



Agency Admin. Meeting

Thursday, September 1st, 2022



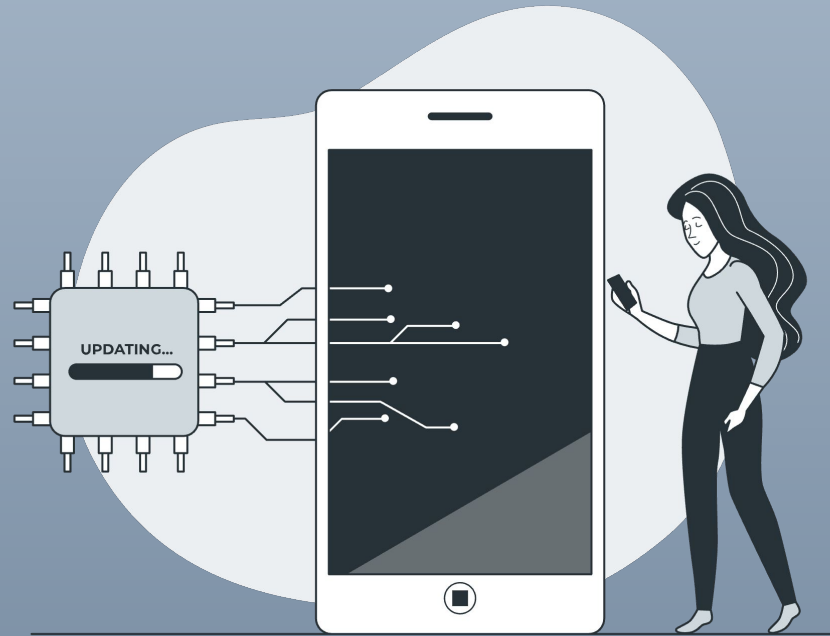
Getting To Know You

If you could have an unlimited supply of one thing, what would it be?



Agenda

- CoC Coordinated Assessment Updates
- UPLIFT Updates
- HMIS Newsletter
- Direct Funding Source for Services Update
- Community Queue (CQ) Updates - *Referring to the CQ*
- CE Assessor Workflow Training - *Next Steps*
- Special Guest Speaker: *Tasha Jefferson, Director, Housing Services -The Health Trust*
- Interim VI-SPDAT Update - *HomeBase*
- Upcoming DEW - *Navigating HMIS Reports and Data Analysis 201*
- Reminders
- Next Month's Meeting



CoC|Coordinated Assessment Updates

CoC Updates

The next CoC Membership Meeting will be held on **Sept 14th, 2022**

Agenda

- Youth/Young Adult Nomination to CoC Board
- Youth Homelessness Demonstration Program (YHDP) Update
- 2022 NOFO and Special NOFO Updates (Proposal Due 9/16/2022)
- Stakeholder Engagement
- 2022 Point-In-Time (PIT) Count
- Coordinated Entry System (CES) Updates

CoC Membership Meeting

When: Wednesday, 9/14/2022

Time: 3:00 PM – 5:00 PM

Where: Zoom (TBA)

CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Service Providers Network Meeting

When: Wednesday, September 14th, 2022

Time: 9:30am – 11:00am

Where: [Zoom](#)

SCC TA Office Hours

When: Wednesday, September 28th, 2022

Time: 10:00am-11:00am

Where: [Zoom](#)

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, September 8th and 22nd, 2022

Time: 3:00pm-4:30pm

Where: Virtual Meeting

Coordinated Entry Work Group

When: Thursday, September 8th, 2022

Time: 1:00pm-2:30pm

Where: Virtual Meeting

SCC: Performance Management Work Group

When: Thursday, September 15th, 2022

Time: 1:00pm – 2:30pm

Where: [Zoom](#)





UPLIFT Updates

UPLIFT Updates

- ✓ We've distributed all 2500 stickers for Q1 July – September!
- ✓ If you submitted a request (through HMIS enrollment or Status Update Assessment) for Q1 that was not fulfilled, please review page 18 of the [UPLIFT User Handbook](#) to make sure your request is submitted correctly for Q2!
- ✓ **Q2 October - December will begin on Friday, September 16th**
 - Please do not submit ANY requests – meaning don't enroll any new clients in UPLIFT or submit any Status Update Assessments for continuing clients – until on or after Friday, September 16th
 - If you submit a request earlier than that date, it's likely be missed
- ✓ When you have questions, please refer to the FAQs and the user handbook in the [UPLIFT section of the SCC HMIS website](#)
 - If you still need help, send an email to the UPLIFT team at UPLIFT@hhs.sccgov.org

UPLIFT Updates

Sticker Allocations:


- ✓ An allocation survey was sent to the UPLIFT mailing list last Friday
- ✓ Return survey to UPLIFT@hhs.sccgov.org before the end of the business day on Tuesday, 9/6
- ✓ If we don't receive a survey for your agency, we'll assign your agency an allocation based on your previous quarter's use.





HMIS Newsletter

HMIS August 2022 Newsletter



Santa Clara HMIS News, August 2022

Welcome to the Santa Clara HMIS August 2022 newsletter!

