Agency Admin. Meeting

Thursday, September 2nd, 2021

Bitfocus

Getting To Know You

What is Your Favorite Outdoor Activity?

Agenda

- CoC|Coordinated Assessment|UPLIFT Updates
- Racial Equity Action Lab Project
- HMIS Newsletter
- New Feature Release
- Data Standards Changes/Updates
- Community Queue (CQ) Changes/Updates
- SCC Portal Pilot - *Your Participation is Requested!*
- ***NEW****: Agency Lead Training Video (Required)*
- LSA Quiz
- Reminders

CoC|Coordinated Assessment Updates

CoC| Coordinated Assessment Updates

- CoC NOFO was released on August 18th.
  a. If your agency is interested in applying for CoC funding this year, **you must attend the TA workshop on September 7th at 3pm.**
  b. Reach out to Homebase or Kathryn Kaminski if you have questions about the local competition.
- The CoC submitted an application for the latest round of the Youth Homelessness Demonstration Project and are waiting to hear about the awards.
- The mid-year report on progress towards the goals of the **Community Plan to End Homelessness** has been published
  a. To date 10 cities and the County Board of Supervisors have endorsed the community plan and significant progress towards the goals has been made.
  b. Thank you to all our partners who have contributed thus far.

CoC| Coordinated Assessment Updates - *Mid Year Report*

THE 2020-2025 COMMUNITY PLAN TO END HOMELESSNESS

JULY 2021 PROGRESS REPORT

In 2019, as the 5-year period covered by Santa Clara County's first community plan came to an end, a broad range of community partners came together to develop a roadmap for future work to end homelessness in 2020 and beyond. Over the course of the first community plan, despite significant progress in creating a supportive housing system that moves thousands of homeless individuals and families into housing each year, the crisis continued to grow. The systemic factors driving homelessness are stronger than ever and are forcing more of our community members onto the streets and into shelters every day.

The new community plan – launched in the midst of the COVID-19 pandemic – focuses on these systemic factors to address the root causes of homelessness, in addition to continuing to expand the supportive housing system and the many programs and services for people who are currently homeless.

The three key strategies in the plan include:

STRATEGY 1
Address the root causes of homelessness through system and policy change

STRATEGY 2
Expand homelessness prevention and housing programs to meet the need

STRATEGY 3
Improve quality of life for unsheltered individuals and create healthy neighborhoods for all

In addition to laying out a roadmap of strategies to prevent and end homelessness, the Community Plan set aggressive targets to achieve by 2025. Here is our progress to-date against these bold goals:

House **20,000 people** through the supportive housing system

Status: **4,886** total housed
2025 Goal: **20,000**
PROGRESS: **24%**

Expand the Homelessness Prevention System and other early interventions to serve **2,500 people per year**

Status: **2,140**
Baseline from 2019: **1,540**
2025 Goal: **2,500**
PROGRESS: **63%**

Double temporary housing and shelter capacity to reduce the number of people sleeping outside

Status: **2,336***
Baseline from 2019: **1,882**
2025 Goal: **3,764**
PROGRESS: **24%**

* July 2021 capacity figure reflects minor temporary changes instituted due to COVID-19 (i.e., increased distancing in shelters; temporary motel rooms)

Achieve a **30% reduction** in annual inflow of people becoming homeless

PROGRESS: **96%**

While there is still much work to be done and the economic impacts of COVID-19 are still not yet entirely clear, we know the need for bold action to prevent and end homelessness in our community has never been greater. As we have seen over the past year, it will require tremendous effort, new partnerships, and innovative strategies—and it will require the entire community to be a part of the solution.

CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Service Providers Network Meeting
When: Wed, September 8, 9:30am – 11:00am
Where: TBD

Coordinated Assessment Work Group
When: Thu, September 9, 1:00pm – 2:30pm
Where: TBD

Rapid Rehousing and Employment Initiatives Meeting
When: Thu, September 9 and 23rd, 3:00pm – 4:30pm
Where: Zoom

SCC TA Office Hours
When: Wed, September 29, 10am – 11am
Where: https://homebaseccc.zoom.us/j/94741275559
Description: Join Zoom Meeting
https://homebaseccc.zoom.us/j/94741275559

UPLIFT Updates

UPLIFT Updates

There approximately 300 stickers left for the current quarter (**Q3, July - September**)

- Last day to request badges/stickers for Q3 quarter is September 16, 2021. Please note that we will not be fulfilling any **Q3** requests submitted after that date.
- First day to request badges/stickers for Q4 is September 17, 2021. Q4 requests submitted before that date will not be fulfilled.
- **For Q4, we will no longer require or accept UPLIFT requests via the spreadsheet**. All requests will be fulfilled only through the Enrollments and Status Update Assessments submitted by staff in HMIS.
- There will not be sticker allocation limits for **Q4**. All passes will be offered to all participating agencies on a first come, first served basis at the start of the quarter (September 17).

