**SCC Technical Administrator (TA)/Agency Lead Meeting**

**Thursday, October 5th, 2023**

# Getting to Know You!

If you could have a conversation with your pet for 5 minutes, what's the first thing you'd ask them?

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# Meeting Objectives

**IN THE KNOW**

- September Newsletter
- 2023 User Satisfaction Survey
- 2024 Data Standards
- October Feature Focus

**UPDATES**

- CoC | Assessment Updates
- UPLIFT
- MyConnect SV - Launch

**MEMOS**

- SCC HMIS Quarterly Compliance Certification Checklist
- Federal Reporting
- Next Month's Meeting

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# Newsletter



Santa Clara HMIS News
September 2023

Welcome to the Santa Clara HMIS September 2023 newsletter!

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

- Check Out This Fun Poll: Weigh in on the age-old debate...which way should the Toilet Paper Roll go?
- Data Standards FY 2024 - Countdown
- MyConnectSV Launch!
- 2023 User Satisfaction Survey
- Report Spotlight - [DQXX-110] Duplicate Clients
- Meeting/Upcoming Events
- Bitfocus is Hiring!

# 2023 User Satisfaction Survey

*Thank you to all who participated!*

*This year we received the most survey responses ever!*

*Results Coming Soon!*

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# October Feature Focus

# October Feature Focus – *"Client Refused" Response*

**Updated: "Client Refused" Response (All Data Elements)**

**Overview:** Picklist Value 9 ("Client refused") for system and core fields is being updated to *"Client prefers not to answer"* throughout the system

Picklist Value 9 in custom fields will also be updated to *"Client prefers not to answer"*

This value will also be updated as the default when new custom picklists are created.



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# 2024 HUD HMIS Data Standards Updates

# Resources - *2024 Data Standards*



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*Link embedded in image*

## HUD 2024 Data Standards Overview

### Overview

With effect from October 1, 2023, the U.S. Department of Housing and Urban Development (HUD) will initiate a series of updates to the Homeless Management Information System (HMIS) data standards. These updates will encompass a spectrum of adjustments to existing fields, the selective retirement of specific elements, and the integration of newly introduced data components.

### Language Updates

- "Domestic Violence Victims" will be **"Survivors of Domestic Violence"**
- "Client Refused" will change to **"Client prefers not to answer"**
- "Veteran's Administration (VA) Medical Services" will be **"Veteran's Health Administration (VHA)"**
- "Approximate date homelessness started" will become **"Approximate date this episode of homelessness started"**
- "Client location" will be **"Enrollment CoC"**

### Changes to Existing Data Elements

- **Veteran Status:** Specific definition removed, refer to VA Data Guide.
- **Name:** Clients may provide Preferred Name; "Legal name" optional if not required by funder.
- **Race and Ethnicity:** Merged into one element; added options (Hispanic/Latina/e/o, Middle Eastern/North African, Additional detail).
- **Gender:** Updated response choices including Non-Binary, Two-Spirit, etc.
- **Living Situation:** Expanded options for subsidized housing scenarios.

### Changes/Updates by Funding Type

- Social Security Number: CoC, ESG, and SAMHSA PATH projects use last four digits; others need full SSN.
- **Translation Assistance:** CoC, ESG, RUSH, and unsheltered/rural NOFO projects now require translation aid.
- **Sexual Orientation:** CoC PSH projects must provide this information for improved support.
- **RHY (Runaway and Homeless Youth):** Term change to 'client'; inclusive updates for post-natal care.
- **HOPWA:** Clarity in terminology; removal of specific elements.
- **VA (Veterans Affairs):** Additions and alterations to branches, financial aid, and targeting criteria.

### Coordinated Entry

- Major CE changes deferred until FY 2026; Elements 4.19 and 4.20 are unchanged.

