September 2022 Agency Admin. Minutes

AGENDA ITEMS

- CoC Coordinated Assessment Updates
- UPLIFT Updates
- HMIS Newsletter
- Direct Funding Source for Services Update
- Community Queue (CQ) Updates - *Referring to the CQ*
- CE Assessor Workflow Training - *Next Steps*
- Special Guest Speaker: *Tasha Jefferson, Director, Housing Services -The Health Trust*
- Interim VI-SPDAT Update - *HomeBase*
- Upcoming DEW - *Navigating HMIS Reports and Data Analysis 201*
- Reminders
- Next Month's Meeting

CoC Updates

The next CoC Membership Meeting will be held on **Sept 14th, 2022**

Agenda

➢ Youth/Young Adult Nomination to CoC Board
➢ Youth Homelessness Demonstration Program (YHDP) Update
➢ 2022 NOFO and Special NOFO Updates (Proposal Due 9/16/2022)
➢ Stakeholder Engagement
➢ 2022 Point-In-Time (PIT) Count
➢ Coordinated Entry System (CES) Updates

CoC Membership Meeting
When: Wednesday, 9/14/2022

Time: 3:00 PM – 5:00 PM
Where: Zoom (TBA)

CoC Upcoming Meetings

Service Providers Network Meeting
When: Wednesday, September 14th, 2022
Time: 9:30am – 11:00am
Where: Zoom

SCC TA Office Hours
When: Wednesday, September 28th, 2022
Time: 10:00am-11:00am
Where: Zoom

Rapid Rehousing and Employment Initiatives Meeting
When: Thursday, September 8th and 22nd, 2022
Time: 3:00pm-4:30pm
Where: Virtual Meeting

Coordinated Entry Work Group
When: Thursday, September 8th, 2022
Time: 1:00pm-2:30pm
Where: Virtual Meeting

SCC: Performance Management Work Group
When: Thursday, September 15th, 2022
Time: 1:00pm – 2:30pm
Where: Zoom

UPLIFT Updates

✓ We've distributed all 2500 stickers for Q1 July – September!

✓ If you submitted a request (through HMIS enrollment or Status Update Assessment) for Q1 that was not fulfilled, please review page 18 of the UPLIFT User Handbook to make sure your request is submitted correctly for Q2!

✓ **Q2 October - December will begin on Friday, September 16th**
  ○ Please do not submit ANY requests – meaning don't enroll any new clients in UPLIFT or submit any Status

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Update Assessments for continuing clients – until on or after Friday, September 16th

- If you submit a request earlier than that date, it's likely be missed

✓ When you have questions, please refer to the FAQs and the user handbook in the UPLIFT section of the SCC HMIS website

- If you still need help, send an email to the UPLIFT team at UPLIFT@hhs.sccgov.org

Sticker Allocations:

✓ An allocation survey was sent to the UPLIFT mailing list last Friday

✓ Return survey to UPLIFT@hhs.sccgov.org<mailto:UPLIFT@hhs.sccgov.org> before the end of the business day on Tuesday, 9/6

✓ If we don't receive a survey for your agency, we'll assign your agency an allocation based on your previous quarter's use.

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:ooam-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

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For all UPLIFT-related inquiries please email
UPLIFT@hhs.sccgov.org

Link Embedded in image!

HMIS Newsletter - August 2022

Santa Clara HMIS News, August 2022

Welcome to the Santa Clara HMIS August 2022 newsletter!

In this edition you'll find the following:

- CE Assessor Workflow Training - Missed It? Here's What's Next
- SCC HMIS Website - Coordinated Entry Resource Page
- Referring to the Community Queue - Changes
- Clarity Human Services: August 2022 Feature Updates
- Report Spotlight: Client Level Reports
- Meetings/Upcoming Events
- Bitfocus is Hiring!

