



June 2022 Agency Admin. Minutes

AGENDA ITEMS

- User Satisfaction Survey - *Results!*
- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- Feature Focus Updates - *What You Should Know!*
- Data Quality - *Bed and Unit Inventory Emails & Next Steps*
- Upcoming DEW - *Navigating the HMIS Report Library & The Importance of Data Quality*
- Reminders
- Next Month's Meeting

2022 SCC Annual User Survey Satisfaction Survey

Please review slides provided for details.

CoC Updates

- 1. The CoC Board approved NOFO Committee recommendations at its May 27th Board meeting**
 - a. Recommendations presented:
 - i. Client Feedback Process
 - ii. Implement this year, but not to be included in scoring until next year
 - iii. Changes to Qualitative Factors for Housing First, Alignment with CoC Priorities, Client Participation
 - iv. Racial Equity Scoring Factors
 - v. Reducing Application Burden
- 2. Coordinated Entry Redesign**
 - a. Prioritization Committee is meeting every Monday (since 5/9)
 - b. Establish guiding vision and goals for the redesign process, identify priorities, and define "vulnerability"
- 3. Youth Homelessness Demonstration Program (YHDP)**
 - a. Final plan will be presented to CoC

Board on 6/17

- b. Project applications due in eSnaps by 6/30
- c. Implementation planning (June – August)

CoC Upcoming Meetings

Service Providers Network Meeting

When: Wednesday, June 8th, 2022

Time: 9:30am – 11:00am

Where: [Zoom](#)

CoC Training : CoC Program Compliance 101

Training Series

When: Thursday, June 9th, 2022

Time: 11:00am-12:00pm

Where: [Zoom](#)

Data Engagement Workshop - DEW

When: Thursday, June 16th, 2022

Time: 10:00am-12:00pm

Where: [Zoom](#)

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, June 9th and 23rd, 2022

Time: 3:00pm-4:30pm

Where: Virtual Meeting

Practice Documenting Category 1 Eligibility

When: Thursday, June 9th, 2022

Time: 11:00am-12:00pm

Where: [Zoom](#)

Performance Management Work Group (PMWG)

When: Thursday, June 16th, 2022

Time: 1:00pm-2:30pm

Where: [Zoom](#)

SCC TA Office Hours

When: Wednesday, June 29th, 2022

Time: 10:00am-11:00am

Where: [Zoom](#)



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UPLIFT Updates

- Quarter 1 begins on 6/17/2022
- **We are returning to the practice of quarterly allocations**

- Starting 6/17/2022 – 7/31/2022 you can request number of allotted passes
- Starting 8/1/2022 remaining passes will be pooled, and requests processed on a first come first serve basis

- An allocation survey was sent last

Thursday on May 26th

- Provide an estimate of how many stickers you will need for the July – September quarter
 - Deadline to submit survey is **5pm on 6/2/2022**
 - If you do not respond, your agency will be assigned allocation based on (1) availability and (2) number of passes requested for Apr-Jun quarter
- Allotments will be shared before start of new quarter
 - Allocation details can be found in the **[UPLIFT handbook](#)**
 - Please send all email communications to

UPLIFT@hhs.sccgov.org - *PLEASE DO*

NOT email individual employees!

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

Link Embedded in image!

HMIS Newsletter - May 2022



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

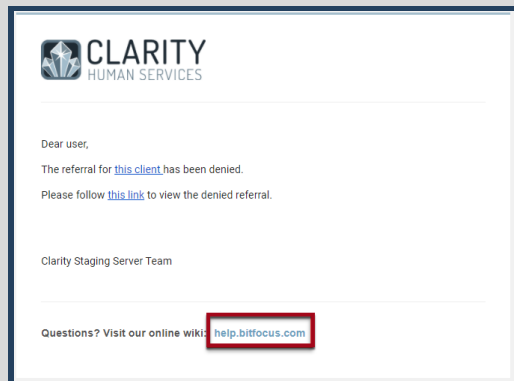


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Feature Focus Updates - *What You Should Know!*

