August 2022 Agency Admin. Minutes

AGENDA ITEMS

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter
- Mandatory CE Assessor Workflow Training - *Next Steps*
- Highlight - *SCC Security Checklist*
- Report Spotlight - *[SCC-113-AD] System Housing Retention*
- Bitfocus Communications - *Are You In the Know?*
- Reminders
- Next Month's Meeting

CoC Updates

HUD Special NOFO to Address Unsheltered Homelessness

- 3-year grant term
- $11,109,104 available to Santa Clara County CoC

HUD NOFO (released August 1)

- Annual Renewal Demand: $30,311,646
- Estimated Bonus Amount: $1,515,582
- Estimated DV Bonus amount: $1,057,874

CoC Upcoming Meetings

Service Providers Network Meeting

When: Wednesday, August 10th, 2022
Time: 9:30am – 11:00am
Where: Zoom

SCC TA Office Hours

When: Wednesday, August 31st, 2022
Time: 10:00am-11:00am
Where: Zoom

Rapid Rehousing and Employment Initiatives Meeting

When: Thursday, August 11th and 25th, 2022
Time: 3:00pm-4:30pm
Where: Virtual Meeting

UPLIFT Updates

We are currently processing Quarter 1

July-September passes

- There are approximately 350 stickers left for the quarter
- The unused pooled sticker request period started on 8/1/2022
  - All requests will be processed on a first-come, first-served basis until all passes for the quarter have been distributed

Reminder

- To request an UPLIFT sticker (and/or badge), create EITHER a Program Enrollment for new clients OR a Status Assessment for continuing clients (clients who are already enrolled)
  - **Please DO NOT submit both**
- Please continue to email **UPLIFT@hhs.sccgov.org** with questions or issues

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:

<mark>9:00am - 4:00pm During the Week</mark>

<mark>Exception Friday from 9:00am-1:00pm</mark>

(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!

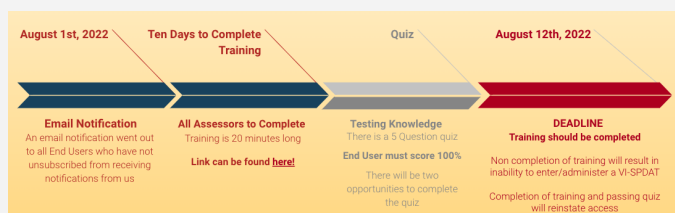## HMIS Newsletter - July 2022

Santa Clara HMIS News, July 2022

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

- Security Checklist Due!
- Mandatory Coordinated Entry Assessor Training
- Care Team vs. Assigned Staff
- Data Quality Reports Training
- July 2022 Feature Updates
- Meetings/Upcoming Events
- Training
- Bitfocus is Hiring!

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

Mandatory Coordinated Entry [CE] Assessor Workflow Training

August 1st, 2022	Ten Days to Complete Training	Quiz	August 12th, 2022
Email Notification An email notification went out to all End Users who have not unsubscribed from receiving notifications from us	**All Assessors to Complete** Training is 20 minutes long **Link can be found here!**	**Testing Knowledge** There is a 5 Question quiz **End User must score 100%** There will be two opportunities to complete the quiz	**DEADLINE** **Training should be completed** Non completion of training will result in inability to enter/administer a VI-SPDAT Completion of training and passing quiz will reinstate access

What happens if an End User does not pass the Quiz with a score of 100%?

End User will register and watch the training and complete the quiz - if they do not score 100% they can take it once more for a total of two opportunities	If End User does not pass the quiz after two attempts, they need to rewatch the training once more	End User will register for training a second time and complete quiz twice more

If End User does not pass the quiz after a fourth attempt they will be redirected to their Agency Lead

CE Assessor Workflow Training
2 of 2 lessons completed (100%)

Highlight - SCC Security Checklist

Thank you for your Security Checklist submissions!

If you have not submitted, please note End Uses have been disabled for the agency!

✓ Checklist is due for **NEW STAFF** added during specific quarter time frame

✓ <mark>You will be provided with a list of staff to submit</mark>

✓ Self Certification Forms **are not** to be submitted to us; *please retain for your records*

✓ If you do not submit your certification form ALL STAFF at your agency will loose HMIS access until it is submitted

Report Spotlight - [SCC- 113AD] System Housing Retention

REPORT LIBRARY   EXPLORE   DATA ANALYSIS

[SCC-113-AD] System Housing Retention   ★ | ▶ RUN   📅 SCHEDULE

System Housing Retention Report — **Santa Clara County CoC** Date Range: 07/01/2022 thru 07/31/2022

Note: These charts are based on the System Performance Measures (SPM Measure 2a and 2b). While the SPM report looks back in time, the HP Retention Report looks at exits during the report period and looks forward in time to find returns to homelessness. In order to get full results for Returns to Homelessness within 2 years, please select a date range that ends at least 2 years prior to the present date.