UPLIFT Updates

VTA:

- VTA resumed limited Light Rail Service on August 29, 2021. Details can be found at this link: **Light Rail Service is Back! | VTA**
- There are no social distancing requirements for passengers while riding bus and light rail, but masks continue to be required on VTA vehicles and bus stops.

Reminders:

As always, please review requests to prevent delays due to errors.

Please ensure UPLIFT staff are exiting clients from your UPLIFT program if:

- You are no longer requesting UPLIFT passes
- You are no longer working with the client
- The client is no longer eligible for the program

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

Racial Equity Action Lab Project

Racial Equity Action Lab Project- *We Need Your Help!*

The Racial Equity Action Lab is currently collecting information from street outreach service providers to get their input on current needs and possible service gaps in engagement and outreach practices. This project is focused on addressing anti-black racism and racial/ethnic disparities in Santa Clara County's homelessness response.

Who are we?

- Lived Experience Advisory Board
- Office of Supportive Housing
- The Health Trust
- Destination: Home

If you are a street outreach service provider, please complete this short survey that will be used to improve the way we serve the most impacted.

Survey Link: **https://forms.gle/CPiRFzDNfDMth1NZA**

Please contact Jazmine Wong (jazmine.wong@hhs.sccgov.org) if you have any questions.

HMIS Newsletter

HMIS Newsletter

CLARITY
HUMAN SERVICES

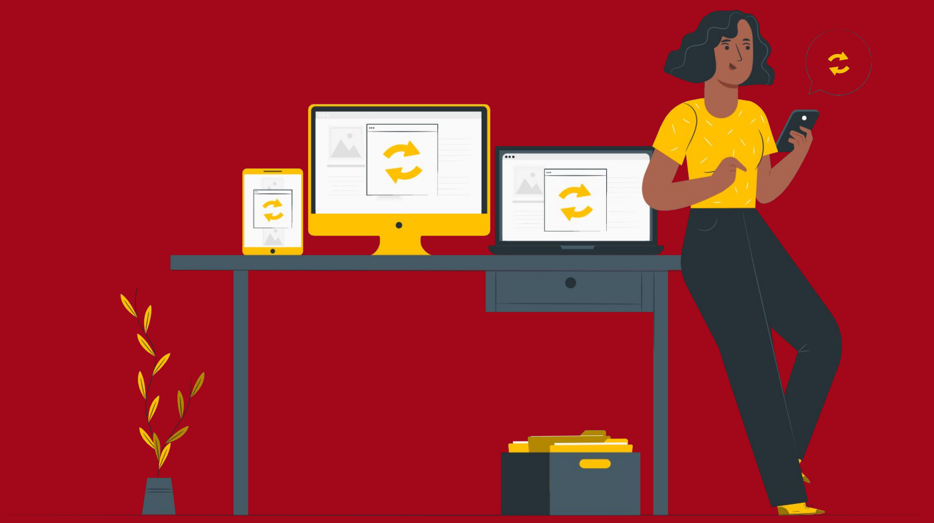
Santa Clara HMIS News, August 202

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

- Clarity Human Services: September 2021 Feature Updates
- Customer Portal Pilot Participation
- 2022 Data Standards
- Report Spotlight: [DQXX-102] Program Data Review
- Upcoming Events

Check out the Newsletter Here!

