



## Santa Clara HMIS News September 2024

Welcome to the Santa Clara HMIS September 2024 newsletter!

In this edition you'll find the following:

- [SCC User Satisfaction Survey 2024](#)
- We're hiring!
- Results from Last Month's Poll
- Coordinated Entry (CE) Updates
- Federal Reporting - Upcoming LSA
- Report Spotlight - [\[GNRL-407\] Service Summary \[Program Based\]](#)
- Clients Assessed & Not on CHQ
- Resource Highlight
- Meetings/Upcoming Events
- Bitfocus is Hiring!



### Announcements

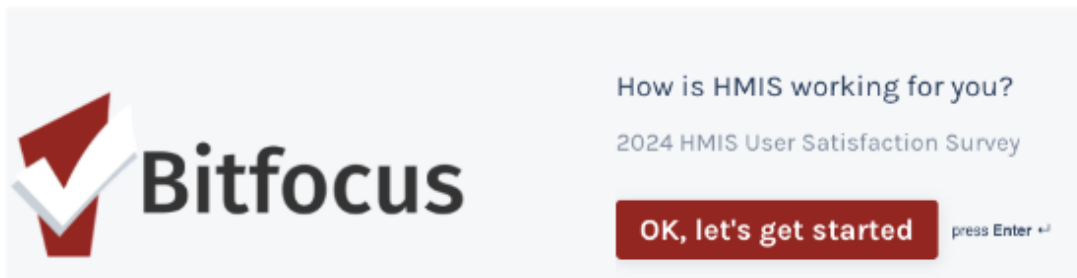
#### [SCC User Satisfaction Survey 2024](#)

We invite all Santa Clara County HMIS users to participate in this HMIS satisfaction survey, helping us to understand how you use HMIS and how we

can improve your support.

Your anonymous responses to our 14-question survey will help us to improve HMIS in Santa Clara County.

We estimate that it will take eight minutes or less to finish. [Click here to be redirected to complete the survey!](#)



[Click Here to Take the Survey!](#)



## News

### Bitfocus is Hiring!

The Community Administration team at Bitfocus is hiring for a position in Santa Clara County! *Also, check out all the great career opportunities at Bitfocus!*

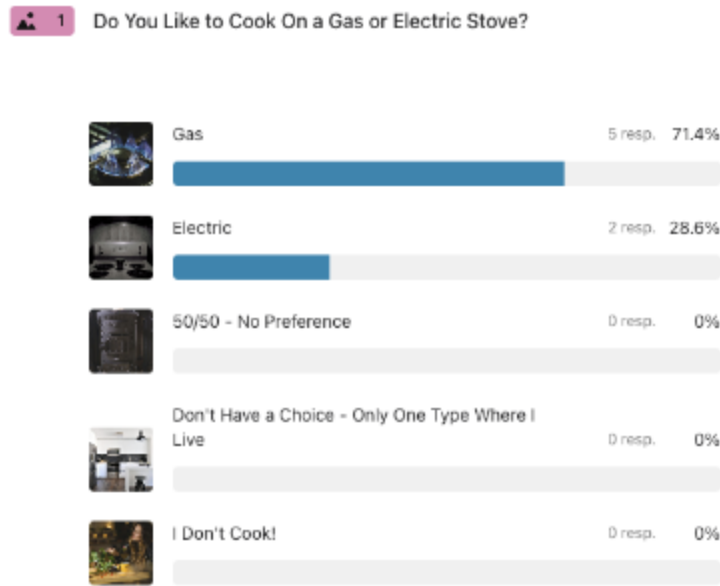
**We're Hiring!**

[Click here to learn more!](#)

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### Results from Last Month's Poll

## Here are the results of our last poll: [Do You Like to Cook On a Gas or Electric Stove?](#)



## Updates

### Coordinated Entry (CE) Updates

At the [September Agency Leads meeting](#) we discussed updates made to Coordinated Entry (CE); but also wanted to share these here along with resources you can review.

#### [CoC Provider Toolkit](#)

The CoC Toolkit is intended to provide those responsible for CoC programs with tools to help ensure effective and compliant program administration and implementation. The purpose of the toolkit is to ensure that subrecipients have the resources to fully understand how program requirements apply and provide tools to assist them in meeting those requirements. Additional tools are available on the [CoC Forms](#) page.

