```
Bitfocus (408) 596-5866, Ext. 2
              Santa Clara County HMIS
      Home
                      Programs
                                         About Us
                                                           Training
                                                                          Agency Admin. Information
                                                                                                          Resources
                                                                                                                          Reports & Data Forms & Manuals
                                                                                                                                                                    Contact
February 2020 Agency Admin Meeting
                                                                                                                        Home / Blog, Uncategorized / February 2020 Agency Admin Meeting
February 2020 Agency Admin Meeting
Date: Thursday, February 6th, 2020
Time: 2:00PM – 3:30PM
Place: Campbell Library Community Space, 77 Harrison Ave, Campbell, CA 95008
Agency Admin. Lead and/or Representative in Attendance:
NAME
                                     AGENCY
                                     Abode Services
Channy Singh
Rani Jain
                                     Abode Services
Guillermo Munoz
                                     BHSD – Whole Person Care
Laura Foster
                                     Bill Wilson Center
                                     California Youth Outreach
Conrad Solarez
David Marez
                                     California Youth Outreach
Julian Delgadillo
                                     California Youth Outreach
Anthony Ortiz, Jr
                                     California Youth Outreach
Consuelo Collard
                                     Catholic Charities
Mark Fries
                                     Community Solutions
Maria Del Villar
                                     Community Solutions
Brandi Jothimani
                                     CSA Mountain View
                                     Custody Behavioral Health
Ariana Ayala
Tim Jones
                                     Downtown Streets Team
Cristina Trujillo
                                     Family & Children Services
Alexander Le
                                     Family Supportive Housing
Sophie Smith
                                     Gardner Health Services
Julies Nguyen
                                     Goodwill of Silicon Valley
Teresa Schmitz
                                     HomeFirst
Traci Pickett
                                     HVEHF
                                     JobTrain, Inc.
Art Taylor
Tina Sentner
                                     Mission Street Sobering Center
Juan Vela
                                     Office of Reentry Services
Leila Qureishi
                                     Office of Supportive Housing
Steven Tong
Emrica Agossa
                                     Roots Community Health Center
Paulina soto
                                     Sacred Heart Community Service
Robin Daniels-Wilson
                                     SCC Behavioral Health Services
                                     SCC-OSIT-Whole Person Care
Rebecca Siqueiros
Cindy Parra
                                     SJSU Service Navigation
                                     St Josephs Family Center
 Rosemary carranza
Catherine Farry
                                     Sunnyvale Community Services
Roxanna Frias
                                     Superior Court of CA. Santa Clara County
Daniel Guhl
                                     Salvation Army – The Emmanuel House
Babita Kumari
                                     The Health Trust
                                     VHHP
Lindsay Cross
                                     VMC EVC
Lourdes Rivera
Nelsa Alexandre
                                     VS and SSI for SSA
                                     Work2Future
Sean Guess
ZOOM CALLERS
                                     Abode Services
Luis Gonzalez
James Alvarado
                                     cityteam
Jan Stokley
                                     Housing Choices
                                     LifeMoves
Andrew Lam
Michael Love
                                     MOVE Mountain View
Rita Anzualda
                                     Pathway Society Inc.
                                     Peninsula Healthcare Connection – New Directions
Baldeep Pabla
Marianne Deschaine
Audrey Bui
                                     West Valley Community Services
Jade Bradley
                                     West Valley Community Services
Slides from the presentation are here:
 ↑ Page 1 / 48 - + Zoom 100%
                                     WELCOME!
 Agency Admin. Meeting
  Thursday, February 6th, 2020
Please use this link to download slide deck if desired.
Agenda

    COC|Coordinated Assessment|UPLIFT Updates

    HMIS Newsletter

    Special Guest Speaker: Bill Wilson Center

    Laura Foster, LCSW Division Director of Housing

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

    HMIS User Survey

    SCC Agency Admin. Attendance Policy

    Recommended Resources

    Reminders

UPLIFT
   • As of 2/5/2020- There are 161(One-Hundred Sixty-one) Jan-Mar'20 quarter stickers left for this quarter.
