

November 2019 Agency Admin Meeting

Date: Thursday, November 7th, 2019
Time: 2:00PM - 3:30PM
Place: San Jose Public Library @ Pearl Avenue, Community Room

Agency Admin, Lead and/or Representative in Attendance:
Name Agency Name
Charny Singh Abode Services
Beatriz Orozco Amigos de Guadalupe

- Ingrid Granados Amigos de Guadalupe
Alex Senegal Bible Way/Destiny Re-Entry
Laura Foster BWC
Nicole Fargo Hdsch Community Services Agency
Maria Del Villar Community Solutions
Lindsay Cross County: SCVHHS - Ambulatory
Rebecca Siqueiros County: SCVHHS - Ambulatory -WPC
Cristina Trujillo Family & Children Services
Alexander Le Family Supportive Housing
Angela Ramos Gardner DTRC
Julie Nguyen Goodwill
Rosalia Martinez Goodwill
Teresa Schmitz HomeFirst
Tina Sentner Horizon Services, Inc HSSC
Jan Stokley Housing Choices
Liz Lucas Lifemoves
Baldeep Dabla New Directions
Teresa Garcia New Directions
Kathryn Kaminski OSH
Lelia Queishi OSH
Steven Tong OSH
Ariana Ayala OSH Main Hall/Bloomwood
Iris Quiroz PATH
Rita Anzuelda Pathway Society
Paulina Soto Sacred Heart Community Service
Kristen Gimenez Salvation Army
Linh Trinh Santa Clara Social Services
Debra Dugan Santa Clara Superior Court
Lorna Lindo SCVHHS Valley Homeless
Louades Rivera SCVHC
Catherine Farry Sunnycave Community Services
Thao Nguyen The Health Trust
Sean Guess Work2Future



Please use this link to download slide deck if desired.

- Agenda
CoC/Coordinated Assessment/UPLIFT Updates
HHS Newsletter
Special Guest Speaker: Beatriz Orozco & Ingrid Granados
Amigos de Guadalupe Center for Justice and Empowerment
Customization of HHS/Feature Enhancements
Report Updates
Federal Reports: System Performance Measures
Reminders
Next Months Meeting

CAWG Meeting
Thursday, November 14th, 1-2:30pm. All are welcome.

- UPLIFT
As of 11/6/19 there are 201 (Two-Hundred and) Oct-Dec 19 quarter stickers left for this quarter.
Reminder to all providers: Before making your request, check your client's HHS ROI (Release of Information) to ensure it is valid
Remember to email the UPLIFT email address, once a correction is made to prevent delays
Pooled-Sticker period has started. All remaining stickers will be offered to all Agencies, first come first served.
Please do NOT pre-date or back-date the referral. Enter the date as you are physically in front of the computer to enter or update our client's information.
Please follow step by step instructions starting on page 16 of UPLIFT User Handbook
If you received an email for Allocation Limit, please do the following to complete your UPLIFT requests:
If you request for an UPLIFT Pass via New Enrollment
Update your client's UPLIFT Program Enrollment date to or after 11/1/19
If you request for UPLIFT Pass via Status Assessment
Update your Client's UPLIFT Status assessment date to on or after 11/1/19
Replacement period has started. Please do NOT pre-date or back-date the referral.
Please follow step by step instructions starting on page 19 of the Handbook.
Please remember to email UPLIFT@hhs.sccgov.org the reason(s) for a replacement request or it won't be processed.
Bad Example email detailing reason client lost badge:
'Hello, Client, HHS/ABCDEF lost their badge and needs a replacement thank you'
Good Example email detailing reason client lost badge:
'Client, HHS/ABCDEF came to the office stating that his bus pass was stolen on MMDD. He is currently homeless and stated that he get really tired and fell asleep in the park and when he woke up his belongings were stolen including his bus pass. He and I explored different options including getting him a lanyard or a badge holder to prevent re-occurrence.'
Last day of the Oct-Dec 19 quarter is Dec 31st, 2019. Jan-Mar 20 quarter begins Dec 15th

HHS Newsletter
October 2019 Newsletter included:
2020 Data Standards
Report Updates for 2020 Data Standards and More
Data Quality Check - How to Review Missing Data
New Resources: ROI Frequently Asked Questions, Name Change Requests and Office Hours
Report Spotlight: [EXT-101] Potential Exits
Upcoming Events

