



Agency Admin. Meeting

Thursday, November 4th, 2021



Getting To Know You

What celebrity would you like to meet at Starbucks for a cup of coffee?



Agenda

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

CoC|Coordinated Assessment Updates



CoC| Coordinated Assessment Updates - *PIT*

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/u/aerr18k9gk>



CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Service Providers Network Meeting

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

Where: TBD

Coordinated Assessment Work Group

When: Thu, November 11th, 1:00pm – 2:30pm

Where: TBD

Rapid Rehousing and Employment Initiatives Meeting

When: Thu, November 11th and 25th, 3:00pm – 4:30pm

Where: Zoom

SCC TA Office Hours

When: Sun, November 28th, 10am – 11am

Where:

<https://homebaseccc.zoom.us/j/94741275559>

Description: Join Zoom Meeting

<https://homebaseccc.zoom.us/j/94741275559>

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.**

UPLIFT Updates

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.

HMIS Newsletter



HMIS Newsletter



[Check out the Newsletter Here!](#)



Santa Clara HMIS News, October 2021

Welcome to the Santa Clara County HMIS Newsletter! In this edition you'll find the following:

- [2021 Federal Reports: LSA and System Performance Measures are Underway!](#)
- [2022 HMIS Data Standards Resources](#)
- [Report Spotlight: \[OUTS-106\] Client Demographics Report](#)
- [Upcoming Events](#)

2021 Federal Reports: LSA and System Performance Measures are Underway!

This year, there is overlap in the reporting timeline for two of HUD's major CoC reports: the Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM). This concurrent timeline means the Bitfocus Professional Services team is preparing the data for both reports simultaneously.

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.

HUD's [System Performance Measures \(SPM\)](#) focus on evaluating local homeless responses as a coordinated system of homeless assistance options. This data is reported to HUD annually and includes key indicators of a high performing system including length of time homeless, exits to permanent housing, returns to homelessness, and more.

What Can Your Agency Do to Prepare for LSA and System Performance Measures?

The Professional Services team may reach out to verify or correct data about your program and/or clients. Please look out for those emails and respond promptly. We truly appreciate all of the hard work your community does to maintain data that is complete, accurate, and timely!

Additionally, we are asking all Agency Leads to review your agency's data by **Friday, November 12.**

Customer Portal Discussion:

Client Assessment

*Marti Phillips, Project Manager
Professional Services Team*



Customer Portal:

Assessment Management

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



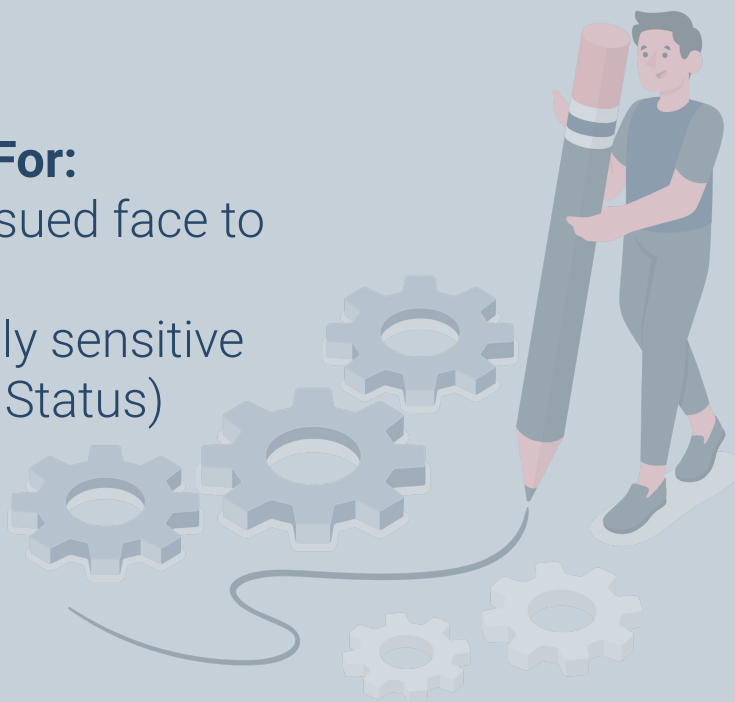
What is Assessment Management:

- 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
- ?????


Portal Demo

[SIGN IN](#) [Forgot Password?](#) 



By signing in, you agree to our website [Terms of Service and Privacy Statement](#).

[➔ Sign In](#)

 [Sign in with Google](#)

*What ideas do you have for
Assessment Management?*



Data Standards Debrief



Data Standards Debrief

- ✓ Updated 2022 Forms have been posted to the HMIS Website
- ✓ 2022 HMIS Data Standards: Summary of Changes
- ✓ HUD HMIS website

Are there any general questions regarding Data Standards?

