



## May 2019 Agency Admin Meeting

Home / Blog Uncategorized / May 2019 Agency Admin Meeting

### May 2019 Agency Admin Meeting

Date: Thursday, May 2nd, 2019  
Time: 1:30 – 3:30PM  
Place: Solistrata Conference Center, Milpitas  
600 Valley Way, Room 1  
Milpitas, CA 95035

Slides from the presentation are here:



Please use this link to download the slide deck.

#### Agenda

- CoC / Coordinated Assessment / UPLIFT
- HMIS Newsletter
- Housing Inventory Count (HIC) / Longitudinal System Analysis (LSA)
- HMIS New Features
- Breakout Groups
- Continuous Data Quality Improvement – CDQI
- Reminders
- Next Month's Meeting

#### CoC / Coordinated Assessment / UPLIFT

##### CoC UPDATES

##### Upcoming Meetings

- Coordinated Assessment Work Group – Thursday, May 9th, 1-2:30pm
- Coordinated Assessment Prioritization Subcommittee – Thursday, May 23rd, 1-3pm
- Affordable Housing Week – May 3rd-17th, 2019
  - List of events can be found here
  - Website details: bit.ly/housingweek2019

##### UPLIFT

- As of 5/1/2019 there are 263 (two-hundred-sixty-three) Apr-Jun '19 quarter sticker left for this quarter

- Members will be processed on 5/2/2019 having a potential impact on number stated above
- REMINDER TO PROVIDERS: Before making your request, check your client's HMIS ROI (Release of Information) to ensure it is valid
  - If client did not consent to have a photo posted, **DO NOT** upload a photo of the client
- All 5 pages of the ROI must be uploaded for ROI to be valid
- Requests with invalid ROIs will not be processed, and client will be deleted from the UPLIFT Program.
- Pooled-Sticker period has started. All remaining stickers will be offered to all Agencies, at a first come first served basis
  - 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.
- Please follow step by step instructions starting on page 16 of rev4 UPLIFT User Handbook. Be sure to go with New Client. If the request was not filled due to 1<sup>st</sup> month allocation limit.
- 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's Enrollment date to on or after 5/1/19
  - If you request for UPLIFT Pass via Status Assessment
    - Update your Client's UPLIFT Status assessment date to on or after 5/1/19
- Replacement period has started. Please do NOT pre-date or back-date the referral
  - Please follow step by step instructions starting on page 19 of the Handbook.
- Please remember to email [UPLIFT@hhs.sccgov.org](mailto: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 lost their badge and 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 an MHDD. 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 Apr-Jun quarter is June 13<sup>th</sup>, 2019. Jul-Sep19 Quarter begins June 14<sup>th</sup>
- Contact UPLIFT (408-793-1832) and/or [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org) if you don't receive any communication from UPLIFT on the requests after 5 (five) working days.

#### HMIS Newsletter

Will be sent out monthly to all HMIS users

##### March 2019 Newsletter included:

- HMIS in the Community: Performance Management Work Group
- From the HelpDesk
- Getting Group Enrollments Right
- Report Spotlight: [GNRL-220] Program Details Report
- Upcoming Events
- Bitfocus is Hiring!

##### Web link to the newsletter

#### Housing Inventory Count (HIC)/Point in Time Count (PIT)

Thanks to everyone for helping with the **Housing Inventory Count (HIC)** and **Point in Time Count (PIT)**

The HIC and PIT were submitted on time, by the April 30 deadline. HUD will review the information and ask follow-up questions if needed.

HIC and PIT results will be shared after HUD finishes their review.

#### LSA Updates

Thanks to everyone for helping with the Longitudinal System Analysis (LSA)!

We are continuing to review warnings with HUD and may still have last minute questions for agencies.

HUD has not announced a deadline, but we expect it to be in early May.

#### HMIS New Features: Client Contact Tab

Location and Contact information are now on their own dedicated tabs.

The Contact tab contains all contact fields (Type, Name, Email, Phone), as well as Status, Notes, and an option to make the contact entry private.

To access the Contact tab, navigate to the Contact tab in the client record.

Want more information? Click on this link.

#### HMIS Upcoming Data Entry Field: Deceased Toggle

In efforts to help identify deceased clients a toggle will be added to clients profile section in HMIS. HMIS users will receive a detailed email notification of this upcoming addition, as well as next steps and a date when this feature will go live.

#### Break Out Groups: A Closer Look at the ROI

##### Question 2

A client walks into your agency and is requesting assistance. You inform them of the next steps and requirements of your program. You discuss with the client the ROI and ask they initial the items after they have read them. The client returns the ROI to you and you notice the following item has not been signed off?

##### Box 1 Identifying information

How do you proceed with this client?

