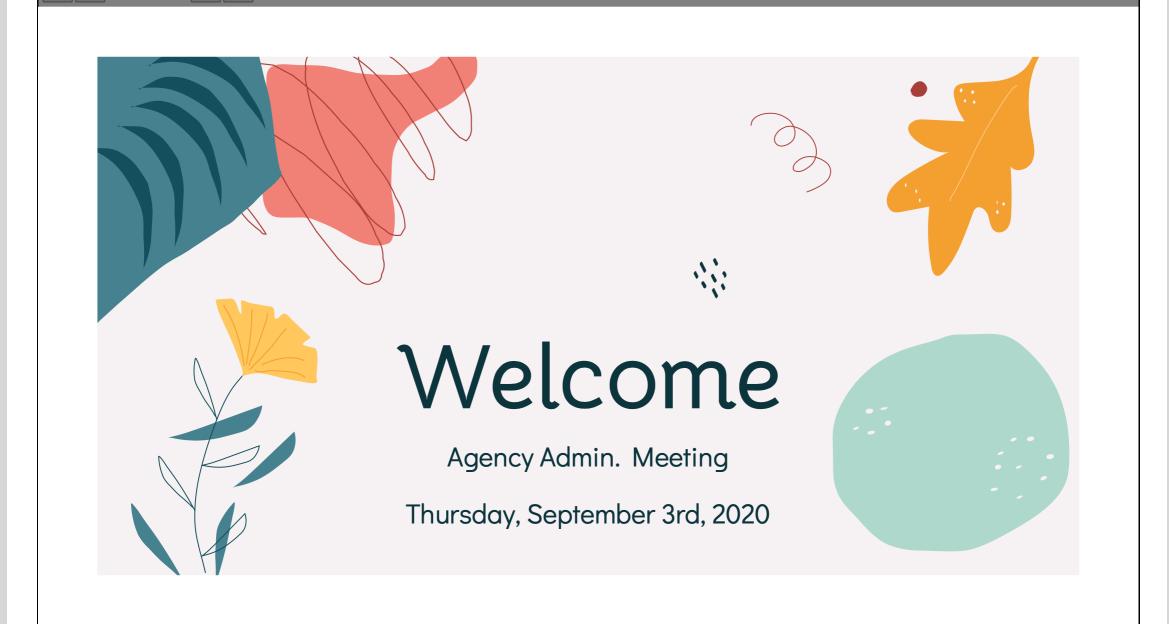
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Juliana	Juarez	Abode Services						
Aurora	Olivares	Amigos de Guada	lupe					
lorena	madrid	BHSD						
JoEllen	Reece	BHSD						
Guillermo	Munoz	BHSD – Whole Pe						
Laura	Foster	Bill Wilson Center						
Randi	Rosen	Bill Wilson Center						
Anthony	Ortiz, Jr.	Breakout Prison C						
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Maria	Del Villar	Community Soluti						
Mark	Fries	Community Solut						
Ariana	Ayala	Custody Behavior						
Alexander	Le	Family Supportive						
Sophie	Smith	Gardner Health Se	-					
Teresa	Schmitz	HomeFirst						
Janette	Stokley	Housing Choices						
Shireen	Alinani	housing choices						
Traci	Pickett	HVEHF						
Kenya	Rawls	JobTrain						
Linda Guathia	Mancuso	Life Moves .org						
Cynthia Marty	Mar Estrada	LifeMoves Midtown Family S	Services					
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Teresa	Garcia	New Directions						
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Roseann	Martinez	Pathway Outpatie						
Rita	Anzualda	Pathway Society I	nc.					
Paulina	Soto	Sacred Heart						
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Rebecca Angelica	Siqueiros Holguin	SCC OSIT-Whole F Silicon Valley Inde		Center				
Cindy	Parra	SISU RF Service N						
Velsa	Alexandre	Social Services –						
Chennan	Liu	SSA						
ose	Macias	St Joseph's Family	y Center					
Catherine	Farry	Sunnyvale Comm						
Roxanna	Frias	Superior Court of	-	Clara County				
Peter	Wang	The Health Trust						
Maria	Magallanes	VA Palo Alto Heal	th Care System					
Lindsay	Cross	VHHP						
Jade	Bradlev	West Vallev Comn	nunity Services					

Slides from the presentation are here:

Bradley

Jade

West Valley Community Services



Agenda

COC|Coordinated Assessment|UPLIFT Updates

Please use this link to download slide deck if desired.