SC



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 (SSVF, GPD) *Updated 10.25.2021*

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

LSA Updates



LSA Updates - *Data Quality Outreach*



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!*

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 11th, 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.

LSA Updates - *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)



[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?*

Here4You Call Center

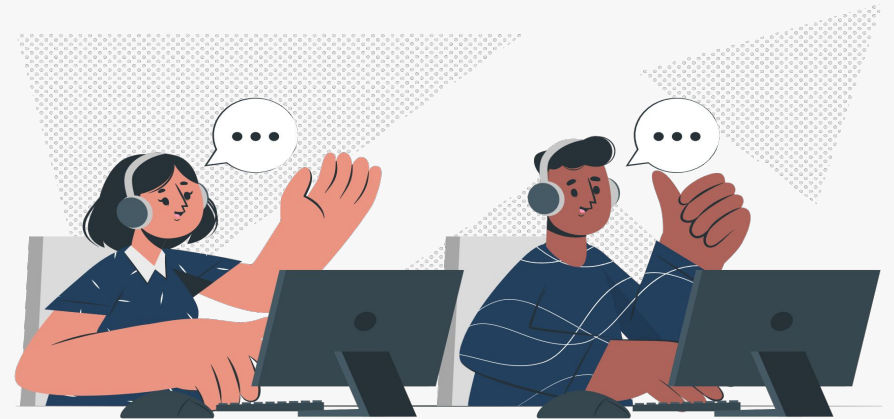


Here4You Call Center- *Recap*

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 Security Compliance 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 on **October 29th, 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!

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.

Reminders - *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

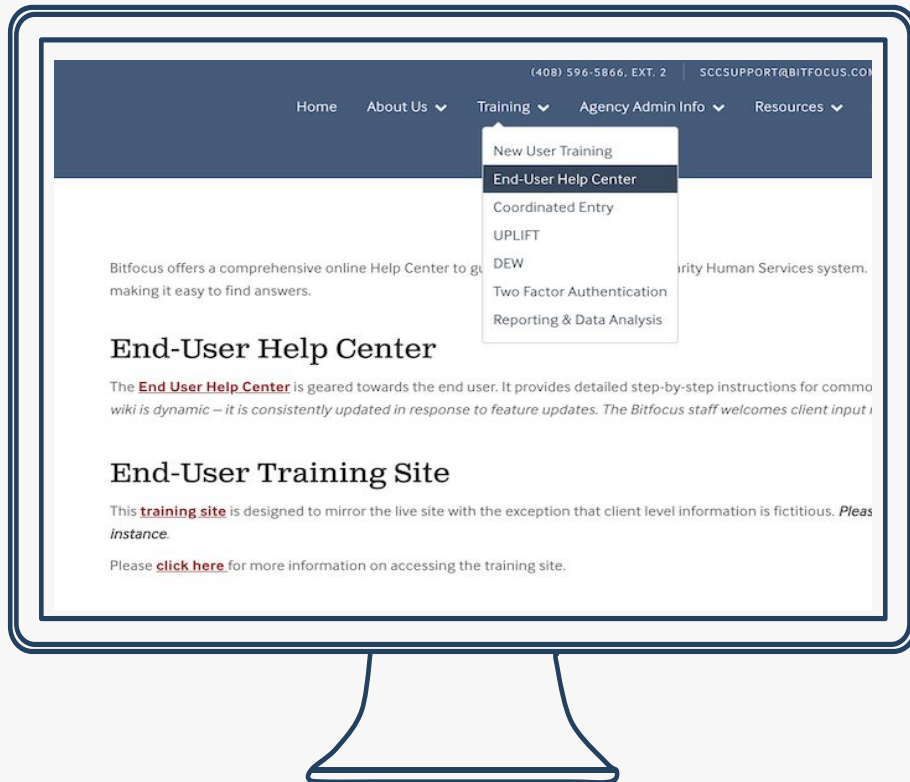
Reminders - *Using the Help Desk*

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/HPAT required training
3. Verifying an end user has completed required training
4. When an end user has separated from your agency (make inactive)
5. Access to the SCC HMIS Training Instance/Sandbox
6. General Assistance with reporting

Reminders - *SCC HMIS Training Site*

Want to Hone Your Skills? Use the SCC HMIS Training Site




What you need to know:

- 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

Please note the training site was updated as a result of Data Standards. All test clients entered were lost in the transition.

Reminders - *BUI & Program Change Forms!*

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



Bed & Unit Inventory Update Form

It's important your agency maintain up-to-date and accurate data on one of the most fundamental elements: Bed & Unit Inventory. Changes over time should be documented such that a historical record of inventory is retained.