Households

Indicators of Homelessness	Exits to Permanent Housing	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0 - 180 days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
Enrollment into SO, ES, TH, SH, PH (based on System Performance Measures)		2	0.78%	0	0.00%	0	0.00%	2	0.78%
Enrollment in Services Only Program (excludes CCP and UPLIFT)	255	0	0.00%	0	0.00%	0	0.00%	0	0.00%
VI-SPDAT Assessment		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total		2	0.78%	0	0.00%	0	0.00%	2	0.78%
Enrollment in HP Program		0	0.00%	0	0.00%	0	0.00%	0	0.00%

Clients

Indicators of Homelessness	Exits to Permanent Housing	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0 - 180 days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years

✓ Custom report build specifically for Santa Clara County to analyze retention

✓ Report logic based on SPM Measure 2a and 2b (Returns to Homelessness)

✓ Date range must include 2 years for full results of returns but can provide a subset for date range and exit program and recidivism program type

REPORT LIBRARY

Administrator Reports   >   [SCC-113-AD] System Housing Retention

CoC	Santa Clara County CoC
Agency Status	All Agencies
Agency(-ies)	Choose... / All / Abode Services / African American Community Service Agency (AACSA) / Amigos de Guadalupe
Target Program Type(s)	Choose... / All / Emergency Shelter / Transitional Housing / PH - Permanent Supportive Housing (disability required for entry)
Target Program Status	Active Programs

✓ **Active Versus Inactive:** If you select active, consider any programs may have been made inactive during the report period.

✓ **Agency(ies):** Multiselect the agencies which clients have been exited from

✓ **Target Program(s):** These are the program/projects that will show up in your report. This is where clients **exited from** - when a permanent housing destination is the exit destination

Program Type(s) (Indicator of Homelessness)	Choose... / All / Emergency Shelter / Transitional Housing / PH - Permanent Supportive Housing (disability required for entry)
Program Status (Indicator of Homelessness)	All Programs
Program(s) (Indicator of Homelessness)	Choose... / All / 8th St/Keyes (formerly Leigh) / Allegan (formerly Lafayette) / BWC Homeless Prevention Services [CSJ]
Report Date Range	__/__/____ – __/__/____
Report Output Format	● Web Page ○ PDF ○ Excel

SUBMIT

✓ **Program(s) Indicator:** These are the programs/projects the clients have recidivated into or **enrolled** in

✓ Services Only and Prevention programs **do not** always indicate a return*

✓ **Report Date Range:** Exits during this period (return to homelessness can be anytime during or after the report period)

Bitfocus Communications - Are You In the Know?
The Importance of Communications
Conveying or sharing information that can impact

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End User experience as it relates to upcoming required trainings, changes to HMIS, program set-up questions and/or Federal Reporting

Bitfocus as the Sender
It is important that when we share information here or via emails, that information is shared with End Users - extract what you believe will impact their workflow and pass on the details - we often hear, "I was not informed of this change."

Sharing the "Message"
✓ *Share with staff, verbally, via email, or by sharing the slides and/or emails you receive from us regularly*
✓ *Encourage staff to bookmark and/or check the **SCC HMIS Web Page** often*
✓ *Ask End Users to **not** unsubscribe from emails we send out - we get sometimes they are many, but important*
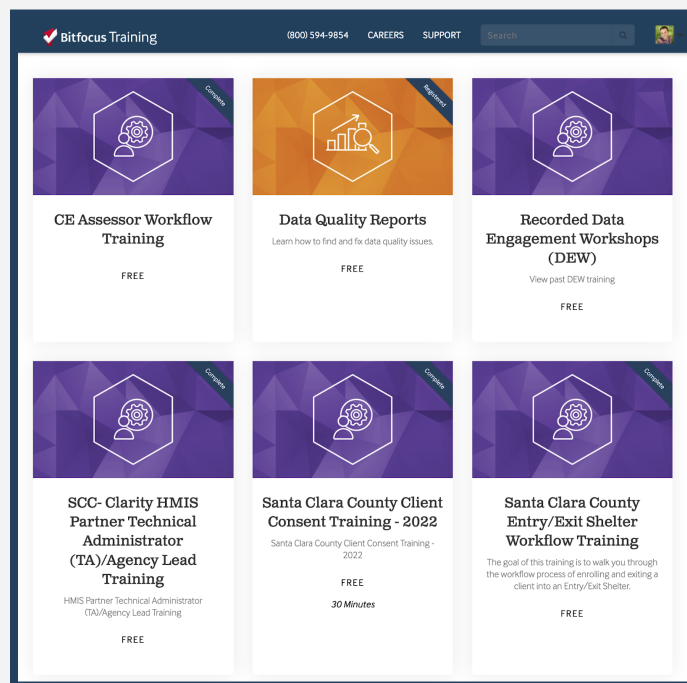✓ *Ask End User to please not ignore communications we send*

> 💡 The desired outcome or goal of any communication process is mutual understanding.