- HMIS Newsletter
- Feature Enhancements Follow-Up LSA Updates
- Quiz Time
- Data Quality Agency Lead Guides
- ROI Compliance Review
- Security Office Checklist Updates
- Reminders

CoC|Coordinated Assessment Updates

• 2020 Community Plan to End Homelessness was approved by the CoC board and the CoC is seeking endorsements. The Lived Experience Advisory Board endorsed the plan in July. On August 25th, the County Board of Supervisors and the City of San Jose City Council endorsed the plan. If any groups with which you are involved are interested in endorsing or would like to request a presentation, please contact Kathryn

• CoC NOFA – We still have not heard any update from HUD regarding the 2020 NOFA. The local competition is on hold until we hear more.

- COVID Response The CoC continues to work on COVID response efforts such as:
 - 1. Shelter hotline operating M-F and offering referrals to congregate shelter and hotels (for those who are medically vulnerable and require non-congregate shelter) 2. The City of San Jose is opening 4 emergency interim housing communities, the first of which began move-ins this week. These temporary housing opportunities are being prioritized for people who are vulnerable to complications from COVID (over 65 or have multiple underlying conditions).
 - 3. Mass testing at congregate shelters and encampments over 10 people continues. VHHP is offering testing at these sites monthly. 4. Housing Problem Solving is being implemented across congregate and non-congregate shelter sites. Training is being provided by the County. Additional training opportunities for housing problem solving specialists are upcoming, dates TBD.

Upcoming Meetings

- CAWG Thursday, Sept 10, 1-2:30pm
- SPN is starting back up, please keep your eye out for meeting announcements on the CoC and SPN listserve
- Upcoming CoC Membership meeting date TBD, likely early October
- Point-in-Time Count First Planning Committee Meeting Wednesday, Sep 16, 2020, 1:30pm

UPLIFT Updates

Please note that current VI-SPDAT's are required for all UPLIFT clients in HMIS in accordance with the requirements for all other clients.

Over the next few months, we'll be checking HMIS to ensure there are current VI-SPDAT's in place for all homeless clients for whom an UPLIFT pass request is submitted.

We'll have a "grace period" during which we'll send email reminders to requestors over the next month or so, after which **UPLIFT requests for homeless clients will no longer be** fulfilled without a current VI-SPDAT.

Complete a new VI-SPDAT assessment when:

- One year has passed since the last assessment, or
- There has been a life event/change in the client's circumstances that substantially impacts the household's vulnerability.
- Each time you meet with a client who already has a VI-SPDAT in HMIS:

* Review the latest VI-SPDAT briefly with them to check for significant changes

CONDUCT A NEW VI-SPDAT if there are such changes

* Ensure their contact information is current, thorough, and accurate

If there are changes, be sure to update the contact and/or location tabs!

