Apr 2018 Agency Admin Meeting

Date: Thursday, April 5, 2018
Time: 2:30 – 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.

Click this link to view March's HMIS Newsletter

Agenda

1. CoC / Coordinated Assessment / UPLIFT Updates
2. HMIS Data Standards and VA Updates
3. User Feedback Follow-Up
4. HMIS Newsletter
5. Report Updates
6. Housing Inventory Count (HIC) and Point In Time Count (PIT) Updates
7. System Performance Measures (SPM)

Next Agency Admin Meeting:

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

Location: The Health Trust Boardroom,
3180 Newberry Dr., Suite 200
San Jose, CA 95118

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 / Coordinated Assessment / UPLIFT Updates

- CoC NOFA – Final APRs submitted to HomeBase today
- CoC trainings have been a great success. They fill up quickly. If you know people in your agency can't attend, please encourage them to cancel their registration so that others can take that spot.
- Lease requirements training in May, schedule and location TBD
- UPLIFT – passes still available

HMIS Data Standards and VA Updates

HUD released version 1.3 of the 2017 HMIS Data Standards with some minor updates:

- **R6 Employment Status** required for SSVF programs:
  - Tracks if Head of Households and Adults are Employed, and if employment is full-time/part-time/seasonal. If not employed, tracks why they are not employed (looking for work, unable to work, not looking for work)

"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

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

« Feb

      - Collected at start and exit
- **R19 Safe and Appropriate Exit** questions no longer required for RHY BCP – Prevention programs

Bitfocus is working on these updates and will update agencies affected by these changes

Additional VA Guidance for SSVF Projects

  - Once **R6 Employment** questions are available, SSVF projects will need to back-enter data for all head of households and adults at program entry. The VA will check for data quality in the R6 Employment Status field in the June 2018 upload period for all SSVF HMIS Repository Uploads for clients served as of May 1, 2018.

- HUD's current definition of "Veteran" excludes those individuals who attended training but were discharged before reporting to a duty station. However, effective immediately, it is expected that SSVF grantees will serve this group of Veterans if they are otherwise eligible for services.
      - The **3.7 Veteran Status** for clients served under this expanded SSVF program eligibility criteria (where SSVF projects can serve clients who only had service time in Basic Training) should be entered with a **3.7 Veteran Status** of "No" in HMIS, as stated in the HMIS Data Manual.
  - Documentation of the client's eligibility for the project should be retained on file for the client for monitoring purposes, and this guidance can be saved as backup to explain the apparent discrepancy between the client file and the HMIS record.

SSVF Providers reported that they believe that additional veterans may also now be eligible. They submitted a written request to seek clarification and will share with Bitfocus when they receive their response.

User Feedback Follow-Up

- In February, Bitfocus sent out an HMIS User Satisfaction Survey.
- Survey results were shared at the March Agency Admin meeting, with more feedback gathered from Agency Admins
- Feedback and results are posted in the March Agency Admin minutes: http://scc.hmis.cc/uncategorized/mar-2018-agency-admin-meeting/
- Bitfocus is reviewing the feedback and working on longer term items (e.g. reports training, training videos)
- One item of feedback was the location of the "**Submit Certification of Completion**" link for Client Consent Training on a different page than the video makes it easy to forget. The link is now available under the training video
- A question arose around **Anonymous Client Last Name**
  - Q: When creating Anonymous client profiles, can agencies use their own internal database client ID instead of the Clarity Unique ID?
  - A: Yes, alternate ID numbers can be used as the client's Last Name, as long as they are not based on any identifying client information (e.g. client initials, DOB)
  - Additional information
    - Filling out the **Name for Anonymous Clients**:
      - Unique identifier code is written as last name (ID from your agency's internal database can also be used)
      - Be sure to write the unique ID on the paper file so you can link the identity of the client to the anonymous record in Clarity
      - Note that the Clarity-generated identifier will not be created until the record is added to the system.
      - Ooooo (letter o not zero) is entered for first name
      - For Quality of Name select: "Partial, street name, or code name reported"

HMIS Newsletter

- Will be sent out monthly to all HMIS users
- **March 2018 Newsletter** included:
    - HUD System Performance Measure Reporting
    - Client Notes

        - Where to go for HMIS Help
        - Upcoming Events
    - Report Spotlight: [OUTS-105] and [OUTS-106] Client Demographics Reports
- Web link to the newsletter: https://us12.campaign-archive.com/?u=88fdcce84b81507229a5c8227&id=06595f78d6
- Feedback for future topics
    - A description of the various report categories (program-based, service-based, HUD reports, etc.)

