



## Santa Clara HMIS News

February 2024

Welcome to the Santa Clara HMIS February 2024 newsletter!

**In this edition you'll find the following:**

- [Check Out this Fun Poll: DEW Topics](#)
- HIC/PIT Updates & Recap
- ROI – Tips for Determining Up to Date ROI's
- Report Spotlight: [\[DQXX-103\] Monthly Staff Report](#)
- Clients Assessed and Not on the Community Housing Queue (CHQ) - Update
- SCC Client Consent Training
- Available Trainings - Skilljar
- Meetings/Upcoming Events
- Bitfocus is Hiring!



## Announcements

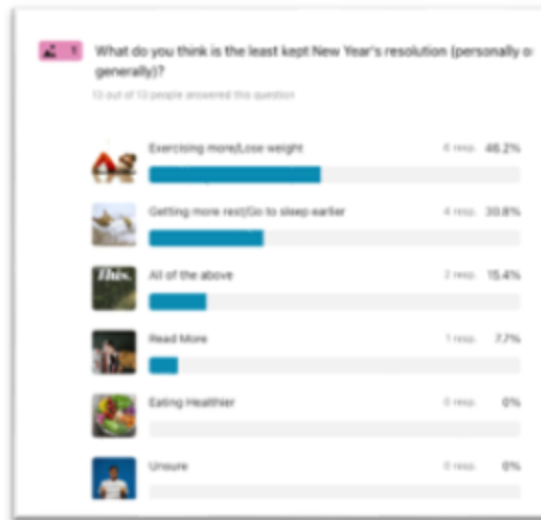
### Check Out This Fun Poll

[Data Engagement Workshops \(DEW\) Topics Poll](#)

Check out this fun poll and check out the newsletter next month to see what your colleagues said! Please note that your individual response is anonymous.

**URL for Poll:** <https://bitfocus.typeform.com/to/IH677Ctj>

**Here are the results from last month's poll:** What do you think is the least kept New Year's resolution (personally or generally)?



Take the poll!



## Updates

### HIC/PIT Updates & Recap

This year SCC will not be doing an Unsheltered Count; therefore, we will only be focusing on the HIC (Housing Inventory Count). The date that has been selected for the HIC this year is **Thursday, January 25, 2024**. Reports run for Data Quality should focus on this date. ***Please note the date for last year's HIC/PIT was on Tuesday, January 24, 2023.***

**Additionally, if your agency has a non-HIS-participating program, we have emailed the surveys that need to be filled in and submitted; if you received a survey but have not submitted it please do so as soon as possible.**

We have commenced outreach for High and Low Utilization. Please be sure to follow up by deadline, and be sure to reach out if you have any questions.

### **HIGH UTILIZATION: 105% and Over**

- High Utilization means that based on the BUI that was set up for your program, you are exceeding those capacities, and these may need to be fixed.
- This may mean increasing your BUI.
- It may also mean that you have active clients during the timeframe that should have been exited but were not, so it appears as if they are being housed, causing higher than normal utilization rates.
- If you feel the results are accurate, please provide a reason for the HIGH utilization, (e.g., this program houses mostly couples who share one bed making up a large percentage of our population).

### **LOW UTILIZATION: 60% or Lower**

- Low Utilization means that based on the BUI that was set up for your program you are not meeting those capacities - these may need to be fixed.
- This may mean decreasing your BUI.
- It may also mean that you have not entered all the clients served during the reporting period - if that is the case, please enter clients ASAP.
- If you feel the results are accurate, please provide a reason for the LOW utilization, (e.g., due to COVID we have been unable to fill all beds available as clients refuse to take a COVID test).

### **Project Types included on the HIC**

- Emergency Shelter (ES)
- Transitional Housing (TH)
- Safe Haven
- Rapid Re-Housing (RRH)
- Permanent Supportive Housing (PSH)
- Other Permanent Housing (OPH)

## Data Quality

Review relevant data on 01/25/2024

- Demographic data (DOB, Gender, Race & Ethnicity)
- Enrollment/Exit data (Head of Household [HoH]), Move-in Dates, Bed Nights, Chronically Homeless, Disability)
- Project Descriptor data – Review Bed and Unit Inventories and Project Types
- Utilization Rates – Do counts of clients housed seem too high (over 100%) or too low (under 65%)

