Dec 2018 Agency Admin Meeting

Date: Thursday, December 6th, 2018
Time: 1:30 – 3:30PM
Place: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

Web link to the November newsletter

Slides from the presentation are here:

Please use this link to download slide deck if desired.

Agenda

- CoC / Coordinated Assessment / UPLIFT
- HMIS Newsletter
- Housing Inventory Count (HIC)
- Data Literacy Institute
- Breakout Groups
- Client Consent Training and Recertification
- Longitudinal System Analysis (LSA) Report Updates
- AHAR Report to Congress
- OSH Veterans Report

CoC / Coordinated Assessment / UPLIFT

CoC UPDATES

CoC Membership Meeting

Friday, Dec 7, 1-2:30 at Alliance Credit Union Community Room (next to iJava)

Will discuss regular CoC updates and then spend most of the time talking about HEAP funding from the State

PIT Count

Jan 29th and 30th

Earlier start time this year – 4:30am

Need help recruiting volunteers and guides

Next planning committee meeting in January

Coordinated Assessment System

- No major updates, but remind everyone how important it is to include client location in HMIS when conducting VI-SPDATs. Housing program staff are having a difficult time locating people and are finding that the location information is often inadequate. This is a VERY important step in helping people get housing because if they get a referral we need to be able to find them.
- Next Coordinated Assessment Work Group is Thursday, January 10th – everyone is welcome!

UPLIFT

- All 2500 UPLIFT stickers has been distributed (pat on the back to all our providers yay!). J
  - If you have unfulfilled requests because of there is now no stickers left, please refer to page 18 of the user handbook.
- Jan-Mar'19 Quarter starts 14th (Friday). – All requests must be made on or after 14th to be processed
- Reminder for UPLIFT Point of Contacts : Allocation survey is due this Friday (12/7/18)
  - I will be sending out the allocations 12/10/18
  - If we do not receive your response by 5PM Friday 12/07/2018 your Agency may see a reduction in allocation
  - If you are a POC and did not receive an email please let me know immediately (Email UPLIFT@hhs.sccgov.org)
- There was a 20% increase in errors compared to last quarter (Jun-Sep'18). 🙁
  - Make sure to select the correct quarter (Jan-Mar) for this upcoming next quarter
- There was a 18% decrease replacement requests compared to last quarter (Jun-Sep'18). J
- If anyone have any recommendations or opinions – good or bad, please kindly let me know so I may improve the UPLIFT experience for both the providers and the clients.

HMIS Newsletter

Will be sent out monthly to all HMIS users

November 2018 Newsletter included:

- Using Public Alerts to Support Your Clients
- Data Literacy: Monitoring Data at Your Agency
- Two Week Reminders for Annual Assessments
- Report Spotlight: [GNRL-401] VI-SPDAT Details
- Upcoming Events

Web link to the newsletter

Housing Inventory Count (HIC)

The Housing Inventory Count (HIC) is conducted annually in late January

Report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- Bed/unit capacity
- Federal funding source
- HMIS participation
- Location (geocode and address)
- Other project details
- Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

HIC Preparation

Please review and confirm the information about housing and shelter programs that we previously reported to HUD in THIS SPREADSHEET. Although the spreadsheet may look intimidating at first glance, we are only asking you to look at a few elements:

1. The names of your program(s)
1. HUD Geocodes for the geographic area(s) in which your program(s) operate
1. Inventory type (Current, or Under Development)
1. Housing Type
1. ES bed type (for emergency shelter programs only)
1. Target populations
1. Whether you receive McKinney-Vento Funding
1. Whether you receive other federal funding

Keep the Following in Mind While Reviewing

- Let us know if any new housing or shelter programs have come online during calendar year 2018
- Similarly, let us know if any programs on our list have stopped operating during calendar 2018
- Please leave a comment in any cell where information needs to be changed (Bitfocus will make the actual change, using the information from your comment)
- Lastly, please tell us when you have completed your review of the spreadsheet.

