



Agency Admin. Meeting

Thursday, December 1st, 2022



Getting To Know You

What is your favorite Holiday Movie?

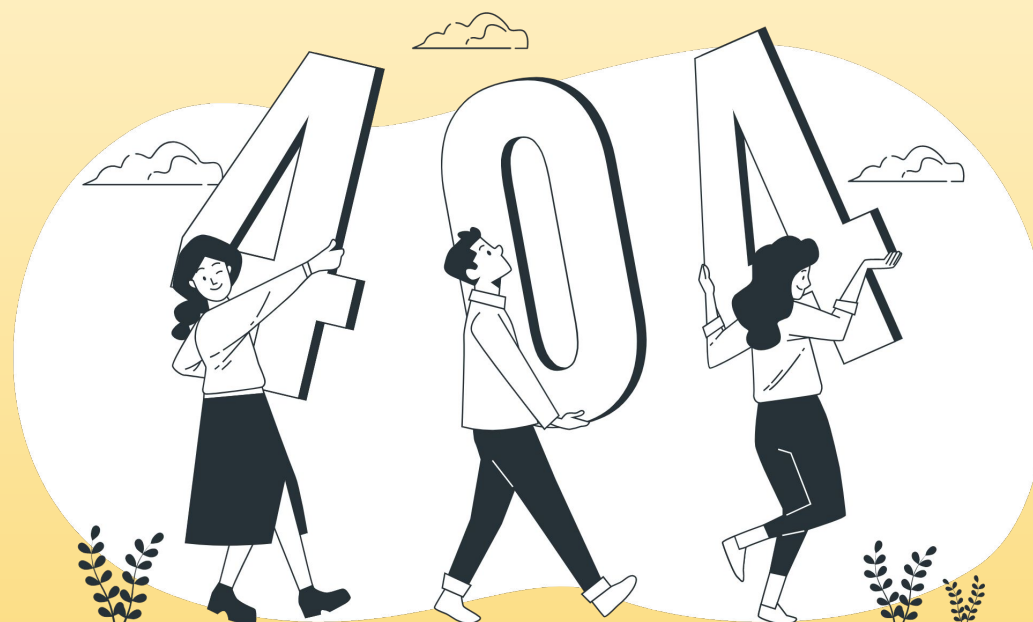


Agenda

- CoC Updates - *HIC/PIT Update*
- UPLIFT Updates
- Coordinated Entry Resources - *Poll*
- HMIS Newsletter
- LSA - *What's Happening?*
- Annual Privacy Training Recertification - *Upcoming*
- Referring to the Community Queue - *Do's & Don'ts*
- Seasonal Shelter Updates
- December 2022 Feature Updates
- Bitfocus Staff Holiday Schedule
- Reminders
- Next Month's Meeting



CoC|Coordinated Assessment Updates



HIC/PIT - *January 24th & 25th, 2023*

HIC/PIT - *Upcoming!*

Upcoming Community Meeting: December 7, 2022 at 2:00 pm.

Join Zoom Meeting: <https://sccgov-org.zoom.us/j/95440913701>

- **What is the Point-in-Time Count?**

The Point-in-Time (PIT) count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. HUD requires that Continuums of Care conduct an annual count of people experiencing homelessness who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night. Continuums of Care also must conduct a count of unsheltered people experiencing homelessness every other year. Each count is planned, coordinated, and carried out locally.

- **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.

- **Volunteer Signup** *Sign ups will open soon!*
- **2022 PIT Count Survey:** [here](#)
- **2023 PIT Information and Updates:** <https://osh.sccgov.org/2023-PIT>



Any questions? Please contact:

John Connery, Applied Survey
Research

john@appliedsurveyresearch.org

Leila Qureishi, County of Santa Clara

Office of Supportive Housing

leila.quireishi@hhs.sccgov.org

CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, December 8th and 22th, 2022

