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# March 2020 Agency Admin Meeting

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## March 2020 Agency Admin Meeting

**Date:** Thursday, March 5th, 2020

**Time:** 2:00PM– 3:30PM

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

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

Name	Agency
Aida Tesfai	Abode Services
Lorena Madrid	BHSD SUTS
Laura Foster	Bill Wilson Center
Consuelo Collard	Catholic Charities
Yvette Avila	CET
Brandi Jothimani	Community Services Agency
Mark Fries	Community Solutions
Maria Del Villar	Community Solutions
Ariana Ayala	Custody Behavioral Health
Maureen Damrel	Destination: Home
Justin Damrel	Downtown Streets Team
Alexander Le	Family Supportive Housing
Sophie Smith	Gardner Health Services
David Marez	Good Samaritan Project
Julian Delgadillo	Good Samaritan Project
Julies Nguyen	Goodwill of Silicon Valley
Bryan Leung	HealthRIGHT 360
Teresa Schmitz	HomeFirst
Jan Stokley	HousingChoices
Traci Pickett	HVEHF
Kenya Rawls	JobTrain – SCC
Leila Qureishi	OSH
Roseann Martinez	Pathway Society Outpatient
Baldeep Pabla	Peninsula Healthcare Connection New Directions

Kristen Gimenez	Salvation Army
JoEllen Reece	SCC BHSD
Rebecca Siqueiros, MSW	SCC OSIT-Whole Person Care
Paulina Soto	Sacred Heart Community Service
Cindy Parra	SJSU Mentoring Program
Cassandra Brenzel	SSI Advocacy & Vocational Services
Rosemary Carraza	St. Joseph's Family Center
Catherine Farry	Sunnyvale Community Services
Vanesa Fimbres	Superior Court of CA – Treatment Court
Jin Song	The Health Trust
Daniel Guhl	The Salvation Army
Lorna Lindo	Valley Homeless Healthcare Program
Lindsay Cross	Valley Homeless Healthcare Program
Guillermo Munoz	VMC BHSD
Lourdes Rivera	VMC EVC

**ZOOM CALLERS**

Luis Gonzalez	Abode Services
Carletta Cooley	Bible Way Christian Center
Marty Estrada	Midtown Family Services
Maria Magallanes	VAPAHCS

Slides from the presentation are here:



Please use this link to download slide deck if desired.

**Agenda**

- COC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Breakout Groups
- Security Officer Document
- Coordinated Entry Changes
- Recommended Resources
- Reminders

**CoC|Coordinated Assessment Updates**

*In-person attendance requirements will be suspended and we understand if people would prefer to participate via phone.*

Here are the other updates:

- CoC NOFA Committee Meetings are underway. HUD has not yet released the 2020 CoC NOFA, but preparation for the local application process is underway. We will send out an announcement as soon as the NOFA is released. If you are interested in applying for CoC funds, you must attend the CoC Technical Assistance (TA) Workshop, which will be scheduled when the NOFA is released. Please look out for that announcement on the CoC listserv.
- **Re: Coronavirus** – OSH will send information from public health or other county departments to the CoC listserv. Please reach out to Homebase if you are not on the listserv. An email was sent out yesterday with links to information from Public Health, as well as resources from HUD, including the CoC Infectious Disease Toolkit. That toolkit includes resources on preventing and managing the spread of infectious disease within shelter and

encampments.

- HUD Announced an upcoming NOFA to address Unsheltered Homelessness. They have not released the NOFA yet, but we will be watching for it and Kathryn will reach out with additional information when we know more. We have limited details at this point, but we know that funds will be utilized under the CoC Program. Applicants will be required to develop a plan to demonstrate how they will reduce unsheltered homelessness. The CoC may need to pull together agencies and stakeholders to develop the plan and gather input. More info to come.
- Upcoming meetings – which can be seen on the CoC Events Calendar on the Office of Supportive Housing website:

#### **Service Providers Network Meeting**

**When** Wed, March 11, 9:30am – 11:00am

**Where** County of Santa Clara, Adult Probation Office, 2314, North 1st Street, 2nd Floor (Orientation Room), San Jose, CA 95131. ([map](#))

#### **Coordinated Assessment Work Group**

**When** Thursday, March 12, 1:00pm – 2:30pm

*Regarding the Coordinated Assessment Work Group, please remind them that we will be discussing the results of the Coordinated Assessment System Evaluation and making recommendations to update the assessment and prioritization processes.*