In this edition you'll find the following:

- CE Assessor Workflow Training - Missed It? Here's What's Next
- SCC HMIS Website - Coordinated Entry Resource Page
- Referring to the Community Queue - Changes
- Clarity Human Services: August 2022 Feature Updates
- Report Spotlight: Client Level Reports
- Meetings/Upcoming Events
- Bitfocus is Hiring!

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



Direct Funding Source for Service Update

Direct Funding Source Options- *Services*

What You Need to Know

- HMIS recently updated their Funding Module so that programs could map funding sources specifically to a service
- Before the update, services could be mapped to a funding source if the funding source was already added at the Agency Level
 - This changed because agency funding is not always the same for a specific service; thereby this allows for specific funding to be connected to services
- Programs at your agency that had this set-up have been updated, however we may have missed some, if that is the case please contact your **Sys. Admin.Team** at scc-admin@bitfocus.com and provide the following:
 - **Agency Name**
 - **Program Name**
 - **Funding Source Name**
 - **Service Name the funding source should be connected to**

Direct Funding Source Options- *Services*

Service Name

Funding Source - this is where you see the different options to select as the funding source

This is what you want to verify is still visible...if not, you need to contact us and provide all the details in the previous slide

The screenshot shows a web form titled "Rental Assistance". It includes fields for "Start Date" (08/30/2022), "End Date" (08/30/2022), "Expense Amount" (08/30/2022), and "Funding Source". A dropdown menu is open for the "Funding Source" field, showing a list of options: "Do Not Charge", "No Funding Source", "Destination: Home (D:H)" (which is selected with a blue highlight and a checkmark), "Housing Industry Foundation (HIF)", "Office of Supportive Housing (OSH)", "SCC CARES", "SJ CARES (Coronavirus Assistance)", "SSA/Sacred Heart EAN", "United Way EAN", "[HP Financial] Other Funding Source", and "Seasons of Sharing (SoS)". Below the dropdown is a "Service Note" field with a text area and a "SUBMIT" button at the bottom right.



Community Queue (CQ) Updates- *Referring to the CQ*

CQ Updates - *Referring to the CQ*

How To: Referring to the Community Queue - Changes

- ✓ After completing the VI-SPDAT, clients need to be referred to the Community Queue (CQ)
- ✓ All veterans, regardless of score, and nonveterans that score 4 or higher will be prioritized for housing referral and should be referred
- ✓ Please note that placement on the queue is not a guarantee of housing referral and referral to the CQ is an important and integral part of the Coordinated Entry process
- ✓ There are now two Community Queues
 1. Community Housing Queue
 2. Administration Only/CET
- ✓ **All clients should be referred to the Community Housing Queue as per usual**
- ✓ **DO NOT refer any clients to the Administration Only/CET queue**
- ✓ **DO NOT directly refer any clients to the programs listed on the referral page**

CQ Updates - *Referring to the CQ*

- Once you select the **Community Housing Queue** as denoted by the **BLUE** toggle select the **REFER DIRECTLY TO COMMUNITY QUEUE(S)** and proceed as normal
- You have now referred the client to the CQ
- Be sure and do this with all clients for whom you administer the VI-SPDAT

PROGRAM ELIGIBILITY DETERMINATION

VI-SPDAT-V2 Score Summary

GENERAL	0		
HISTORY OF HOUSING & HOMELESSNESS	1	RISKS	1
SOCIALIZATION & DAILY FUNCTION	3	WELLNESS	5
VI-SPDAT-V2 PRE-SCREEN TOTAL 10			

☒ Community Housing Queue ✓

☐ Administration Only/CET ✗

REFER DIRECTLY TO COMMUNITY QUEUE(S)

☐ Community Housing Queue

☐ Administration Only/CET

REFER DIRECTLY TO COMMUNITY QUEUE(S)

DO NOT directly refer any clients to the programs listed on the referral page

Community Programs

[CCP Housing Maintenance] Continuum of Care Program 5022
Abode Services PH - PERMANENT SUPPORTIVE HOUSING (DISABILITY REQUIRED FOR ENTRY) ▼

[CCP Housing Maintenance] HUD CCP Placement Project
Abode Services PH - PERMANENT SUPPORTIVE HOUSING (DISABILITY REQUIRED FOR ENTRY) ▼

[CCP Housing Maintenance] SCVHHS ML RAP 2
Abode Services PH - PERMANENT SUPPORTIVE HOUSING (DISABILITY REQUIRED FOR ENTRY) ▼