Time: 3:00pm-4:30pm

Where: Virtual Meeting

Service Providers Network Meeting

When: Wed, December 14, 9:30am – 11:00am

Where: Virtual Meeting

SCC TA Office Hours

When: Wednesday, December 28th, 2022

Time: 10:00am-11:00am

Where: Zoom

SCC CoC VI-SPDAT Training

When: Wednesday, December 21st, 2022

Time: 9:00am – 1:00pm





Where: Virtual Meeting





UPLIFT Updates

UPLIFT Updates

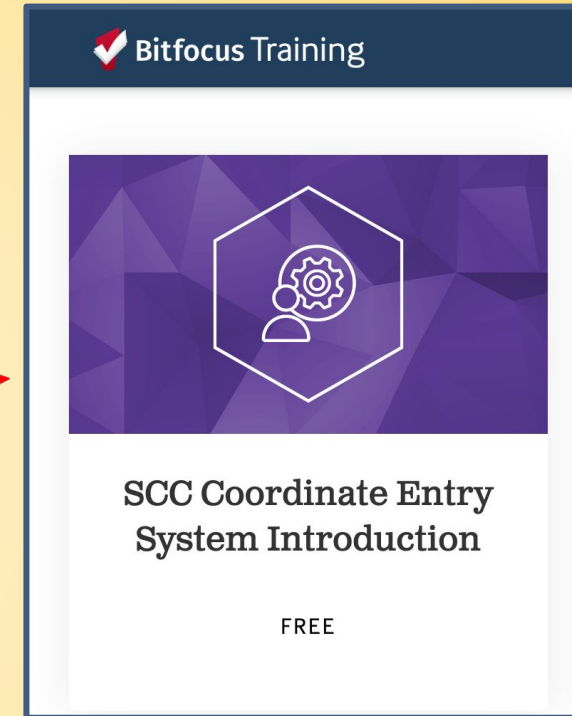
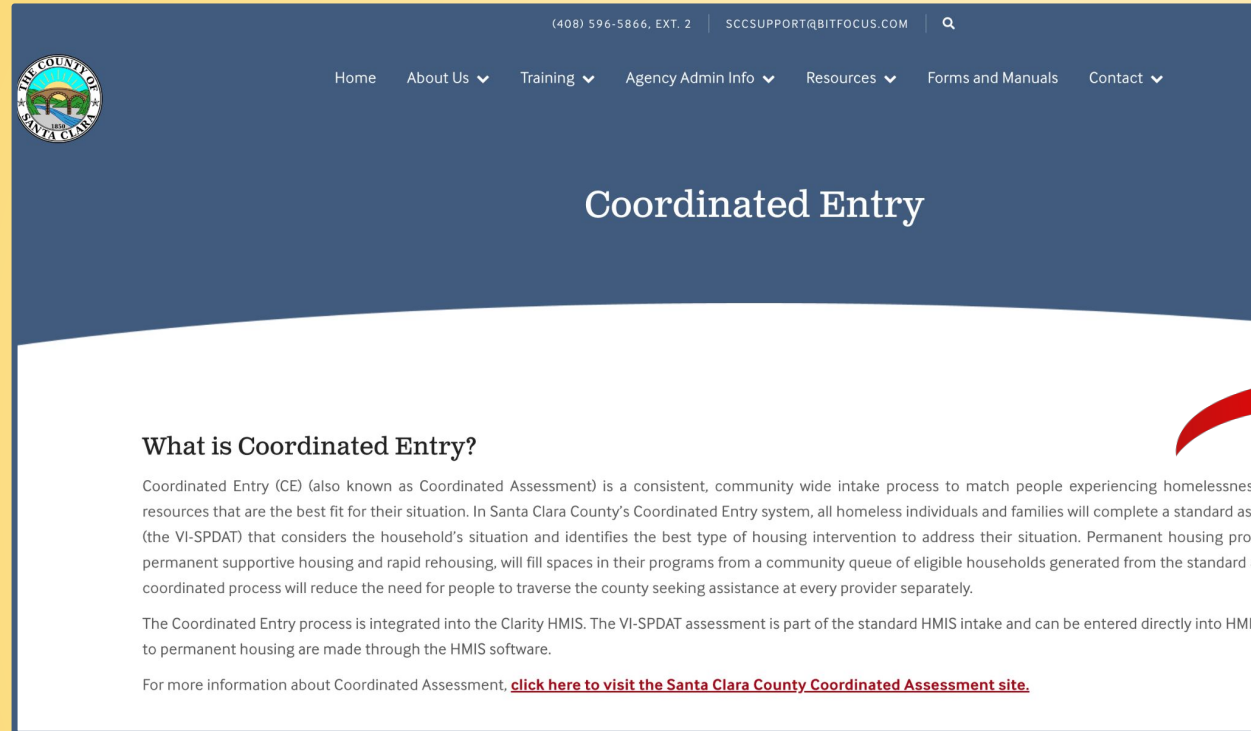
-  We've used all 2500 stickers for quarter 2!
-  Quarter 3 (Jan – Mar) starts on 12/16/2022
-  Allocation Surveys for Q3 will be sent out within the next week to all UPLIFT Agency Point of Contact (POC)
-  If your agency's POC has changed, be sure to let us know at UPLIFT@hhs.sccgov.org!





Coordinated Entry Resources

Coordinated Entry Resources



As a part of the broader Coordinated Entry redesign, Santa Clara County now has a CoC specific Coordinated Entry training, helping users understand how the CE system works and the ways agencies, staff, and clients can navigate it.

Zoom Poll: How should we share this training with current staff?

Coordinated Entry Resources

Zoom Poll: How should we share this training with current staff?

