



# May 2022 Agency Admin. Minutes

## AGENDA ITEMS

- CoC Updates
- UPLIFT Updates
- Your Assistance is Requested: *User Satisfaction Survey*
- HMIS Newsletter
- Special Guest Speaker: *Kioni Williams - Roots Community Health Center*
- Data Quality: *Notes - Agency, Program and Services*
- HIC/PIT Updates
- New Program Requests: *Guidance*
- Resource: *End User Resource Document*
- Reminders
- Next Month's Meeting

## CoC Updates

- The CoC NOFO Committee finis Youth Action Board, please reach out to Hong at [hong.cao@hhs.sccgov.org](mailto:hong.cao@hhs.sccgov.org)
- YHDP proposals will be presented to the CoC Board for approval at the in Junehed discussing options for changes to this year's CoC competition in advance of HUD's publishing of the NOFO
  - a. Recommendations will be presented to the CoC Board at its Board meeting on May 17<sup>th</sup>
- Coordinated Entry Work Group Meeting – May 12<sup>th</sup>, 1 to 2:30 p.m.
  - a. We will continue to discuss the coordinate entry re-design process and report back on the prioritization committee
  - b. Prioritization Committee is scheduled to convene on May 9<sup>th</sup>
- Youth Homelessness Demonstration Program (YHDP)
  - a. The Coordinated Community Plan was approved by HUD in April!
  - b. YHDP funding and RFP
  - c. Proposals are due Friday, May 13<sup>th</sup>

- d. If you have questions, contact [santaclaracoc@homebasescc.org](mailto:santaclaracoc@homebasescc.org)
- e. The Request for Proposals (RFP) document, application materials, and supporting resources **are available online here**
- f. If you would like to be involved in the implementation of the YHDP strategic plan or if you have recommendations on young adults for the

## CoC Upcoming Meetings

### Service Providers Network Meeting

When: Wednesday, May 11th, 2022

Time: 9:30am – 11:00am

Where: [Zoom](#)

### Coordinated Entry Work Group

When: Thursday, May 12th, 2022

Time: 1:00pm-2:30pm

Where: [Zoom](#)

### SCC TA Office Hours

When: Wednesday, March 30<sup>th</sup>, 2022

Time: 10:00am-11:00am

Where: Zoom Meeting

### Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, May 12th and 26<sup>th</sup>, 2022

Time: 3:00pm-4:30pm

Where: Virtual Meeting

## UPLIFT Updates

- Currently processing Q-4 April - June
- We have about 70 passes left for rest of this quarter
- **There will be no replacements for lost passes this quarter to save the remaining passes for special requests only**
- We will be going back to allocations next



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quarter, and more information about that will be forthcoming

- Please update “**Assigned Staff**” for all new UPLIFT program enrollments:
  - a. Case Load Transfers
  - b. Inactive staff
  - c. Avoid having 2 assigned staff listed for the client under UPLIFT
    - i. *(this duplicates on reports and may not get processed)*
- Continue to email uplift@hhs.sccgov.org for all UPLIFT communications

### 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)**

### User Satisfaction Survey



*Link Embedded in image!*

### *Here's how you can help out...*

- ✓ SCC OSH considers this survey to be useful and instrumental in determining how well HMIS is working for all users - *it will only take a few minutes*
- ✓ Please encourage HMIS End Users at your agency to complete the Survey
- ✓ If YOU have not already done so, please complete the survey as well
- ✓ We have about 1k users, but a minimum amount of completed survey

### HMIS Newsletter - April 2022



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



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### Special Guest Speaker: Kioni Williams, Roots Community Service!

*Please see the slide deck for details of that presentation!*

### Data Quality: Notes - Agency, Program & Services

Title	Category	User Full Name	Date
AGENCY LEVEL	No Category	Lesly Soto Bright	04/06/2022

#### Agency Level Notes

**All notes** unless directed by Agency Lead should be entered at the Agency Level

Enrollment	History	Assessments	Notes	Files
Client Program Notes				

#### Program Level Notes

Program Notes entered should relate to the program enrollment itself and/or should be entered as directed by the Agency Lead

Services	Life Skills
Basic Needs	Life Skills
Benefits Screening	Life Skills
Case/Care Management	Case Management

Some **Agencies** have Services available at the Agency Level - these do not require a program enrollment.

Enrollment	History	Provide Services	Assessments	Notes	Files
Services					
Assistance with Public Benefits					
Case/Care Management					

The Services provided at the **Program level** will have the program name just right above it - this helps identify the program selected.

Once a service is entered either at the Agency or Program Level the option to enter **SERVICE NOTES** will look like this. Enter notes as they relate to the service only - or as directed by Agency Lead.

