Santa Clara County HMIS

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June 2020 Agency Admin Meeting

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June 2020 Agency Admin Meeting

Date: Thursday, June 4th, 2020
Time: 2:00PM– 3:30PM
Place: ZOOM Only Meeting

Agency Admin. Lead and/or Representative in Attendance:

First Name	Last Name	Agency Name
Aida	Tesfai	Abode Services
Rani	Jain	Abode Services
Luis	Gonzalez	Abode Services
Juliana	Juarez	Abode Services
Aurora	Olivares	Amigos de Guadalupe-Center for Justice and Empowerment
Ané	Watts	Anthem Blue Cross
JoEllen	Reece	BHSD
Patricia	Vargas	Bible Way/Destiny
Alex	Senegal	Bible Way/Destiny
Laura	Foster	Bill Wilson Center
Randi	Rosen	Bill Wilson Center
Anthony	Ortiz, Jr	Breakout Prison Outreach
Conrad	Solarez	California Youth Outreach
Julian	Delgadillo	California Youth Outreach
David	Marez	California Youth Outreach
Consuelo	Collard	Catholic Charities of Santa Clara County
Nicole	Fargo Nosich	Community Services Agency of Mountain View
Maria	Delvillar	Community Solutions
Mark	Frias	Community Solutions
Chennan	Liu	County-SSA
Guillermo	Munoz	County: SCVHHS – BHSD SUTS
Maureen	Damrel	Destination: Home
Patricia	Vargas	Destiny Reentry Resource Center
Justin	Damrel	Downtown Streets Team
Alexander	Le	Family Supportive Housing
Sophie	Smith	Gardner Health Services
Peter	Wang	Health Trust
Teresa	Schmitz	HomeFirst
Jan	Stokley	Housing Choices
Traci	Pickett	HVEHF
Kenya	Rawls	JobTrain
Art	Taylor	JobTrain
Cynthia	Mar	Lifemoves
Marty	Estrada	Midtown Family Services
Tina	Sentner	Mission Street Sobering Center – Horizon Services, Inc
Teresa	Garcia	New Directions
Leila	Qureishi	Office of Supportive Housing
Steven	Tong	OSH
Elisha	Heruty	OSH
Roseann	Martinez	Pathway Society, Inc.

Paulina	Soto	Sacred Heart Community Service
Michelle	Taikeff	San Jose State University Record Clearance Project
Lorna	Lindo	Santa Clara Valley Medical Center VHHP
Lorena	Madrid	SCC BHSD
KJ	Kaminski	SCC OSH
Catherine	Farry	Sunnyvale Community Services
Roxanna	Frias	Superior Court of California, County of Santa Clara
Lindsay	Cross	valley homeless healthcare program
Maria	Magallanes	VAPAHCS
Nelsa	Alexandre	Vocational Services
Jade	Bradley	West Valley Community Services
Sean	Guess	Work2Future

Slides from the presentation are here:

Loading...

Please use this link to download slide deck if desired.

Agenda

- COC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Coordinated Entry Changes
- Updated Deadline Quarterly Compliance
- Data Quality Check-Up
- 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
  - We have received over 3000 requests for assistance to date.
  - Over 1300 placements have been made into shelter or hotels/motels.
  - The hotline operates 5 days a week 9am-6pm (408) 278-6420.
- Bi-weekly call with providers to provide updates to everyone regarding COVID-19 response (Tues and Fri mornings). If your agency would like to receive the invitation, let us know.
- There is no update from HUD regarding the NOFA process. It will continue as planned unless there is an update from HUD.
- There are several trainings happening in June. Check them out on the CoC Events Calendar for more details.

HMIS Newsletter

May 2020 Newsletter included:

- Changes Coming to Coordinated Entry July 1st
- New Feature and Reports Updates
- Updating Past Enrollments
- Reporting Spotlight: [HSNG-108] Housing Census
- Upcoming Events

Web link to the newsletter

Coordinated Entry Changes

Scheduled: Changes Coming to Coordinated Entry

- Changes to Coordinated Assessment data entry were scheduled to go live on April 1st to comply with the 2020 HUD Data Standards.

- Due to COVID-19, HUD has postponed these required changes until October 1st, 2020.

- Over 250 HMIS users in Santa Clara County attended the required Coordinated Entry Changes webinars in March. Thank you!

Go Live plan to implement these changes July 1st, 2020.

