



July 2022 Agency Admin. Minutes

AGENDA ITEMS

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter - *Highlight Agency Admin. Attendance - Things to Keep In Mind*
- Special Guest Speaker - *Downtown Streets Team*
- Bitfocus Data Quality Reports Training
- Resources - *SCC HMIS Website*
- Security Checklist - *Due July 29th!*
- Reminders
- Next Month's Meeting

CoC Updates - Presented Live by Hong Cao -

YHDP Update:

1. The Youth Action Board presented final recommendations for award to the CoC Board on June 17th after a two week process for the Review and Rank Panel to score project applications and conducted applicant interviews independently. The recommendations are:
 - Covenant House: approximately \$3,045,935 funding for Transitional Housing-Rapid Rehousing (TH-RRH) Program
 - Razing the Bar: approximately \$542,195 for Permanent Supportive Community (TH-RRH)
 - Bill Wilson Center: approximately \$2,333,308 for Rapid Rehousing
 - Community Solutions: approximately \$2,202,928 for Young Adult Casitas Pacificas
 - STAR Program: approximately \$2,172,640 for Transitional Housing-Rapid Rehousing Program
2. Coordinated Entry System Redesign
 - Prioritization Committee has been meeting over the past month and half and are

finalizing recommendations to present to the CoC Board

- Prioritization Committee will present updates at the Coordinated Entry Workgroup on July 14, 2022
- Next step is for Implementation Committee to convene in early fall

CoC Upcoming Meetings

Service Providers Network Meeting

When: Wednesday, July 13th, 2022

Time: 9:30am – 11:00am

Where: [Zoom](#)

Coordinated Entry Work Group

When: Thursday, July 14th, 2022

Time: 1:00pm-2:30pm

Where: [Zoom](#)

SCC TA Office Hours

When: Wednesday, July 6th and 27th, 2022

Time: 10:00am-11:00am

Where: [Zoom](#)

Rapid Rehousing and Employment Initiatives Meeting

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

Time: 3:00pm-4:30pm

Where: Virtual Meeting

UPLIFT Updates

- We are currently processing Q-1 July-August, we have processed about 1,681 stickers so far.
- Until 7/31/2022 agencies may request up to their allotted total allocation limit.
 - a. Unused pooled sticker requests start 8/1/2022 and will be processed on a first come first serve basis until all passes have been distributed.
- **New client request:** [Program enrollment is](#)



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the first request you make for that client's pass, please do not create a status or an annual assessment on the same day.

- **For renewing/ continuing clients:** Create a status assessment or an annual assessment only for continuing clients who have been with the program for one year.
- Sharing the **UPLIFT handbook** (embedded link)
 - a. Continue to email UPLIFT@hhs.sccgov.org for any questions.

UPLIFT Pass Pickup Instructions:

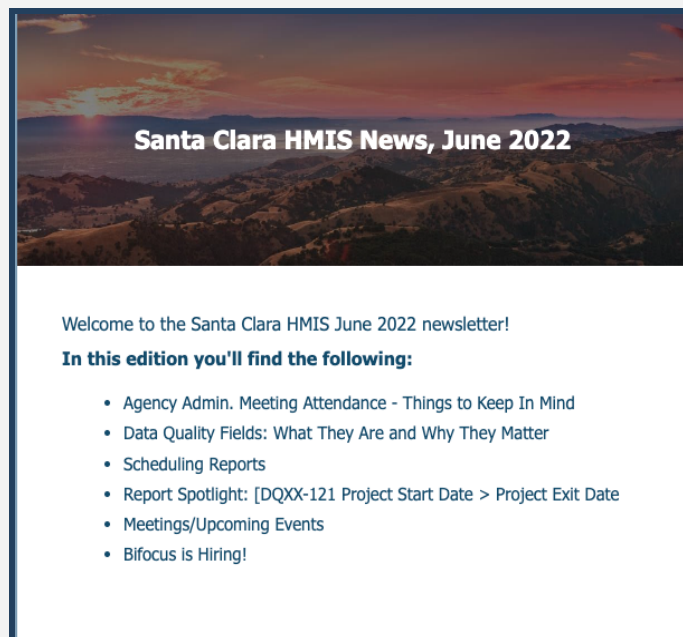
- Location:
Office of Supportive Housing (OSH)
2310 N. First St., Suite 201 San Jose CA
95131
Please use sign in sheet and declare you are symptom free
- Time:
9:00am - 4:00pm During the Week
Exception Friday from 9:00am-1:00pm
(drop in or email UPLIFT to schedule a pickup time if you prefer)

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 - June 2022



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

HMIS Newsletter Highlight - Agency Admin. Attendance - Things to Keep In Mind

Who should attend these meetings?

