipients with job-driven training, tools and access to career pathways that lead to sustainable jobs and self-sufficiency.

SANTA CLARA COUNTY SOCIAL SERVICES AGENCY

THE COUNTY OF SANTA CLARA 1850

DESTINATION: HOME

3 Programs!

*RRH or HPS via OSH/DH

*CalFresh Participants

*City of San Jose & 80% AMI or lower -New 2021 of $82k (1 person max)

Legend
Incorporated San José
Urban Service Area
Sphere of Influence

Urban Service Area and Sphere of Influence are determined by the Local Agency Formation Commission (LAFCO) for Santa Clara County.

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY
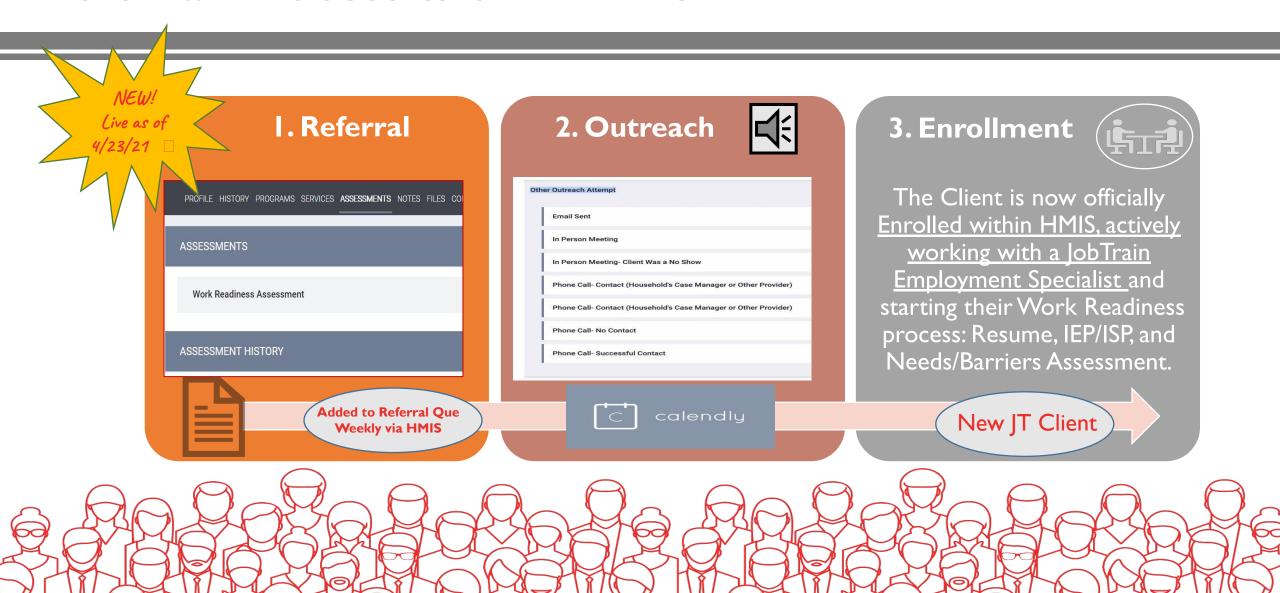
Employment Development & Housing Stability Program w/ the SJ Rapid Re-Housing Program

JOBTRAIN

Referral Process within HMIS

JobTrain

NEW! Live as of 4/23/21

1. Referral

PROFILE HISTORY PROGRAMS SERVICES **ASSESSMENTS** NOTES FILES CO

ASSESSMENTS

Work Readiness Assessment

ASSESSMENT HISTORY

Added to Referral Que Weekly via HMIS

2. Outreach

Other Outreach Attempt

Email Sent

In Person Meeting

In Person Meeting- Client Was a No Show

Phone Call- Contact (Household's Case Manager or Other Provider)

Phone Call- Contact (Household's Case Manager or Other Provider)

Phone Call- No Contact

Phone Call- Successful Contact

calendly

3. Enrollment

The Client is now officially Enrolled within HMIS, actively working with a JobTrain Employment Specialist and starting their Work Readiness process: Resume, IEP/ISP, and Needs/Barriers Assessment.

New JT Client

Reminders

JOBTRAIN

- HMIS Work Readiness Assessment = New JobTrain Referral
    - ***We are no longer receiving emails & paper referrals***
    - Please support your staff with this transition by providing Hotspots/Tablets/Laptops to conduct the assessment "on-the-go"
- Paper Assessments are available, **but must be inputted in HMIS by the staff, ASAP.**
    - *DV agencies are the only exception to the rule*

PLEASE MAKE SURE THE CONTACT TAB IS UPDATED IN HMIS!!

Work Readiness Assessment Paper Form

- Please note that depending on how a response is entered, it will create a list of options for the responses

- Be sure and go through all the questions with the client and enter the responses in the assessment accordingly

- **When done entering the assessment be sure to SAVE.** *Do NOT set the Assessment to Private* – this will make it so that others outside of the agency cannot access the assessment

Work Readiness Assessment HMIS Workflow

Wrap Around Services:

JobTrain offers many onsite services to its students & the greater community.

