



December 2021 Agency Admin. Minutes

AGENDA ITEMS

- CoC/Coordinated Assessment Updates
- UPLIFT Updates
- Help Center Updates
- LSA Updates
- December 2021 Feature Updates
- Annual Privacy Training Recertification
- Client Portal
- Reminders
- Next Months Meeting

CoC Updates

YHDP

Youth Homelessness Demonstration Program

San Jose County was selected to participate in HUD's Youth Homelessness Demonstration Program (YHDP), a new initiative designed to prevent and end youth homelessness through a coordinated community approach centered in equity and youth voices, led by the Youth Action Board (YAB).

We need your help to design our YHDP Coordinated Community Plan. The community planning meetings are an opportunity for all stakeholders to help develop the YHDP goals and strategies.

Anyone passionate about ending youth homelessness is welcome, especially youth and young adults who are unhoused or have experienced homelessness, as well as service providers and community members with experience or interest in housing, education, employment and wellness.

Community Kick Off

12/7
10a-12p
Zoom Registration

Additional Planning Sessions

12/21 10a-12p
1/11 6-8p
1/25 10a-12p
Zoom Registration

We hope you can plan to participate in every Community Meeting as well as workshops based on a range of topics including local community data and needs, service providers, and homelessness.

For more information contact:
osh.sccgov.org/YHDP
Or contact: YHDP@hhs.sccgov.org

Youth Homelessness Demonstration Program

The Youth Homelessness Demonstration Program (YHDP) is a new initiative designed to prevent and end youth homelessness through a coordinated community approach centered in equity and youth voices, led by the Youth Action Board (YAB).

These listening sessions are an opportunity for youth or young adults, unaccompanied children and young adults 18-24, with lived experience of homelessness, to talk about what they know and think from their own lived experiences, to inform solutions.

In Person & Online Sessions

Thursday 12/9 10am	Thursday 12/9 2pm	Thursday 12/9 6pm
Zoom Registration	Zoom Registration	Zoom Registration
Zoom Registration	Zoom Registration	Zoom Registration
Zoom Registration	Zoom Registration	Zoom Registration

Additional Planning Sessions

Thursday 12/9 10am	Thursday 12/9 2pm	Thursday 12/9 6pm
Zoom Registration	Zoom Registration	Zoom Registration
Zoom Registration	Zoom Registration	Zoom Registration
Zoom Registration	Zoom Registration	Zoom Registration

Respite is available for \$30. All youth/young adults and young adults 18-24 will receive a \$40 gift card as compensation for their time and expertise.

For more information contact:
tinyurl.com/yhdpsh
YHDP@hhs.sccgov.org

Youth Homelessness Demonstration Program

San Jose County youth and young adults who are unhoused or have experienced homelessness.

We want to amplify your voice!

The Youth Action Board (YAB) is a group of youth/young adults who have lived experience of homelessness and are passionate about ending youth homelessness.

The YAB and YHDP

San Jose County was selected to participate in HUD's Youth Homelessness Demonstration Program (YHDP), a new initiative designed to prevent and end youth homelessness through a coordinated community approach centered in equity and youth voices, led by the Youth Action Board (YAB).

The YAB will help design, design and improve San Jose County's YHDP Coordinated Community Plan.

The YAB and YHDP

San Jose County was selected to participate in HUD's Youth Homelessness Demonstration Program (YHDP), a new initiative designed to prevent and end youth homelessness through a coordinated community approach centered in equity and youth voices, led by the Youth Action Board (YAB).

The YAB will help design, design and improve San Jose County's YHDP Coordinated Community Plan.

For more information contact:
osh.sccgov.org/YHDP
Or contact: YHDP@hhs.sccgov.org

For More information please see the following:
osh.sccgov.org/YHDP
or contact YHDP@hhs.sccgov.org

PIT

2022 Point-in-Time Count Community Planning Meeting (via Zoom)
Wednesday, December 15, 2021, 1-2PM

Topic: 3rd Community Meeting - 2022 PIT Count
Time: Dec 15, 2021 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://sccgov-org.zoom.us/j/99061870786>

Meeting ID: 990 6187 0786

One tap mobile

+16692192599,,99061870786# US (San Jose)

+16699006833,,99061870786# US (San Jose)

Dial by your location

+1 669 219 2599 US (San Jose)

+1 669 900 6833 US (San Jose)

Meeting ID: 990 6187 0786

Find your local number:

<https://sccgov-org.zoom.us/j/adiWZDpTq1>

Upcoming Events

Working With Clients With Criminal Histories: What Criminal Convictions Can and Can't Tell Us + Special Considerations for Participants on the Sex Offense (290) Registry Training

When: Tue, December 7, 11:00am – 12:30pm

Description: Please join OSH and Homebase for our upcoming training on criminal history screening practices and housing for people on the 290 (sex offense) registry. The training will be held on December 7th from 11-12:30 p.m.

