Santa Clara County HMIS

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| Home | Programs | About Us | Training | Agency Admin. Information | Resources | Reports & Data | Forms & Manuals | Contact |

March 2019 Agency Admin Meeting

March 2019 Agency Admin Meeting

Date: Thursday, March 7th, 2019
Time: 1:30 – 3:30PM
Place: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

Slides from the presentation are here:

Loading...

Please use this link to download the slide deck.

Agenda

- CoC / Coordinated Assessment / UPLIFT
- HMIS Newsletter
- Housing Inventory Count (HIC)
- Breakout Groups
- SCC Recertification Updates
- Continuous Data Quality Improvement – CDQI
- Reminders
- Next Month's Meeting

CoC / Coordinated Assessment / UPLIFT

CoC UPDATES

Upcoming Events

- Coordinated Assessment Working Group Meeting
  - Thursday, March 14th, 2019 1:00pm – 2:30pm
- Coordinated Assessment Working Group Prioritization Subcommittee
  - Thursday, March 28th, 2019 1:00pm – 3:00pm (This group is meeting on the 4th Thursday for the next few months)
- NOFA Committee – has met twice and will be meeting one additional time
  - Date and tine is TBD, but will likely be late March or April

Upcoming CoC Training

- Housing First – Thursday, March 28th, 9:00am – 12:00pm at Sobrato Parkmoor
- Planned – CoC Bootcamp – full day

UPLIFT

- **All 2500 Jan-Mar '19 quarter UPLIFT stickers have been distributed**
  - If you have unfulfilled requests, please refer to page 18 of the user handbook.
- **April – June '19 Quarter starts March 15th (Friday) – All requests must be made on or after the 15th to be processed**

Reminder for UPLIFT Point of Contacts: Allocation survey is due this Friday (3/8/2019)

- Allocation list will be sent out on 3/11/2019
- If a response is not received by 5PM Friday, 3/11/2019, your agency may see a reduction in allocation
- If you are the UPLFT point of contact and did not receive an email, please email **UPLIFT@hhs.sccgov.org**

- **Please make sure to request for the correct quarter (April – June) for this upcoming next quarter**

HMIS Newsletter

Will be sent out monthly to all HMIS users

February 2019 Newsletter included:

- Documenting Client Consent in HMIS
- HMIS in the Community: The Data Literacy Institute
- Report Spotlight: [HUDX-225] HMIS Data Quality Report
- Please Complete Our Satisfaction Survey
- Upcoming Events
- Bitfocus Is Hiring

Web link to the newsletter

Housing Inventory Count (HIC)

The Housing Inventory Count (HIC) is conducted annually in late January. **This year, it was on Monday, Jan 28th.**

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

- Bed/unit capacity
- Federal funding source
- HMIS participation
- Location (geocode and address)
- Other project details
- Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

HIC: Client Data Requirements

All Shelter and Housing projects will need to report the actual number of clients served on one night in January. Information will be used to calculate Utilization Rates for each project.

- PSH, RRH, and OPH (Other Permanent Housing) Projects will be based on clients housed
- RRH bed/unit inventory will be based on housed clients

Point In Time (PIT) Count Information

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):

- Number of households and clients served the night of the PIT
- Number of children, adults aged 18-24, adults over 24
- Race, Ethnicity, Gender, Chronic Homelessness
- Substance Abuse, Mental Illness, DV, HIV/AIDS

Information is broken out by both household type as well as specific demographics (Veterans, Parenting Youth, Unaccompanied Youth)

Last Month's HIC/PIT 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 2018
- Similarly, let us know if any programs on our list have stopped operating during calendar 2018
- **Client data**: Make sure the household and client counts are accurate for the night of Monday, Jan 28
  - 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

This Month's HIC/PIT Action Items

- For all projects, review number of clients served in the "PIT Count" column of THIS SPREADSHEET for accuracy

  - Reminder: this year, the number of clients for PSH is based on Housing Move-In Date

- For RRH projects, review the bed/unit inventory. The number of beds/units in columns *M* through *W* should match the number of clients/households housed in your project the night of Monday, Jan 28th, 2019

- Bitfocus will reach out to verify address information for all projects:

  - For site-based projects: full address is needed
  - For scattered-site projects: zip code where most units are located

- Bitfocus will reach out if there are any specific questions for your agency

*Please complete your review by **Monday, March 11** and let Bitfocus know once it's been completed*

Breakout Groups

Scenario 1

In reviewing one of your clients profile, you notice there is no ROI entered. What needs to happen to fix this error?

Response

For a client to be entered into HMIS there must be and ROI signed. An ROI will need to be added/uploaded to the clients profile. If needed conduct one and upload it.

Scenario 2

In three years, how many times must a person become homeless AND what is the minimum required total months of homelessness to be considered chronically homeless?