## Useful Reports

- [\[HUDX-225\] HMIS Data Quality Report](#) to review data quality
- [\[GNRL-220\] Program Details Report](#) to review all client-level data
- [\[GNRL-106\] Program Roster](#) to review enrollment, exit, and housing move-in dates
- [\[HSNG-108\] Housing Census](#) to review bed nights and maximum bed occupancy
- [\[HUDX-123-AD\] Housing Inventory Count \(HIC\) Supplemental](#)

## Next Steps

- Communication from your Sys. Admin. Team ([scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)) for any required data clean-up and/or questions
- 1:1 Technical Assistance through the Help Desk via chat, email, phone, or Zoom – [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)
- Standing Office Hours every other Thursday from 10 - 11:30 a.m.
- Additional Resources: [PIT and HIC Guides, Tools, and Webinars](#)



## News

## ROI – Tips for Determining Up to Date ROI's

Santa Clara County has a variety of practices and tools related to the Release of Information (ROI), also referred to as the Client Consent form. There are 2

forms of ROI to be used with clients.

- **Attached PDF:** This must be signed by the client and uploaded as an attached PDF in HMIS. **All 6 pages must be included and consent may be approved for any amount of time**, although 3 years is recommended. The client may sign remotely, however the only authorized 3rd party software approved by County Counsel is DocuSign.
- **Electronic Signature:** This allows users to work with the client to sign the ROI using a computer track pad, stylus, or other digital marking system. Clients may only use a 3-year-period for expiration and must be in-person with the staff when they sign, unless the client is connected to the [HMIS Portal, MyConnectSV](#), in which case the client may sign the new ROI remotely from their own device.

Agency Leads are responsible for ensuring staff and agency HMIS compliance, as outlined in the [Standard Operating Procedures](#), including ensuring that clients have a valid and up-to-date ROI. More importantly though, without a valid ROI, clients may lose the ability to access services and they can miss permanent housing opportunities when they become available. **Housing referrals cannot be processed without a valid ROI.**

#### Resources for ROIs: Client Consent Forms & Guides

- [Client Consent To Data Collection And ROI Revised March 2023](#)
- [SCC ROI FAQ Sheet](#)
- [SCC ROI Completion – Instructions Guide](#)
- [How to add an Electronic Signature ROI \(PDF\)](#)
- [Client Consent and Coordinated Assessment: What can I enter into HMIS?](#)
- [Client Consent and the VI-SPDAT: What can I enter into HMIS?](#)
- [Client Consent and the HPAT: What can I enter into HMIS?](#)

#### *How can you make sure your clients have active and valid ROIs?*

- Pay close attention to the "Compliance Warning" banner, which creates a yellow warning ribbon across the screen of any client record with a missing, expired, or soon-to-expire ROI form. This banner appears 3

months before an ROI is set to expire and continues after the ROI is expired.

**⚠ Release of Information is Missing or Permission Not Provided. Please review to ensure compliance.**

- Use the Data Analysis tab in Clarity to run reports to identify ROI expiration:
  - Expiring ROI's Dashboard
  - CCP Expiring ROI's Dashboard
  - Quarterly DQ Dashboard (prescheduled to all leads)
  - Expiring ROIs Report

Need help using the Data Analysis tab? Join Bitfocus for **Looker Office hours** and we can walk you through the steps!



## Report Spotlight

### [DQXX-103] Monthly Staff Report

#### Report Purpose & Summary

The Monthly Staff Report provides three categories of information:

1. **General data quality**
2. **User Activity** (including the number of clients, [both existing and new] that each staff member worked with during the time frame of report)
  - *User activity may include a list of staff from other agencies – these are usually from SCC OSH, Bitfocus Help Desk Staff and/or funders – whenever access is granted to your agency, we send out a courtesy email to let you know of this addition and the reason why*
  - *If you see staff that should not have access, it is a requirement of SCC OSH that you contact the Help Desk immediately and have their access deactivated*
3. **Data quality by data element** (e.g. Date of Birth, Race and Ethnicity, Veteran Status, etc.) for all clients served

The report also includes staff from other agencies with "additional access" to the reporting agency data. Staff are pulled into this report based on client's open program enrollments and assigned staff.

