



May 2021 Agency Admin. Minutes

AGENDA ITEMS

- CoC|Coordinated Assessment|UPLIFT Updates
- CA Homeless Data Integration System (HDIS) Update
- Clarity Workflow Presentation & Discussion
- HMIS Newsletter
- ROI Clarity Demonstration
- Feature Update: Care Team/Assigned Staff Updates
- Special Guest Speaker: Kelly Sumner Veterans Services Director|HomeFirst
- Reminders
- Next Months Meeting

CoC Updates

- [YHDP Notice of Funding Opportunity \(NOFO\)](#) was released last week. The CoC is analyzing and will be pulling together interested partners for planning purposes. This NOFO will provide funding for communities developing and implementing a coordinated community approach to preventing and ending youth homelessness.
- Lots of training is coming up this month.
 - Rapid Rehousing workshops
 - i. 6/8 Housing Stability
 - ii. 6/10 JobTrain Employment Programs and Work Readiness Self Care Hygiene
 - CoC 101 – dates TBD
 - Sexual Orientation, Gender Identity, and Gender Expression (SOGIE) Training coming up – multiple cohorts will be offered, but the first training will be later this month. Dates TBD.
 - CoC NOFA – Pre-Requests for Information (RFI) for renewal grants have been submitted. HUD has not yet released the NOFA, but preparation is underway. The Grant Inventory Worksheets (GIWs) were released last week. If you have CoC grants, please make sure to confirm the accuracy of the information and reply to the notification sent by Homebase.

UPCOMING MEETINGS:

- Service Providers Network Meeting, Wed, June 9, 9:30am – 11:00am
- Coordinated Assessment Work Group, Thu, June 10,

1:00pm – 2:30pm

- [JoinZoom Meeting](#)
- Purpose: Coordinated assessment is a consistent,community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation. This Work Group reviews and evaluates how effectively that process is working and suggests improvements.

UPLIFT Updates

VTA

- **Due to the recent tragedy, VTA Light Rail Service is Suspended until Further Notice.**
 - Please contact VTA Customer Service at (408) 321-2300 for alternate trip plan information using regular bus service.
- Please Prepare for Limited Staffing Beginning Thursday, June 3.
- Please allow more time for your travel plans, and contact vta.org for on-line trip planning help or call Customer Service at 408-321-2300.
- Capacities updates – As of May 26, the following capacities are in effect:
 - Light Rail – 34 passengers per car
 - 30-foot bus – 15 passengers per bus
 - 40-foot bus – 18 passengers per bus
 - 60-foot bus – 26 passengers per bus

****Groups travelling together will be counted as one passenger.**

UPLIFT

Apr-Jun Quarter (Current)

- There are 457 Passes left for this quarter.
- Last day to request for Apr-Jun quarter is **June 17th**.
- In preparation for the next quarter, please review your request prior to making them to prevent delays due to errors.
- **Please ensure your users are exiting clients from your UPLIFT program if:**
 - You are no longer requesting UPLIFT passes or



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- You are no longer working with the client or
- The client is no longer eligible for the program

Jul-Sep Quarter

- Quarter will start on June 18th, Friday. All requests for this quarter must be made on or after this day.
 - DO NOT predate or postdate any requests, this will cause errors with your request.
- Allocation Surveys will shortly be sent out to all Point of Contacts – please respond in a timely matter.
- Effective for this Jul-Sep 2021 quarter, all passes will need to be picked up at our office.

For all UPLIFT related inquiries please email

UPLIFT@hhs.sccgov.org

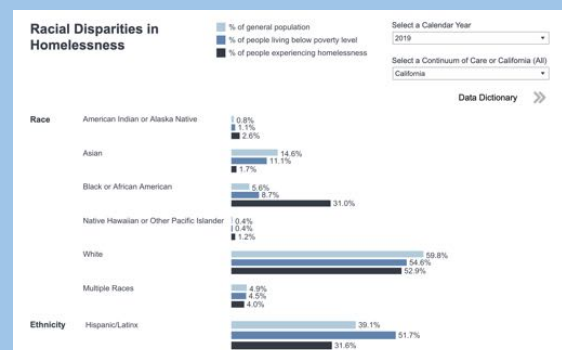
If there are changes who your UPLIFT Point of Contact is – please inform us @ UPLIFT@hhs.sccgov.org

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

CA HDIS Data Integration Update

- What is HDIS?
 - California's Homeless Data Integration System (HDIS) is a statewide data warehouse that compiles data from the 44 regional homelessness Continuum of Care. Each CoC collects data about the people it serves and the services it offers according to federal standards. Integration of these data into HDIS establishes California's first statewide repository of homelessness data and streamlines information and analysis.
- Local benefits for participating in HDIS
 - Access to state funding
 - Insights we can learn from HDIS.
- All client data will be protected and de-duplicated. Client identifying information will not be shared.
- Client data is not being used other than for this narrow purpose.
- Folks can reach out to OSH (Kathryn Kaminski) with additional questions.

