September 2023 TA/Agency Lead Minutes

MEETING OBJECTIVES

UPDATES

- CoC|Assessment Updates
- UPLIFT Updates
- Sharing Settings

STAYING IN THE KNOW

- Newsletter (Highlight 2023 User Satisfaction Survey)
- ROI FAQ - Revised
- August - Feature Focus
- Special Guest Speaker - Move Mountain View - Amber Stime, Director
- 2024 Data Standards - Updates
- MyConnect SV - Updates

DISCUSSION TOPIC - FORUM

- Bryanna Corsbie - JobTrain - Using the Work Readiness Assessment (WRA)

MEMOS

- Assessor Feedback Sign-Up
- Next Month's Meeting

CoC | Assessment Updates

1. We continue to work on the annual CoC program NOFO application
    a. The preliminary ranked list was sent to applicants on 9/5, and the Appeals Committee will meet on September 7
    b. The Post-Appeals NOFO Committee will meet on September 7 at 3pm (Zoom)
    c. The CoC Board will meet on September 11 to consider the recommended ranked list, to be submitted with the CoC Consolidated Application, which is due no later than September 28
2. OSH, on behalf of the CoC, has joined HUD's HMIS Advanced Users Group
    a. Under this effort, we will
        i. Highlight our work and creative approaches to utilizing data
        ii. Engage in peer learning, receive direct Technical Assistance (TA), and co-write a white paper or similar document
        iii. Participate in other projects as appropriate

CoC Upcoming Meetings

UPLIFT Updates

- **UPLIFT Q2 (Oct-Dec) is almost here!**
    - UPLIFT Q2 requests can be submitted starting on Friday, 9/15/2023
        - Q2 requests submitted in HMIS before 9/15 will be removed from the system

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    - Sticker Allocations
        - Allocation surveys have been sent to each participating agency's UPLIFT Program Coordinator
            - Allocations will be finalized early next week

- **Returning to UPLIFT staff error tracking**
    - 3+ submission errors per quarter will result the staff loss of UPLIFT access in HMIS.
    - UPLIFT access will be restored after staff repeats the UPLIFT training and certifies completion
    - What constitutes an error?
        - Badge request with no photo or unusable photo
        - Missing, invalid, or expired ROI
        - Client under 18
        - Wrong quarter

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

Sharing Settings

Current Settings: Not Shared

- Files and forms entered in client records, either from the Files tab or Program Files (the Files tab within an enrollment) by staff members at my agency are not accessible to staff members at other agencies.
- Interpretation: You can only see client files uploaded by other staff at your agency, unless the file was set to private.

Suggested Settings: Basic Shared

- Files and forms entered in client records, either from the Files tab or Program Files (the Files tab within an enrollment) by staff members at my agency are accessible to staff members at other agencies, but cannot be edited or deleted, regardless of the staff member's access role.
- Interpretation: You will see client files uploaded by other staff at any agency in Santa Clara County, unless the file was set to private.

HMIS Newsletter – July 2023

Check out last month's Newsletter and other newsletters here!

2023 User Satisfaction Survey

Feedback

We invite all Santa Clara County HMIS users to participate in this HMIS satisfaction survey.

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Your anonymous responses to our 12-question survey will help us to improve HMIS in Santa Clara County.

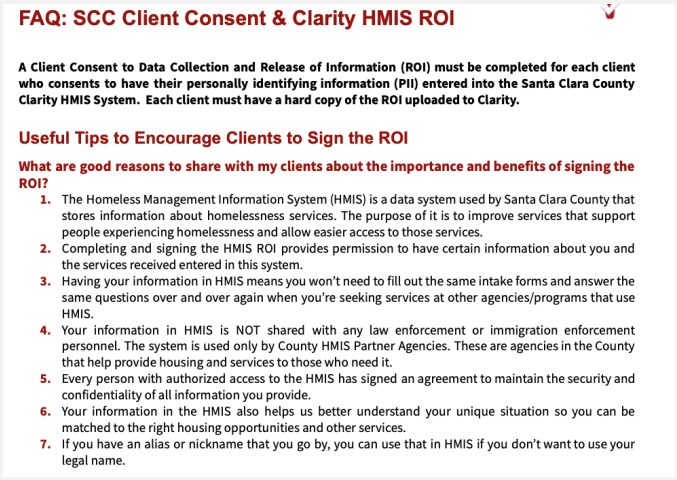
We estimate that it will take 8 minutes or less to finish. We know and understand how busy you are, but getting your input is important and valuable.

