



Home	Programs	About Us	Training	Agency Admin. Information	Resources	Reports & Data	Forms & Manuals	Contact
----------------------	--------------------------	--------------------------	--------------------------	---	---------------------------	------------------------------------	-------------------------------------	-------------------------

July 2020 Agency Admin Meeting

[Home](#) / [Blog, Uncategorized](#) / [July 2020 Agency Admin Meeting](#)

July 2020 Agency Admin Meeting

Date: Thursday, July 2nd, 2020

Time: 2:00PM– 3:30PM

Place: ZOOM Only Meeting

Agency Admin. Lead and/or Representative in Attendance:

First Name	Last Name	Agency Name
Rani	Jain	Abode Services
Luis	Gonzalez	Abode Services
Aida	Tesfai	Abode Services
Lorena	Madrid	BHSD
JoEllen	Reece	BHSD
Guillermo	Munoz	BHSD – Whole Person Care
Laura	Foster	Bill Wilson Center
Sujata	Panda	Bill Wilson Center
Anthony	Ortiz, Jr	Breakout Prison Outreach
Julian	Delgadillo	California Youth Outreach
Consuelo	Collard	Catholic Charities of Santa Clara County
James	Alvarado	CityTeam
Maria	Del Villar	Community Solutions
Mark	Fries	Community Solutions
Alex	Senegal	Destiny Re-Entry
Alexander	Le	Family Supportive Housing
Alisha	Parret	HomeFirst
Jan	Stokley	Housing Choices
Traci	Pickett	HVEHF
Andrew	Lam	LifeMoves
Marty	Estrada	Midtown Family Service
Steven	Tong	Office of Supportive Housing
Elisha	Heruty	OSH
Leila	Qureishi	OSH
Aiko	Yep	PATH
Roseann	Martinez	Pathway Outpatient-Santa Clara
Rita	Anzualda	Pathway Society Inc.
Paulina	Soto	Sacred Heart Community Service
Shawna	Cagle	Santa Clara Family Health Plan
Cassandra	Brenzel	Santa Clara Social Services – SSI Advocacy/Vocational Services
Rebecca	Siqueiros	SCC OSIT
Lorna	Lindo	SCVHHS Ambulatory
Cindy	Parra	SJSU Service Navigation
Catherine	Farry	Sunnyvale Community Services
Roxanna	Frias	Superior Court of California, County of Santa Clara
Hameeda	Sharifi	Telecare
Cindy	Sutter-Tkel	The Salvation Army
Maria	Magallanes	VA Palo Alto Health Care System
Lindsay	Cross	Valley Homeless Healthcare Program

Jade Bradley WVCS

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 (CE) Go Live
- Data Quality (DQ) Outreach
- New Features
- HIC/PIT
- COVID-19 Updates
- Reminders

CoC|Coordinated Assessment Updates

- Still awaiting CoC NOFA release. We will share any updates as soon as we hear anything new.
- The CoC is finalizing the community plan, which was approved by the CoC Board. We will be taking it to the county board of supervisors and city councils beginning in August and through the fall. We will share dates for board and council meetings as soon as they are scheduled.
- OSH and the Emergency Operations Center continue to operate a shelter hotline. Clients are offered non-congregate or congregate shelter through the hotline. Placement is determined by medical team and is based on vulnerability to complications of COVID. The team has made over 1600 placements since 4/2. The hotline operates M-F, 9-6pm and the EOC handles COVID+ placements over on the weekends and holidays.

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

HMIS Newsletter

June 2020 Newsletter included:

- It's Here! Coordinated Entry Updates in Clarity
- Message from Bitfocus CEO, Rob Herdzik
- Adding Household Members
- Reporting Spotlight: [HUDX-225] HMIS Data Quality Report
- Upcoming Events

Web link to the newsletter

Quiz Time

CE Related Questions

1. Each Agency will have a Coordinated Entry Program
 - **True**
 - False
2. Coordinated Entry Assessments are only recorded in the Coordinated Entry Program
 - True
 - **False**
3. A Current Living Situation Assessment is required only when completing a Coordinated Entry Program enrollment.
 - True
 - **False**– Project start, CE assessment, "A contact is defined as an interaction between a worker and a client designed to engage the client."

