

# October 2021 Agency Admin. Minutes



## AGENDA ITEMS

- CoC/Coordinated Assessment/UPLIFT Updates
- HMIS Newsletter
- Data Standards Updates
- LSA Updates
- PR-VI-SPDAT Update
- Security Checklist
- In the Works SCC Hotline
- Reminders

## CoC Updates

- **CoC NOFA Process** is underway with local applications due last week. The Rank and Review Panel is currently working to make recommendations for the priority list that will be submitted with the full application. Thank you to all agencies who have submitted applications for the local competition.
- **Santa Clara County CoC** was selected to participate in the Youth Homelessness Demonstration Program (YHDP). We will work with the Youth Action Board (YAB) to develop a coordinated community plan focused on Youth and Young Adults over the next several months. Following the planning process and approval of our plan by HUD, there will be an opportunity to apply for housing program funding. The total award for our community is approximately \$10.2 million. Thank you to all CoC partners who supported this effort thus far, especially the YAB members who assisted with drafting the application and are continuing to lead this effort.
- **The CoC, County, City of San Jose, Housing Authority, and Destination: Home** partnered to launch a campaign to end family homelessness this week. The campaign is called Heading Home: No More Families Living on Our Streets. Please take a look at the website for more

information about this campaign, which includes four key strategies: [www.headinghomesv.org](http://www.headinghomesv.org).

## Upcoming Events

### Service Providers Network Meeting

When: Wed, October 13th, 9:30am – 11:00am  
Where: TBD

### Coordinated Assessment Work Group

When: Thu, October 14th, 1:00pm – 2:30pm  
Where: TBD

### Rapid Rehousing and Employment Initiatives Meeting

When: Thu, October 14th and 28th, 3:00pm – 4:30pm  
Where: Zoom

### SCC TA Office Hours

When: Wed, October 27th, 10am – 11am  
Where: <https://homebaseccc.zoom.us/j/94741275559>  
Description: Join Zoom Meeting  
<https://homebaseccc.zoom.us/j/94741275559>

### SCC LGBTQIA+ Preparedness Training

When: Wed, October 6th and 7th, 9:30am – 12:30pm  
Description: Increasing system accessibility for LGBTQIA+ individuals is a priority for the Santa Clara County CoC. The Office of Supportive Housing and Homebase are excited to announce another set of training dates for a comprehensive six-hour training open to all staff at homeless service provider agencies to help improve cultural competency and system accessibility.

### COHORT 1:

[Please register here for Oct 6th and Oct 7 from 9:30am-12:30pm](#)

### Day 1: Tenants' Rights Training

When: Thu, October 14, 9:30am – 11:00am  
Description: Helping clients understand their tenancy rights empowers tenants and is crucial to fostering housing stability. Join Bay Area Legal Aid and Homebase for a three part training covering an overview of fair housing and tenant rights and responsibilities, how to advocate for clients, and how to navigate proactively preventing disputes with landlords. This training will be particularly useful for housing navigators, case managers, and housing program managers.



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Register here:

<https://homebaseccc.zoom.us/meeting/register/tZEvcitrzwuEtUc60MWCA1PILuX0h-PN71m>

## Day 2: Fair Housing

When: Thu, October 21, 9:30am – 11:00am

Description: Helping clients understand their tenancy rights empowers tenants and is crucial to fostering housing stability. Join Bay Area Legal Aid and Homebase for a three part training covering an overview of fair housing and tenant rights and responsibilities, how to advocate for clients, and how to navigate proactively preventing disputes with landlords. This training will be particularly useful for housing navigators, case managers, and housing program managers.

[Register here— Day 2: Fair Housing](#)

## Day 3: Eviction Overview

When: Thu, October 28, 9:30am – 11:00am

Description: Helping clients understand their tenancy rights empowers tenants and is crucial to fostering housing stability. Join Bay Area Legal Aid and Homebase for a three part training covering an overview of fair housing and tenant rights and responsibilities, how to advocate for clients, and how to navigate proactively preventing disputes with landlords. This training will be particularly useful for housing navigators, case managers, and housing program managers.

[Register here— Day 3: Eviction Overview](#)

## UPLIFT Updates - None at this time

For all UPLIFT-related inquiries please email [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org)

## HMIS Newsletter

### 2022 HMIS Data Standards: Summary Of Changes

We are excited to provide you with a summary of the pertinent changes to the HMIS Data Standards that will go into affect on October 1st, 2021. The updates described below include those that directly impact user data entry in Clarity Human Services. They are listed in descending order from major to minor changes. For further detail on all changes, view our article here, [2022 HMIS Data Standards: Summary of Changes](#). To view the updated HMIS Data Standards manual and HMIS Data Dictionary visit the [HUD HMIS website](#). If you have any questions, please do not hesitate to reach out to our Technical Support Agents.