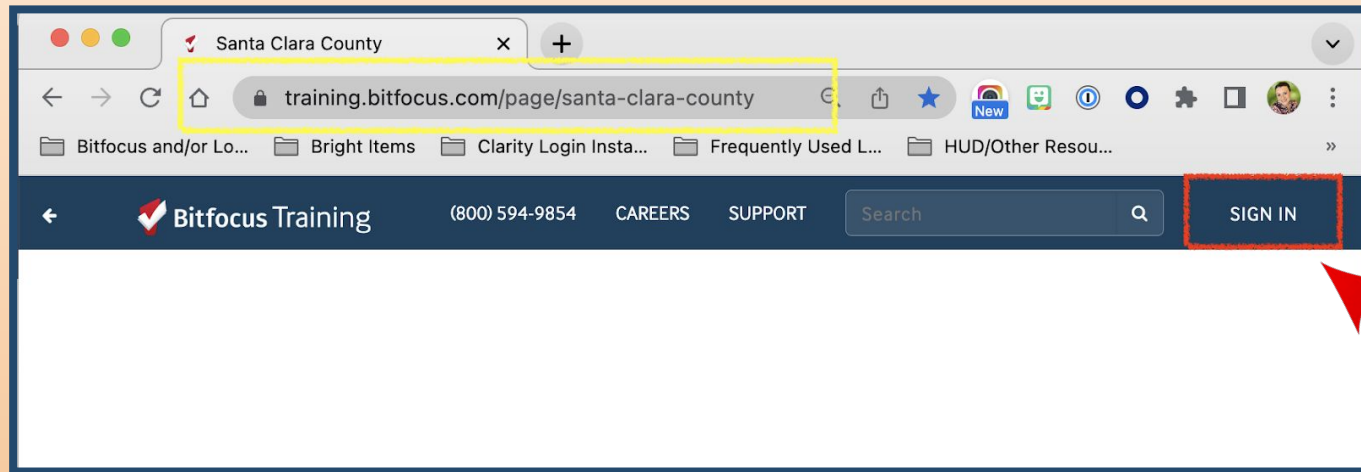


CE Assessor Training - *Next Steps*

CE Assessor Training - *Next Steps*

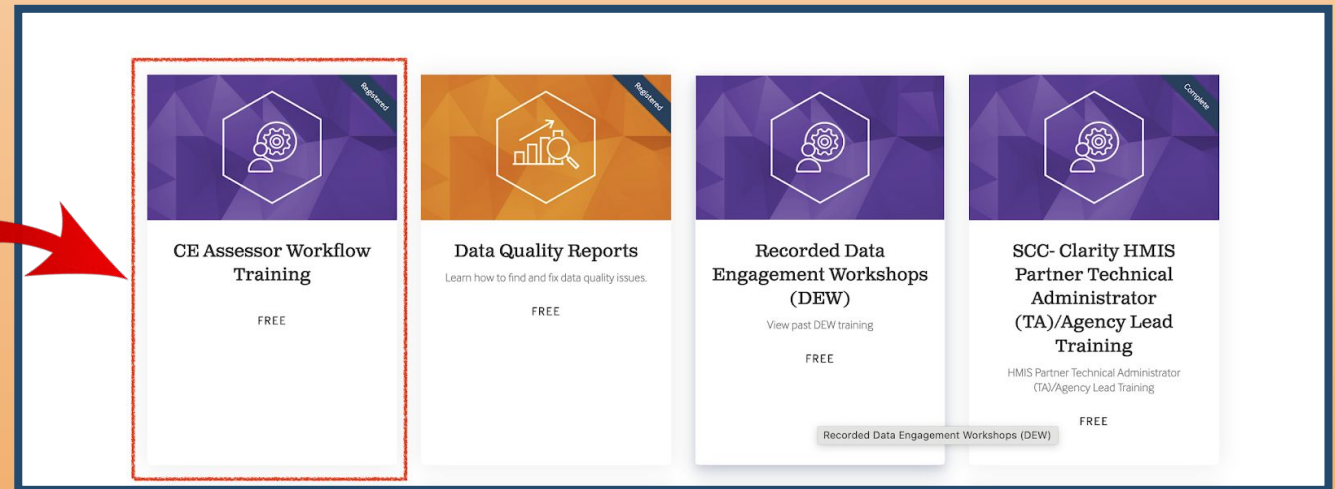
- ✓ Please have End Users who administer/enter the VI-SPDAT in HMIS complete the [CE Assessor Workflow Training](#)
 - Please inform them this is different than the VI-SPDAT “live” training
 - This will require End Users to login; otherwise they will see a blank white page
- ✓ If End Users **DO NOT** complete the VI-SPDAT as part of their workflow, they are exempt from completing the training
- ✓ This training will be integrated in the general live VI-SPDAT training in the next few months
 - NEW End Users will not need to complete both once this is instituted
 - “OLD” End Users who have already completed the live VI-SPDAT training will need to complete the CE Assessor Workflow Training in order to gain access to the VI-SPDAT
- ✓ Have questions? Contact your [Sys. Admin.](#) Team or the [Help Desk](#) for assistance

CE Assessor Training - *Next Steps*



Sign In here

Training that should be completed





Our Mission & Values

OUR MISSION:
TO BUILD HEALTH EQUITY
IN SILICON VALLEY

We believe that everyone in our community should have the opportunity to be healthy. A person's income, race, immigration status, language, age, or zip code should never act as a barrier to health.

Special Guest Speaker

Tasha Jefferson, Director, Housing Services - The Health Trust

The Health Trust

HISTORY

In 1996, The Health Trust was formed from the sale of three local nonprofit hospitals. Since then, we have served the Silicon Valley community as an operating foundation. For over 20 years we've ensured that health related grants, policies, and services exist to help give everyone the opportunity to be healthy – especially the most vulnerable.