### Data Elements Retiring

- Ethnicity
- Race
- Wellbeing
- Worst Housing Situation
- Last Permanent Address

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## Resources - *7 Minute Video Summarizing New Changes*

# HUD Data Standards – *Primary Language  Custom Field*

Previously "Primary Language" was collected for all clients as part of a Program Enrollment, with the Data Standards changes SCC OSH has decided they will no longer require data collection of this field and instead will use the added **TRANSLATION ASSISTANCE NEEDED** field to collect language for clients.

| | |
|---|---|
| C4 Translation Assistance Needed | Work with the community to determine what languages will appear in the picklist; ideally that would be a list with 20 values. *Note: The 2024 Data Standards Manual states "up to 20 languages selected by the HMIS Lead"; However, HUD advised vendors "do not hard limit at 20 languages- messaging to system admins to ensure that the number of languages in any given system is 'reasonable'".* |

TRANSLATION ASSISTANCE NEEDED (WOULD THE CLIENT LIKE SERVICES TO BE PROVIDED IN A LANGUAGE OTHER THAN ENGLISH?)

| | |
|---|---|
| Translation Assistance Needed | Yes |
| Preferred Language | Spanish |
| Zip Code of Last Address | 95020 |

# HUD Data Standards – *Race & Ethnicity*

Race & Ethnicity Field will become a multi-select field, we encourage End Users/Data Entry Staff to review the previously entered response for the client and make updates as necessary that will reflect more accurately the race and ethnicity of the client.

| 3.04 Race and Ethnicity | Engage community to review any reports and/or local documentation with the community that will be affected by the new Race and Ethnicity field, and the separate Race and Ethnicity fields being retired. |
|---|---|
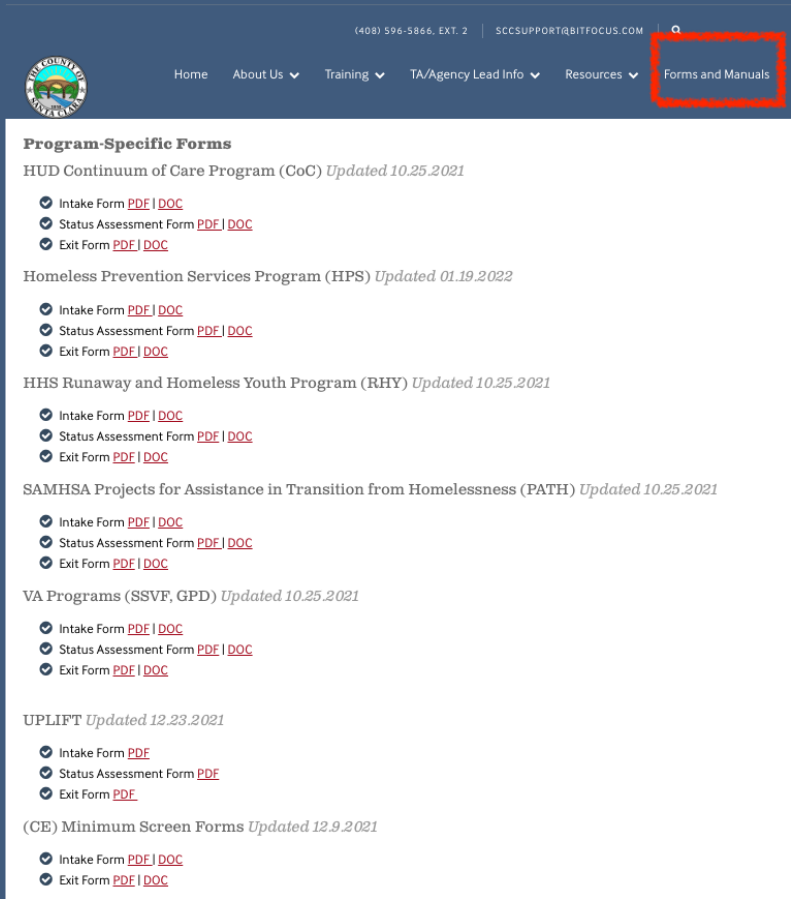
# HUD Data Standards – *Forms*



👉 All forms on the HMIS Website have been updated to reflect the 2024 Data Standards updates