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

Direct Funding Sources for Service(s) - Update

What You Need to Know

➤ HMIS recently updated their Funding Module so that programs could map funding sources specifically to a service

➤ Before the update, services could be mapped to a funding source if the funding source was already added at the Agency Level

- This changed because agency funding is not always the same for a specific service; thereby this allows for specific funding to be connected to services

➤ Programs at your agency that had this set-up

have been updated, however we may have missed some, if that is the case please contact your **Sys. Admin.Team** at scc-admin@bitfocus.com and provide the following:

- **Agency Name**
- **Program Name**
- **Funding Source Name**
- **Service Name the funding source should be connected to**

Service Name - Rental Assistance

Funding Source - this is where you see the different options to select as the funding source

This is what you want to verify is still visible…if not, you need to contact us and provide all the details in the previous slide

Community Queue (CQ) Updates - Referring to the CQ

How To: Referring to the Community Queue - Changes

✓

✓ After completing the VI-SPDAT, clients need to be referred to the Community Queue (CQ)

✓ All veterans, regardless of score, and nonveterans that score 4 or higher will be
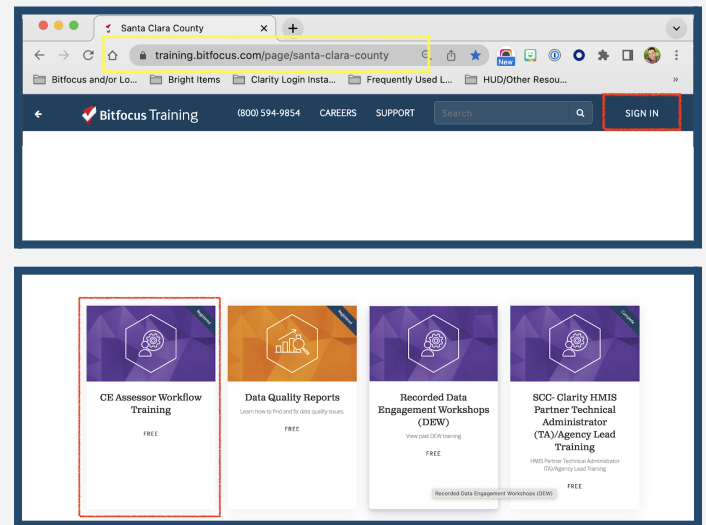
prioritized for housing referral and should be referred

✓ Please note that placement on the queue is not a guarantee of housing referral and referral to the CQ is an important and integral part of the Coordinated Entry process

✓ There are now two Community Queues
  1. *Community Housing Queue*
  2. *Administration Only/CET*

✓ **All clients should be referred to the Community Housing Queue as per usual**

✓ **DO NOT refer any clients to the Administration Only/CET queue**

✓ **DO NOT directly refer any clients to the programs listed on the referral page**

✓ Once you select the Community Housing Queue as denoted by the BLUE toggle select the REFER DIRECTLY TO COMMUNITY QUEUE(S) and proceed as normal

✓ You have now referred the client to the CQ

✓ Be sure and do this with all clients for whom you administer the VI-SPDAT

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CE Assessor Training - Next Steps

- ✓ Please have End Users who administer/enter the VI-SPDAT in HMIS complete the CE Assessor Workflow Training
  - ○ Please inform them this is different than the VI-SPDAT "live" training
  - ○ This will require End Users to login; otherwise they will see a blank white page
- ✓ If End Users **DO NOT** complete the VI-SPDAT as part of their workflow, *they are exempt from completing the training*
- ✓ This training will be integrated in the general live VI-SPDAT training in the next few months
  - ○ NEW End Users will not need to complete both once this is instituted
  - ○ "OLD" End Users who have already completed the live VI-SPDAT training will need to complete the CE Assessor Workflow Training in order to gain access to the VI-SPDAT
- ✓ Have questions? Contact your Sys. Admin. Team or the Help Desk for assistance

Special Guest Speaker - Tasha Jefferson, Director, Housing Services - The Health Trust

HISTORY
In 1996, The Health Trust was formed from the sale of three local nonprofit hospitals. Since then, we have served the Silicon Valley community as an operating foundation. For over 20 years we've ensured that health related grants, policies, and services exist to help give everyone the opportunity to be healthy – especially the most vulnerable.