   • Pooled-Sticker period has started (2/1/2020). All remaining stickers will be offered to all Agencies, first comes first served.
         • Please do NOT pre-date or back-date the referral. Enter the date as you are physically in front of the computer to enter or update our clients' information.
         • For request unfulfilled from the 1st month allocation limit – Please follow step by step instructions starting on page 16 of UPLIFT User Handbook.
                ■ If you received an email for Allocation Limit, please do the following to complete your UPLIFT requests:
                ■ If you request for an UPLIFT Pass via New Enrollment
                ■ Update your client's UPLIFT Program Enrollment date to or after 2/1/2020
                ■ If you request for UPLIFT Pass via Status Assessment
                ■ Update your Client's UPLIFT Status assessment date to on or after 2/1/2020
   • Replacement period has started (2/1/2020). Please do NOT pre-date or back-date the referral.
         • Please follow step by step instructions starting on page 19 of the User Handbook.
         • Please remember to email UPLIFT@hhs.sccgov.org the reason(s) for a replacement request or it won't be processed.
         • Bad Example email detailing reason client lost badge:
         o "Hello, Client, HMIS# ABCDEFG lost their badge and needs a replacement thank you"
         • Good Example email detailing reason client lost badge:
         o "Client, HMIS# ABCDEFG came to the office stating that his bus pass was stolen on MMDD. He is currently homeless and stated that he got really tired and fell
             asleep in the park and when he woke up his belongings were stolen including his bus pass. He and I explored different options including getting him a lanyard or
             a badge holder to prevent re-occurrence."
   • Last day of the Jan-Mar'20 quarter is March 12, 2020. Apr-Jun'20 Quarter begins March 13th.
   • Reminder to all providers: Before making your request, check your client's most recent (latest start date/signed) HMIS ROI (Release of Information) to ensure it is valid
      and that you are not entering any data the client did not consent for.
   • Remember to email the UPLIFT email address, once a correction is made to prevent delays
HMIS Newsletter
January 2020 Newsletter included:

    Preparing Your HMIS Data for the Point-in-Time Count

    New Education History and College Enrollment Questions in HMIS

    See More Assigned Staff in HMIS

   • Report Spotlight: Review Your Data for the Point-in-Time Count

    Upcoming Events

Web link to the newsletter
Special Guest Speaker - Laura Foster, LCSW Division Director of Housing - Bill Wilson Center
Mission
Bill Wilson Center supports and strengthens the community by serving youth and families through counseling, housing, education, and advocacy.
Vision
We are working to prevent poverty in the next generation by connecting youth and families to education, employment, housing and positive relationships. We are working
toward ending youth and family homelessness.
Bill Wilson Center Programs

    Drop In Center

    Rapid-Rehousing

    Peacock Commons

    Homeless Prevention Services

    Mental Health Programs

    Family Advocacy Services

   • Centre for Living with Dying

    Independent Living Skills Program (ILP)

    Volunteer Program

    Emergency Shelters

    Transitional Housing

    Contact Centers

Emergency Shelters

    Safety Net Shelter

                Youth Ages 11 to 17

    20 Beds

    Young Adult Shelter

                Single Young Adults 18-24
                ■ 10 Beds

    Family Shelter

         o One HH member between 18-24

    4 Families

   Housing Programs

    Rapid Re-Housing

    Referrals from Community Queue

                Families and Young Adults

    Homeless Prevention Services

                People at risk of homelessness in San Jose
                For households that are Extremely Low Income

    Counseling Services

    Transition Age Youth Mental health Services

    Youth & Family Mental Health Services

    School Outreach Counseling

    Center for Living with Dying

    Critical Incident Stress Management

    Contact Cares

    Parent Child Interactive Therapy

    Contact Information

      Main Intake Line: (408) 243.0222
      www.billwilsoncenter.org
Housing Inventory Count (HIC)/Point in Time (PIT)
The Housing Inventory Count (HIC) is conducted annually in late January. This year, it was on Tuesday, Jan 28th.
