Santa Clara County HMIS

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May 2020 Agency Admin Meeting

May 2020 Agency Admin Meeting

Date: Thursday, May 7th, 2020
Time: 2:00PM– 3:30PM
Place: ZOOM Only Meeting

Agency Admin. Lead and/or Representative in Attendance:

Aida Tesfai	Abode Services
Luis Gonzalez	Abode Services
Rani Jain	Abode Services
Aurora Olivares	Amigo de Guadalupe
Ane Watts	Anthem
Patricia Vargas	Bible Way/Destiny
Laura Foster	Bill Wilson Center
Randi Rosen	Bill Wilson Center
Anthony Ortiz, Jr.	California Youth Outreach
David Marez	California Youth Outreach
Julian Delgadillo	California Youth Outreach
Yvette Avila	Center for Employment Training (CET)
Maria Del Villar	Community Solutions
Mark Fries	Community Solutions
Lindsay Cross	County: SCVHHS – Ambulatory
Lorna Lindo	County: SCVHHS – Ambulatory
Rebecca Siqueiros	County: SCVHHS – Ambulatory
JoEllen Reece	County: SCVHHS – BHSD (MHD -DTC)
Lorena Madrid	County: SCVHHS – BHSD SUTS
Cassandra Brenzel	County: SSA
Nelsa Alexandre	County: SSA
Justin Damrel	Downtown Street Team
Maureen Damrel	Downtown Street Team
Alexander Le	Family Supportive Housing
Daila Gutierrez	Gardner Health Services
Sophie Smith	Gardner Health Services
Laura Lozoya	Goodwill of Silicon Valley
Rosalva Martinez	Goodwill of Silicon Valley
Teresa Schmitz	HomeFirst
Jan Stokley	Housing Choices Coalition
Art Taylor	JobTrain
Cynthia Mar	LifeMoves
Marty Estrada	Midtown Family Services
Amber Stime	Move Mountain View
Teresa Garcia	New Directions – Peninsula Healthcare Connection
Leila Qureishi	Office of Supportive Housing
Steven Tong	Office of Supportive Housing
Rita Anzualda	Pathway Society
Paulina Soto	Sacred Heart Community Service
Cindy Parra	San Jose State University
Rosemary Carranza	St. Joseph's Family Center

Catherine Farry	Sunnyvale Community Services
Roxanna Frias	Superior Court of CA, County of Santa Clara
Natasha Raiburn	The Health Trust: County Collaborative
Maria Magallanes	VAPAHCS
Irma Gonzalez	Victory Outreach
Jade Bradley	West Valley Community Services
Sean Guess	Work2Futrue Foundation

Slides from the presentation are here:

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Please use this link to download slide deck if desired.

Agenda

- COC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Helpdesk Widget Demonstration
- Survey Results
- Poll Questions: "How Well Do You Know the Revised Consent Process?"
- Phone Number Field
- Reminders

UPLIFT Updates

- VTA is still not collecting fares – *clients can ride for free until further notice.*

- We are not processing any UPLIFT requests at this time since fares aren't being collected.

- Please don't send in any requests. When VTA indicates they'll begin collecting fares, we'll send out an email; then we'll begin processing requests.

*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

CoC|Coordinated Assessment Updates

Updates regarding OSH Operations

- COVID-19 Shelter Hotline – (408) 278.6420
    1. We have received over 1800 requests for assistance to date
    2. Over 750 placements have been made into shelter or hotels/motels
    3. The hotline continues to operate 7 days a week 9am-6pm
- Bi-weekly call with providers to provide updates to everyone regarding COVID-19 response (Tuesday and Friday mornings). **If your agency would like to receive the invitation, let us know.**
- CoC 2020 NOFA – No news.
    - We are proceeding as though NOFA will be released this summer.
- Upcoming Meetings and Trainings
    1. RRH and Employment Initiative – 5/14 and 5/28
    2. Navigating COVID-19 Waivers for CoC and ESG Programs – Training held this morning, but the recording will be available soon.
    3. Coordinated Assessment Work Group 5/14/2020 1:00pm – 2:30pm
    4. RRH Workshop
        1. 1st session 5/14
        2. 2nd session 5/20
        3. 3rd session TBD
    5. VI-SPDAT trainings conducted virtually – check the HMIS website for dates

HMIS Newsletter

April 2020 Newsletter included:

- New Features in Clarity Human Services
- Reminders: New User Requests and Terminating Access

- New Online Training Resources Available
- Report Spotlight: [GNRL-106] Program Roster
- Upcoming Events

Web link to the newsletter

Helpdesk Widget

- The new Help Center Widget allows you to conveniently search the Help Center without leaving Clarity. Clicking on the widget shows Help Center articles related to whatever screen you're on in HMIS.

- If you don't find what you need, you can immediately connect with the Helpdesk for more help. To learn more check out our Help Center article.

Please refer to slide 11 on the slide deck for visual representation of this new widget.

Survey Results

Please use the following link to see the results of the 2020 User Satisfaction Survey.

Next year, Safe Parking will be added.

In HMIS, Safe Parking programs are set up as Street Outreach projects so it will be interesting to see the changes this will have in the survey responses.

Please note the responses can also be seen in the slide deck starting on slide number twelve.

Poll Questions

- SCC is currently using a revised ROI to allow clients to give electronic consent to have their data entered into HMIS.

  - True
  - False

- Verbal consent is permitted under special circumstances.

  - True
  - False

- If a ROI expires for a client and you need to complete data entry, what should you do next?

  - Contact sccsupport@bitfocus.com for further assistance
  - Enter the client as anonymous – no need to inform anyone outside of your agency
  - Delete the ROI, expired ROI's do not permit entry of information for the client

- Does every household member need to complete a separate ROI?

  - True
  - False

Phone Number Field (*In End User Account Settings*)

The phone number field in HMIS will now allow us to capture your work number so that when agency partners and/or Bitfocus staff need to contact you, we have a secondary option in addition to your email.

In your account settings, under MY INFO. please update your phone number. Save changes when done.

Be sure to update your phone number as soon as you are able to.

Reminders

Client Consent

- SCC is currently using a revised ROI to allow clients to give electronic consent to have their data entered into HMIS.

- Verbal consent is not permitted.

- If a ROI expires for a client and you need to complete data entry, reach out to the Help Desk at sccsupport@bitfocus.com to make the record anonymous.
- When working with a new client, create an anonymous profile following the steps listed here.

- If you get stuck on a step, refer to the documents on the **scc.hmis.cc** website.

VI-SPDAT

This is a gentle reminder that VI-SPDAT training are being conducted remotely.

Here is the link to register for upcoming training.

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**

Office Hours

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

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: TBD

When: Thursday, June 4th, 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

Support Team: sccsupport@bitfocus.com

Bitfocus System Administration Team: scc-admin@bitfocus.com

Janel Fletcher (janelf@bitfocus.com)

Alison Wilson (alisonw@bitfocus.com)

Trevor Mells (trevorm@bitfoucs.com)

Lesly Soto (leslys@bitfocus.com)

By Lesly Soto Bright | May 12th, 2020 | Blog, Uncategorized | Comments Off on May 2020 Agency Admin Meeting

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About
the
Author:
Lesly
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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.