JobTrain

SUPPORTIVE SERVICES CENTER

Cañada College

EDD Employment Development Department State of California

JobTrain nova Youth Services

5 KEYS CHARTER SCHOOLS AND PROGRAMS

Wellness Services

E-Learning

Onsite Preschool

ONLINE CLASSES
- ESL I & II classes
- Digital Literacy In English & Spanish
- Job Readiness Workshops

Partner Organizations

Other JobTrain Resources

- Hot Job Opportunities & Job Board
- Resources Available & Contact Information
- Online Job Readiness Workshops

Visit JobTrain's website at;

www.jobtrainworks.org

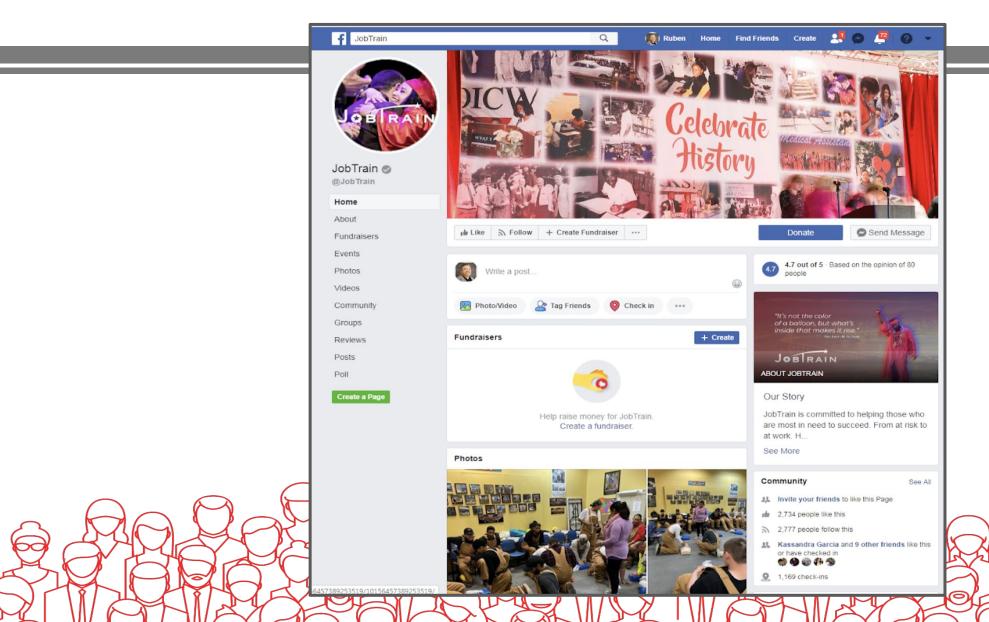# JobTrain Offers More Than Just Training

"Enrolling at JobTrain means you are a member of the JobTrain family."

"As members of the JobTrain community you will benefit from a vast array of additional services."

- No cost training and placement services
- Many partners services available on site
- "Power Skills" Workshops - *Focus on job readiness, goal setting, anger management, & other topics designed to enrich the training experience*
- Join JobTrain's Alumni Association
- Employer Presentations
- Special Events, like "Breakfast of Champions"

Be sure to like us on Facebook

Useful Links

■Jobscan.co

https://www.jobscan.co – Compares resume to job description for best match and clear ATS system (applicant tracking system).

■O-net

https://www.onetonline.org – Useful for career exploring. Find key industry specific words to use on your resume. O-net also provides career descriptions.

■EDD Labor Market Information https://www.labormarketinfo.edd.ca.gov – offers career projections, as well as useful information on job requirements, wages and career pathways.

Everyone Deserves the Dignity of Work & the Opportunity to Earn a Living Wage & Advance in Their Career!

JobTrain

Q & A
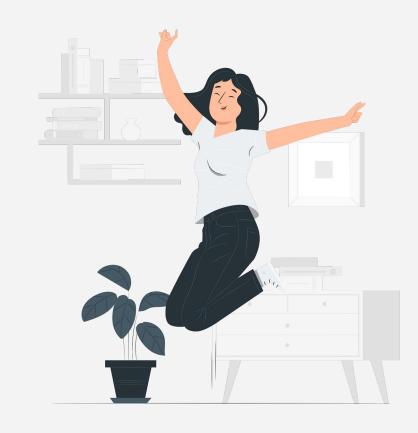
USER SATISFACTION SURVEY - RESULTS
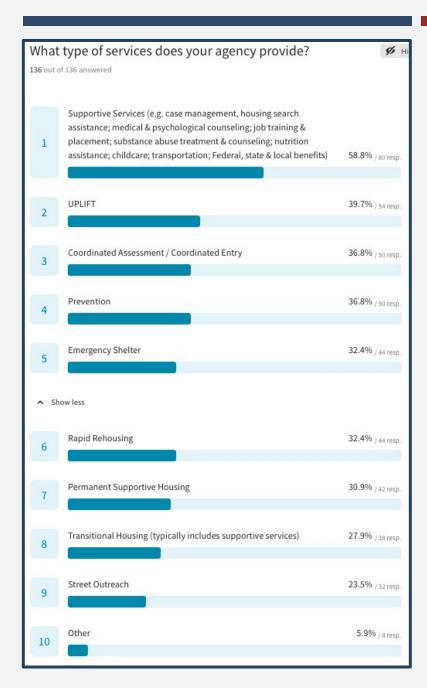
Thank You for your participation!