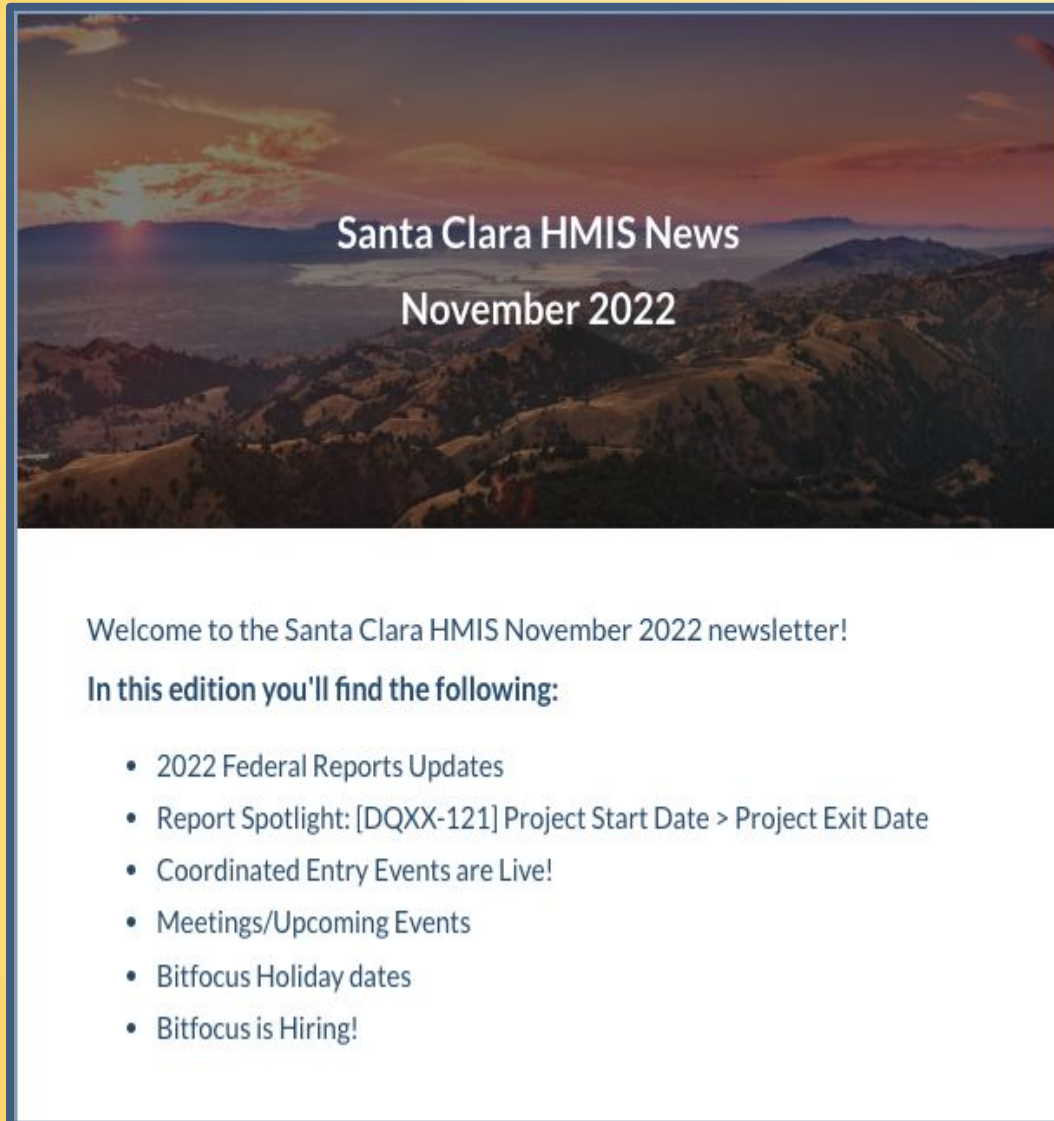
- A)** Mandatory for all NEW HMIS users, Optional for existing users
- B)** Mandatory for all NEW and existing HMIS users
- C)** Identify roles and/or departments where this training should be mandatory
- D)** Optional for *new* and *existing* HMIS users





HMIS Newsletter

HMIS November 2022 Newsletter



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



Federal Reporting LSA - *What's Happening?*

Federal Reporting - *What's Happening?*

Ongoing Data Quality - *If your agency/programs were 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

- **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 - *What's Happening?*

Need Assistance or Have Questions?

- Drop into Clarity 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

Federal Reporting - *Outstanding Overlaps & Utilization*

| AGENCY NAME | NUMBER OF OVERLAPS |
|---|--------------------|
| LifeMoves | 325 |
| Amigos de Guadalupe | 174 |
| Santa Clara County Housing Authority (SCCHA) | 156 |
| Abode Services | 74 |
| Family Supportive Housing | 65 |
| PATH | 42 |
| HomeFirst | 42 |
| City Team Ministries | 32 |
| Bill Wilson Center | 24 |
| HVEHF | 20 |
| WeHOPE | 6 |
| County of Santa Clara MHSA | 2 |
| Bill Wilson Center: Supportive Services and RRH | 1 |
| West Valley Community Services | 1 |
| Salvation Army | 1 |
| Grand Total | 965 |

| AGENCY NAME | PROGRAM NAME | UTILIZATION RATE |
|--|--|------------------|
| HomeFirst | BRC - 60 Day Program | HIGH |
| HVEHF | HVEHF - Bridge Housing (IH) | LOW |
| LifeMoves | LifeMoves-JSI-ES-Mental Health | HIGH |
| Santa Clara County Housing Authority (SCCHA) | [CCP Housing Maintenance] Hillview PBV | LOW |



Annual Privacy Certification - *Upcoming!*

Annual Privacy Certification- *Upcoming!*

Timeline

- ✓ Training recertification commence date to be determined (*Likely in January*)
 - A separate email will go out with the link to the training
- ✓ Deadline to complete the training **TBD**

What You Need To Do

- ✓ Let staff know they will need to recertify
- ✓ 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 staffs responsibility to contact the Help Desk after completion of training; if access is revoked (to have access reinstated)

