

November 2021 Agency Admin. Minutes



AGENDA ITEMS

- CoC|Coordinated Assessment Updates
- HMIS Newsletter
- Customer Portal Discussion - Client Assessments
- Data Standards Debrief
- LSA Updates
- Here4You Call Center
- Reminders
- Next Months Meeting

CoC Updates

2022 Point-in-Time Count Community Planning Meeting (via Zoom)

Thursday, November 18, 2021, 1 - 2pm

Topic: 2nd Community Meeting - 2022 PIT Count

Time: Nov 18, 2021 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://sccgov-org.zoom.us/j/97373234994>

Meeting ID: 973 7323 4994

One tap mobile

+16692192599,,97373234994# US (San Jose)

+16699006833,,97373234994# US (San Jose)

Dial by your location

+1 669 219 2599 US (San Jose)

+1 669 900 6833 US (San Jose)

Meeting ID: 973 7323 4994

Find your local number: <https://sccgov-org.zoom.us/j/97373234994>

Upcoming Events

Service Providers Network Meeting

When: Wed, November 10th, 9:30am - 11:00am

Where: TBD

Rapid Rehousing and Employment Initiatives Meeting

When: Thu, November 25th, 3:00pm - 4:30pm

Where: Zoom

UPLIFT Updates

We have had many, many requests for badge and sticker replacements this quarter

Please:

- Help your UPLIFT clients develop strategies to avoid losing their badges, such as providing them with a lanyard so they can keep the badge around their neck.
- Ensure your agency has a process in place that ensures stickers and badges are kept safe and distributed appropriately.
- Our contract with the VTA requires that each sticker be associated with the client specified on the sticker card, and that staff place stickers for clients who already have a badge **directly on to that badge.**

If you are requesting a replacement for a lost or stolen badge/sticker, two actions are needed:

1. Complete a Status Update Assessment for the client.

Don't backdate your requests.

- Be sure to use the current date when submitting your Status Update Assessment for the replacement.
2. Send a separate email to UPLIFT@hhs.sccgov.org explaining the circumstances of the replacement request.
 - Include the client's HMIS ID and the term "replacement request" in the subject line.

For all UPLIFT-related inquiries please email

UPLIFT@hhs.sccgov.org



November 2021 Agency Admin. Minutes

HMIS Newsletter



[Check out the Newsletter Here!](#)

Customer Portal Discussion: Client Assessments



*Marti Phillips, Senior Project Manager
Professional Services*

What is The Portal?

The Portal is a tool to allow individuals who have personal information stored in Clarity Human Services to view a portion of their record, update their information, manage appointments, communicate with their care team, and more.

Core Features of the Portal:

- Privacy (ROI) Management
- Location & Contact Info Management
- Appointment Management
- Program Enrollment Activity & History
- Assessment Management & Responses
- Message Center
- Documentation Management
- Client Dashboard Page
- Resource Directory
- Community Queue Status

What is Assessment Management:

- Care team members can request assessments from clients through the Portal
- Notification of assessment request sent to client
- Ability for clients to complete assessments within the Portal
- Ability for care team members to track assessment status
- For use with global and program-level assessments

Assessment Parameters & Use Case

Do Not Use Portal Assessments For:

- Assessments that must be issued face to face
- Assessment that include highly sensitive personal information (ex: HIV Status)

Use Portal Assessments For:

- Status updates
- Readiness assessments
- Client satisfaction surveys
- Registration forms
- ?????

What ideas do you have for Assessment Management?



November 2021 Agency Admin. Minutes

Data Standards Debrief

- Updated 2022 Forms have been posted to the [SCC HMIS Website](#)

Program-Specific Forms

HUD Continuum of Care Program (CoC) Updated 10.25.2021

- Intake Form [PDF](#) | [DOC](#)
- Status Assessment Form [PDF](#) | [DOC](#)
- Exit Form [PDF](#) | [DOC](#)

Homeless Prevention Services Program (HPS) Updated 10.25.2021

- Intake Form [PDF](#) | [DOC](#)
- Status Assessment Form [PDF](#) | [DOC](#)
- Exit Form [PDF](#) | [DOC](#)

HHS Runaway and Homeless Youth Program (RHY) Updated 10.25.2021

- Intake Form [PDF](#) | [DOC](#)
- Status Assessment Form [PDF](#) | [DOC](#)
- Exit Form [PDF](#) | [DOC](#)

SAMHSA Projects for Assistance in Transition from Homelessness (PATH) Updated 10.25.2021

- Intake Form [PDF](#) | [DOC](#)
- Status Assessment Form [PDF](#) | [DOC](#)
- Exit Form [PDF](#) | [DOC](#)

VA Programs (SSVP, GPD) Updated 10.25.2021

- Intake Form [PDF](#) | [DOC](#)
- Status Assessment Form [PDF](#) | [DOC](#)
- Exit Form [PDF](#) | [DOC](#)

Are there any general questions regarding Data Standards?

- [2022 HMIS Data Standards: Summary of Changes](#)
- [HUD HMIS website](#)

LSA Updates



Introductions:

Professional Services Team member, Kadra Adderly

Here's what she may ask you to do:

- ✓ Data Quality - Clean up of Data
- ✓ How to proceed with DQ requests
- ✓ Deadlines for reporting and completion of requested items
- ✓ General Questions about reporting

How she will reach out:

- Via email communication; so please keep an eye out
- More details coming soon!

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?](#)



November 2021 Agency Admin. Minutes

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

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

Here4You Call Center

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

➤ **Rolled out Friday, October 15th, 2021**

- **Phone number: (408) 385.2400**
- Bill Wilson Center Webpage: [Here4You Call Center](#)

*Check out more details on the SCC HMIS Website:
[Here4You Hotline Resources!](#)*

Reminders

HMIS Privacy Training Recertification for 2022

It's that time of year again!