- More info can be found on the states website: <https://www.bcsd.ca.gov/hcfc/hdis.html>
- Of the 248,130 people local providers reported serving in 2020:
 - 91,626 people (37%) moved into permanent housing
 - 117,109 people (47%) remained actively engaged in services or shelter but were not yet permanently housed, and
 - 39,395 people (16%) disengaged from services and exited back to homelessness or unknown destinations.
- Project Roomkey and other life-saving crisis response efforts taken to address the pandemic are clear. In 2020, people served through street outreach increased by 13% and people accessing emergency shelter increased by 12% (compared to 2019).
- California has significantly increased homelessness prevention services. In 2020, 32,189 people received homelessness prevention assistance, more than double the number of people served in 2017.
- 96% of people who accessed services while experiencing homelessness did so in only one California jurisdiction – contrary to some theories that individuals experiencing homelessness travel around the state seeking services.



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Clarity Workflow Presentation & Discussion

Please find the slides and video presentation attached.

HMIS Newsletter

Santa Clara HMIS News, May 2021

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

- New Features in Clarity
- Overlapping ROI Updates
- Report Spotlight: HMIS Data Quality

[Web link to the newsletter](#)

ROI Clarity Updates

When updating a ROI for a client you will need to verify the following:

1. Does the client already have a current unexpired ROI?
 - Entering ROI with overlapping dates you will result in an error message
2. You can fix the overlap by editing the ROI that is causing the issue. Edit the end date of the older ROI so it is one day before the newer one.

RELEASE OF INFORMATION					
Permission	Type	Start Date	End Date	Version	
Yes	Attached PDF	07/15/2020	07/15/2022	V.1	

Please correct errors.

RELEASE OF INFORMATION

This is the NEW ROI I want to upload that has different/updated information

Permission	Yes
Start Date	06/01/2021 Dates for new ROI I want to upload
End Date	06/01/2024
Documentation	Attached PDF
File	Select File

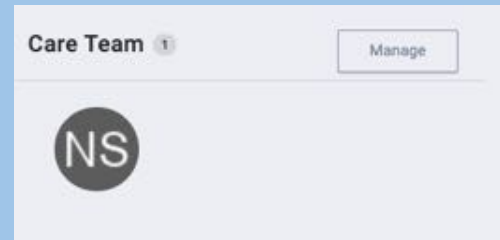
NOTE: there is an overlap from the start 06/01/2021 and the existing ROI 07/15/2022

Update the **end date of existing ROI to 05/31/2021**..the system will then let you upload the new ROI since there will be no overlap.

NOTE: You want to do one day before to prevent overlapping dates.
Live Clarity Demonstration...

Feature: Care Team|Assigned Staff Updates

- Within the client Profile, renamed Assigned Staff to Care Team. We've also added additional functionality to the Care Team feature.
- Staff can be added directly to a clients "Care Team" from the Client Profile



[Want to learn more about this feature? Check this page out!](#)

Special Guest Speaker: Kelly Sumner Veterans Services Director - HomeFirst

HomeFirst is a leading provider of services, shelter, and housing opportunities to the homeless and those at risk of homelessness in Santa Clara County. We serve more than 6,000 adults, veterans, families, and youth each year at nine locations including our Boccardo Reception Center, which is the county's largest homeless services center.



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We are relentlessly focused on eliminating barriers to housing.

Veterans are more likely to become homeless than non-Veterans

-BIPOC Veterans are at even greater risk of homelessness

-Veterans who experience Military Sexual Trauma are twice the risk of experiencing homelessness compared to Veterans who did not

-Female Veterans are twice as likely to become homeless compared to women who did not serve

•Veterans in Santa Clara County self-report job loss, substance use, and family separation as the primary causes of their housing loss

•Great successes in ending Veteran homelessness have been secured in the last decade



Outreach	Emergency Shelter	Safe Haven	Rapid Re-Housing	Permanent Supportive Housing	Homelessness Prevention	Services Only
Supportive Services for Veteran Families (SSVF)	Veterans Emergency Shelter Program (VESF)	Grant & Per Diem - Low Demand (GPD-LD)	Supportive Services for Veterans Families (SSVF) - Category 2/3, Shallow Subsidies	Willow Housing	Supportive Services for Veterans Families (SSVF) - Category 1	VASH Housing Search (VHS)
	YESF - Special Circumstances (YESF-SC)		Veterans Rapid Re-Housing (VRRP)	EMERGENCY HOTEL ASSISTANCE SUPPORTIVE SERVICES FOR VETERAN FAMILIES		





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Master Listing

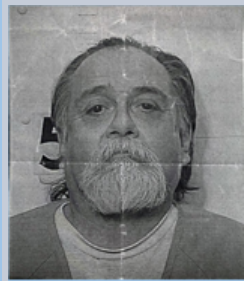
2017 VA Memo

Dynamic Prioritization

In FY20, 184 Veterans served by the department graduated from agency programming into permanent housing.

