



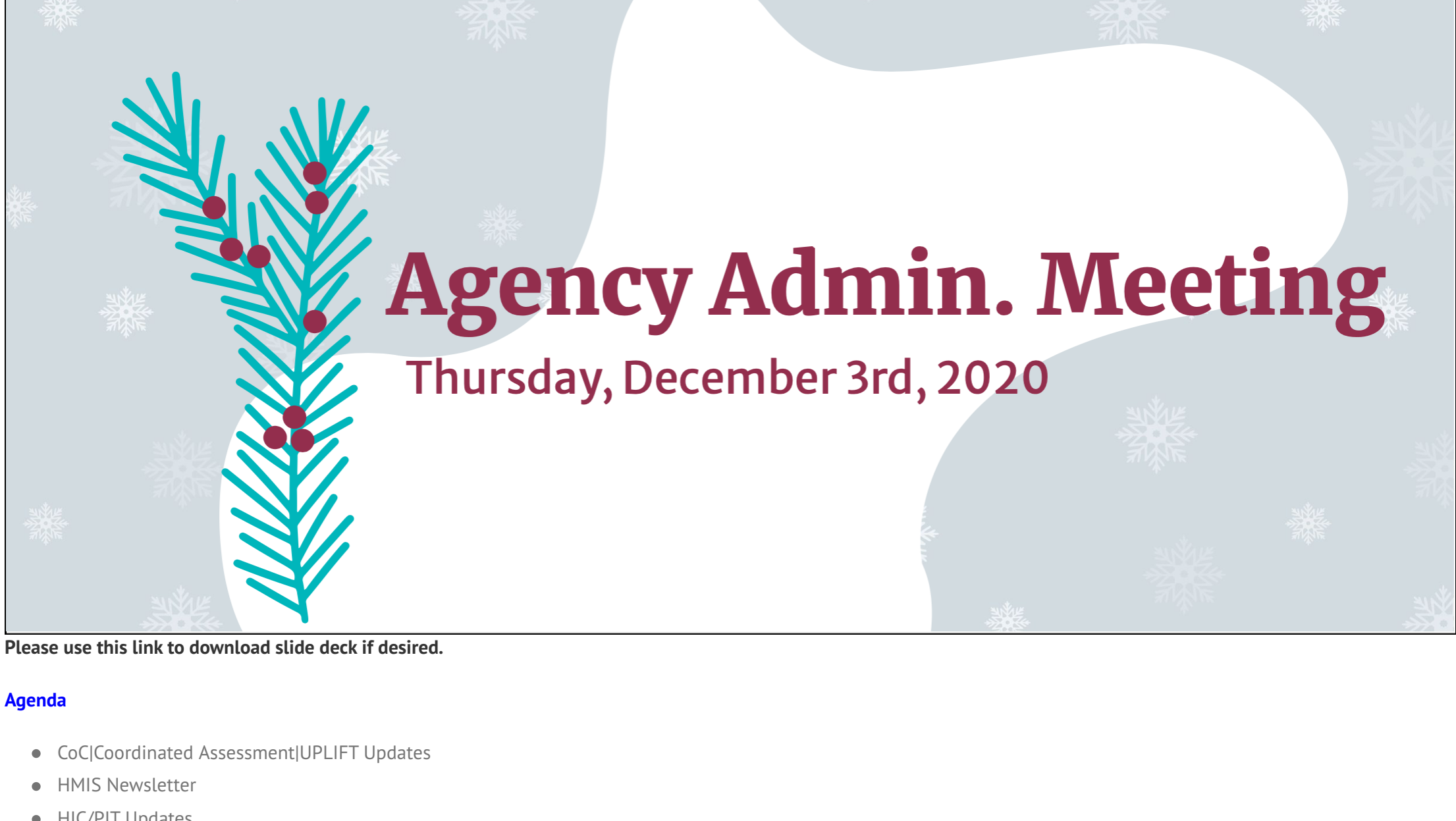
December 2020 Agency Admin Meeting

Date: Thursday, December 3rd, 2020
Time: 2:00PM – 3:00PM
Place: ZOOM Only Meeting