After February 10th Bitfocus will run data for the number of clients served the night of Tuesday, Jan 28.
We will send this out with a list of housing and shelter programs that we previously reported to HUD
   • Inventory information: Please do a review and confirm the information
         • Let us know if any new housing or shelter programs have come online during calendar year 2019
         • Similarly, let us know if any programs on our list have stopped operating during calendar year 2019
   • Client data: Please review data for the number of clients served the night of Tuesday, Jan 28 and let us know if the numbers do not look accurate
HMIS User Survey
                              Bitfocus
                                                               How is HMIS working for you?
                                                                2020 HMIS User Satisfaction Survey
                                                                     OK, let's get started press ENTER
How to Access the User Satisfaction Survey
   • An email was sent out on Friday, February 7th, to all HMIS users with a link to the survey or

    Click on the image above to be redirected

    Click here to be redirected to the Survey

   • Thanks in advance for participating!
Please note the Survey will close on Friday, March 6th, 2020 by EOB.
SCC Agency Admin. Attendance Policy
What to Expect:
   • Required 7/11 In-Person Meetings beginning every January (calendar year)
   • First Warning will be probationary status with a requirement to attend all 7/11 meetings in the following year
   • If continued missed attendance OSH will take disciplinary action

    Discontinued Partner Agency Status

   • Please note there is a copy of this document on the HMIS Webpage in the Form and Manuals Tab for your convenience
Recommended Resources
Clarity Frequently Asked Questions Course
Access this training through the schedule a training section of our website.
Covers many frequently asked questions not covered in the clarity general training including

    Working with household and program relationships

    Subscribing to calendar

    Reactivating exited programs...and more

     Bitfocus Training
                                                                                                                     Clarity Human Services: Frequently
                                                                                                                             Asked Questions - System
                                                                                                                           Administration Communities
                                                                                                                    We created videos related to frequently asked questions This collection of
                                                                                                                              videos serves as a resource for the customer first.
                                                                                                                                           REGISTER | FREE

    Share  
    ▼ Tweet

                                                    About this course
                                                                                                                                      Curriculum
                                                                                                                                        Re-Activating a Program and Providing Services
                                                                                                                                       Re-Activating a Program and Providing Services: Video
                                                    We're excited to offer this course! Our sole intent in offering this course is to get you answers quickly, efficiently, and in a
                                                    way that is easy to learn. Here we answer questions that would typically result in a ticket through our Help Desk. We find
                                                                                                                                        Adding a Group Member to a Program
                                                    that offering these resources ad hoc gives our users the ability to find answers quickly.
                                                                                                                                       Adding a Group Member to a Program
                                                                                                                                        Subscribing to the Calendar - Including Outlook and Google
                                                    The Bitfocus Training team
                                                                                                                                       Subscribing to the Calendar - Including Outlook and Google Linking:
                                                                                                                                       Resources
                                                                                                                                        Personal Account Settings
                                                                                                                                       Personal Account Settings
                                                                                                                                        Deleting a Program Enrollment
                                                                                                                                        Deleting a Program Enrollment
                                                                                                                                        Switching Agencies to View Your Caseload
                                                                                                                                       Switching Agencies to View Your Caseload
                                                                                                                                        Deleting a Client Service
                                                                                                                                        ▶ Deleting a Client Service
                                                                                                                                        Setting a Client's Relationship to HoH in an Enrollment
                                                                                                                                       Setting a Client's Relationship to HoH in an Enrollment
Coordinated Assessment & Referral Results
Available in the Data Analysis tab of Clarity
Shows the results from Assessments and Referrals provided by your agency
Use to determine where assessments your agency does end up and how many clients get housed
 Coordinated Assessments and Referral Results
  FILTERS Agency Creating Assessment is any value Assessment Date Range is any time
