



# April 2022 Agency Admin. Minutes

## AGENDA ITEMS

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- Special Guest Speaker: Darcie Green - Latinas Contra Cancer (LCC)
- Data Quality: Overlapping Enrollments & Housing Move-In Date
- HIC/PIT Updates
- Portal Pilot: Maureen Damrel - Destination: Home
- Reminders
- Next Month's Meeting

## CoC Updates

- Youth Homelessness Demonstration Program (YHDP) – The Coordinated Community Plan was submitted to HUD. We are hosting an info session for the YHDP funding and RFP on Monday, April 11<sup>th</sup>  
**(REGISTER HERE)**
  - Proposals will be due Friday, May 13<sup>th</sup>
  - If you have questions, contact [santaclaracoc@homebasescc.org](mailto:santaclaracoc@homebasescc.org)
  - If you would like to be involved in the implementation of the YHDP strategic plan, please reach out to KJ at [Kathryn.kaminski@hhs.sccgov.org](mailto:Kathryn.kaminski@hhs.sccgov.org)
- Coordinated Entry Work Group Meeting – May 12<sup>th</sup>, 1-2:30pm
  - We will continue to discuss the coordinated entry re-design process and report back on the prioritization committee
- The CoC NOFO Committee has been discussing options for changes to this year's CoC competition in advance of HUD's publishing of the NOFO
- There are two upcoming meetings to continue to discuss recommendations

- NOFO committee meeting #4: April 21<sup>st</sup>, 1-3pm
- NOFO committee meeting #5: April 25<sup>th</sup>, 10:30-12:30pm

## CoC Upcoming Meetings

### Service Providers Network Meeting

When: Wednesday, April 13th, 2022

Time: 9:30am – 11:00am

Where: Zoom Meeting

### Coordinated Entry Work Group

When: Thursday, May 12th, 2022

Time: 1:00pm-2:30pm

Where: Register in Advance Here

### Supporting Survivors of Sexual Assault and Human Trafficking

When: Thu, April 14, 10am – 12pm

Please register to be enrolled in Bridge [here](#), to access both live Zoom training and e-learning courses. The deadline to register is April 7th at 5pm PT.

### SCC TA Office Hours

When: Wednesday, April 27th, 2022

Time: 10:00am-11:00am

Where: Zoom Meeting

### Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, April 14th and 28th, 2022

Time: 3:00pm-4:30pm

Where: Zoom Meeting

### An Intersectional Approach to Gender Based Violence

When: Mon, April 11, 2pm – 4pm

Please register to be enrolled in Bridge [here](#), to access both live Zoom training and e-learning courses. The deadline to register is April 7th at 5pm



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### UPLIFT Updates

April 2022 UPLIFT Updates:

1. We are currently processing Q-4, April – June period
2. We have processed 1954 passes for this quarter
3. There is no allocation limit for this quarter
  - a. All passes are offered on a first come, first-serve basis
4. Dual UPLIFT Program Enrollments
  - a. It's been observed that clients are being enrolled into UPLIFT programs from 2 different agencies and requesting for passes from both agencies in the same quarter
  - b. Before you enroll a client, please check if they are actively enrolled with another agency
  - c. Coordinate with the other Case worker and the client where they prefer to continue with the UPLIFT services going forward and enroll accordingly
  - d. Please keep in mind dual enrollments will delay the passes from reaching the clients on time

### 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

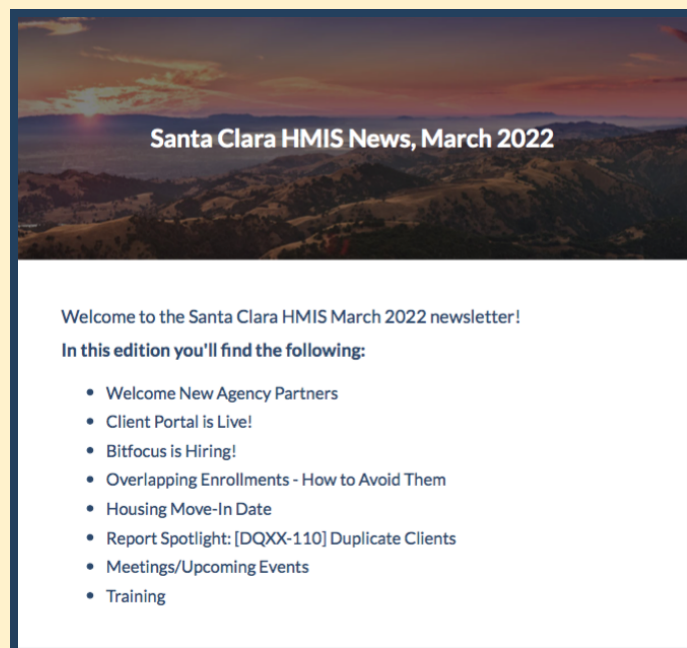
Exception Friday from 9:00am-1:00pm

(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](mailto:UPLIFT@hhs.sccgov.org)**

