



# Agency Admin. Meeting

## Thursday, August 4th, 2022



# *Getting To Know You*

*Would you rather master a  
musical instrument or have a  
photographic memory?*



# Agenda

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- Mandatory CE Assessor Workflow Training - *Next Steps*
- Highlight - *SCC Security Checklist*
- Report Spotlight - *[SCC-113-AD] System Housing Retention*
- Bitfocus Communications - *Are You In the Know?*
- Reminders
- Next Month's Meeting



# CoC|Coordinated Assessment Updates

# CoC Updates - *NOFO*



## HUD Special NOFO to Address Unsheltered Homelessness

- 3-year grant term
- \$11,109,104 available to Santa Clara County CoC

## HUD NOFO (released August 1)

- Annual Renewal Demand: \$30,311,646
- Estimated Bonus Amount: \$1,515,582
- Estimated DV Bonus amount: \$1,057,874

# CoC| Coordinated Assessment Updates - *Upcoming Meetings*

## **Service Providers Network Meeting**

When: Wednesday, August 10th, 2022

Time: 9:30am – 11:00am

Where: [Zoom](#)

## **SCC TA Office Hours**

When: Wednesday, August 31st, 2022

Time: 10:00am-11:00am

Where: [Zoom](#)

## **Rapid Rehousing and Employment Initiatives Meeting**

When: Thursday, August 11th and 25th, 2022

Time: 3:00pm-4:30pm

Where: Virtual Meeting

## **SCC: Performance Management Work Group (PMWG)**

When: Thursday, August 18th, 2022

Time: 1:00pm – 2:30pm

Where: [Zoom](#)

**CANCELLED**





# UPLIFT Updates

# UPLIFT Updates

## We are currently processing Quarter 1 July-September passes

- There are approximately 350 stickers left for the quarter
- The unused pooled sticker request period started on 8/1/2022
  - All requests will be processed on a first-come, first-served basis until all passes for the quarter have been distributed

## Reminder


- To request an UPLIFT sticker (and/or badge), create EITHER a Program Enrollment for new clients OR a Status Assessment for continuing clients (clients who are already enrolled)
  - **Please DO NOT submit both**
- Please continue to email [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org) with questions or issues





# HMIS Newsletter

# HMIS June 2022 Newsletter



## Santa Clara HMIS News, July 2022

Welcome to the Santa Clara HMIS July 2022 newsletter!

**In this edition you'll find the following:**

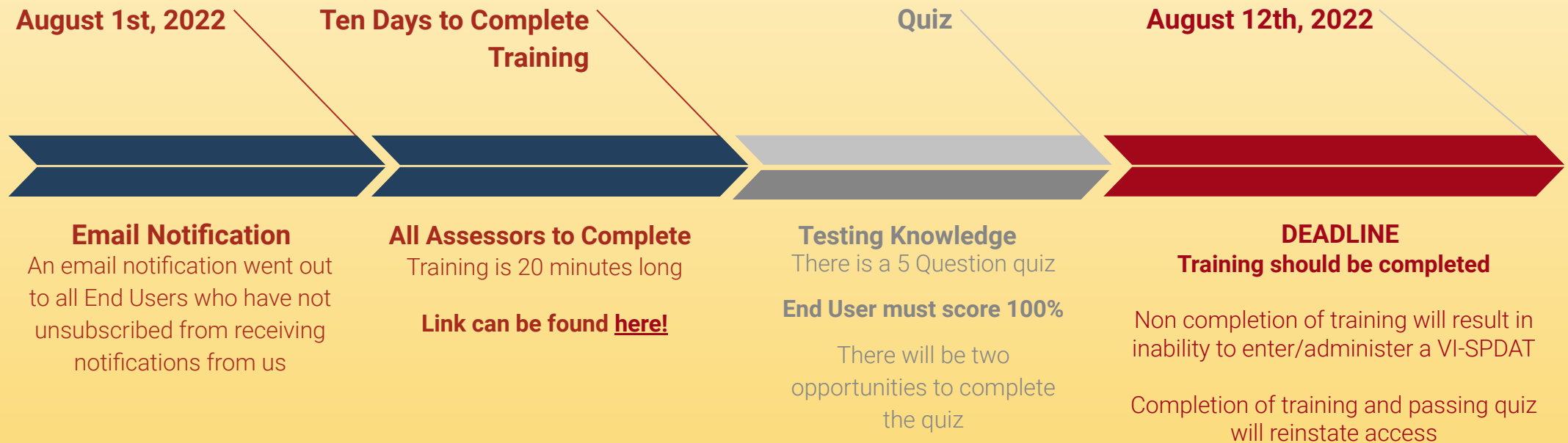
- Security Checklist Due!
- Mandatory Coordinated Entry Assessor Training
- Care Team vs. Assigned Staff
- Data Quality Reports Training
- July 2022 Feature Updates
- Meetings/Upcoming Events
- Training
- Bitfocus is Hiring!