Agency Admin. Lead and/or Representative in Attendance:

| First Name | Last Name | Agency |
|------------|------------|---|
| Rani | Jain | Abode Services |
| Aida | Tetfai | Abode Services |
| JoEllen | Reece | BHSD |
| Laura | Foster | BWC |
| Conuelo | Collard | Catholic Charities of Santa Clara County |
| Simone | Berkowitz | Community Service Agency |
| Maria | Del Villar | community solutions |
| Mark | Fries | Community Solutions |
| Alexander | Senegal | Destiny Re-Entry/Bleeway Christian Center |
| Justin | Dannet | Downtown Streets Team |
| Alexander | Le | Family Supportive Housing |
| Janette | Stokley | Housing Choices |
| Kerisa | Rawls | JobTrain |
| Hai | Nguyen | Momentum for Health |
| Teresa | Garcia | New Directions |
| Leila | Qureshi | OSI |
| Steven | Tong | OSI |
| Roseann | Martinez | Pathway Society, Inc |
| Racchel | Hileman | Peninsula Healthcare Connections – New Directions |
| Paulina | Soto | Sacred Heart |
| Khoi | Nguyen | Santa Clara County – social Services Agency |
| Angelica | Holgain | Silicon Valley Independent Living Center |
| Cindy | Parra | SISU Service Navigation |
| Jose | Macias | Stjoseph's |
| Roxanna | Frias | Superior Court of CA, County of Santa Clara |
| Ngoe | Ho | TUTT |
| Camila | Thomas | VA |
| Lindsay | Cross | Valley Homeless Healthcare Program |
| Traci | Pickett | Veterans Housing Facility |
| Jade | Bradley | WVCS |
| Kerry | Lao | YWCA Silicon Valley |

Slides from the presentation are here:



Please use this link to download slide deck if desired.

Agenda

- CoC/Coordinated Assessment/UPLIFT Updates
- HMIS Newsletter
- HIC/PIT Updates
- New Features
- Special Guest Speaker: Kerry Lao, YWCA
- Annual Privacy Training Recertification
- Coordinated Entry Data Quality
- LSA Data Quality (Overlapping Enrollments)
- Quiz Time!
- Reminders

UPLIFT Updates

- The Oct-Dec quarter will end on **December 17th**. *This the last day to request a pass for this quarter.*
- There are a total of **164 Errors** for this quarter.
 - In preparation for the next quarter, please review requests prior to making them to prevent delays due to errors.
- Quarter will begin December 18th. All requests for this quarter must be made on or after this day.
- DO NOT** predate or postdate any requests; this will cause errors with request.
- To better serve our community during this time, there will not be allocation limits for this quarter, all passes will be offered on a first come, first serve basis, at the start of the quarter (Dec 18th). This applies for all agencies.

We are also looking for feedback to adapt our Program to reduce barriers for clients seeking UPLIFT services during this time. If you have any suggestions please email us at uplift@hhs.sccgov.org.

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

HMIS Newsletter

Santa Clara HMIS News, November 2020

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

- Federal Reports: LSA is Underway!
- Clarity Connect 2020 – Recording Now Available
- Report Spotlight: Incoming Referrals
- Training Spotlight: UPLIFT Training
- Upcoming Events

Web link to the newsletter

HIC/PIT Updates

Next PIT Community Meeting – Wednesday, December 16th at 1pm via Zoom. An invitation was sent out yesterday

Point in Time Count

- The County is continuing their COVID response efforts for unhoused residents.
 - For our Unsheltered PIT Count we are currently considering modifications, such as delaying the count to give us sufficient time to ensure the safety of our volunteers and guides.
 - We are strongly considering not conducting the survey part of the count due to safety concerns of volunteers and guides.
 - The Unsheltered Count may be at the end of **February** or possibly later in March. HUD is being flexible to ensure safety of everyone involved
- Coordinated Assessment Work Group: Thursday, January 14th, 2021 @ 1:00pm – 2:30pm.**

New Features

Available in the training site now <https://scc-train.clarityhhs.com/login>.

Published to live site later this month.

New Clarity Features

- Assign Multiple Staff to Program Enrollment
- New Favorite Reports Folder
- Favorite reports retain parameter from last run
- Other user interface and back end improvements

Full Nov Clarity release notes available here:

New Looker Features

Available now

New Explore Field Picker

Backend and Performance Improvements

Data analysis release notes available here

Special Guest Speaker: Kerry Lao, ASW Housing Programs Manager-RRH & PSH YWCA Silicon Valley

Overview of Services at YWCA

- In person response for DV/SA/NT survivors
 - 24 hour support line (great way to connect to services!)
 - Emergency shelter and motel program
 - Rapid Re-Housing and Permanent Supportive Housing
 - Child care and school based programs
 - Legal services
 - Counseling, therapy, and support groups
 - and more
- Participation in Coordinated Entry
- Conduct assessments
 - VI-SPDAT
 - PR-VI-SPDAT
 - Refer to Confidential Queue
 - Draw from Confidential Queue for housing programs
 - Provide training for GBV pre-screening tool for VI-SPDAT