MISSION
To build health equity in Silicon Valley. We believe that everyone in our community should have the opportunity to be healthy. A person's income, race, immigration status, language, age, or zip code should never act as a barrier to health.

Agency Wide Focus Areas

CalAIM
CalAIM is moving Medi-Cal towards a population health approach that prioritizes prevention and

whole person care.

Our goal is to extend supports and services beyond hospitals and health care settings directly into California communities.

▶ Enhanced Care Management (ECM)

▶ Community Supports (CS)

Enhanced Care Management (ECM)

CalAIM will improve Medi-Cal for people with complex needs and who are facing difficult life and health circumstances.

It is focused on breaking down the traditional walls of health care – extending beyond hospitals and health care settings into communities.

As a key part of CalAIM, Enhanced Care Management will be a new statewide Medi-Cal benefit available to "populations of focus," including:

▶ Individuals and families experiencing homelessness.

▶ Adults, youth, and children who are high utilizers of avoidable emergency department, hospital, or short-term skilled nursing facility services.

▶ Adults with serious mental illness or substance use disorder.

▶ Children and youth with serious emotional disturbance, identified to be at clinical high risk for psychosis or experiencing a first episode of psychosis.

▶ Adults and youth who are incarcerated and transitioning to the community.

▶ Adults at risk of institutionalization and eligible for long-term care.

▶ Adult nursing facility residents transitioning to the community.

▶ Children and youth enrolled in California Children's Services (CCS) with additional needs beyond CCS.

▶ Children and youth involved in child welfare (including those with a history of involvement in welfare, and foster care up to age 26).

Care Services (CS)

CalAIM is a new initiative by the Department of Health Care Services (DHCS) to improve the quality of life and health outcomes of Medi-Cal members by implementing a broad delivery system, program and payment reform across the Medi-Cal program.

▶ Housing Transition Navigation Services

▶ Housing Deposits

▶ Housing Tenancy

▶ Short-Term Post Hospitalization Housing

▶ Recuperative Care (Medical Respite)

▶ Medically Tailored Meals or Medically Supportive Food

Housing for Health

The Health Trust provides subsidy administration services including

1. Rental assistance
2. Housing assistance
3. Security deposit assistance to persons living with HIV/AIDS

Housing Plus

Clients enrolled in the Housing Plus Project can receive services related to attaining stable housing such as

1. Budgeting assistance
2. Legal support
3. Housing locator services
4. Referrals for employment services
5. Rental assistance (allowable on a limited time, as-needed basis)

▶ Financial Management
▶ Legal Support
▶ Employment Assistance
▶ Housing Locator Services
▶ Rental Assistance

Care Coordination Project (CCP)

Care Coordination Project (CCP) is an Intensive Case Management (ICM) program that provides direct case management services to chronically homeless individuals in Santa Clara County.

The CCP-ICM follows the Housing First philosophy that believes all people experiencinghomelessness are housing ready and are provided with permanent housing immediately with few to no preconditions, behavioral contingencies, or barriers.

The intensive case managers (ICM)will take the "whatever it takes" approach to ensure a homeless individual and/or family obtain safe housing as quickly as possible as an initial step toward seeking and securing other supportive services to assist them in their recovery and/or independent living.

CCP & Services

▶ Intensive Case management

▶ Helping clients set goals

▶ Housing Search

▶ Provide transportation

▶ Assisting client financially when needed

▶ Food Boxes
▶ Medical Billing

▶ Providing mediation between clients and landlord

▶ Educating clients on tenants rights

▶ Linking to community resources

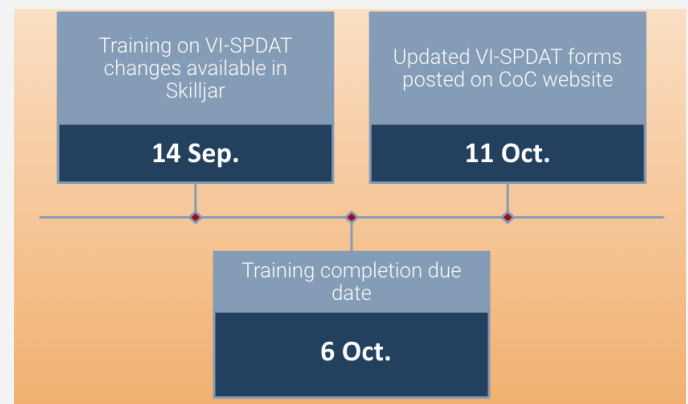▶ Help to attain employment

▶ Connect to internal resources

Because Everyone's Health Matters!

