

# October 2022 Agency Admin. Minutes



## AGENDA ITEMS

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- **Interim** VI-SPDAT Training - *Mandatory*
- Security Breach - *OSH Guidance & Next Steps*
- Security Checklist - *DUE 10/31/2022*
- Federal Reporting - *Updates*
- CE Events - *Changes*
- Reminders
- Next Months Meeting

## CoC Updates

- CoC NOFO and Unsheltered NOFO
- Coordinated Entry Redesign
- Youth Homelessness Demonstration Program (YHDP)

## CoC Upcoming Meetings

### SCC TA Office Hours (Interim VI-SPDAT Focus)

When: Wednesday, October 26th, 2022

Time: 10:00am-11:00am

Where: [Zoom](#)

### Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, October 13th and 27th, 2022

Time: 3:00pm-4:30pm

Where: Virtual Meeting

### SCC: Performance Management Work Group

When: Thursday, October 20th, 2022

Time: 1:00pm – 2:30pm

Where: [Zoom](#)

### SCC CoC VI-SPDAT Training

When: Wednesday, October 26, 2022

Time: 9:00am – 1:00pm

Where: Virtual Meeting

## UPLIFT Updates

### New process coming soon for requesting replacements for lost badges and/or stickers!

- Office closed Monday, October 10 – no pick-up
- Pooled sticker period begins on November 1 – remaining stickers are provided on a first-come first-serve basis.
  - Any requests submitted prior to Nov 1 for agencies who have reached their allocation limit will be removed.

### Reminders

- Your requests must be submitted through either an Enrollment or a Status Update Assessment/Annual Assessment
- Correcting ROI issues
- Please ensure UPLIFT staff are exiting clients from your UPLIFT program if:
  - You are no longer requesting UPLIFT passes for the client
  - 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](mailto:UPLIFT@hhs.sccgov.org)**

## HMIS Newsletter - September 2022



Check out last month's Newsletter and other newsletters [here!](#)



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### HMIS September 2022 Newsletter - LSA Report Highlights

#### Announcements

#### 2022 Federal Reports: LSA and System Performance Measures are Approaching!

The 2022 federal reporting season is approaching! Prep for two of HUD's major CoC reports will begin in October: The Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM).

HUD's Longitudinal Systems Analysis (LSA) is a report submitted to HUD annually that includes a complex analysis across key projects participating in the Continuum of Care (CoC) Homelessness Management Information System (HMIS). The LSA replaced the Annual Homeless Assessment Report's (AHAR) data component in the 2018 reporting year.

[Continue reading](#)

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[Continue reading](#)

### Interim VI-SPDAT Training - Mandatory What is the Interim VI-SPDAT Training?

- The Interim VI-SPDAT Training is a supplementary training that will provide information on the engaged interview approach, the intent and scope of new questions, and details around when re-assessment should occur.
- If you do not administer the VI-SPDAT then you do not need to complete the training.

#### Next Steps

- [Here is a link](#) to the training should you need it

- If the screen appears blank you will need to Sign In (top right hand corner). Do not use your personal email address to register - we use your work/agency email to confirm completion (what is entered in HMIS)
- You must take the training without clicking off of the video - multitasking during this training is not recommended
- Deadline to complete is Thursday, October 13th, 2022 EOB**
- There is a short 13 minute video you will need to watch that will be followed by a five-question quiz
- You must pass the quiz with a score of 80% or higher; you can of course take the quiz until you pass
- If you are unable to complete the training and/or pass the quiz by deadline your access will be updated so you are not able to administer and/or enter the VI-SPDAT (you will be able to view only)
- If you miss the deadline (for whatever reason) and your access is changed, it is your responsibility to contact the Help Desk - they will verify training completion and reinstate your access**

#### How can I tell who needs training at my agency?

Go to the Data Analysis tab in Clarity, expand the Looks/Dashboard list under Santa Clara County HMIS Reports, and select Staff Access Roles for Interim VI-SPDAT. Add your Agency's name to the Filters at the top and click run.

**This is a list of your agency staff who have not completed the training as of the morning of 10/5/22.**

They have until 10/13 to complete the training.



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Please let us know if any of these users are exempt or if we've missed that in our records. Any users not listed in the Look have either completed the training or they are exempt.

### Security Breach - OSH Guidance & Next Steps

Life happens and sometimes laptops are misplaced and or stolen, here is what you should be doing in the event this happens.