We received 136 responses to the survey (compared to 102 responses in 2020)
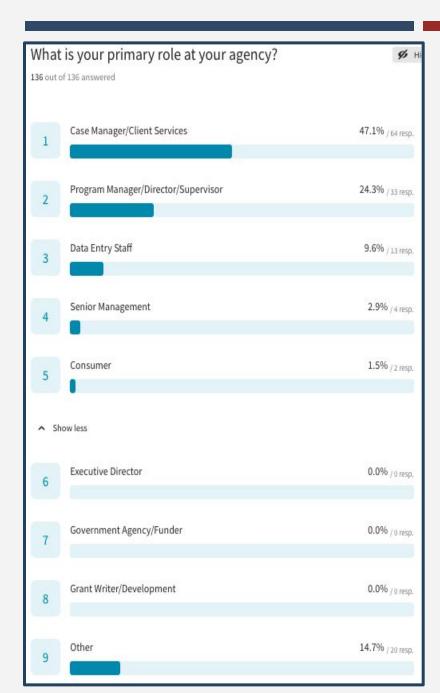
What type of services does your agency provide?

Compared to 2020 survey:

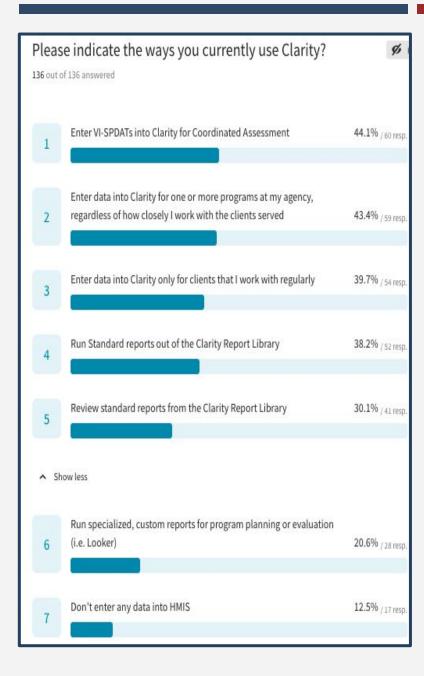- Increase in the percentage of **"Other"** Responses.
- Written in Responses: *Managed Care Plan, Research and Evaluation, STD*
- All others response categories saw a percentage decrease

What is your primary role at your agency?

Compared to 2020 survey:

- Case Manager, and Program Manager remains the top 2 agency roles

- Other replaced Data Entry Staff as the third highest response type.

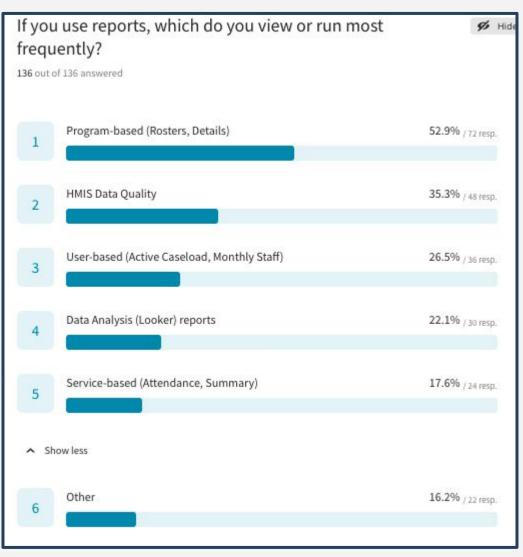# Please indicate the ways you currently use Clarity?
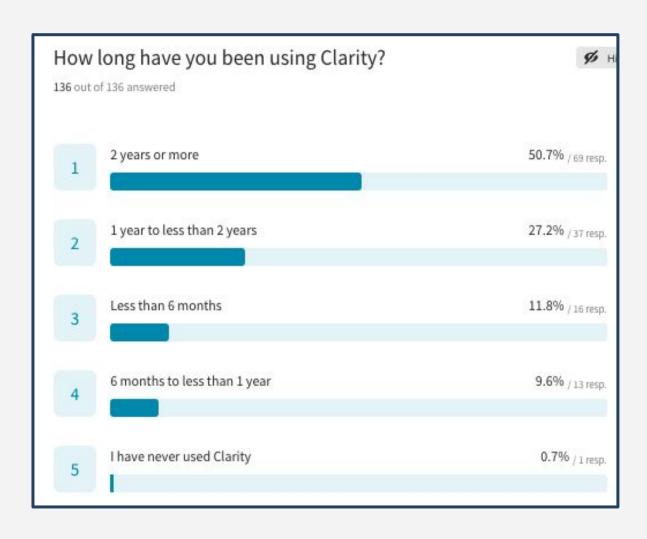
Compared to 2020 survey:

- Increase in use of Standard Reports both running and review.