### HMIS Newsletter - March 2022



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

### Special Guest Speaker: Dacrcie Green, LCC

Please see the slide deck for details of that presentation!

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## Data Quality: Overlapping Enrollments

### Overlapping Enrollments - How to Avoid Them

In efforts to reduce data quality errors throughout HMIS and to aid in federal reporting submission, we want to highlight how to address this common and avoidable error that we encounter when reviewing system-wide data quality.

### Overlapping Enrollments - How to Check for Them

You can use the client History tab and the [\[GNRL-106\] Program Roster](#) report to do a regular audit of enrollments. Users with data analysis access can query the data to identify these clients. Have data analysis access but not sure how to write that query? Contact the Helpdesk! Your Bitfocus System Administration team is also happy to provide you a list of duplicate enrollments to resolve. You can reach out to the Helpdesk for that, or contact the team directly.

### How Do Duplicate Enrollments Happen?

1. When duplicate **clients are merged together**, enrollments for both clients are assigned to the remaining client, which can result in duplicate enrollments
2. Returning clients are enrolled with **incorrect start dates**, making it look like two separate enrollments are duplicate enrollments
3. **Start or end dates on an enrollment get edited** to overlap each other
4. Rather than removing an exit date to reopen an enrollment, users sometimes **create a new enrollment with the same or similar start date**
5. Multiple staff entering enrollments for clients **without checking the client's history** to see whether they've already been enrolled

**Using the History Tab is the best way to identify if an enrollment will create an Overlapping Enrollment**

PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
BRC - New Start Emergency Shelter, Night by Night Housed First	04/04/2022	Active	Individual
HDAF PSH Interim Emergency Shelter, Entry/Exit Date Abuse Services	04/04/2022	Active	Individual

### How to Correct Duplicate Enrollments

1. Decide which enrollment you want to keep
  - a. You can always change enrollment dates and update information, so if you're comparing enrollments and one has annual assessments, family members, and clients notes, while the other has only enrollment screen information, you should keep the more detailed one
  - b. (Need to compare enrollment data? Use the [\[GNRL-220\] Program Details](#) report.)
2. Update the target enrollment (the one you want to keep) with any missing information from the duplicate enrollment (again, the [\[GNRL-220\] Program Details](#) report can help)
3. If you need to move services from the duplicate enrollment to the target enrollment, you'll need to detach them from the duplicate enrollment (scroll down to "Unlink a Program from a Service"), then reattach them to the target enrollment
4. Once you've updated any details and moved any services, the duplicate enrollment can be deleted by contacting the Helpdesk.

### Data Quality: Housing Move-In Date

The **Housing Move-in Date** is to document the date that a household admitted into a Permanent Housing project moves into housing. This data is critical to point-in-time and housing inventory counts as it differentiates households which have already



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moved into permanent housing from households which are enrolled in a Permanent Housing project but are still literally homeless (in Emergency Shelter, Safe Haven, Transitional Housing or on the street) as they prepare to move into an available unit.

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date

Housing Move-in Date must be a date occurring either on or between the Project Start Date and Project Exit Date. There can be no more than one Housing Move-in Date per enrollment.

### Why Does This Matter?

Overlapping and Missing Move-in Dates cause errors on Federal Reports and decrease our reliability on the data for our system.

- **Missing Move-in Date Error** - Makes the client appear as never being housed.
- **Overlapping Move-in Date Error** - This is when someone is showing as having a Move-in Date, but also either an active enrollment in a shelter/transitional program or another housing program during the same period. Overlapping errors create ambiguous data which is unreliable, since someone can physically only occupy one space at a time.

### How to complete the Move-in Date

Once a client has a Project Start Date in a housing project, record the date a client moves into the permanent housing unit on the Head of Household's program enrollment screen.

