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# January 2020 Agency Admin Meeting

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## January 2020 Agency Admin Meeting

**Date:** Thursday, January 2nd, 2020

**Time:** 2:00PM– 3:30PM

**Place:** San Jose, Pearl Library Community Room

Pearl Avenue Branch Library Community Room 4270 Pearl Avenue, San José, CA 95136

**Agency Admin. Lead and/or Representative in Attendance:**

Name	Agency
Channy Singh	Abode Services
John Anyosa	Bill Wilson Center
Michelle Francia	CJS BHSD
Brandi Jothimani	CSA Mountain View
Justin Damrel	Downtown Streets Team
Cristina Trujillo	Family & Children Services
Alexander Le	Family Supportive Housing
Julies Nguyen	Goodwill of Silicon Valley
Jan Stokley	Housing Choices
Michael Love	Move Mountain View
Juan Vela	Office of Reentry Services
Leila Qureishi	OSH
Steven Tong	OSH
Kathryn Kaminski	OSH
Lorna Lindo	SCVMC AMB-VHHP
Paulina Soto	SHCS
Rosemary Carranza	St. Joesph's Family Center
Catherine Farry	Sunnyvale Community Services
Vanesa Fimbrez	Superior Court (Adult Treatment Court)
Babita Kumari	The Health Trust
Guillermo Munoz	Whole Person Care

## ZOOM CALLERS

Anthony Ortiz Jr.	Breakout Prison Outreach
Luis Gonzalez	Abode Services
Rani Jain	Abode Services
Janessa Villarruel	Gilroy Compassion Center
Teresa Schmitz	HomeFirst
Liz Lucas	LifeMoves
Rita Anzualda	Pathway Society, Inc.
Baldeep Pabla	Penninsula Healthcare Connection New Directions
Kristen Gimenez	Salvation Army
Maria Magallanes	VAPAHCS
Lindsay Cross	VHHP
Audrey Bui	West Valley Community Services

Slides from the presentation are here:

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Please use this link to download slide deck if desired.

## Agenda

- Welcome and Introductions
- COC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Customization of HMIS – Feature Enhancements – *Next Steps*
- Breakout Session – *A Year in Review*
- Monitoring & Security Officer Elements
- Annual Client Privacy Recertification Process
- Reminders

## CoC / Coordinated Assessment / UPLIFT

- Community Planning meeting: 1/27/2020 6-8pm
  - New State Funding: Approve the governance charter  
HEAP Funding (11 major cities in CA)
    - CoC received 11.5 mil
    - County received 10.7 mil
    - City of San Jose received 20 mil
  - Name change to HAAP
- Reminder to Complete 2019 HMIS Data Entry
  - Complete HMIS data entry for calendar year 2019 as soon as possible. We are going to begin pulling 2019 annual reports in the next couple of weeks and we want to make sure we are capturing all of the great work you are doing! As you are aware, we produce public reports that include information such as the total number of people who were housed in the past year, total Veterans housed, total served, etc. This year, we are pulling data for our Community Plan to End Homelessness to demonstrate how much work has been done since the 2015-2020 plan was adopted. This information will be presented to the public as we ask for endorsement of the new plan and we want to make sure the data in HMIS is accurate before we pull it.
  - The priority for the first data reports are related to the number of people housed in the year, so please update housing status, exit destinations, move-in dates, etc. as soon as possible. We would like to pull this info the week after next. Please make every effort to have this data updated in HMIS by Friday, January 9<sup>th</sup>. If you think your agency will be unable to meet that deadline, please notify Katherine Kaminsky at [kathryn.kaminski@hhs.sccgov.org](mailto:kathryn.kaminski@hhs.sccgov.org).

- CAWG 1/9/2020 at the new space @ Charcott 1:00pm -2:30pm
- Fair Housing Tenant Rights

**When:** Tuesday, January 7, 1pm – 4pm | **Where:** Sheriff's Auditorium 55 W Younger Ave, San Jose, CA 95110 ([map](#)) | **Description:** RSVP Here: <https://www.eventbrite.com/e/fair-housing-and-tenant-rights-responsibilities-registration-85174773039>

## UPLIFT

Here are the Uplift Updates

As of today – there is 815 (Eight-hundred fifteen) Uplift Stickers left for the Jan-Mar'2020 quarter.

