



Agency Admin. Meeting

Thursday, November 3rd, 2022



A vibrant, stylized illustration of a paper cone filled with various fruits and vegetables. The cone is light orange with vertical lines. Inside, there are dark green leafy vegetables, yellow lemon slices, and brown sticks. Surrounding the cone are more yellow lemon slices, dark green leaves, white circles, and yellow flower-like shapes. The background is a solid dark blue.

Agenda

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- CE Events Changes
- Security Checklist - *Did You Miss It?*
- LSA Updates - *What's Next?*
- Special Guest Speaker: *Brandon Mariano & Michelle Covert - Here4You! Community Hotline*
- Reminders
- Next Months Meeting



CoC|Coordinated Assessment Updates

CoC| Coordinated Assessment Updates



1. OSH as the CoC Collaborative Applicant submitted the application for Unsheltered NOFO on Thursday, October 20th (our CoC is eligible to receive up to \$11.1M if awarded)
 - a. We will probably hear back from HUD in early 2023
2. Reminder: CoC Membership Meeting tomorrow at 1:30 p.m.!

CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Coordinated Entry Work Group

Thursday, November 10th

1:00pm-2:30 PM

Where: [Zoom](#)

SCC TA Office Hours

When: Wednesday, November 30th, 2022

Time: 10:00am-11:00am

Where: [Zoom](#)

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, November 10th and 24th, 2022

Time: 3:00pm-4:30pm

Where: Virtual Meeting

SCC: Performance Management Work Group

When: Thursday, November 17th, 2022

Time: 1:00pm – 2:30pm

Where: [Zoom](#)

SCC CoC VI-SPDAT Training

When: Friday, November 18th, 2022

Time: 9:00am – 1:00pm

Where: Virtual Meeting





UPLIFT Updates

UPLIFT Updates

- Approximately 375 stickers remaining for this quarter
- The pooled period began on 11/1 – all remaining stickers are first-come, first-serve
- If you need a replacement badge and/or sticker:
 - Submit a new Status Update Assessment
 - Email UPLIFT@hhs.sccgov.org with the reason for the replacement request
- If you have stickers for the current quarter that are no longer needed, please return them to OSH





HMIS Newsletter

HMIS October 2022 Newsletter



Welcome to the Santa Clara HMIS October 2022 newsletter!

In this edition you'll find the following:

- 2022 Federal Reports: LSA and System Performance Measures are Underway!
- Report Spotlight: [GNRL-106] Program Roster
- Coordinated Entry Events are Changing
- VI-SPDAT Forms Posted
- SCC HMIS Compliance Certification Checklist – Missed the Deadline?
- NHSDC Client Portal - Living Experience
- Meetings/Upcoming Events
- Training Opportunities
- Bitfocus is Hiring!

Check out last months Newsletter and other newsletters [here!](#)



Coordinated Entry (CE) Events - *Changes*

CE Events - *Changes*

Coordinated Entry (CE) Events are designated in Clarity Human Services as either “manual” or “inferred.”

The upcoming changes will allow set-up of CE events that is different from the usual “services” setup which inferred it was a CE service type

What is an Inferred Event?

These are recorded automatically by the system through referrals based on criteria such as project type or funding source (e.g., the VI-SPDAT is inferred as a CE)

What is a Manual Event?

These are recorded by the end user in the client enrollment record after they have been set-up during the program set-up

How Will These Events Be Entered?

- Once enabled end users will record the manual events through a new **Events Tab** in the client's enrollment
- This tab will be similar to the Services Tab that you are already familiar with
- These changes will allow for greater flexibility in recording CE Events and introduce the ability to import all CE Event values especially during APR reporting

CE Events - *Changes*

Alex Test 2

PROFILEHISTORYSERVICESPROGRAMSASSESSMENTSNOTESFILESCONTACTLOCATIONREFERRALS

PROGRAM: PROGRAM COORDINATED EVENT 1

EnrollmentHistoryProvide ServicesEventsUnits

×

Exit

Coordinated Entry Events

Problem Solving/Diversion/Rapid Resolution intervention or service

Referral to scheduled Coordinated Entry Housing Needs Assessment

Referral to Transitional Housing bed/unit opening

CE Events - *Changes*

Training Opportunities:

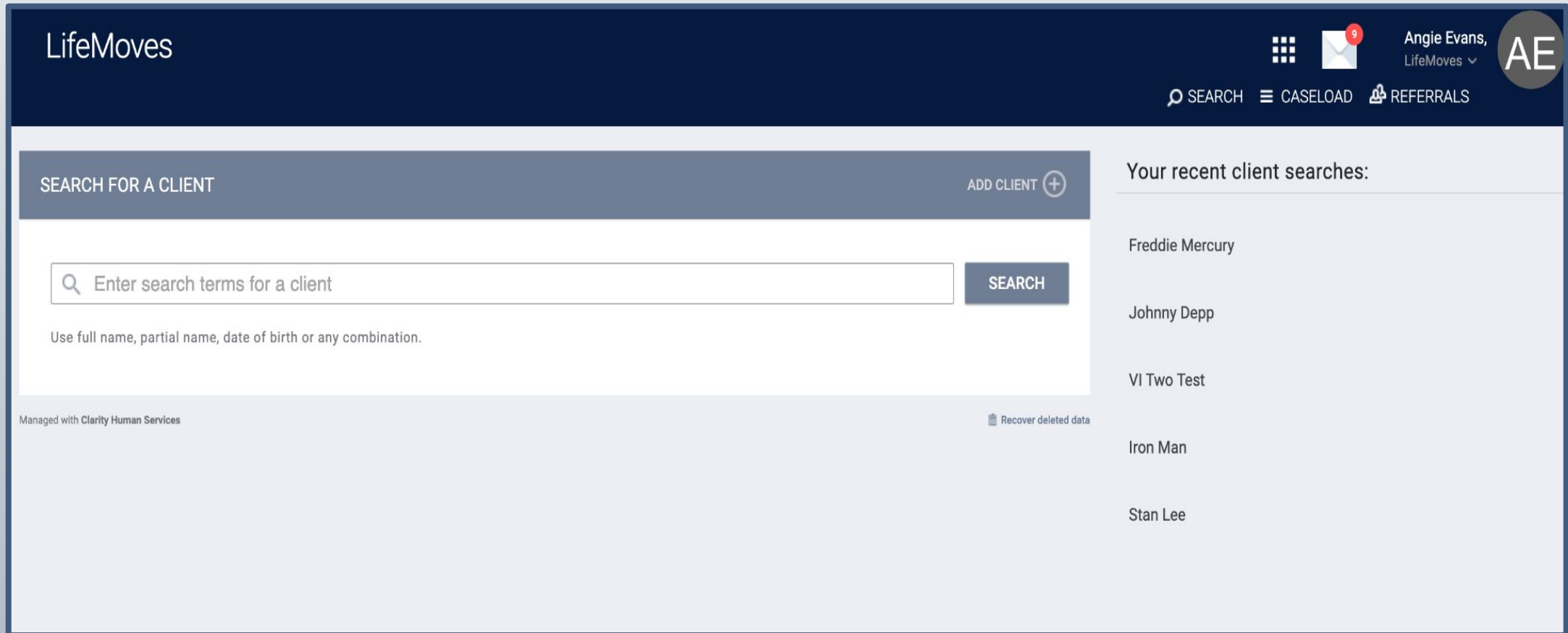
- November 10th (During Clarity HMIS Office Hours) from 10:00am-10:30am
- November 14th (During Looker Office Hours) from 2:00pm-2:30pm

In November 2022 we expect that these changes will be implemented in Clarity. These changes have not occurred yet. Bitfocus will make optional training available for all agencies and staff who are impacted by this change. We will email agency leads to confirm training details when we are closer to implementation.

Which Agencies are impacted by this change?

- Nation's Finest
- LifeMoves
- HomeFirst
- Goodwill of Silicon Valley
- Community Hotline
- Abode Services

Demonstration of Changes



The screenshot displays the LifeMoves application interface. At the top, the LifeMoves logo is on the left, and navigation links for SEARCH, CASELOAD, and REFERRALS are on the right. A user profile for Angie Evans is also visible. Below the navigation bar, there is a search section titled "SEARCH FOR A CLIENT" with an "ADD CLIENT" button. A search input field contains the placeholder text "Enter search terms for a client", and a "SEARCH" button is to its right. Below the input field, a note states: "Use full name, partial name, date of birth or any combination." To the right of the search section, a list titled "Your recent client searches:" shows five entries: Freddie Mercury, Johnny Depp, VI Two Test, Iron Man, and Stan Lee. At the bottom left of the interface, it says "Managed with Clarity Human Services", and at the bottom right, there is a link to "Recover deleted data".