- Webinars will be scheduled in June, 2020. Dates were announced in May Newsletter

- If you completed a webinar in March, you will not need to complete the webinar again in June

- Each agency will have a Coordinated Entry program

- Assessors will need to enroll adults and households with minor children in the CE program at their agency

- Coordinated Entry Assessments (VI-SPDAT/VI-F-SPDAT) will be recorded in the Coordinated Entry Program

- Current Living Situation assessment will be recorded in the Coordinated Entry program

Updated Deadline: Quarterly Compliance

- Quarterly Compliance Certification deadline extended to October 2nd, 2020

- Submit the third quarter compliance checklist by 10/2/2020

- Download the Quarterly Compliance Certification Form & Instruction on the SCC HMIS Website

- http://scc.hmis.cc/client-forms/

Poll Questions

1. **I accidentally exited the wrong client. What should I do next?**
    1. Re-enroll the person in the program
    2. Edit the enrollment and update the project start date
    3. Delete the enrollment
    4. Remove the exit date from the exit screen
2. **When should I complete an Annual Assessment?**
    1. 30 days before or after the anniversary of the last annual assessment
    2. 30 days before or after the anniversary of the HoH project start date
    3. 30 days before or after the anniversary of the last status assessment
    4. All of the above are correct
3. **What should I do if the Head of Household exits a project before the other household members**
    1. Wait to exit the HoH until all household members leave the project
    2. Identify a new HoH and update the relationship to HoH field(s) as needed
    3. Exit the other members on the same date as the HoH
4. **I found a duplicate client record! What is the next step?**
    1. Run the [DQXX-110-AD] Duplicate Clients report to merge these clients
    2. Contact the HelpDesk to merge these clients
    3. Delete the duplicate client record
    4. Contact the agency that created the duplicate
5. **The Housing Move-In Date field is required…**
    1. For perm housing projects when a client moves into perm housing
    2. For all projects to record the client's last perm housing date
    3. For PSH projects only
    4. For RRH Projects only
6. **Universal Data Elements are Required to be Collected by all projects participating in HMIS (True/False)**
7. **Which of the following are "Universal Data Elements"?**
    1. income, non-cash benefits, and health insurance data
    2. Demographic, disabling condition and prior living situation data
    3. Project Entry Date and Exit Date
    4. Both B & C

HMIS Data Quality Check-Up

Run the [HUDX-225] HMIS Data Quality Report

- A good starting point to get basic information on important data quality measures
- Get info on missing or incomplete issues with households, annual assessment.
- Lear more on our help site: **https://get.clarityhs.help/hc/en-us/articles/115012435727–HUDX-225-HMIS-Data-Quality-Report**

Helpful Reports to Keep Tabs on Data Quality

- [GNRL-106] Program Roster

    - Client list, program stay information, assigned staff
- [GNRL-220] Program Details Report
    - Exports fields associated with program enrollments
- [GNRL-210] Assessment Details Report
    - Exports fields associated with client assessments
- [DQXX-110-AD] Duplicate Clients

Annual Assessments

- Annual assessments are due for each client within +/- 30 day of the Head of Household's anniversary date.
- The HUDX-225 HMIS Data Quality Report can help you find clients who may be missing an Annual Assessment.

Universal Data Elements (UDE)

- UDEs are required by all projects participating in HMIS
- UDEs Include:
    - Client Demographics and Identifying info (SSN, DoB, Race, Vet, and more…)
    - Project Entry/Exit elements including: Disabling Condition, Start/Exit Date, Destination, Relationship to HoH, Move-In Date, Prior Living Situation

Additional Resources

- DQ Reports – Check out the Clarity Help Articles: https://get.clarityhs.help/hc/en-us/categories/115000093908-Report-Library
- Need help with a custom DQ report? Attend Looker office hours or contact the SCC Admin Team
- HUD HMIS Data Standards: https://www.hudexchange.info/resource/3824/hmis-data-dictionary/

Reminders

CE Upcoming Required Webinars

1. Tuesday, **June 9th, 2020** from 1:00-2:00pm.

    1. Register here.
2. Wednesday, **June 17th, 2020** from 3:00-4:00pm.
    1. Register here.
3. Friday, **June 19th, 2020** from 9:00-10:00 am.
    1. Register here.
4. Wednesday, **June 24th, 2020** from 2:00-3:00pm.
    1. Register here.
5. Monday, **June 29th, 2020** from 9:30-10:30 am.
    1. Register here.
6. Tuesday, **June 30th, 2020** from 9:00-10:00 am.
    1. Register here.

Upcoming DEW

Getting Started with Looker: Exploring Data Quality Looks

Update Contact Information in HMIS

1. Log into HMIS
2. Click on the logo of your initials and/or photo
3. Got to **ACCOUNT SETTINGS**
4. In the *Phone Number* field please update your phone number, be sure to include your extension
5. **SAVE CHANGES** when done

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: Zoom Link

When: Thursday, July 2nd, 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

<u>Support Team</u>: sccsupport@bitfocus.com

<u>Bitfocus System Administration Team</u>: scc-admin@bitfocus.com
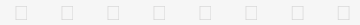
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By Lesly Soto Bright | June 8th, 2020 | Blog, Uncategorized | Comments Off on June 2020 Agency Admin Meeting

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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.

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