#### Coordinated Entry Quality Improvement

- **Community Housing Queue Data Quality Improvement Plan and Resources - updated September 3rd, 2024**
  - This data quality improvement plan began Spring of 2024 and is ongoing. Updates to this document will be made on a rolling basis with each new implementation communicated to the CoC.
- **Supportive Housing Referral Process - updated August 27th, 2024**
  - The Santa Clara County Continuum of Care (CoC) provides referrals to scattered and project-based sites that provide supportive services and housing opportunities to individuals and/or households that are chronically homeless, homeless, or at-risk of homelessness. The referrals are made through the CoC's coordinated entry process. Referrals are screened for eligibility and are supported through the housing placement process by a Coordinated Entry Team (CET) within the Office of Supportive Housing (OSH). Referral requests are streamlined and should be requested using the process outlined.



## How-to

### Federal Reporting – Upcoming LSA

The 2024 federal reporting season is approaching! Prep for two of HUD's major CoC reports will commence soon: the Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM).

**\*\* Please note this year for the month of October we will have Ely Barrientos from the Community Admin. Specialist Team assisting with Data Quality!**

**Welcome Ely!**



## **Ely Barrientos**

**Community Admin Specialist**

Ely (pronounced 'Eli')

HUD's [Longitudinal Systems Analysis \(LSA\)](#) is a report submitted to HUD annually that includes a complex analysis across key projects participating in the Continuum of Care (CoC) Homelessness Management Information System (HMIS). The LSA replaced the Annual Homeless Assessment Report's (AHAR) data component in the 2018 reporting year.

HUD's [System Performance Measures \(SPM\)](#) focus on evaluating local homeless responses as a coordinated system of homeless assistance options. This data is reported to HUD annually and includes key indicators of a high performing system including length of time homeless, exits to permanent housing, returns to homelessness, and more.

### **What Can Your Agency Do to Prepare for LSA and System Performance Measures?**

The System Administration team may reach out to verify or correct data about your program and/or clients. Please look out for those emails and respond promptly. We truly appreciate all the hard work your community does to maintain data that is complete, accurate, and timely!

**Additionally, we are asking all Agency Leads to review your agency's data by Thursday, November 9, 2024.**

1. Run [the \[HUDX-225\] HMIS Data Quality Report](#) for the period 10/1/23 to 9/30/24 (you'll find this report in the Clarity Human Services Report Library

under HUD Reports). Correct records with errors, paying special attention to any element that shows over a 5% error rate (remember, clicking on a number will give you a list of clients being counted in that number). Want more information on what gets counted in this report? Check out our Help Center article: [\[HUDX-225\] HMIS Data Quality Report](#)

**2. Run the [\[GNRL-106\] Program Roster](#) for the period 10/1/23 to 9/30/24**

(this report is under Program Based Reports) and make sure household groups are correct (households are separated by bold lines. Clients not separated by lines are grouped together in a household). If you notice that clients are missing, check out our Help Center article: [How do I add a new household member to the Program?](#) If clients are grouped together incorrectly, contact the Helpdesk to get them corrected. Some measures only count heads of household, so it's important that households be configured correctly!

**3. Run the [\[GNRL-220\] Program Details Report](#) for the period 10/1/23 to 9/30/24**

(this report is under Program Based Reports) and review the following:

- Date of Birth: Some measures only count adults, so it's important that dates of birth be as accurate as possible.
- Housing move-in date: Make sure this date is on or between the client's project start and exit dates, otherwise it will look like clients were never housed by your project!
- Increase in income/benefits is one of the areas in which communities are measured.
- Living situation (including prior residence and length of time homeless): Make sure these fields are as complete as possible with no "Client doesn't know," "Client prefers not to answer," or "Data not collected" values when possible. These elements impact measures around entries from homelessness.
- Exit destination: Avoid choosing "Client doesn't know," "Client prefers not to answer," or "Data not collected" values whenever possible. This element impacts measures around returns to homelessness.