New Feature Release

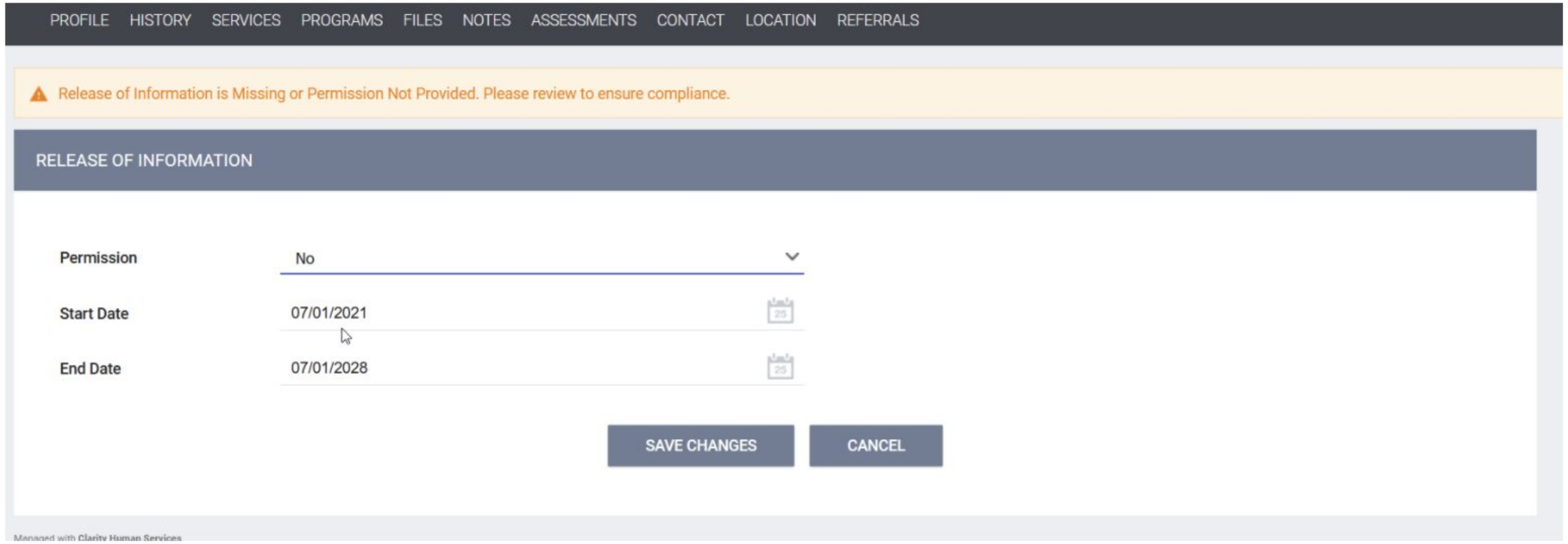


New Feature Release - *ROI Dates*

Updated — Ability To Add a Start/End Date When ROI = No

Overview: Currently *Start Date* and *End Date* values are only included in a Release of Information (ROI) when Permission = Yes.

This update allows users to add a *Start Date* and *End Date* if ROI permission = No. The *Start Date* will be required; the *End Date* is optional.



The logic for permitting overlapping ROI records is based on the instance setup ROI settings.

To prevent having both a No and a Yes recorded for the same client, users cannot save a Yes if there is already a No that has not been ended prior to the *Start Date* of the Yes. Refer to our Release of Information article for additional details and examples.

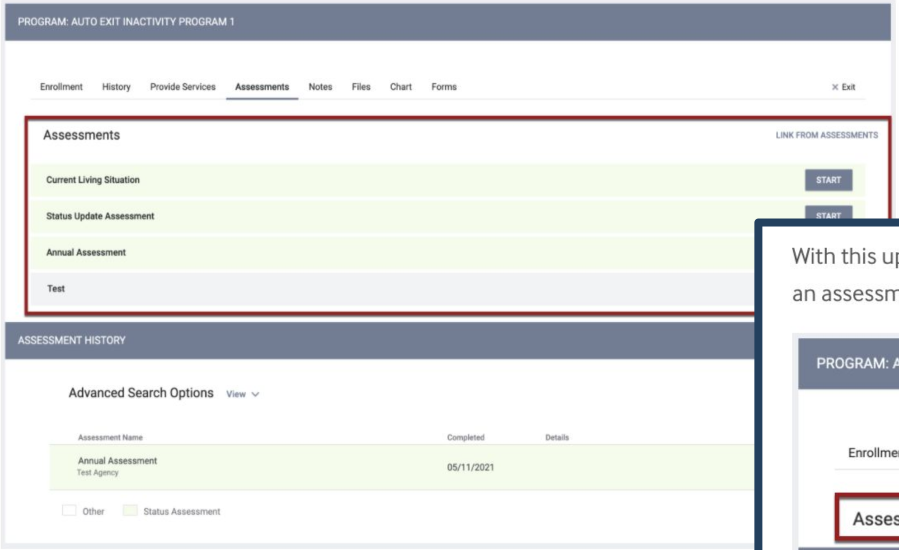
Required Action: None

New Feature Release - *Program Assessments*

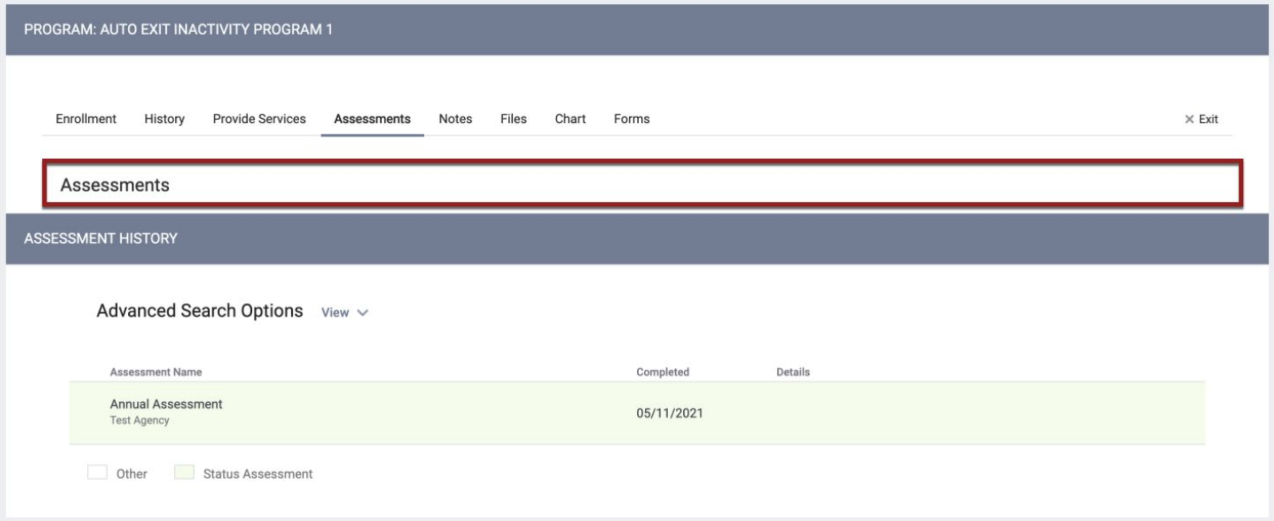
Updated — Program Assessments Display Logic