### Report Location

This report can be found in the following location in the Report Library:

**Data Quality Reports → [DQXX-103] Monthly Staff Report**



Continue reading



## News

### Reminder: Clients Assessed and Not on the Community Housing Queue (CHQ) Dashboard – Update

- This report has been updated to show clients who were assessed over the last 30 days (previously 360 days) but are not currently on the Community Housing Queue. The timeframe has been changed to avoid including clients you have likely already reviewed and have determined they should not be on the CHQ for various reasons. Please review the client record to ensure

whether they need to be on the Community Housing Queue before referring. You may have clients who are missing referrals but do not need to be referred. For example, if the client is already in a permanent housing program or if the client was referred and is pending in the referral to a program.

- Please remember that we have a new process in which the Agency Lead is responsible for running the report for Clients who were administered a VI-SPDAT but were not referred to the Community Housing Queue (CHQ).
- We recommend you run this report bi-weekly to avoid having a large number of clients who may need a referral
- Resource: [CE Assessment Referral Errors: How to Guide](#)

#### List of Agencies with Clients Assessed and Not on the CHQ

Agency Name	Clients
HomeFirst	26
<u>LifeMoves</u>	10
Horizon Services, Inc - DBA Mission Street Sobering Center	6
PATH	5
County: Reentry Resource Center	4
County: SCVHHS - Ambulatory	4
Sunnyvale Community Services	3
Amigos de Guadalupe	3
<u>CityTeam Ministries</u>	2
Community Services Agency of Mountain View	2
Silicon Valley Independent Living Center (SVILC)	2
<u>WeHOPE</u>	1
UPLIFT	1
West Valley Community Services	1
Bill Wilson Center	1
Mission Possible	1



## Updates



## SCC Client Consent Training

All Clarity HMIS users in Santa Clara County are required to take the updated Client Consent [Training by March 29, 2024](#). There are no exceptions to this policy, as this training is meant to ensure that client confidentiality and privacy at every agency meets state and federal standards. Please know that even if you've taken a Client Consent Training recently, or recently gained HMIS access, you are still required to complete the training.

[Click here](#) to complete the 30-minute training!

### What is the Client Consent Training?

Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent training, confirming their knowledge around privacy considerations for HMIS, client consent requirements, best practices for protecting personally identifiable information (or PII), and the features of Clarity Human Services software that helps in protecting privacy.

If you have questions about accessing the training, please feel free to reach out to Bitfocus Help Desk at [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com).

### \*\*Training Tips\*\*

1. You will not be able to access the required quiz until after you've watched the 30-minute video. If you open a new window in your browser or select one that is already open, or you fast forward the video, the system will recognize this as multitasking, and you'll need to watch the video again.
2. Although you do not need to confirm your completed training with Bitfocus, if you have questions about your completion, you can email Help Desk at [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com).



News

## Available Trainings in Skilljar

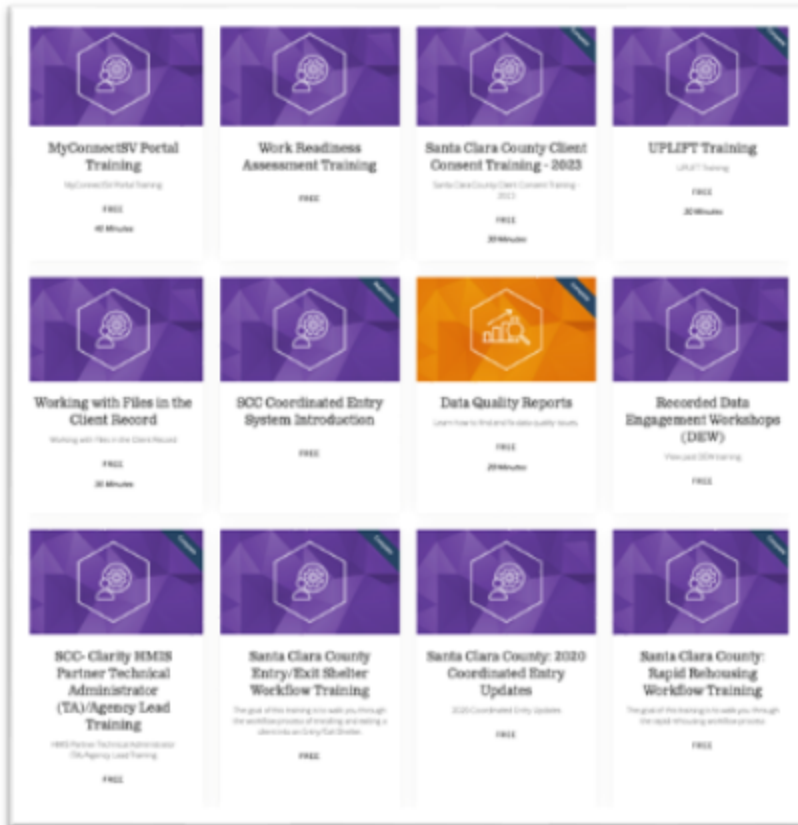
**Need a refresher on a training or have new staff that need to complete a training?** We've got just the place and there is no need to register for a training or attend during a specific date or time – you can do this on your time! Bitfocus Training - <https://training.bitfocus.com/page/santa-clara-county> is the place to start.



