

# May 2021 Agency Admin. Minutes



## AGENDA ITEMS

- CoC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- HIC/PIT - Thank You
- Spotlight: VI-SPDAT (Access/Exemptions)
- User Deactivation
- User Satisfaction Survey
- Reminders
- Next Months Meeting

## CoC Updates

- Our 2019-2020 State of the Supportive Housing System Report is out and highlights the great work of our CoC partners:  
[https://www.sccgov.org/sites/osh/ContinuumofCare/ReportsandPublications/Documents/EndingHomelessness\(2019-2020\).pdf](https://www.sccgov.org/sites/osh/ContinuumofCare/ReportsandPublications/Documents/EndingHomelessness(2019-2020).pdf)
- May is Affordable Housing Month and we are hosting an event to share progress towards the goals of the Community Plan to End Homelessness. There will be a very brief presentation followed by facilitated discussion. Register here:  
<https://siliconvalleyathome.org/event/progress-on-the-2020-community-plan-to-end-homelessness/>. There are a lot of other AHM events we encourage you to check out on the SV@Home  
<https://siliconvalleyathome.org/affordable-housing-month/>
- We are awaiting the release of the 2021 CoC NOFA. Thank you to CoC partner agencies who participated in the CoC NOFA Committee meetings to make

recommendations to the scoring tools and process this year.

- Upcoming Meetings
  - CAWG: Thursday, May 13th, 2021 @ 1-2:30pm
  - Upcoming trainings

## UPLIFT Updates

- There are 717 passes left for this quarter
- Replacement period has started (5/1/2021). 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:
  - "Hello, Client, HMIS# ABCDEFG Needs a replacement thank you"
- Good Example email detailing reason client lost badge:
  - "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 to request for an Apr-Jun quarter is June 17<sup>th</sup>.
- Jul-Sep quarter will start June 18<sup>th</sup>.

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For all UPLIFT related inquiries please email  
UPLIFT@hhs.sccgov.org

If there are changes who your UPLIFT Point  
of Contact is – please inform us @  
UPLIFT@hhs.sccgov.org

**For all UPLIFT related inquiries please email  
UPLIFT@hhs.sccgov.org**

## HMIS Newsletter

### Santa Clara HMIS News, April 2021

*Welcome to the Santa Clara County HMIS  
Newsletter! In this edition you'll find the  
following:*

- Wrap-Up - Housing Inventory and Point In Time Count (HIC/PIT)
- User Deactivation Policy Review
- Report Spotlight: [GNRL-106] Program Roster
- Upcoming Events

[Web link to the newsletter](#)

## HIC/PIT - Thank You!

1. For updating and making corrections to BUI
2. Reviewing all the program details for your programs
3. Providing reasons for the low/high utilization
4. For the constant back and forth of emails
5. Your time and patience

## Spotlight: VI-SPDAT (Access/Exemptions)

1. All new users requesting HMIS access will not have access to provide the VI-SPDAT Assessments until after training
2. If an end user has completed the VI-SPDAT training at the time access is requested, they will have assessment access
3. Users who complete training after being granted access need to contact the Help Desk or the Sys. Admin. Team to be granted access

[sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com) or  
[scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

## VI-SPDAT Exemptions

What qualifies an End User for exemption from the VI-SPDAT Training?



Please contact Elisha Heruty at OSH to inquire about one of your staff potentially being exempt from completing the VI-SPDAT training: [\*\*Elisha.Heruty@hhs.sccgov.org\*\*](mailto:Elisha.Heruty@hhs.sccgov.org)

## User Deactivations - When to Let Us Know!

1. If a staff person leaves your agency



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2. If you have changes to Agency Leads and/or Security Officers

Please note these requests/changes need to come from Agency Leads

Help Desk: [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

Sys. Admin. : [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

### SCC User Satisfaction Survey 2021!

Let Your Voice Be Heard!

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## Santa Clara County 2021 User Satisfaction Survey

Why wait...take the survey now! [Click here.](#)

We invite all Santa Clara County HMIS users to participate in this [HMIS satisfaction survey.](#)

Your anonymous responses to our 12-question survey will help us to improve HMIS in Santa Clara County.

We estimate that it will take 8 minutes or less to finish.