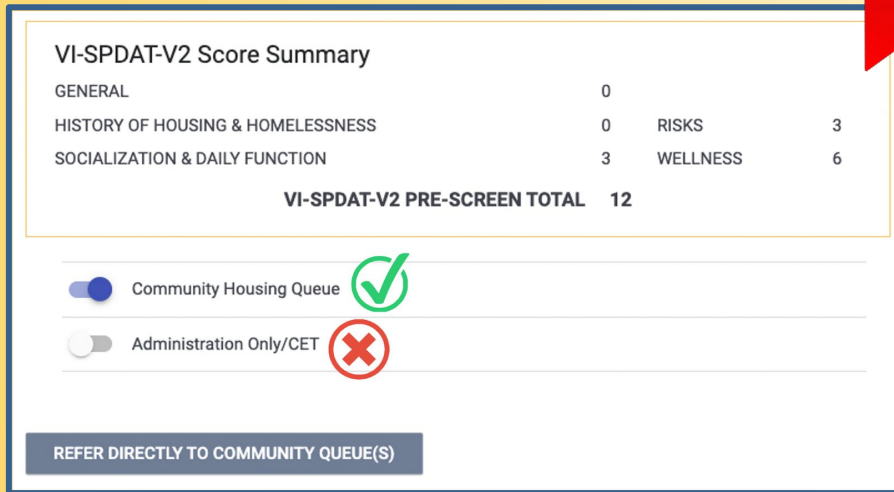


Referring to the Community Queue - *Do's & Don'ts*

Referring to the Community Queue (CQ) - *Do's & Don'ts*


Community Housing Queue


DO refer clients to the Community Housing Queue after you have completed administering the VI-SPDAT - you should see this as an option immediately after completing the assessment.



VI-SPDAT-V2 Score Summary

| | | | |
|-------------------------------------|---|-----------|---|
| GENERAL | 0 | | |
| HISTORY OF HOUSING & HOMELESSNESS | 0 | RISKS | 3 |
| SOCIALIZATION & DAILY FUNCTION | 3 | WELLNESS | 6 |
| VI-SPDAT-V2 PRE-SCREEN TOTAL | | 12 | |

☒ Community Housing Queue 

☐ Administration Only/CET 

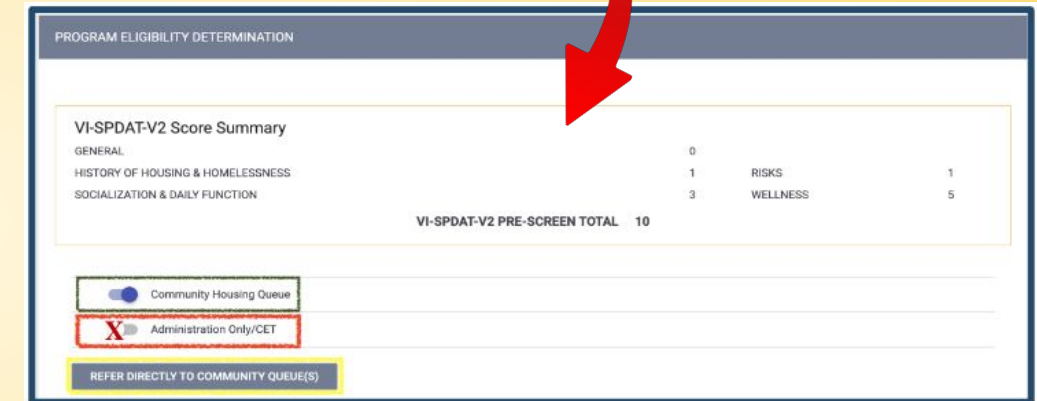
REFER DIRECTLY TO COMMUNITY QUEUE(S)

Direct Referrals to an Agency/Program

DO NOT refer clients to the Direct Referral queue this queue is only used by SCC OSH staff. If your staff refer to this queue the referrals will be deleted and your staff notified.

Administration Only/CET Queue

DO NOT refer clients to the Administration Only/CET Queue - this queue is only used by SCC OSH staff. If your staff refer to this queue the referrals will be deleted and your staff notified.



PROGRAM ELIGIBILITY DETERMINATION

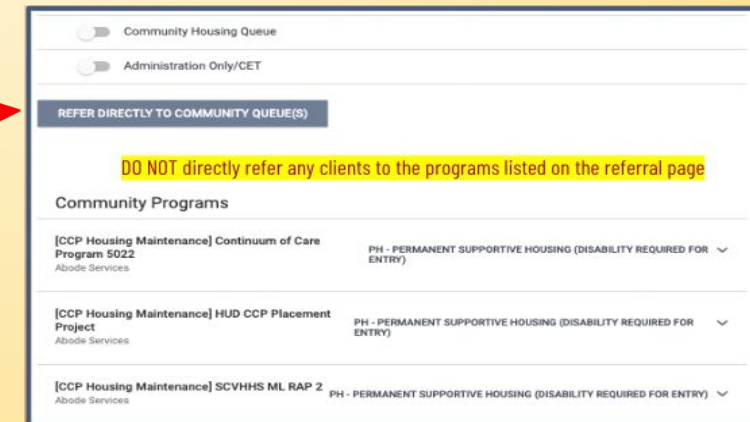
VI-SPDAT-V2 Score Summary

| | | | |
|-------------------------------------|---|-----------|---|
| GENERAL | 0 | | |
| HISTORY OF HOUSING & HOMELESSNESS | 1 | RISKS | 1 |
| SOCIALIZATION & DAILY FUNCTION | 3 | WELLNESS | 5 |
| VI-SPDAT-V2 PRE-SCREEN TOTAL | | 10 | |

☒ Community Housing Queue

☒ Administration Only/CET

REFER DIRECTLY TO COMMUNITY QUEUE(S)



☐ Community Housing Queue

☐ Administration Only/CET

REFER DIRECTLY TO COMMUNITY QUEUE(S)

DO NOT directly refer any clients to the programs listed on the referral page

Community Programs

| | |
|--|---|
| [CCP Housing Maintenance] Continuum of Care Program 5022 Abode Services | PH - PERMANENT SUPPORTIVE HOUSING (DISABILITY REQUIRED FOR ENTRY) |
| [CCP Housing Maintenance] HUD CCP Placement Project Abode Services | PH - PERMANENT SUPPORTIVE HOUSING (DISABILITY REQUIRED FOR ENTRY) |
| [CCP Housing Maintenance] SCVHHS ML RAP 2 Abode Services | PH - PERMANENT SUPPORTIVE HOUSING (DISABILITY REQUIRED FOR ENTRY) |