#### **SCC CoC VI-SPDAT Training**

**When** Wed, March 25, 9am – 10am

**Where** Health Trust Board Room – 3180 Newberry Drive – Suite 200 – San Jose, CA 95118 ([map](#))

#### **2020 CoC NOFA Committee Meeting**

**When** Wed, March 25, 1pm – 3pm

**Where** Cedar Room 2310 N. 1st St., 2nd Floor San Jose, CA, 95131 ([map](#))

**Location:** Cedar Room 2310 N. 1st St., 2nd Floor San Jose, CA, 95131

#### **UPLIFT Updates**

**Congratulations everyone, we distributed all 2500 stickers for the quarter.**

- If you have unfulfilled request because of no stickers left, please refer to **page 18 of the user handbook**, to properly request passes for the upcoming Apr-Jun'2020 quarter.
  - If you made a new enrollment request, please follow instructions for new clients
  - For continuing clients follow the instructions specific to those requests
- Apr-Jun'20 quarter will begin March 13th, requests must be made on or after this day.
  - 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 UPLIFT Point of Contacts:
  - Allocations Surveys were due on March 4th , if you agency has not turned yours in yet, please do so immediately to prevent deduction in your 1st month allocation.
  - SAVE THE DATE – April 15th we will be holding our 2020 UPLIFT Collaboration Meeting. All UPLIFT participating agencies POCs must attend, or send a representative.
    - The meeting will highlight major changes to our UPLIFT program and policies, which may affect your program.
    - Invites will be sent to all point of contact shortly.

***If there are changes who your UPLIFT Point of Contact is – please inform us @ [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org)***

Attached is our 2020 UPLIFT schedule:

## 2020 UPLIFT Schedule and Important Days

UPLIFT Related Days		
County Holidays		
Date	Day of Week	Day
January 1, 2020	Wednesday	New Year's Day
January 20, 2020	Monday	Martin Luther King Day
February 17, 2020	Monday	Presidents' Day
March, 13, 2020	Friday	1 <sup>st</sup> Day of Apr-Jun 2020 Quarter
March 31, 2020	Tuesday	Cesar Chavez Day
May 1, 2020	Friday	1 <sup>st</sup> Day of Pooled Sticker and Replacement Period
May 25, 2020	Monday	Memorial Day
June 19, 2020	Friday	1 <sup>st</sup> Day of Jul-Sep 2020 Quarter
July 3, 2020	Friday	Independence Day
August 1, 2020	Saturday	1 <sup>st</sup> Day of Pooled Sticker and Replacement Period
September 7, 2020	Monday	Labor Day
September 18, 2020	Friday	1 <sup>st</sup> Day of Oct-Dec 2020 Quarter
October 12, 2020	Monday	Columbus Day
November 1, 2020	Sunday	1 <sup>st</sup> Day of Pooled Sticker and Replacement Period
November 11, 2020	Wednesday	Veterans Day
November 26, 2020	Thursday	Thanksgiving
November 27, 2020	Friday	Day After Thanksgiving
December 18, 2020	Friday	1 <sup>st</sup> Day of Jan-Mar 2021 Quarter
December 25, 2020	Friday	Christmas Day

### HMIS Newsletter

February 2020 Newsletter included:

- Thank You!
- Changes Coming to Coordinated Entry
- Scheduled Webinars!
- Wednesday, March 11th, 2020 from 1:00-2:00pm. Register [here](#).
- Friday, March 13th, 2020 from 11:00am-12:00pm. Register [here](#).
- Tuesday, March 17th, 2020 from 9:30-10:30am. Register [here](#).
- Thursday, March 19th, 2020 from 4:00-5:00pm. Register [here](#).
- Monday, March 23rd, 2020 from 9:00-10:00am. Register [here](#).
- Thursday, March 26th, 2020 from 2:00-3:00pm. Register [here](#).
- Help Desk Reminders for Agency Leads
- Report Spotlight (with actual title and anchor link)
- Upcoming Events

Web link to the newsletter

### Breakout Session: How Well Do You Know HIC/PIT



#### **SCC Quarterly Compliance Checklist**

- Required each quarter by all agencies.
- Updated version and instructions on website soon
- Return to [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

#### **Coordinated Entry (CE) Changes**

- Each agency will have a Coordinated Entry program
- Assessors will need to enroll adults and households with minor children in the CE program at their agency
- Coordinated Entry Assessments (VI-SPDAT/VI-F-SPDAT) will be recorded in the Coordinated Entry Program
- Current Living Situation assessment will be recorded in the Coordinated Entry program

#### **Recommended Resources**



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## Clarity Human Services Help Center

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Bitfocus offers a comprehensive online Help Center to support the system.