HIC: Client Data Requirements

- All Shelter and Housing projects will need to report the actual number of clients served on one night in January. Information will be used to calculate Utilization Rates for each project.
  - PSH, RRH, and OPH (Other Permanent Housing) Projects will be based on clients housed
  - RRH bed/unit inventory will be based on housed clients
- How you can prepare
  - Run the [GNRL-106] Program Roster and review the list of active clients
    - Enroll clients who are not yet in HMIS
    - RRH and PSH projects – Fill out the Housing Move-In Date for your housed clients
      - Housing Move-In Date should always be on or after the Project Start Date (if the client was housed at entry, use the Project Start Date)
    - Exit clients who are no longer in the project

Housing Move-In Date
Run the [GNRL-106] Program Roster for the period of 10/1/18 to present:

For PSH and RRH programs, check the Housing Move-In Date

- If household moved into housing and the Housing Move-In Date is "undefined", the Housing Move-In Date needs to be added
- If the Housing Move-In date is not accurate (e.g. is before the program start date), it should be updated

Data Literacy Institute

Upcoming DLI Workshops

Agency Staff:

- Tue, Feb 12, 9:30-11:30am | Statistics, Charts, and Graphs | In person
- May (TBD) | Data Quality

Agency Manager:

- Thurs, Feb 7, 1:30-2:30pm | How to Tell Your Story
- Thurs, May 2, 1:30-2:30pm | Data Quality

Location and dial in same as HMIS Agency Admin meetings

Agency Dashboard

There is a new dashboard available to help monitor your agency's data

Dashboard Name: SCC Agency Dashboard

Who can access it: Users with access to the Data Analysis tab

Where to find it: Data Analysis tab in the Santa Clara County HMIS Reports folder

Information Included:

- Current clients/households by program
- Housed/unhoused clients for RRH/PSH programs (based on Housing Move-In Date)
- Demographics (youth, Veterans,
- Data quality
- Exits to permanent housing
- Clients with Annual Assessments due

Want to Review the Dashboard Regularly?

- If your agency is interested, Bitfocus can set up the dashboard so that it automatically appears every time you log in
- If your agency opts in, then every user with an Agency Manager license will see the dashboard when they first log in
- The dashboard will also be accessible as a tab next to the Search tab
- Let Bitfocus know if you are interested in this option

Access to Data Analysis Tab

- If there are users at your agency who need access to the Data Analysis tab, there are now 2 access levels in HMIS:
- **NEW!** If the user just needs access to the Data Analysis and Explore tabs (i.e. Looker, custom report building), request the **Agency Staff with Data Analysis** license.
- If the user needs additional access (e.g. ability to delete services or program enrollments for your agency), request the **Agency Manager** license. Note: there are a limited number of these per agency!
- Requesting access: the user should take the Data Analysis training. *Bitfocus will need the HMIS Agency Administrator to request/approve data analysis/agency manager access for users at your agency.*

Data Analysis Training and Resources

Video training is available on the SCC HMIS website:

http://scc.hmis.cc/training/schedule-a-training/

In addition, regular office hours are available to answer any questions you have about using the Data Analysis and Explore tabs

Breakout Groups

Participants broke into groups and discussed the following scenarios.

Scenario 1

In running reports of your program's data, you realize that you have minors that are listed as Head of Households (HoH). You know these clients have parents that should be listed as HoH and wonder what may have happened.

Solution: Under Household management check correct person is selected as HoH and update if necessary. Also, In the program on the right side of screen check correct person is selected as HoH and update if necessary.

Scenario 2

As you review your data you notice that you have minors that are set as Head of Households (HoH). You realize this is not correct. You begin pulling up the client profiles to see what the issues may be. You come to the realization that the parents and the minors from the report have **separate enrollments** and are enrolled as individuals instead of as a group. In addition, the parents have different start and end dates compared to the children.