Seasonal Shelter Updates

Seasonal Shelter Updates

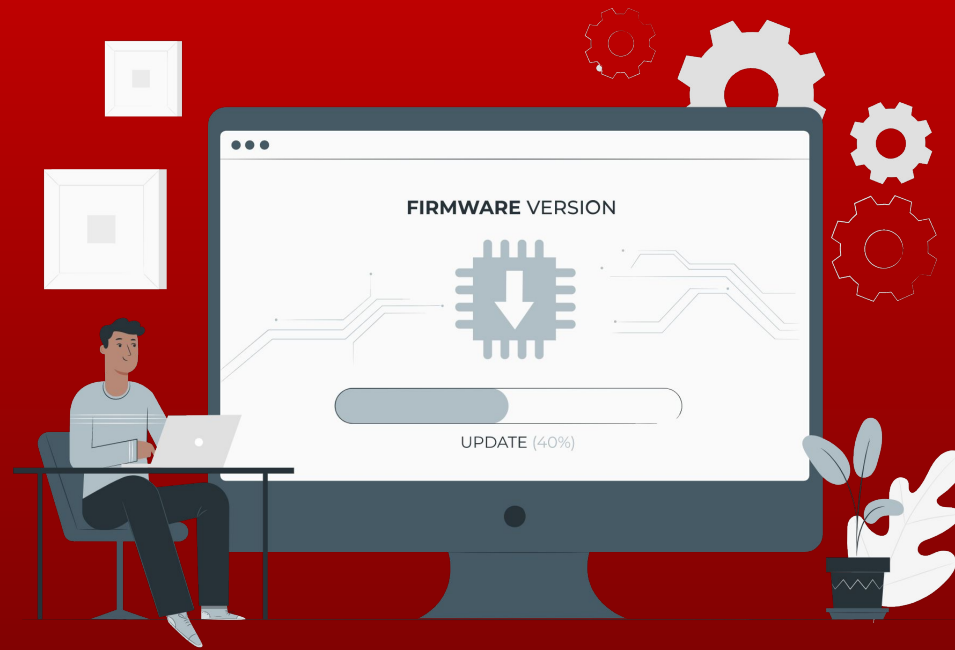
Does your Agency have seasonal shelter beds in HMIS?

- ? Seasonal shelter beds are not automatically brought online in HMIS
- ? Each year, the program and beds are made inactive at the end of the season
- ? If you have a shelter that operates seasonally and it needs to be activated, please let your system administration team know!

Inactive Seasonal Emergency Shelters in HMIS

| Agency Name | Full Name | Program ID |
|----------------------------|--|------------|
| City Team Ministries | City Team Ministries - City Team Ministries Inclement Weather | 630 |
| HomeFirst | HomeFirst - BFLC - EU CWSP - SSA - SCC | 90 |
| HomeFirst | HomeFirst - BRC Inclement Weather | 633 |
| HomeFirst | HomeFirst - Gilroy Inclement Weather Shelter | 634 |
| HomeFirst | HomeFirst - OWL - Bascom | 864 |
| HomeFirst | HomeFirst - OWL - Camden | 1009 |
| HomeFirst | HomeFirst - HomeFirst - Sunnyvale Fair Oaks | 1093 |
| HomeFirst | HomeFirst - HomeFirst - Component Motel Program | 1149 |
| HomeFirst | HomeFirst - OWL Evergreen | 1165 |
| HomeFirst | HomeFirst - OWL Leininger | 1166 |
| LifeMoves | LifeMoves - Motel Voucher Program - NCV | 1020 |
| Salvation Army | Salvation Army - Salvation Army Inclement Weather | 632 |
| St. Joseph's Family Center | St. Joseph's Family Center - Ochoa Winter Family Shelter Program | 609 |
| St. Joseph's Family Center | St. Joseph's Family Center - Holiday Inn MH - NCV | 1010 |

Complete the **Program Change Form** in order to have your seasonal shelter activated in HMIS



December 2022 Feature Updates

December 2022 Feature Updates

Automatic Removal from CQ When Client Is Deceased

Overview: Before this update, when a client was automatically removed from a Community Queue as a result of a “deceased” exit destination from a program enrollment, the activity displayed in the referral’s HISTORY section was “Removed from Community Queue: [CQ_name]: Automated Removal - Housed with Community Inventory.”

With this update, we have added a “Deceased” value to the “queue_remove_subreason_6” picklist.