Minor day-to-day fluctuations need not be recorded, but differences due to significant changes in project operations should be entered as they occur to ensure the inventory record in HMIS is as accurate as possible, we encourage agency leads to make updates if there is a significant change in project operations. If there are no changes in inventory, you need only to confirm your inventory ahead of official HIC reporting. If you do that, the inventory will also be fine for LSA purposes.

Projects that provide housing rental assistance and have a fixed number of vouchers should determine the number of beds and units based on the number of vouchers currently funded and available for use.

Projects that provide emergency shelter or housing rental assistance vouchers and without a fixed number of units or vouchers (e.g., Emergency Shelter-hotel/motel project, Rapid Re-Housing, some scattered site PH-Permanent Supportive Housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night.

If you have questions about how to fill-in this form, please reach out to the Help Desk at sccsupport@bitfocus.com for further assistance.

Email *

Valid email

This form is collecting emails. [Change settings](#)



CLARITY HUMAN SERVICES

Section 1 of 10

Santa Clara County HMIS New Program Request (2021)

Please complete the following questions to set up your new program in HMIS (this should be filled in by the Agency Lead). Once you submit this request, Bitfocus staff will follow up with you regarding any further questions and/or to confirm setup.

Email *

Valid email

This form is collecting emails. [Change settings](#)

Requester's Name (Agency Lead/Admin.) *

Please list a person whom Bitfocus may contact to gather more information, if it is needed.

Short answer text

Reminders - *Office Hours*

*Have questions about HMIS or Looker?
Join us and get these questions resolved!*

Clarity Office Hours

When: Bi-weekly, Thursday

Time: 10:00am - 11:30am

Looker Office Hours

When: Bi-weekly, Monday

Time: 2:00pm - 3:00pm

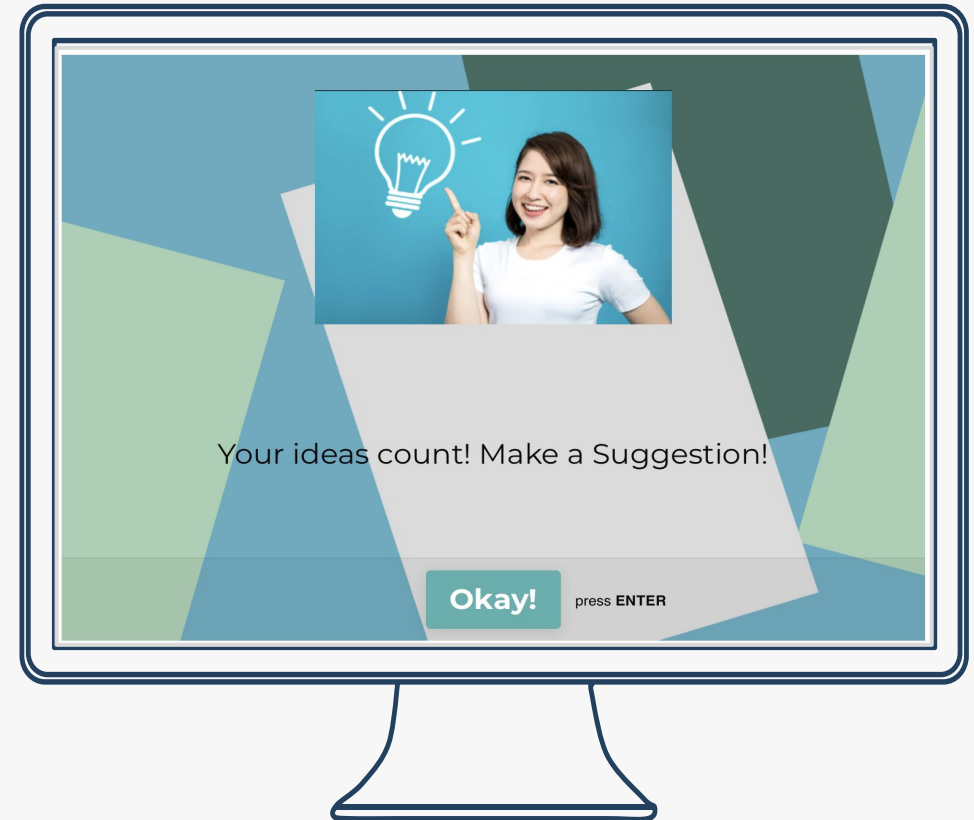


Reminders - *Virtual Suggestion Box*

*Have ideas about enhancements and/or
additions to HMIS?*

Have general questions you'd like to ask?

Drop it in your Virtual Suggestion Box!



Next Month's Meeting

Thursday, December 2nd, 2021