Why should I complete the survey?
This survey will help us understand what needs to change and what is working well. Let us know what you think by completing this survey!

Access the survey by hovering over the image above or copy and paste this URL into your web browser: https://bitfocus.typeform.com/to/u7Hkpkme

SCAN ME

ROI FAQ Revised



FAQ: SCC Client Consent & Clarity HMIS ROI

A Client Consent to Data Collection and Release of Information (ROI) must be completed for each client who consents to have their personally identifying information (PII) entered into the Santa Clara County Clarity HMIS System. Each client must have a hard copy of the ROI uploaded to Clarity.

Useful Tips to Encourage Clients to Sign the ROI

What are good reasons to share with my clients about the importance and benefits of signing the ROI?

1. The Homeless Management Information System (HMIS) is a data system used by Santa Clara County that stores information about homelessness services. The purpose of it is to improve services that support people experiencing homelessness and allow easier access to those services.
2. Completing and signing the HMIS ROI provides permission to have certain information about you and the services received entered in this system.
3. Having your information in HMIS means you won't need to fill out the same intake forms and answer the same questions over and over again when you're seeking services at other agencies/programs that use HMIS.
4. Your information in HMIS is NOT shared with any law enforcement or immigration enforcement personnel. The system is used only by County HMIS Partner Agencies. These are agencies in the County that help provide housing and services to those who need it.
5. Every person with authorized access to the HMIS has signed an agreement to maintain the security and confidentiality of all information you provide.
6. Your information in the HMIS also helps us better understand your unique situation so you can be matched to the right housing opportunities and other services.
7. If you have an alias or nickname that you go by, you can use that in HMIS if you don't want to use your legal name.

Agencies Potentially Impacted by RRH Changes

Abode Services	Downtown Streets Team	Recovery Cafe
Amigos de Guadalupe	Family Supportive Housing	Sacred Heart Community Service
Bill Wilson Center	Goodwill of Silicon Valley	Salvation Army
Catholic Charities	HomeFirst	Silicon Valley Independent Living Center (SVILC)
City of San Jose	Housing Choices Coalition	South County Compassion Center (Compassion Center)
Community Solutions	International Rescue Committee (IRC), Inc	Sunnyvale Community Services
ConXion to Community	LifeMoves	The Health Trust: County Collaborative
County of Santa Clara MHSA	Mental Health Systems (MHS)	West Valley Community Services
County: OSH	New Beginnings Family Services (NBFS)	Working Partnerships USA
County: SCVHHS - Ambulatory	New Directions - Peninsula Healthcare Connection	
Destination: Home	PATH	

Expected Changes

Beginning in the FY 2024 HMIS Data Standards, Rapid Re-Housing (RRH) projects can be classified in one of two subtypes

1. **RRH: Services Only**
2. **RRH: Housing with or without services**

The **Housing with or without services** subtype must be selected if the project receives any ongoing rental funds, even if not all project participants receive housing assistance funds from the RRH project

The **Services Only** subtype if the ongoing housing assistance for all program participants is provided by another funding source (e.g., Housing Choice Voucher, HUD VASH, other RRH project)

- If a RRH project has a 'Services Only' subtype, **no inventory records** should be created in Bed and Unit Inventory Information

2.02 Project Elements: Rapid Rehousing Updates

ROI FAQ Revised

Rapid Rehousing Program Type

TA/Agency Lead can set these programs up to provide housing and/or services related to a housing program