Contacts include activities such as a conversation between the worker and the client about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service".

4. A Current Living Situation assessment is required for all adults and children in the household
 - True
 - **False**
5. I can complete a VI-SPDAT in HMIS prior to verifying a completed ROI.
 - True
 - **False**

Coordinated Entry (CE) Go Live – Recap

- All Coordinated Entry Assessments will be recorded within a program enrollment.
- Assessment Only agencies will be required to complete an enrollment into a Coordinated Entry program.
- Current Living Situation assessment must be recorded for all adults at enrollment, assessment, and meetings about their well-being or needs.

Data Quality (DQ) Outreach

Data Quality Outreach to Agency Administrators will resume this month

- HMIS Data Quality Review (Quarterly)
 - Each Agency Administrator will receive a copy of the HUDX -225 HMIS Data Quality report for programs at the agency.
 - Review last month's Agency Admin slides for a recap of DQ action items to address findings from this report.
- Coordinated Entry Data Quality Outreach (Ongoing outreach)
 - A Bitfocus team member will reach out if we see the following DQ errors:
 - CE Assessments (VI/VI-F-SPDATs) not referred to the CQ
 - Clients with more than one CE assessment within 365 days
 - Profiles/CE Assessments/Referrals set to private

Please refer to the slide deck to see images shared at the meeting.

New HMIS Features

1. Display 'Home' Agency for Additional Agency Access
2. Add Program Type to Client Program History Tab
3. Require and Rename Denial Message on Referral Screen

HIC/PIT

THANK YOU!

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 June 30th 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.

The Housing Inventory Count (HIC) is a report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- Bed/unit capacity
- Federal funding source
- HMIS participation
- Location
- Utilization rate

The Point In Time (PIT) Count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January

- Number of households and clients served the night of the PIT
- Number of children, adults aged 18-24, adults over 24

- Race, Ethnicity, Gender, Chronic Homelessness
- Substance Abuse, Mental Illness, DV, HIV/AIDS

COVID-19 Update

Please refer to the slide deck to see images shared at the meeting.

Reminders

Office Hours

Where Are Office Hours Held?

Looker 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) and/or dial in by phone using the following [Zoom](#) (click here to access)

When Every other Monday of the month from 2:00pm-3:00pm

Clarity (HMIS) Office Hours will take place on Zoom every other Thursday from 10:00am-11:30am

COVID ROI HMIS Guidance

- SCC is currently using a revised ROI to allow clients to give electronic consent to have their data entered into HMIS.
- Please use the most recent version of the ROI dated 3-11-2020.
- 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.

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

SAVE CHANGES when done

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**

The screenshot shows the Santa Clara County HMIS website. The navigation menu includes Home, Programs, About Us, Training, Agency Admin, Information, Resources, Reports & Data, Forms & Manuals, and Contact. The Training menu is expanded, showing options like Clarity Human Services Help Center, Coordinated Entry Toolkit, Data Engagement Workshops (DEW), Schedule a Training, Two Factor Authentication, and UPLIFT. The Clarity Human Services Help Center is highlighted in yellow. Below the navigation, there is a search bar and an Announcements section with links to access the Santa Clara County CoC Continuous Data Quality Improvement Process and the SCC Clarity Feature Enhancement Request List. A featured section lists recent agency admin meetings. A red box highlights the 'END USER CLARITY HMIS TRAINING SITE' button and its description, which states that the site is designed to mirror the live site but with fictitious data and provides a link to the 'SCC HMIS Clarity Training Site User Guide'.

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, August 6th, 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)

Trevor Mells (trevorm@bitfoucs.com)

Alison Wilson (alisonw@bitfocus.com)

Lesly Soto (leslys@bitfocus.com)