Please hover over image to be redirected to the pre-recorded demonstration.

CE Events - *Changes*

Training Opportunities

- November 10th (During Clarity Office Hours) from 10:00am-10:30am
- November 14th (During Looker Office Hours) from 2:00pm-2:30pm

Agencies Impacted

- Nation's Finest
- LifeMoves
- HomeFirst
- Goodwill of Silicon Valley
- Community Hotline
- Abode Service

Agency Leads from agencies impacted will receive an email with reminders and next steps.



Security Checklist - *ASAP*

Security Checklist - SCC HMIS Quarterly Compliance Certification Checklist

Appendix B: Quarterly Compliance Checklist

SANTA CLARA COUNTY HMIS QUARTERLY COMPLIANCE CERTIFICATION CHECKLIST	<input type="checkbox"/> Quarter 1	HMIS Partner Agency Name :	
	<input type="checkbox"/> Quarter 2		
	<input type="checkbox"/> Quarter 3	Security Officer Name:	
	<input type="checkbox"/> Quarter 4	Date:	

Workstation Security Standards

In partnership with Santa Clara County, Clarity Human Services Software, a division of Bitfocus, Inc., administers the County's Homeless Management Information System ("HMIS"), a shared database software application which confidentially collects, uses, and releases client-level information related to homelessness in the County. Client information is collected in the HMIS and released to nonprofit housing and services providers (each, a "Partner Agency," and collectively, the "Partner Agencies"), which use the information to improve housing and services quality. Partner Agencies may also use client information to identify patterns and monitor trends over time; to conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; to enhance inter-agency coordination; and to monitor and report on the quality of housing and services. This Compliance Certification Checklist is to be completed and certified quarterly by the Partner Agency Security Officer for the HMIS Partner Agency named above according to the schedule outlined below. Each Agency workstation used for HMIS data collection, data entry, or reporting must be certified compliant. Any identified compliance issues must be resolved within thirty (30) days. Upon completion, the original signed copy of this checklist should be retained in the records of the HMIS Partner Agency named above for a minimum of seven (7) years. Additionally, a copy should be made available the SCC Bitfocus System Administration team (the "Lead Security Officer") at Clarity Human Services Software, a division of Bitfocus, Inc.

Compliance Certification Schedule:

- Quarter 1 (due by April 30th): New HMIS users or workstations created in Q1 (Jan-Mar)
- Quarter 2 (due by July 31st): New HMIS users or workstations created in Q2 (Apr-June)
- Quarter 3 (due by October 31st): New HMIS users or workstations created in Q3 (July-Sep)
- Quarter 4 (due by January 31st): ALL Active HMIS Users and Workstations

- ✓ Checklist was due for **NEW STAFF** added during Quarter 3 only (July - September) on **Monday, October 31st, 2022 EOB**
- ✓ 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 loose HMIS access until it is submitted
- ✓ **DUE DATE: ASAP**



Federal Reporting - *LSA Updates*

Federal Reporting - *LSA Updates*

Ongoing Data Quality - *If your agency/programs was impacted you should have received an email*

- **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
- **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)
- **LOS - Length of Stay**
 - Please ensure clients are exited if needed
 - If clients are still enrolled, please provide a narrative of the reason for the LOS
- **Utilization - Over and Under**
 - Under is anything below 60%
 - Over is anything over 105%
 - Revise BUI set-up
 - Ensure that if you have AO that you are not enrolling families and vice versa

Federal Reporting - *LSA Updates*

Data Quality Has Commenced - *Still to Come*

- Other Items as they present

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

DEADLINE FOR
SECOND ROUND OF
CLEAN UPS IS
10/11/22



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



Special Guest Speakers - *Here4You! Community Hotline* *Brandon Mariano and Michelle Covert*

The Bill Wilson Center (BWC)

- ✓ Provides services to more than 5,000 children, youth, young adults and families in Santa Clara County through our various programs.
- ✓ Reaches more than 30,000 clients through our Street Outreach and Crisis Line programs.
- ✓ Programs focus on housing, education, counseling, and advocacy.
- ✓ Is committed to working with the community to ensure that every youth has access to the range of services needed to grow to be healthy and self-sufficient adults.
- ✓ Has been providing services to runaway and homeless youth since 1973.