- Inform your Agency Lead/Supervisor
- Reach out to SCC OSH and let them know
  - CoC will determine next steps for reporting seriousness of breach and next steps for your agency
- Contact Bitfocus Support ([sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)) and have your access made inactive and/or change your password immediately
- Just remember it is important to report these types of incidents immediately
- Have more questions please reach out to your CoC contact

### Security Checklist - SCC HMIS Quarterly

#### Compliance Certification Checklist

- ✓ Checklist is due for **NEW STAFF** added during Quarter 23 only (July - September)
- ✓ You will receive a list of new staff for you to complete verification for by next week
- ✓ Self Certification Forms **are not** to be submitted to us; *please retain for your records*
- ✓ If you do not submit your certification form

ALL STAFF at your agency will lose HMIS access until it is submitted

✓ **DUE DATE: Monday, October 31st, 2022**

### Federal Reporting - LSA Updates

**Data Quality Has Commenced** - *You may have received communication regarding the following:*

- **Geo Codes**
  - Ensure program locations have the correct city identified that matches that cities GeoCode
- **Head of Household (HoH) Error**
  - Ensure minors are not listed as HoH
  - Check that program enrollments have a designated HoH that is an adult and is still enrolled in program
- **Overlapping Enrollments**
  - Check that clients are not enrolled in two or more programs (shelter) at the same time
  - If client is in ES and in an RRH program please make sure that if there is a Housing Move-In Date, that it does not conflict with ES stay and/or exit
- **Funding Sources**
  - Verify the correct funding source is attributed to your programs
- **Program Enrollments after/before program start/end date**
  - Check that clients do not have a start date/exit date that is before a program start/end date (e.g., Program Start Date 1/1/2022 Program End Date 8/1/2022 - Client Program Enrollment 12/1/2022 or Program Enrollment End Date 12/1/2022)

**Data Quality Has Commenced** - *Still to Come*

- Bed and Unit Inventory (BUI)
- NbN Shelter and Bed Night Issues
- Project Descriptor Issues
- Other Items as they present



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## Need Assistance or Have Questions?

- Drop into Office Hours every other Thursday from 10:00am-11:30am
- Need to schedule a Zoom meeting? Let us know

## Connect with other Agency Leads when needed; especially around Overlapping Enrollments

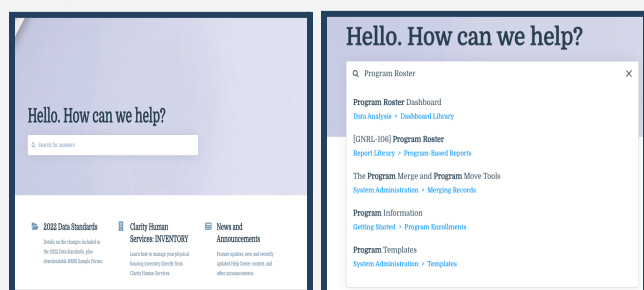
- Train staff to look at a client's History Tab to help identify when they are enrolled in other ES/Housing projects to avoid overlaps
- HMIS will prompt users if they are trying to attach a housing service to a client that is already housed in another program
- When in doubt reach out - prevent erroneous data entry



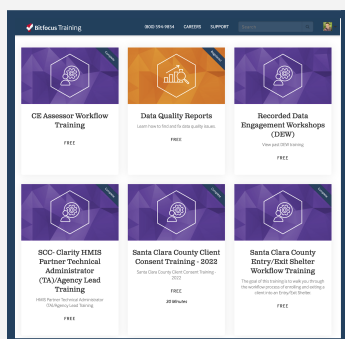
**DEADLINE FOR FIRST ROUND OF CLEAN UPS IS 10/21/2022**

## Reminders

### Clarity Human Services Help Center



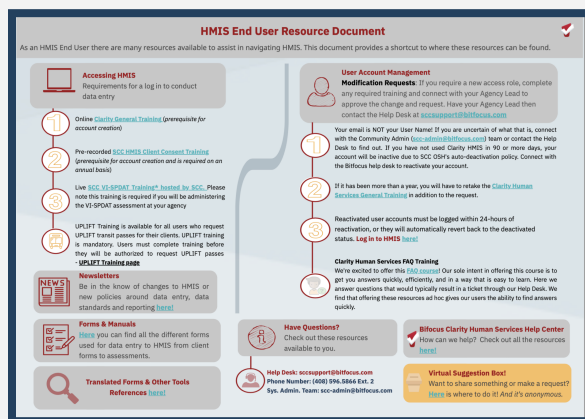
*Link to page embedded in image!*



*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

## HMIS End User Document



*Link Embedded in image!*

*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!*

## 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*

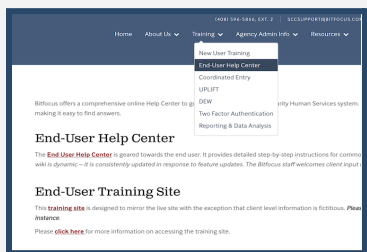
- From the Training Tab select the End-User Help Center drop down
- Scroll to the End-User Training Site
- Contact the Help Desk to gain access at