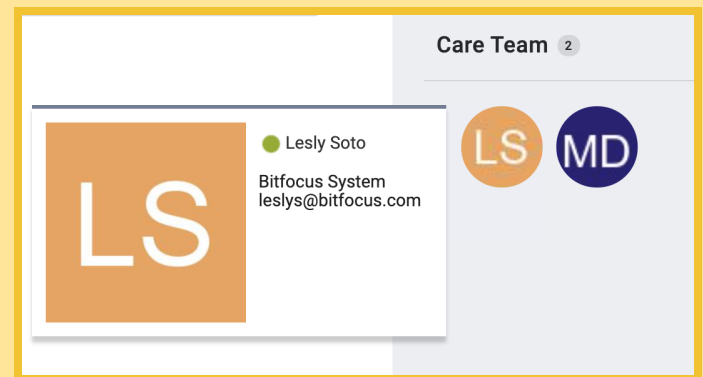


We encourage all staff that use HMIS to please complete the survey and give us your feedback!

### New Features Coming Soon

### “Care Teams” (AKA: Assigned Staff)

1. Clarity's next feature release will expand functionality around “Care Teams” (aka Assigned Staff)
2. This includes the ability to assign staff at the client level (without a program enrollment)
3. New “Care Team” menu to view and manage staff all in one place



### Reminders:

#### Program Details Changes

**Please do not make changes to Program Set-up in HMIS before consulting with us:**

- Changes may have an impact on other set-up
- Changes may require updates in more than one area
- Changes can impact reporting and/or how reports pull data
- Please see screenshot of where these changes would take place



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Program Name	Interim Housing
Alias	
Program Description	Changed project type code from TH to ES 1/8/2020
Program Template	(2020) CoC Program (Standard)
Operating Start	08/01/2016
Operating End	01/01/2100
Status	Active
Cross Agency Services	<input type="checkbox"/>
Program Type	Emergency Shelter
Program Applicability	Emergency Shelter
Continuum Project	Yes
Target Population	Not Applicable
Method of Tracking	Entry/Exit Date
Housing Type	Site-based - single site
Geocode	08085
HMIS Participating Project	<input checked="" type="checkbox"/>
Continuum of Care	Santa Clara County CoC
Public Listing	None
Goals	<input type="checkbox"/>
Auto Service Placement	<input type="checkbox"/>

Program Resources

Overview

Responsible Staff Members 1

Eligibility 1

Funding Sources 1

Assigned Services 1

Bed & Unit Inventory Information 1

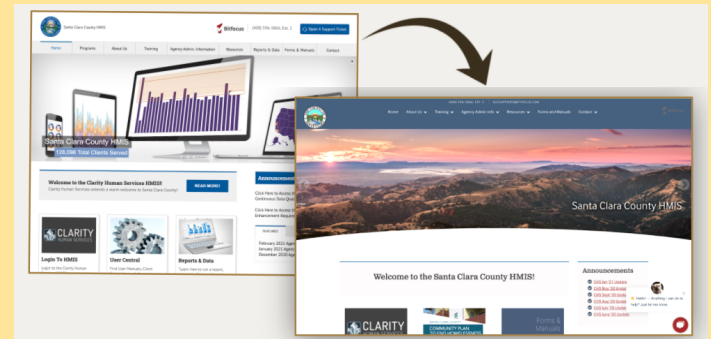
Sites 1

Community Queues 1

Documentation Requirements

Program Assessments 3

Departments



## Using the Help Desk

When requesting the following please be sure and contact the Help Desk:

1. End User Access
2. Update a users access after completion of the VI-SPDAT required training
3. Verifying an end user has completed required training
4. Access to the SCC HMIS Training Instance/Sandbox
5. General Assistance with reporting

## How To Contact the Help Desk

[sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

Or

(408) 596.5866 Ext. 2

**Security Compliance Checklist:** If you have not submitted your Security Compliance Checklist, please do so.

## SCC HMIS Quarterly Compliance Certification Checklist

**Self certification form is optional and available on our website - please do not send these to us; instead retain for your records**

## Coming Soon: Updates to the HMIS Website!

The new site will include a redesigned layout and a new centralized url.



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## Office Hours

Where Are Office Hours Held? Office Hours are conducted from the comfort of your own office! Each Office Hours session is hosted online by your Santa Clara County Clarity System Administration team. You can connect using your computer (recommended so that you can see demos and post questions).