The Bill Wilson Center (BWC) - *Services Program*

- Centre for Living with Dying
- Child Abuse Treatment Program
- College Student Housing
- Drop in Center
- Family and Individual Counseling
- Here4You!
- IHOT
- Independent Living Program
- LGBTQ Outreach & THP
- Mental Health Services
- Peacock Commons
- Safety Net Shelter
- The Hub
- Transition Age Youth Mental Health Services

What is the Here4You! Program?

HISTORY

- Hotline was created as a result of the pandemic in 2020
- County operated the hotline for 1 ½ years

ABOUT THE PROGRAM

- Centralized hotline screening of needs of clients
- Connect households to appropriate locations
- One # rather than calling all over

Who are the clients we serve?

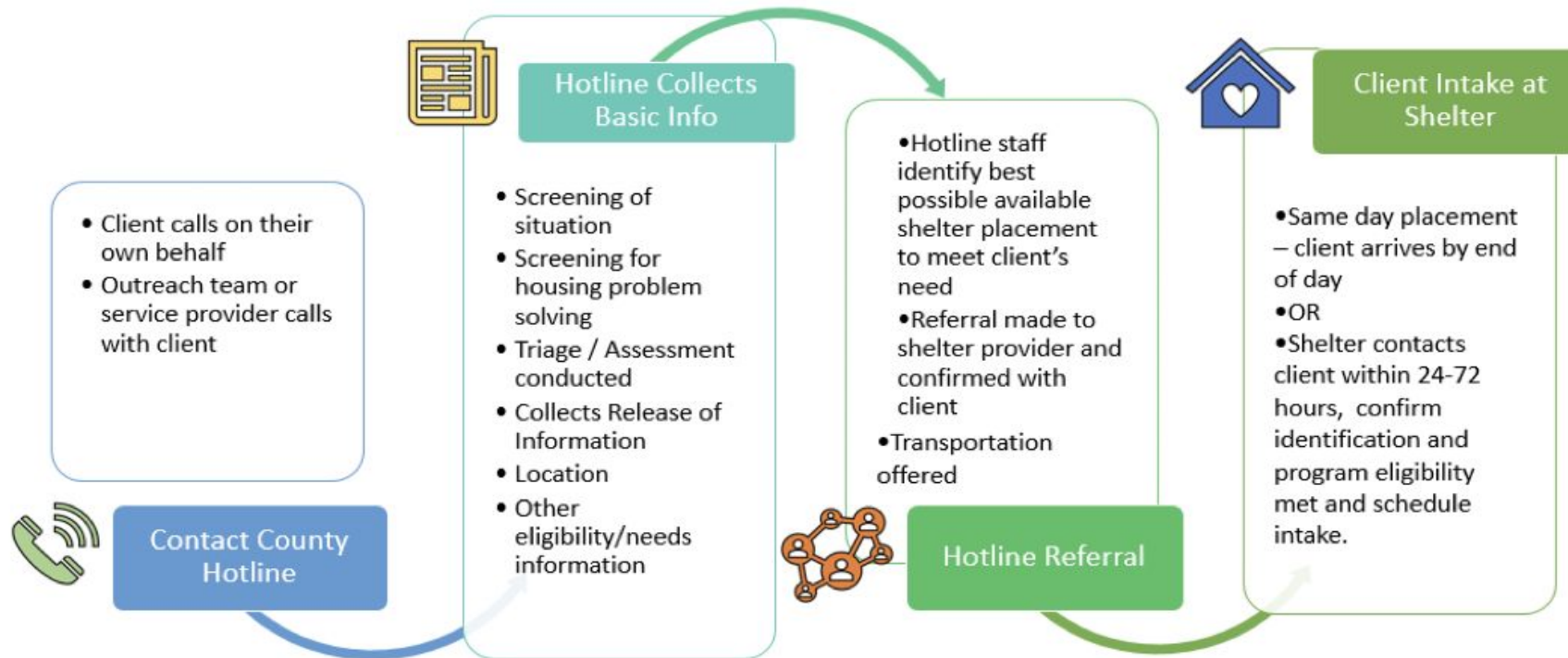
Anyone who is experiencing homelessness and/or on the verge of being homeless

- ✓ Families with children (regardless of age)
- ✓ Elderly adults (70+)
- ✓ Adults (18+)
- ✓ Victims of domestic violence, human trafficking, and/or sexual assault
- ✓ Veterans
- ✓ LGBTQ+
- ✓ Medically fragile (amputees, cancer, etc.)
- ✓ Those living with mental health challenges and/or addiction.