What You Need To Do:

- ✓ Let staff know they will need to recertify - even if they complete the certification on 12/31/2021
- ✓ Provide staff with at least 20 minutes to complete training
- ✓ Ensure staff know they must score 80% or higher to be considered "passing"
- ✓ Staff that do not complete training by deadline will have their HMIS access revoked until completion and passing

of training

- ✓ It is the staff's responsibility to contact the [Help Desk](#) after completion of training; if access is revoked

What We Will Do:

- ✓ Notify you when the Recertification process is OPEN
- ✓ Remind you of deadlines
- ✓ Let you know when staff who have not completed training will have access revoked
- ✓ Reinstate access to users after completion of training

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 was due October 31st, 2021

Please note...

*If you have not submitted your checklist, End Users at your Agency will be made inactive on **Friday, November 12th, 2021 EOB***

Email reminders are going out if you still need to submit the checklist - check your inbox!

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.

November 2021 Agency Admin. Minutes



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

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

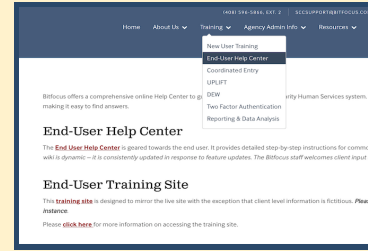
(408) 596.5866 Ext. 2

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

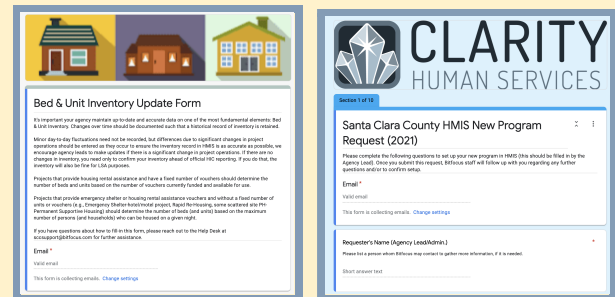
- From the Training Tab select the **End-User Help Center** drop down
- **Scroll to the End-User Training Site**
- Contact the Help Desk to gain access at sccsupport@bitfocus.com
- You should complete all required training as usual
- Practice entering client information and uploading docs. in an agency/program set-up to mirror your current agencies set-up in the live HMIS website



Click on the image above to access the content.

BUI & Program Change Forms

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



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



November 2021 Agency Admin. Minutes

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, December 2nd, 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](#)

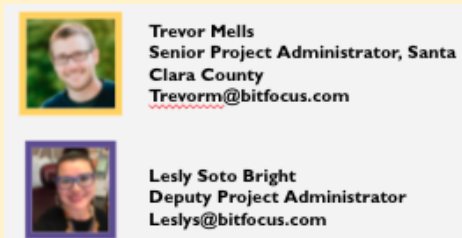
Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com

Bitfocus System Administration Team:

scc-admin@bitfocus.com

Your Sys. Admin. Team:



List of Participants:

Agency	Agency Lead/Representative
Abode Services	Will Hoffer
Abode Services	Luis Gonzalez
Abode Services	Janet Yiu
Abode Services	Aida Tesfai
Amigos de Guadalupe: Center for Justice & Empowerment	Aurora Olivares
BACH	Loc Tran
BACH	sangeeta chibber
BHSD	loreana madrid
Bill Wilson Center	Laura Foster
Bill Wilson Center	Randi Rosen
Bitfocus	Marti Phillips
Breakout Prison Outreach	Anthony Ortiz Jr.
Breakout Prison Outreach	David Marez
California Youth Outreach	Julian Delgadillo
Catholic Charities of Santa Clara County	Consuelo Collard
	Christopher Chamberlain
CityTeam	Claudine Sipili
community Solutions	Mark Fries
community solutions	Maria Del Villar
CSA	Brandi Jothimani
Destination: Home	Maureen Damrel
Destiny Re-Entry	Aretha Cromwell

November 2021 Agency Admin. Minutes



Downtown Streets Team	Justin Damrel
Family and Children Services	Cristina Trujillo
Family Supportive Housing	Alexander Le
Gardner	Tabetha Breon
Goodwill	Kelly Mahoney
HomeFirst	Teresa Moore (Schmitz)
HomeFirst	Hunter Scott
Housing Choices	Shireen Alinani
ICAN	Albert Nguyen
ICAN	Mylinh Ha-Do
JobTrain	Kenya Rawls
LifeMoves	Cynthia Mar
Midtown Family Services	Stuart Richardson
Mission Street Recovery Station	Tina Senntner
MOVE Mountain View	Tal Leibovici
North East Medical Services	Candido Anicete
Office of supportive housing	Jazmine Wong
Office of System Integration and Transformation-Whole Person Care Program	Rebecca Siqueiros
OSH	Steven Tong
OSH	Leila Qureishi
PATH	Aiko Yep
Pathway Outpatient	Roseann Martinez
Peninsula Healthcare Connections - New Directions	Rachel Hileman

Razing the Bar	Dontae Lartigue
Roots Community Health Center	Otis Perry
Santa Clara County PHD STD/HIV	Elizabeth Frakes
Santa Clara County Behavioral Health	Jeremy Golden
SCC OSH	Elisha Heruty
SHCS	Paulina Soto
Silicon Valley Independent Living Center	Angelica Holguin
SJSU Research Foundation	Cindy Parra
Social Services - Vocational Services	Nelsa Alexandre
South County Compassion Center	Evangeline Mata
SSA	Chennan Liu
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
The Health Trust	Amy Ho
VA Palo Alto Healthcare System	Maria Magallanes
VHHP	Lindsay Cross
WVCS	Jade Bradley