### HIC/PIT Updates - PIT

**THANK YOU FOR ALL OF YOUR HARD WORK AND DEDICATION TO ENSURING ALL THE DATA IS CLEANED AND READY FOR HIC/PIT SUBMISSION!**

#### Lessons Learned

- ✓ **BUI:** Important to monitor BUI to ensure it reflects utilization for programs
  - There were several programs that had either low or high utilization
- ✓ **Program End Date:** Ensure programs that have ended have all clients exited
- ✓ **Household Management:** Data quality around HoH is crucial to reporting, making sure minors are not listed as HoH unless they are enrolled in RHY programs
  - Identifying who the HoH is within a household
- ✓ *Please respond to DQ inquiries by or before deadline*

### New Program Requests - Guidance

*Thank you for using the forms to submit New Program Requests!*

- ✓ All requests will be acknowledged within 24-48 hours of receipt (excluding weekends and holidays)



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- ✓ **SCC OSH will need to APPROVE and REVIEW** requests before program can be added to HMIS
- ✓ **SCC OSH Program Managers** may reach out to you directly to get clarification on program requests and/or services being requested
- ✓ Once approved by SCC OSH you will be notified
- ✓ Once program is added to HMIS you will be notified
  - *It is your responsibility to review the program set-up and confirm all is good to go*
  - No news from you is good news to us...**no changes will be made**
  - **IF** you need changes respond ASAP and please be specific to the change(s) in question
    - *SCC OSH will need to review any changes made after original submission*

*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!*

### Reminders...

### 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*

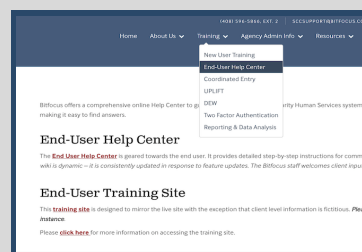
- From the Training Tab select the End-User Help Center drop down
- Scroll to the End-User Training Site
- Contact the Help Desk to gain access at [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)
- You should complete all required training as usual
- Practice entering client information and uploading docs. in an agency/program set-up to mirror your current agencies set-up in the live HMIS website

### Resource - End User Document

**HMIS End User Resource Document**

As an HMIS End User there are many resources available to assist in navigating HMIS. This document provides a shortcut to where these resources can be found.

- Accessing HMIS**  
Requirements for a log in to conduct data entry
- Online Clarity General Training** (prerequisite for account creation)
- Pre-recorded SCC HMIS Client Consent Training** (prerequisite for account creation and is required on an annual basis)
- Live SCC VI-SPDAT Training\*** hosted by SCC. Please note this training is required if you will be administering the VI-SPDAT assessment at your agency
- UPLIFT Training** is available for all users who request UPLIFT transit passes for their clients. UPLIFT training is mandatory. Users must complete training before they will be authorized to request UPLIFT passes
- UPLIFT Training page**
- Newsletters**  
Be in the know of changes to HMIS or new policies around data entry, data standards and reporting [here!](#)
- Forms & Manuals**  
Here you can find all the different forms used for data entry to HMIS from client forms to assessments.
- Translated Forms & Other Tools**  
References [here!](#)
- User Account Management**  
**Modification Requests.** If you require a new access role, complete any required training and connect with your Agency Lead to approve the change and request. Have your Agency Lead then contact the Help Desk at [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)
- Your email is NOT your User Name! If you are uncertain of what that is, connect with the Community Admin ([scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)) team or contact the Help Desk to find out. If you have not used Clarity HMIS in 90 or more days, your account will be inactive due to SCC OSH's auto-deactivation policy. Connect with the Bitfocus help desk to reactivate your account.
- If it has been more than a year, you will have to retake the [Clarity Human Services General Training](#) in addition to the request.
- Reactivated user accounts must be logged within 24-hours of reactivation, or they will automatically revert back to the deactivated status. [Log in to HMIS here!](#)
- Clarity Human Services FAQ Training**  
We're excited to offer this [FAQ course](#)! Our sole intent in offering this course is to get you answers quickly, efficiently, and in a way that is easy to learn. Here we answer questions that would typically result in a ticket through our Help Desk. We find that offering these resources ad hoc gives our users the ability to find answers quickly.
- Have Questions?**  
Check out these resources available to you.
- Help Desk:** [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)  
Phone Number: (408) 596-5866 Ext. 2  
Sys. Admin. Team: [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)
- Bitfocus Clarity Human Services Help Center**  
How can we help? Check out all the resources [here!](#)
- Virtual Suggestion Box!**  
Want to share something or make a request? [Here](#) is where to do it! And it's anonymous.