*Check out last months Newsletter and other newsletters [here!](#)*



# Mandatory Coordinated Entry [CE] Assessor Workflow Training

# Mandatory CE Assessor Workflow Training- *Next Steps*



# Mandatory CE Assessor Workflow Training- *Next Steps*

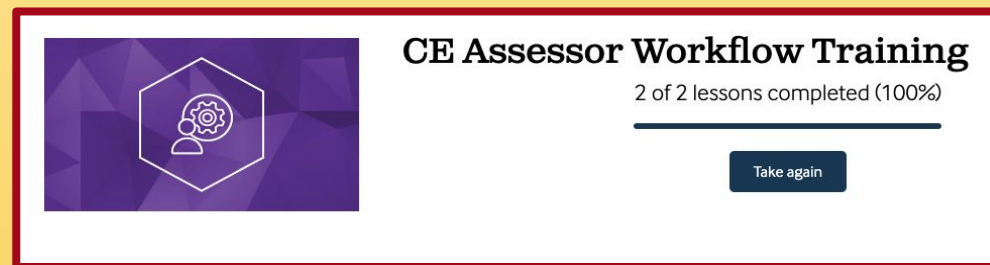
What happens if an End User does not pass the Quiz with a score of 100%?

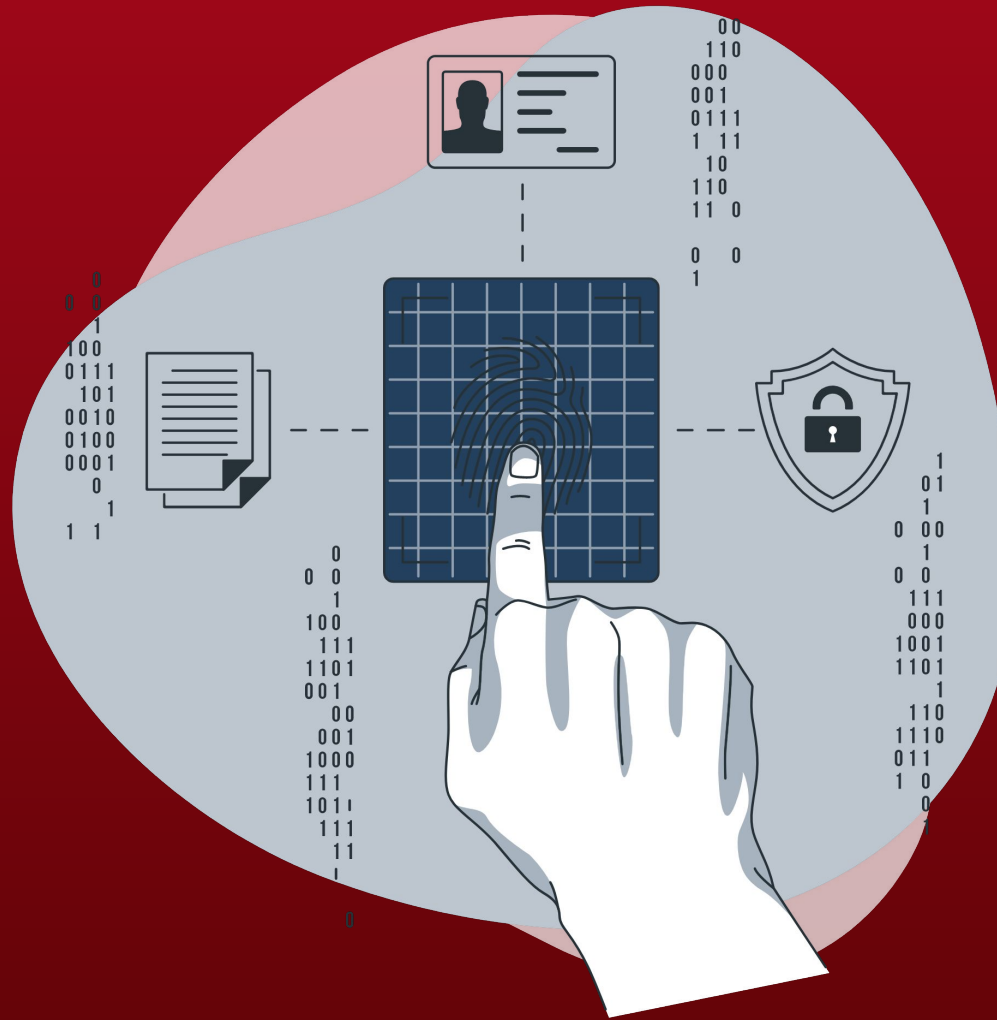
End User will register and watch the training and complete the quiz - if they do not score 100% they can take it once more for a total of two opportunities