➤ [Watch the Data Standards Training](#)

➤ [Download Training Slides](#)

➤ [View the Data Standards Cheat Sheet](#)

## Data Standards /Updates

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

➤ [HUD HMIS website](#)

### Cliff Notes of the Changes:

- **Gender Field**
  - Multi-select picklist field
- **Aging into Adulthood**
  - Will require updating of Income & Sources and Non-Cash Benefits
- **Updated Language to HMIS and HMIS Reports**
  - Race
  - Ethnicity
  - Disability
- **HUD CoC Funded Only Required Elements**
  - Well-Being
  - Moving On Assistance Provided
  - General Health Status
  - Youth Education Status
- **Veteran Related Updates**
  - Updated Financial Assistance Service Picklist
  - Changes to Homeless Prevention Targeting Criteria- check it out [here](#)
  - **VASH:** Required General Health Status
- **HOPWA Funded Projects**
  - New fields for HoH
- **Coordinated Entry (CE)**
  - New Referral Events

*Please note: Paper Forms will be available in the next week or two and will be posted on the SCC HMIS Website!*

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## Data Quality Outreach:

### What the Data Quality Outreach Entails:

- Program Enrollments with a date outside of the Program Start/End Date
- Housing Move-In Dates before or after the Program Start/End Date

### What Needs to Be Done:

- Update clients impacted with the correct dates
- Let us know when you are done

### Completion Date of Errors:

- Please have any data errors you received completed at the latest by Tuesday, October 12th EOB.

## LSA Updates - What to Expect

The LSA is designed to provide a systems level picture of how people experiencing homelessness access assistance options.

- ✓ The report covers the Federal Fiscal year of 10/1/20 - 9/30/21
- ✓ Opens on November 1st, 2021; Due Date is TBD
- ✓ Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH.
- ✓ Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing outcomes.
- ✓ Includes not just the Federal Fiscal year, but includes some historic data prior to the FY as well.

## Data Quality Prep:

Review data quality for each project type, paying special attention to:

- ✓ HoH designation and family/group enrollments (any kids enrolled by themselves?)
- ✓ Duplicate or erroneous enrollments (ask the Help Desk to delete!)
- ✓ Missing data/no exit interview (high missing rates cause errors in reporting process)

## Helpful Reports:

[HUDX-225] HMIS Data Quality Report: *what's missing?*

[GNRL-106] Program Roster: *who's enrolled by themselves vs. in group?*

[GNRL-220] Program Details Report: *what data has been entered?*

[EXIT-101] Potential Exits: *who's inactive and could be exited?*

## PR-VI-SPDAT Update

- Please note the **PR-VI-SPDAT** will no longer be available for Homeless Prevention Programs
- Programs will now be using the **HPAT - Homeless Prevention Assessment Tool**

The image shows two forms side-by-side, separated by a red arrow pointing from the left form to the right form. The left form is titled 'Prevention / Re-Housing Vulnerability Index - Service Prioritization Decision Assistance Tool (PR-VI-SPDAT)'. It includes a 'Prevention/Re-Housing Prescreen Tool for Single Adults' section with instructions and a 'COMMUNITY SOLUTIONS' logo. The right form is titled 'HPAT Homelessness Prevention Assessment Administration - Opening Script'. It includes a table for 'Interviewer's Name', 'Agency', and 'Assessment Date: MM/DD/YYYY'. Below the table is an 'Opening Script' section with instructions and a list of bullet points.

## SCC HMIS Quarterly Compliance Certification 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**

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**Please note: If you do not submit your checklist, End Users at your Agency will be made inactive!**

**You will receive an email reminder and deadline for submission soon!**

## In the Works: SCC Hotline

### What is the Community Hotline?

- Countywide hotline for homeless shelter services
- Call center for persons seeking the following
  - Access to shelter placement
  - Transportation to a program location
  - Housing Problem Solving services
  - Coordinated Assessment System access
  - Information and referral services
- Rolling out later this Fall
  - Phone number and other info to be announced

## Reminders

### Making Changes in HMIS Program Set-Up

- Please note any changes you want made to **Program Set-up** need to be submitted using the **Program Change Form**
- Please do not make any changes to program set-up; there are several behind the scenes items that need to be updated in tandem
- Changes to program set-up can have an impact on reporting
- Not sure a program change needs to happen? Let us know.

### 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](mailto:sccsupport@bitfocus.com)**

## 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](mailto:sccsupport@bitfocus.com)

Or

(408) 596.5866 Ext. 2

## Clarity HMIS Training Site

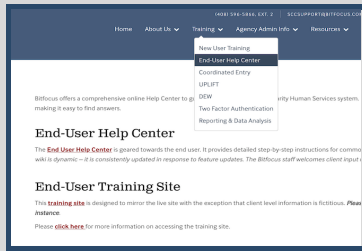
*Want to hone your skills at data entry without compromising actual client data?*

*Use the End User Clarity HMIS Training Site*

- 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



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Click on the image above to access the content.