Here4You! Call Center Hotline for Families

Here4You Call Center Hotline for Families

(408) 385-2400 operates Seven days a week, 9 am to 7 pm



Here4You! Statistics

Overall

 October 2022 to Present - **100k Calls**

Daily Average Calls

 Per day - **294 Calls**



Housing Problem Solving

What is Housing Problem Solving?

Housing Problem Solving is empowering persons facing imminent homelessness to identify safe and appropriate housing options (other than the street/car/shelter), and assisting them in avoiding shelter and returning immediately to housing

Housing Problem Solving & Call Center

1. We have 7 assigned Housing Problem Staff who work with clients
2. Clients are connected to resources and Staff mediate with family, landlords, or friends to ensure clients are housed
3. Financial request can be processed depending on clients current situation, but client must be tied into immediate housing placement

In Partnership with...



BWC's Here4You! Call Center may **direct callers** to services provided by agencies including:

1. Amigos de Guadalupe
2. HomeFirst
3. LifeMoves
4. South County Compassion Center
5. PATH
6. Family Supportive Housing

Things to Consider...

- ⇒ Call volume is very high from 9am-1pm - call later and recall the team is there until 7
- ⇒ BWC doesn't control capacity – we need more beds!
- ⇒ Housing Problem Solving implementation means
 - ✓ Triage calls take longer – *staff spend more time talking with callers*
 - ✓ As of now – HPS is only provided via hotline and shelters that take referrals from hotline (Homefirst and Lifemoves)
 - ✓ Data collection and data quality are super important – emphasize to LM and HF we know it will take more time, that's what we are also capturing!
 - ✓ Plan is to expand access to HPS in fall 2023 once study sample is reached

Questions...



Here4You! Hotline Resources

Phone Number: (408) 385.2400

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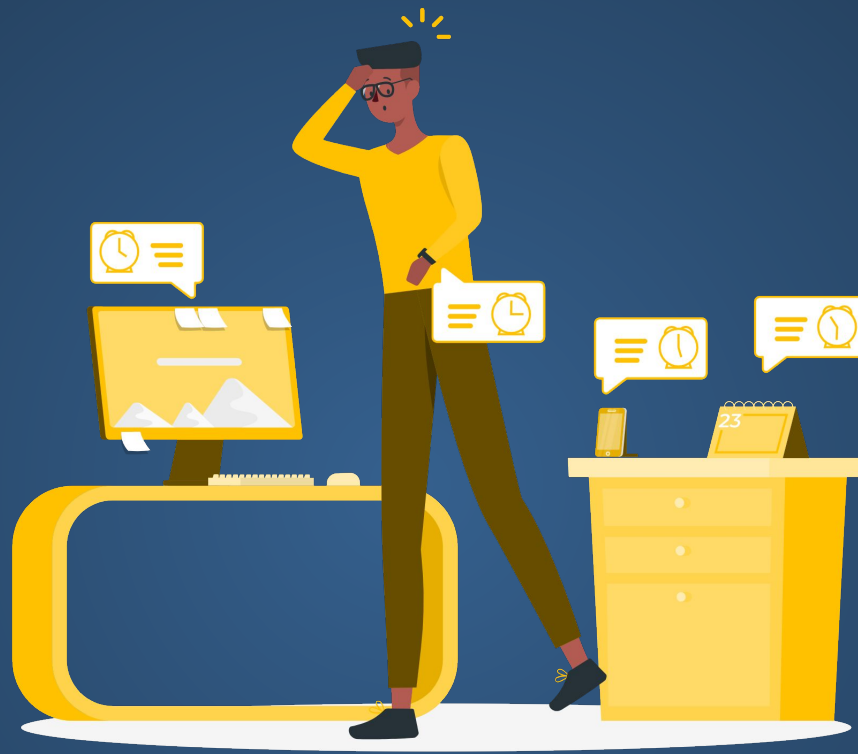
cunciano@bwcmail.org

