



AGENDA ITEMSCoC Updates

- 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 - Here 4 You! Community Hotline

- Reminders
- Next Months Meeting

CoC Updates

- 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 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

- 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

For all UPLIFT-related inquiries please email

UPLIFT@hhs.sccgov.org



HMIS Newsletter - October 2022



Check out last month's Newsletter and other newsletters here!

Coordinated Entry Events (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)

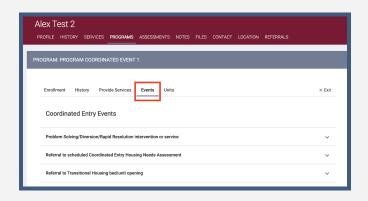
What is a Manual Event?

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 <u>Events Tab</u> 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



Training Opportunities:

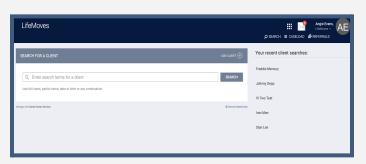
- November 10th (During Clarity HMIS <u>Office</u> <u>Hours</u>) from 10:00am-10:30am
- November 14th (During Looker <u>Office</u> <u>Hours</u>) from 2:00pm-2:30pm

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





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

Security Checklist - SCC HMIS Quarterly

Compliance Certification Checklist

- Checklist is due for **NEW STAFF** added during Quarter 23 only (July - September)
- You will receive a list of new staff for you to complete verification for by next week
- 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
- WAS DUE: Monday, October 31st, 2022

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 FS 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 \circ
- Ensure that if you have AO that you are not enrolling families and vice versa



DEADLINE FOR SECOND ROUND OF CLEAN UPS IS 10/11/2022





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

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 & 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.

Services Program

- Center 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



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! 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 <u>direct callers</u> 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
- ⇒ <u>BWC doesn't control capacity</u> 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

Ouestions...

Here4You! Hotline Resources

Phone Number: (408) 385.2400

Crisostomo Unciano cunciano@bwcmail.org

Brandon Mariano BMariano@bwcmail.org

Michelle Covert@hhs.sccgov.org

Reminders

Virtual Suggestion Box Submission

Please share with us your suggestions

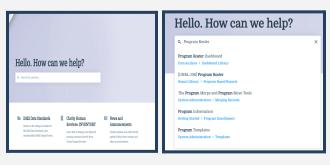
Add options to mass delete Clarity Inbox messages. Or add a time restriction in which messages will age out from the inbox. For folks who get copied on referrals, their inbox get filled with the Admin Admin messages and at times you miss an email sent from another user.

Response

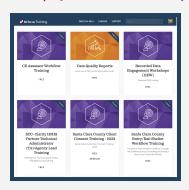
This is a Feature Enhancement that has been brought up once before and has been added to the Queue for our Engineers, but is not top of the list of priorities. But we have made a note of it and hear

you!

Clarity Human Services Help Center



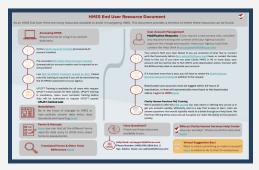
Link to page embedded in image!



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

HMIS End User Document



Link Embedded in image!





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!

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.

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)

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

Making Changes in HMIS Program Set-Up

- Please note any changes you want made to Program Set-up need to be submitted using the <u>Program Change Form</u>
- 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.

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 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 October 6th, 20

When: Thursday, October 6th, 2022

Time: 2:00pm - 3:30pm

Dates and locations for 2021 meetings are listed on

the OSH website:

<u>CoC Events Calendar - Supportive Housing - County</u> of Santa Clara

Bitfocus Contact Information

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

Your Sys. Admin. Team:



Angie Evans

angieevans@bitfocus.com

Senior Project Admin, Santa Clara County

San Jose, CA

800.594.9854 x274



Lesly Soto Bright leslys@bitfocus.com Deputy Project Admin, SCC San Jose, CA 800.594.9854 x256

List of Participants:

Please note due to Zoom link updates we may have missed some of you who participated; if that is the case you can let us know and we can make the necessary updates. Thank you for your time and patience.

Agency Lead/Rep.	Organization
Aida Tesfai	Abode
Sean Kilger	Abode Services
Luis Gonzalez	Abode Services
Will Hoffer	Abode Services
Aurora Olivares	Amigos de Guadalupe Center for Justice & Empowerment
Norma Aranda	AOT County of Santa Clara
Laura Foster	Bill Wilson Center
Sujata Panda	Bill Wilson Center
Brandon Mariano	Bill Wilson Center
Randi Rosen	Bill WIlson Center
Anthony Ortiz, Jr.	Breakout Prison Outreach
Julian Delgadillo	California Youth Outreach



Paul Marquez	California Youth Outreach
Renee Ridgway	Carry The Vision
Consuelo Collard	Catholic Charities of Santa Clara County
Kate Manley	CET
Steven Martinez	Cityteam Ministries
Brandi Jothimani	Community Services Agency
Mark Fries	COMMUNITY SOLUTIONS
Caroline Mireles-Sailor	Conxion to Community
Juan Guel	County of Santa Clara- Office of Supportive Housing
Aretha Cromwell	Destiny Reentry
Justin Damrel	Downtown Streets Team
Marcus Christmas	Eden Housing
Raymond Sanchez	health trust
Alisha Parret	HomeFirst
Jessica Newham	HomeFirst
Gavin O'Connor	Horizon Services
Kenya Rawls	JobTrain SCC
Juan Hernandez	LifeMoves
Cynthia Mar	LifeMoves
Mike Michel	MHS LINKED (Mental Health Systems)
Stuart Richardson	Midtown Family Services
Tal Leibovici	Move Mountain View
Candido Anicete	NEMS
Greta Siegrist	New Directions

Jazmine Wong	Office of Supportive Housing
Rebecca Siqueiros	Office of System Integration and Transformation-CCSP Program
Leila Qureishi	OSH
Steven Tong	OSH
Kara Garren	OSH
Michelle Covert	OSH
Tara Blair	P.A.T.H
Ashley Orpilla	Parisi House on the Hill
Rita Anzualda	Pathway Society Inc.
Christina Barajas	Peninsula Healthcare Connection Inc-New Directions
Rachel Hileman	Peninsula Healthcare Connections - New Directions
Kairi Bynum	Roots Clinic
Jayden Celestial	San Jose State University
Khoi Nguyen	Santa Clara County
Chrissy Cheung	Santa Clara County Public Health Department
Laura Munoz	Santa Clara Family Health Care
Shawna Cagle	Santa Clara Family Health Plan
Cassandra Brenzel	Santa Clara Social Services Agency SSI Advocacy/Vocational Services
Jeremy Golden	SCC Behavioral Health
Rose Pierre	School Health clinics
Paulina Soto	SHCS
Angelica Holguin	Silicon Valley Independent Living



	Center
Aaliyah Da Camara	SJSU
Cindy Parra	SJSU Research Foundation
Jose Macias	St. Joseph's Family Center
Kutlo Rasetshwane	Starlight Community Services
Catherine Farry	Sunnyvale Community Services
Roxanna Frias	Superior Court of CA, County of Santa Clara
Cesar ESquivel	The Salvation Army
Wei E	The United Effort Organization, Inc.
Maria Magallanes	VA Palo Alto Health Care System
Jade Bradley	WVCS