## BUI & Program Change Forms

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

The first screenshot shows the 'Bed & Unit Inventory Update Form' with instructions on how to update the inventory. The second screenshot shows the 'CLARITY HUMAN SERVICES Santa Clara County HMIS New Program Request (2021)' form, which includes fields for requester name, email, and a description of the request.

## 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)**

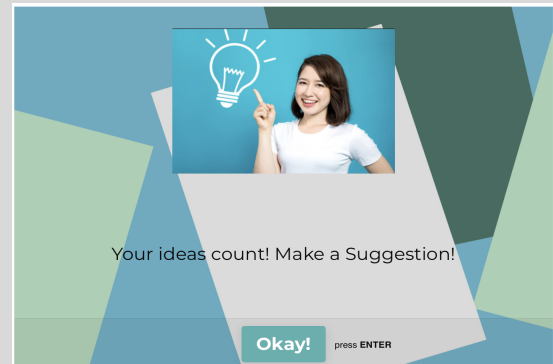
## Clarity (HMIS) Office Hours

**When:** Every other Thursday from 10:00am-11:30am

**Zoom (click here to access)**

## 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, November 4th, 2021

**Time:** 2:00pm – 3:30pm

Dates and locations for 2020 meetings are listed on the OSH website:

**CoC Events Calendar - Supportive Housing - County of Santa Clara**

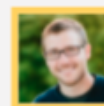
## Bitfocus Contact Information

**Support Team:** [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

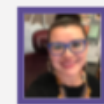
**Bitfocus System Administration Team:**

[scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

*Your Sys. Admin. Team:*



**Trevor Mells**  
Senior Project Administrator, Santa Clara County  
[Trevorm@bitfocus.com](mailto:Trevorm@bitfocus.com)



**Lesly Soto Bright**  
Deputy Project Administrator  
[Leslys@bitfocus.com](mailto:Leslys@bitfocus.com)

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### List of Participants:

Agency Name	Agency Lead/Representative
Abode	Will Hoffer
Abode Services	Janet Yiu
Amigos de Guadalupe: Center for Justice & Empowerment	Aurora Olivares
Bill Wilson Center	Laura Foster
Breakout Prison Outreach	Anthony Ortiz# Jr.
California Youth Outreach	Julian Delgadillo
Catholic Charities of Santa Clara County	Consuelo Collard
City of Cupertino	Gabriel Borden
Community Solutions	Mark Fries
Conxion to Community	Caroline Mireles-Sailor
Community Services Agency	Simone Berkowitz
Destination: Home	Maureen Damrel
Destiny Reentry	Aretha Cromwell
Downtown Streets Team	Justin Damrel
Family and Children Services	Cristina Trujillo
Family Supportive Housing	Alexander Le
Gardner Health Services	Sophie Smith
HomeFirst	Hunter Scott
Horizon Services, Inc. - Mission Street Recovery Station	Tina Senntner
housing choices	Shireen Alinani
HPS-CV/AASC	Hong-Duc Nguyen
ICAN	Albert Nguyen

ICAN	Mylinh Ha-Do
JobTrain	Kenya Rawls
LifeMoves	Cynthia Mar
Momentum for Health	Mai Nguyen
MOVE MOUNTAIN VIEW	Tal Leibovici
NEMS	Candido Anicete
OSH	Maria Ruiz
OSH	Steven Tong
OSH	Leila Qureishi
OSH	Jazmine Wong
Parisi House on the Hill	Ashley Orpilla
PATH	Aiko Yep
Pathway Society Inc.	Rita Anzualda
Pathway Society Outpatient	Roseann Martinez
Peninsula Healthcare Connections - New Directions	Rachel Hileman
Razing the Bar	Ty Thompson
Razing the Bar	Katherine Lartigue Lartigue
Roots Community Health Center	Otis Perry
santa clara co PHD STD/HIV	Elizabeth Frakes
Santa Clara County Behavioral Health	Jeremy Golden
Santa Clara County Behavioral Health Service Department	Guillermo Munoz
Santa Clara County SSA SSI Advocacy/Vocational Services	Cassandra Brenzel
SCC OSH	Elisha Heruty
SHCS	Paulina Soto

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SJSU Research Foundation (mentoring program)	Cindy Parra
Social Services Agency	Chennan Liu
South County Compassion Center	Eve Mata (Evangeline Mata)
St Joseph's Family Center	Jose Macias
Starlight Community Services	Samuel Hall
Sunnyvale Community Services	Catherine Farry
Superior Court of California, County of Santa Clara	Roxanna Frias
VA PALO ALTO HEALTH CARE SYSTEM	Maria Magallanes
VHHP	Lindsay Cross
WVCS	Jade Bradley