Overview: We have updated the logic for the scenario in which a Program's sharing setting = Full Shared and the user's Access Role does not permit the user to edit the client's Program.

Previously in this situation, the user could see the list of assessments that could be created and could start an assessment, but due to access role permissions would not be able to save that assessment.



With this update, the user will not be able to see the assessments in the Assessments list and consequently will not be able to start an assessment. The user will still be able to see the *View* link in the ASSESSMENT HISTORY section.



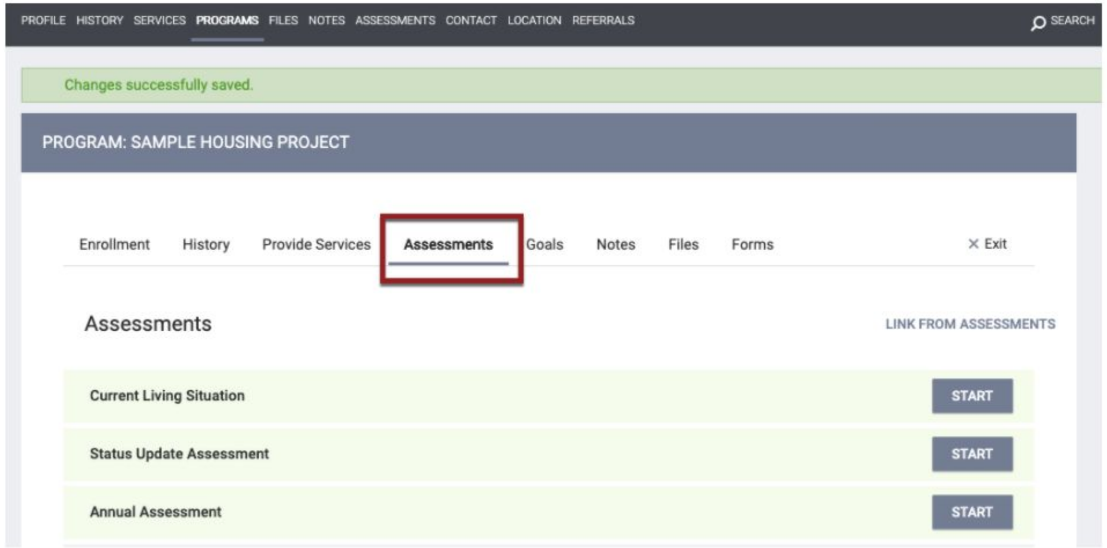
Required Action: None

New Feature Release - *Current Living Situation (CLS)*

Updated — When "Current Living Situation" is Used, Display Assessments Tab After Enrollment Screen

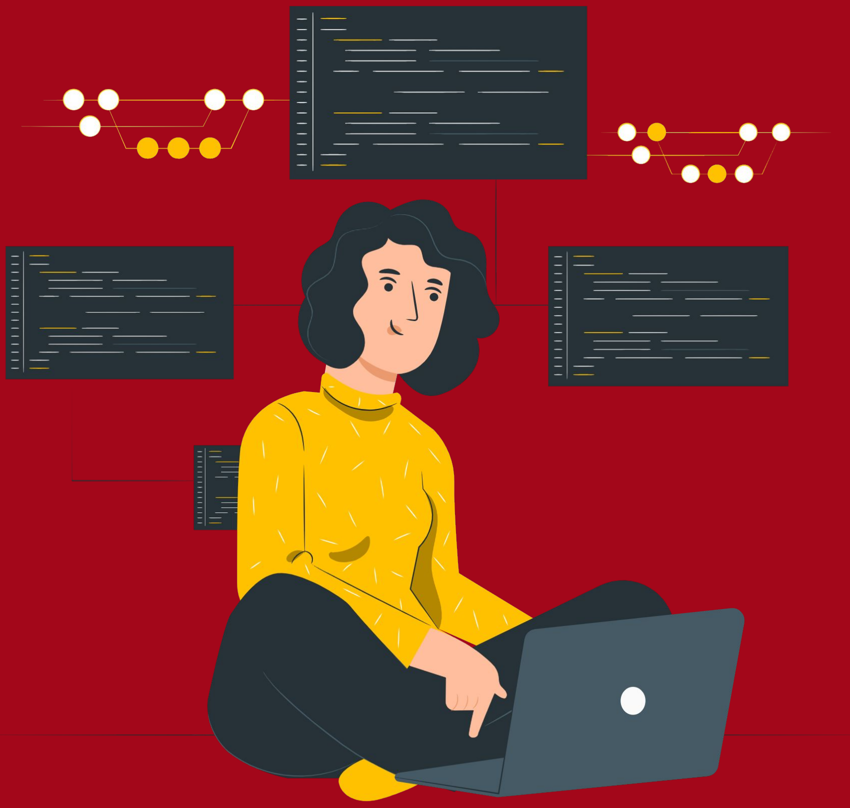
Overview: Currently, when you enroll a client into a Program, the *Provide Services* tab displays by default after the Enrollment screen is completed. However, since certain programs require completion of the *Current Living Situation* assessment upon enrollment, we are updating the logic to prompt the user to complete this assessment to avoid data quality issues.