Brandon Mariano

BMariano@bwcmail.org

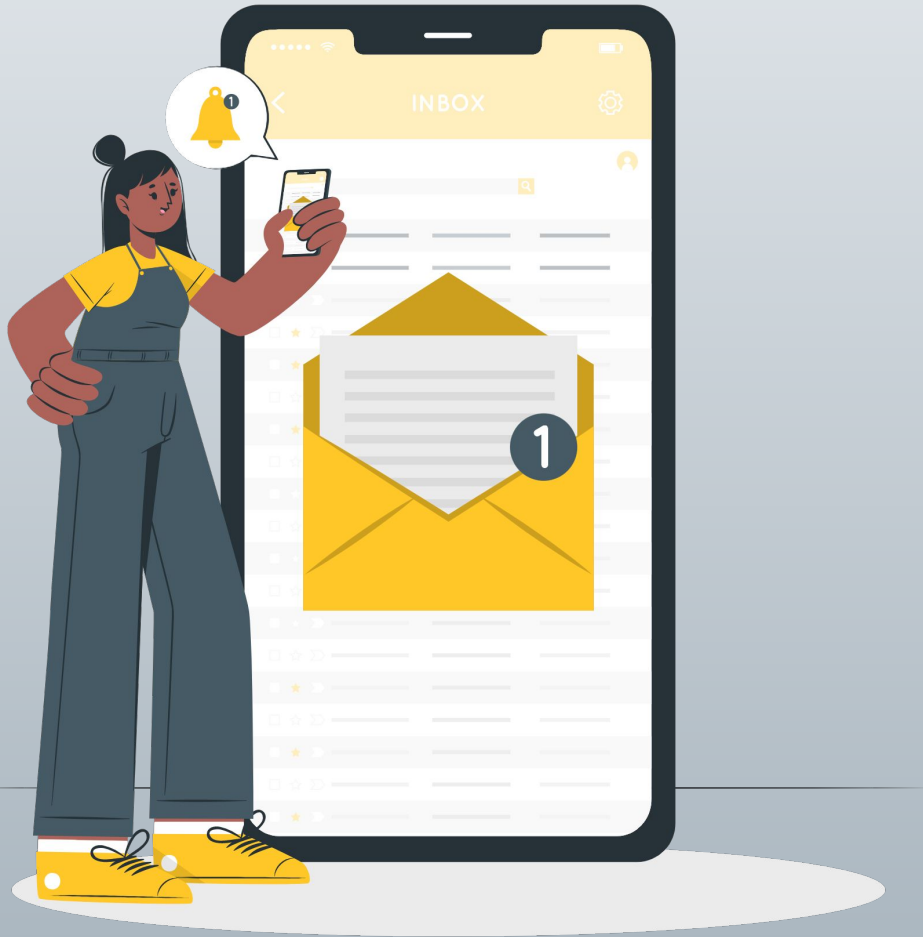
Michelle Covert

Michelle.Covert@hhs.sccgov.org



Reminders

Reminder - *Virtual Suggestion Box Submission*



Please share with us your suggestions


Add options to mass delete Clarity Inbox messages. Or add a time restrictions in which messages will age out from the inbox. For folks who get copied on referrals, their inbox get filled with the Admin Admin messages and at times you miss an email sent from another user.

Response


This is a Feature Enhancement that has been brought up once before and has been added to the Queue for our Engineers, but is not top of the list of priorities. But we have made a note of it and hear you!

Reminder - *Clarity Human Services Help Center*


Hello. How can we help?

 **2022 Data Standards**

Details on the changes included in the 2022 Data Standards, plus downloadable HMIS Sample Forms.

 **Clarity Human Services: INVENTORY**

Learn how to manage your physical housing inventory directly from Clarity Human Services.

 **News and Announcements**

Feature updates, new and recently updated Help Center content, and other announcements.

Hello. How can we help?

Program Roster Dashboard

[Data Analysis](#) > [Dashboard Library](#)

[GNRL-106] Program Roster

[Report Library](#) > [Program-Based Reports](#)

The **Program Merge** and **Program Move** Tools

[System Administration](#) > [Merging Records](#)