👉 These have been available since Sunday, October 1st, 2023

# HUD Data Standards – *Canned Reports & Custom Canned Reports*

| BETA | RETIRED | | |
|---|---|---|---|
| All Bitfocus-maintained reports with the phrase "BETA" required 2024 Data Standards updates and now conform to the new data requirements | All Bitfocus-maintained reports with the phrase "RETIRED" still require 2024 Data Standards updates and will be updated during the month of October. | Reports with no phase indication (Beta/Retired) are up-to-date and required no changes | To learn more about Pentaho reports visit HelpDesk's article on our Report Library |

| Report | | | |
|---|---|---|---|
| [DQXX-103] Monthly Staff Report | ★ \| ⊙ RUN \| 📅 SCHEDULE \| MORE INFO ⌄ | | |
| [HUDX-231-AD] LSA Export - Systemwide [FY 2022] | Retired ★ \| ⊙ RUN \| 📅 SCHEDULE \| MORE INFO ⌄ | | |
| [HUDX-227] Annual Performance Report [FY 2024] | BETA ★ \| ⊙ RUN \| 📅 SCHEDULE \| MORE INFO ⌄ | | |
| [HUDX-235-AD] CE APR [FY 2023] | Retired ★ \| ⊙ RUN \| 📅 SCHEDULE \| MORE INFO ⌄ | | |
| [HUDX-123-AD] Housing Inventory (HIC) [FY 2023] | Retired ★ \| ⊙ RUN \| 📅 SCHEDULE \| MORE INFO ⌄ | | |
| [HUDX-230-AD] Shelter Count PIT [FY 2023] | Retired ★ \| ⊙ RUN \| 📅 SCHEDULE \| MORE INFO ⌄ | | |

# HUD Data Standards – *Canned Reports & Custom Canned Reports*

| CUSTOM REPORT: UP-TO-DATE | CUSTOM REPORT: OCTOBER UPDATE | CUSTOM REPORT: END OF QUARTER UPDATE |
|---|---|---|
| [SCC-100] CCP Housing Retention | [SCC-107] ES/TH Utilization Report - FY2024 Updates | [SCC-106] RRH Utilization Report - FY2024 Updates |
| [SCC-105] UPLIFT Badge Report | [SCC-112] HP Outcomes Report - FY2024 Updates | [SCC-108] SCC System Wide Utilization - FY2024 Updates |
| [SCC-110] HP Utilization Report | | [SCC-113] System Housing Retention - FY2024 Updates |
| [SCC-111] CCP Housing Retention [Program Specific] | | [SCC-115] PSH Transfers - FY2024 Updates |
| [SCC-114] Employment Outcomes Report | | [SCC-117-AD] System Performance Measures Report [FY 2022] - FY2024 Updates |
| [SCC-116] PSH Housing Retention | | |

# HUD Data Standards – *Data Analysis & Looker*

## Automatic Updates

| | | | |
|---|---|---|---|
| Emergency Shelter filters and tiles related to method tracking | Client Response: Client Refused to Client prefers not to answer | Filters and tiles related to Rental by client, with RRH or equivalent subsidy | Filters and tiles related to Current Living Situation |

## Manual Updates

| | | |
|---|---|---|
| Filters and Tiles related to Primary Language | Filters and Tiles related to Race and Ethnicity | Current Looks or Dashboards with Demographic Information may pull information differently depending on the filters used (new vs. old); when using retired filters for example, such as the Race and Ethnicity you will see "retired" next t to that filed. |

*Have a question or need help with a Looker report that needs updates? Complete our Data Request Form – or email Angie at Angiee@bitfocus.com*

# CoC Updates



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# CoC UPDATES

**1**

**2023 HUD CoC NOFO Consolidated Application and Priority Listing Submitted**

County's Office of Supportive Housing submitted our CoC's 2023 NOFO Consolidated Application and Priority Listing to HUD Wednesday, September 27.

***Our consolidated application includes***
- 40 project applications from 10 different organizations
- $34.3 million in projects that will likely be funding, and another $4.6 million in projects that are more competitively considered
- 92% of requested funds going toward housing programs like PSH, RRH, TH, and TH-RRH, and just 8% going for CoC infrastructure projects like Coordinated Entry, HMIS, and CoC Planning

**Many thanks to everyone who participated in the process this year, among them**
- All the applicants, including the grant writers, case managers, outreach workers, housing specialists, and other staff in our community working hard to end homelessness. Our application is strong because of the great work you do!
- The Review and Rank panelists, all people with lived experience, who dedicated a lot of time to thoughtfully and carefully reviewing applications and scoring the projects.
- NOFO committee participants for many hours of thoughtful discussion over the past several months and for making recommendations to ensure our process is fair and aligned with our community's goals.
- The CoC Board for your leadership and strategic guidance.
- Our team from Homebase who help facilitate our local priority ranking process, review project applications, and write our consolidated application.

