February 2022 Agency Admin. Minutes

AGENDA ITEMS

- CoC|Coordinated Assessment Updates
- UPLIFT Updates
- HMIS Newsletter - New Look
- Annual Privacy Training Recertification - Next Steps
- SCC HMIS Security Checklist - Next Steps
- Data Quality Check
    - Well Being Questions - HUD Required PSH
    - Prior Living Situation - What You Should Know
- LSA Updates
- HIC/PIT Updates
- Reminders
- Next Months Meeting

CoC Updates - PIT

- Date for the 2022 Point in Time Count – Feb 23 and 24 from 5am to 10am
- Thank you to everyone who has been involved in planning or signed up to volunteer for the 2022 Point in Time count
- The integrity and accuracy of the count is dependent on having enough volunteers to cover the entire county in two mornings
    a. If we do not have enough volunteers and guides with lived experience, the accuracy of the count will suffer
- For updated information about the Point in Time count, please go to our Office of Supportive Housing website: https://osh.sccgov.org/2022-PIT

- Sign up to volunteer here: https://asr.sjc1.qualtrics.com/jfe/form/SV_51iFXwmk3Wo9A3k
- The volunteer videos are almost ready and those will be available 7-10 days out from the count

Please spread the word to friends, families, neighbors, and colleagues.
We rely on hundreds of volunteers to conduct the count and we appreciate your support!
Please join us at our next virtual community meeting on Wednesday, February 16, 2022, at 1 pm.
Join Zoom Meeting:
https://sccgov-org.zoom.us/j/95463961941

CoC Upcoming Meetings

Service Providers Network Meeting
When: Wed, February 9th, 9:30am – 11:00am
Where: Zoom

Coordinated Entry Workgroup
When: Thu, February 10th, 1:00pm – 2:30pm
Where: Zoom Registration

Rapid Rehousing and Employment Initiatives Meeting
When: Thu, February 10th and 24th, 3:00pm – 4:30pm
Where: Zoom

NOFA Kick Off Meeting
When: Thur, February 17th, 3:00pm
Where: TBD- Zoom

SCC TA Office Hours
When: Wed, February 23rd 10:00am – 11:00am
Where: Zoom

Introduction to CoC Funding
When: Wed, February 7th, 1:00pm - 2:30pm
Where: Register Here!

CoC Updates - YHDP Meetings

Meeting Notes:

Meeting notes from YHDP Community Meeting #1 on December 7, 2021 can be found here

Meeting notes from YHDP Community Meeting #2 on December 21, 2021 can be found here

Meeting notes from YHDP Community Meeting #3 on January 11, 2022 can be found here

Meeting notes from YHDP Community Meeting #4 on January 25, 2022 can be found here

Click here to access the flyer!

UPLIFT Updates

- ALL UPLIFT email communications must go to UPLIFT@hhs.sccgov.org

- We are currently processing UPLIFT requests for Q3, January – March 2022.
- There are no allocation limits this quarter. All passes are offered on a first-come, first-served basis for the quarter.
- Please remind UPLIFT staff to OPEN a client's ROI (Release of Information) to ensure it is valid before enrolling a client or completing a status assessment requesting a badge and/or a sticker. All pages of the ROI must be uploaded for ROI to be valid!
- We kindly request agencies to email UPLIFT if they are requesting a replacement pass after creating the status assessment.
- Please give detailed explanation to what has happened to the sticker issued earlier, this is to limit the risk of fraud/abuse.
- Please encourage participants to use lanyards and keep the passes safe.
- If staff have lost the pass, they have to provide an explanation on how the sticker was lost and get manager's approval via email.

UPLIFT Pass Pickup Instructions:

- Location:
  Office of Supportive Housing (OSH)
  2310 N. First St., Suite 201 San Jose CA 95131
  Please use sign in sheet and declare you are symptom free
- Time:
  9:00am - 4:00pm During the Week
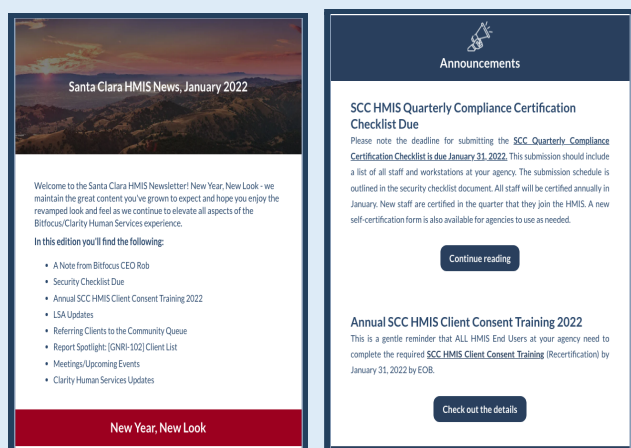 Exception Friday from 9:ooam-1:00pm