Solution: Check to see who was entered on the correct date, change the project start and end dates where necessary. Contact the Help Desk to have the individual enrollments merged into a group.

Scenario 3

In running reports of your data, you notice you have minors listed as Head of Households (HoH). You do further investigation to see what the issue may be. You discover the parents for some reason are not **linked to the minor**, the parents were entered as an Individual to the program as was the child. You also verified that the dates of service were also the same.

Solution: Go to Household Management and link the family members together. Contact the Help Desk to have the individual enrollments merged into a group.

Scenario 4

You are doing data entry of a family member into Clarity and realize the clients other family members have already been enrolled into the program in HMIS. How would you continue this enrollment, what steps would you take to ensure these family members are linked?

Answer: Ensure that the new family member has been linked to the family in HH Management. Go to HoH program and click Add a family member. Continue to add the new family member to the group enrollment.

Client Consent Training and Recertification

Client Privacy Recertification

Every year, HMIS users are required to retake the Client Consent training and recertify

The new and improved Client Consent training will be released soon and added to the SCC HMIS website http://scc.hmis.cc/

Recertification will take place for all HMIS users:

- Users will be asked to watch the Client Consent training
- On a specific date, HMIS users will be required to fill out a recertification form the next time they log in to HMIS, to verify that the watched the consent training
- An email will be sent to all users with instructions and timeline

Recertification Form:

When users are required to recertify, they will:

1. Log in to HMIS
1. An electronic user agreement will appear – read the form
1. Sign the agreement and click "Apply"
1. Click "Save"

Longitudinal System Analysis (LSA) Report Updates

LSA Background

In the past, CoCs would submit the Annual Homeless Assessment Report (AHAR) on an annual basis. The AHAR is a national-level report that provides information about homeless service providers and people and households experiencing homelessness. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness.

This year, HUD has redesigned the AHAR report and replaced it with the Longitudinal System Analysis (LSA) report. The LSA will be due in late Nov / early Dec and cover the federal fiscal year of 10/1/17 – 9/30/18.

Over the next few months, we will be asking agencies to review their data to prepare for the LSA.

LSA Overview

- Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH
- Focuses on adults and heads of household – age is the only demographic reported for non-heads of household under 18
- 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
- The LSA is a much larger report than the AHAR and requires the upload of a csv file instead of manually entering the data (for example, one table in the LSA is about 4 times the size of the entire AHAR report)

Submission Timeline

- **December 14th, 2018:** Official LSA submission deadline
- **Late December:** HUD will contact CoCs with questions/feedback based on review
- **Late January:** Deadline to resolve data quality flags
- **Late February:** Data usability determinations are communicated to CoCs

Thank you for all your work!

Please note Bitfocus may contact your Agency with any last question or requests.

AHAR Report to Congress

HUD recently released the final part of the 2017 Annual Homeless Assessment Report (AHAR)

Part 1: PIT Estimates of Homelessness in the US (released Dec 2017)

Based on the 2017 Housing Inventory Count (HIC) and Point in Time (PIT) Count data submitted by CoCs nationwide