With this update, for Programs where *Program Assessments* is enabled at the Program Setup level and where a "Current Living Situation" status screen is selected as the *Additional Status Screen* in the Template, the *Assessments* tab will be displayed after the *Enrollment* screen is completed.



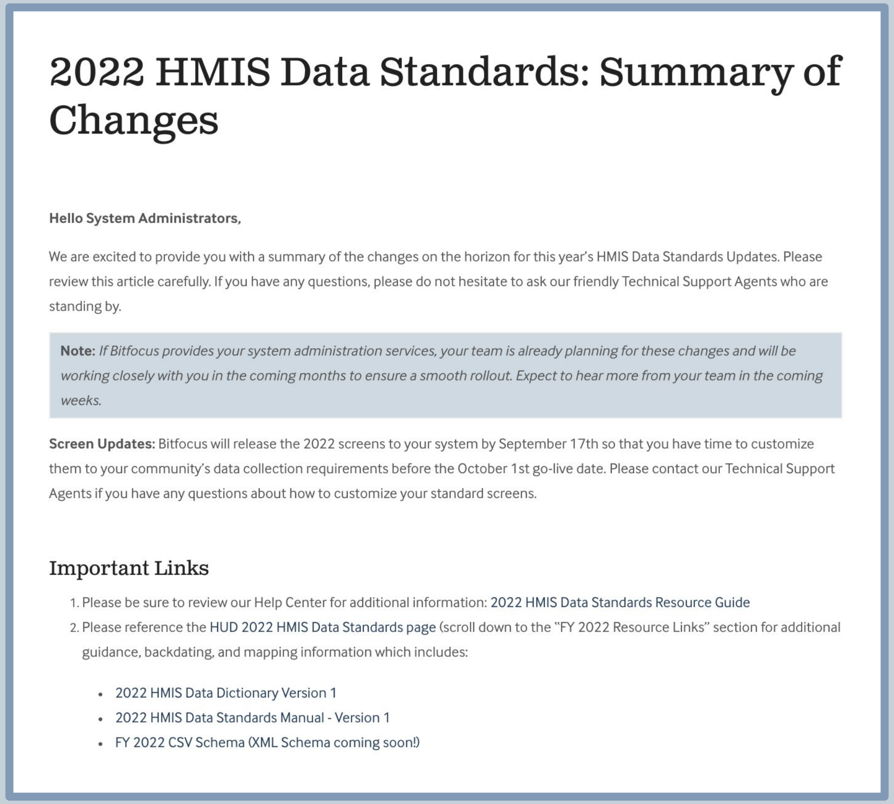
Required Action: None

Data Standards Changes/Updates



Data Standards Changes/Updates

[2022 HMIS Data Standards: Summary of Changes](#)



2022 HMIS Data Standards: Summary of Changes

Hello System Administrators,

We are excited to provide you with a summary of the changes on the horizon for this year's HMIS Data Standards Updates. Please review this article carefully. If you have any questions, please do not hesitate to ask our friendly Technical Support Agents who are standing by.

> **Note:** *If Bitfocus provides your system administration services, your team is already planning for these changes and will be working closely with you in the coming months to ensure a smooth rollout. Expect to hear more from your team in the coming weeks.*

Screen Updates: Bitfocus will release the 2022 screens to your system by September 17th so that you have time to customize them to your community's data collection requirements before the October 1st go-live date. Please contact our Technical Support Agents if you have any questions about how to customize your standard screens.

Important Links

1. Please be sure to review our Help Center for additional information: 2022 HMIS Data Standards Resource Guide
2. Please reference the HUD 2022 HMIS Data Standards page (scroll down to the "FY 2022 Resource Links" section for additional guidance, backdating, and mapping information which includes:
    - 2022 HMIS Data Dictionary Version 1
    - 2022 HMIS Data Standards Manual - Version 1
    - FY 2022 CSV Schema (XML Schema coming soon!)