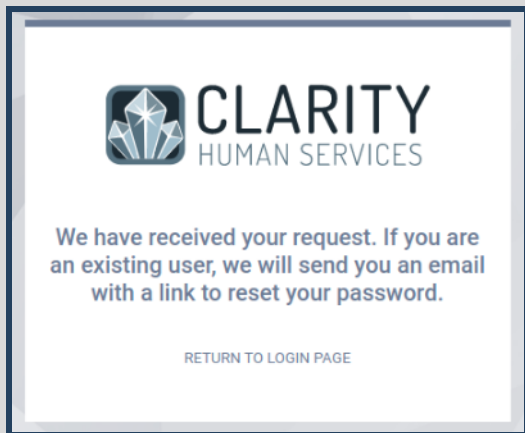
Updated: Help Center Link in System Emails

Overview: We have updated the Help Center link in all emails sent by the system from get.clarityhs.help to help.bitfocus.com.



Updated: "Forgot Password" Response

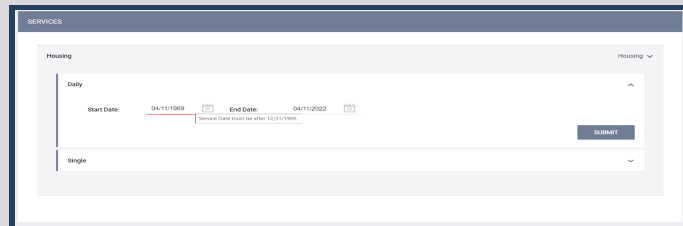
Overview: When a user clicks the FORGOT PASSWORD link and enters an email address, the system will now display the following message: "We have received your request. If you are an existing user, we will send you an email with a link to reset your password."



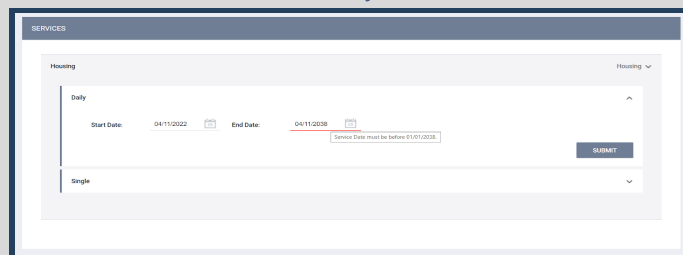
Updated: Service Transaction Date Validation Language

Overview: The system now checks to make sure that dates entered for service transactions (Start Date, End Date, Date, and Event Date) are between January 1, 1970 and January 1, 2038.

If you enter a date that is before 01/01/1970, you will see the following message: "Service Date must be after 12/31/1969." You will not be able to submit the service transaction until you correct the date.



If you enter a date that is after 01/01/2038, you will see the following message: "Service Date must be before 01/01/2038." You will not be able to submit the service transaction until you correct the date.



Data Quality - *Bed and Unit Inventory Emails & Next Steps*

Email Messaging that went out:

You are receiving this message because you are listed as the Agency contact for Abode. We are seeking your assistance in ensuring that we have the correct Bed and Unit Inventory (BUI) for your program(s). HMIS must have an accurate record of bed and unit inventory information for all residential projects (ES, TH, SH, RRH, PSH). An accurate and up-to-date housing inventory is essential to managing vital housing resources in the community. This message will go out monthly.

Instructions: Review the Bed/Unit Inventory table attached. If there are changes or additions to the bed or unit inventory complete the **BUI Update Form here.** The table also shows the approximate recent utilization to aid in this determination. Please verify and/or provide updates to the Bed/Unit inventory by Friday, May 27, 2022.

Please be sure and...