If End User does not pass the quiz after two attempts, they need to rewatch the training once more

End User will register for training a second time and complete quiz twice more

If End User does not pass the quiz after a fourth attempt they will be redirected to their Agency Lead





# Highlight- *SCC Security Checklist*

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*Thank you for your Security Checklist submissions!*

*If you have not submitted, please note End Uses have been disabled for the agency!*

# 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 specific quarter time frame
- ✓ You will be provided with a list of staff to submit
- ✓ 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





# Report Spotlight - *[SCC - 113AD] System Housing Retention*

# Report Spotlight - *[SCC-113-AD] System Housing Retention*

REPORT LIBRARY | EXPLORE | DATA ANALYSIS

[SCC-113-AD] System Housing Retention

★ | ⏮ RUN | ⏭ SCHEDULE

System Housing Retention Report

Santa Clara County CoC

Date Range: 07/01/2022 thru 07/31/2022

Note: These charts are based on the System Performance Measures (SPM Measure 2a and 2b). While the SPM report looks back in time, the HP Retention Report looks at exits during the report period and looks forward in time to find returns to homelessness. In order to get full results for Returns to Homelessness within 2 years, please select a date range that ends at least 2 years prior to the present date.

Households

Indicators of Homelessness	Exits to Permanent Housing	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0 - 180 days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
Enrollment into SO, ES, TH, SH, PH ( based on System Performance Measures )	255	2	0.78%	0	0.00%	0	0.00%	2	0.78%
Enrollment in Services Only Program ( excludes CCP and UPLIFT )		0	0.00%	0	0.00%	0	0.00%	0	0.00%
VI-SPDAT Assessment		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total		2	0.78%	0	0.00%	0	0.00%	2	0.78%
Enrollment in HP Program		0	0.00%	0	0.00%	0	0.00%	0	0.00%

Clients

Indicators of Homelessness	Exits to Permanent Housing	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0 - 180 days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
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- ✓ Custom report build specifically for Santa Clara County to analyze retention
- ✓ Report logic based on SPM Measure 2a and 2b (Returns to Homelessness)
- ✓ Date range must include 2 years for full results of returns but can provide a subset for date range and exit program and recidivism program type

# Report Spotlight - *[SCC-113-AD] System Housing Retention*

REPORT LIBRARY

Administrator Reports > [SCC-113-AD] System Housing Retention

CoC: Santa Clara County CoC

Agency Status: All Agencies

**Agency(-ies)**: Choose...  
All  
Abode Services  
African American Community Service Agency (AACSA)  
Amigos de Guadalupe

**Target Program Type(s)**: Choose...  
All  
Emergency Shelter  
Transitional Housing  
PH - Permanent Supportive Housing (disability required for entry)

Target Program Status: Active Programs

- ✓ **Active Versus Inactive:** If you select active, consider any programs may have been made inactive during the report period.
- ✓ **Agency(ies):** Multiselect the agencies which clients have been exited from
- ✓ **Target Program(s):** These are the program/projects that will show up in your report. This is where clients **exited from** - when a permanent housing destination is the exit destination

# Report Spotlight - *[SCC-113-AD] System Housing Retention*

Program Type(s) (Indicator of Homelessness)

Choose...