2022 Data Standards Training for HIMS Users

Wednesday, September 29th, 2021 10am

[Zoom Link](#)

Community Queue (CQ) Changes/Updates

Community Queue (CQ) Changes/Updates

When referring a client to the CQ; you will need to identify the DEFAULT QUEUE.

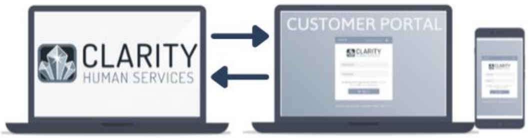
Check out the video to see what you need to do.

SCC Portal Pilot:

Your Participation is Requested

SCC Portal Pilot - *Your Participation is Requested!*

CUSTOMER PORTAL
CLARITY HUMAN SERVICES



ABOUT THE PORTAL:

The Customer Portal is a secure website connected to Clarity Human Services, Santa Clara County's Homeless Management Information System (HMIS), that enhances the connection between clients and their care team. The portal allows clients to view and update their information stored within HMIS, including location, contact information, Releases of Information, and Community Queue referral status. As a service provider, you will invite your clients to create a Portal account and benefit from mutually beneficial features.

Bitfocus is in the process of developing the Portal in partnership with Destination: Home and County of Santa Clara's Office of Supportive Housing. It is scheduled for release in early 2022.

JOIN THE PILOT PROGRAM:

We are currently recruiting Santa Clara County CoC service providers to join a pilot program designed to support the Portal implementation. The pilot program provides early access to the Customer Portal to help us establish a workflow that maximizes the impact of the Portal. The pilot program will be launching in October 2021 and concluding in January 2022. The pilot program will help us make informed decisions about:

Pilot Objectives:
- Model Portal use to define the community workflow and processes
- Develop strategies to help providers and clients optimize the tools
- Ensure a powerful and efficient provider and client experience

PORTAL FEATURES

Contact Information Management
Request an updated location, phone number, and email address from clients. Clients can update their information any time changes occur.

Privacy Management
Request a new or updated Release of Information from clients. Clients can upload or electronically sign new documentation directly within the Portal.

Resource Directory
Share information about your programs and services in an easy way for clients to access and search.

Message Center
Send and receive messages directly from clients to care team members.

Client Dashboard
Provide access to information and resources viewable by clients on their home page.

Appointment Management
Book client appointments within HMIS, and the Portal provides clients with a calendar of all upcoming appointments.

Documentation Management
Request new or updated documentation from clients. Clients can upload and share information securely through the Portal.

Assessment Management
Request clients to complete a new assessment within the Portal and track their responses and submissions in HMIS.

Activity & History
Program enrollments with entry and exit dates are visible to clients through the Portal.

SERVICE PROVIDER ROLES & RESPONSIBILITIES

Service providers who participate in the pilot program will work closely with client pilot participants and the pilot project leadership.

Provider Responsibilities
- Participate in training for the Portal workflow and functionality
- Provide training and support to clients who participate in the pilot
- Send Portal invitations to clients through Clarity
- Utilize the Portal features within your case management process
- Provide feedback on the Portal workflow, implementation, and features

Time Commitment
Service providers should be prepared to attend 1-2 hours of initial portal training. The estimated time commitment is an average of 20-30 minutes per client enrolled in the pilot, and the time commitment will vary based on the number of clients participating and the stage of the pilot. One of the Pilot Program goals is to help us better understand time commitments for the community-wide implementation.

Benefits of Participation:
- Inform the development of new technology and community processes
- Strengthen your connection with clients through the Portal
- Quickly and easily request updates from clients
- Eliminate the need for some office visits through Portal features

SUPPORT FOR PROVIDER PARTICIPANTS

As a partner in the pilot program, you will receive training, support, and technical assistance from Bitfocus and the project leadership team. Providers can expect the following:
- Training and resources on the Portal features
- Instruction and guidance on feature utilization and workflow
- Technical support for any challenges experienced
- Connection to other providers joining the Pilot

Provider Office Hours
The project leadership team will host regular office hours to provide technical assistance, answer provider and client questions, and strategize ways to optimize the Portal's impact.

Provider Focus Groups & Feedback
Your experience in the pilot program and using the Portal will be instrumental in helping us plan for system-wide implementation. Join one of our provider focus groups to talk about your experience and ideas for rolling the Portal out to the whole community.

HOW TO JOIN THE PILOT PROGRAM:

Submit a Provider Interest Form
Let us know you are interested in participating in the pilot program by submitting a provider interest form. A member of the project leadership team will follow up with you with more information.

Attend an Information Session
Join one of our Provider Information Sessions to learn more about the pilot and have your questions answered by the project leadership team. Use the links below to register.