- Decrease in running specialized custom reports
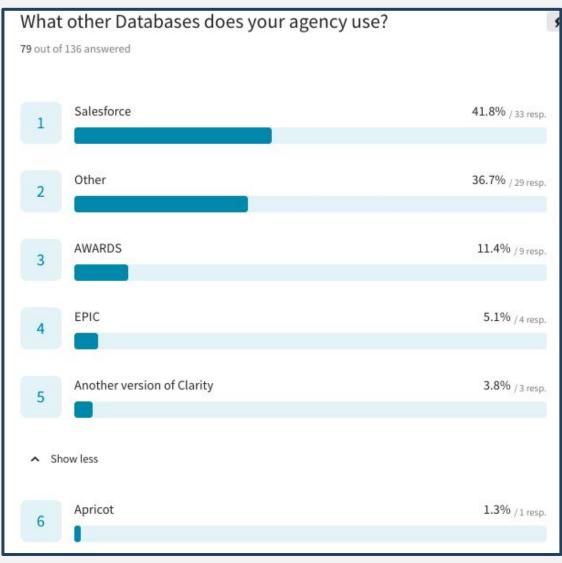
If you use reports, which do you view or run most frequently?
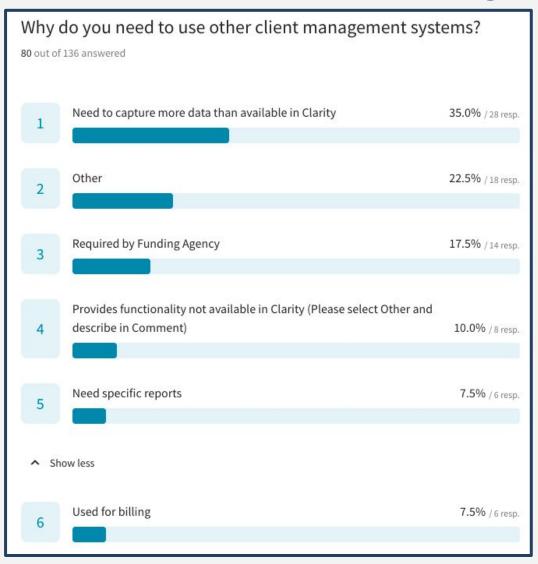
How long have you been using Clarity?
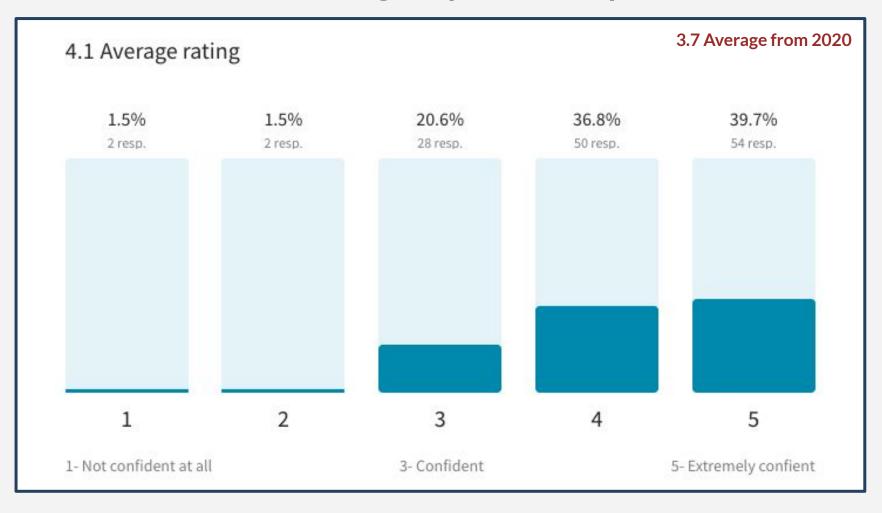
Does your agency use any other data management system?
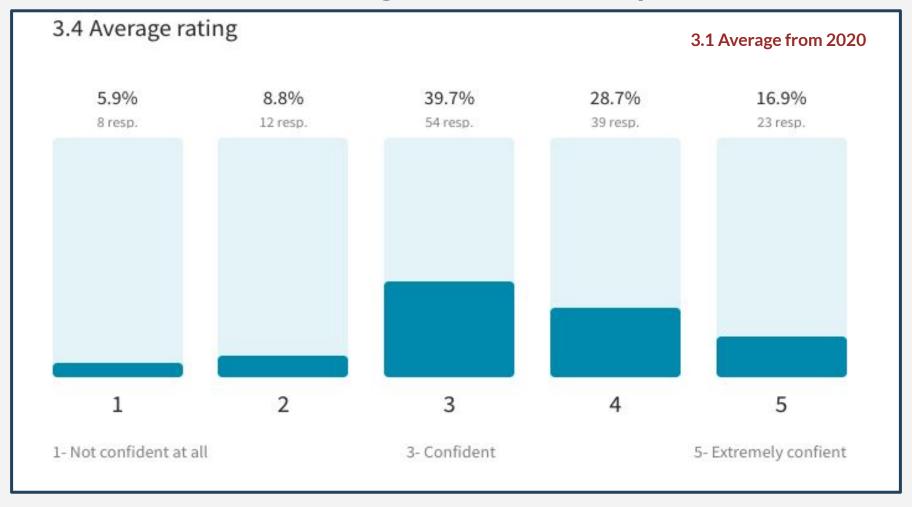
Why do you need to use other client management systems?
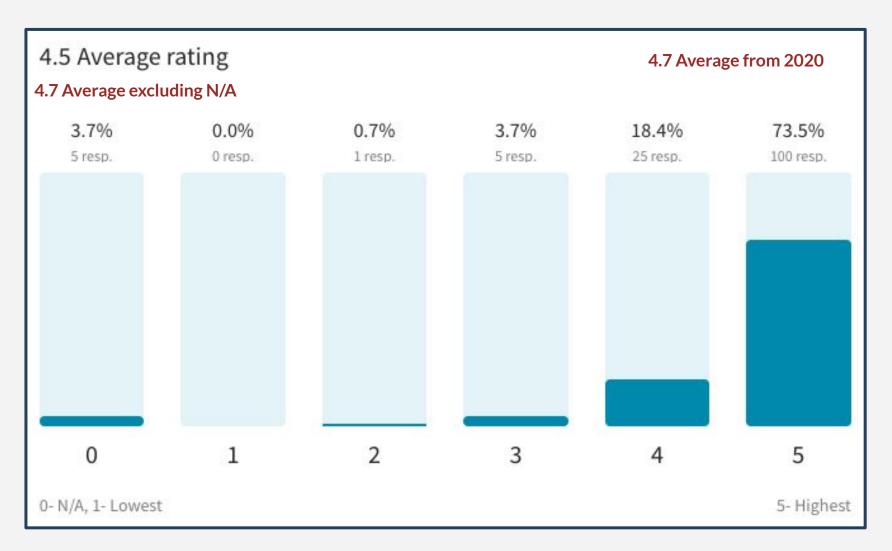
How confident are you in the accuracy of the data entered by YOUR agency in Clarity?

