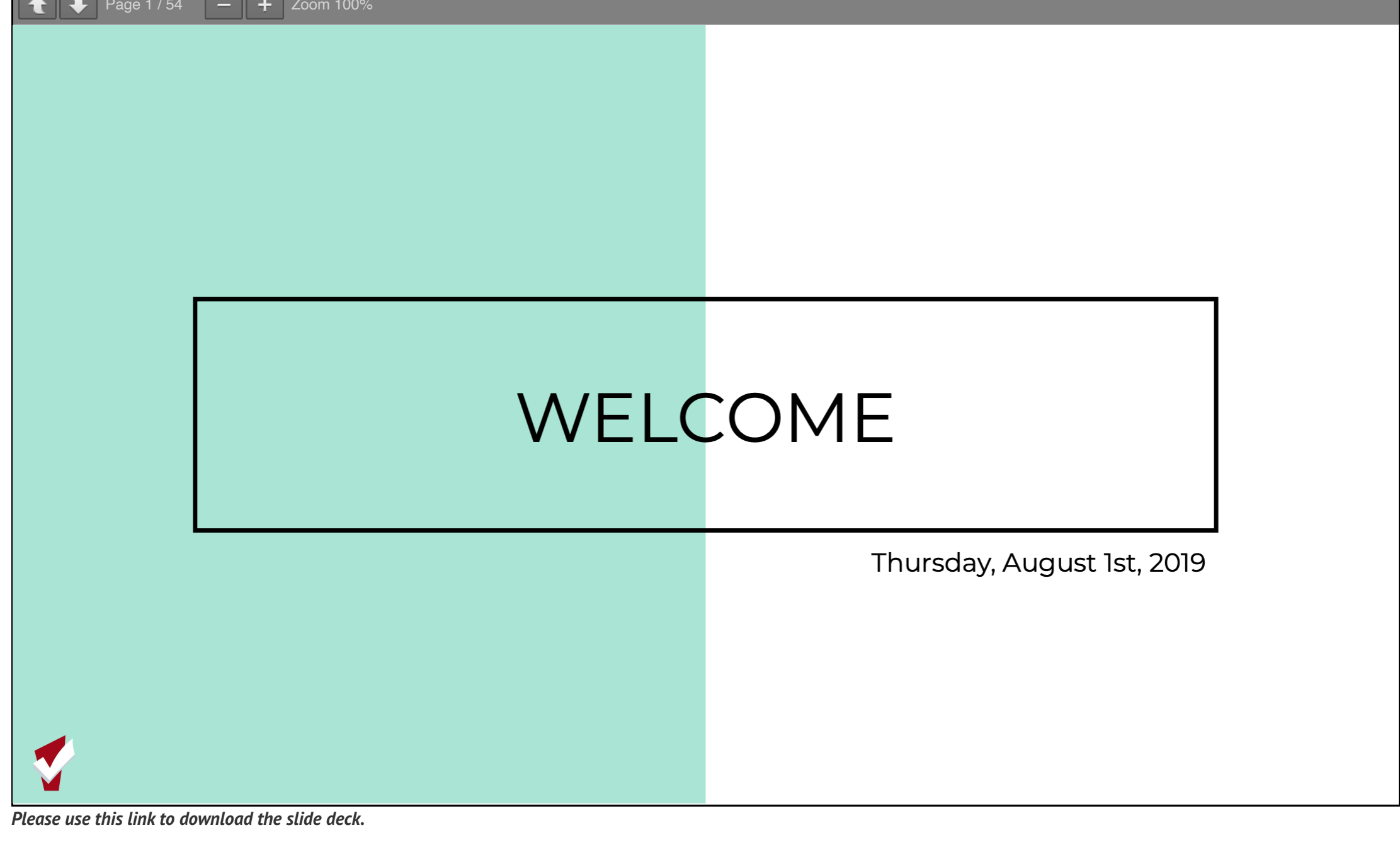




August 2019 Agency Admin Meeting

Date: Thursday, August 1st, 2019
Time: 1:30 – 3:30PM
Place: Sobrato Conference Center, San Jose
1400 Parkmoor Avenue, Mountain View Room
San Jose, CA 95126

Slides from the presentation are here:



Please use this link to download the slide deck.