                         22,475
                                                                                  Clients Added to the Queue by Type
                         19,018
                          3,520
                          2,824
                           2,357
Coordinated Assessment Scoring By User
Available in the Data Analysis tab of Clarity
Email announcement went out to all agency managers

    Filter by your individual agency

   • Examine users who may be scoring outside of a normal range
   • Based on the staff who entered the assessment into clarity
   • Examine the report for possible scoring issues at your agency
   • Staff may be scoring high or low for many different reasons, does not necessarily indicate an issue
   • Follow up with staff as needed or recommend a retaking the CA Training
Coordinated Assessment Data Quality Dashboard
Available in the Data Analysis tab of Clarity
   • Shows many different data quality measures related to VI-SPDAT Assessments

    Missing referrals

    VI-SPDATS set to private

 Coordinated Assessment Data Quality Dashboard
                                                                                 rrals (moved from Coordinated Assessment)
  Assessing Agency Agency Name
  3 County: SCVHHS - Ambulator
  4 UPLIFT
                                                  Kristen Evans
                                                                1FC66DFEA
  5 County: SCVHHS - Ambulatory
                                                  Kevin Murphy
                                                                575870845
                                                                              2020-01-17
                                                  Miguel Fuentes
                                                                F3C9E8ACF
                                                                              2020-01-16
                                            SCC Coordinated Entry Data Quality- Accompanied Children w/ VI-F-SPDATS (moved from Coordinated Assessment)
                                                                                                                                  Lindsay Cross 408-272-6064
              Litzy Mejia
                                                                                                                                  Londyn Pitts\n408-516-5109
 2 8BE8D8ABE
              Zieanna Perez
                                                                  18 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2020-01-03 2019-12-30 lpitts
                                                                  9 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-11-13 2019-11-13 janelyv
                                                                                                                                  Janely Velez 408-961-9881
 5 B977A1023
                                                                  4 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-10-09 2019-10-01
                                                                                                                                  Marissa Tanomrat \n408-817-044
 6 52ACA370C
              Hannable Phillips
                                                                  5 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-10-07 2019-10-07 Idimas
                                                                                                                                  Lisa DJ 408.685.5472
                                                                  0 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-09-25 2019-09-25
                                                                                                                                  Milleka Wheeler (408) 272-4416
              Arella Villacenor- He
 8 7DE90C9C9
                                                                  18 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-07-23 2019-07-23
                                                                                                                                  408-925-0230 desarie abeyta
              Amya Brown
                                                                  4 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-07-19
 10 95BAED823
                                                                  5 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-06-11 2019-06-11
  1 5D1633D1B
                                                                  0 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-05-15 2019-05-15
                                                                                                                                  Sara Tran 408-961-9898
 12 E1E1A1243
              Jaime Estrada-Nunez
                                                                  3 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-05-06 2019-05-06
                                                                                                                                  Case Manager Patricia Vazquez: at (408) 539-2192
                                                                   1 VI-F-SPDAT Prescreen for Families [V2] with SCC local questions 2019-04-16 2019-04-16
  3 D02CBEBBB
                                                             SCC Assessments set to Private (moved from Coordinated Assessment)
  3 66916D24D
                                                                                                                                      2019-12-11
  5 F7CA8D32C
 6 9DEEF982C
                                                                                                                                      2019-12-10
 8 1D83F7D25
                                                                                                                                      2019-11-01
                                                                                                                                     2019-11-01
2019-11-01
 10 79372408A
                           Victory Outreach
 11 0814C200E
                           Victory Outreach
 12 A4DB83192
                           Victory Outreach
                                                                                                                                      2019-10-30
Reminders
Ongoing Data Quality
   • Each quarter you will receive Data Quality Reports for your Agency, including UPLIFT
   • This will assist in ensuring data quality and data accuracy
   • This will make reporting time seamless and smooth
   • Please make corrections as soon as you are able to
Save The Date: Data Engagement Workshop
Taking a Closer Look at Looker Dashboards and Reports in Clarity!
                  3
                                                                                           16
                                                                                                                          FEB
                                                                                                                          27
                                     Clients with Missing ...