Note that this Help Center is equipped with a search function to find answers.

### End User Help Center

The End User Help Center is geared towards the end user to complete common tasks end users conduct within the system.

[END USER HELP CENTER](#)

This wiki is dynamic – It is consistently updated in response to feature updates. The Bitfocus staff welcomes client input regarding the content of the wiki.

### END USER CLARITY HMIS TRAINING SITE

This training site is designed to mirror the live site with the exception that client level information is fictitious. *Please note you should not enter any actual client level data into this instance.*

Please use the following link to view next steps in how to further access the training site: [SCC HMIS Clarity Training Site User Guide](#)

- Clarity Human Services Help Center
- Coordinated Entry Toolkit
- Data Engagement Workshops (DEW)
- Schedule a Training
- Two Factor Authentication
- UPLIFT

Search ...

### 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 2020 Agency Admin Meeting
- January 2020 Agency Admin Meeting
- December 2019 Agency Admin Meeting



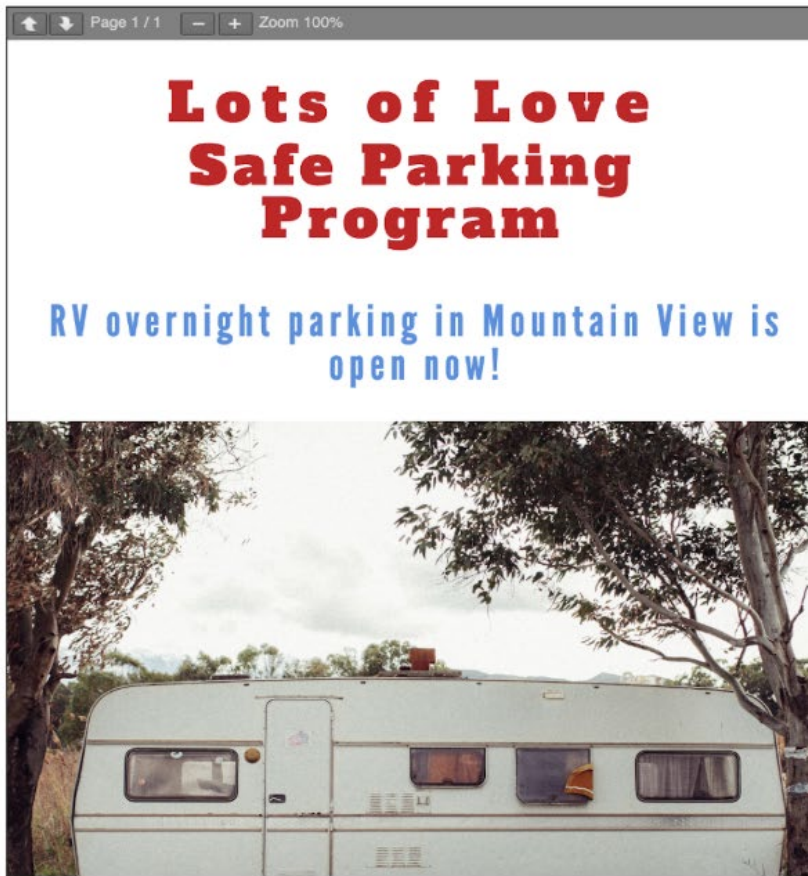
## Resources & Helpful Documents

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*This page provides various resources and/or documents that have been shared by other Agencies that we think you will find useful and informative. Please note this is not a comprehensive list and items included here have been provided by specific agencies that wished to share in these resources with the rest of the community.*

*If you are interested in contributing to this knowledge base please contact us at [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)*

