



# October 2023 TA/Agency Lead Minutes

## MEETING OBJECTIVES

## STAYING IN THE KNOW

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

## UPDATES

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

## MEMOS

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

## STAYING IN THE KNOW

## September Newsletter



## 2023 User Satisfaction Survey

*Thank you to all who participated!*

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

*Results Coming Soon!*

## 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.

## 2024 HUD HMIS Data Standards Updates

### Resources:





## October 2023 TA/Agency Lead Minutes



### 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   |

### Race and 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. |
|-------------------------|---|

|                                      |   |
|--------------------------------------|---|
| Race and Ethnicity                   | American Indian, Alaska Native, or Indigenous, Bl...  |
| Additional Race and Ethnicity Detail | <input checked="" type="checkbox"/> American Indian, Alaska Native, or Indigenous<br><input type="checkbox"/> Asian or Asian American<br><input checked="" type="checkbox"/> Black, African American, or African<br><input checked="" type="checkbox"/> Hispanic/Latina/e/o<br><input type="checkbox"/> Middle Eastern or North African<br><input type="checkbox"/> Native Hawaiian or Pacific Islander<br><input type="checkbox"/> White<br><input type="checkbox"/> Client doesn't know |

### 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

### Canned Reports & Custom Canned Reports

|   |  |  |   |
|---|--|--|---|
| <b>BETA</b><br>All Bitfocus-maintained reports with the phrase "BETA" required 2024 Data Standards updates and now conform to the new data requirements | <b>RETIRED</b><br>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 <a href="#">Habitat's website on our Report Library</a> |
|---|--|--|---|



## October 2023 TA/Agency Lead Minutes

| 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 (news: old); when using retired filters for example, such as the Race and Ethnicity you will see "retired" next to that field.

*Have a question or need help with a Looker report that needs updates? Complete our [Data Request Form](#) – or email Angie at [Angie@bifocus.com](mailto:Angie@bifocus.com)*

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 are 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.

### 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

## COC | ASSESSMENT UPDATES

### CoC Updates

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



## October 2023 TA/Agency Lead Minutes

| 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>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>5:30pm YAB Weekly Check-ins                 | 26<br>10am HMIS Clarity Office Hours<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 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

For all UPLIFT-related inquiries email

[UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org)

### MyConnect SV - Updates

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>

Provider  
Materials

<https://scc.bitfocus.com/myconnectsv>

#### 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



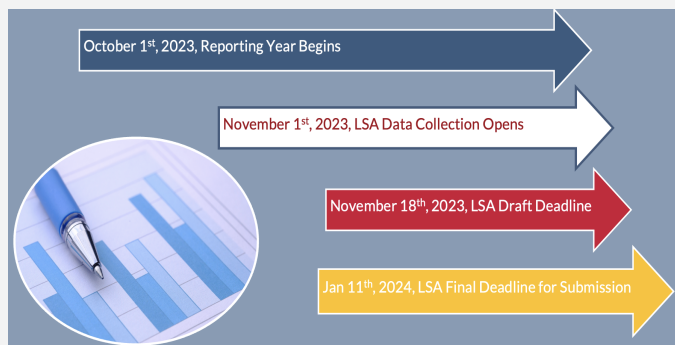
## October 2023 TA/Agency Lead Minutes

### 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!

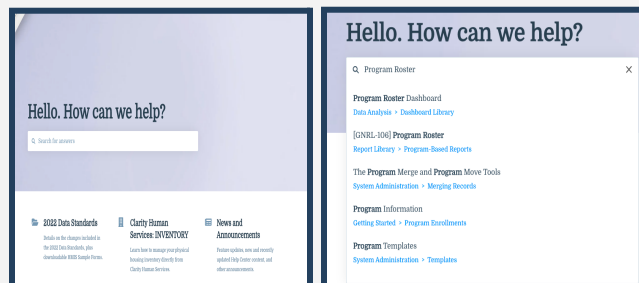
### Federal Reporting



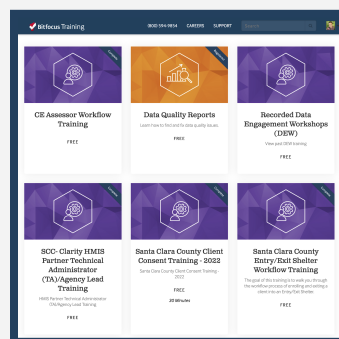
### Next Month's Meeting

**Thursday, November 2nd, 2023**

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

### 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

## October 2023 TA/Agency Lead Minutes



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

### 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 2nd, 2023

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](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  
South Bay, CA  
800.594.9854 x274