**The HUD CoC NOFO competition closed September 28, and we expect to hear results sometime in the Spring.**

**2**

Portal Soft Launch and Upcoming Launch Party!

**3**

**Save the Date**
CoC Membership Meeting
November 3, 10am-11:30am

Agenda & Zoom will be sent to CoC and SPN listservs, and posted on the CoC Events Calendar

# UPCOMING EVENTS *OCTOBER 2023*

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|---|---|---|---|---|
| **2** <br> 2pm SCC HMIS Looker Office Hours | **3** | **4** <br> 5:30pm YAB Weekly Check-Ins | **5** <br> 2pm HMIS TA/Agency Lead Meeting | **6** |
| **9** | **10** <br> 10am Data Think Tank | **11** <br> 9:30am Service Providers Network Meeting <br><br> 5:30pm YAB Weekly Check-Ins | **12** <br> 10am HMIS Clarity Office Hours | **13** |
| **16** <br> 2pm SCC HMIS Looker Office Hours | **17** | **18** <br> 5:30pm YAB Weekly Check-Ins | **19** <br> 1pm Performance Management Work Group (PMWG) | **20** |
| **23** | **24** | **25** <br> 10am SCC TA Office Hours <br><br> 5:30pm YAB Weekly Check-Ins | **26** <br> 10am HMIS Clarity Office Hours <br><br> 3pm Rapid Rehousing & Employment Initiatives Meeting | **27** |
| **30** <br> 2pm SCC HMIS Looker Office Hours | **31** | **29** <br> 5:30pm YAB Weekly Check-Ins | **30** | **31** |

UPLIFT

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# UPLIFT UPDATES

- 🚌 **84%** of available Q2 stickers have been issued
- 🚌 If your agency has reached its first month sticker allocation
  - ▪ Additional stickers may be requested at the start of the pooled pass period on **11/1/2023**
  - ▪ Requests dated prior to **11/1/2023** will be removed from the HMIS
- 🚌 The UPLIFT FAQ section on the [SCC UPLIFT site](#) has been updated

- 🚌 Reminders
  - ▪ Don't request a badge for a continuing client every quarter. Clients already have a badge if they received a sticker the previous quarter.
  - ▪ OSH is continuing to track staff submission errors
    - • More than 3 errors per quarter in a user's UPLIFT requests will result in loss of UPLIFT access in HMIS
    - • UPLIFT access will be restored after the HMIS user repeats the [UPLIFT training](#) and certifies completion

UPLIFT EVENTS UPDATES

# MyConnect SV - Updates

# Santa Clara County's MyConnectSV

**MyConnectSV is LIVE!**

**MyConnectSV Launch Party**

**WHEN:** November 7, 2023
**TIME:** 11am-3pm
**LOCATION:** DT San Jose

**Food, Music, Prizes,**
**&**
**Resource Fair**

**Provider Materials**
https://scc.bitfocus.com/myconnectsv

**Client Materials**
http://www.myconnectsv.org/

**Prize Giveaway Alert!**
Have you heard that Destination Home is giving away at least two prizes to providers who invite clients to MyConnectSV?

Twice in the month of October, we will ask Bitfocus to randomly select a person who

   has completed the NEW required provider training for MyConnectSV

   has invited at least 1 person to create a MyConnectSV account

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# Memos

# SCC HMIS Quarterly Compliance Checklist - *Due 10/31/2023*

- Quarter 3 July - September 2023

- New Staff (only) added to HMIS during Q3

- Lists of End Users Impacted has already gone out *please only submit certification for staff listed*

- Deadline is for **Tuesday, October 31st, 2023, EOB**

- Staff at your agency who are not certified will be made inactive until submission of certification is received

- More details can be found here!

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# Federal Reporting – *Upcoming LSA*

October 1st, 2023, Reporting Year Begins

November 1st, 2023, LSA Data Collection Opens

November 18th, 2023, LSA Draft Deadline

Jan 11th, 2024, LSA Final Deadline for Submission

# Next Month's Meeting

Thursday, November 2nd, 2023

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