



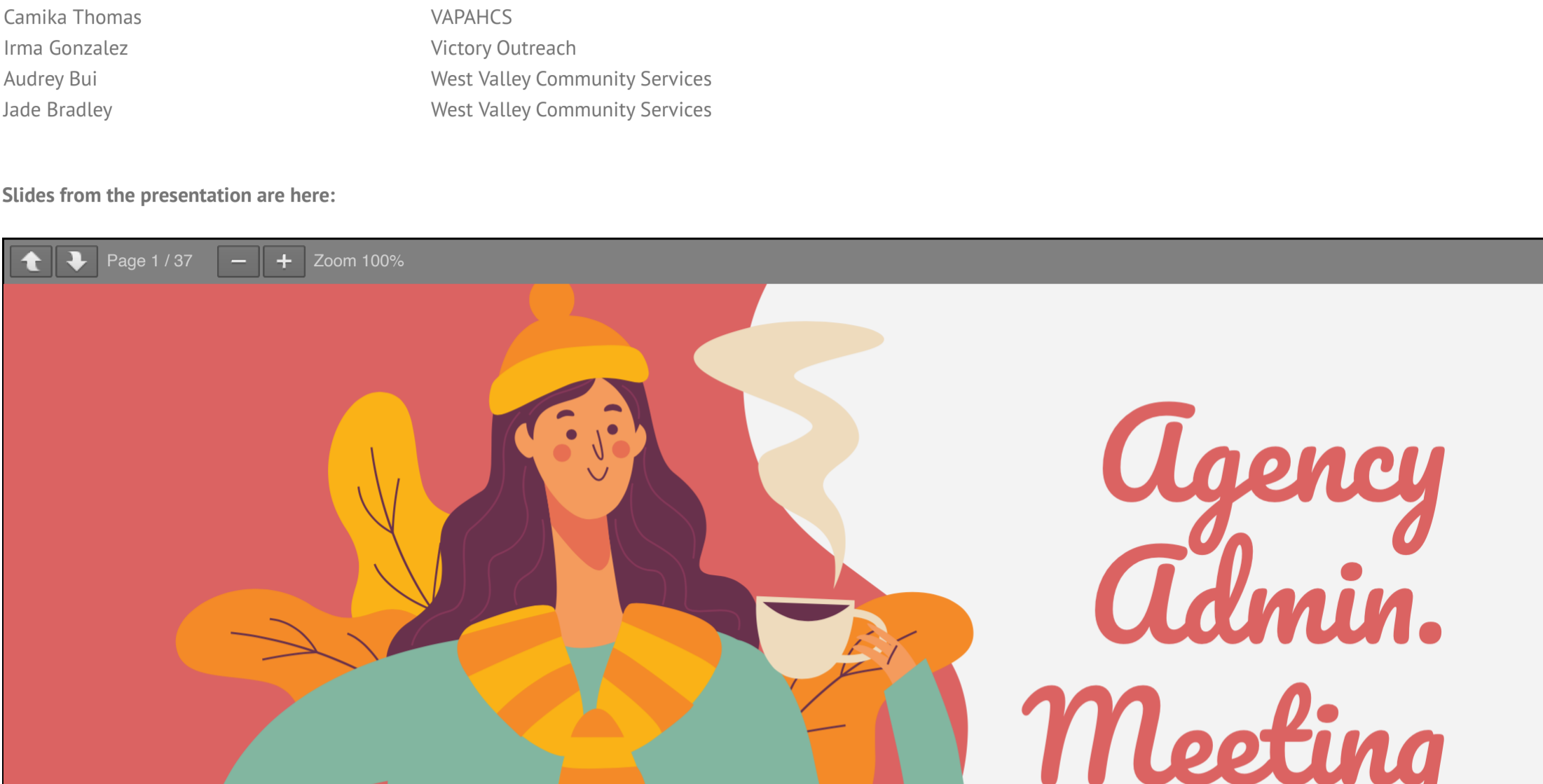
November 2020 Agency Admin Meeting

Date: Thursday, November 5th, 2020
Time: 2:30PM - 3:30PM
Place: ZOOM Only Meeting

Agency Admin. Lead and/or Representative in Attendance:

Name	Agency
Aida Tesfal	Abode Services
Rani Jain	Abode Services
Aurora Olivares	Amigo de Guadalupe
Alex Senegal	Bible Way/Destiny
Laura Foster	Bill Will Center
Randi Rosen	Bill Wilson Center
Anthony Ortiz Jr.	California Youth Outreach
Belinda Cruz	California Youth Outreach
Conrad Solarez	California Youth Outreach
David Marez	California Youth Outreach
Julian Delgadillo	California Youth Outreach
Consuelo Collard	Catholic Charities
Brandi Jothimani	Community Services Agency of Mountain View
Maria Del Villar	Community Solutions
Lindsay Cross	County: SCVHHS - Ambulatory
Lorna Lindo	County: SCVHHS - Ambulatory
Rebecca Siqueiros	County: SCVHHS - Ambulatory
Jullien Reese	County: SCVHHS - BHSD (MH) - DTC
Gerald Witters	County: SCVHHS - BHSD SUTS
Guillermo Munoz	County: SCVHHS - BHSD SUTS
Chennan Liu	County: SSA
Khoi Nguyen	County: SSA
Nesha Alexandre	County: SSA
Justin Damrat	Downtown Streets Team
Alex Le	Family Supportive Housing
Sophie Smith	Gardner Health Services
Jan Stokley	Housing Choices Coalition
Cynthia Mar	LifeHovers
Rachel Hileman	New Directions - Peninsula Healthcare Connection
Jasmine Wong	OSH
Laila Qureshi	OSH
Steven Tong	OSH
Aiko Yap	PATH
Rita Anzualda	Pathway Society
Emrica Agossa	Roots Community Health Center
Pauline Bayati	Sacred Heart Community Service
Daniel Gunn	Salvation Army
Jesse Mejia	San Jose State University Research Foundation (SISU)
Shawna Cagle	Santa Clara Family Health Plan (SCFHP)
Jose Macias	St. Joseph's Family Center
Aaron Wierstet	Starlight Community Services
Catherine Farry	Sumnyvale Community Services
Roxanna Frias	Superior Court of CA, County of Santa Clara
Angelica Holguin	SVILC
Hameeda Sharif	Telecare Corporation
Babita Kumar	The Health Trust: County Collaborative
Camila Thomas	VARAHCS
Irma Gonzalez	Victory Outreach
Audrey Bul	West Valley Community Services
Jade Bradley	West Valley Community Services

Slides from the presentation are here:



Please use this link to download slide deck if desired.

Agenda

- CoC/Coordinated Assessment/UPLIFT Updates
- HIC/PIT Updates
- LSA Updates
- HHS Newsletter
- New Coordinated Entry (CE) Reports
- Potential DEW Topics
- Agency Manager Access Role
- Guest Speaker - Who's Interested?
- Clarity Connect
- Security Checklist
- Updates/Reminders
- Next Months Meeting

CoC/Coordinated Assessment Updates

CoC membership meeting was held on 10/12. Notes from the meeting will be posted this week. Membership meetings are held twice annually and at the October meeting the membership nominated two individuals for the CoC board to consider for board membership. The board has not yet acted on the nominated members.

Upcoming meetings:

- The Coordinated Assessment Workgroup Meeting , Thursday, November 12, 2020 1:00 PM-2:30 PM
- Service Providers Network Meeting, Wed, November 18th, 9:30am - 11:00am

COVID-19 Response

- Transmission among the homeless community continues to be lower than the general population. Thank you all for your efforts to protect our community!
- If clients you are working with need isolation and quarantine support due to testing positive or being exposed to a positive individual, please contact the hotline. Isolation and quarantine support is also available for clients who are housed and need support to isolate at home.
- Teams operating the hotel sites are working with clients on re-housing strategies and there will be a rapid rehousing push in the coming months.

Community Plan progress

- The CoC is tracking progress towards the community plan targets and will report back at a future meeting.
- We are still asking cities and agencies to endorse the plan and identify agency actions that will advance the strategies and help us meet the community-wide goals.

CoC NOFA

- Still no update from HUD on the CoC competition for 2019.