Supportive Services Only Program Type

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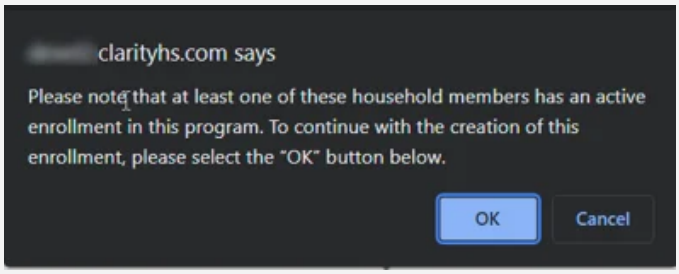
August Feature Focus

Updated: Group Enrollment Pop-Up Notification

If a user tries to enroll a client into a group enrollment for a program in which the client already has an active enrollment, the system will allow the client to be enrolled. However, the system will display the following pop-up: “Please note that at least one of these household members has an active enrollment in this program. To continue with the creation of this enrollment, please select the “OK” button below.”



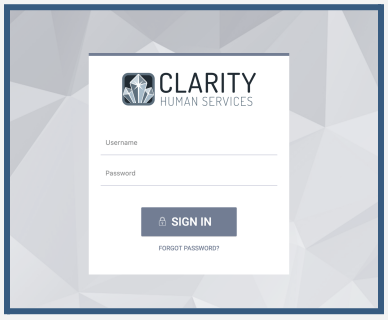
Special Guest Speaker: Move Mountain View - Amber Stime, Director

Please find slides for the presentation HERE!

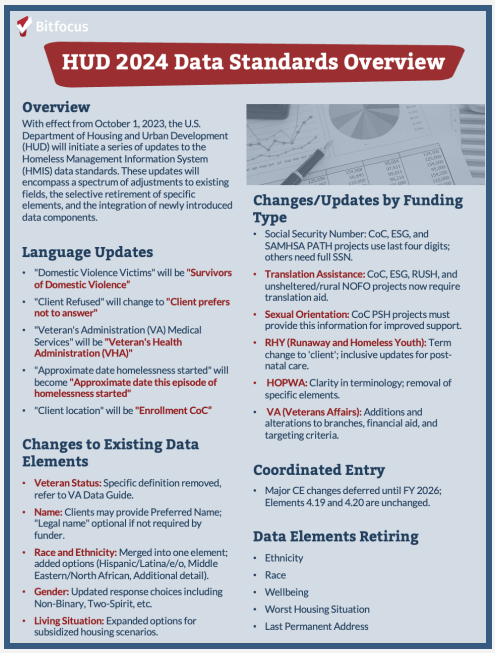
2024 HUD HMIS Data Standards Updates

- Born from federal legislation to coordinate national partnership at every level of public/private sectors to end homelessness
- Provides explicit data collection instructions (How, why and when)
- Updates are made every 2 years in partnership with federal and community partners
- Updated manuals supersede prior versions

In HMIS, screens will mirror the forms and will also be available on October 1st, 2023



Resources - 2024 Data Standards Quick Overview



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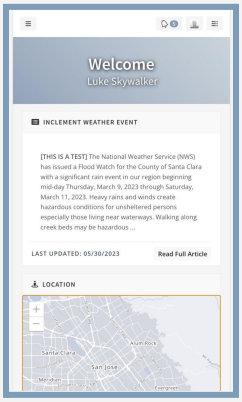
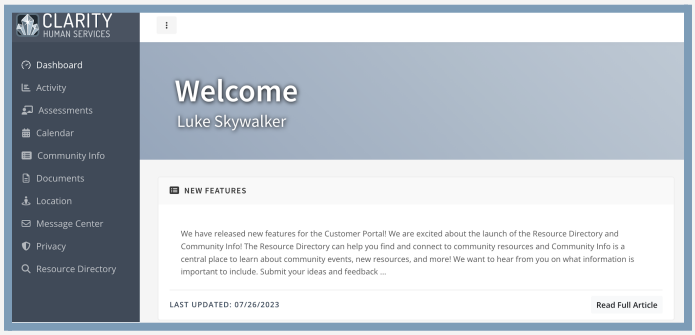
Resources - 7 Minute Video Summarizing Upcoming Changes - *Link Embedded in Image*

