March 2022 Agency Admin. Minutes

AGENDA ITEMS

- DEW Survey - Your Support is Requested
- CoC|Coordinated Assessment Updates
- UPLIFT Updates
- HMIS Newsletter
- SCC Client Portal - Updates
- ROI - NEW! Electronic Signature
- LSA Updates - Submission
- HIC/PIT Updates
- Reminders
- Next Months Meeting

DEW Survey - Your Support is Requested!

✓ Please have staff who have not done so already complete the DEW Survey

🤭 We have over 1k users, but have received a small fraction of responses

✓ Agency Leads are encouraged to complete the survey as well

✓ Rating on the survey will help determine the types of workshops held in the upcoming months

✓ Next Scheduled DEW will be on Tuesday, March 29th, 2022 from 10:00am-11:00am
  - Staff who wish to participate will need to register
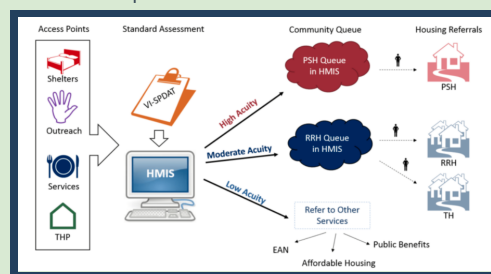 - Registration link will be sent out as we approach the date

CoC Updates

- **CoC NOFO Committee**
  a. June/July timeframe
  b. All meeting dates will be sent out by

HomeBase

c. More in depth this year and want to include more applicants.

- **Coordinated Entry Redesign**
  - Changing the way we prioritize people for housing
  - Working with lived experience folks
  - Open to all

- YHDP Progress & Updates
  - Creating a Youth Homelessness Plan
  - Strategic Plan coming in May
 - If interested join information sessions

Register here for the future YHDP Community Meetings

Date	Category	Title
02/22/2022	YHDP Planning Meeting	Planning Meeting 2/22
02/15/2022	YHDP Planning Meeting	Planning Meeting 2/15
02/12/2022	YHDP Planning Meeting	Retreat 2/12
02/07/2022	YHDP Planning Meeting	Planning Meeting 2/7
02/06/2022	YHDP Planning Meeting	Retreat 2/6

(Past meeting notes)

- **Community Plan Progress Update**
  - CoC Membership meeting - semiannual starting on 3/29/2022
  - Will have YHDP updates
  - Approve governance charter
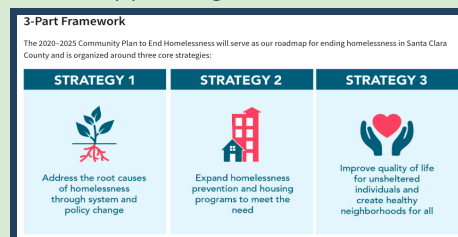
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CoC Upcoming Meetings

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

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

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

SCC TA Office Hours
When: Wed, March 30th, 10:00am – 11:00am
Where: Zoom

UPLIFT Updates

March 2022 UPLIFT Updates:

- We have 80 passes left for Q-3
- You can start requesting passes for Q-4 starting March 18th
- There is no allocation limit for Q-4 as well
- Currently second replacement requests within the same quarter are not being approved

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 - February 2022

Santa Clara HMIS News, February 2022

Welcome to the Santa Clara HMIS February 2022 newsletter!
In this edition you'll find the following:

- Data Engagement Workshop Survey
- Annual SCC HMIS Client Consent Training 2022
- Report Spotlight: Using the Report Library
- Welcome: New Agency, Carry the Vision (CTV)
- Helpful How-to Articles
- Meetings/Upcoming Events
- Training Opportunities

Announcements

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

## SCC Client Portal - Client Portal Is Live!
About the Portal

- The Customer Portal is a secure website connected to Clarity Human Services, Santa Clara County's Homeless Management Information System (HMIS), that enhances the connection between clients and their care team. The portal allows clients to view and update their information stored within HMIS, including location, contact information, Releases of Information, and Community Queue referral status. As a service provider, you will invite your clients to create a Portal account and benefit from mutually beneficial features.
- For more information check out this handout for details on how to become a provider!

How Can My Agency Participate

- Providers interested in participating in the pilot are asked to attend two 90 minute training sessions.

SCC: Customer Portal Provider Training Pt. 1
FREE

SCC: Customer Portal Provider Training Pt. 2
FREE
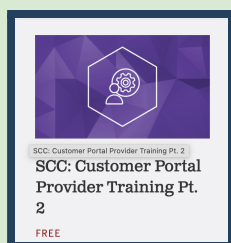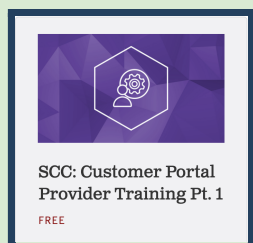
What Agencies are currently participating?

- ✍ Bay Area Community Health (BACH)
- ✍ Family Supportive Housing
- ✍ HomeFirst
- ✍ Pathway Society
- ✍ SCC Public Defender

Who Can I contact for further details? Or questions?

- Grant Ebbesmeyer at grante@bitfocus.com
- scc-admin@bitfocus.com
- scc-support@bitfocus.com
- Maureen Damrel at maureen@destinationhomesv.org

ROI (Release of Information) - NEW Electronic Signature

No client information may be added or updated in HMIS until a client signs a valid consent form and uploaded to the system.