- All
- Emergency Shelter
- Transitional Housing
- PH - Permanent Supportive Housing (disability required for entry)

Program Status (Indicator of Homelessness)

All Programs

**Program(s) (Indicator of Homelessness)**

Choose...

- All
- 8th St/Keyes (formerly Leigh)
- Allegan (formerly Lafayette)
- BWC Homeless Prevention Services [CSJ]

Report Date Range

\_\_/\_\_/\_\_ - \_\_/\_\_/\_\_

Report Output Format

☒ Web Page ☐ PDF ☐ Excel

SUBMIT

- ✓ **Program(s) Indicator:** These are the programs/projects the clients have recidivated into or enrolled in
- ✓ Services Only and Prevention programs do not always indicate a return\*
- ✓ **Report Date Range:** Exits during this period (return to homelessness can be anytime during or after the report period)



# Bitfocus Communications - *Are You In the Know?*

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## The Importance of Communications

*Conveying or sharing information that can impact End User experience as it relates to upcoming required trainings, changes to HMIS, program set-up questions and/or Federal Reporting*

## Bitfocus as the Sender

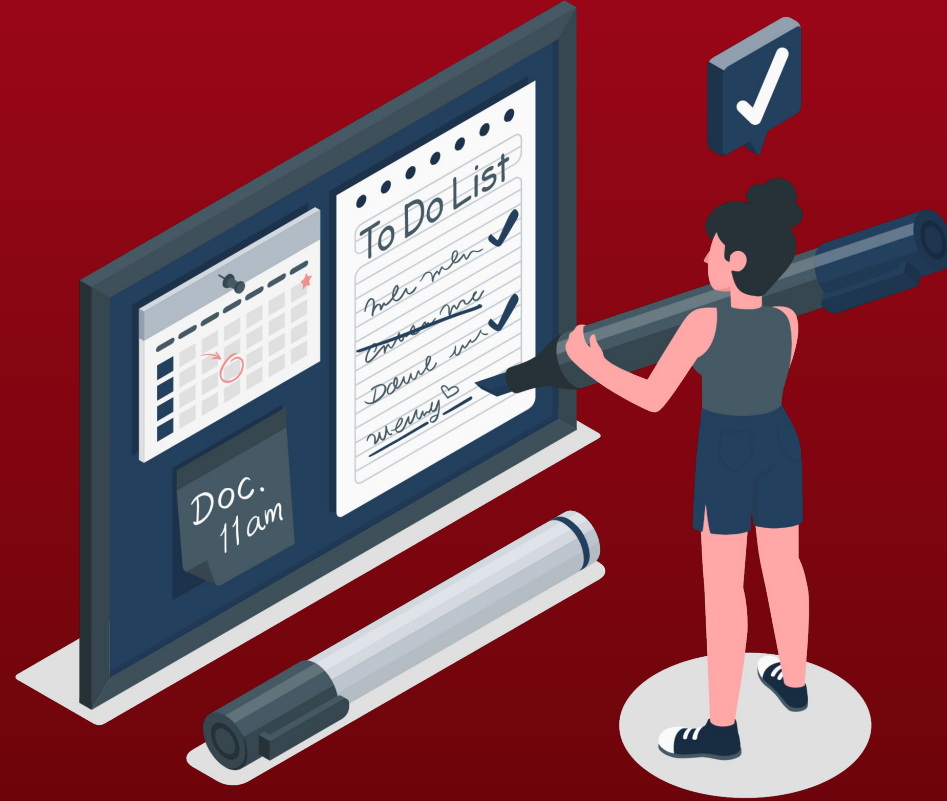
*It is important that when we share information here or via emails, that information is shared with End Users - extract what you believe will impact their workflow and pass on the details - we often hear, **"I was not informed of this change."***

## Sharing the "Message"

- ✓ *Share with staff, verbally, via email, or by sharing the slides and/or emails you receive from us regularly*
- ✓ *Encourage staff to bookmark and/or check the **SCC HMIS Web Page** often*
- ✓ *Ask End Users to **not** unsubscribe from emails we send out - we get sometimes they are many, but important*
- ✓ *Ask End User to please not ignore communications we send*