4.1 Average rating

3.7 Average from 2020

1.5%	1.5%	20.6%	36.8%	39.7%
2 resp.	2 resp.	28 resp.	50 resp.	54 resp.
1	2	3	4	5

1- Not confident at all   3- Confident   5- Extremely confient

How confident are you in the accuracy of the data entered by OTHER agencies in Clarity?

3.4 Average rating

3.1 Average from 2020

5.9%	8.8%	39.7%	28.7%	16.9%
8 resp.	12 resp.	54 resp.	39 resp.	23 resp.
1	2	3	4	5

1- Not confident at all   3- Confident   5- Extremely confient

How important is high data quality to you?

4.5 Average rating

4.7 Average from 2020

4.7 Average excluding N/A

3.7%	0.0%	0.7%	3.7%	18.4%	73.5%
5 resp.	0 resp.	1 resp.	5 resp.	25 resp.	100 resp.
0	1	2	3	4	5

0- N/A, 1- Lowest

5- Highest

What level of priority is data quality at your agency?

4.3 Average rating
4.5 Average excluding N/A
4.5 Average from 2020

| 5.1% | 0.0% | 2.2% | 8.8% | 22.8% | 61.0% |
| 7 resp. | 0 resp. | 3 resp. | 12 resp. | 31 resp. | 83 resp. |

0   1   2   3   4   5

0- N/A, 1- Lowest   5- Highest

How easy is it to enter client-level data in Clarity?

3.7 Average rating

3.8 Average from 2020

4.0 Average excluding N/A

9.6%	1.5%	7.4%	11.8%	27.2%	42.6%
13 resp.	2 resp.	10 resp.	16 resp.	37 resp.	58 resp.

| 0 | 1 | 2 | 3 | 4 | 5 |

0- N/A, 1- Lowest

5- Highest

How well does the data entry match your intake form?

3.7 Average rating

3.9 Average excluding N/A

3.5 Average from 2020

9.6%	1.5%	7.4%	11.8%	27.2%	42.6%
13 resp.	2 resp.	10 resp.	16 resp.	37 resp.	58 resp.
0	1	2	3	4	5

How important is it to you to be able to capture additional data (not required by HUD) in the CoC HMIS?

3.1 Average rating

3.9 Average excluding N/A

3.6 Average from 2020

19.1%	0.7%	6.6%	22.1%	24.3%	27.2%
26 resp.	1 resp.	9 resp.	30 resp.	33 resp.	37 resp.
0	1	2	3	4	5

How easy is it to prepare the following report?

Annual Performance Report (APR)

1.7 Average from 2020

136 out of 136 answered

1.6 Average rating

7.6 Average excluding N/A

59.6%	1.5%	1.5%	11.0%	11.0%	15.4%
81 resp.	2 resp.	2 resp.	15 resp.	15 resp.	21 resp.
0	1	2	3	4	5

N/A

Very Easy

How easy is it to prepare the following report?

RHYPoint Upload

.5 Average from 2020

136 out of 136 answered

0.5 Average rating

3.7 Average excluding N/A

86.8%	1.5%	0.7%	2.2%	4.4%	4.4%
118 resp.	2 resp.	1 resp.	3 resp.	6 resp.	6 resp.
0	1	2	3	4	5

N/A

Very Easy

How easy is it to prepare the following report?