As a result, moving forward, the message displayed in the referral’s HISTORY section for a client who is automatically removed from a Community Queue due to being deceased will be **“Removed from Community Queue: Automated Removal - Deceased.”**

FIELD MANAGEMENT - QUEUE REMOVE SUBREASON FOR AUTOMATED REMOVAL

Table Type: System

Field Display Name: Queue remove subreason for Automated Removal

Field Data Name: queue_remove_subreason_6

Field Type: Picklist

Comments:

Tooltip Text:

Last Updated by: Admin Admin (2019-12-11 06:38:35)

CANCEL

SELECTION OPTIONS

Select

1 Housed with Community Inventory

2 Deceased

| HISTORY | | | |
|--|-----------------------------------|--------------|--------------------------------|
| Activity | Date | Days Pending | Staff |
| Removed from Community Queue: Automated Removal - Deceased | 10/28/2022 2022-10-28 11:26:55 | 0 | Admin Admin Bitfocus System |
| Added to Community Queue | 10/28/2022 2022-10-28 11:26:32 | 0 | Admin Admin Bitfocus System |

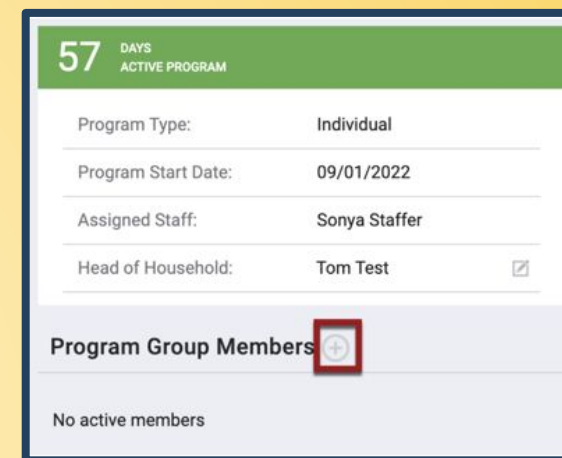
December 2022 Feature Updates

Adding Program Group Members to an Enrollment

Overview: We have enhanced performance speed when adding a new member to a household. With this update, the + sign in the Program Group Members section of a program enrollment page will now appear automatically after the new member is added to the global household.

The referral connections picklist now includes the Start/End Dates for each enrollment. We have updated the Client Program picklist in the Referral Connections function to include the client's Start Date (and End Date, if applicable) associated with each program. The system sorts the programs alphabetically by program name, then chronologically from most recent Start Date to oldest, then from most recent End Date to oldest.

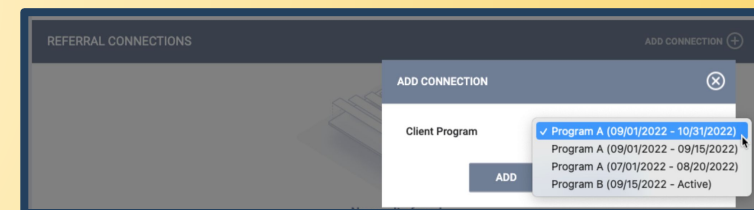
Night-by-Night Emergency Shelter programs that do not need to follow HUD requirements now have the option of setting the auto exit due to inactivity benchmark based on the last activity for the program rather than the HUD requirement of using the day after the last bed night for auto-exits.



| 57 DAYS ACTIVE PROGRAM | |
|------------------------|--|
| Program Type: | Individual |
| Program Start Date: | 09/01/2022 |
| Assigned Staff: | Sonya Staffer |
| Head of Household: | Tom Test <input checked="" type="checkbox"/> |

Program Group Members +

No active members



REFERRAL CONNECTIONS

ADD CONNECTION

Client Program

- ✓ Program A (09/01/2022 - 10/31/2022)
- Program A (09/01/2022 - 09/15/2022)
- Program A (07/01/2022 - 08/20/2022)
- Program B (09/15/2022 - Active)

ADD



Bitfocus Staff Holiday Schedule

Bitfocus Staff Holiday Schedule

December 26th, 2022 through January 2nd, 2023 Bitfocus Community Staff will not be available