**Lesly Soto Bright**

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

Deputy Project Admin, SCC  
South Bay, CA  
800.594.9854 x256



## October 2023 TA/Agency Lead Minutes



### 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 Name                      | Representative              |
|----------------------------------|-----------------------------|
| Abode Services                   | Luis Gonzalez               |
| Abode Services                   | Will Hoffer                 |
| Amigos de Guadalupe              | Aurora Olivares             |
| Bible Way / Destiny              | Aretha Cromwell             |
| Bill Wilson Center               | Randi Rosen                 |
| California Youth Outreach        | Anthony Ortiz Jr.           |
| California Youth Outreach        | Julian Delgadillo           |
| Catholic Charities               | Consuelo Collard            |
| CityTeam Ministries              | Christopher Chamberlain     |
| Community Solutions              | Elizabeth Reynoso-Gutierrez |
| ConXion to Community             | Caroline Mireles-Sailor     |
| County: OSH                      | Elisha Heruty               |
| County: OSH                      | Fang Zhu                    |
| County: OSH                      | Hilary Barroga              |
| County: OSH                      | Jazmine Wong                |
| County: OSH                      | Leila Qureishi              |
| County: Reentry Resource Center  | Christian D'Alfonso         |
| County: Reentry Resource Center  | Juan Guel Jr.               |
| County: SCVHHS - BHSD - Access & | Lindsay Cross               |

|  |                        |
|--|------------------------|
| Unplanned - IHOT                                     |                        |
| County: SCVHHS - BHSD - AOA - FDR                    | Jeremy Golden          |
| County: SCVHHS - BHSD AOA - CSI                      | Norma Aranda           |
| County: SCVHHS - BHSD AOA - CSI                      | Will Norman            |
| County: SCVHHS - Public Health                       | Chris Cheung           |
| County: Valley Health Plan                           | Geralyn Glenn          |
| Emergency Rental Assistance (ERA)                    | Paulina Soto           |
| Family Supportive Housing                            | Alex Le                |
| HomeFirst  | Alisha Parret          |
| Housing Choices Coalition                            | Shireen Alinani        |
| Institute on Aging                                   | Christina Strine       |
| International Children Assistance Network (ICAN)     | My Linh Ha-Do          |
| JobTrain   | Bryanna Corsbie        |
| LifeMoves  | Cynthia Mar            |
| Nation's Finest                                      | Ilaisaane Fifita       |
| New Directions - Peninsula Healthcare Connection     | Pammi Sandhu           |
| North East Medical Services (NEMS)                   | Candido Anicete        |
| PATH   | Aiko Yep               |
| Sacred Heart Community Service                       | Paulina Soto (deleted) |
| Salvation Army                                       | Cesar Esquivel         |
| San Jose State University Research Foundation (SJSU) | Jesse Mejia            |
| School Health Clinics of Santa                       | Jazmin Dominguez       |

## October 2023 TA/Agency Lead Minutes



|   |                          |
|---|--------------------------|
| <i>Clara County</i>                                       |                          |
| <i>School Health Clinics of Santa Clara County</i>        | <i>Rose Anne Pierre</i>  |
| <i>St. Andrew's Residential Programs for Youth (STAR)</i> | <i>Christina Faraone</i> |
| <i>St. Joseph's Family Center</i>                         | <i>Jose Macias</i>       |
| <i>Starlight Community Services</i>                       | <i>Kutlo Rasetshwane</i> |
| <i>Sunnyvale Community Services</i>                       | <i>Catherine Farry</i>   |
| <i>Superior Court of CA, County of Santa Clara</i>        | <i>Roxanna Frias</i>     |
| <i>The United Effort Organization</i>                     | <i>Wei E</i>             |
| <i>VAPAHCS</i>  | <i>Maria Magallanes</i>  |
| <i>WeHOPE</i>   | <i>Anita Blount</i>      |
| <i>West Valley Community Services</i>                     | <i>Jade Bradley</i>      |