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Santa Clara HMIS News
March 2024

Welcome to the Santa Clara HMIS March 2024 newsletter!

In this edition you'll find the following:

- Check Out this Fun Poll – Are You an Early Bird or a Night Owl?
- SCC Client Consent Training- DUE
- HIC/PIT Updates
- Report Spotlight – [GNRL – 102] Client List
- Clients Assessed & Not on CHQ
- Community Housing Queue Data Quality Improvement
- DEW
- Meetings/Upcoming Events
- Bitfocus is Hiring!

📢 Announcements

Check Out This Fun Poll

Are You an Early Bird or a Night Owl? 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/Brde44Rq

Here are the results from last month's poll: Data Engagement Workshops (DEW) Topics. **The overall response that received the highest ranking (1) was:**

1. **System Overview: Tips and Tools for Navigating HMIS**   37.8%
2. **Reports: Data Analysis Tools Orientation**   22.2%
3. **Data Quality: Using Reports to address Data Quality**   22.2%

Take the poll!

Updates

SCC Client Consent Training – Deadline for Completion: 3.29.2024

**If you have not completed the training, please do so ASAP or your HMIS access will be deactivated and only reinstated upon training completion.

All Clarity HMIS users in Santa Clara County were 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.**

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) To confirm that you've taken the training you simply go to **the training link** and underneath the title it will tell you whether you've completed the training; ie "3 of 3 lessons completed (100%)"

3) Agency Leads with Data Analysis access may also run the report in the Data Analysis tab entitled, "**2024 Client Consent Training Incomplete**" to confirm staff completion.

4) If you complete the training under an email address different from your email address in Clarity it will not appear completed. Click on "My Profile" in the top right hand corner at **training.bitfocus.com** and update your email address within your profile.
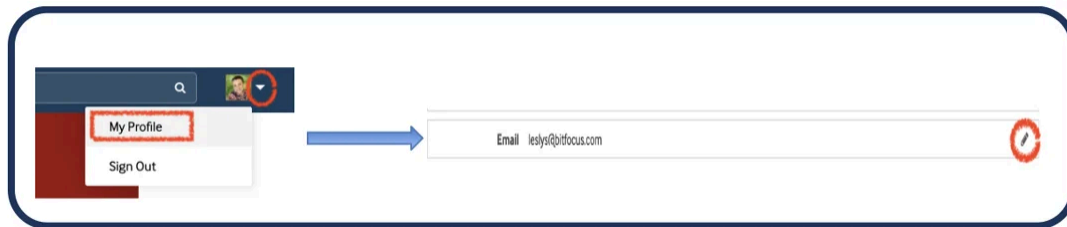
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HIC Updates & Recap

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. **Deadline for HIC/PIT Submission:** April 30, 2024

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**) 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**
- Standing Office Hours every other Thursday from 10 -11:30 a.m.
- **Additional Resources: PIT and HIC Guides, Tools, and Webinars**

Report Spotlight

[GNRL – 102] Client List

Report Purpose & Summary

This is a service-based report that lists details of all clients, according to veteran status, who have received selected service item(s) for a specified period.

Report Location

This report can be found in the following location in the Report Library: Service Based Reports → [GNRL-102] Client List

Running the Report

All users can run the report, but only for services for which they have access.

Report Details

In general, this report provides a list of all clients who have received selected service items during a specified period (determined by your report's Start Date and End Date). It is a service-based report, meaning that it only reports data specific to services – information pertaining to only programs is not included in this report.

This report pulls data from several locations within the client record, including the Client Profile screen and the Services tab. To generate the client list, the report collects client names for all those enrolled in any services within the agency. It then filters this list according to the service(s) you select from the Service(s) parameter on the Prompts page.

It filters the list further according to the Veteran Status you choose. Note that Veteran Status is pulled from the Client Profile screen.

Unique Identifier & Client Name

The Unique Identifier and Client Name is reported from the Client Profile screen.

Data Quality

This column contains a data quality percentage based on whether data has been collected on the following fields:

- Quality of Name

- Social Security Number
- Quality of Social Security Number
- Date of Birth
- Quality of Date of Birth
- Gender
- Race & Ethnicity
- Veteran Status (for those 18 or older)

Responsible Staff

This column indicates the staff member who provided the service to the client by creating the service record.

Services

The Services table lists the services selected in the parameter.