214 individuals who accessed Veterans services in FY20 exited with increased or sustained income, at an average increase of \$1448/month.

Over 150 Veterans received emergency hotel assistance in the first year of COVID response expanded services.



REMINDERS

Upcoming DEW

Need tools to assist in monitoring your clients ROIs?

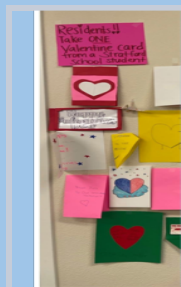
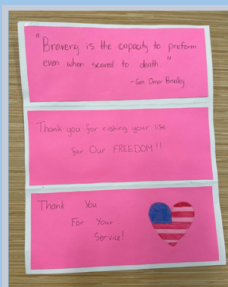
*Then come join us in the upcoming
Data Engagement Workshop on Thursday, June 17th, 2021
10am to 12pm.*

More details to follow as date approaches.

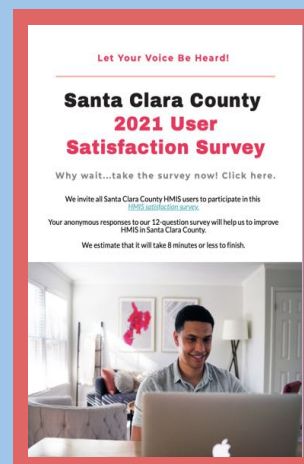
COVID-19

Housing Market

Gaps in Service



2021 User Satisfaction Survey



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



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Security Compliance Checklist

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

SCC HMIS Quarterly Compliance Certification Checklist

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

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

Or

(408) 596.5866 Ext. 2

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

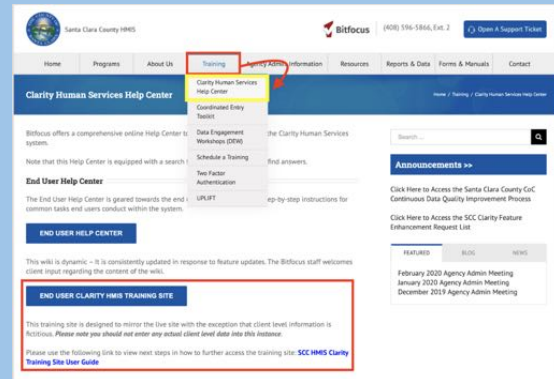
When: Every other Thursday from 10:00am-11:30am

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

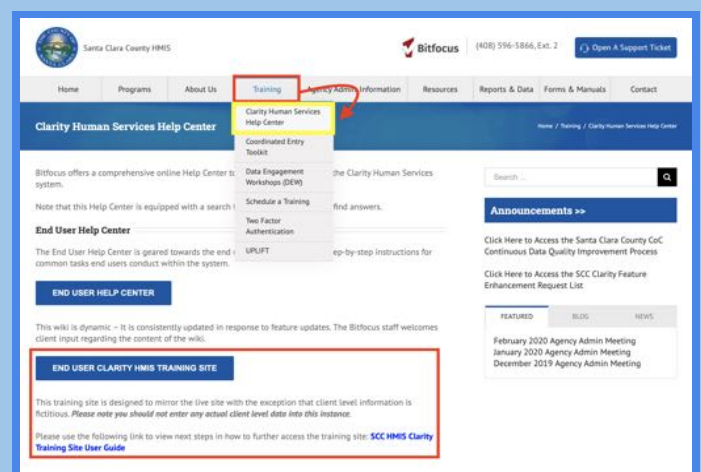


Click on the image above to access the content.

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 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

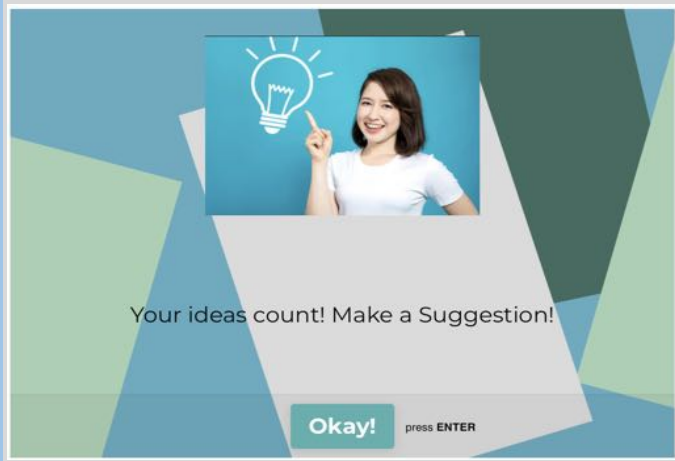


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Contact the Help Desk to have your access set-up
(sccsupport@bitfocus.com)

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

SCC Virtual Suggestion Box



Have ideas about an enhancement and/or addition to HMIS?
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, July 2nd., 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

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Your Sys. Admin. Team:



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Deputy Project Administrator
Lesly Soto (leslys@bitfocus.com)