## Looker Office Hours

**When:** Every other Monday of the month

**Time:** 2:00pm-3:00pm

**Zoom (click here to access)**

## Clarity (HMIS) Office Hours

**When:** Every other Thursday from 10:00am-11:30am

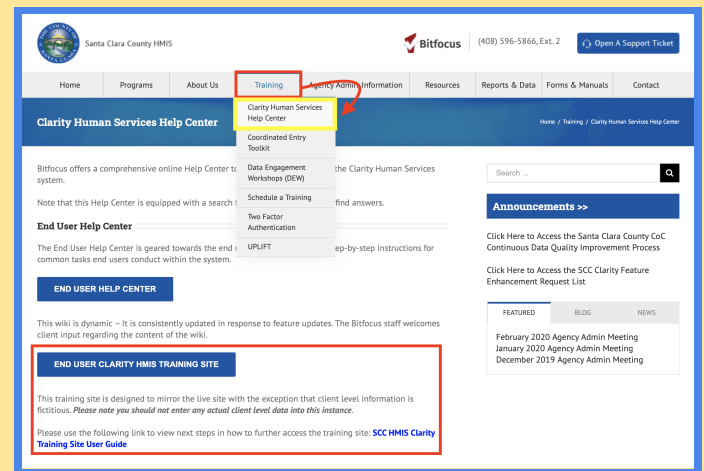
**Zoom (click here to access)**

## Clarity HMIS Training Site

Want to hone your skills at data entry without compromising actual client data? Use the End User Clarity HMIS Training Site

from the **HMIS Support** page under the CONTACT tab and scrolling to Virtual Suggestion Box option.

## SCC HMIS Training Site



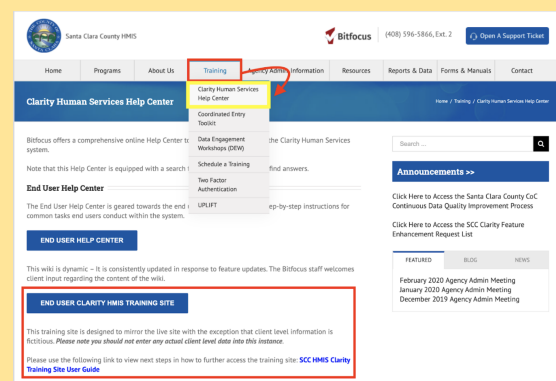
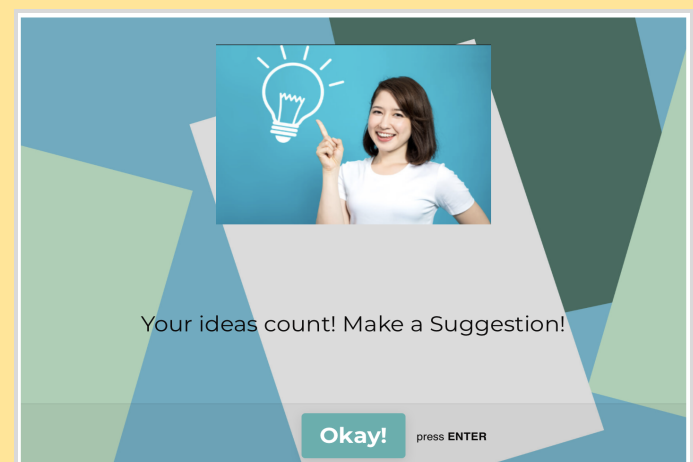
## Want to Hone Your HMIS Skills?

Use the SCC HMIS Training Site

Contact the Help Desk to have your access set-up (sccsupport@bitfocus.com)

Practice entering client information, household management, service entry and uploading documents

## SCC Virtual Suggestion Box



**Click on the image above to access the content.**

## 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

## Virtual Suggestion Box

Have ideas about an enhancement and/or addition to HMIS?

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Have any general questions you'd like to ask?  
Let us know! Drop it in the box!

### Next Agency Admin Meeting

Meeting Location: [Zoom Link](#)

**When:** Thursday, June 3rd, 2021

**Time:** 2:00pm – 3:30pm

Dates and locations for 2020 meetings are listed on the OSH website:

**CoC Events Calendar - Supportive Housing**  
**- County of Santa Clara**

### Bitfocus Contact Information

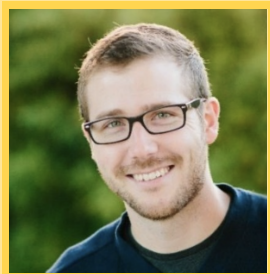
**Support Team:**

[sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

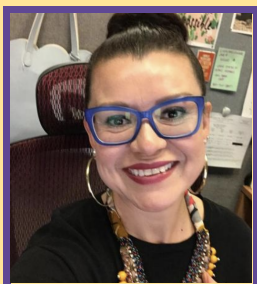
**Bitfocus System Administration Team:**

[scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

### Your Sys. Admin. Team:



**Senior Project Administrator**  
**Trevor Mells** ([trevorm@bitfoucs.com](mailto:trevorm@bitfoucs.com))



**Deputy Project Administrator**  
**Lesly Soto** ([leslys@bitfocus.com](mailto:leslys@bitfocus.com))