There will be limited (staff) Help Desk assistance available

- sccsupport@bitfocus.com
- support@bitfocus.com

NEXT STEPS

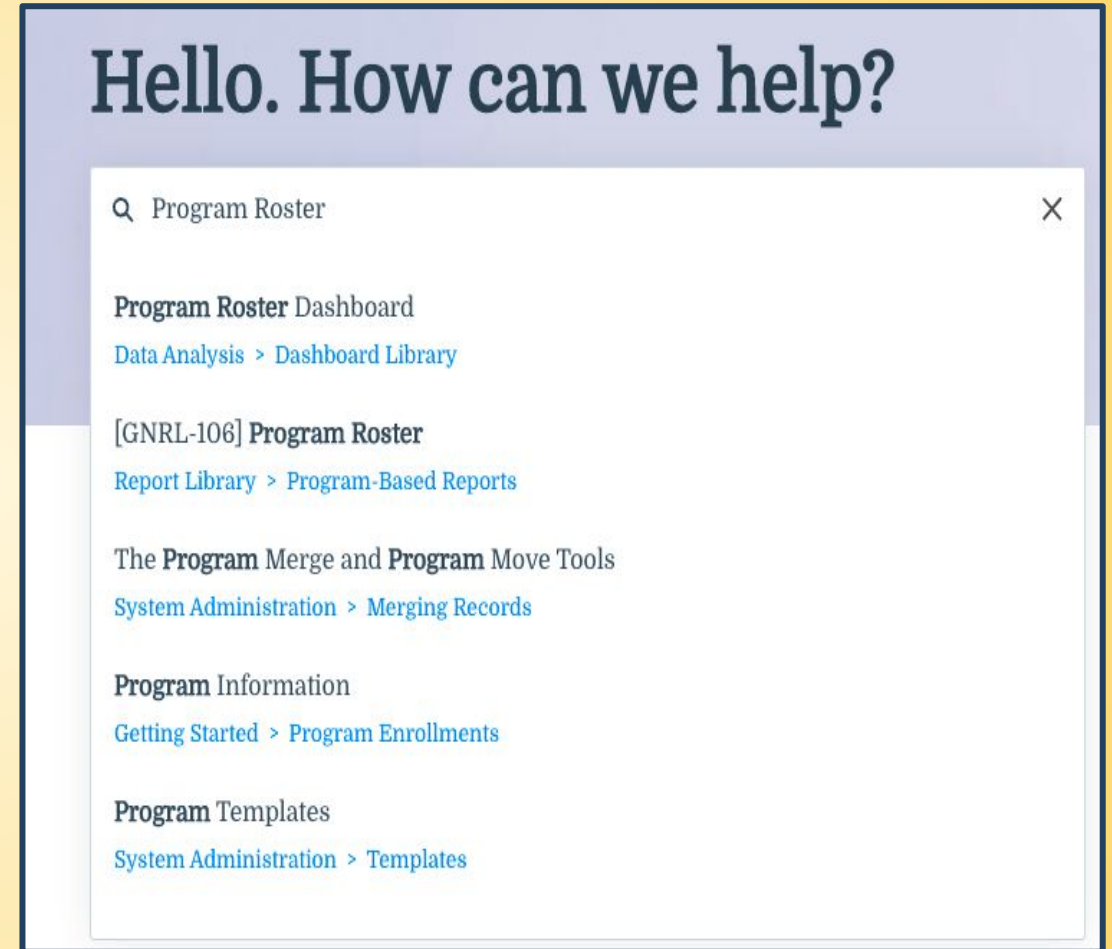
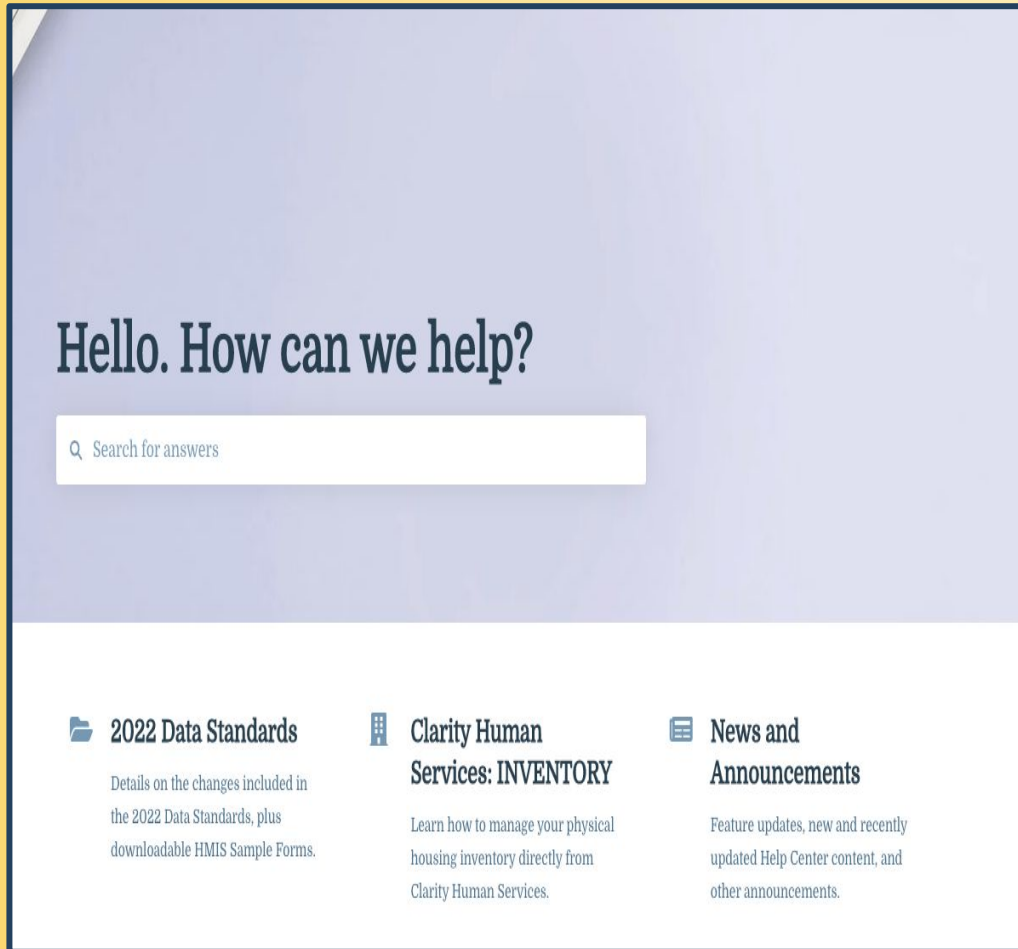
1. Please be sure to inform End Users at your agency
2. Please note turnaround time may be longer than usual
3. If there are inquiries you want resolved, but have been holding off, please do so prior to this time
4. Have general questions? Please feel free to contact your Sys. Admin. Team at scc-admin@bitfocus.com