PROGRAM: PROJECT HOME

Enrollment History Provide Services Assessments Notes Files Forms

Enroll Program for client Sweet Pea

Project Start Date 04/28/2021

Is the Client an Adult or Head of Household? Yes (Automatically Generated Response)

Is the Program Type a Permanent Housing Program Type? Yes (Automatically Generated Response)

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date 05/01/2021 occurs after the Project Start Date

Question	Response
What happens when the client is moving from one PSH unit to another PSH unit?	If the client moves directly from one unit into another unit, with no days of homelessness in between, it would not be necessary to exit and re-enter them because their housing move-in date would still accurately reflect the day they entered permanent housing according to that enrollment record.  For clients that are in PSH, but will be enrolled in a <b>different program</b> , please exit client from program A and enroll client in Program B, enter a new Project Start Date for Program B enrollment for the client that is on the same or following day. Housing Move-in Date will be recorded as the Project Start Date.
What happens if the client loses their housing/funding and then finds a new unit?	In the event that the client vacates a housing situation and the project stops paying rental assistance, staff should exit the client from the project with an accurate Project Exit Date and Destination and create a new Project Start Date in a second enrollment for the client on the same or following day. The project would continue working with the client until a new unit is found, at which point a new housing move-in date would be recorded on the second project record. This will ensure that the client's history of housing is preserved.
What happens if the client is transferred from a PSH or RPH project but has already moved into a PSH unit?	In the event a client is transferred into a PSH or RPH project having already moved into a permanent housing unit, the client's Project Start Date and Housing Move-in Date will be the same date. It is not necessary or appropriate to have the Housing Move-in Date reflect the original move-in, since the purpose of the data element is to distinguish between housed and homeless statuses during a single enrollment.
Is the Housing Move-in Date the same as the "lease date"?	Sometimes it can be, but sometimes not. HUD defines Move-in Date as the date the household is physically located in the unit.
What happens if the household never moves into the unit?	In some situations, the household never moves into the housing, this may be more common with RPH. In those cases, do not enter a Move-in Date, and you will exit the client from the program.
What happens if there appears to be an overlapping enrollment?	Contact the program who enrolled the client to find out if they can double check their records and update as necessary to avoid an overlapping enrollment.

### HIC/PIT Updates - PIT

- ✓ 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 [kadraq@bitfocus.com](mailto:kadraq@bitfocus.com)

### Reminders...

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

About the Portal

- The Customer Portal is a secure website connected to Clarity Human Services, Santa



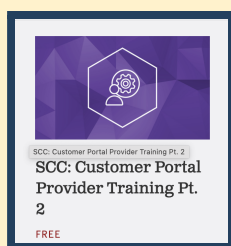
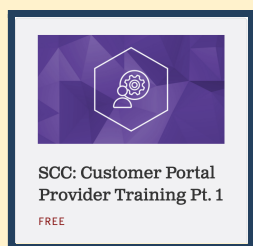
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Clara County's Homeless Management Information System (HMIS), that enhances the connection between clients and their care team. The portal allows clients to view and update their information stored within HMIS, including location, contact information, 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.



### What Agencies are currently participating?

- Bay Area Community Health
- Community Solutions
- County: OSH (ICM)
- County: SCVHHS - Ambulatory
- Destination: Home
- Family Supportive Housing
- HomeFirst
- Mission Possible
- Move Mountain View
- Pathway Society
- Razing the Bar
- SCC Public Defender

### Who Can I contact for further details? Or questions?

- Grant Ebbesmeyer at [grante@bitfocus.com](mailto:grante@bitfocus.com)

- [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)
- [scc-support@bitfocus.com](mailto:scc-support@bitfocus.com)
- Maureen Damrel at [maureen@destinationhomesv.org](mailto:maureen@destinationhomesv.org)

### Adding the Electronic ROI Review...

### Clarity HMIS Training Site

*Want to hone your skills at data entry without compromising actual client data?*

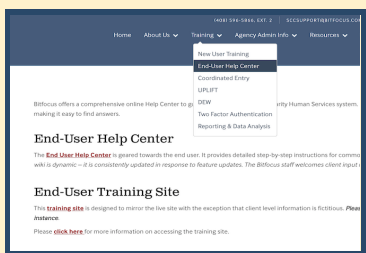
*Use the End User Clarity HMIS Training Site*

- From the Training Tab select the End-User Help Center drop down



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- Scroll to the End-User Training Site
- Contact the Help Desk to gain access at [sccsupport@bitfocus.com](mailto: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*

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](mailto: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.