Report Updates

Program Roster includes Housing Move-In Date

- **[GNRL-106] Program Roster Report** now shows the Housing Move-In Date for RRH, PSH, and other PH programs. You can find it between the "LOS" and "Services" columns.
- There is a key for the "Housing Move-In" column at the top of the report:
    - If the Housing Move-In is listed as "undefined", then the Housing Move-In Date is either not filled out, or there is an issue with the Head of Household.
    - For all other program types (e.g. Emergency Shelter), the Housing Move-In column will be grayed out.

New APR and CAPER Report Prompts

- **[HUDX-227] Annual Performance Report [Oct 2017]** and **[HUDX-228] ESG CAPER [Oct 2017]** have new report prompts. These report prompts were added to help communities that have more than one CoC in the same HMIS:
    - CoC Filter Category: allows you to choose the CoC set for your Agency, the specific Program, the specific Bed Inventory, or based on Site (the address listed for your program in HMIS)
        - General rule of thumb: use the Agency CoC
        - After choosing the filter category, it will ask you to select the CoC – choose Santa Clara County
    - Apply Client Location Filter: option for Yes or No
        - General rule of thumb: use default value of "No"

Housing Inventory Count (HIC) and Point In Time Count (PIT) Updates

Thank you!

- Thanks to everyone for helping with the Housing Inventory Count (HIC) and Point In Time Count (PIT)!
- Bitfocus and OSH will be continue to review the HIC and PIT data this month to complete the report by the April 30 due date, and may reach out with any last questions.

CDQI: System Performance Measures (SPM)

Last Month: Continue Data Accuracy Review

    - 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

System Performance Measures (SPM)

- HUD requires communities to measure their performance as a coordinated system and annually report that in the form of HUD System Performance Measures. HUD required System Performance Measures for the first time in 2016.
- The HUD System Performance Measures report is due to HUD by 5/31
- The report covers 10/1/16 to 9/30/2017 – we will also have the option to update last year's submission if needed (10/1/15 to 9/30/16)
- The report is also run regularly over different time periods by OSH to review progress towards CoC-wide goals

What are the measures?

1. Length of Time Persons Remain Homeless

1. Returns to Homelessness within 6 to 12 months

1. Number of Homeless Persons

1. Employment and Income Growth

1. Number of Persons who become Homeless for the First Time

1. *N/A*

1. Successful Placement in or Retention of Permanent Housing

Preparing for the SPM – Data Completeness

- Please review your agency's SPM data by **Friday, April 20**, by doing the following:
  - Run the **[HUDX-225] HMIS Data Quality Report** for the period 10/1/16 to 9/30/17.
    - In the HUD Reports folder
    - Correct records with errors, paying special attention to any element that shows over a 5% error rate.
    - For more details about the report, see the Help Center article: [HUDX-225] HMIS Data Quality Report: https://get.clarityhs.help/hc/en-us/articles/115012435727–HUDX-225-HMIS-Data-Quality-Report
    - Why: As part of the SPM report, we are required to submit data quality information. Data quality also affects the accuracy of the 7 measures
  - Run the **[GNRL-106] Program Roster** for the period 10/1/16 to 9/30/17
    - In the Program Based Reports folder
    - Review household groups (households are separated by bold lines. Clients not separated by lines are grouped together in a household).
    - If you notice that clients are missing, check out our Help Center article: How do I add a new household member to the Program? https://get.clarityhs.help/hc/en-us/articles/115000443367-How-do-I-add-a-new-household-member-to-the-Program-
    - If clients are grouped together incorrectly, contact the Helpdesk to get them corrected (sccsupport@bitfocus.com)
    - Why: Some measures only count heads of household, so it's important that households be configured correctly.
- Run the **[GNRL-220] Program Details Report** for the period 10/1/16 to 9/30/17 and review:
  - **Date of Birth:** Some measures only count adults, so it's important that dates of birth be as accurate as possible.
  - **Housing move-in date:** New this year for all PH projects! Make sure this date is filled in otherwise it will look like clients were never housed by your project!
  - **Income and non-cash benefits:** Be sure these are/were updated before client exit. Increase in income/benefits is one of the areas in which communities are measured.
  - **Living situation (including prior residence and length of time homeless):** Make sure these fields are as complete as possible with no "Client doesn't know," "Client refused," or "Data not collected" values when possible. These elements impact measures around entries from homelessness.
  - **Exit destination:** Avoid choosing "Client doesn't know," "Client refused," or "Data not collected" values whenever possible. This element impacts measures around returns to homelessness.

Action Items – Due by April 20

- Review data quality/completeness using the **[HUDX-225] HMIS Data Quality Report**
- Review households using the **[GNRL-106] Program Roster**
- Review data accuracy using the **[GNRL-220] Program Details Report**

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