MISSION

To build health equity in Silicon Valley. We believe that everyone in our community should have the opportunity to be healthy. A person's income, race, immigration status, language, age, or zip code should never act as a barrier to health.

The Health Trust - *Agency Wide Focus Areas*

Improving Health
through good
health

Making chronic
disease more
preventable &
manageable

Prioritizing Health
& Housing

The Health Trust - *CalAIM*

CalAIM

CalAIM is moving Medi-Cal towards a population health approach that prioritizes prevention and whole person care.

Our goal is to extend supports and services beyond hospitals and health care settings directly into California communities.

- ▶ Enhanced Care Management (ECM)
- ▶ Community Supports (CS)

The Health Trust - *Enhanced Care Management (ECM)*

ECM

CalAIM will improve Medi-Cal for people with complex needs and who are facing difficult life and health circumstances.

It is focused on breaking down the traditional walls of health care – extending beyond hospitals and health care settings into communities.

As a key part of CalAIM, Enhanced Care Management will be a new statewide Medi-Cal benefit available to “populations of focus,” including:

- ▶ Individuals and families experiencing homelessness.
- ▶ Adults, youth, and children who are high utilizers of avoidable emergency department, hospital, or short-term skilled nursing facility services.
- ▶ Adults with serious mental illness or substance use disorder.
- ▶ Children and youth with serious emotional disturbance, identified to be at clinical high risk for psychosis or experiencing a first episode of psychosis.
- ▶ Adults and youth who are incarcerated and transitioning to the community.
- ▶ Adults at risk of institutionalization and eligible for long-term care.
- ▶ Adult nursing facility residents transitioning to the community.
- ▶ Children and youth enrolled in California Children’s Services (CCS) with additional needs beyond CCS.
- ▶ Children and youth involved in child welfare (including those with a history of involvement in welfare, and foster care up to age 26).

The Health Trust - *Care Services (CS)*

CS

CalAIM is a new initiative by the Department of Health Care Services (DHCS) to improve the quality of life and health outcomes of Medi-Cal members by implementing broad delivery system, program and payment reform across the Medi-Cal program.

- ▶ Housing Transition Navigation Services
- ▶ Housing Deposits
- ▶ Housing Tenancy
- ▶ Short-Term Post Hospitalization Housing
- ▶ Recuperative Care (Medical Respite)
- ▶ Medically Tailored Meals or Medically Supportive Food

The Health Trust - *Housing for Health*

The Health Trust provides subsidy administration services including

1. Rental assistance
2. Housing assistance
3. Security deposit assistance to persons living with HIV/AIDS



The Health Trust - *Housing Plus*

HOUSING PLUS

Clients enrolled in the Housing Plus Project can receive services related to attaining stable housing such as

1. Budgeting assistance
2. Legal support
3. Housing locator services
4. Referrals for employment services
5. Rental assistance (allowable on a limited time, as-needed basis)

- ▶ Financial Management
- ▶ Legal Support
- ▶ Employment Assistance
- ▶ Housing Locator Services
- ▶ Rental Assistance

The Health Trust - *Care Coordination Project (CCP)*

Care Coordination Project (CCP) is an Intensive Case Management (ICM) program that provides direct case management services to chronically homeless individuals in Santa Clara County.

The CCP-ICM follows the Housing First philosophy that believes all people experiencing homelessness are housing ready and are provided with permanent housing immediately with few to no preconditions, behavioral contingencies, or barriers.

The intensive case managers (ICM) will take the “whatever it takes” approach to ensure a homeless individual and/or family obtain safe housing as quickly as possible as an initial step toward seeking and securing other supportive services to assist them in their recovery and/or independent living.

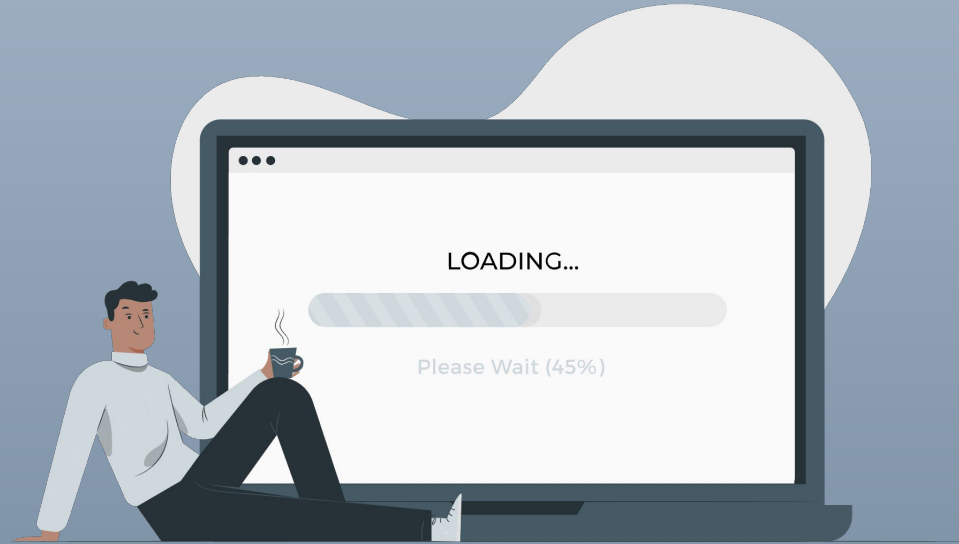
The Health Trust - *CCP & Services*

- ▶ Intensive Case management
- ▶ Helping clients set goals
- ▶ Housing Search
- ▶ Provide transportation
- ▶ Assisting client financially when needed
- ▶ Food Boxes
- ▶ Medical Billing
- ▶ Providing mediation between clients and landlord
- ▶ Educating clients on tenants rights
- ▶ Linking to community resources
- ▶ Help to attain employment
- ▶ Connect to internal resources