**4. Review Bed Inventories and Utilization rates for accuracy.** Ensure an accurate number of beds and units are listed throughout the year for your

shelter and housing programs. Utilization rates should be between 90-105%. For Night-by-night (NbN) Shelters, please resolve any missing exits or abandoned enrollments.

### **What Else Should You Know About LSA and SPM Preparation?**

The best people to review the data are program managers and key staff who work in the programs. There is overlap with the LSA and SPM timeline and relevant data. Your work on this will benefit both reports, and more broadly, your CoC.



## **Report Spotlight**

### **[GNRL-407] Service Summary [Program Based]**

#### **Report Purpose & Summary**

Similar to [GNRL-104] Service Summary, this report provides a number of unique clients, number of services, and number of service days per selected service within the report date range. Unlike the [GNRL-104] Service Summary, this report has a table for each program to differentiate where the client received the service(s).

#### **Who Can Run the Report**

All users can run the report. There are restrictions on which information can be accessed based on the user's access rights.

The Admin. version of the report can be run across agencies by System Administrators and others with the appropriate access roles.

#### **Report Location**

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

- Program Based Reports → [GNRL-407] Service Summary [Program Based]

#### **Report Details**

The information in this report is pulled from services provided within the report date range at the program level. To begin, this report will provide the following information:

- Program Name

- Service Name and Service Item Name
  - If a selected program does not provide the selected service(s), the table will return “N/A” for the Service Name and Service Item Name.
- Number of Unique Clients
- Number of Services
- Number of Service Days

**Drilldown Functionality**

Drilldown functionality is available for this report. To drill down, click on any count. The drilldown functionality will then provide the following information:

- Unique Identifier
- Client Name
- Service Period
- Fundings

<b>Service Summary (Program Based)</b>		Date Range: 08/01/2024 thru 09/17/2024		
<b>BRC - 60 Day Program</b>				
<b>Case Management</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
Case Management	22	22	22	
<b>Case/Care Management</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
Case/Care Management	92	205	212	
<b>Clinical Groups</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
Clinical Groups	0	0	0	
<b>Clinical Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
Columbus Park	0	0	0	
Intervention	2	7	7	
<b>Housing Search</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
Housing Search	0	0	0	
<b>Life Skills Group</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
Workshop	0	0	0	
<b>Transportation</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
Tokens/Vouchers	0	0	0	
<b>Workshops</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
Workshop	0	0	0	
<b>[BRC Nightly Shelter] ES Housing OSH</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>	
BRC Expanded Beds	254	257	0	

Below the drilldown table, there is a count of Unique Clients and the total Funding Amount for the service offered at this program within the date range.



Service Summary [Program Based] - Details		60 Day Program Case Management: Case Management Date Range: 08/01/2024 thru 09/17/2024	
Unique ID	Client Name	Service Period	Fundings
-	-	09/13/2024 - 09/13/2024	-
-	-	09/13/2024 - 09/13/2024	-
-	-	09/12/2024 - 09/12/2024	-
-	-	09/13/2024 - 09/13/2024	-
-	-	09/13/2024 - 09/13/2024	-
-	-	09/13/2024 - 09/13/2024	-
-	-	09/16/2024 - 09/16/2024	-
-	-	09/12/2024 - 09/12/2024	-
-	-	09/12/2024 - 09/12/2024	-
-	-	09/09/2024 - 09/09/2024	-
-	-	09/12/2024 - 09/12/2024	-
-	-	09/06/2024 - 09/06/2024	-
-	-	09/12/2024 - 09/12/2024	-
-	-	09/12/2024 - 09/12/2024	-
-	-	09/11/2024 - 09/11/2024	-
-	-	09/13/2024 - 09/13/2024	-
-	-	09/16/2024 - 09/16/2024	-
-	-	09/12/2024 - 09/12/2024	-
-	-	09/12/2024 - 09/12/2024	-
-	-	09/11/2024 - 09/11/2024	-
-	-	09/13/2024 - 09/13/2024	-
-	-	09/12/2024 - 09/12/2024	-