SSVF Upload

.7 Average from 2020

136 out of 136 answered

0.7 Average rating

3.7 Average excluding N/A

83.8%	1.5%	0.0%	2.2%	5.1%	7.4%
114 resp.	2 resp.	0 resp.	3 resp.	7 resp.	10 resp.
0	1	2	3	4	5

N/A

Very easy

How easy is it to prepare the following report?

PATH

136 out of 136 answered

.2 Average from 2020

0.4 Average rating

3.7 Average excluding N/A

	0	1	2	3	4	5
	89.7%	0.0%	0.7%	3.7%	2.2%	3.7%
	122 resp.	0 resp.	1 resp.	5 resp.	3 resp.	5 resp.

N/A   Very Easy

How easy is it to prepare the following report?
This is a new report for 2021

How easy is it to prepare the following report?
This is a new report for 2021

How easy is it to prepare the following report?

System Performance Measures (SPM)

136 out of 136 answered

1.0 Average rating

3.8 Average excluding N/A

| 73.5% | 1.5% | 2.2% | 7.4% | 5.9% | 9.6% |
| 100 resp. | 2 resp. | 3 resp. | 10 resp. | 8 resp. | 13 resp. |

| 0 | 1 | 2 | 3 | 4 | 5 |

N/A   Very Easy

How easy is it to prepare the following report?

Staff Reports

136 out of 136 answered

1.6 Average rating

3.9 Average excluding N/A

58.8%	0.0%	4.4%	7.4%	15.4%	14.0%
80 resp.	0 resp.	6 resp.	10 resp.	21 resp.	19 resp.

| 0 | 1 | 2 | 3 | 4 | 5 |

N/A   Very Easy

How easy is it to prepare the following report?

Other Reports:

136 out of 136 answered

1 Average from 2020

1.3 Average rating

3.7 Average excluding N/A

64.7%	0.7%	2.9%	11.8%	9.6%	10.3%
88 resp.	1 resp.	4 resp.	16 resp.	13 resp.	14 resp.

| 0 | 1 | 2 | 3 | 4 | 5 |

N/A   Very Easy

Other reports:

Custom Outcomes
- GNRL 241
- EXPS 101-AD
- GNRL 210
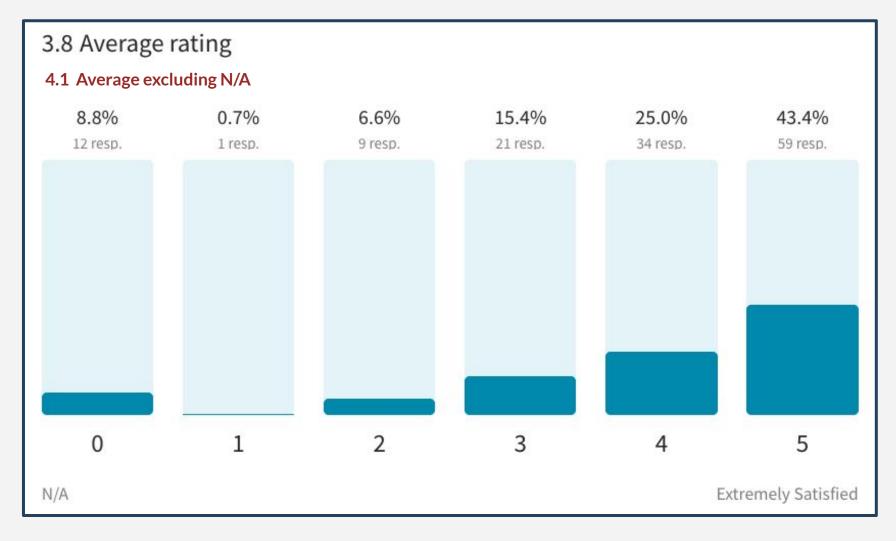- Looker Reports
- APR
- Outcome Report
- Veteran Master List Report

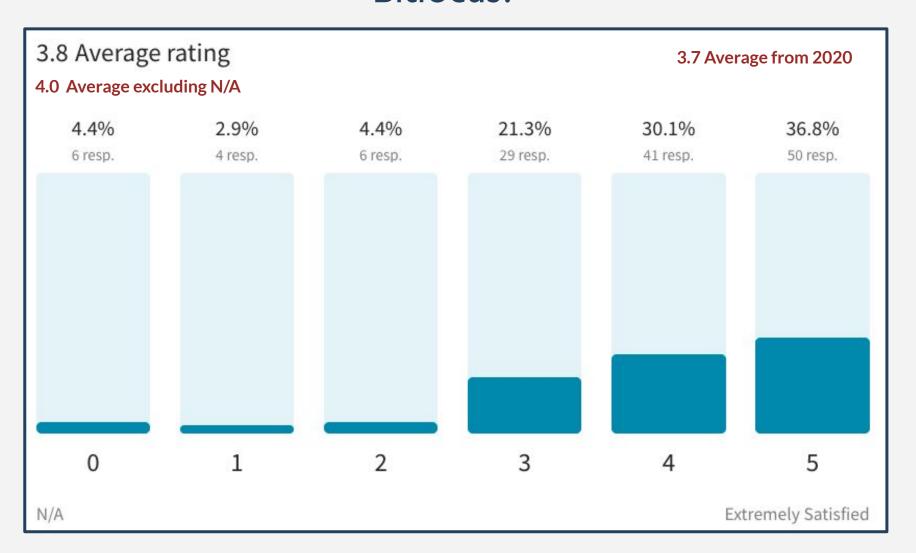# What is your overall satisfaction with Clarity Software and Bitfocus services?