Agenda

- COC | Coordinated Assessment | UPLIFT Updates
HMIS Newsletter
Guest Speaker: Erin Stanton Sacred Heart Community Service
Survey Results
Agency Admin Meeting Structure
Data Literacy Institute Workshop-Open Discussion
SCC HMIS Features/Enhancements-A Review
CDQI – Uploading the ROI
Reminders
Next Month's Meeting

Coc / Coordinated Assessment / UPLIFT

CoC UPDATES-None at this time

UPLIFT

- As of 8/1/19 there are 349 (Three-Hundred Forty-nine) Jul-Sep19 quarter stickers left for this quarter

Reminder to all 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.
Remember to email the UPLIFT email address, once a correction is made to prevent delays

Pooler-Sticker period has started. All remaining stickers will be offered to all Agencies, first comes first served.

- 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 1st month allocation limit.
If you received an email for Allocation Limit, please do the following to complete your UPLIFT requests:
1. If you request for an UPLIFT Pass via New Enrollment
Update your client's UPLIFT Program's Enrollment date to or after 8/1/19
2. If you request for UPLIFT Pass via Status Assessment
Update your Client's UPLIFT Status assessment date to on or after 8/1/19

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 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 MMDD. 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 Jul-Sep quarter is Sep 12th, 2019. Jul-Sep 19 Quarter begins Sep 13th.

HMIS Newsletter

Will be sent out monthly to all HMIS users

June 2019 Newsletter included:

- Reminder: Use Public Alerts to Support Your Clients
Residential Move-In Date: Required for All Housing Programs
Clarity Connect 2019
Report Spotlight: Client Reports
Upcoming Events
Bitfocus is Hiring!

Web link to the newsletter

Guest Speaker: Erin Stanton Sacred Heart Community Service

Sacred Heart Community Service

1381 S 1st Street San Jose, CA 95110

(408) 916.5025

erins@sacredheartcs.org

Presentation consisted of the following items-

- Homeless Prevention Services in SCC
One-Time Assistance
Homelessness Prevention System (HPS)
Emergency Assistance Network
Included a map with locations and which agency served a particular area
Homelessness Prevention System
Need Help? Call (408) 926.8885
Email: housinginfo@sacredheartcs.org
Walk-in to a partner agency
Countywide Access
Immediate Intervention
Housing Stability Plan
Homeless Prevention Stats July 1st, 2017 – March 31st, 2019
693 Families and Individuals at imminent risk of homelessness have been helped
97% of families have remained housed while receiving prevention services
\$4,154 Average amount of assistance per family
Benefits of using HMIS
Streamlined services
Ability to see clients history of where and when they have received services that are from all agencies that participate in HMIS data entry
Capacity to see when clients were enrolled in RRH programs allows staff to redirect to appropriate agency
Data pulls: the data shared in today's presentation was pulled and compiled using the reports available
HMIS Feature Enhancement "Wish List"
A Family Dashboard where you can see total household income
A running total of income provided to a household

Survey Results

A big Thank You to everyone that participated in the Agency Admin. Structure Survey. We know you have busy schedules and appreciate the time spent in sharing your thoughts and comments.

Survey Key Stats

- 25 participants completed the survey
The Survey will remain open and email notifications will be provided on a quarterly basis for agency leads to provide further and ongoing feedback
Please use this link to be rerouted to the survey-if you would like to complete it

What's Next-Effective September 2019

- Meetings will now be 90 minutes vs. 120 minutes
Attendance at 7 out of 11 (7/11) meetings is now required
It will be imperative that you sign in as this will be the method used to track the 7/11 meeting attendance
If you (Agency Lead) cannot attend the meetings, please send a representative
Location Rotation whenever possible and if space permits will be modified-be sure to check the Agency Meeting Reminders for these changes
If you ARE NOT getting the email reminders, please contact us at scc-admin@bitfocus.com

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.

Data Literacy Institute (DLI) Workshop-Open Discussion

Past DLI Workshops

- SCC Reports Training
HMIS Data In Action
How to Request Data (How to Monitor Your Data)
Planning for Data Requests
How To Tell Your Story
Our Friend, Excel

Check these out here

Potential Topics: Share with us your ideas and/or suggestions

- What do you think your staff would be interested in learning?
Are there challenges your staff are experiencing that could be brought to a DLI Workshop?
What type of data analysis skills do you think would be useful?

Suggested Ideas

- Data Quality Dashboard
Data Accuracy Checks
Please use our SCC Virtual Suggestion Box for any further ideas!