Unique Clients: 22  
Funding Amount: \$0.00



## Updates

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

List of Agencies with Clients Assessed and Not on the CHQ

*Please note this report was run on Monday, September 30, 2024*

<b>Agency</b>	<b>No. Clients</b>
<i>LifeMoves</i>	<b>10</b>
<i>HomeFirst</i>	<b>9</b>
<i>County: SCVHHS - Ambulatory</i>	<b>8</b>
<i>Social Impact Team (SIT)   Property Owners Downtown Association</i>	<b>4</b>
<i>Community Services Agency of Mountain View</i>	<b>4</b>
<i>County: Reentry Resource Center</i>	<b>4</b>
<i>PATH</i>	<b>4</b>
<i>County: OSH</i>	<b>3</b>
<i>California Youth Outreach</i>	<b>2</b>
<i>UPLIFT</i>	<b>2</b>
<i>ConXion to Community</i>	<b>1</b>
<i>Move Mountain View</i>	<b>1</b>
<i>Mission Possible</i>	<b>1</b>
<i>Community Solutions</i>	<b>1</b>
<i>Parisi House on the Hill</i>	<b>1</b>
<i>CityTeam Ministries</i>	<b>1</b>
<i>Roots Community Health Center</i>	<b>1</b>
<i>County: SCVHHS - BHSD - AOA - FDR</i>	<b>1</b>
<i>Unity Care Group</i>	<b>1</b>
<i>Downtown Streets Team</i>	<b>1</b>
<i>WeHOPE</i>	<b>1</b>
<i>West Valley Community Services</i>	<b>1</b>
<i>Amigos de Guadalupe</i>	<b>1</b>
<i>Institute on Aging</i>	<b>1</b>



## Updates

### Resource Highlight - [New User Training](#)

*Do you have new staff that need to complete training to access HMIS? Well look no further – this page has all the details and next steps.*

[Check it out here!](#)

### New User Training

#### Required Trainings for All HMIS Users

Access to Clarify Human Services (access to HMIS) requires the completion of the three online training sessions listed below. These are pre-recorded trainings that can be completed at any time. Please complete them in the order listed. Users will receive login credentials after successful completion of these trainings and quizzes. You will find an illustrated guide on how to register for and complete these training sessions [here](#).

If you have questions, please connect with your agency or department HMIS Agency Lead or email the HMIS Help Desk at [accsupport@bitfocus.com](mailto:accsupport@bitfocus.com).

1. [Clarify General Training](#)
2. [SCC Client Consent Training](#) (Required Annually)
3. [SCC Coordinated Entry System Introduction](#) (Added in 2022)

#### Other Trainings

- [VI-SPDAT \(Vulnerability Index - Service Prioritization Decision Assistance Tool\)](#)

The VI-SPDAT is an assessment administered to homeless individuals and families to determine risk and prioritization for housing resources. If you will be administering the VI-SPDAT assessment to clients OR conducting VI-SPDAT data entry, you will be required to complete the live **SCC VI-SPDAT Training** held monthly by the Office of Supportive Housing. Your manager or supervisor can advise you if you are not sure whether you need to complete this training. Note that completion of this training is required before you can gain access to the VI-SPDAT in the HMIS.



## Upcoming Events

### Meeting/Upcoming Events

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

**When:** Thursday, October 3, 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, October 8, 2024

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

**Where:** Email [Angiee@bitfocus.com](mailto:Angiee@bitfocus.com) for Zoom Link

#### Service Providers Network Meeting

**When:** Wednesday, October 9, 2024

**Time:** 9:30 – 11:00 a.m.

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

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

**When:** Thursday, October 24, 2024

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

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

**SCC TA Office Hours**

**When:** Wednesday, October 25, 2024

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

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

**SCC CoC VI-SPDAT In-Person Training**

**When:** Thursday, October 17, 2024

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

**In-Person:** 110 W Tasman Drive, San Jose, CA 95134

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



## Training

### Check out these October training offerings.

**SCC Clarity Office Hours**

**When:** Thursday, October 10 and 24, 2024

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

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

**SCC Looker Office Hours**

**When:**

~~Monday, October 14~~- CANCELLED Observed Holiday

Monday, October 28, 2024

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

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

**Questions? Your HMIS Administrator  
is happy to help.**

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



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