3.9 Average rating

3.8 Average from 2020

3.9 Average excluding N/A

| 2.2% | 1.5% | 2.9% | 24.3% | 37.5% | 31.6% |
| 3 resp. | 2 resp. | 4 resp. | 33 resp. | 51 resp. | 43 resp. |

0   1   2   3   4   5

N/A

Extremely Satisfied

What is your overall satisfaction with Bitfocus Help Desk Support?

Bitfocus Help Desk Support

4.0 Average from 2020

136 out of 136 answered

4.2 Average rating

4.4 Average excluding N/A

	0	1	2	3	4	5
	5.1%	0.0%	4.4%	9.6%	26.5%	54.4%
	7 resp.	0 resp.	6 resp.	13 resp.	36 resp.	74 resp.

N/A   Extremely Satisfied
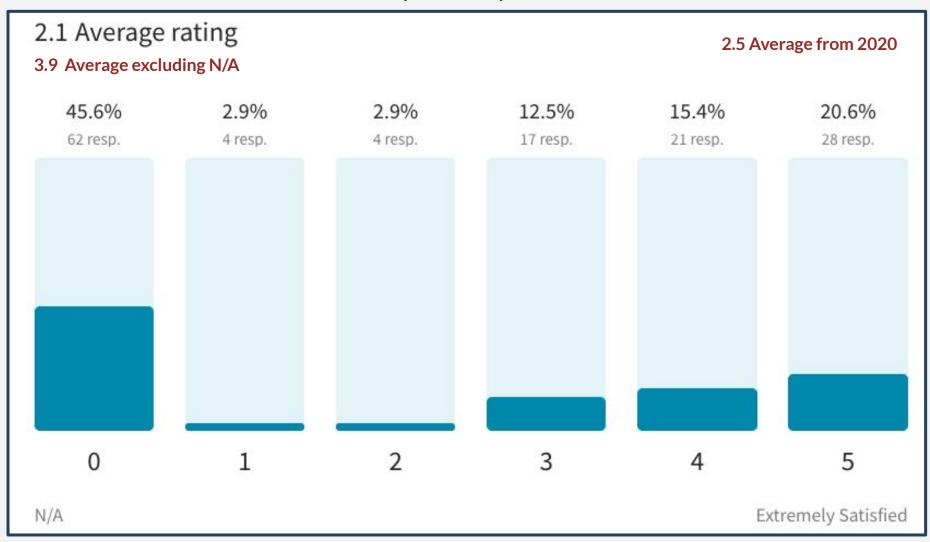
What is your overall satisfaction with Bitfocus System Administration Team (including Agency Administrator meetings and staff)?

3.8 Average rating

4.1 Average excluding N/A

8.8%	0.7%	6.6%	15.4%	25.0%	43.4%
12 resp.	1 resp.	9 resp.	21 resp.	34 resp.	59 resp.
0	1	2	3	4	5

N/A

Extremely Satisfied

What is your overall satisfaction with Clarity Training provided by Bitfocus?

3.8 Average rating

3.7 Average from 2020

4.0 Average excluding N/A

4.4%	2.9%	4.4%	21.3%	30.1%	36.8%
6 resp.	4 resp.	6 resp.	29 resp.	41 resp.	50 resp.
0	1	2	3	4	5

N/A

Extremely Satisfied

What is your overall satisfaction with Data Engagement Workshops (DEW)?

2.1 Average rating

2.5 Average from 2020

3.9 Average excluding N/A

45.6%	2.9%	2.9%	12.5%	15.4%	20.6%
62 resp.	4 resp.	4 resp.	17 resp.	21 resp.	28 resp.
0	1	2	3	4	5

N/A

Extremely Satisfied

Suggestions for Improvement...

- Shorten training Videos

- Would like an interactive training with a chance to use a demo site

- Highlight the importance of data quality to new staff

- Have more trainings available for new staff

- Trainings for reporting staff

- Handheld scanner for services

SPOTLIGHT:
SCC HMIS QUARTERLY COMPLIANCE CHECKLIST

SCC HMIS Quarterly Compliance Certification Checklist

Thank you for your submissions!

Quarter 2 submissions for NEW END USERS only was due 7/30/2021 (31st falls on a Saturday)

Quarter 3 submissions for NEW END USERS are due 10/29/2021 (31st falls on a Sunday)

You will receive a reminder if you need to submit a checklist

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Appendix B: Quarterly Compliance Checklist

SANTA CLARA COUNTY HMIS QUARTERLY COMPLIANCE CERTIFICATION CHECKLIST	☐ Quarter 1	HMIS Partner Agency Name :	
	☐ Quarter 2		
	☐ Quarter 3	Security Officer Name:	
	☐ 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," 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

NEW FORM:

PROGRAM CHANGE FORM

New Form: Program Change Form

Need Changes?