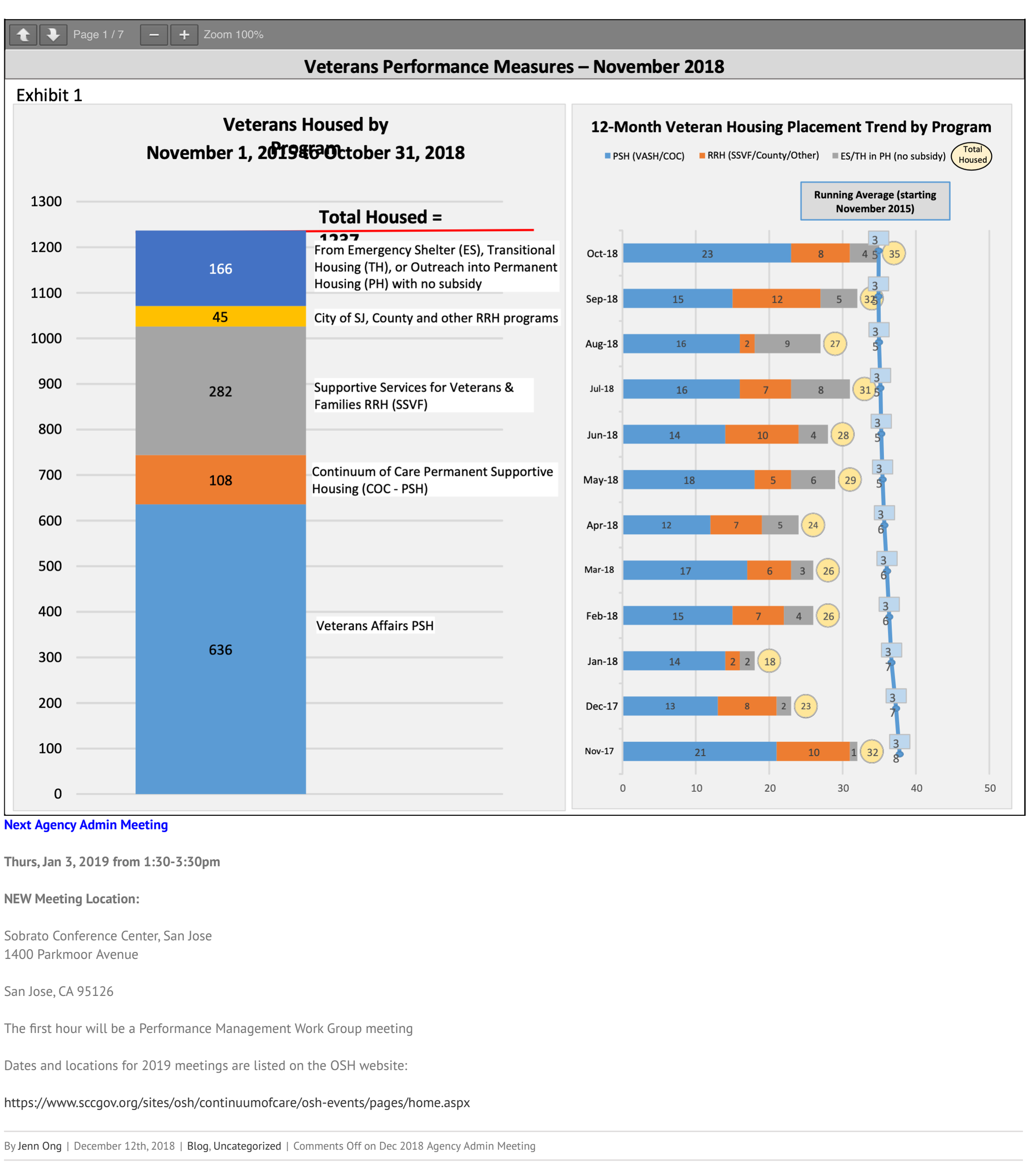
Part 2: Estimates of Homelessness in the US (released Oct 2018)

Based on 2017 Annual Homeless Assessment Report (AHAR) submitted by CoCs nationwide

OSH Veterans Report

Leila Qureshi from OSH shared the most recent Veterans report showing Veterans performance measures and System Performance measures.

The full report can be seen here:



Next Agency Admin Meeting

Thurs, Jan 3, 2019 from 1:30-3:30pm

NEW Meeting Location:

Sobrato Conference Center, San Jose
1400 Parkmoor Avenue

San Jose, CA 95126

The first hour will be a Performance Management Work Group meeting

Dates and locations for 2019 meetings are listed on the OSH website:

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

By Jenn Ong | December 12th, 2018 | Blog, Uncategorized | Comments Off on Dec 2018 Agency Admin Meeting

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