Accomplishments and Challenges YWCA Housing Department

Growth of housing department and interventions available to survivors:

- RRH programming with county, other VSPs, City of SJ
- PSH program
- HPS programs
- Flexible funding resources
- Increased staffing and capacity

Ongoing challenges for housing department and clients:

- Affordable housing options
- Living wage careers, training for survivors
- Flexible funding resources
- Impact of trauma and abuse on homelessness

YWCA Interaction with HMIS

- Required to use external, comparable system to store and track client data and outcomes instead of HMIS/Clarity – ETO by Social Solutions
- Could benefit from increased technical and financial support from OS/H/SCC to support this platform and data collection/reporting
- Referrals to Confidential Queue are submitted through Google Doc – would like to see this system built out so advocates can provide updated information, check to make sure referral is still active, etc.

Self Care and Decompression

- With COVID – new ways of providing support and care to staff
 - Increased PTD days for staff
 - Zoom meetings for staff to gather, yoga, etc.
 - Increased team meetings, one-on-one supervision, etc.
 - Flexible schedules and solid boundaries between work and home
- Resources:
 - Amigos has been incredible. Give them lots of \$.
 - <https://woctherapy.com/>

Questions:

Feel free to reach out:

Kerry Lao

klao@ywca-sv.org

408-295-4011 x 3811

Annual Privacy Training Recertification

Required on Annual Basis

- ALL USERS required to retake The SCC HMIS Client Consent training
- Recertification is required on a yearly basis (even if you already took the training last year)
- Information will be provided starting in January

Deadline to Complete Recertification

- Sunday, January 31st, 2021 EOB
- Failure to complete will result in HMIS account deactivated until completion
- Training registration name/email needs to match the HMIS account

Coordinated Entry DQ

- Continued efforts on sending out emails informing you of any data quality issues that we notice
- Common DQ issues that we continue to see
 - VI-SPDATs Missing Referrals
 - Assessments set to Private
 - VI-SPDAT Assessment Missing for the CE program enrollment
- Missing CLS (Current Living Situation) should be recorded at enrollment for Street Outreach, NBN & Services only programs, and the Date of Contact should be the same date as the Project Start date on the enrollment screen for new enrollments

LSA DQ Overlapping Enrollments

- Some of you received an email on Tuesday regarding Overlapping Enrollments
- We are requesting you update as many enrollments as possible – we understand this can be a daunting task
- Here are some tips to consider when doing DQ
 - Verify the dates of the enrollment
 - Clients cannot be in a shelter and a PH program at the same time
 - Check to ensure that entry or exit dates are not incorrect
 - If its 2 NBN shelters, then look at the services and check if there were bed nights on the same date – clients cannot be in two beds at once
 - Verified bed nights where possible
 - If 1 program is RRH or PSH then verify the move-in date and make sure there is no overlap with a shelter or other housing
 - Please note there cannot be a Move-In Date after the Exit Date.

Quiz Time

Agency Admin. Related Question

A staff member with HMIS access is no longer working at my agency. As the Agency Administrator, what is your next step:

- Contact sccsupport@bitfocus.com within 48 hours
- Contact OS/H Manager within 48 hours
- Contact scc-admin@bitfocus.com within 48 hours
- Contact sccgov@hhs.sccgov.org within 48 hours

ROI Related Question

A client has a valid non-expired ROI at a different agency. What is the next step:

- Complete a new ROI under my agency
- Review the existing ROI for completeness and accuracy
- Review the initial boxes, signature line, and dates, on the existing ROI
- Both 2 & 3

Coordinated Entry Related Questions

Coordinated Entry Assessments are only recorded in the Coordinated Entry Program.

- True
- False

A Current Living Situation Assessment is required only when completing a Coordinated Entry Program enrollment.

- True
- False

End User Related Questions

I am required to complete a VI-SPDAT Training to acquire access to HMIS?

- True
- False

If it has been more than a year (365 days) since I last logged in, I will need to complete all required training?

- True
- False

Reminders

SCC HMIS Security Checklist

SCC HMIS Quarterly Compliance Certification Checklist

will be Due for each agency by

January 31st, 2021

View the Email Announcement!

Your Assistance is Requested

Please share with us your thoughts and suggestions on future Data Engagement Workshop topics by participating in this Survey!

Please use this link to be redirected to the Survey!