Need to update the end date to a program...

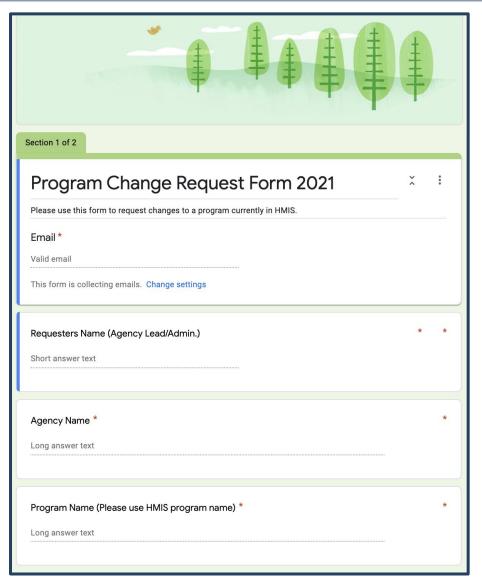Or maybe need to update the name...

Address has changed or program has moved location

Add services or modify existing ones?

This is the form to use!

Please fill in the form and submit. You will receive an email when changes are made.
Please note some changes may need OSH approval!

BUI: NEW MONTHLY DQ EMAILS

BUI: New Monthly Data Quality (DQ) Emails

1. New monthly email to Agency Leads detailing bed and unit capacity and occupancy at each program

2. The email includes links to update inventory and get more information

3. Reply to the email if you have questions or suggestions

You are receiving this message because you are listed as the Agency contact for **TEST Agency Name**. We are seeking your assistance in ensuring that we have the correct Bed and Unit Inventory (BUI) for your program(s). HMIS must have an accurate record of bed and unit inventory information for all residential projects (ES, TH, SH, RRH, PSH). An accurate and up-to-date housing inventory is essential to managing vital housing resources in the community. This message will go out monthly.

Instructions: Review the Bed/Unit Inventory table below. If there are changes or additions to the bed or unit inventory complete the BUI Update Form here. The table also shows the approximate recent utilization to aid in this determination. **Verify and/or provide updates to the Bed/Unit inventory by Mon, Aug 09.**

Program Name	Type	Total Units	Total Beds	Occupancy	Utilization
	Emergency Shelter	5	15	0	0.0%
	Emergency Shelter	24	39	36	92.3%
	PH - Rapid Re-Housing	60	60	12	20.0%
	Transitional Housing	1	3	0	0.0%
	Transitional Housing	8	8	2	25.0%
	Transitional Housing	12	12	5	41.7%
	Transitional Housing	5	5	4	80.0%

For more information see the Bed & Unit Inventory Quick Guide ADD LINK. You may also run the [HUDX-123-AD] Housing Inventory (HIC) Report in Clarity to get a more detailed look at your inventory.

Additionl details can be found in the the HMIS Data Standards Manual. Please also reply-all back to this message if you have additional questions or need assistance determining your inventory.

Thank you for your assistance in this matter.

Sincerely,

Trevor Mells
Senior Project Admin, Santa Clara County
San Jose, CA
800.594.9854 x224
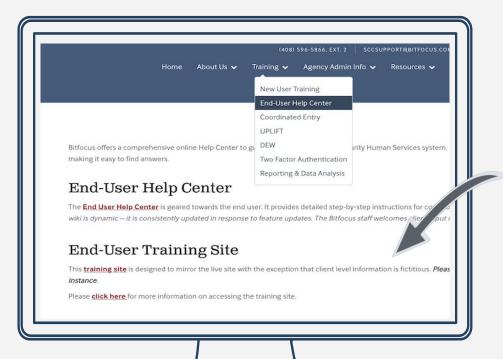
Bitfocus

Pronouns: he/him

REMINDERS

REMINDER: 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/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

REMINDER: 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

Do you need a refresher on a 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

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 tell 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

NEW FORM: BED & UNIT INVENTORY

REMINDER: 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.

REMINDER: Office Hours

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

Clarity Office Hours
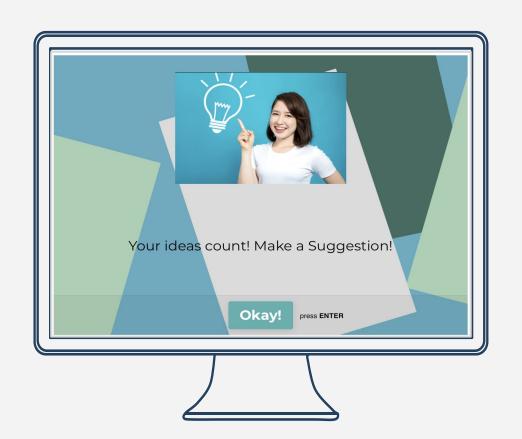When: Bi-weekly, Thursday
Time: 10:00am - 11:30am

Looker Office Hours
When: Bi-weekly, Monday
Time: 2:00pm - 3:00pm

NEXT MONTHS MEETING:

Thursday, September 2nd, 2021