##### Response

The client must be entered as Anonymous

##### Question 2

As you review the ROI that was just filled in by a client you note that she has not signed off on boxes 3 (medical information), 5 (mental health information), 6 (substance abuse treatment), 7 (financial and benefits information) and 8 (housing information).

You know this will have an impact on information that is entered into HMIS as well as the clients score. How will you proceed with the VI-SPDAT? Or do you? What needs to happen next?

##### Response

- Proceed with the VI-SPDAT Form, but do it on paper
- IF the client does not score high enough on the assessment to qualify, proceed to entering those responses that will not have an impact on the boxes signed off on the ROI
- IF client scores high enough on the assessment to qualify, enroll the client into the program and proceed to entering those responses that will not have an impact on the boxes signed off on the ROI

##### Question 3

You have a client that is concerned with their legal status in the United States. She is wondering how her sharing information with you may result in her being deported.

##### What is your response to this client?

##### Response

- Agencies that use HMIS are not the "owners" of the data entered so therefore cannot share any information
- IF Immigration and Customs Enforcement (ICE) or the Police wanted access to the information entered, they would need to get a subpoena or a court ordered document.

##### Question 4A

What State has the highest number of homeless people?

- Georgia
- New York
- California
- Texas

##### Response

- California

##### Question 4B

What race is most affected by homelessness?

- White
- African-American
- Asian-America
- Hispanic-Latino

##### Response

- African American

#### Continuous Data Quality Improvement – CDQI

##### Data Quality Plan (link)

Data quality is a term that refers to the reliability and validity of client-level data in HMIS. It is measured by the extent to which data in the system reflects actual information in the real world. With good data quality, a Continuum of Care can accurately tell its story of the individuals and families it serves.

- In general, Agency Administrators should evaluate and correct data quality quarterly using the following schedule:
- First month of quarter: begin data quality review, focused on ensuring the correct number of clients are enrolled and there are no null values. Make corrections as needed.
- Second month of quarter: review data to verify accuracy of data compared other records. For example, ensure that veteran status data entered into Clarify is correct
- Third month of quarter: assess agency workflow to identify process improvements that may help ensure high quality data is consistently entered into system; share your experience with OSH Managers and Bitfocus!

#### SCC Data Quality Dashboard



#### Reminders

##### Upcoming SCC Data Literacy Institute Workshop

##### Access to HMIS

For any new staff that need access to HMIS please note they will need to complete the following REQUIRED trainings

- Online **Clarify General Training** (prerequisite for account creation)
- Pre-recorded **SCC HMIS Client Consent Training** (prerequisite for account creation)
- In-Person **SCC VI-SPDAT Training**

\*Users MUST first complete (1) Clarify General Training and (2) SCC HMIS Client Consent Training. The in-person (3) **SCC VI-SPDAT Training registration is available here.** If VI-SPDAT training is not completed within two months of HMIS account creation, access will be suspended until the VI-SPDAT training is completed.

##### Next Agency Admin Meeting

Thursday, June 6th, 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](mailto:scc-admin@bitfocus.com)

Janel Fletcher ([janel@bitfocus.com](mailto:janel@bitfocus.com))

Alison Wilson ([alisonw@bitfocus.com](mailto:alisonw@bitfocus.com))

Lesly Soto ([leslys@bitfocus.com](mailto:leslys@bitfocus.com))

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

By Lesly Soto Bright | May 3rd, 2019 | Blog Uncategorized | Comments Off on May 2019 Agency Admin Meeting

Share This Story, Choose Your Platform!

f t p d s+ in

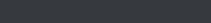
##### About the Author: Lesly Soto Bright



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 Clarify 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	RECENT POSTS	FOLLOW US
<a href="#">Home</a>	<a href="#">February 2021 Agency Admin Meeting</a>	<a href="#">f</a>
<a href="#">Programs</a>	<a href="#">January 2021 Agency Admin Meeting</a>	
<a href="#">About Us</a>	<a href="#">December 2020 Agency Admin Meeting</a>	
<a href="#">Training</a>	<a href="#">November 2020 Agency Admin Meeting</a>	
<a href="#">Reports &amp; Data</a>	<a href="#">October 2020 Agency Admin Meeting</a>	
<a href="#">Forms &amp; Manuals</a>	<a href="#">San Jose, Santa Clara County Fund Programs For Homeless</a>	
<a href="#">Contact</a>	<a href="#">Santa Clara Launches CA's First Pay For Success</a>	
<a href="#">End User Help Center</a>	<a href="#">Silicon Valley Discovers The Cheapest Way To Help The Homeless: Give Them Homes</a>	



Hello! — Anything I can do to help? Just let me know.