Feb 2018 Agency Admin Meeting

Feb 2018 Agency Admin Meeting

Date: Thursday, February 1, 2018
Time: 1:30 – 3:30PM
Place: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

Slides from the meeting can be found here:

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Please use this link to download slide deck if desired.

Agenda

1. CoC / UPLIFT Updates
2. Coordinated Assessment Updates – Evaluation Results and Transitional Housing Rollout
3. Two Factor Authentication Check-In
4. Client Privacy Recertification will take place in March
5. HMIS User Survey
6. New Program Request Form
7. Current and Upcoming Projects
8. AHAR 2017 Results
9. Housing Inventory Count (HIC) / Point In Time (PIT) Count
10. Continuous Data Quality Improvement (CDQI)
11. Recommendations for Future Meeting Topics
12. Q&A

Next Agency Admin Meeting:

Thurs, March 1, from 1:30-3:30pm

Location: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

Dates and locations for 2018 meetings are listed on the OSH website:
https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx

CoC / UPLIFT Updates

- UPLIFT
  - As of today 491 Remaining Jan-Mar stickers available – First come, first served
    - Do not pre-date or back-date your referral
  - Agency that reached allocation limit during 1st month – follow instructions on page 15 of user handbook
  - If a case manager requests replacement for clients – follow instructions on page 18 of user handbook
  - Processing schedule
    - Friday 02/02 – new enrollment and status assessment
    - 02/05-02/07 – new enrollment and status assessment
    - 02/08 as needed

"What we learn with pleasure we never forget."

Alfred Mercier

Announcements >>

Click Here to Access the Santa Clara County CoC Continuous Data Quality Improvement Process

Click Here to Access the SCC Clarity Feature Enhancement Request List

FEATURED | BLOG | NEWS

February 2021 Agency Admin Meeting
January 2021 Agency Admin Meeting
December 2020 Agency Admin Meeting

May 2021

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« Feb

- CoC Updates
  - QAS Update – available online
  - Upcoming Training
    - 02/22/18 – Strategies for Recognizing & Working With Survivors of Violence
    - 03/19/18 – HF-Centered Case Management
    - 04/17/18 (tentative) – Connecting Clients to Mainstream Benefits
  - NOFA Committee Meetings
    - Next one 02/26/18

Coordinated Assessment Updates – Evaluation Results and Transitional Housing Rollout

- CAS Evaluation Summary – will send out short version of the report with highlights
  - Possible geographic gaps in access (e.g. South County)
  - Common misconceptions about the VI-SPDAT
  - Concern about inconsistent administration of VI-SPDAT
  - ROI issues (HomeBase is looking into this further, it may not have been ROI issues but historic data from data migration)
  - Time from assessment to housing has decreased – why?
  - Rates of rejected referrals remains high
- Recommendations
  - Create informational tools for assessors and participants
  - Strengthen controls for VI-SPDAT administration, including policies
    - Looking into policy around consistent administration of the VI-SPDAT
  - Explore additional training for VI-SPDATs, ROIs, etc.
  - Track key data, such as:
    - Average time units are vacant
    - Average time from referral to enrollment
    - Rates of rejected referrals and reasons for rejections
  - Analyze ineligible referrals
  - Training Re: client locating
  - Strengthen ongoing participant engagement and location updates

Two Factor Authentication Check-In

- How are things going with Two Factor Authentication?
  - Rollout seemed smooth, no questions
  - A few issues the morning of 3/1 but other than that ok

Client Privacy Recertification will take place in March

- Every year, HMIS users are required to retake the Client Consent training and recertify
- The new Client Consent training will be released and added to http://scc.hmis.cc/training/schedule-a-training/
- Recertification will take place for all HMIS users in March:
  - Users will be asked to watch the Client Consent training
  - On a specific date, HMIS users will be required to fill out a recertification form the next time they log in to HMIS, to verify that the watched the consent training
  - An email will be sent to all users with instructions

HMIS User Survey

- Bitfocus is collecting feedback on HMIS
- Today, a survey link was sent out to all HMIS users. The survey asks about data quality, ease of use of Clarity, and Help Desk/System Administration support. It is a short 10 question survey that should take 5 minutes or less to complete.
- The survey will be open until Friday, February 16. Please encourage HMIS users to fill it out!
- Ways to access the survey
  - Link on the email
  - SCC HMIS site: http://scc.hmis.cc/uncategorized/feb-2018-agency-admin-meeting/
  - Direct link: https://www.surveymonkey.com/r/6T3R3YX

New Program Request Form

- An updated version of the Program Request Form is now up on the SCC HMIS site: http://scc.hmis.cc/client-forms/
- The form now includes new required questions from the 2017 HMIS Data Standards
- Please use this form when you need a new program created in HMIS for your agency
- Process for requesting a new program
  1. Agencies complete the New Program Request form
  2. Bitfocus reviews the program information and may ask clarifying questions
  3. Bitfocus asks OSH Program Manager to review and approve the new program request. Bitfocus will contact the agency if any clarification is needed.
  4. Once OSH approves the program, Bitfocus sets up the program in HMIS
- Question: Should we use the program request form to add new beds to existing program?
  - No, contact Bitfocus directly, and Bitfocus will contact OSH to let them know because OSH has to complete bed inventory reports.