Program Information

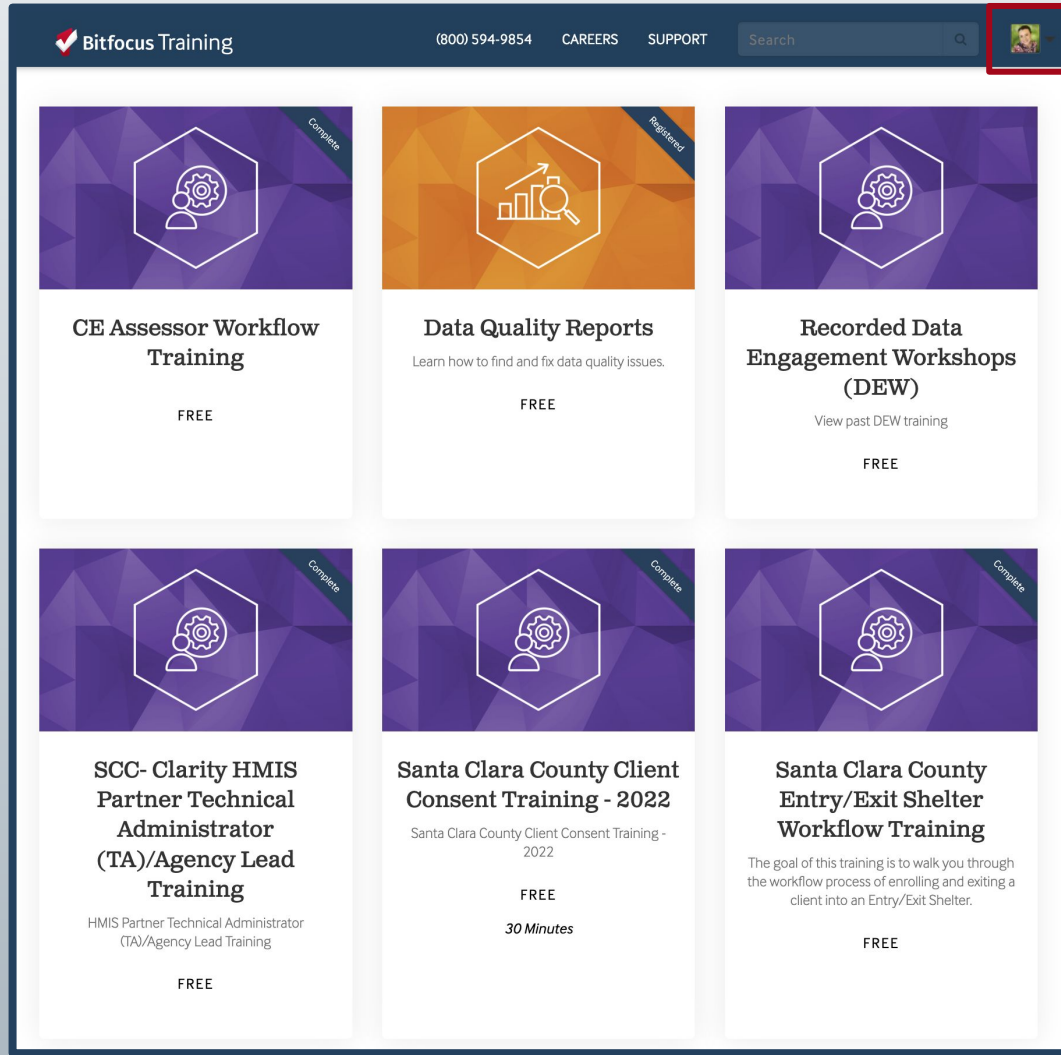
[Getting Started](#) > [Program Enrollments](#)

Program Templates

[System Administration](#) > [Templates](#)

Link to page embedded in image!

Reminder - *Clarity Training Opportunities*



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

Reminder - End User Resource Document

HMIS End User Resource Document


As an HMIS End User there are many resources available to assist in navigating HMIS. This document provides a shortcut to where these resources can be found.



Accessing HMIS


Requirements for a log in to conduct data entry

- 1 Online [Clarity General Training](#) (prerequisite for account creation)
- 2 Pre-recorded [SCC HMIS Client Consent Training](#) (prerequisite for account creation and is required on an annual basis)
- 3 Live [SCC VI-SPDAT Training*](#) hosted by SCC. Please note this training is required if you will be administering the VI-SPDAT assessment at your agency
- 4 UPLIFT Training is available for all users who request UPLIFT transit passes for their clients. UPLIFT training is mandatory. Users must complete training before they will be authorized to request UPLIFT passes - [UPLIFT Training page](#)




Newsletters

Be in the know of changes to HMIS or new policies around data entry, data standards and reporting [here!](#)




Forms & Manuals

[Here](#) you can find all the different forms used for data entry to HMIS from client forms to assessments.