Features/Enhancements – A Review

Completed:

- Aged into Adulthood Notification at Program Exit
Filter by Type on History Tab
Reduce missing Queue referrals by making "Refer to Queue" step more visible
Community Queue and House clients cross-check

Coming Soon:

- Project Type Code listed in Active Programs
(e.g., Youth Hope House, PH – Permanent Supportive Housing (disability required))
Require and rename "Denied Message" field on Referral Edit Screen-this feature will require users to provide details in the text box provided
Add Warning for Recent Assessment
(e.g., A recent assessment of this type already exists for this client. Are you sure you wish to create another assessment?)

CDQI – Uploading the ROI

Please recall the following regarding the ROI. We understand this topic has been covered previously at past Agency Admin. Meetings, but we are still encountering some mistakes/challenges and want to ensure ROI compliance and protocols are being followed. Please note that Bitfocus will be reaching out to you via email if your agency is out of compliance or if we note that several users are out of compliance.

- No information can be entered into HMIS without a valid ROI uploaded in Clarity
A Valid ROI in HMIS is:
Signed
Has an expiration date
Includes all 5 pages in the upload
Indicates that the client wants their information in HMIS (initial boxes)
The client can decide when ROI expires. The recommended amount of time is 3 years
If the ROI is expired, or the client wants to update their consent, click the plus sign next to Add Release of Information to upload a new ROI
If the ROI is expired, or missing, a banner will appear on the profile screen.
Clients with disabilities are entitled to reasonable accommodations. If a client requests a change in a program's policy or procedure as an accommodation of his/her disability, the program should grant the accommodation when the accommodation is both reasonable and necessary because of the individual's disability. Such an accommodation request must be considered during any stage in the provision of a program, including at intake, during services, and during discharge proceedings. When a reasonable accommodation request is made, the program supervisor may request medical verification of the individual's disability.

For further reference please see Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs found here.

ROI Useful Report – [SCC-104-AD] ROI Compliance Report

Location: Launcher-->Reports-->Administration Reports-->[SCC-104-AD] ROI Compliance Report-->Run and enter report date range

Reminders

VI-SPDAT Next Steps

- For staff that did not submit a Certification Form by Monday, July 22nd EOB access to HMIS has been disabled
To reinstate access staff must submit a certification form and/or register for an upcoming VI-SPDAT training
Please be sure that staff who met with the client to give them the assessment is recording (please note this is different from the staff doing the actual data entry into HMIS)
Date
Their name
Phone Number

Submitting Forms

End User Agreements | Technical Administrator Agreement | Security Agreements

- If at all possible please use the following naming convention for the PDF when submitting to Bitfocus Helpdesk
First Name, Last Name of user followed by EAU and/or TAA and/or SA
(e.g., John Snow EUA)
(e.g., Harry Potter TAA)
This will ensure the correct name for staff in the event that it is illegible

Homeless Prevention (HP) Services Forms

- Added to HMIS Support Page
Forms & Manuals can be found here
Program Specific Forms

Next Agency Admin Meeting

Meeting Location: PLEASE NOTE LOCATION CHANGE & TIME CHANGE

When: Thursday, September 5th, 2019

Time: 2:00pm – 3:30pm

Meeting Location:

600 Valley Way, Building 5, Room 6, 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

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Support Team: sccsupport@bitfocus.com

By Lesly Soto Bright | August 2nd, 2019 | Blog, Uncategorized | Comments Off on August 2019 Agency Admin Meeting

Share This Story, Choose Your Platform!
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 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.

QUICK LINKS: Home, Programs, About Us, Training, Reports & Data, Forms & Manuals, Contact, End User Help Center
RECENT POSTS: February 2021 Agency Admin Meeting, January 2021 Agency Admin Meeting, December 2020 Agency Admin Meeting, November 2020 Agency Admin Meeting, October 2020 Agency Admin Meeting, San Jose, Santa Clara County Fund Programs For Homeless, Santa Clara Launches CA's First Pay For Success, Silicon Valley Discovers The Cheapest Way To Help The Homeless: Give Them Homes
FOLLOW US: Facebook icon
OUR VISION: No one lives outside. We are dedicated to removing barriers and providing affordable housing to ensure the economic self-sufficiency of all persons in Santa Clara County. Homelessness ends when everyone has a home.

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