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

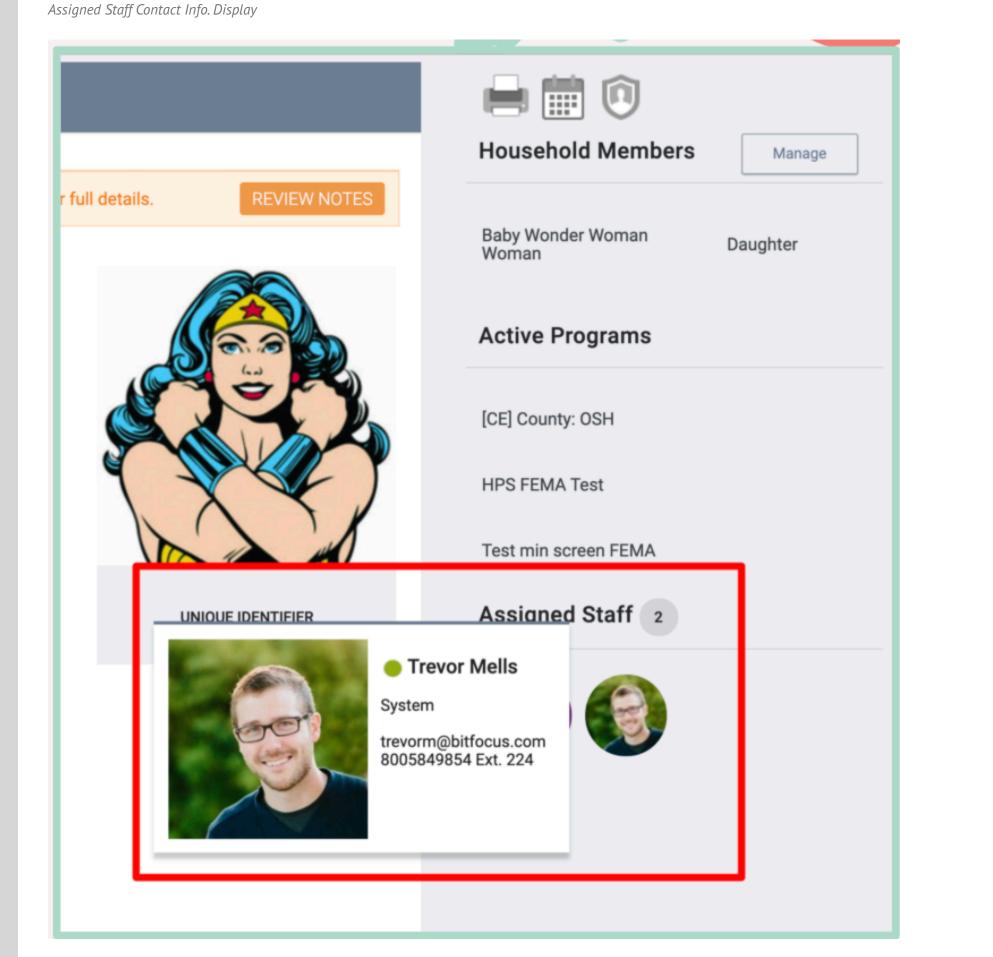
HMIS Newsletter

- August 2020 Newsletter included:
- The LSA Is Coming Soon, Start Your Cleanup Now!
- Adult or Child? Ensure Your Clients Are Counted with the Approximate Birth Year
- Don't Forget, Help is Available
- Report Spotlight: [EXIT-101] Potential Exits

• Upcoming Events

Web link to the newsletter

Feature Enhancement Updates

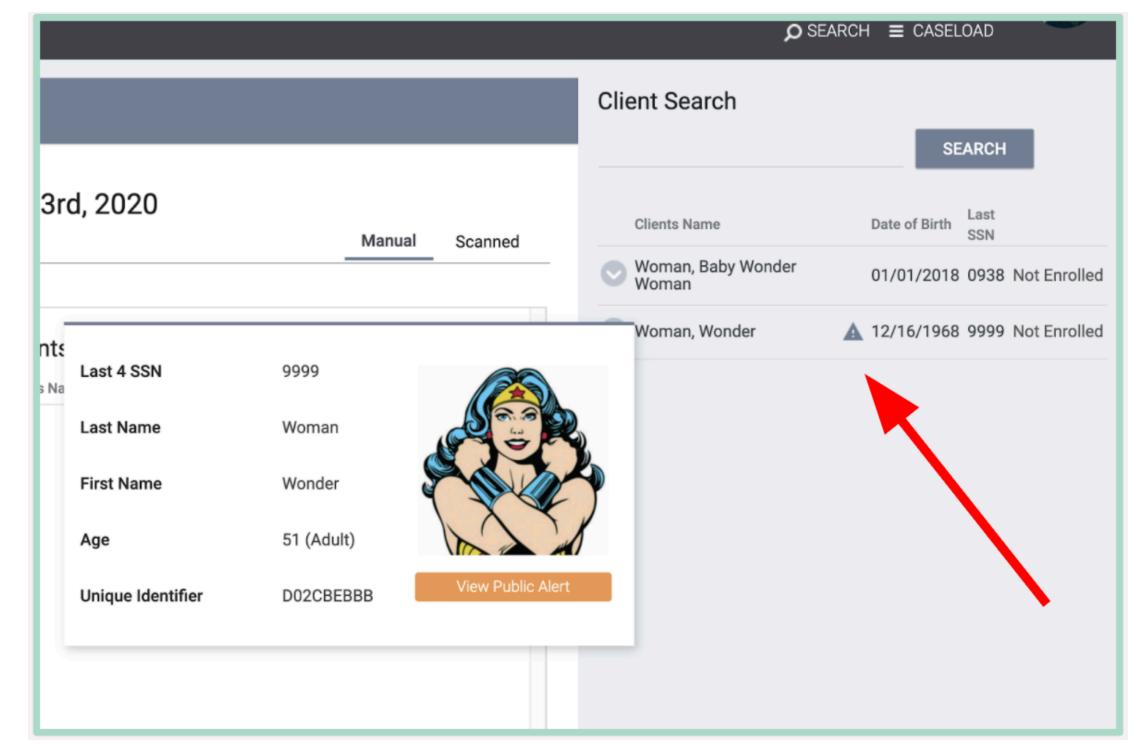


Current Living Situation (CLS) Assessment Top of List

REMINDER:

- Please note CLS will be listed first on the Assessments Tab
- Complete CLS Assessment for Outreach, CE, and ES
- Complete at project start, CE Assessment, Significant Contact, OR Housing Situation Change

Public Alerts Display in the Attendance Module



Feature Enhancement Discussions Q&A

Case Manager Phone number feature

- Can we add a primary CM feature? Like an * symbol?
- Appears as if someone is the current case manager when they're not.