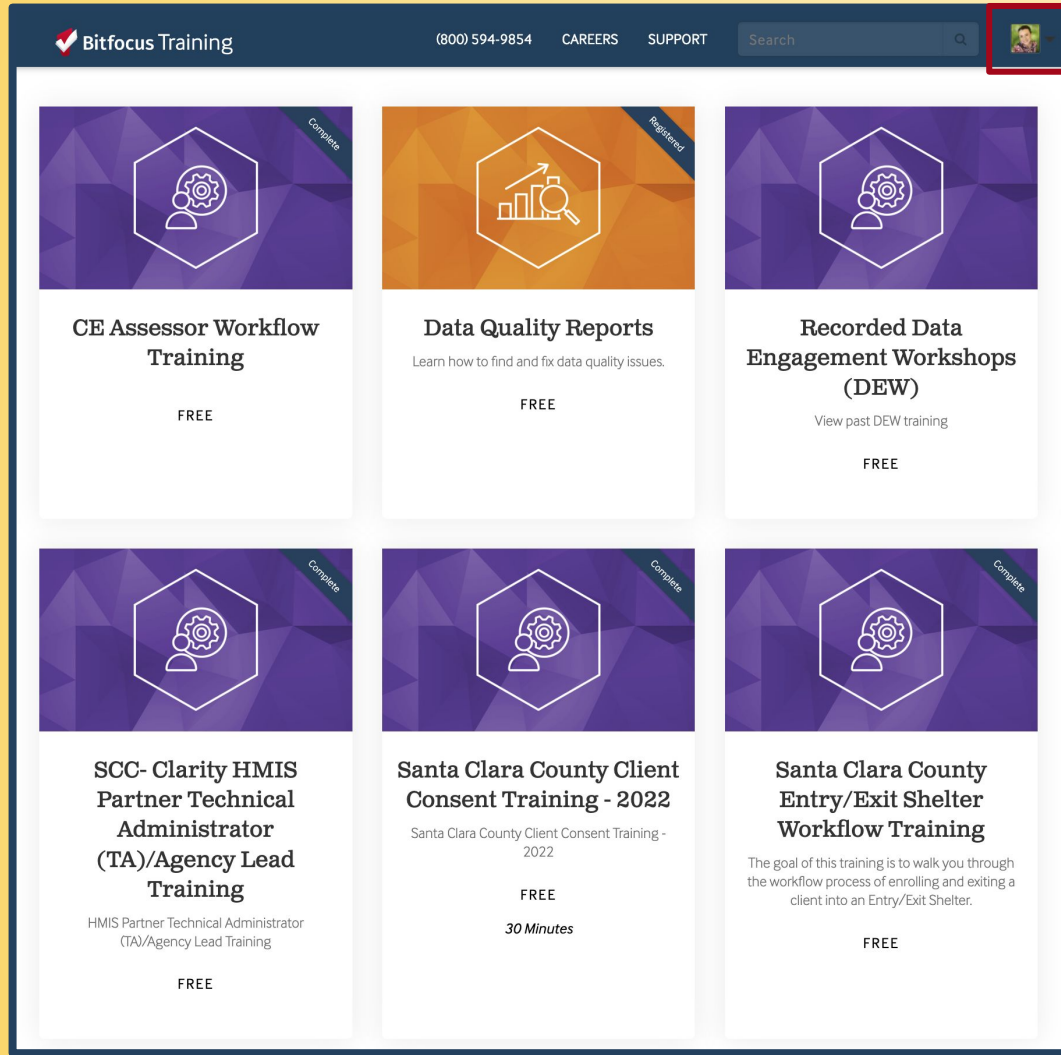
Reminders

Reminder - *Clarity Human Services Help Center*



Link to page embedded in image!

Reminder - *Clarity Training Opportunities*



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

Link to page embedded in image!

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!

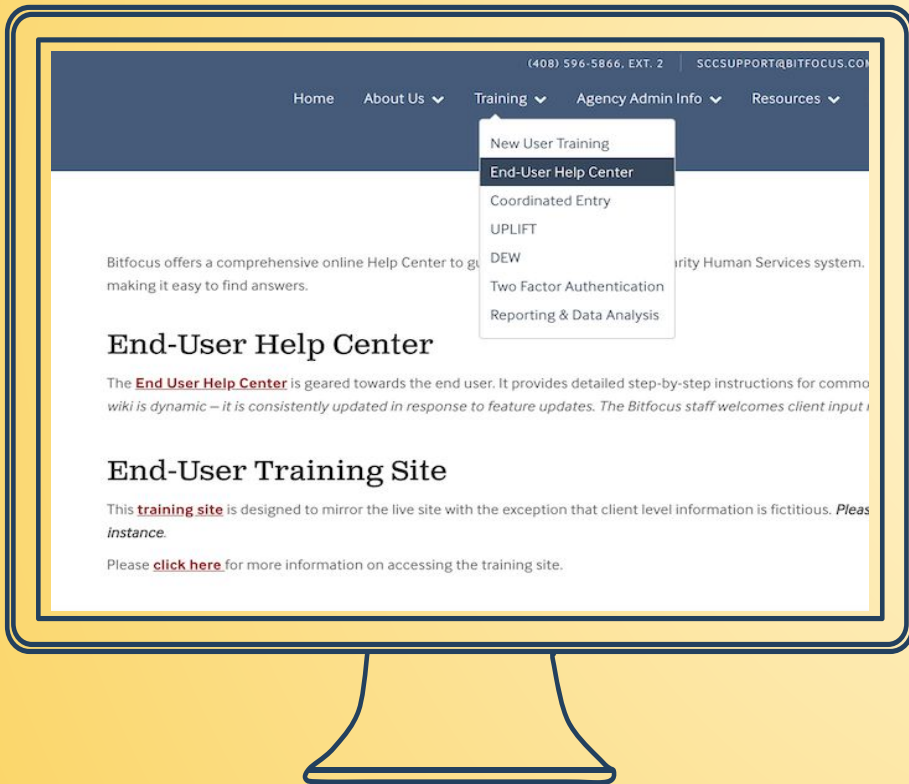
Reminders - Test Clients

- 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, January 5th, 2023