Information Session #1
Monday, Sept 20 12:00 -1:00 PM
Register

Information Session #2
Wednesday, Sept 22 10:30 - 11:30AM
Register

Complete Provider Training
Provider training will be delivered in two 90 minute training sessions and will include information and instruction on:
- Portal features & functionality
- Recommendations on how to integrate the Portal into your case management process
- Strategies for supporting clients participating in the pilot
- How to access technical support

Use the Portal!
After training, providers will gain access to the Portal. We're counting on providers and clients to use the Portal and provide feedback to inform the future implementation.

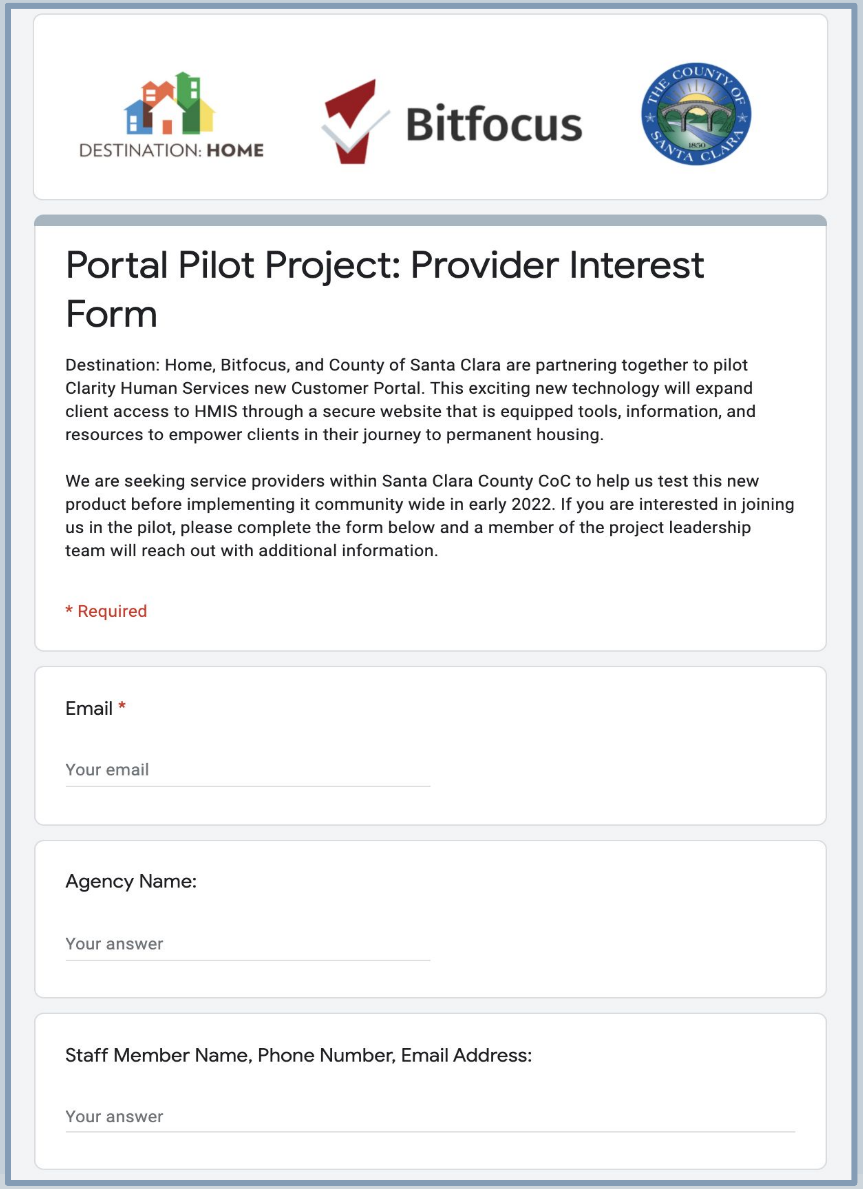
FOR QUESTIONS ABOUT THE PORTAL OR THE PILOT PROGRAM:
PLEASE CONTACT LESLY SOTO BRIGHT | LESLYS@BITFOCUS.COM

SCC Portal Pilot - *Your Participation is Requested!*

Get More Information

If you are interested in enrolling in the pilot program, we encourage you to submit a brief Provider Interest Survey and register to attend one of our Provider Information Sessions. Register using the links below:

- Information Session 1
  Monday, September 20 12:00 - 1:00 PM
  Register
- Information Session 2
  Wednesday, September 22 10:30 - 11:30 AM
  Register



Portal Pilot Project: Provider Interest Form

Destination: Home, Bitfocus, and County of Santa Clara are partnering together to pilot Clarity Human Services new Customer Portal. This exciting new technology will expand client access to HMIS through a secure website that is equipped tools, information, and resources to empower clients in their journey to permanent housing.

We are seeking service providers within Santa Clara County CoC to help us test this new product before implementing it community wide in early 2022. If you are interested in joining us in the pilot, please complete the form below and a member of the project leadership team will reach out with additional information.