### SCC [Virtual Suggestion Box](#)

We value your opinion and insight. Please share with us your suggestions by using our new SCC Virtual



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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, May 5th, 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](mailto:sccsupport@bitfocus.com)

**Bitfocus System Administration Team:**

[scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

### Your Sys. Admin. Team:



**Angie Evans**

[angieevans@bitfocus.com](mailto:angieevans@bitfocus.com)

Senior Project Admin, Santa Clara County  
San Jose, CA

800.594.9854 x274



**Lesly Soto Bright**

[leslys@bitfocus.com](mailto: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 Name	Agency Representative
Abode	Will Hoffer
Abode Services	Luis Gonzalez
Abode Services	aida tesfai
Abode Services	Rani Jain
Amigos de Guadalupe: Center for Justice & Empowerment	Aurora Olivares
BACH	Sangeeta Chibber
BHSD	Lorena Madrid
Bill Wilson Center	Laura Foster
Bill Wilson Center	Randi Rosen
Breakout Prison Outreach	Santiago Jimmy Lopez
Breakout Prison Outreach	Anthony Ortiz, Jr.
Breakout Prison Outreach	David Marez
California Youth Outreach	Julian Delgadillo
Carry the Vision	Renee Ridgway
Catholic Charities of Santa Clara County	Consuelo Collard
Community Services Agency of Mountain View	Brandi Jothimani
Community Solutions	JaVonne Lewis
Community Solutions	Mark Fries



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Conxion to Community	Caroline Mireles-Sailor
County Office of Supportive Housing	Elisha Heruty
County Office of Supportive Housing	Jazmine Wong
Destiny Reentry	Aretha Cromwell
Downtown Streets Team	Justin Damrel
Family Supportive Housing	Alexander Le
Gardner Health Services	Sophie Smith
Grace Solutions	Jacqueline Bischof
Health Trust	Richard Audon
HomeFirst	Teresa Moore
HomeFirst	Hunter Scott
HomeFirst	Teresa Moore
Housing Choices	Shireen Alinani
HVEHF	Traci Pickett
ICAN	albert nguyen
JobTrain SCC	Kenya Rawls
Latinas Contra Cancer	Darcie Green
LifeMoves	Cynthia Mar
Midtown Family Services	Stuart Richardson
Mission Possible	Augmon LaTima
Mission Street Recovery Station	Tina Sentner
MOVE Mountain View	Tal Leibovici
NEMS	Candido Anicete
Office of Supportive Housing	Leila Qureishi
Office of System Integration and Transformation-CCSP	Rebecca Siqueiros

OSH	Maria Ruiz
OSH	Steven Tong
PATH	Aiko Yep
Pathway Outpatient	Roseann Martinez
Peninsula Healthcare Connections - New Directions	Rachel Hileman
Razing the Bar	Katherine Lartigue
Roots Community Health Center	Otis Perry
Roots Community Health Center	Otis Perry
Sacred Heart Community Service	Paulina Soto
Salvation Army	Daniel Guhl
Santa Clara County Behavioral Health	Jeremy Golden
Santa Clara County Office of Reentry Services	Juan Vela
Santa Clara County Social Services Agency SSI Advocacy Program	cassandra brezel
Santa Clara County, Social Services Agency	Khoi Nguyen
SCC OSH	Viji Venkat
School Health Clinics of Santa Clara County	Yeshe Mengesha
Silicon Valley Independent Living Center	Angelica Holguin
SJSU Research Foundation	Cindy Parra
St. Joseph's Family Center	Jose Macias

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<i>Starlight Community Services</i>	<i>Kutlo Rasetshwane</i>
<i>Sunnyvale Community Services</i>	<i>Catherine Farry</i>
<i>Superior Court Of CA, County of Santa Clara</i>	<i>Roxanna Frias</i>
<i>The Health Trust</i>	<i>Amy Ho</i>
<i>The Salvation Army</i>	<i>Cesar Esquivel</i>
<i>The United Effort Organization, Inc.</i>	<i>Wei E</i>
<i>UNK</i>	<i>Molly Orsburn</i>
<i>VHHP</i>	<i>Lindsay Cross</i>
<i>Victory Outreach</i>	<i>Irma Gonzalez</i>
<i>West Valley Community Services</i>	<i>Benaifer Dastoor</i>