- ✓ Review the report provided

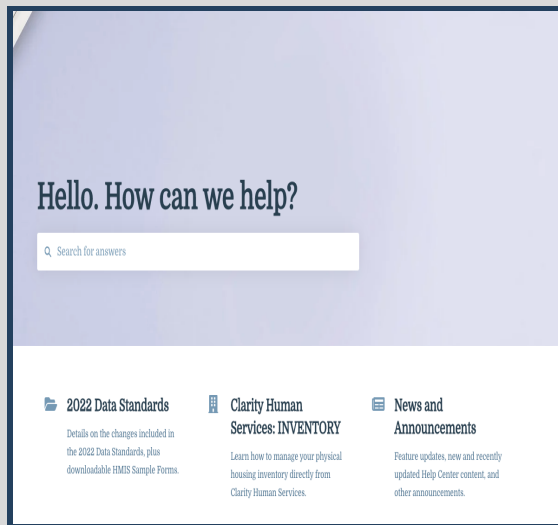


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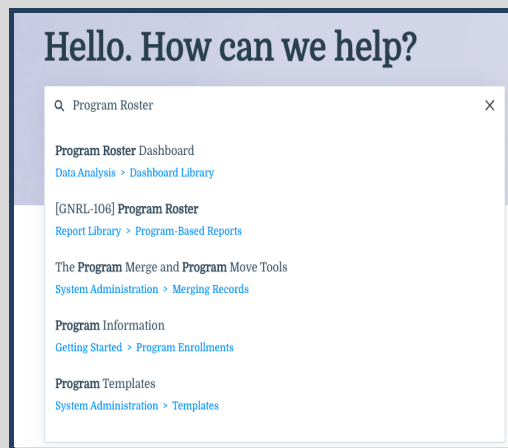
- ✓ If current availability is in the negative (-) please make sure to...
 - Exit Clients were necessary
 - Update BUI to reflect amount of clients residing in program
- ✓ If total in use is zero (0), please also revise BUI or be sure to enter clients
- ✓ If overall capacity needs to be updated please submit the BUI Update Form ASAP
- ✓ Please submit revisions by due date provided
- ✓ Recall that BUI affects Federal Reporting & Data being used by SCC OSH

Reminders

Clarity Human Services Help Center

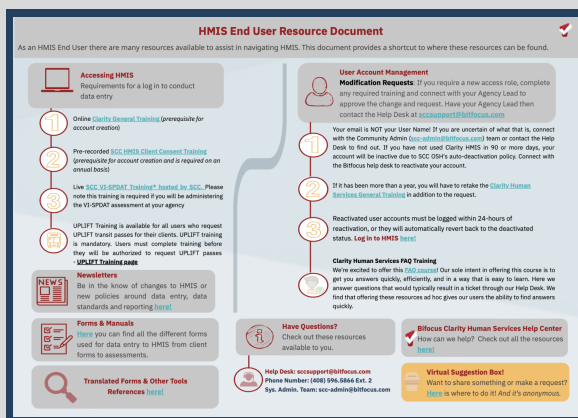


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HMIS End User Document



Upcoming DEW - *Navigating the HMIS Report*

Library & The Importance of Data Quality

Santa Clara County's CoC, in collaboration with Bitfocus, hosts quarterly **Data Engagement Workshops** aimed at increasing data literacy at agencies in the region. The workshops consist of a series of training opportunities and development of learning materials for the CoC and community partners.

*In this workshop we will provide users with a comprehensive overview of the **HMIS Report Library** including **Data Analysis** and the importance and usefulness of the data quality as part of program evaluation and improvement. This is a great workshop for staff who want to learn how to better utilize the tools in Clarity!*

Thursday, June 16th, 2022

10:00am - 12:00pm

[Register HERE!](#)



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Check out our latest addition to Resources for End Users!

It's a one STOP shop for all items End User related

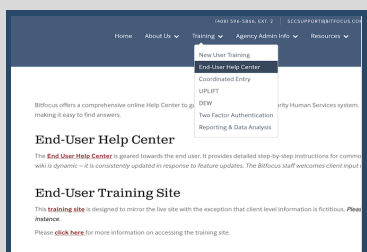
Please be sure and share this practical and easy to use resource!