- A signed release of information must be uploaded for every member of the household.
- Each client consent must set a specific expiration date in order for the ROI to be valid.
- Clients must initial the boxes in the left-hand column of the ROI or check the boxes on the electronic form to give consent for collecting and sharing of each type of HIPAA-protected information listed.

Santa Clara County Counsel must approve the types of ROI that are accepted across the CoC.

- Electronic Signatures
- Attached PDF
  - Paper Form scanned and uploaded
  - Docusign saved and uploaded
- No client information may be added or updated in HMIS until a client signs a valid ROI and it is uploaded to the
- system. To review whether a client's ROI is valid, click on the shield in the right hand side of the screen.

- Who needs an ROI?
  - Client's with an expired ROI
  - New Clients
- Please use this guide for using the ***Electronic Signature ROI***
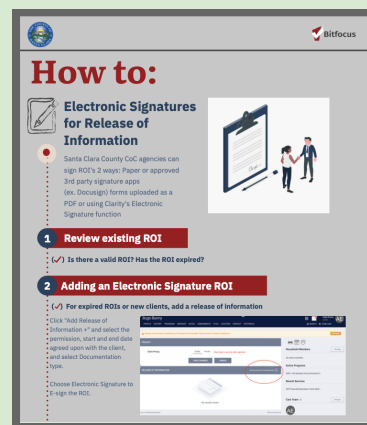
And there is also a video that will walk you through the steps HERE!

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LSA Updates

Thank you ALL for doing data quality clean-up and connecting with Kadra when necessary!

😃   The LSA was submitted and is currently under review

😃   Please note we may reach out should need more detailed information regarding one of your programs

HIC/PIT Updates - PIT

The Point in Time (PIT) Count to place onc **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)

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)

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

HIC/PIT Next Steps

✓ Actively respond to Kadra's Outreach emails

✓ Responsible for DQ clean up within the requested time frame

✓ The HIC/PIT reporting period ends on April 30th

✓ Data clean-up process should be completed by April 16th and no later than Apr 23, 2022

✓ If you have questions about this process, please contact *Kadra Adderly* at kadraa@bitfocus.com

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
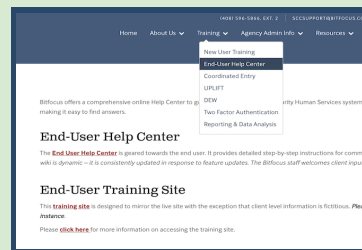
Click on the image above to access the content.

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

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

Performance Management Working Group

Help us set annual goals for for Santa Clara County's system of care

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WHEN: Thursday, March 17th, 2022 from 1:00pm-2:30pm

WHERE: Zoom Meeting

PURPOSE: Help implement our community's performance management process, including monitoring progress toward community benchmarks and monitoring community standards.

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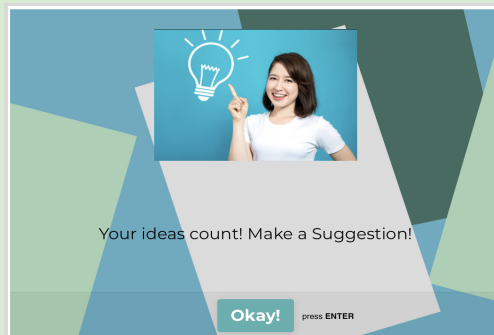
Have ideas about an enhancement and/or addition to HMIS?
Have any general questions you'd like to ask?
Let us know! Drop it in the box!

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

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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	Agency Representative
Abode	Will Hoffer
Abode	Aida Tesfai
Abode	Luis Gonzalez
Abode	Rani Jain
Amigos de Guadalupe	Aurora Olivares
BHSD SCC	Lorena Madrid
Bill Wilson Center	Laura Foster
Bill WIlson Center	Randi Rosen
Breakout Prison Outreach	Anthony Ortiz Jr.
Breakout Prison Outreach	Santiago Jimmy Lopez

California Youth Outreach	David Marez
California Youth Outreach	Julian Delgadillo
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
Family Supportive Housing	Alexander Le
Gardner Health Services	Sophie Smith
Grace Solutions	Jacqueline Bischof
HEVHF	Traci Pickett
HomeFirst	Hunter Scott
HomeFirst	Teresa Moore (Schmitz)
Housing Choices	Shireen Alinani
ICAN	Albert Nguyen
JobTrain	Kenya Rawles
LifeMoves	Cynthia Mar
Midtown Family Services	Stuart Richardson
Mission Street Recovery Station	Tina Setner
North East Medical Services (NEMS)	Candido Anicete
Office of System Integration and Transformation-CCSP	Rebecca Siqueiros
OSH	Consuelo Collard
OSH	Jazmine Wong
OSH	KJ Kaminsky
OSH	Leila Qureishi
OSH	Maria Ruiz

OSH	Viji Venkat
PATH	Aiko Yep
Pathway Outpatient-Santa Clara	Roseann Martinez
Peninsula Healthcare Connections - New Directions	Rachel Hileman
Public Health	Crissy Cheung
Razing the Bar	Katherine Lartigue
Razing the Bar	Molly Orsburn
Roots Community Health Center	Otis Perry
Sacred Heart	Paulina Soto
Salvation Army	Daniel Guhl
Santa Clara County	Khoi Nguyen
Santa Clara County Behavioral Health	Jeremy Golden
Santa Clara County Office of Reentry Services	Juan Vela
Silicon Valley Independent Living Center	Anthony Holguin
Starlight Community Services	Kutlo Rasetshwane
Superior Court of California, County of Santa Clara	Roxanna Frias
VAPAHCS	Maria Magallanes
West Valley Community Services	Benaifer Dastoor