*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

*Link Embedded in image!*



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(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

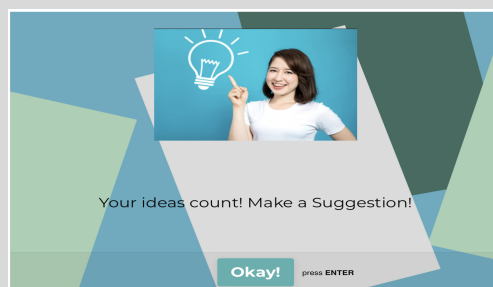
(408) 596.5866 Ext. 2

### 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 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:



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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 Representative	Agency Name
Luis Gonzalez	Abode Services
Aida Tesfai	Abode Services
Will Hoffer	Abode Services
Rani Jain	Abode Services
Sabrina Lamontagne	African American Community Service Agency
Aurora Olivares	Amigos de Guadalupe: Center for Justice & Empowerment
Kris Kuntz	Anthem Blue Cross
Norma Aguilar	AOT

Sangeeta Chibber	BACH
Lesly Soto Bright	BF
Lorena Madrid	BHSD
Aretha Cromwell	Bible Wau/Destiny
Sujata Panda	Bill Wilson Center
Santiago Jimmy Lopez	Breakout Prison Outreach
David Marez	Breakout Prison Outreach
Anthony Ortiz, Jr.	Breakout Prison Outreach
Laura Foster	BWC
Randi Rosen	BWC
Julian Delgadillo	California Youth Outreach
Renee Ridgway	Carry the Vision
	Catholic Charities of Santa Clara County
Consuelo Collard	
Steven Martinez	Cityteam Ministries
Brandi Jothimani	Community Services Agency
JaVonne Lewis	Community Solutions
Mark Fries	Community Solutions
Caroline Mireles-Sailor	Conxion to Community
	County: SCVHHS - BHSD (MHD - DTC)
Jeremy Golden	
Nathaniel Montgomery	CSJ
Maureen Damrel	Destination: Home
Justin Damrel	Downtown Streets Team
Alexander Le	Family Supportive Housing
Sophie Smith	Gardner Health Services
Jacqueline Bischof	Grace Solutions
Richard Audon	Health Trust
Teresa Moore	HomeFirst
Teresa Moore	HomeFirst
Jessica Newham	HomeFirst
Alisha Parret	HomeFirst
Hunter Scott	HomeFirst
Shireen Alinani	Housing Choices
Shireen Alinani	Housing Choices Coalition





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Traci Pickett	HVEHF
Albert Nguyen	ICAN
Kenya Rawls	JobTrain
Darcie Green	Latinas Contra Cancer
Cynthia Mar	LifeMoves
Stuart Richardson	Midtown Family Services
Augmon LaTima	Mission Possible
Tina Sentner	Mission Street Recovery Station
Mai Nguyen	Momentum for Health
Tal Leibovici	MOVE Mountain View
Candido Anicete	NEMS
Marc Paratore	None Listed
Juan Guel	Office of Supportive Housing
Rebecca Siqueiros	Office of System Integration and Transformation-CCSP
Maria Ruiz	OSH
Steven Tong	OSH
Hong Cao	OSH
Juan Vela	OSH
Jazmine Wong	OSH
Ashley Orpilla	Parisi House on the Hill
Aiko Yep	PATH
Roseann Martinez	Pathway Outpatient
Rita Anzualda	Pathway Society Inc.
Rachel Hileman	Peninsula Healthcare Connections - New Directions
Jan Bernstein Chargin	PitStop Outreach
Katherine Lartigue	Razing the Bar
Molly Orsburn	Razing the Bar
Otis Perry	Roots Community Health Center
Kioni Williams	Roots Community Health Center
Cesar Esquivel	Salvation Army
Daniel Guhl	Salvation Army

Leila Qureishi	Santa Clara County
Elisha Heruty	Santa Clara County OSH
Chrissy Cheung	Santa Clara County Public Health Department
Khoi Nguyen	Santa Clara County, Social Services Agency
Viji Venkat	SCC OSH
Don Le	SCC PDO
Rose Pierre	School Health clinics
Yeshe Mengesha	School Health Clinics of Santa Clara County
Paulina Soto	SHCS
Angelica Holguin	Silicon Valley Independent Living Center
Cindy Parra	SJSU Research Foundation
cassandra brenzel	Social Services Agency SSI Advocacy/Vocational Services
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
Milleka Wheeler	Teen Challenge
Amy Ho	The Health trust
Wei E	The United Effort Organization, Inc.
Maria Magallanes	VAPAHCS
Lindsay Cross	VHHP
Irma Gonzalez	Victory Outreach
Benaifer Dastoor	West Valley Community Services
Jade Bradley	WVCS