A. 2x=8 months   Two times equal to 8 months

B. 3x=12 months   Three times equal to 12 months

C. 4x=12 months   Four times equal to 12 months

D. 6x=9 months   Six times equal to 9 months

Response

C. 4x=12 months   Four times equal to 12 months

Scenario 3

How well do you know your acronyms?

- UPLIFT
- VI-SPDAT
- TAY
- AHAR
- HEARTH ACT
- HMIS

SCC

Response

- *UPLIFT: Universal Pass for Life Improvement for Transportation*
- *VI-SPDAT: Vulnerability Index-Service Prioritization Decision Assistance Tool*
- *TAY: Transition Age Youth*
- *AHAR: Annual Homelessness Assessment Report*
- *HEARTH ACT: Homeless Emergency Assistance and Rapid Transition to Housing Act*
- *HMIS: Homeless Management Information System*
- *SCC: Santa Clara County*

<u>**Scenario 4**</u>

A) The client consent form must be retained for _____ years following its expiration (fill in the blank).

B) To revoke consent for any information that relates to substance use treatment or mental health treatment after signing the form, a written request must be submitted to Bitfocus (True/False).

Response

A) 6

B) False

SCC HMIS Recertification Updates

Training

1. Online **Clarity General Training** (*prerequisite for account creation*)
2. Pre-recorded **SCC HMIS Client Consent Training** (*prerequisite for account creation*)
3. In-person **VI-SPDAT Training** (*prerequisite for account creation*). Updates to come!

Once these trainings are completed, the Technical Administrator, Agency Administrator, or Security Officer should contact the Bitfocus HelpDesk to request account creation.

HMIS End User Agreement

The HMIS End User agreement is your commitment to maintain the security and confidentiality of client information. Having read, understood, and agreed to comply with:

- HMIS Security Plan
- HMIS Standard Operating Procedures
- Partner Agency Privacy Statement
- SCC HMIS Data Quality Plan
- HUD HMIS Data Dictionary
- HUD HMIS Data Standards Manual

Client Consent and Client Release of Information

- Access to a list of all participating partner agencies in SCC HMIS.
- A choice to participate in HMIS without affecting their eligibility for benefits or services.
- Opportunity to identify which PPI/PHI they want entered in HMIS
- The ability to revoke consent at any time.

If you would like to review these documents further, please click on this link and you will be redirected to the SCC HMIS Webpage.

Continuous Data Quality Improvement – CDQI

Data Quality Plan *(link)*

CDQI Process SCC CoC

- **Overview of Data Quality Continuous Improvement Process**
  - Facilitates the ability of the CoC to achieve statistically valid and reliable data that can accurately tell a story of the individuals and families it

serves.

- **Roles and Responsibilities**
  - Bitfocus will provide assistance to agencies in correctly entering data in HMIS, and in addressing data quality issues.
  - Agencies will take primary responsibility for entering, verifying, and correcting data entry.

- **Data Quality Standards**
  - Running reports on an ongoing basis
  - No Null data for required elements
  - Minimizing Data Quality Issues
  - When to Correct Data Quality Issues
  - How to Identify Data Quality Issues

CDQI – Utilization -Helpful Reports

Who is enrolled in the program?

- [GNRL-106] Program Roster
- [GNRL-220] Program Details Report (Program Based Reports)
  - All client data at entry, annual assessment or exit
  - Useful for looking for outlying values

Reminders

Agency Admin Format – Introductions

- Name
- Agency
- Sharing is Caring (getting to know you)

Please be sure that when connecting remotely you have a microphone (computer and/or phone)

Recertification Process

- Please complete the Recertification process by viewing the video and taking the 10 question quiz

- You must score an 80% or higher to pass

- All staff that do not re-certify will be disabled

- If disabled Agency Lead will need to request the reinstatement of user account

HIC & PIT 2019 Follow-Up

Please note that *Alison* from Bitfocus has begun the verification process of the data for your agency.

You will receive an email (if you have not already) with a link to a spreadsheet – you will be able to add comments if needed in response to any changes and/or updates.

Next Agency Admin Meeting

Thursday, April 4th, 2019 from 1:30-3:30pm

Meeting Location:

600 Valley Way, Room 1

Milpitas, CA 95035

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

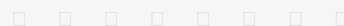*Janel Fletcher* (janelf@bitfocus.com)

Alison Wilson (alisonw@bitfocus.com)

Lesly Soto (leslys@bitfocus.com)

<u>Support Team</u>: sccsupport@bitfocus.com

By Lesly Soto Bright | March 11th, 2019 | Blog, Uncategorized | Comments Off on March 2019 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 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.

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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Home

Programs

About Us

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Reports & Data

Forms & Manuals

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