MyConnect SV - Updates

- Client-facing HMIS access
- Available for desktop and mobile devices
- Developed in Collaboration with Destination: Home, SCC Office of Supportive Housing, & individuals with Lived Experience





- ✓ Activity & History
- ✓ Assessment Management
- ✓ Calendar
- ✓ Content Management
- ✓ Document and File Sharing
- ✓ Location
- ✓ Message Center
- ✓ Privacy Management (ROI)
- ✓ Resource Directory

Available in Santa Clara County's Clarity HMIS for all service providers and clients

Launching week of September 18th, 2023

Training will be on-demand and required before staff access

Open Forum Discussion Topic - JobTrain - Using the Work Readiness Assessment (WRA)

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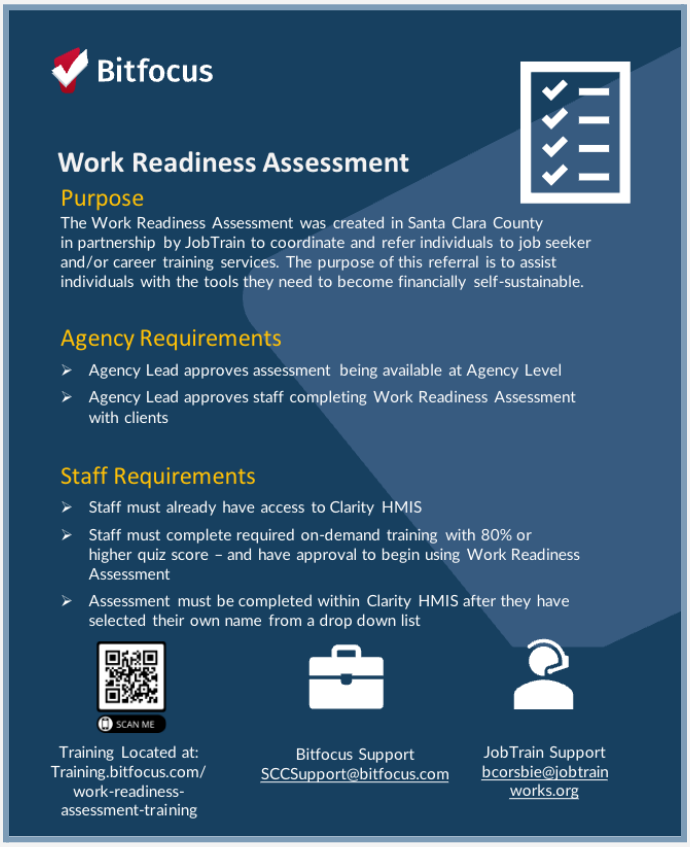
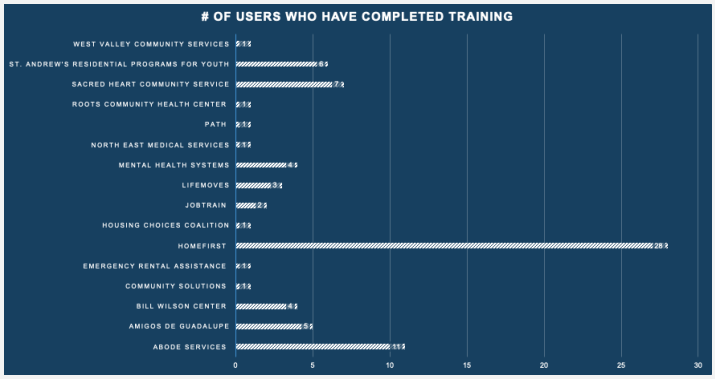
Byranna Corsbie, Site Manager San Jose Career Center



Current Agencies & Number of Users Who Have Completer the WRA Training



Memos

Assessor Feedback Sign-Up

Interim changes to the VI-SPDAT were rolled out last year in an effort to better align with the Santa Clara County CoC's priorities to accurately capture vulnerabilities, to simplify questions and have the intent of questions be clear, to address low rates of self- reporting of mental health and substance use conditions, and to minimize stigmatizing language within the assessment.