* Required

Email *

Your email

Agency Name:

Your answer

Staff Member Name, Phone Number, Email Address:

Your answer

SCC Clarity HMIS Partner Technical Administrator (TA)/Agency Lead Training

SCC Clarity HMIS Partner Technical Administrator (TA)/Agency Lead Training

Link for training embedded in image!

The purpose of this training is to prepare Agency Leads for the roles and responsibilities with regard to their local HMIS.

- Expectations around communication, deadlines, and workflow changes
- Training opportunities for staff
- Federal Reporting requirements and HMIS Data Quality
- End Users at their agency
- Recommendations and Resources available to the Agency lead
- *And so much more….*

PLEASE NOTE: This training **will be required** of all **NEW** INCOMING Agency Leads

SCC OSH expects all current Agency Leads to view this training within the coming months

Reminders to complete training will be sent out

LSA Quiz Time!

Reminders

Reminders - *SCC Security Compliance Checklist*

Thank You for Submitting Your SCC Security Compliance Checklist!

Quarter 1 Checklist was due January 31st, 2021
Quarter 2 Checklist was due July 31st, 2021
Quarter 3 is due October 31st, 2021

Please note: If you did not submit your checklist, End Users at your Agency were made inactive! You would have received an email informing you of this.

Reminders - *VI-SPDAT Training*

- Please note the VI-SPDAT training is required for End Users who will be administering the assessment as part of their ongoing workflow at their agency
- All users that will not be administering the VI-SPDAT will be given *VIEW ONLY* access to assessments.
- If you have any questions please contact us at **sccsupport@bitfocus.com**

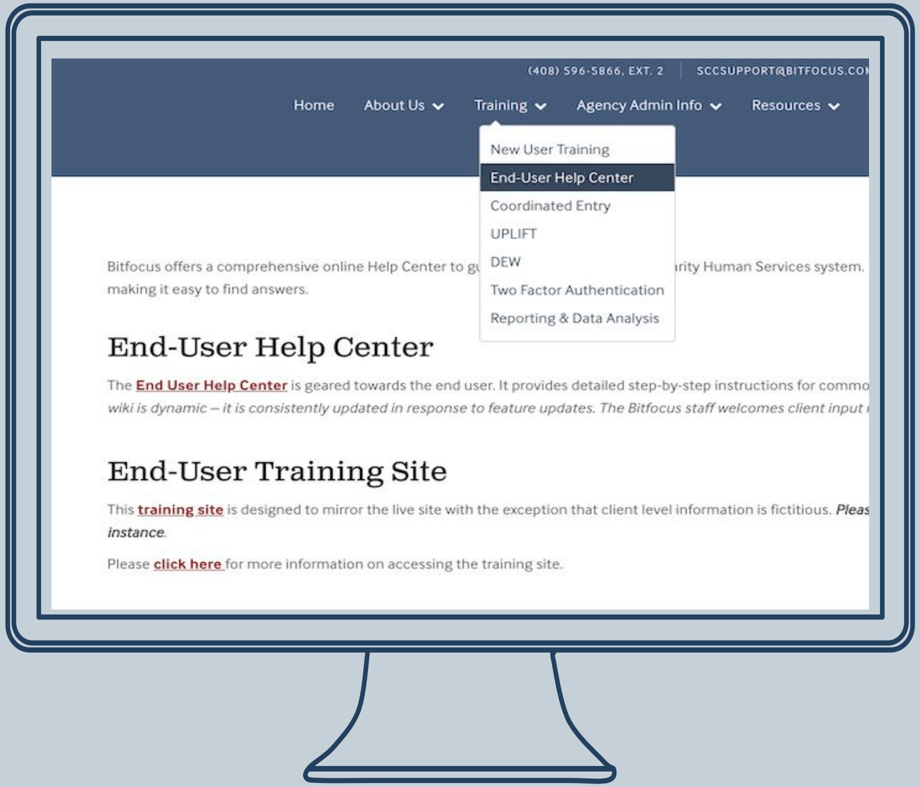
Reminders - *Using the Help Desk*

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

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 - *BUI & Program Change Forms!*

Need to make changes to your BUI or Program Details? Use the forms...

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.

Email *

Valid email

This form is collecting emails. Change settings

CLARITY HUMAN SERVICES

Section 1 of 10

Santa Clara County HMIS New Program Request (2021)

Please complete the following questions to set up your new program in HMIS (this should be filled in by the Agency Lead). Once you submit this request, Bitfocus staff will follow up with you regarding any further questions and/or to confirm setup.

Email *

Valid email

This form is collecting emails. Change settings

Requester's Name (Agency Lead/Admin.) *

Please list a person whom Bitfocus may contact to gather more information, if it is needed.

Short answer text

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 - *Virtual Suggestion Box*

Have ideas about enhancements and/or additions to HMIS?

Have general questions you'd like to ask?

Drop it in your Virtual Suggestion Box!

Next Month's Meeting

Thursday, October 7th, 2021

*Illustrations provided by Storyset.com