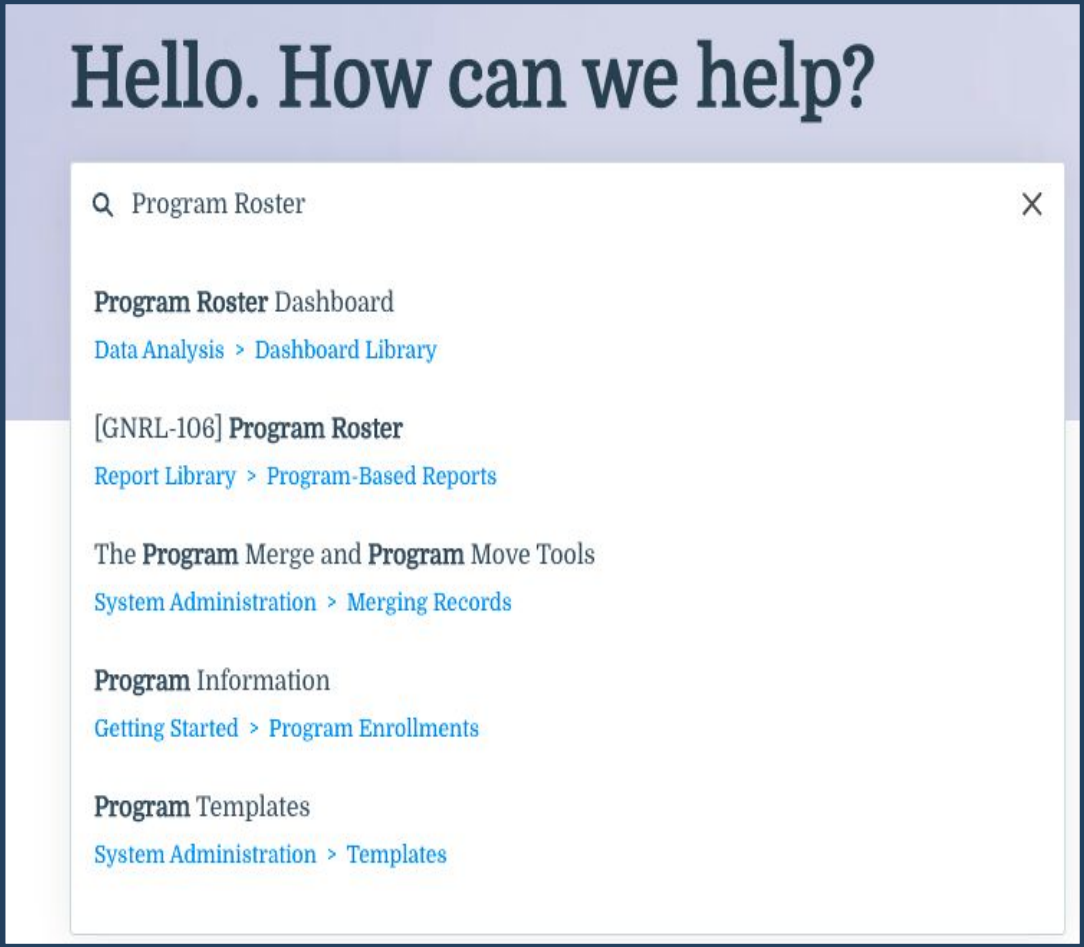
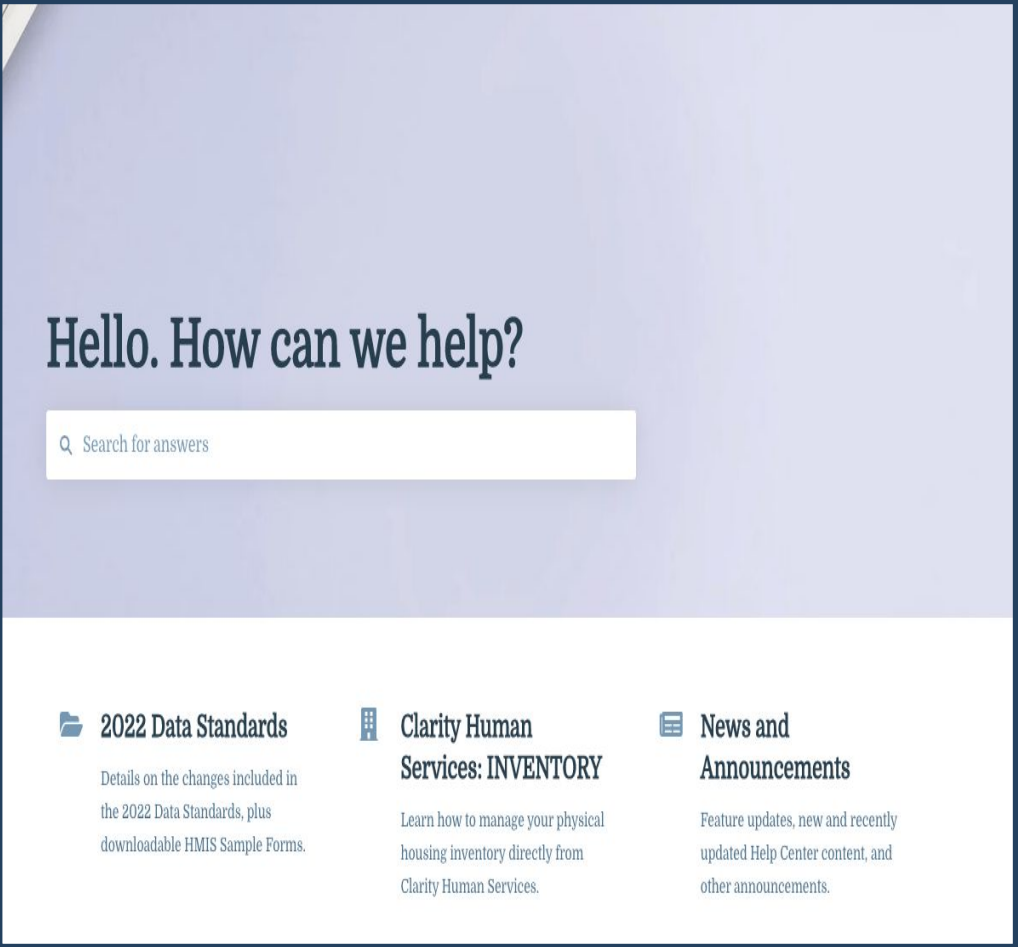
The desired outcome or goal of any communication process is mutual understanding.