- **Reminder to all providers: Before making your request, check your client's HMIS ROI (Release of Information) to ensure it is valid**
- o If client did not consent to have a photo posted, **DO NOT** upload a photo of the client
- o All 5 pages of the ROI must be uploaded for ROI to be valid
- o Requests with Invalid ROIs will not be processed, and client will be deleted from the UPLIFT Program.
  - Remember to email the UPLIFT email address, once a correction is made to prevent delays
  - Pool Sticker period & Replacement period begins : **2/1/2020 (February)**
  - Contact UPLIFT [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org) if you have any questions or concerns.
  - Our office is moving again... starting January 7<sup>th</sup>, 2020 – all passes must be picked up at **2310 N 1st St. 2<sup>nd</sup> Floor, San Jose, CA 95131.**
- o **This will be our permanent office**

## HMIS Newsletter

**December 2019 Newsletter** included:

- 2020 Point-in-Time and Housing Inventory Counts
- Data Quality Fields: What They Are and Why They Matter
- From the Help Desk...
- Report Spotlight: 2019 In Review
- Upcoming Events

Web link to the newsletter

## Customization of HMIS Feature Enhancements – Next Steps

*Feature Enhancements are noteworthy improvements, changes and/or modifications to Clarity's functionality that make something possible (sometimes easier) that was once challenging for the End User.*

We will move forward with scoping the highlighted Feature Enhancements with the Bitfocus Development Team:

1. Contact Information of staff who touched client last
2. Number of Assigned Staff
3. Ability to run a canned report once and export separate reports at agency and program level
4. Alerts for incongruent changes
5. Follow up notification for staff who touched client last

Items not chosen for 2019 this round will be reviewed again mid-year.

Please see image below for the top five selected Feature Enhancements.

Request Item	1 Rank	2 Rank	3 Rank	4 Rank	5 Rank	Weighted Total	
Automatic Refer to Queue	3	3	3	3	3	100.0%	
Contact Information of staff who touched client last	5	5	5	5	5	100.0%	1
Number of Assigned Staff	3	2	3	3	3	90.0%	2
Alerts when new assessment is needed with customizable time lengths	4	4	4	3	3	86.7%	
Ability to run a canned report once and export separate reports at agency and program level	2	3	4	4	3	73.3%	3
Follow-up Notification for staff who touched the client last	3	2	2	4	4	66.7%	5
Allow for just one date entry on the case management service	2	3	2	2	2	60.0%	
Looker Dimension to Compare the Change in Income at Entry/Status/Exit	3	1	3	3	4	60.0%	
Automation of HMIS to change the previous End Date of an ROI when uploading (entering) a New/Revised ROI	4	2	3	3	4	55.0%	
See more than 5 recent clients (search history)	3	4	1.5	4	3	52.5%	
Alerts for incongruent changes	2	3	3	2	2	46.7%	4
Have customizable status note on the queue tab	2	1	2	2	2	40.0%	
Allow Mass Mark As Read/Delete for Inbox	2	3	4	2	2	40.0%	
PDF Report drill down option	4	2	1	2	1	33.3%	
Star Favorite Reports	1	4	2	1	2	33.3%	
Ability to undo "remove from queue"	1	2	1	1	1	10.0%	
Hide recently searched clients	1	1	1.5	1	1	2.5%	
ISP case management functionality	1	1	1	1	1	0.0%	
Notice on Profile if Client is Deceased	1	1	1	1	1	0.0%	

The Feature Enhancements Tracker provides a list of Enhancements already added as well as the list of pending suggestions by using this link.

Suggestions for additions are always welcomed and can be done through the use of the Virtual Suggestion Box.

**Breakout Session – “Year in Review”**

For this month's breakout session we used the Kahoot! app to quiz Agency Leads on past trivia questions ranging from ROI to VI-SPDAT questions, including a riddle. [Use this link](#) if you are interested in taking a closer look.



**Monitoring & Security Officer Elements**

The Partner Agency Technical Administrator and Security Officer Agreement requires a Partner Agency to identify a Technical Administrator and a Security Officer. We often refer to the people in these roles collectively as Agency Administrators (Agency Admins or Agency Leads).