Please note accessing this training portal does require you to log in. But once there you will have access to several trainings which are divided into two categories. General Trainings and Santa Clara County Trainings.



Selecting the CHECK IT OUT button will redirect you to the directory of trainings. You can select the one you'd like to complete, and your training will begin.



## Upcoming Events

### Meeting/Upcoming Events

#### HMIS Technical Administrator (TA)/Agency Lead Meeting

**When:** Thursday, March 7, 2024

**Time:** 2:00 - 3:30 p.m.

**Where:** [Zoom](#)

*This meeting, formerly known as the Agency Admin meeting, will discuss the reports and data collection requirements in HMIS. This naming convention change does not alter the content, requirements, or attendees of the meeting. Please send an agency representative to this meeting who is responsible for supporting staff in their HMIS data collection responsibilities.*

#### NOFO Committee Meeting #3

**When:** Thursday, March 7, 2024

**Time:** 2:00 - 3:30 p.m.

**Where:** [Register Here!](#)

**Data Think Tank****When:** Tuesday, March 12, 2024**Time:** 10:00 – 11:00 a.m.**Where:** Email [Angiee@bitfocus.com](mailto:Angiee@bitfocus.com) for Zoom Link**SCC CoC Training: Fundamental of Medi-Cal, Managed Care, and CalAIM****When:** Tuesday, March 12, 2024**Time:** 1:00 – 3:00 p.m.**Where:** [Register Here!](#)**Service Providers Network Meeting****When:** Wednesday, March 13, 2024**Time:** 9:30 – 11:00 a.m.**Where:** County of Santa Clara - Adult Probation Office  
2314, North 1st Street, 2nd Floor (Orientation Room)  
San Jose, CA 95131**Coordinated Entry Work Group****When:** Thursday, March 14, 2024**Time:** 1:00 -2:30 p.m.**Where:** [Register Here!](#)**Performance Management Work Group Meeting (In-Person)****When:** Thursday, March 21, 2024**Time:** 1:00 - 3:00 p.m.**Where:** [Register Here!](#)**VI-SPDAT In-Person Training****When:** Tuesday, March 26, 2024**Time:** 9:00 a.m. – 1:00 p.m. (In-Person)**Where:** [Register Here!](#)**SCC TA Office Hours****When:** Wednesday, March 27, 2024**Time:** 10:00 - 11:00 a.m.**Where:** [Zoom](#)

### Rapid Rehousing and Employment Initiatives Meeting (In-Person)

**When:** Thursday, March 28, 2024

**Time:** 3:00 - 4:30 p.m.

**Where:** Charcot Training Center Suite #102  
2310 N First St. San Jose, CA 95131



## Training

### Check out February's training offerings.

#### SCC Clarity Office Hours

**When:** Thursday, March 14 and 28, 2024

**Time:** 10:00 - 11:30 a.m.

**Where:** [Zoom](#)

#### SCC Looker Office Hours

**When:** Monday, March 4, and 18, 2024

**Time:** 1:00 - 2:00 p.m.

**Where:** [Zoom](#)



## News

### Bitfocus is Hiring!

Check out great career opportunities [here](#) as Bitfocus seeks to expand its reach!

**We're Hiring!**

Questions? Your HMIS Administrator  
is happy to help.

Phone: 408.596.5866 Ext. 2  
Email: [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)



Bitfocus, 5940 S Rainbow Blvd, Ste 400 #60866, Las Vegas, NV 89118, United States, 800-594-9854

[Unsubscribe](#) [Manage preferences](#)