(drop in or email UPLIFT to schedule a pickup time if you prefer)

Please use the call button in the lobby for access to the building

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

HMIS Newsletter - New Year, New Look

Santa Clara HMIS News, January 2022

Welcome to the Santa Clara HMIS Newsletter! New Year, New Look - we maintain the great content you've grown to expect and hope you enjoy the revamped look and feel as we continue to elevate all aspects of the Bitfocus/Clarity Human Services experience.

In this edition you'll find the following:

- A Note from Bitfocus CEO Rob
- Security Checklist Due
- Annual SCC HMIS Client Consent Training 2022
- LSA Updates
- Referring Clients to the Community Queue
- Report Spotlight: [GNRI-102] Client List
- Meetings/Upcoming Events
- Clarity Human Services Updates

New Year, New Look

Announcements

SCC HMIS Quarterly Compliance Certification Checklist Due

Please note the deadline for submitting the SCC Quarterly Compliance Certification Checklist is due January 31, 2022. This submission should include a list of all staff and workstations at your agency. The submission schedule is outlined in the security checklist document. All staff will be certified annually in January. New staff are certified in the quarter that they join the HMIS. A new self-certification form is also available for agencies to use as needed.

Continue reading

Annual SCC HMIS Client Consent Training 2022

This is a gentle reminder that ALL HMIS End Users at your agency need to complete the required SCC HMIS Client Consent Training (Recertification) by January 31, 2022 by EOB.

Check out the details

Check out last month's Newsletter and other newsletters here!

Annual Privacy Training - HMIS Privacy Training Recertification 2022

Next Steps

Timeline:

✓ Training recertification opened on **Tuesday, January 4th, 2022**
  ○ Here is the link for staff that have not completed training
  ○ Agency Leads were provided with a list of Staff who have not completed the training, please be sure to have them complete training if they need

HMIS access

✓ Deadline to complete the training was **Friday, January 28th, 2022**
✓ **One last email will go out to users this week prior to making HMIS access inactive**

What You Need To Do:

✓ Please have staff complete training
✓ If staff have separated from your agency, please let us know immediately
✓ If staff is made inactive please have them reach out to the Help Desk (sccsupport@bitfocus.com) after training completion to have access reinstated
✓ Staff will need to score 80% or higher to be considered cleared

SCC HMIS Quarterly Compliance Certification Checklist

Next Steps

Timeline:

✓ Certification Checklist was due **Monday, January 31st, 2022**
  ○ Here is a link to the checklist should you still need to submit it
  ○ Agency Leads were provided with a list of Staff who require certification at their agency
  ○ Recall you are only including all active staff - not just new staff - be sure to include yourself
  ○ An email will go out later this week informing you of non submission
✓ Failure to submit checklist will result in deactivation of all users at your agency

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What You Need To Do:

✓ Please submit the checklist as soon as possible to avoid deactivation

✓ If staff have separated from your agency, please let us know immediately

  ○ Do not include these staff on the checklist - we only need active staff

✓ Please retain the Self Certification checklist for your records, we do not need these

✓ Any staff made inactive will need to contact the Help Desk (sccsupport@bitfocus.com) for reinstatement

Data Quality Check: Well Being Questions - *HUD Required PSH*

- In April of 2021, the U.S. Department of Housing and Urban Development (HUD) released to Homeless Management Information System (HMIS) vendors, HMIS Leads, and Continuum of Care (CoC) leadership the FY 2022 HMIS Data Standards.
- Included in these standards is a new element, **C1 Well-being, which has been added to the data collection protocols for HUD-funded Permanent Supportive Housing (PSH) projects**.
- This C1 Well-being data element training resource covers the rationale for adding this data element, suggested language to use when collecting this data from project clients, and other considerations regarding implementation and trauma-informed care.