UPLIFT Updates

- Prior to making UPLIFT requests, please make sure the client's ROI is valid. You'll find HHS ROI FAQ [here](#), as well as an illustrated guide [here](#).
- Only data the client consented to release on their ROI can be entered into HHSI!
- Please email UPLIFT@hhs.sccgov.org if any of your clients need a replacement UPLIFT pass.
- We are no longer in the limited allocation period; please order as many passes as your agency needs.
- **VI-SPDAT:** A valid, current VI-SPDAT is now required for any homeless clients for whom you request an UPLIFT pass. Please see the document **"When should I do a VI-SPDAT?"** located on the SCC HHS website to ensure your client has a valid VI-SPDAT.

If there are changes who your UPLIFT Point of Contact is - please inform us @ UPLIFT@hhs.sccgov.org

For all UPLIFT related inquiries please email UPLIFT@hhs.sccgov.org

HIC/PIT Updates

What is the Point-in-Time Count?

All jurisdictions receiving federal funding to provide housing and services for homeless populations through McKinney-Vento Homeless Assistance Grant are required by the U.S. Department of Housing and Urban Development (HUD) to conduct a biennial Point-in-Time count of unsheltered and sheltered homeless individuals and families. The count must happen within the last ten days of January and all data must be tied to one night.

Why does the Point-in-Time Count matter?

Point-in-Time Count data are the primary data used for federal funding allocations and national estimates of homelessness. The numbers reported by your community are used by the US Interagency Council on Homelessness and all federal departments including Housing and Education. PIT Count numbers are also most often cited by local strategic plans, state, county and city government and the media.

The PIT Count will be different in 2021 in a few ways:

- To follow Covid-19 safety guidelines we will be **pre-assigning tracts** to outreach and volunteer teams before the day of count instead of assigning them at deployment locations
- Using a mobile app to count homeless individuals
 - **Community involvement and participation is critical** - we look forward to your input and suggestions to make this a successful PIT Count
- **If you have any questions or did not get an invitation to the meeting please contact Laila Qureshi at the Office of Supportive Housing - laila@hhs.sccgov.org**

Please join us for our **November Planning Committee Meeting** for the 2021 Point-in-Time Homeless Census and Survey which will take place on:

Tuesday and Wednesday, January 26-27, 2021.

We will be discussing the survey at the November meeting so please come prepared to discuss questions that may be no longer relevant, and questions you would like to see added or possibly removed.

Here is the zoom information:

Topic: Nov 2020 PIT Count Planning Committee

Time: Nov 17, 2020 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://sccgov-org.zoom.us/j/94111333515>

LSA Updates

- LSA 2019 and 2020 have been uploaded to HDX 2.0 and have been accepted
- LSA 2019 and 2020 have been submitted; we should receive within the next few weeks a report of items that require data quality clean-up
- Please be prepared to receive emails requesting your assistance in any clean-up that we are not able to do
- As we know more, we will keep you posted
- **DEADLINE:** 11/27/2020 to submit the LSA

HHS Newsletter

Santa Clara HHS News, October 2020

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

- New Coordinated Entry Reporting Features
- Report Spotlight: Program Details Report
- Upcoming Events
- Bitfocus is Hiring (bitfocus.com)

Web link to the newsletter

New Coordinated Entry (CE) Reports

New Reports Now Available: 6 new reports available all related to coordinated entry assessments and referrals.

Please note embedded links with more detailed information.

1. **[OUTS-108] CE Demographics Report**
2. **[GNRL-404] CE Assessment Details Report**
3. **[GNRL-405] CE Assessing Staff Report**
4. **[RRFL-103] Referral Statistics (inbound)**
 - This report provides counts of the referrals received by your agency, and shows counts by "status" such as: pending, in-process, denied, expired, including the number of days since referral.
5. **[RRFL-104] Referral Statistics (outbound)**
6. **[RRFL-122] CE Community Queue Detail**

If you didn't already know the DEW are data engagement workshops that consist of a series of training opportunities and development of learning materials for the CoC and community partners. The goal is to help staff at all levels enhance their understanding of the data collected in HHS, how to measure program performance, and how to use data to effectively communicate the success of your programs.