# Reminders



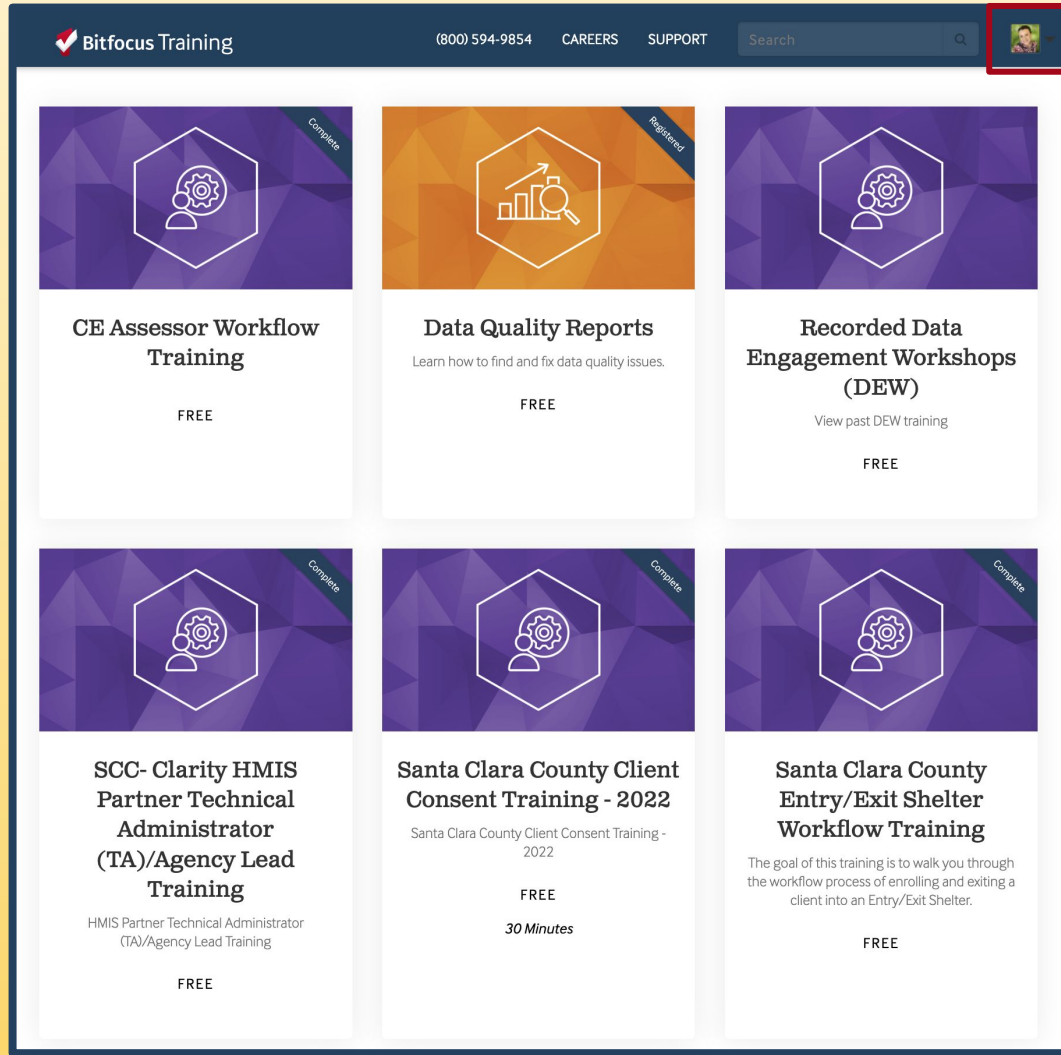
# Reminder - *Clarity Human Services Help Center*