The Health Trust - *Because Everyone's Health Matters*



<https://healthtrust.org/>

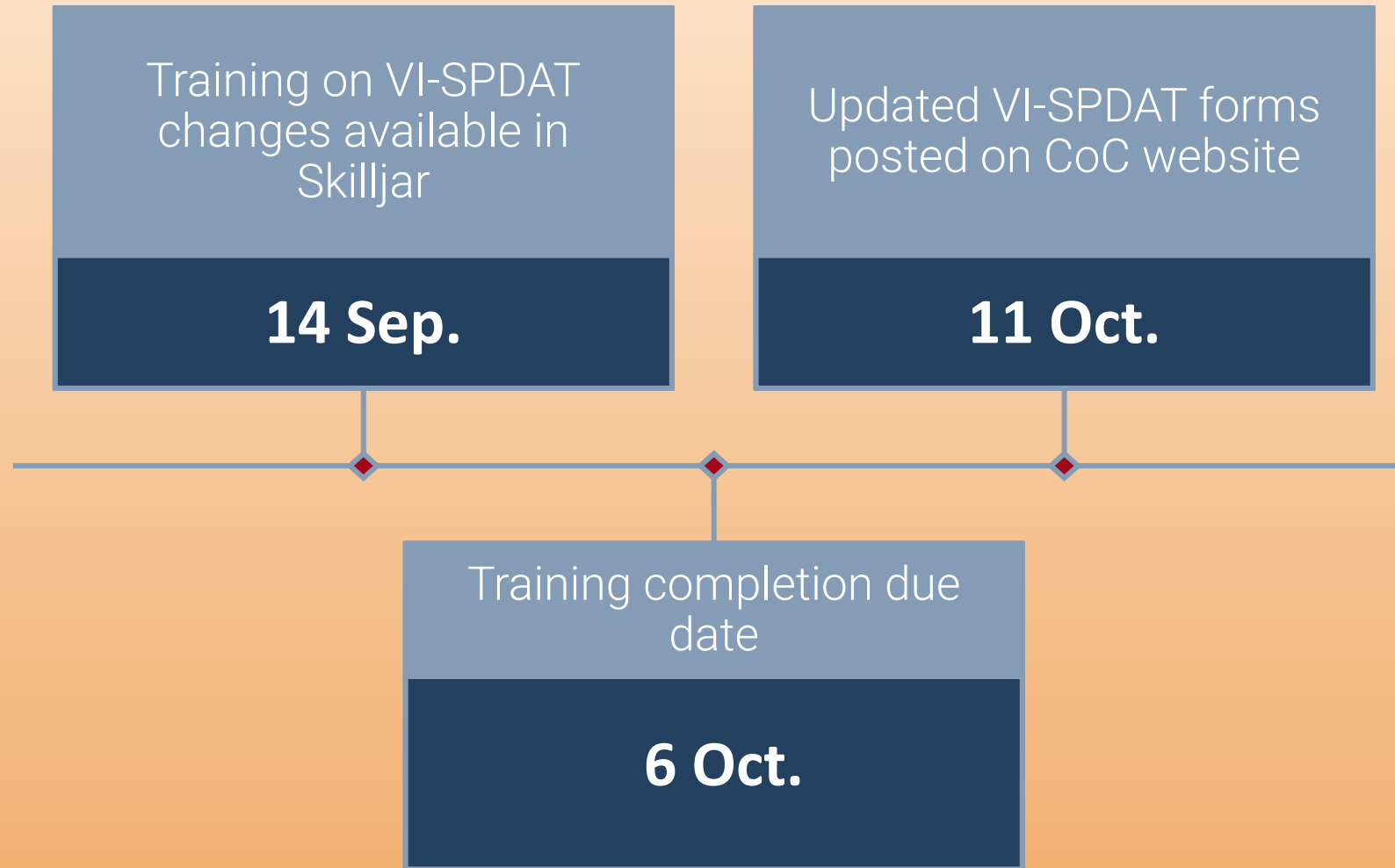


Interim VI-SPDAT Update - *HomeBase*

Interim VI-SPDAT Update/Changes - *HomeBase*

- ✓ Engaged interview approach
- ✓ Clarification regarding intent of questions
- ✓ Simplified and condensed physical and behavioral health section
- ✓ Gender-neutral pregnancy question
- ✓ Assessor observation of mental health and substance use
- ✓ Allow for re-assessment when new information becomes known
- ✓ Three new supplemental questions to identify survivors of IPV and refer them to victim service providers
- ✓ These changes will apply to **ALL** paper and HMIS VI-SPDAT forms