Translated Forms & Other Tools

References [here!](#)




User Account Management

Modification Requests: If you require a new access role, complete any required training and connect with your Agency Lead to approve the change and request. Have your Agency Lead then contact the Help Desk at sccsupport@bitfocus.com

- 1 Your email is NOT your User Name! If you are uncertain of what that is, connect with the Community Admin (scc-admin@bitfocus.com) team or contact the Help Desk to find out. If you have not used Clarity HMIS in 90 or more days, your account will be inactive due to SCC OSH's auto-deactivation policy. Connect with the Bitfocus help desk to reactivate your account.
- 2 If it has been more than a year, you will have to retake the [Clarity Human Services General Training](#) in addition to the request.
- 3 Reactivated user accounts must be logged within 24-hours of reactivation, or they will automatically revert back to the deactivated status. **Log in to HMIS [here!](#)**

Clarity Human Services FAQ Training


We're excited to offer this [FAQ course!](#) Our sole intent in offering this course is to get you answers quickly, efficiently, and in a way that is easy to learn. Here we answer questions that would typically result in a ticket through our Help Desk. We find that offering these resources ad hoc gives our users the ability to find answers quickly.



Have Questions?


Check out these resources available to you.

Help Desk: sccsupport@bitfocus.com
Phone Number: (408) 596.5866 Ext. 2
Sys. Admin. Team: scc-admin@bitfocus.com



Bifocus Clarity Human Services Help Center

How can we help? Check out all the resources [here!](#)



Virtual Suggestion Box!

Want to share something or make a request? [Here](#) is where to do it! And it's anonymous.



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!

Link to Resource embedded in image!

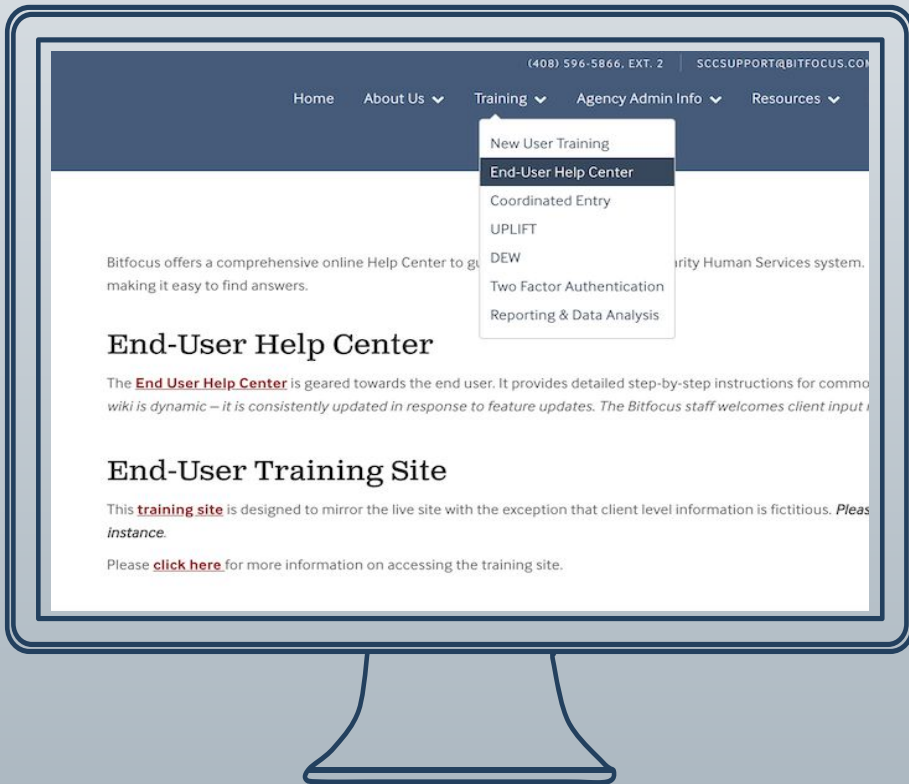
Reminders - Test Clients

- Please do not enter TEST CLIENTS into the live instance
- **Test clients will be deleted during data quality clean-up**
- Use the SCC Training Site to do testing
- If you do enter a test client, please be sure to remove them

This will avoid Federal Reporting Data Quality issues

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

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 - *Using the Help Desk*

We are still receiving a lot of requests directly, please utilize the Help Desk as much as possible. They will loop us in if and when necessary.

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

Next Month's Meeting

Thursday, December 1st, 2022