### Safe Parking



### Announcements >>

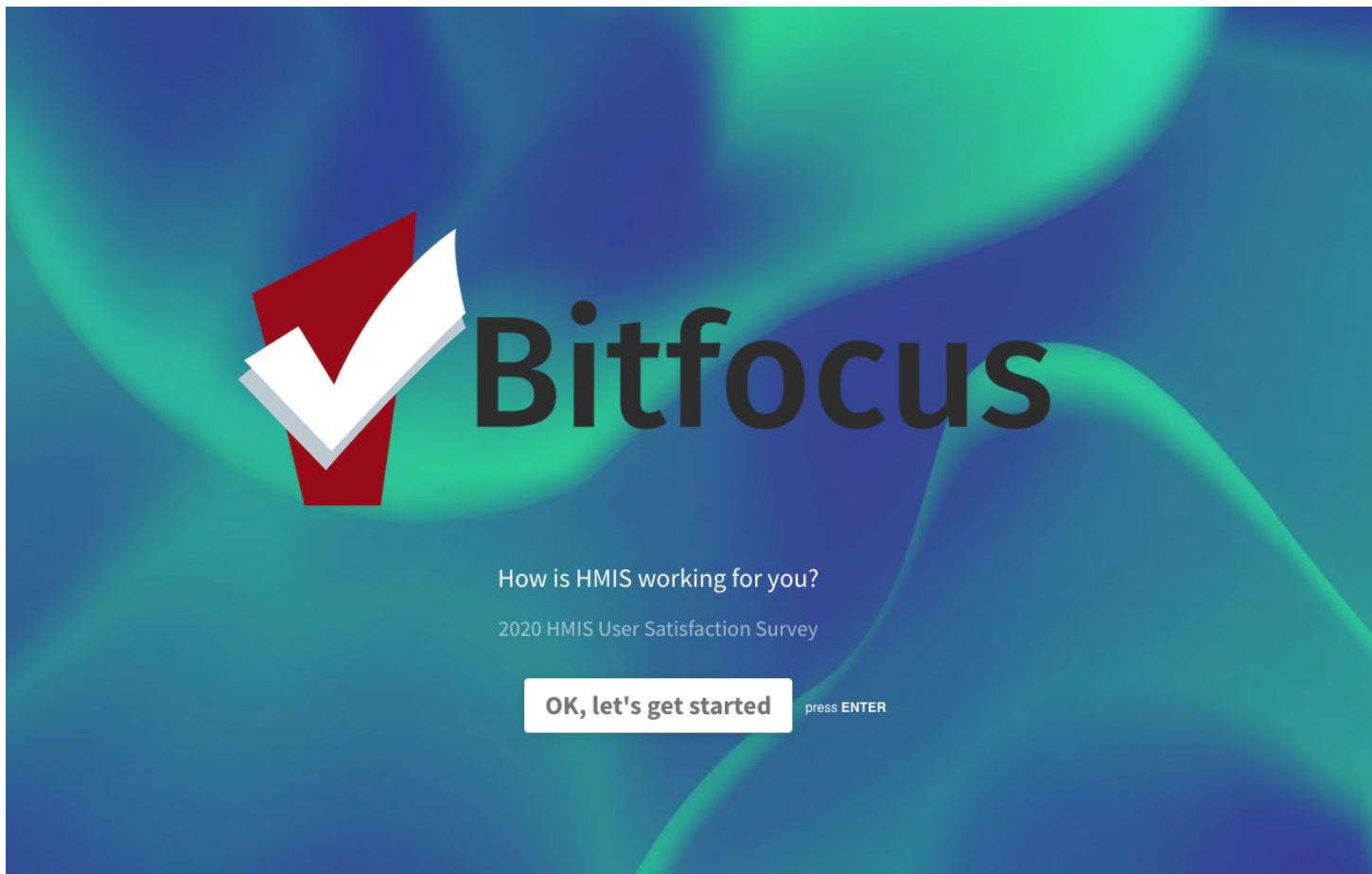
[Click Here to Access the Santa Clara County CoC Continuous Data Quality Improvement Process](#)

[Click Here to Access the SCC Clarity Feature Enhancement Request List](#)

- | FEATURED  | BLOG | NEWS |
|---|------|------|
| <ul style="list-style-type: none"> <li>February 2020 Agency Admin Meeting</li> <li>January 2020 Agency Admin Meeting</li> <li>December 2019 Agency Admin Meeting</li> </ul> |      |      |

### Reminders

HMIS User Survey



#### 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 13th, 2020 by EOB.***

#### Recertification

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 note it is the End Users responsibility to request their account be reinstated.***

#### TA/MOU Agreements

You will receive an email if we are still needing your TA and/or MOU documentation

Please note all required signatures must be on the document

***County Agencies are NOT required to submit and MOU agreement***

**All Agencies ARE REQUIRED to submit a TA Agreement**

*Thank you if you have already submitted both!*

#### 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

**HIC/PIT**

**EMAIL ALERT: You should have received an email this week asking you to please check and confirm the information sent is correct.**

Bitfocus ran data for the number of clients served the night of **Tues, Jan 28** and sent this out with a list of housing and shelter programs that we previously reported to HUD

If you haven't already looked at it:

- 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

**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

**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, April 2nd, 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))