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[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



*Click on the image above to access the content.*

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

Or

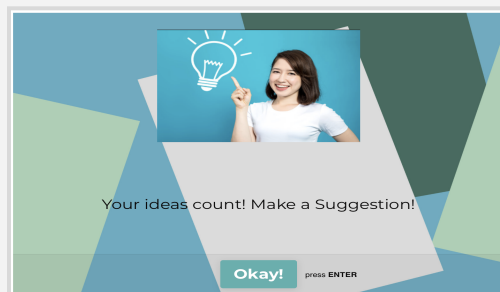
(408) 596.5866 Ext. 2

### 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.

### 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?*



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*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, October 6th, 2022

Time: 2:00pm – 3:30pm

Dates and locations for 2021 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:



**Angie Evans**

[angieevans@bitfocus.com](mailto:angieevans@bitfocus.com)

Senior Project Admin, Santa Clara County

San Jose, CA

800.594.9854 x274



**Lesly Soto Bright**

[leslys@bitfocus.com](mailto:leslys@bitfocus.com)

Deputy Project Admin, SCC

San Jose, 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 Representative	Agency Name
Jason King	Abode

Will Hoffer	Abode
Luis Gonzalez	Abode Services
Aida Tesfai	Abode Services
Shamika Holcomb	Abode services agency
Aurora Olivares	Amigos de Guadalupe Center for Justice & Empowerment
Lindsay Cross	BHSD
Lorena Madrid	BHSD
Manuel Gandarilla	Bill Wilson Center
Laura Foster	Bill Wilson Center
Anthony Ortiz, Jr.	Breakout Prison Outreach
Julian Delgadillo	California Youth Outreach
Paul Marquez	California Youth Outreach
Renee Ridgway	Carry the Vision
Manpreet Bassi	CHIP
Marcell Leath	City of San Jose
Nathaniel Montgomery	City of San Jose
Steven Martinez	Cityteam Ministries
Brandi Jothimani	Community Services Agency
Helen Rincon	COMMUNITY SOLUTIONS
Caroline Mireles-Sailor	Conxion to Community
Karen Mestizo	County of Santa Clara, Office of Supportive Housing
Maureen Damrel	Destination: Home
Aretha Cromwell	Destiny Reentry

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Justin Damrel	Downtown Streets Team
Alexander Le	Family Supportive Housing
Mariana Becerra	Gardner Health Services
Shireen Alinani	HCC
Elisa Arellano	HomeFirst
Alisha Parret	HomeFirst
Jessica Newham	HomeFirst
Teresa Moore	HomeFirst
Albert Nguyen	ICAN
Jessica Denetclaw	Indian Health Center of Santa Clara Valley
Amritha Mandagondi	International Rescue Committee
Kenya Rawls	JobTrain - SCC
Cynthia Mar	LifeMoves
Mike Michel	Mental Health Systems
LaTima Augmon	Mission Possible Reentry Center
Mai Nguyen	momentum for health
Jessica Lwi	MOVE MV
Candido Anicete	NEMS
Greta Siegrist	New Directions
Hong Cao	Office of Supportive Housing
Elisha Heruty	Office of Supportive Housing
Jazmine Wong	Office of Supportive Housing
Steven Tong	OSH
Leila Qureishi	OSH

Jennifer Torres	PATH
Aiko Yep	PATH
Rachel Hileman	Peninsula Healthcare Connections - New Directions
pammi sandhu	PHC
Sandra Avila-Diaz	SANTA CLARA CO. OSH DEPT
Maneul Santana	Santa Clara County
Khoi Nguyen	Santa Clara County
Chrissy Cheung	Santa Clara County Public Health Department
Jeremy Golden	SCC Behavioral Health
Rose Pierre	School Health clinics
Paulina Soto	SHCS
Angelica Holguin	Silicon Valley Independent Living Center
Ashlee Perez	Silicon Valley Independent Living Center
Cindy Parra	SJSU Research Foundation
Jose Macias	St. Joseph's Family Center
Kutlo Rasetschwane	Starlight
Roxanna Frias	Superior Court of CA, County of Santa Clara
Amy Ho	The Health Trust
Cesar ESquivel	The Salvation Army
Wei E	The United Effort Organization, Inc.
Maria Magallanes	VA Palo Alto Health Care System
Traci Pickett	Veterans Housing Facility

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<i>Irma Gonzalez</i>	<i>Victory Outreach</i>
<i>Jade Bradley</i>	<i>WVCS</i>