https://healthtrust.org/

Interim VI-SPDAT UPdate/Changes - HomeBase

✓ Engaged interview approach

✓ Clarification regarding intent of questions

✓ Simplified and condensed physical and behavioral health section

✓ Gender-neutral pregnancy question

✓ Assessor observation of mental health and substance use

✓ Allow for re-assessment when new information becomes known

✓ Three new supplemental questions to identify survivors of IPV and refer them to victim service providers

✓ These changes will apply to **ALL** paper and HMIS VI-SPDAT forms

Training on VI-SPDAT changes available in Skilljar	Updated VI-SPDAT forms posted on CoC website
14 Sep.	**11 Oct.**

Training completion due date
6 Oct.

Upcoming DEW - Navigating HMIS Reports and Data Analysis 201

WHEN: Sep 22nd, 2022

TIME: 10:00AM - 12:00PM

REGISTER: Details and RSVP here!

Target Audience: *Agency staff who want to become*

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more proficient using Reports and Data Analysis

- Build on lessons from Reports & Data Analysis 101, <u>recording here.</u>

- Live demonstration by Agency Lead

- Presentation on the most common "How-To" questions

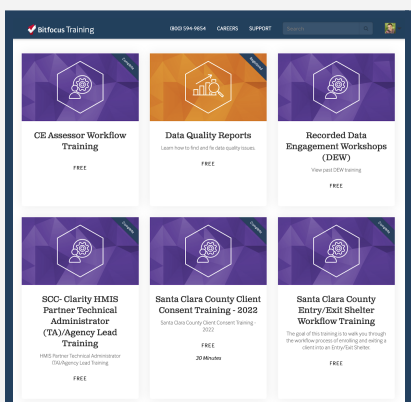- Practical application during break out groups

<u>*This is not a replacement for Looker Office Hours, if you have specific questions about a custom report, field, or dashboard, please bring those to our bi-weekly Office Hours*</u>

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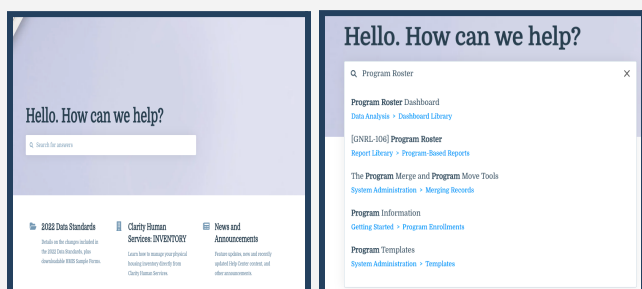
Link to page embedded in image!

Link to page embedded in image!

You must log in to access the trainings here — **You must log in to access the trainings here**

- **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
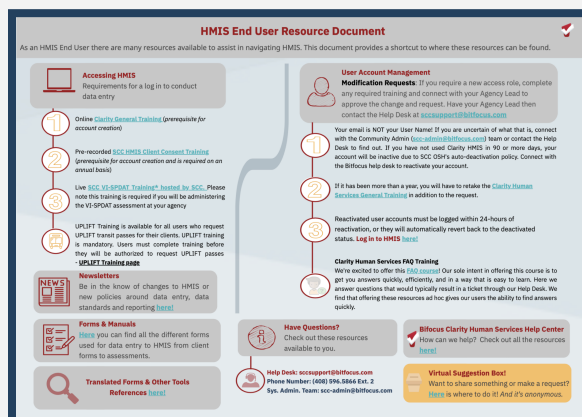
Link Embedded in image!
Check out our latest addition to Resources for End Users!