Interim VI-SPDAT Update/Changes - *Implementation Timeline*





Upcoming DEW - *Navigating HMIS Reports and Data Analysis 201*

Upcoming DEW - *HMIS Reports & Data Analysis 201*

WHEN: Sep 22nd, 2022

TIME: 10:00AM - 12:00PM

REGISTER: Details and RSVP [here!](#)

Target Audience: *Agency staff who want to become more proficient using Reports and Data Analysis*

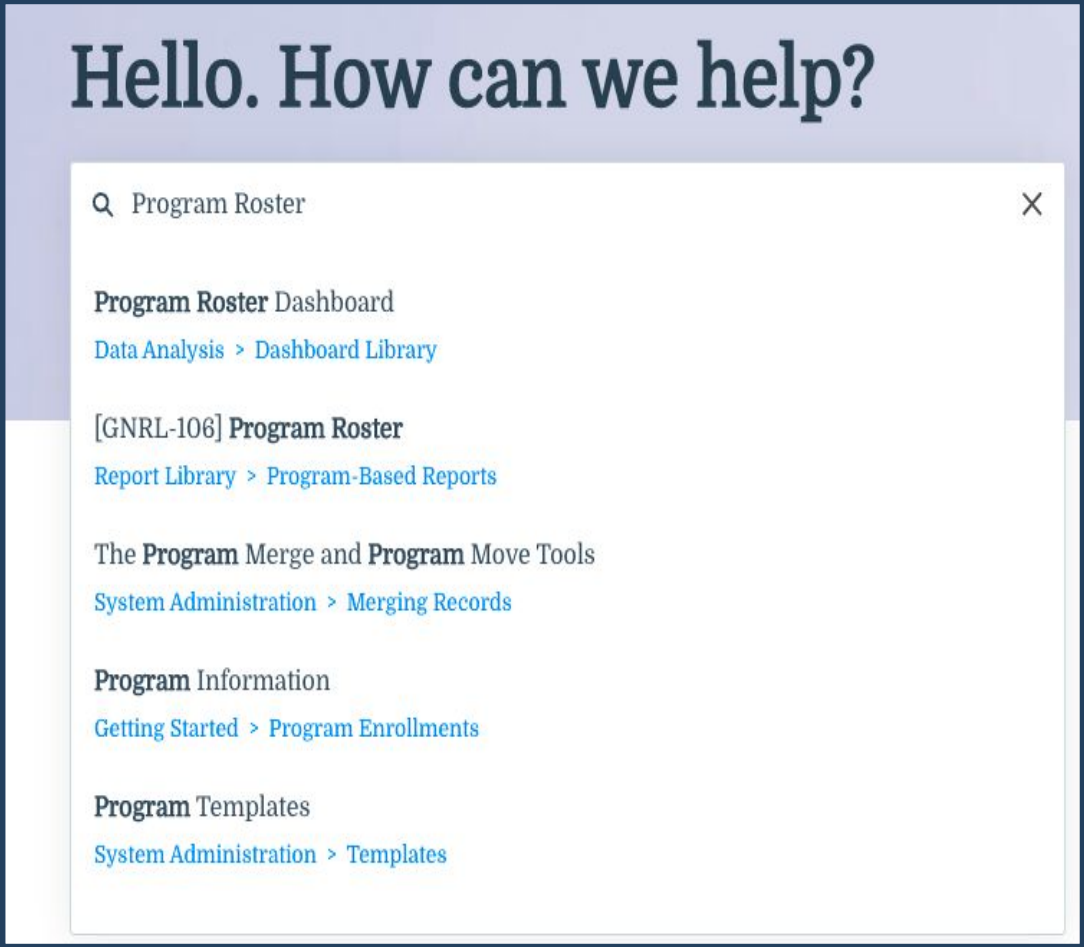
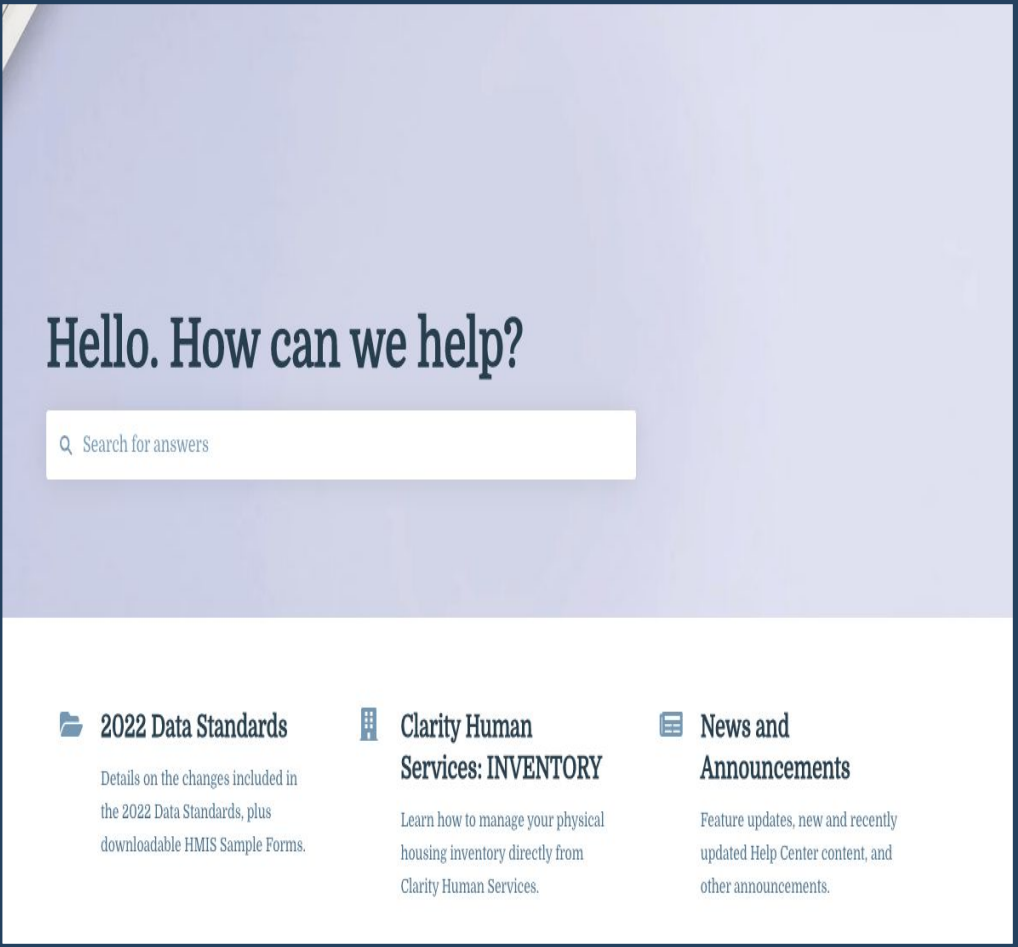
- Build on lessons from Reports & Data Analysis 101, [recording here.](#)
- Live demonstration by Agency Lead
- Presentation on the most common “How-To” questions
- Practical application during break out groups