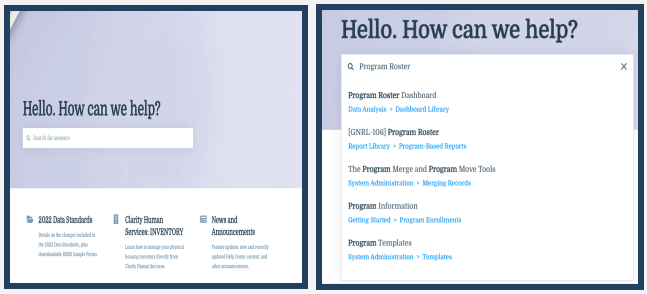
Homebase and OSH want to meet with your team to give assessors the opportunity to discuss the interim changes, including assessor observation, and any challenges that may have come up. Do you manage a team with assessors?

Please complete this form for related feedback!

Next Month's Meeting

Thursday, October 5th, 2023

Clarity Human Services Help Center



Link to page embedded in image!

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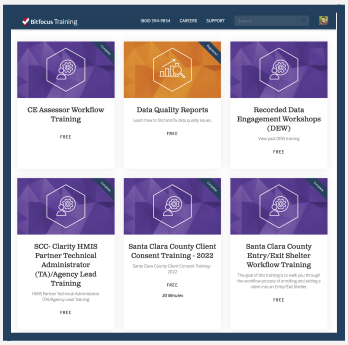


Link to page embedded in image!

- 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

Office Hours

Where Are Office Hours Held? Office Hours are conducted from the comfort of your own office! Each Office Hours session is hosted online by your Santa Clara County Clarity System Administration team. You can connect using your computer (recommended so that you can see demos and post questions).

Looker Office Hours
When: Every other Monday of the month Time: 2:00pm-3:00pm
Zoom (click here to access)

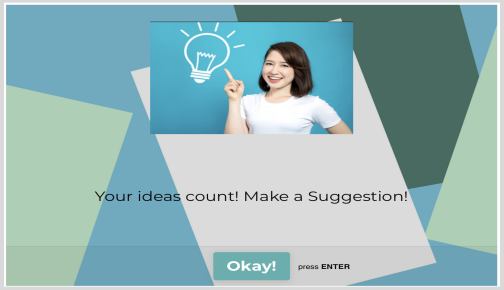
Clarity (HMIS) Office Hours
When: Every other Thursday from 10:00am-11:30am
Zoom (click here to access)

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

1. End User Access
2. Update a users access after completion of the VI-SPDAT required training
3. Verifying an end user has completed required training
4. Access to the SCC HMIS Training Instance/Sandbox
5. General Assistance with reporting

How To Contact the Help Desk
sccsupport@bitfocus.com
Or
(408) 596.5866 Ext. 2

SCC Virtual Suggestion Box
We value your opinion and insight. Please share with us your suggestions by using our new SCC Virtual Suggestion Box. You can access it by using the link above or directly from the HMIS Support page under the CONTACT tab and scrolling to the Virtual Suggestion Box option.



Have ideas about an enhancement and/or addition to HMIS?
Have any general questions you'd like to ask?
Let us know! Drop it in the box!