- ✓ *In most cases it should be the designated Agency Lead, this would be someone that has completed all required HMIS training and who has signed the Technical Administrator Agreement (TA) and is familiar with HMIS related data.*
- ✓ *We understand that sometimes the designated Agency Lead cannot make a meeting, and when that happens the Agency Lead can designate a representative to attend in their absence, however this should be the exception and not the rule.*

Though anyone is welcome to attend the meetings, we encourage agencies to identify a consistent representative who is authorized to provide feedback on behalf of the organization and who is positioned to disseminate the training,



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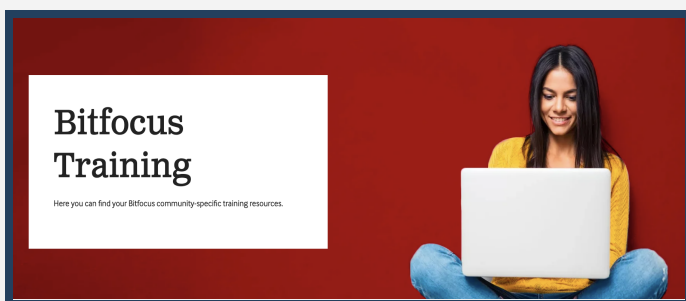
information, and materials shared in the Agency Admin meeting.

If you do attend and have a concern, we encourage you to reach out to the Help Desk at sccsupport@bitfocus.com, or to our Sys. Admin Team at scc-admin@bitfocus.com or submit a Suggestion in our Virtual Suggestion Box! Anonymity is optional.

Special Guest Speaker - *Downtown Streets Team*

Please see posting for slides from this presentation

Bitfocus Data Quality Reports Training



About this course

Intended audience: Agency Managers

About this course: This course explains how to use three of the reports available in Clarity Human Services (Annual Performance Report, Program Roster Report, and Program Details Report) to address data quality issues.

Topics include:

- Which parameters should I select when I run the reports?
- How often should I run the reports?
- Which data elements should I focus on when reviewing the reports?
- What are some examples of issues I might find?

Requirement for successful completion: Watch all 5 videos in this course.

Prerequisites: None, but we do recommend completing the "Understanding the Impact of Clean Data" course before beginning this course.

About our subscription and on-demand courses

Our on-demand courses are prerecorded, delivered online, and available immediately after purchase. Bitfocus reserves the right to add, modify, or remove classes from our subscription offerings at any time. For more information, contact support@bitfocus.com

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Data Quality Reports

3 of 8 lessons completed (37%)

[Resume](#)

Link embedded in image!

*You can access this training and various others **HERE!***



Resources - *SCC HMIS Website*

Security Checklist - *Due End of Month*

Appendix B: Quarterly Compliance Checklist

SANTA CLARA COUNTY HMIS QUARTERLY COMPLIANCE CERTIFICATION CHECKLIST	<input type="checkbox"/> Quarter 1	HMIS Partner Agency Name :	
	<input type="checkbox"/> Quarter 2		
	<input type="checkbox"/> Quarter 3	Security Officer Name:	
	<input type="checkbox"/> Quarter 4	Date:	

Workstation Security Standards

In partnership with Santa Clara County, Clarity Human Services Software, a division of Bitfocus, Inc., administers the County's Homeless Management Information System ("HMIS"), a shared database software application which confidentially collects, uses, and releases client-level information related to homelessness in the County. Client information is collected in the HMIS and released to nonprofit housing and services providers (each, a "Partner Agency," and collectively, the "Partner Agencies"), which use the information to improve housing and services quality. Partner Agencies may also use client information to identify patterns and monitor trends over time; to conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; to enhance inter-agency coordination; and to monitor and report on the quality of housing and services. This Compliance Certification Checklist is to be completed and certified quarterly by the Partner Agency Security Officer for the HMIS Partner Agency named above according to the schedule outlined below. Each Agency workstation used for HMIS data collection, data entry, or reporting must be certified compliant. Any identified compliance issues must be resolved within thirty (30) days. Upon completion, the original signed copy of this checklist should be retained in the records of the HMIS Partner Agency named above for a minimum of seven (7) years. Additionally, a copy should be made available to the SCC Bitfocus System Administration team (the "Lead Security Officer") at Clarity Human Services Software, a division of Bitfocus, Inc.

Compliance Certification Schedule:

- Quarter 1 (due by April 30th): New HMIS users or workstations created in Q1 (Jan-Mar)
- Quarter 2 (due by July 31st): New HMIS users or workstations created in Q2 (Apr-June)
- Quarter 3 (due by October 31st): New HMIS users or workstations created in Q3 (July-Sep)
- Quarter 4 (due by January 31st): ALL Active HMIS Users and Workstations

- ✓ Checklist is due for **NEW STAFF** added during Quarter 2 only (April - June)
- ✓ You will receive a list of new staff for you to complete verification for by July 20th
- ✓ Self Certification Forms **are not** to be submitted to us; please retain for your records
- ✓ If you do not submit your certification form