*Link to page embedded in image!*



# Reminder - *Clarity Training Opportunities*



**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

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

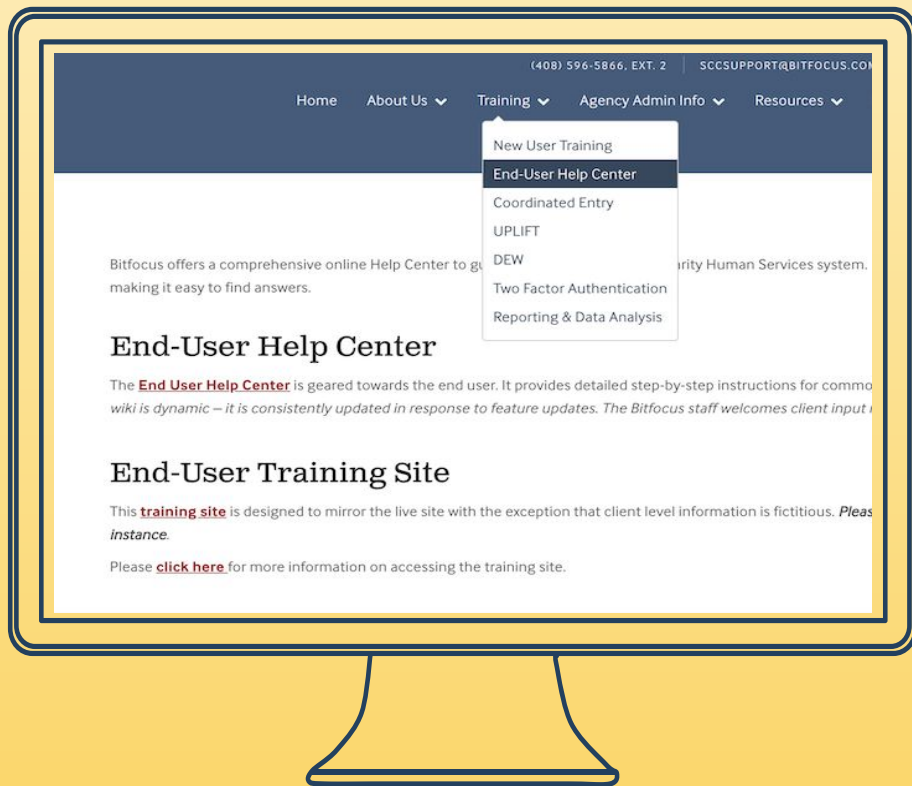
- Please do not enter TEST CLIENTS into the live instance
- **Test clients will be deleted during data quality clean-up**
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them

*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](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

# 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, September 1st, 2022*