Next Agency Admin Meeting
Meeting Location: Zoom Link
When: Thursday, September 7th, 2023

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Time: 2:00pm – 3:30pm

Dates and locations for 2023 meetings are listed on the OSH website:
CoC Events Calendar - Supportive Housing - County of Santa Clara

Bitfocus Contact Information
Support Team: sccsupport@bitfocus.com
Bitfocus System Administration Team: scc-admin@bitfocus.com

Your Sys. Admin. Team:

Angie Evans
angieevans@bitfocus.com
Senior Project Admin, Santa Clara County
South Bay, CA
800.594.9854 x274

Lesly Soto Bright
leslys@bitfocus.com
Deputy Project Admin, SCC
South Bay, CA
800.594.9854 x256

List of Participants
Please note due to Zoom link updates we may have missed some of you who participated; if that is the case you can let us know and we can make the necessary updates. Thank you for your time and patience.

Agency	*Agency Representative*
Jason King	*Abode Services*
Luis Gonzalez	*Abode Services*
Aretha Cromwell	*Bible Way / Destiny*
Laura Foster	*Bill Wilson Center*
Randi Rosen	*Bill Wilson Center*
Sujata Panda	*Bill Wilson Center*
Julian Delgadillo	*California Youth Outreach*
Consuelo Collard	*Catholic Charities*
Nathaniel Montgomery	*City of San Jose*
Brandi Jothimani	*Community Services Agency of Mountain View*
Elizabeth Reynoso-Gutierrez	*Community Solutions*
Caroline Mireles-Sailor	*ConXion to Community*
Elisha Heruty	*County: OSH*
Fang Zhu	*County: OSH*
Juan Hernandez	*County: OSH*
Leila Qureishi	*County: OSH*
Steven Tong	*County: OSH*
Taylor David	*County: OSH*
Christian D'Alfonso	*County: Reentry Resource Center*
Juan Guel Jr.	*County: Reentry Resource Center*
Lindsay Cross	*County: SCVHHS - BHSD - Access & Unplanned - IHOT*
Jeremy Golden	*County: SCVHHS - BHSD - AOA - FDR*
Lorena Madrid	*County: SCVHHS - BHSD - AOA - FDR*
Chris Cheung	*County: SCVHHS - Public Health*
Cassandra Brenzel	*County: SSA - DEBS SSI Advocacy*
Geralyn Glenn	*County: Valley Health Plan*
Maureen Damrel	*Destination: Home*
Justin Damrel	*Downtown Streets Team*
Paulina Soto	*Emergency Rental Assistance (ERA)*

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Jovani Quinones	*Gardner Health Services*
Laura Lozoya	*Goodwill of Silicon Valley*
Alisha Parret	*HomeFirst*
Jessica Newham	*HomeFirst*
Shireen Alinani	*Housing Choices Coalition*
Christina Strine	*Institute on Aging*
Ana Rosas	*JobTrain*
Bryanna Corsbie	*JobTrain*
Claire Rosenbaum	*LifeMoves*
Cynthia Mar	*LifeMoves*
LaTima Augmon	*Mission Possible*
Mohammad Nabi Akbari	*Move Mountain View*
MOVE Mountain View	*Move Mountain View*
Taly Leibovici	*Move Mountain View*
Ilaisaane Fifita	*Nation's Finest*
Kim Decker	*Nation's Finest*
Candido Anicete	*North East Medical Services (NEMS)*
Aiko Yep	*PATH*
Michael O'Connell	*PATH*
Rita Anzualda	*Pathway Society*
Paulina Soto (deleted)	*Sacred Heart Community Service*
Owen Persons	*Salvation Army*
Jesse Mejia	*San Jose State University Research Foundation (SJSU)*
Rose Anne Pierre	*School Health Clinics of Santa Clara County*

Vicky Taylor	*St. Andrew's Residential Programs for Youth (STAR)*
Jose Macias	*St. Joseph's Family Center*
Kutlo Rasetshwane	*Starlight Community Services*
Catherine Farry	*Sunnyvale Community Services*
Roxanna Frias	*Superior Court of CA, County of Santa Clara*
Jonathan Do	*The Health Trust: County Collaborative*
Meredith Payne	*The Health Trust: County Collaborative*
Maria Magallanes	*VAPAHCS*
Benaifer Dastoor	*West Valley Community Services*
Jade Bradley	*West Valley Community Services*