As with all other data collected via HMIS, clients have a right to refuse to provide C1 data to staff, and staff should remind clients

- One example of this would be to say *"I'm going to ask you four questions about well-being. Please remember that you don't have to answer any questions that you don't want to. I'll ask you about your sense of self-worth, your support system, your resiliency, and feelings."*

Preferred Language: CoC PSH recipients are encouraged to use the following language to collect the responses to the elds in the C1 Well-being HMIS data element.

HMIS Data Element Text	HUD Preferred Language
Client perceives their life has value and worth	"Tell me how much you agree with the following statement: When you think about your life in general, do you feel like your life has value and worth most of the time?"
Client perceives they have support from others who will listen to problems	"Tell me how much you agree with the following statement: When you need to talk about issues in your life or need help solving problems you are having, do you have people you can count on to support you and listen to your issues most of the time?"
Client perceives they have a tendency to bounce back after hard times	"Tell me how much you agree with the following statement: After a particularly difficult event or time in your life, do you find that you generally can get back to feeling better or back to whatever 'normal' is eventually?"
Client's frequency of feeling nervous, tense, worried, frustrated, or afraid	"Tell me how often you feel any of these feelings: nervous, tense, worried, frustrated, or afraid. Not at all, or once a month, or several times a month, or several times a week, or at least every day?"

C1 Well-being Data Element Training Resource: FY 2022 HMIS Data Standards

Data Quality Check: Well Being Questions - *Prior Living Situation - What You Should Know...*

- **Prior Living Situation**: This data element is meant to identify the type of living situation and length of stay in a particular situation **immediately prior to Project Start** for all adults and heads of household.

- For projects that do not provide lodging, the 'prior' living situation may be the same as the

client's current living situation.

- This particular information also helps to determine if a client appears to meet the criteria for chronic homelessness.
- For more information, please see pages 85-92 in the **HMIS Data Standards Manual.**

Data Collection Instruction: Intake staff should ask clients about their homeless history, including specific instances the client spent on the street, in an Emergency Shelter, or in a Safe Haven project. This may require defining or explaining each field to the client.
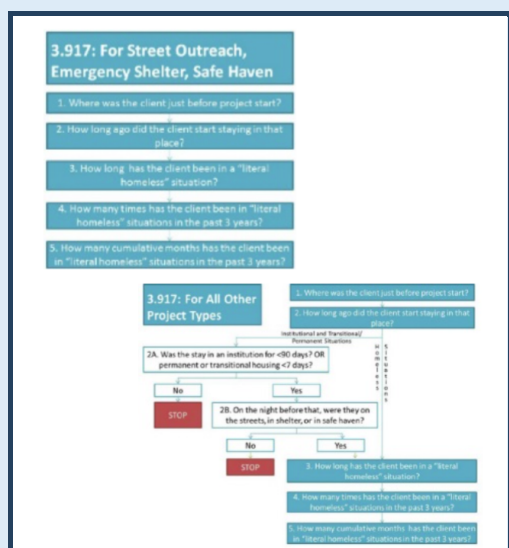
LSA Updates

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

Here's what we need from you:

- Follow up with Kadra immediately for any recent outreach this week and next week (these will address warnings directly from the LSA Flag report)
- Continue working on your overlapping enrollments, including coordinating with other agencies to resolve those issues
- If there are any questions within the two week timeframe, please schedule a 15-minute meeting here with Kadra Adderly

Data Quality Issues Under Review:

- Overlapping Enrollments
- Other errors/warnings found on the LSA Flag Report

HIC/PIT Updates - PIT

The Housing Inventory Count (HIC) is conducted annually typically in January. This year it will be on **February 23rd and 24th, 2022**

The 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)

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Here is what you can do to prepare for the upcoming HIC/PIT... *review the following*

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

- All Shelter and Housing projects will need to report the actual number of clients served on the night in February. 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
    - Exit clients who are no longer in the project
    - 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)
- Let us know if any new housing or shelter programs have come online during calendar year 2021
- Similarly, let us know if any programs on our list have stopped operating during calendar 2021
- Review address information for programs
- For RRH, bed/unit counts based on clients housed the night of the PIT
- Be ready to answer specific questions for your agency that may arise
- Utilization Rate: Number of clients served the night of the PIT vs number of beds available

The Point In Time (PIT) Count is conducted annually in February, on the same day as the HIC

The report includes sheltered clients (ES, TH, Safe Haven), including clients in non-participating HMIS programs (e.g. DV programs):