Drilldown Functionality

Clicking the Unique Identifier or Client Name will display the client's demographic information from their Client Profile screen. Data elements missing from the client profile will appear in red text.

Client List Report

DATA QUALITY ANALYSIS - Details

Client:

Data Quality Average : 62.5%	8 total fields / 5 completed
Unique ID	
Quality of Name	Full name reported
Social Security Number	xxx-xx-
Quality of Social Security Number	Approximate or partial SSN reported
Date of Birth	
Quality of Date of Birth	Full DOB Reported
Gender	Not Entered
Race and Ethnicity	Not Entered
Veteran	Not Entered

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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: <u>CE Assessment Referral Errors: How to Guide</u>**

List of Agencies with Clients Assessed and Not on the CHQ
Please note this report was run on Thursday, March 28, 2024.

Agency Name	Clients
HomeFirst	21
LifeMoves	17
County: Reentry Resource Center	10
PATH	4
WeHOPE	4
Bill Wilson Center	3
County: SCVHHS - Ambulatory	3
Horizon Services, Inc - DBA Mission Street Sobering Center	3
Silicon Valley Independent Living Center (SVILC)	2
Social Impact Team (SIT) | Property Owners Downtown Association	2
VAPAHCS	1
Carry the Vision (CTV)	1
ConXion to Community	1
County: SSA - Department of Family and Children's Services (DFCS)	1
UPLIFT	1

Community Housing Queue Data Quality Improvement

REFERRALS TO HOUSING RESOURCES

The Santa Clara County Continuum of Care uses a community housing queue to expedite housing placements for transitional housing (TH), rapid rehousing (RRH), and permanent supportive housing (PSH) programs. When a housing resource is available, the community housing queue is generated through referrals from the VI-SPDAT – the standard assessment tool that considers a household's situation and identifies the best type of housing intervention to address their situation. This assessment and the CoC's prioritization policies determine how referrals are completed (see more in the CoC's **Quality Assurance Standards**). Please review the provided document **Community Housing Queue Data Quality Improvement** for further details and guidance.

Updates

Data Engagement Workshop (DEW)

System Overview: Tips and Tools for Navigating HMIS

When: Tuesday, May 7, 2024

Time: 10:00 a.m. - 12:00 p.m.

Where: Zoom

Please join us for the upcoming Data Engagement Workshop (DEW) "System Overview: Tips and Tools for Navigating HMIS". In this workshop we will walk through some of our most common HMIS data entry steps and we'll review all of the tools available within the Clarity HMIS System. This is a great training for new and long-time users who want to make sure they are getting everything out of their HMIS!

More details to come! We hope you will join us! Please do not hesitate to reach out if you have any specific questions or specific topic you hope will be covered in this DEW.

Questions? Please email **scc-admin@bitfocus.com**

Upcoming Events

Meeting/Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting

When: Thursday, April 4, 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.

Data Think Tank

When: Tuesday, April 9, 2024

Time: 10:00 – 11:00 a.m.

Where: Email Angiee@bitfocus.com for Zoom Link

Fair Housing and Tenant Rights Training Series Part 1-3

When: Thursday, April 11, 18 and 25, 2024

Time: 11:00 – 11:30 a.m.

Where: Register Here!

Service Providers Network Meeting

When: Wednesday, April 10, 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

Performance Management Work Group Meeting

When: Thursday, April 18, 2024

Time: 1:00 - 3:00 p.m.

Where: Charcot Training Center 2310 N First St. San Jose, CA

RSVP: **Here!**

VI-SPDAT In-Person Training

When: Wednesday, April 24, 2024

Time: 9:00 a.m. – 1:00 p.m. (In-Person)

Where: **Register Here!**

SCC TA Office Hours

When: Wednesday, April 24, 2024

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

Where: **Zoom**

Rapid Rehousing and Employment Initiatives Meeting (In-Person)

When: Thursday, April 25, 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 April's training offerings.

SCC Clarity Office Hours

When: Thursday, April 11 and 25, 2024

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

Where: Zoom

SCC Looker Office Hours

When: Monday, April 15, and 29, 2024 (*Note: April 1 date CANCELLED*)

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!

Questions? Your HMIS Administrator is happy to help.

Phone: 408.596.5866 Ext. 2

Email: sccsupport@bitfocus.com

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