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 (HMIS) Office Hours

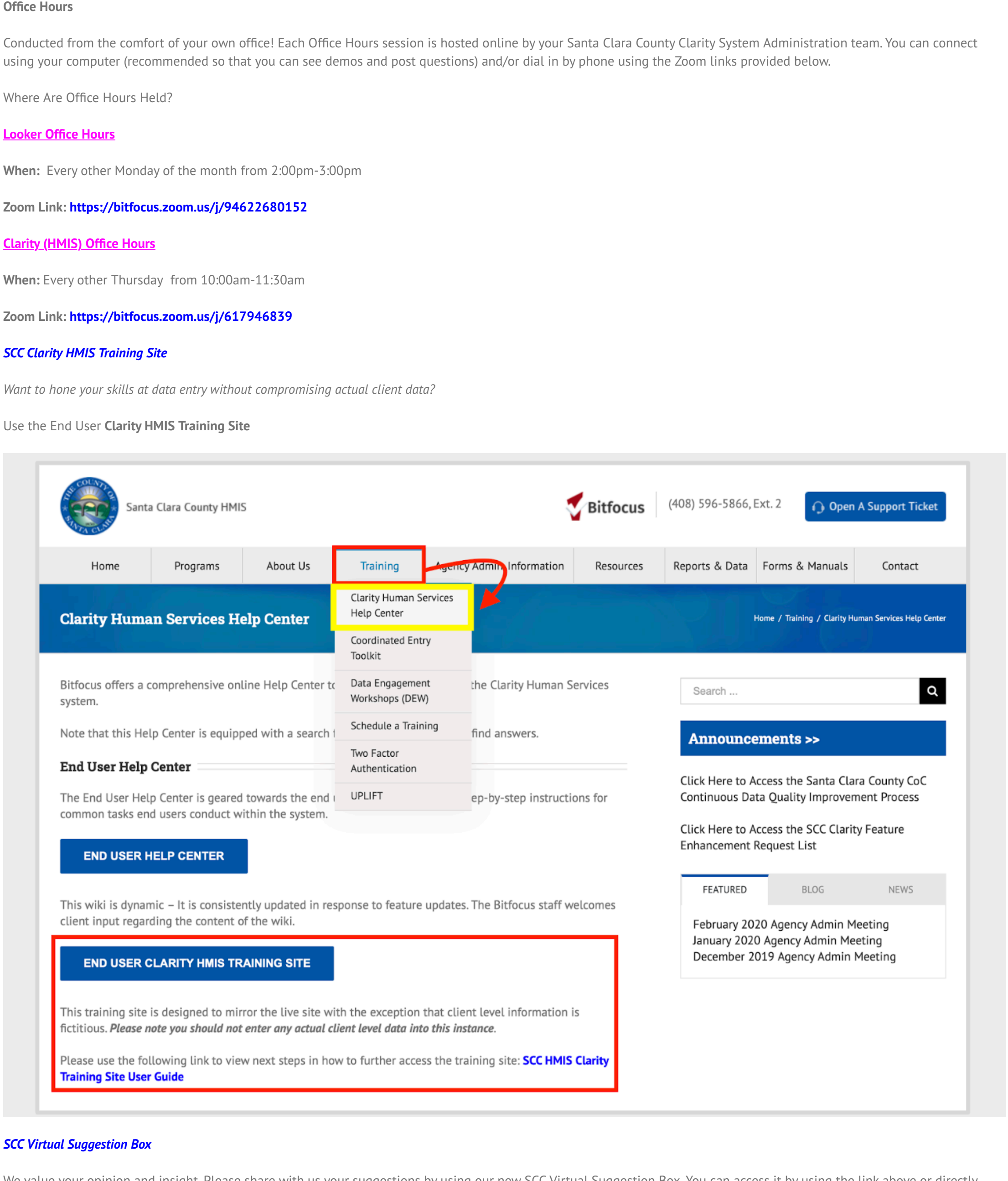
When: Every other Thursday from 10:00am-11:30am

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

SCC 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



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 Virtual Suggestion Box option.

Next Agency Admin Meeting

Meeting Location: [Zoom Link](#)

When: Thursday, January 7th, 2021

Time: **2:00pm – 3:00pm**

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

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

Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com

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

Trevor Melis (trevorm@bitfocus.com)

Alison Wilson (alisonw@bitfocus.com)

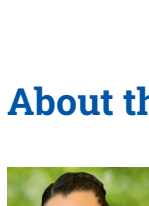
Lesly Soto Bright (leslys@bitfocus.com)

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

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.

QUICK LINKS

- Home
- Programs
- About Us
- Training
- 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 CAs First Pay For Success
- Silicon Valley Discovers The Cheapest Way To Help The Homeless: Give Them Homes

FOLLOW US

Hello! – Anything I can do to help? Just let me know.