- Number of households and clients served the night of the PIT
- Number of children, adults aged 18-24, adults over 24
- Race, Ethnicity, Gender, Chronic Homelessness
- Substance Abuse, Mental Illness, DV, HIV/AIDS

Information is broken out by both household type as well as specific demographics (Veterans, Parenting

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Youth, Unaccompanied Youth)

For clients in your Emergency Shelter, Transitional Housing, or Safe Haven programs on the night of the PIT:

Make sure the household and client counts are accurate (i.e. if you run a Program Roster report for that day, it matches how many households/clients were actually there the night of the PIT)

For all clients served on **night of February 23rd,** review:

- Date of Birth
- Race
- Ethnicity
- Mental Health Problem
- Substance Abuse Problem
- Domestic Violence Victim/Survivor
- Living Situation section (for Chronic Homelessness)
- Gender
- Veteran Status (for adults)

For RRH/PSH Programs: The Utilization Rate on the HIC is based on Housing Move-In Date

Reminders...

Test Clients

- Please do not enter TEST CLIENTS into the live instance
- Any test clients entered will be deleted from the live instance by EOB Tuesday, February 8th, 2022
- 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

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
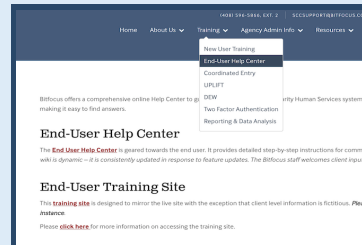
Click on the image above to access the content.

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

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.

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.

Your ideas count! Make a Suggestion!

Okay!   press ENTER
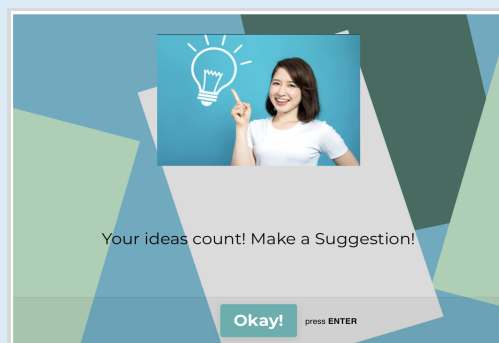
Have ideas about an enhancement and/or addition to HMIS?
Have any general questions you'd like to ask?
Let us know! Drop it in the box!

Next Agency Admin Meeting

Meeting Location: Zoom Link
When: Thursday, March 3rd, 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

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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	Agency Representative
Abode	Will Hoffer
Abode Services	Luis Gonzalez
Abode Services	Aida Tesfai
Abode Services	Rani Jain
Bill WIlson Center	Randi Rosen
Bill Wilson Center	Laura Foster
Breakout Prison Outreach	Anthony Ortiz Jr.
California Youth Outreach	Julian Delgadillo
California Youth Outreach	David Marez
Carry the Vision	Renee Ridgeway
Community Solutions	Mark Fries

Conxion to Community	Caroline Mireles-Sailor
Destination: Home	Maureen Damrel
Destiny Re-Entry	Aretha Cromwell
Downtown Streets Team	Justin Damrel
Gardner Health Services	Sophie Smith
Grace Solutions	Jacqueline Bischof
Health Trust	Richard Audon
HEVHF	Traci Pickett
HomeFirst	Teresa Moore (Schmitz)
HomeFirst	Hunter Scott
Housing Choices	Shireen Alinani
ICAN	Albert Nguyen
JobTrain	Kenya Rawles
LifeMoves	Cynthia Mar
Midtown Family Services	Stuart Richardson
Mission Street Recovery Station	Tina Setner
OSH	Maria Ruiz
OSH	Steven Tong
OSH	Leila Qureishi
OSH	Jazmine Wong
OSH	Viji Venkat
PATH	Aiko Yep
Pathway Society Inc	Roseann Martinez
Pathway Society Inc	Rita Anzualda
Peninsula Healthcare Connections - New Directions	Rachel Hileman

Public Health	*Crissy Cheung*
Roots Community Health Center	*Otis Perry*
Sacred Heart	*Paulina Soto*
Santa Clara County	*Khoi Nguyen*
Santa Clara County Behavioral Health	*Jeremy Golden*
Santa Clara County Office of Reentry Services	*Juan Vela*
South County Compassion Center	*Eve Mata*
Superior Court of California, County of Santa Clara	*Roxanna Frias*
VPAHCS	*Marial Magallanes*
West Valley Community Services	*Benaifer Dastoor*