This is not a replacement for Looker Office Hours, if you have specific questions about a custom report, field, or dashboard, please bring those to our bi-weekly Office Hours



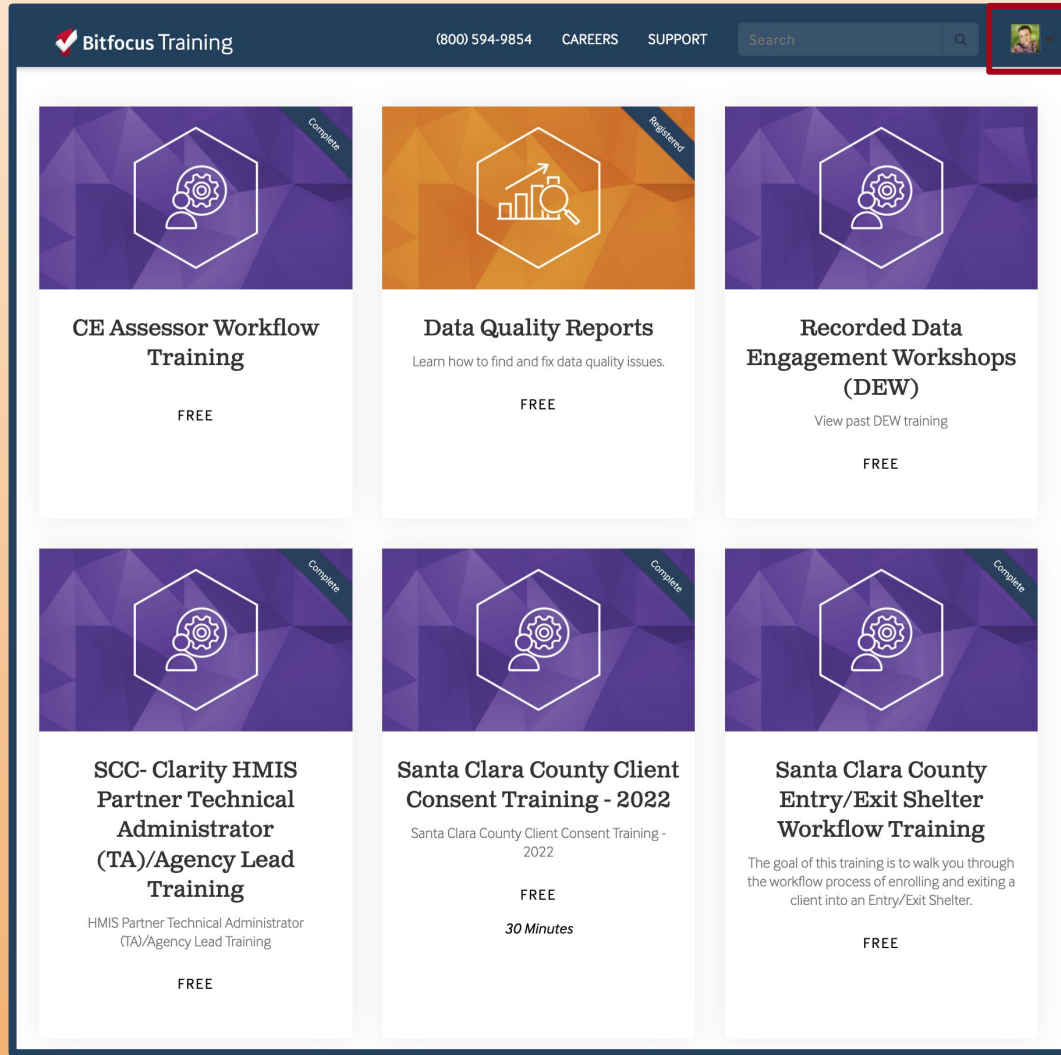
Reminders

Reminder - *Clarity Human Services Help Center*



Link to page embedded in image!