Web link to the newsletter
Special Guest Speaker: Beatriz Orozco & Ingrid Granados
Amigos de Guadalupe Center for Justice and Empowerment

"ONCE SOCIAL CHANGE BEGINS, IT CANNOT BE REVERSED. YOU CANNOT UNEDUCATE THE PERSON WHO HAS LEARNED TO READ, YOU CANNOT HUMILIATE THE PERSON WHO FEELS PRIDE, YOU CANNOT OPPRESS THE PEOPLE WHO ARE NOT AFRAID ANYMORE. WE HAVE SEEN THE FUTURE, AND THE FUTURE IS OURS." -CESAR CHAVEZ

Topics Discussed by Guest Speakers included the following:
Vision
Mission
Why Mayfair?
Education
Summer Camp
Additional Education Programs
Immigration (Services)
Citizenship Classes
Housing
Safe Park

Contact Information
Address: 1897 Alum Rock Ave., #35, San Jose, CA 95116
Phone: (408) 341-6080
Email: info@amigoscenter.com
HOURS: M-F: 9:00am - 5:00pm
Website: https://www.amigoscenter.com/

\*Please note slide deck provides Safe Parking Data (visualizations).

HHS Feature Enhancements
Feature Enhancements are noteworthy improvements, changes and/or modifications to Clarity's functionality that make something possible (sometimes easier) that was once challenging for the End User.

Currently we are in the process of reviewing twelve (12) requests; each was a suggestion made by End Users at various meetings (e.g., CAWG/Outreach Meeting/Agency Admin. Meeting/OSH UPLIFT/PHWG and DEW).

The Feature Enhancements Tracker provides a list of Enhancements already added as well as the list of pending suggestions by using this link.

Suggestions for additions are always welcomed and can be done through the use of the Virtual Suggestion Box.

Report Updates
UPDATED HUD Reports
[HUDX-215] HHS Data Quality Report [FY 2020]
[HUDX-228] ESG CAPER [FY 2020]
[HUDX-227] Annual Performance Report [FY 2020]
[HUDX-224] PATH Annual Report [Oct 2019 Update]
[HUDX-223-AD] HUD System Performance Measures
[HUDX-111] HUD CSV / XML Program Data Export
CSV Version 2020.3.6 - Updated and ready for use
XML - Specifications from HUD received on Friday, 10/4.
Beta version is prepared, but still being reviewed.

Other Updated Reports
[GNRL-220] Program Details Report [2019]
This report now includes the new current living situation assessments
[HSG-104] Monthly Housing Report
Updated to pull inventory information from program screens
[HSG-105] Weekly Housing Census
Updated to pull inventory information from program screens
[DOGX-107-AD] SHP-HHS Report
This report will be updated to pull inventory information from program screens and also updated to current standards by 11/1/2019

[CLNT-125] Client Summary
\*Use [GNRL 220] for Current Living Situation Information

Reports in PROGRESS
[HUDX-135-AD] Housing Inventory (HIC) Updating the HIC to work with 2020 data standards is scheduled to be complete by 11/25
[HUDX-210-AD] Shelter Count PIT
PIT should be completed by 11/25
[CLNT-127] Homeless Status Timeline Updates are in progress

Reports Pending Updated HUD Specs
[HUDX-233] Client-Level System Use & Length of Time Homeless Report
[HUDX-231] LSA Export

RETIRING Reports
[HSG-101] Housing Census [Service Based]
This report will be retired on 11/1/2019
Please use [HSG-108] Housing Census [Program Based] for the most accurate housing census information
\*Please note reports will be updated to include data from Current Living Situation Assessment.

Federal Reports: System Performance Measures
Federal Reports are coming! HUD released a new Federal Reporting Calendar this year.

Table with 3 columns: System-wide Report, Open Date, Completion Date. Includes reports like FY 2019 System Performance Report submission in Homelessness Data Exchange (HDX) 1.0, FY 2019 LSA Preparatory Work with HHS Software Providers, 2020 Housing Inventory Count (HIC) and Point-in-Time (PIT) submission in HDX 1.0, FY 2019 LSA Submission in HDX 2.0, FY 2019 LSA Data Cleaning and Confirmation in HDX 2.0.