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
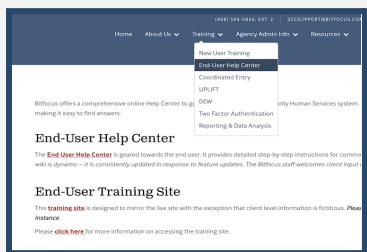
Click on the image above to access the content.

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.

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.
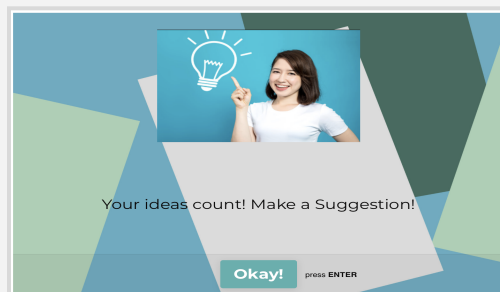
Have ideas about an enhancement and/or addition to HMIS?

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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, October 6th, 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 Rep.	Agency
Will Hoffer	Abode

Amanda Rodriguez	Abode Services
Aida Tesfai	Abode Services
Luis Gonzalez	Abode Services
Aurora Olivares	Amigos de Guadalupe Center for Justice & Empowerment
Norma Aguilar	AOT
Marc Paratore	BACH
Lorena Madrid	BHSD
Cris Unciano	Bill Wilson Center
Randi Rosen	Bill WIlson Center
Sujata Panda	Bill Wilson Center
Anthony Ortiz, Jr.	Breakout Prison Outreach
David Marez	California Youth Outreach
Paul Marquez	California youth outreach.org
Renee Ridgway	Carry the Vision
Consuelo Collard	Catholic Charities of Santa Clara County
Kate Manley	CET
Marcell Leath	City of San Jose
Brandi Jothimani	Community Services Agency
Mark Fries	Community Solutions
Caroline Mireles-Sailor	Conxion to Community
Elisha Heruty	County Office of Supportive Housing
Hong Cao	County Office of Supportive Housing
Aretha Cromwell	Destiny Reentry
Justin Damrel	Downtown Streets Team
Art Hall	Family Supportive Housing

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Mariana Becerra	Gardner Health Services	Chrissy Cheung	SCC PHD
Rayanne Lozano	Home First	Viji Venkat	SCC:OSH
Briana Silan-Prenger	Home first Services	Rose Anne Pierre	School Health clinics
Sasha Caine	Homebase	Paulina Soto	SHCS
Alisha Parret	HomeFirst	Cindy Parra	SJSU Research Foundation
Rene Salas	homefirst	Jose Macias	St. Joseph's Family Center
Mylinh Ha-Do	ICAN	Catherine Farry	Sunnyvale Community Services
Kenya Rawls	JobTrain SCC	Roxanna Frias	Superior Court Of California, County of Santa Clara D60/61
Cynthia Mar	LifeMoves	tasha Jefferson	The Health Trust
Cynthia Mar	LifeMoves	Cesar Esquivel	The Salvation Army
Stuart Richardson	Midtown Family Services	Wei E	The United Effort Organization, Inc.
Adwoa Armah	Midtown Family Services	Maria Magallanes	VA Palo Alto Health Care System
IFSP/AOA Nguyen	Momentum for Health	Benaifer Dastoor	West Valley Community Services
Tal Leibovici	MOVE Mountain View	Jade Bradley	West Valley Community Services
Candido Anicete	NEMS		
Greta Siegrist	New Directions		
Leila Qureishi	OSH		
Maria Ruiz	OSH		
Steven Tong	OSH		
Ashley Orpilla	Parisi House on the Hill		
Pammi Sandhu	Peninsula Healthcare connection		
Christina Barajas	Peninsula Healthcare Connection-New Directions		
Rachel Hileman	Peninsula Healthcare Connections - New Directions		
Otis Perry	Roots Community Center		
Laura Munoz	Santa Clara Family Health Plan		
Jeremy Golden	SCC Behavioral Health		