- LSA: Longitudinal System Analysis
- The LSA is designed to provide a systems level picture of how people experiencing homelessness access assistance options.

 - The report is due in late Nov/early Dec and covers the federal fiscal year of 10/1/18 9/30/19.
 - Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH. • Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing
 - outcomes.
 - Includes not just the federal fiscal year, but includes some historic data prior to the FY as well.
- Data Quality Prep
- Reporting period: October 1, 2018 September 30, 2019. Please review by October 15, 2020.
- Review data quality for each project type, paying special attention to:
 - **HoH designation and family/group enrollments** (any kids enrolled by themselves?)
 - Duplicate or erroneous enrollments (ask the Help Desk to delete!)
- Missing data/no exit interview (high missing rates cause errors in reporting process)
- Helpful Reports
- [HUDX-225] HMIS Data Quality Report: what's missing?

- [GNRL-106] Program Roster: who's enrolled by themselves vs. in group?

- [GNRL-220] Program Details Report: what data has been entered?

- [EXIT-101] Potential Exits: who's inactive and could be exited?
- **Quiz Time**
 - 1. I can complete a VI-SPDAT in HMIS prior to verifying a completed ROI.

• False 2. An ROI is only required for adults in the household? True or False (Single Choice)

• True

• True • False

3. A client has a valid non-expired ROI at a different agency. What is the next step: • Complete a new ROI under my agency

- Review the existing ROI for completeness and accuracy
- Review the initial boxes, signature line, and dates, on the existing ROI
- Both B &
- 4. Verbal Consent is permitted under special circumstances. True or False. • True

• False Data Quality (DQ) Agency Lead Guides

Data Quality Tips

HUD defines data quality as referring to the reliability and validity of client-level data collected in the HMIS. It's measured by the extent to which the client data in the system reflects actual information in the real world. With good data quality, communities can "tell the story" of the population experiencing homelessness. It's clear that good data quality is important to ending homelessness. But achieving this standard can be challenging due to factors such as quality of HMIS software, truthfulness of the client, question and answer interpretation, staff training, language differences, and more. Here you will find various resources to compile a list of ideas you can put into action to ensure better quality of HMIS data. We have also highlighted a few reports we

think are great resources for data quality.

Develop HMIS DQ Plan First and foremost, the best way to ensure good data quality is to have a data quality plan. A data quality plan is a set of policies and procedures that facilitates the ability to achieve complete, accurate, and timely clientlevel data. It lays out data quality goals, the steps necessary to measure progress toward those goals, and the roles and responsibilities for making sure HMIS data is reliable and valid.

Training of Staff

Having trained staff means they are aware of any changes, are learning new skills, reducing the amount of data entry errors and building their confidence in using HMIS.

Create & Maintain BNL

Many communities are recognizing the need to develop, maintain, and use a by-name list (BNL), a continually updated snapshot of all individuals experiencing homelessness. A BNL can include categories such as Veteran status, chronic status, active/inactive status, homeless/housed status, and more.

Quality Tips for Agency Set a goal to transfer data from notes or memory into the HMIS within 24 hours of intake, increasing the chances the Leads data will be correct. This also ensures data is entered as close to real-time as possible, making it accessible when needed.

The secret of staying ahead is getting started. Mark Twain

get.clarityhs.help/hc/en-us

Helpful Data

data quality. Make a plan to monitor data quality regularly so that you aren't scrambling to identify and correct data errors right before