Please Register Here: [12/07 from 11:00am-12:30pm](https://sccgov-org.zoom.us/j/adiWZDpTq1)

Service Providers Network Meeting

When: Wed, December 8th, 9:30am – 11:00am

Where: Zoom

Coordinated Assessment Work Group

When: Thu, December 9th, 1:00pm – 2:30pm

Where: Zoom

Rapid Rehousing and Employment Initiatives Meeting

When: Thu, December 9th and 23rd, 3:00pm – 4:30pm



December 2021 Agency Admin. Minutes

Where: Zoom

SCC TA Office Hours

When: Tues. December 28th, 10am – 11am

Where:

<https://homebaseccc.zoom.us/j/94741275559>

Description: Join Zoom Meeting

<https://homebaseccc.zoom.us/j/94741275559>

SCC LGBTQIA+ Preparedness Training

When: Mon, December 13, 9:30am – 12:30pm

Description: Increasing system accessibility for LGBTQIA+ individuals is a priority for the Santa Clara County CoC. The Office of Supportive Housing and Homebase are excited to announce another set of training dates for a comprehensive six-hour training open to all staff at homeless service provider agencies to help improve cultural competency and system accessibility.

Please register here for Dec 13th and Dec 15th from 9:30am-12:30pm

UPLIFT Updates

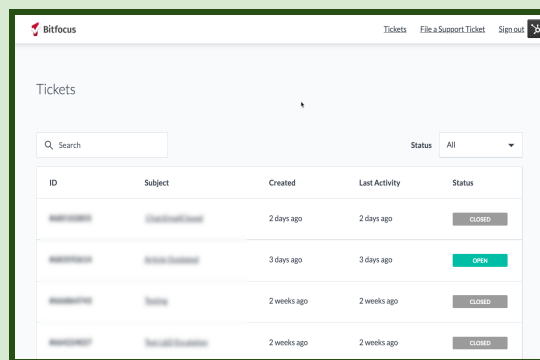
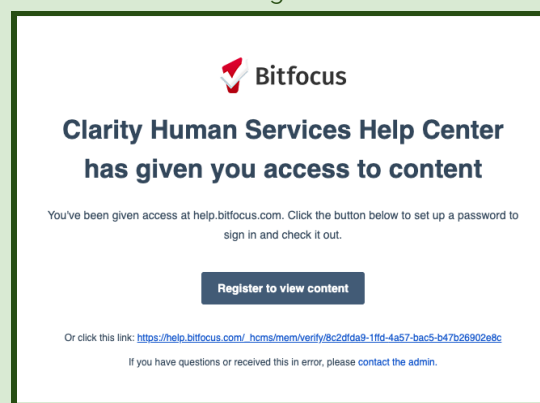
- UPLIFT Agency Points-of-Contact (POC) Responsibilities
 - a. Disseminating/Reinforcing Procedural Changes
 - b. Materials Security/Distribution at the Agency
 - i. Process for staff picking up passes to ensure passes are not lost
 - c. Mailing List - Adding "Other" Staff
 - i. Please be sure to designate a staff that will be picking up passes if they are not the POC
- Next Quarter (January through March 2022) begins 12/17/2021

- New Pickup Process
 - a. New Hours: 9:00am - 4:00pm during the week
 - b. Please use the call button to be given access to the building
- New UPLIFT Staff at OSH - details to come!

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

Keeping you in the loop...Help Center Revamp

If you receive the following email:



This email is for customers to access the "Customer Portal", the portal gives you a place to review or open tech support tickets directly from the NEW Help Center.



December 2021 Agency Admin. Minutes

LSA Updates

Thank you to those of you who have reached out and commenced data clean up!

***Please note you will receive bi-weekly emails with instructions and clean-up necessary for any data entry errors**

Here's what we need from you:

1. Follow up within two weeks of receiving email
2. Review spreadsheets and follow up with additional questions, comments or concerns
 - a. If there is an outstanding circumstance for an issue please provide details - *more is better*
 - b. Please be sure and add the comments to the spreadsheet in addition to sending an email with the details - *this will help us maintain a record of responses that will be used for HUD submission (if necessary)*
3. If there are any questions within the two week timeframe, please schedule a 15-minute meeting [here](#) with Kadra Adderly

Next Up Data Quality Issues:

1. HoH and DOB data quality issues
- ✓ The report covers the Federal Fiscal year of **10/1/20 - 9/30/21**
 - ✓ Opens December 6th, 2021; Due Date February 15th, 2021
 - ✓ Winter Break (HDX Staff) 12/23/2021-01/3/2022
 - ✓ Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH.
 - ✓ Report includes data on demographics, length of time homeless, information on

specific populations such as veterans and chronically homeless persons, housing outcomes.