## Reminders
Clarity Human Services Help Center
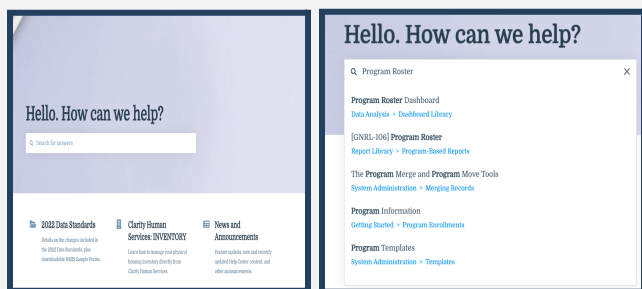
Link to page embedded in image!

Link to page embedded in image!

- **You must log in to access the trainings here**
- Multiple Training Opportunities and Refreshers
- Select the training you want to watch
- Don't have enough time to watch it all - pick up next time where you left off
- Have issues accessing? Let us know

HMIS End User Document
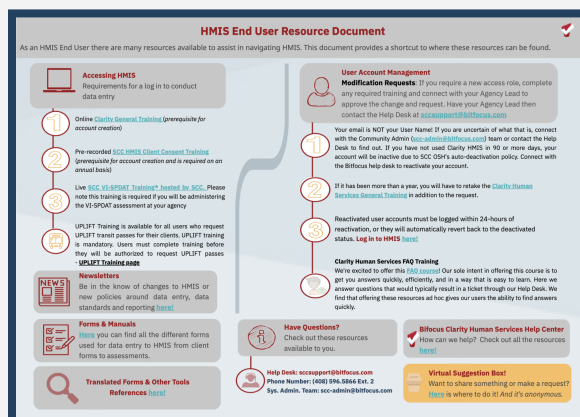
Link Embedded in image!

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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
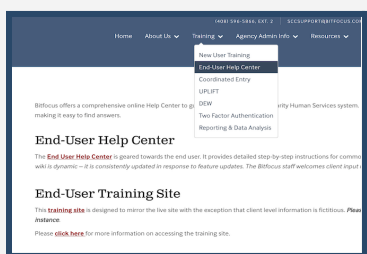
Click on the image above to access the content.

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)

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.

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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.

Your ideas count! Make a Suggestion!

Okay! press ENTER
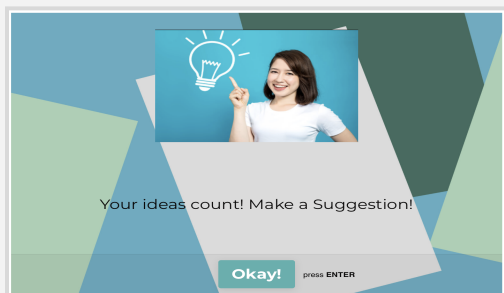
Have ideas about an enhancement and/or addition to HMIS?

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, September 1st, 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 Lead/Representative	Agency Name
Luis Gonzalez	Abode
Aurora Olivares	ADG
Aretha Cromwell	Bible Way
Laura Foster	BWC
Randi Rosen	BWC
Sujata Panda	BWC
Julian Delgadillo	California Youth Outreach
Renee Ridgway	Carry the Vision
Marcell Leath	City of San Jose
Steven Martinez	City Team Ministries
Mark Fries	Community Solutions
Chrissy Cheung	County of Santa Clara: Public Health Department
Jeremy Golden	County: SCVHHS - BHSD (MHD - DTC)
Lorena Madrid	County: SCVHHS - BHSD SUTS
Khoi Nguyen	County: SSA
Alexander Le	Family Supportive Housing

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Sophie Smith	Gardner Health Services		Jose Macias	St. Joseph's Family Center
Jessica Newham	HomeFirst		Kutlo Rasetshwane	Starlight Community Services
Teresa Moore	HomeFirst		Angelica Holguin	SVILC
Shireen Alinani	Housing Choices		Richard Audon	The Health Trust
Traci Pickett	HVEHF		Rosa Elaine Garcia	The Health Trust
Cynthia Mar	LifeMoves		Wei E	The United Effort
Stuart Richardson	Midtown Family Services		Maria Magallanes	VAPAHCS
IFSP/AOA Nguyen	Momentum for Health		Irma Gonzalez	Victory Outreach
Candido Anicete	NEMS		Jade Bradley	West Valley Community Services
Rachel Hileman	New Directions - Peninsula Healthcare Connection			
Gavin O'Connor	Not Listed			
Gaya Amirthavasar	Not Listed			
Rachel Benitez	Not Listed			
Hong Cao	OSH			
Jazmine Wong	OSH			
Juan Guel	OSH			
Leila Qureishi	OSH			
Lori Andersen	OSH			
Maria Ruiz	OSH			
Viji Venkat	OSH			
Aiko Yep	PATH			
Rita Anzualda	Pathway Society			
Paulina Soto	Sacred Heart Community Service			
Cindy Parra	San Jose State University Research Foundation (SJSU)			
Shawna Cagle	Santa Clara Family Health Plan (SCFHP)			
Rose Pierre	School Health Clinics			