Current and Upcoming Projects

- Completed:
  - Rollout of Two Factor Authentication
- In Process:
  - Housing Inventory Count (HIC) and Point In Time Count (PIT)
  - New Client Privacy Training and Recertification
- Upcoming this year:
  - System Performance Measures (SPM)
  - Annual Homeless Assessment Report (AHAR) / Longitudinal System Analysis (LSA)
  - Coordinated Assessment new features in Clarity
  - Data Quality Looker Model
  - Schedule for regular workflow trainings (CCP, RRH)
  - Report Library review for all HMIS users
- Ongoing
  - Clarity General Training and Help Desk support

AHAR 2017 Results

- The Annual Homeless Assessment Report (AHAR) is a HUD report to the U.S. Congress that provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons. The report is based primarily on Homeless Management Information Systems (HMIS) data.
- The 2017 AHAR was submitted in early December and covered the federal fiscal year of 10/1/2016 – 9/30/2017
- Data collected for 3 project types (Emergency Shelter, Transitional Housing, Permanent Supportive Housing) in 4 categories (Individuals, Families, Veteran Individuals, Veterans in Families) with 2 summary reports – 14 reports total
- General Highlights
  - Report was submitted by the deadline
  - All categories were accepted by HUD for use in the nationwide AHAR report
  - Data from 15 agencies (over 100 programs) included in the report
- Clients Served and Utilization Highlights
  - First 2 charts:
    - Most clients served under ES Individuals
    - Highest average nightly capacity is for PSH, which indicates ES has a higher turnover rate to serve more clients
    - Note: Data for AHAR is based on AHAR-specific report logic. For example, average nightly capacity for AHAR is calculated differently than OSH's Community Capacity Report
  - Next 4 charts:
    - ES for Individuals – shows increase in bed capacity during seasonal/inclement weather
    - PSH Exit Destinations – there is a high number of "Other" destinations
      - Question: Other exit destination- Is it possible people were housed but their destination is "Other"?

        - Yes, in that case the report does not count the client as housed, so choosing most accurate exit destination is important

Housing Inventory Count (HIC) / Point In Time (PIT) Count

- HIC
    - The Housing Inventory Count (HIC) is conducted annually in late Jan. This year, it will be Wed, Jan 24.
    - Report is on shelter and housing programs (ES, TH, RRH, PSH)
    - Last month, Bitfocus asked agencies to review some HIC data related to funding sources for their programs and bed capacities
- 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)
    - Last month, Bitfocus asked agencies to review
        - Number of clients in HMIS on Wed, Jan 24 matches the number of clients served on that night
        - Demographic information
- This month's action items
    - Inventory information: Please do a final review and confirm the information about housing and shelter programs that we previously reported to HUD in THIS SPREADSHEET.
        - Let us know if any new housing or shelter programs have come online during calendar year 2017
        - Similarly, let us know if any programs on our list have stopped operating during calendar 2017
        - Bed inventory should be based off your program capacity on 1/24/18
            - For RRH- Bed inventory is based on clients housed at the time of the count. Bitfocus will update the numbers after 2/10.
        - **Complete spreadsheet review by 2/16/18**
    - Client data: Make sure the household and client counts are accurate for the night of Wed, Jan 24
        - The number of households/clients in your programs in HMIS match the number of households/clients that were actually there on that date
        - For ES/TH: Review demographic information
        - For RRH/PSH: Fill out the Housing Move-In Date for your housed clients
        - Question: If the housing move in date appears on enrollment, annual assessment, and status update. How to resolve dates?
            - For HUD reports, we take the most recent move in date. However, if there are different move-in dates for the same enrollment, there may be a data quality issue that needs review.
        - **Complete data review by 2/10**
    - Bitfocus will contact agencies about
        - After Feb 10, Bitfocus will run data for the number of clients served the night of Wed, Jan 24 and ask agencies to review
        - Verifying address information for all projects:
            - For site-based projects: full address is needed
            - For scattered-site projects: zip code where most units are located
        - If there are any specific questions for your agency

Continuous Data Quality Improvement (CDQI)

- This month:
    - Continue regular review of entries/exits
        - Helpful report: [GNRL-106] Program Roster Report
    - For agencies with ES, TH, RRH, PSH – continue review of HIC and PIT information
    - For agencies not participating in HIC and PIT – check Data Accuracy
        - Helpful report: [GNRL-220] Program Details Report

Recommendations for Future Meeting Topics

- No feedback at this time

- Can also give feedback on this topic by adding a comment to the HMIS User Survey

Q&A

- Can we add other data points to Clarity?
  - Yes, talk to Bitfocus if you'd like custom questions or services added for your agency.
- How do I access saved Looks?
  - Reports Library, then go to Data Analysis tab. There will be a folder labeled with your agency's name.

By Jenn Ong | February 5th, 2018 | Blog, Uncategorized | Comments Off on Feb 2018 Agency Admin Meeting

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About the Author: Jenn Ong

Comments are closed.

OUR VISION: No one lives outside.

We are dedicated to removing barriers and providing affordable housing to ensure the economic self-sufficiency of all persons in Santa Clara County.

Homelessness ends when everyone has a home.

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- End User Help Center

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