Past Workshops Include:

- Getting Started with Looker: Exploring Looks to Support Data Entry
- Taking a Closer Look at Looker Dashboards & Reports in Clarity
- Data Done Right: Data Quality vs. Data Accuracy
- Our Friend, Excel
- How To Tell Your Story
- How to Request Data (How to Monitor Your Data)
- Planning for Data Requests
- HHS Data In Action
- HHS Starter Kit
- Demographics - A Deep Dive to Understanding & Presenting Demographic Information

Please be sure and share in any ideas you may have about potential topics you think we should consider for upcoming workshops. You can use the Virtual Suggestion Box or email us at scc-admin@bitfocus.com.

Agency Manager Access Role

- Agency Manager Role is reserved for Agency Leads
- Notification went out to staff that were not listed as an Agency Lead, who had Agency Manager Role
- If staff was not an Agency Lead, Agency Staff Access Role was provided
- Requesting Staff access? Check out the different type of Access Roles [here](#).

Guest Speaker - Who's Interested?

As a guest speaker you can share with the rest of the group the array of services provided by your agency

Provide insight on Data Quality practices you have in place as it pertains to HHS

You will be provided a list of different potential topics and/or ideas you can share

Want to recommend someone? Please use the Virtual Suggestion Box or send an email to us at scc-admin@bitfocus.com.

Bitfocus Clarity Connect

Checkout Our Virtual Conference here!

Security Checklist

SCC HHS Quarterly Compliance Certification Checklist

Due for each agency by January 31st, 2020

Reminders

Be sure to Update Contact Information in HHS

1. Log into HHS
2. Click on the logo of your initials and/or photo
3. Get to ACCOUNT SETTINGS
4. In the Phone Number field please update your phone number; be sure to include your extension

SAVE CHANGES when done

Office Hours

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) and/or dial in by phone using the Zoom links provided below.

Where Are Office Hours Held?

Looker Office Hours

When: Every other Monday of the month from 2:00pm-3:00pm

Zoom Link: <https://bitfocus.zoom.us/j/94622680152>

Clarity (HHS) Office Hours

When: Every other Thursday from 10:00am-11:30am

Zoom Link: <https://bitfocus.zoom.us/j/617946839>

SCC Clarity HHS Training Site

Want to hone your skills at data entry without compromising actual client data?

Use the End User Clarity HHS Training Site

The screenshot shows the website interface with the following elements:

- Navigation:** Home, Programs, About Us, Training, Agency Admin. Information, Resources, Reports & Data, Forms & Manuals, Contact.
- Header:** Santa Clara County HHS, Bitfocus logo, (408) 596-5866, Ext. 2, Open a Support Ticket.
- Main Content:**
 - Clarity Human Services Help Center:** Coordinated Entry, Data Engagement Workshops (DEW), Schedule a Training, Two Factor Authentication, UPLIFT.
 - End User Help Center:** The End User Help Center is geared towards the end user common tasks and end users conduct within the system.
 - END USER CLARITY HHS TRAINING SITE:** This training site is designed to mirror the live site with the exception that client level information is fictitious. Please note you should not enter any actual client level data into this instance. Please use the following link to view next steps in how to further access the training site: [SCC HHS Clarity Training Site User Guide](#)
- Announcements:** February 2020 Agency Admin Meeting, January 2020 Agency Admin Meeting, December 2019 Agency Admin Meeting.

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 [HHS Support](#) page under the CONTACT tab and scrolling to Virtual Suggestion Box option.

Next Agency Admin Meeting

Meeting Location: [Zoom Link](#)

When: Thursday, December 3rd, 2020

Time: **2:00pm - 3:30pm**

Dates and locations for 2020 meetings are listed on the events website:

<https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx>

Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com

Bitfocus System Administration Team: scc-admin@bitfocus.com

Trevor Mellis (trevorm@bitfocus.com)

Alison Wilson (alisonw@bitfocus.com)

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By Lesly Soto Bright | November 9th, 2020 | Blog, Uncategorized | Comments Off on November 2020 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.

QUICK LINKS: Home, Programs, About Us, Training, Agency Admin. Information, Resources, Reports & Data, Forms & Manuals, Contact, End User Help Center

RECENT POSTS: February 2021 Agency Admin Meeting, January 2021 Agency Admin Meeting, December 2020 Agency Admin Meeting, November 2020 Agency Admin Meeting, October 2020 Agency Admin Meeting, 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.

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