

December 2022 Agency Admin. Minutes



AGENDA ITEMS CoC Updates

- 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 Updates - HIC/PIT Updates

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>

CoC 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

- 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



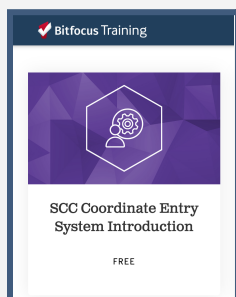
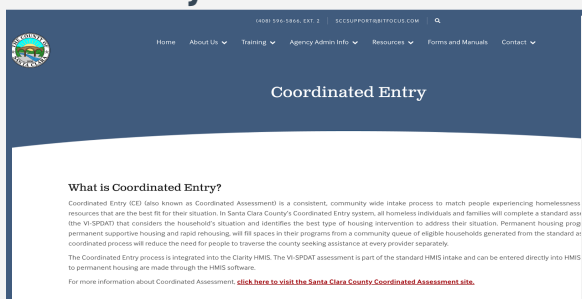
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let us know at UPLIFT@hhs.sccgov.org!

For all UPLIFT-related inquiries please email

UPLIFT@hhs.sccgov.org

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.

HMIS Newsletter - November 2022



Check out last month's Newsletter and other newsletters [here!](#)

Federal Reporting LSA -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

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



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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!

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 and 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)

Administration Only/CET Queue

DO NOT refer clients to the Administration Only/CET Queue - this queue is only used by SCC OSH staff. If



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your staff refer to this queue the referrals will be deleted and your staff notified.

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.

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

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: [CQ_name]: Automated Removal - Deceased."**



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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

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](#).

57 DAYS ACTIVE PROGRAM

Program Type: Individual

Program Start Date: 09/01/2022

Assigned Staff: Sonya Staffer

Head of Household: Tom Test

Program Group Members +

No active members

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.

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

[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.

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

Clarity Human Services Help Center

Hello. How can we help?

Q: Search for answers

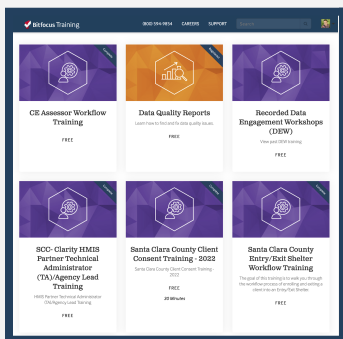
Program Roster

- Program Roster Dashboard
- Data Analysis > Dashboard Library
- [GNRL-106] Program Roster
- Report Library > Program-Saved Reports
- The Program Merge and Program Move Tools
- System Administration > Merging Records
- Program Information
- Getting Started > Program Enrollments
- Program Templates
- System Administration > Templates

Link to page embedded in image!



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Link to page embedded in image!

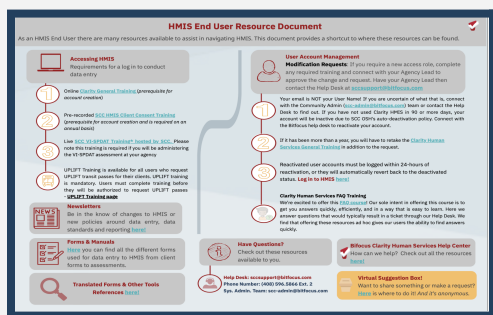
- You must log in to access the trainings here
- Multiple Training Opportunities and Refreshers
- Select the training you want to watch
- Don't have enough time to watch it all - pick up next time where you left off
- Have issues accessing? Let us know

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

HMIS End User Document



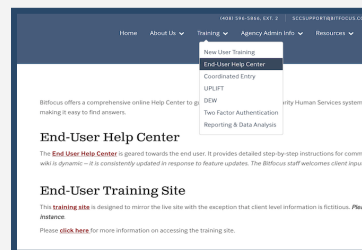
Link Embedded in image!

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



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



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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

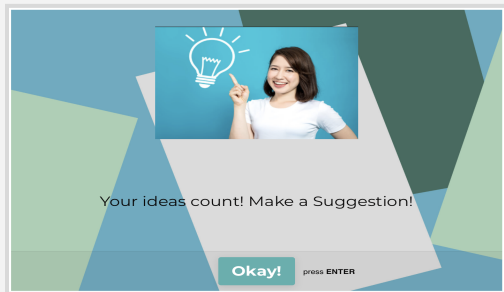
sccsupport@bitfocus.com

Or

(408) 596.5866 Ext. 2

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, 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:



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 Representative	Agency
Will Hoffer	Abode

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Sean Kilger	Abode Services
Jason King	Abode Services
Luis Gonzalez	Abode Services
Aida Tesfai	Abode Services
Aurora Olivares	Amigos de Guadalupe Center for Justice and Empowerment
Norma Aranda	AOT
Francis Ramos	Bay Area Community Health
Lorena Madrid	BHSD
Laura Foster	Bill Wilson Center
Randi Rosen	Bill Wilson Center
Anthony Ortiz, Jr.	Breakout Prison Outreach
Renee Ridgway	Carry the Vision
Consuelo Collard	Catholic Charities of Santa Clara County
Marcell Leath	City of San Jose
Josephine Lee	City of San Jose Housing Department
Steven Martinez	Cityteam Ministries
JaVonne Lewis	Community Solutions
Mark Fries	Community Solutions
Caroline Mireles-Sailor	Conxion to Community
Aretha Cromwell	Destiny Reentry

Justin Damrel	Downtown Streets Team
Alexander Le	Family Supportive Housing
Rafael Cardoza	Gardner
Mariana Becerra	Gardner Health Services
Alisha Parret	HomeFirst
Jessica Newham	HomeFirst
Shireen Alinani	housing choices
Mylinh Ha-Do	ICAN
Amritha Mandagondi	IRC
Kenya Rawls	JobTrain
Cynthia Mar	LifeMoves
LaTima Augmon	Mission Possible Reentry Center
Mai Nguyen	Momentum for Health
Jessica Lwi	MOVE Mountain View
Candido Anicete	NEMS
Greta Siegrist	New Directions
Elisha Heruty	Office of Supportive Housing
Jazmine Wong	Office of Supportive Housing
Hong Cao	Office of Supportive Housing
Rebecca Siqueiros	Office of System Integration and Transformation-CCSP Program

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Leila Qureishi	Office of Supportive Housing
Steven Tong	Office of Supportive Housing
Aiko Yep	PATH
Rachel Hileman	Peninsula Healthcare Connections - New Directions
Susana Monteiro	Razing The Bar
Kairi Bynum	Roots Community Health Center
Laura Munoz	Santa Clara Family Health Plan
Chrissy Cheung	SCC PHD
Shawna Cagle	SCFHP
Rose Pierre	School Health clinics
Paulina Soto	SHCS
Angelica Holguin	Silicon Valley Independent Living Center
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

Amy Ho	The Health Trust
Zhen Liang	The United Effort Organization, Inc.
Cesar ESquivel	TSA
Maria Magallanes	VA Palo Alto Health Care System
Irma Gonzalez	Victory Outreach
Jade Bradley	WVCS