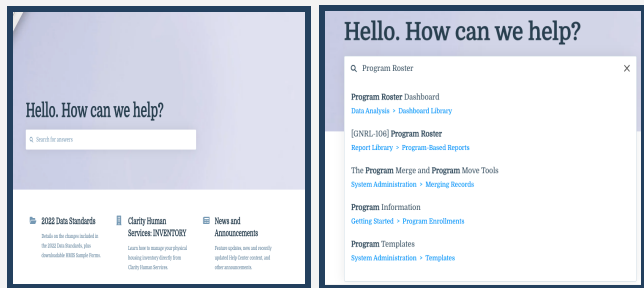
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ALL STAFF at your agency will loose HMIS access until it is submitted

✓ DUE DATE: Friday, July 29th 2022 EOB

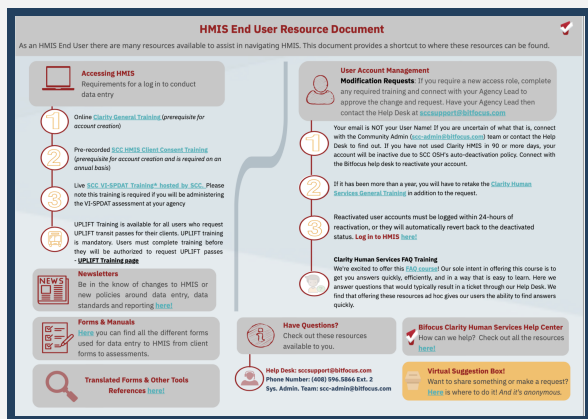
Reminders

Clarity Human Services Help Center



Link to page embedded in image!

HMIS End User Document



Link Embedded in image!

Check out our latest addition to Resources for End Users!

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

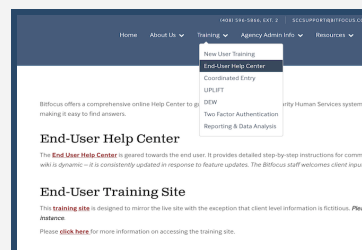
Please be sure and share this practical and easy to use resource!

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 \(click here to access\)](#)

Using the Help Desk

When requesting the following please be sure and contact the Help Desk:



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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.

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, August 4th,, 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



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know and we can make the necessary updates. Thank you for your time and patience.

Agency Representative	Agency
Luis Gonzalez	Abode Services
Randi Rosen	Abode Services
Will Hoffer	Abode Services
Aurora Olivares	Amigos de Guadalupe: Center for Justice & Empowerment
Anthony Ortiz# Jr.	Breakout Prison Outreach
Laura Foster	BWC
Jimmy Lopez	California Youth Outreach
Consuelo Collard	Catholic Charities of Santa Clara County
Steven Martinez	City Team Ministries
Brandi Jothimani	Community Services Agency
Mark Fries	Community Solutions
Caroline Mireles-Sailor	Conxion to Community
Chrissy Cheung	County of Santa Clara: Public Health Department
Juan Vela	County: Reentry Resource Center
Emma Vidal	County: SCVHHS - Ambulatory
Norma Aguilar	County: SCVHHS - BHSD AOTP
Cassandra Brenzel	County: SSA
Maureen Damrel	Destination: Home
Aretha Cromwell	Destiny Reentry
Justin Damrel	Downtown Streets Team
Edmund Campos	Downtown Streets Team
Jocelyn Curran	Downtown Streets Team
Kama Fletcher	Downtown Streets Team
Alexander Le	Family Supportive Housing

Alisha Parret	HomeFirst
Jessica Newham	HomeFirst
Shireen Alinani	Housing Choices
Albert Nguyen	ICAN
Kenya Rawls	JobTrain
Cynthia Mar	LifeMoves
Mai Nguyen	Momentum for Health
Darwin Ulep	Move MV
Candido Anicete	NEMS
Marcell Leath	No Agency Provided
Steven Tong	OSH
Ashley Orpilla	Parisi House on the Hill
Aiko Yep	PATH
Rachel Hileman	Peninsula Healthcare Connections - New Directions
Otis Perry	Roots Community Health Center
Cesar Esquivel	Salvation Army
Jeremy Golden	SCC Behavioral Health
Don Le	Santa Clara County Office of the Public Defender
Elisha Heruty	Santa Clara County OSH
Hong Cao	Santa Clara County OSH
Jazmine Wong	Santa Clara County OSH
Juan Guel	Santa Clara County OSH
Leila Qureishi	Santa Clara County OSH
Maria Ruiz	Santa Clara County OSH
Viji Venkat	Santa Clara County OSH
Rose Pierre	School Health Clinics of Santa Clara County
Paulina Soto	SHCS
Cindy Parra	SJSU Research Foundation
Gregory Nottage	Streets Team Enterprises

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Catherine Farry	Sunnyvale Community Services
Roxanna Frias	Superior Court of California, County of Santa Clara
Amy Ho	The Health Trust
Wei E	The United Effort Organization, Inc.
Maria Magallanes	VA Palo Alto Healthcare System
Jade Bradley	West Valley Community Services