System Performance Measures due February 28th, 2020
HUD requires communities to measure their performance as a coordinated system and annually report that in the form of HUD System Performance Measures.

The federal fiscal year (October 1 to September 30) for its reporting periods.

System Performance Measures:
Measure 1: Length of Time Persons Remain Homeless
Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing
Measure 3: Number of Homeless Persons
Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects
Measure 5: Number of Persons who Become Homeless for the First Time
Measure 6: Homelessness Prevention and Housing Placement of Persons Defined by 3 of HUD's Homeless Definition in CoC Program-funded Projects Not Reported. (Not Reviewed)
Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing https://www.hudexchange.info/programs/hdx/p/hic/

Reminders
Agency Admin. Meeting Requirement
Must participate in 7 in-person meetings (Zoom does not count)
If you cannot make it, please send a representative (who uses HHS)
Countdown began with the meeting in September

Clarity HHS & Looker Office Hours
At this time we are offering two different types:
1. Looker Office Hours
Ongoing support
Space to ask general questions
Receive assistance on questions you may have about a Looker-related report or a report you want to create
Other questions as they arise
2. Clarity (HHS) Office Hours
Ongoing support
Assistance with running reports
Ask questions related to data entry
Or maybe a refresher on data entry
Other questions as they arise

Report Reminder: [SCC-104-AD] ROI Compliance Report
Use this report to ensure clients have an uploaded ROI
Important Documents/Guides
FAQ SCC Client Consent & Clarity HHS ROI
When a Client Requests a Name Change

Agency Lead: Gentle Reminders
Please be sure to notify Bitfocus when an Agency Lead staff person changes or is no longer working at your agency
Contact: sccsupport@bitfocus.com
If there is a new lead designation, please have them fill-in the Partner Administrator Agreement found here and submit to Bitfocus
If you have a designated person who is attending the Agency Leads, please let us know so that we can add them to the contact list

Using the Helpdesk (sccsupport@bitfocus.com)
Reassignment of Caseload when Agency Staff leave
Contact: sccsupport@bitfocus.com
Data Corrections
Merging of Duplicate clients
Deletion of Enrollments/Services/Case Notes etc.
De-identifying a client (anonymous client) entry

SCC Virtual Support 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 HHS Support page under the CONTACT tab.

Next Agency Admin Meeting
Meeting Location: PLEASE NOTE LOCATION CHANGE
When: Thursday, December 5th, 2019
Time: 2:00pm - 3:30pm
Meeting Location: Berger Auditorium
155 Berger Dr. Bldg. #2 San Jose, CA 95112

Dates and locations for 2019 meetings are listed on the OSH website:
https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx

Bitfocus Contact Information
Bitfocus System Administration Team: scc-admin@bitfocus.com
Janet Fletcher (janetf@bitfocus.com)
Alison Wilson (alisonw@bitfocus.com)
Lesly Soto (leslys@bitfocus.com)
Support Team: sccsupport@bitfocus.com

By Lesly Soto Bright | November 13th, 2019 | Blog, Uncategorized | Comments Off on November 2019 Agency Admin Meeting

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About the Author: Lesly Soto Bright
As a Deputy Project Administrator on the Bay Area, California, team, Lesly Soto Bright contributes to system administration activities for the Santa Clara County CoC. This includes coordinated entry configuration, data migration tracking, and data processing. As a Clarity Human Services and HHS subject matter expert, she collaborates with clients, customers, stakeholders, analysts, developers, and management to identify and resolve complex software and business problems. She develops reporting requirements and information products, and is also responsible for project and system performance analysis. Her background enables her to assist with ongoing analysis of Continuum of Care coordination efforts, federal reporting requirements, partnering agency data analysis, and special projects data obtained from a variety of sources.
Comments are closed.

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San Jose, Santa Clara County Fund Programs For Homeless
Santa Clara Launches CA's First Pay For Success
Silicon Valley Discovers The Cheapest Way To Help The Homeless: Give Them Homes

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OUR VISION: No one lives outside.
We are dedicated to removing barriers and providing affordable housing to ensure the economic self-sufficiency of all persons in Santa Clara County.
Homelessness ends when everyone has a home.