Clarity HMIS Training Site

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

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



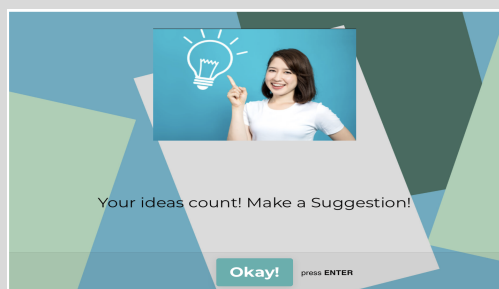
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Making Changes in HMIS Program Set-Up

- 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, July 7th, 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 Name
Luis Gonzalez	Abode Services
Randi Rosen	Abode Services
Will Hoffer	Abode Services
Aurora Olivares	Amigos de Guadalupe (ADG)
Anthony Ortiz# Jr.	Breakout Prison Outreach
Laura Foster	BWC
Renee Ridgway	Carry the Vision
Consuelo Collard	Catholic Charities
William Bailey	Catholic Charities



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<i>Brandi Jothimani</i>	<i>Community Services Agency</i>
<i>Mark Fries</i>	<i>Community Solutions</i>
<i>Caroline Mireles-Sailor</i>	<i>Conxion to Community</i>
<i>Chrissy Cheung</i>	<i>County of Santa Clara: PHD</i>
<i>Khoi Nguyen</i>	<i>County: SSA</i>
<i>Shelby Booker</i>	<i>Covenant House California</i>
<i>Maureen Damrel</i>	<i>Destination: Home</i>
<i>Aretha Cromwell</i>	<i>Destiny Reentry</i>
<i>Justin Damrel</i>	<i>Downtown Streets Team</i>
<i>Alexander Le</i>	<i>Family Supportive Housing</i>
<i>Sophie Smith</i>	<i>Gardner Health Services</i>
<i>Alisha Parret</i>	<i>HomeFirst</i>
<i>Shireen Alinani</i>	<i>Housing Choices</i>
<i>Albert Nguyen</i>	<i>ICAN</i>
<i>Kenya Rawls</i>	<i>JobTrain</i>
<i>Cynthia Mar</i>	<i>LifeMoves</i>
<i>Tina Sentner</i>	<i>Mission Street Sobering Center</i>
<i>Mai Nguyen</i>	<i>Momentum for Health</i>
<i>Candido Anicete</i>	<i>NEMS</i>
<i>Murali Athuluri</i>	<i>NEMS</i>
<i>Greta Siegrist</i>	<i>New Directions</i>
<i>Marcell Leath</i>	<i>No Agency Provided</i>
<i>Rebecca Siqueiros</i>	<i>Office of System Integration & Transformation-CCSP Program</i>
<i>Steven Tong</i>	<i>OSH</i>
<i>Aiko Yep</i>	<i>PATH</i>
<i>Rachel Hileman</i>	<i>Peninsula Healthcare Connections - New Directions</i>
<i>Katherine Lartigue</i>	<i>Razing the Bar</i>

<i>Otis Perry</i>	<i>Roots Community Health Center</i>
<i>Jeremy Golden</i>	<i>SCC: Behavioral Health</i>
<i>Elisha Heruty</i>	<i>Santa Clara County OSH</i>
<i>Hong Cao</i>	<i>Santa Clara County OSH</i>
<i>Jazmine Wong</i>	<i>Santa Clara County OSH</i>
<i>Juan Guel</i>	<i>Santa Clara County OSH</i>
<i>Leila Qureishi</i>	<i>Santa Clara County OSH</i>
<i>Maria Ruiz</i>	<i>Santa Clara County OSH</i>
<i>Viji Venkat</i>	<i>Santa Clara County OSH</i>
<i>Rose Pierre</i>	<i>School Health Clinics of SCC</i>
<i>Paulina Soto</i>	<i>SHCS</i>
<i>Angelica Holguin</i>	<i>Silicon Valley Independent Living Center</i>
<i>Cindy Parra</i>	<i>SJSU Research Foundation</i>
<i>Kutlo Rasetshwane</i>	<i>Starlight Community Services</i>
<i>Catherine Farry</i>	<i>Sunnyvale Community Services</i>
<i>Roxanna Frias</i>	<i>Superior Court of California, SCC</i>
<i>Richard Audon</i>	<i>The Health Trust</i>
<i>Yukiko Hatanaka</i>	<i>The Health Trust</i>
<i>Wei E</i>	<i>The United Effort Organization, Inc.</i>
<i>Maria Magallanes</i>	<i>VA PAHS System</i>
<i>Jade Bradley</i>	<i>West Valley Community Services</i>