- ✓ Includes not just the Federal Fiscal year, but includes some historic data prior to the FY as well.

Review data quality for each project type, paying special attention to:

- HoH designation and family/group enrollments (any kids enrolled by themselves?)
- Duplicate or erroneous enrollments (ask the Help Desk to delete!)
- Missing data/no exit interview (high missing rates cause errors in reporting process)

Helpful Reports:

[HUDX-225] HMIS Data Quality Report: *what's missing?*

[GNRL-106] Program Roster: *who's enrolled by themselves vs. in group?*

[GNRL-220] Program Details Report: *what data has been entered?*

[EXIT-101] Potential Exits: *who's inactive and **could be exited**?*

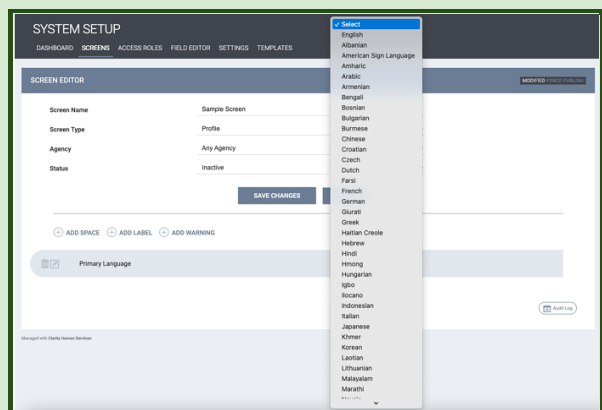
New Feature Focus

Updated Primary Language Picklist

Overview: We have updated the picklist options for the core field "Primary Language" (field data name = "primary_language") to include 50 additional languages from the list used by the U.S. Census Bureau. These options are listed in alphabetical order, except for "English" at the top of the list.



December 2021 Agency Admin. Minutes

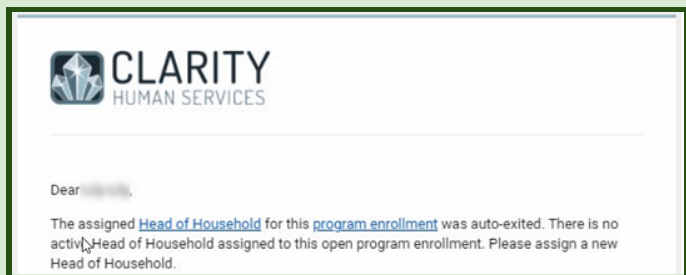


Updated Head of Household Auto-Exit Messaging

Overview: Previously, when a Head of Household was auto-exited from a Program, the user received the following message via email and Clarity inbox:

"The assigned Head of Household for the following program enrollment was auto-exited. There is no active Head of Household assigned to this open program enrollment. Please assign a new Head of Household."

With this update, we are changing the wording slightly and adding links to the Head of Household's client profile screen and program exit screen, as shown below:



Annual Privacy Training - HMIS Privacy Training Recertification 2022

It's that time of year again!

Timeline:

- ✓ Training recertification will open on **Tuesday, January 4th, 2022**
 - A separate email will go out with the

link to the training

- ✓ Deadline to complete the training is **Friday, January 28th, 2022**

What You Need To Do:

- ✓ Let staff know they will need to recertify - even if they complete the certification on **12/31/2021**
- ✓ 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 staff's responsibility to contact the Help Desk after completion of training; if access is revoked (to have access reinstated)

Client Portal - Still in the Works

Core Features of the Portal:

- Privacy (ROI) Management
- Location & Contact Info Management
- Appointment Management
- Program Enrollment Activity & History
- Assessment Management & Responses
- Message Center
- Documentation Management
- Client Dashboard Page
- Resource Directory
- Community Queue Status

December 2021 Agency Admin. Minutes



Reminders

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

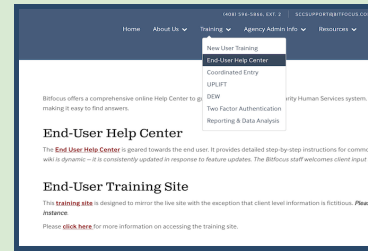
When: Every other Thursday from 10:00am-11:30am
[Zoom \(click here to access\)](#)

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.