Reminder - *Clarity Training Opportunities*



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

Reminder - End User Resource Document

HMIS End User Resource Document


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



Accessing HMIS


Requirements for a log in to conduct data entry

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




Newsletters

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




Forms & Manuals

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



Translated Forms & Other Tools

References [here!](#)



User Account Management


Modification Requests:

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

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


Clarity Human Services FAQ Training

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




Have Questions?

Check out these resources available to you.




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



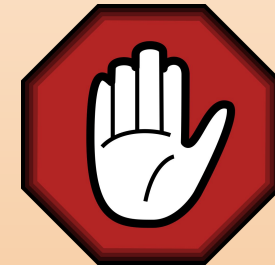
Bifocus Clarity Human Services Help Center

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



Virtual Suggestion Box!

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



Check out our latest addition to Resources for End Users!

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

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

Link to Resource embedded in image!

Reminders - Test Clients

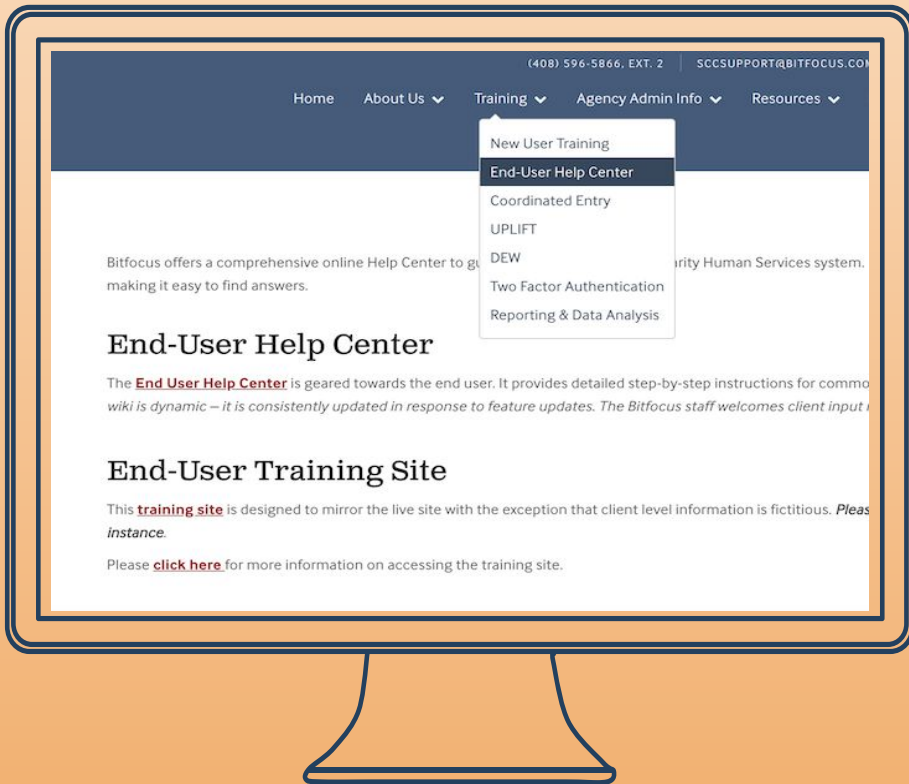
- Please do not enter TEST CLIENTS into the live instance
- **Test clients will be deleted during data quality clean-up**
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them

This will avoid Federal Reporting Data Quality issues



Reminders - SCC HMIS Training Site

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



What you need to know:

- From the Training Tab select the **End-User Help Center** drop down
- **Scroll to the End-User Training Site**
- Contact the Help Desk to gain access at sccsupport@bitfocus.com
- You should complete all required training as usual
- Practice entering client information and uploading docs. in an agency/program set-up to mirror your current agencies set-up in the live HMIS website

Reminders - *Office Hours*



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

Clarity Office Hours

When: Bi-weekly, Thursday

Time: 10:00am - 11:30am

Looker Office Hours

When: Bi-weekly,

Monday

Time: 2:00pm - 3:00pm

Reminders - *Using the Help Desk*

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

When requesting the following please be sure and contact the Help Desk:

1. End User Access
2. Update a users access after completion of the VI-SPDAT/HPAT required training
3. Verifying an end user has completed required training
4. When an end user has separated from your agency (make inactive)
5. Access to the SCC HMIS Training Instance/Sandbox
6. General Assistance with reporting

Next Month's Meeting

Thursday, October 6th, 2022