                                                                        On queue with no contact info
        Active Veterans
                                                                                                                          Taking a Closer Look at Looker
                              Exits to Permanent Destinations by Month
                                                                                                                          Dashboards and Reports in
                                                                                                                           Clarity!
     of Clients
                                                                                                                          by Santa Clara County Continuum of
                                                                                                                           Follow
                                                                                                                          Free
                       March
                                         May
                                                          July
                                                                        September
                                                                                         November
                                                                                                          January '20
     \triangle \heartsuit
                                                                                  On Sale Jan 27 at 12:00 AM
                                                                                                                              Remind Me
                                                                                                                                                             Details
                     Have questions about running and reviewing Looker Reports in Clarity?
                                                                                                                          Date And Time
                     Then join us through this walkthrough!
                                                                                                                          Thu, February 27, 2020
                                                                                                                          2:00 PM - 3:30 PM PST
                     About this Event
                                                                                                                          Add to Calendar
                     Have you ever wondered how you can pull a Looker report in Clarity and
                                                                                                                          Location
                     what options you have for the report after it is pulled? Come join us for
                     this walkthrough of how to do this and more. *Please note you must
                                                                                                                          Bascom Branch Library (Second Floor)
                                                                                                                          1000 South Bascom Avenue
                     currently have access to the Data Analysis option in reports.
                                                                                                                          San Jose, CA 95128
                                                                                                                          View Map
Client Consent Recertification
Thank you for completing the Recertification Process!
   • Please recall end users who have not completed the training will have their access disabled until the training is completed
   • End Users must score 80% or higher on the Quiz to be granted access
   • Recertification is required every year – even if a user took the training on 12/31/2019
TA/MOU Agreements
Thank you if you have already submitted your TA/MOU Documents!
   • You should have received an email either on 1/17 or 1/21 requesting the documents needed for your agency
   • Please submit documents as soon as possible, these were due on 1/31/2020
   • If you have questions please contact Lesly at leslys@bitfocus.com
SCC Quarterly Compliance Checklist

    Due on a Quarterly basis

   • First one due on Friday, April 3rd, 2020 by EOB
   • Use this link to access the form which is located on the HMIS Website
   • You will receive notification reminders from Bitfocus Team when these are due
New College Enrollment Questions
   • This new data collection is designed to help better understand and address students and young people experiencing homelessness.
   • The questions are also an outcome of a County wide 100 Day Challenge initiative to house 100 college students in 100 Days.
   • This change adds new questions on the enrollment and exit screens for all adults enrolling into HMIS projects in SCC.
   • The questions capture the client education history (Last Grade Completed) as well as additional details for client who are currently attending a college/university.
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

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: Pearl Avenue Branch Library Community Room
When: Thursday, March 5th, 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
Janel Fletcher (janelf@bitfocus.com)
Alison Wilson (alisonw@bitfocus.com)
Trevor Mells (trevorm@bitfoucs.com)
Lesly Soto (leslys@bitfocus.com)
Support_Team: sccsupport@bitfocus.com
By Lesly Soto Bright | February 10th, 2020 | Blog, Uncategorized | Comments Off on February 2020 Agency Admin Meeting
                                                                                                                                f y P t S+ in s w
   Share This Story, Choose Your Platform!
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 identify and resolve complex software and business problems. She
               develops reporting requirements and information products, and is also responsible for project and system performance analysis. Her background enables her to
assist with ongoing analysis of Continuum of Care coordination efforts, federal reporting requirements, partnering agency data analysis, and special projects data obtained from
a variety of sources.
Comments are closed.
                                             QUICK LINKS
                                                                                                                                         FOLLOW US
                                                                                           RECENT POSTS
                                                                                           February 2021 Agency Admin Meeting
                                             Home
                                                                                           January 2021 Agency Admin Meeting
                                             Programs
                                                                                           December 2020 Agency Admin Meeting
                                             About Us
                                                                                           November 2020 Agency Admin Meeting
                                             Training
```