Many agencies choose to designate the same person as Technical Administrator and Security Officer, however, the Security Officer has distinct responsibilities listed on page 2 of the Partner Agency Technical Administrator and Security Officer Agreement.

## Security Officer Responsibilities (from the Standard Operating Procedures)

The Partner Agency Technical Administrator and Security Officer Agreement references a Quarterly Compliance Certification Checklist. This checklist should be completed each quarter by the Security Officer and submitted to [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com).

### Quarter schedule:

Quarter 1: Jan 1, 2020 – Mar 31, 2020

Quarter 2: Apr 1, 2020 – June 30, 2020

Quarter 3: Jul 1, 2020 – Sep 30, 2020

Quarter 4: Oct 1, 2020 – Dec 31, 2020

## The Quarterly Compliance Certification Checklist

### Annual Client Privacy Recertification Process

Every year, HMIS users are required to retake the SCC HMIS Client Consent training to comply with HMIS Privacy Standards as stated in the End User Agreement.

Recertification will take place for all HMIS users in January.

To recertify, HMIS users will need to rewatch the Client Consent Training, complete the quiz, and sign the electronic End User Agreement.

The training is available now on the SCC HMIS website: <http://scc.hmis.cc/training/schedule-a-training/>

### Please complete the training by January 24th, 2020.

On **Wednesday, January 29th, 2020**, a new Electronic End User Agreement will appear when you log in. By completing the electronic USER POLICY AGREEMENT you are confirming that you have watched the video and have re-certified.

## Reminders

### Agency Admin. Meeting In-person Attendance

- Please recall that you are required to attend 7/11 in-person Agency Admin. meetings
- Starting in February there will be 9 opportunities left to ensure you meet this requirement
- If you cannot attend, please send a representative in your place (must have current HMIS access)

## HIC & PIT

HIC: The Housing Inventory Count (HIC) is conducted annually.

Report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs)

PIT: The Point In Time (PIT) Count is conducted annually in late January, on the same day as the HIC

The report includes sheltered clients (ES, TH, Safe Haven), including clients in non-participating HMIS programs (e.g. DV programs)

*\*Unsheltered PIT counts are conducted every other year. This year, 2020, there is no unsheltered PIT count.*

## Clarity HMIS & Looker Office Hours

At this time we are offering two different types:

### 1. Looker Office Hours

- Ongoing support
- Space to ask general questions
- Receive assistance on questions you may have about a Looker related report or a report you want to create
- Other questions as they arise

### 2. Clarity (HMIS) Office Hours

Ongoing support

- Assistance with running reports
- Ask questions related to data entry
- Or maybe a refresher on data entry
- Other questions as they arise

### Bitfocus Communication

Some of you may have received CES Data Quality correspondence regarding VI-SPDAT's created in December 2019 that are missing Referrals.

Please be sure and do any follow-up and/or corrections as requested.

### 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 *Virtual Suggestion Box* option.

### Next Agency Admin Meeting

**Meeting Location: To Be Determined**

**When:** Thursday, February 6th, 2020

**Time:** 2:00pm – 3:30pm

Dates and locations for 2019 meetings are listed on the OSH website:

<https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx>

### Bitfocus Contact Information

Bitfocus System Administration Team: [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

*Janel Fletcher* ([janel@bitfocus.com](mailto:janel@bitfocus.com))

*Alison Wilson* ([alisonw@bitfocus.com](mailto:alisonw@bitfocus.com))

Trevor Mells ([trevorm@bitfoucs.com](mailto:trevorm@bitfoucs.com))

*Lesly Soto* ([leslys@bitfocus.com](mailto:leslys@bitfocus.com))

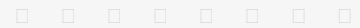
Support Team: [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

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By Lesly Soto Bright | January 6th, 2020 | Blog, Uncategorized | Comments Off on January 2020 Agency Admin Meeting

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About  
the

Author:

Lesly  
Soto  
Bright

As a Deputy Project Administrator on the Bay Area, California, team, Lesly Soto Bright contributes to system administration activities for the Santa Clara County CoC. This includes coordinated entry configuration, data migration tracking, and data processing. As a Clarity Human Services and HMIS subject matter expert, she collaborates with clients, customers, stakeholders, analysts, developers, and management to