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

BUI & Program Change Forms

Need to make changes to your BUI or Program Details? Use the forms...



December 2021 Agency Admin. Minutes

Making Changes in HMIS Program Set-Up

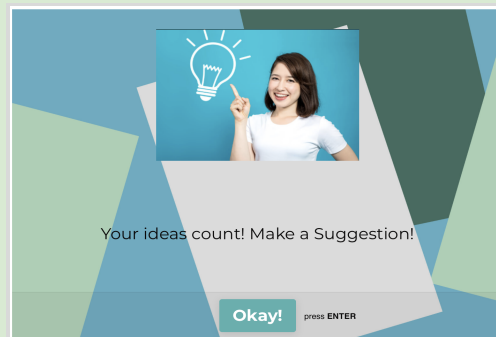
- Please note any changes you want made to Program Set-up need to be submitted using the [Program Change Form](#)
- Please do not make any changes to program set-up; there are several behind the scenes items that need to be updated in tandem
- Changes to program set-up can have an impact on reporting
- Not sure a program change needs to happen? Let us know.

VI-SPDAT Training

- Please note the VI-SPDAT training is required for End Users who will be administering the assessment as part of their ongoing workflow at their agency
 - If your staff will be doing data entry of the assessment into HMIS they will need access and therefore, need training
- All users that will not be administering the VI-SPDAT will be given *VIEW ONLY* access to assessments.
- If you have any questions please contact us at sccsupport@bitfocus.com

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, January 6th, 2022

Time: 2:00pm – 3:30pm

Dates and locations for 2021 meetings are listed on the OSH website:

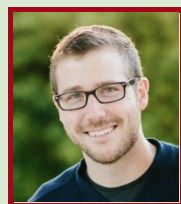
[CoC Events Calendar - Supportive Housing - County of Santa Clara](#)

Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com

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

Your Sys. Admin. Team:



Trevor Mells

trevorm@bitfocus.com

Senior Project Admin, Santa Clara County
San Jose, CA

800.594.9854 x224



Angie Evans

angieevans@bitfocus.com

Senior Project Admin, Santa Clara County
San Jose, CA

800.594.9854 x274



December 2021 Agency Admin. Minutes



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

List of Participants:

Agency	Agency Representative
Abode	Will Hoffer
Abode Services	Luis Gonzalez
Abode Services	Aida Tesfai
Amigos de Guadalupe: Center for Justice & Empowerment	Aurora Olivares
Bill Wilson Center	Randi Rosen
Bill Wilson Center	Laura Foster
Bitfocus	Angela Evans
Breakout Prison Outreach	Anthony Ortiz# Jr.
California Youth Outreach	Julian Delgadillo
Catholic Charities of Santa Clara County	Consuelo Collard
CityTeam	Claudine Sipili
Community Services Agency	Simone Berkowitz
COMMUNITY SOLUTIONS	Mark Fries
community solutions	Maria Del Villar
Destiny Re-Entry	Aretha Cromwell
Downtown Streets Team	Justin Damrel

Family Supportive Housing	Alexander Le
Gardner Health Services	Sophie Smith
HomeFirst	Teresa Moore (Schmitz)
HomeFirst	Hunter Scott
ICAN	Mylinh Ha-Do
ICAN	Albert Nguyen
LifeMoves	Cynthia Mar
Midtown Family Services	Stuart Richardson
Midtown Family Services	Anahi Osorio
momentum for health	Mai Nguyen
MOVE Mountain View	Tal Leibovici
NEMS	Candido Anicete
Office of System Integration and Transformation-Whole Person Care Program	Rebecca Siqueiros
OSH	Maria Ruiz
OSH	Steven Tong
OSH	Leila Qureishi
PATH	Aiko Yep
Pathway Outpatient-Santa Clara	Roseann Martinez
Peninsula Healthcare Connections - New Directions	Rachel Hileman
Public Defender	Don Le
Roots Community HC	Otis Perry



December 2021 Agency Admin. Minutes

THT	Rosa Elaine Garcia
Sacred Heart	Paulina Soto
Santa Clara Co. PHD STD/HIV	Elizabeth Frakes
Santa Clara County Behavioral Health	Jeremy Golden
Santa Clara County Behavioral Health Service Department	Guillermo Munoz
Santa Clara County Social Services Agency	Cassandra Brenzel
SCC OSH	Elisha Heruty
SJSU Research Foundation	Jesse Mejia
St Joseph's Family Center	Jose Macias
Sunnyvale Community Services	Catherine Farry
Superior Court of California, County of Santa Clara	Roxanna Frias
VAPAHCS	Marial Magallanes
VHHP	Lindsay Cross
WVCS	Jade Bradley