reports are due. Dei Tre

800.594.9854

Enter HMIS Data Within 24 Hours of

Accuracy of data largely depends on timeliness, particularly

if the collection of data doesn't happen directly within the

HMIS. As you enter HMIS data, you may be relying on

handwritten notes or your own recall of a case

management session, service transaction, program entry or

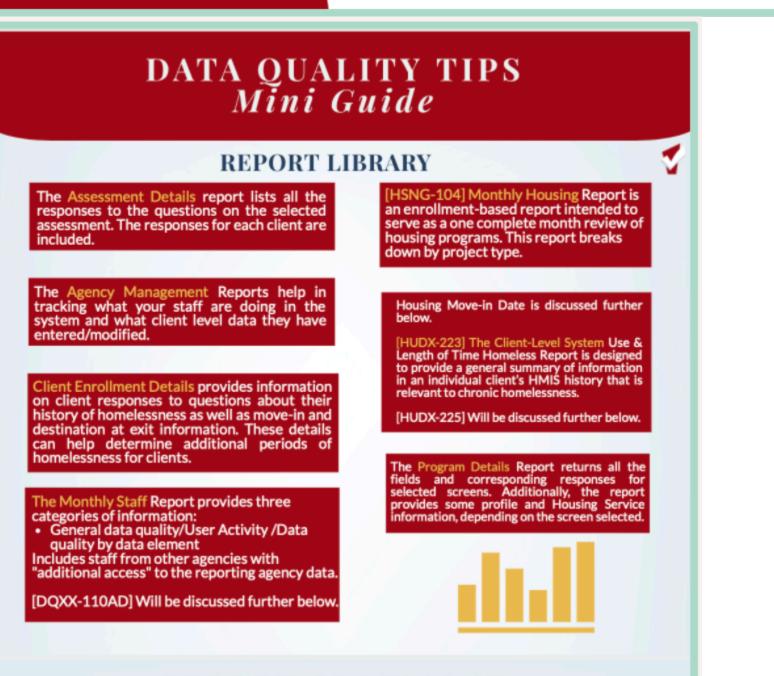
Be Proactive in Monitoring

Being proactive is key. Don't wait until there are

problems before you start paying attention to

Intake

exit date, etc.



REPORT SPOTLIGHT: [HUDX-225] HMIS Data Quality Report

Looking for a report that is the gold standard when it comes to pulling data? Look no further! This report provides a plethora of data that will point you in the right direction of where you should tackle data quality. It will help identify data that is missing or incomplete, issues with household configuration, and clients who may be missing an annual assessment.

Additionally, this report pulls clients who are missing data elements used to determine Chronic Homeless status (section Q5), compliance with local data entry timeliness (section Q6), and number of inactive records (sectionQ7).

Check these Guides out here!

Release of Information (ROI) Compliance Review

- 1. Client Consent/Release of Information may be collected electronically by a County-approved technology such as Docusign. Verbal Consent is never permitted.
- 2. Ensure you are using the most recent version on the ROI. 3. Ensure the ROI is complete and accurate- initial boxes, signatures, and dates.
- 4. For clients requesting assistance by phone, service providers should first search for an active profile and valid ROI in HMIS.
- 5. The VI-SPDAT may be conducted remotely after obtaining the signed client consent form. 6. HMIS Intake may be conducted remotely and client signatures are not required.

ROI Q&A

Q:Regarding the ROI: What if the patient does not know how to write his name, is an "X" acceptable? I have a patient who has no or limited literacy skills to write and legally blind. Please advise

A: It's fine if that's all the person can manage, but it should be witnessed by someone. If the ROI isn't completed with the client in person, then the signer should have someone

- on their end sign the form as well as indicating they're a witness.
- *Q*: *When did new R.O.I come into effect?*
- A: March 11, 2020
- *Q*: If a parent is signing the ROI whose initials go in the box and whose signature?

A: The ROI is initialed and signed by the parent.

Temporary Guidance for HMIS Data Entry During the COVID-19 Emergency

ROI Completion Instructions

- VI-SPDAT/Community Queue Q&A

Q: A person is referred to a housing project, completed a new VI-SPDAT because it's been over a year, and received a lower score. What happens if they no longer qualify for the referral because of the new low score?

A: Response pending. In the meantime, if you are aware that a person is in the middle of the referral process check with OSH Program Manager prior to completing the new VI-SPDAT.

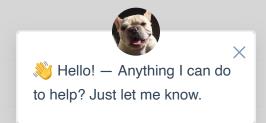
Q:Do those who have a VASH or a housing plan already have to go to the Community Queue?

A: Response pending.

Security Compliance Checklist Updates

- New Schedule & Deadlines
 - Submit Security Compliance certification for all staff annually by Jan 31st
 - First Submission will be due Jan 31, 2021 for all Partner Agencies • Quarterly Submissions Due for New Staff and Workstations Each Quarter
 - New self certification form available
 - Security Officer should sign and submit the quarterly checklist
 - Security Officer does not need to be onsite to oversee monitoring process
- Additional Information
 - Forms Available on the HMIS Website
 - http://scc.hmis.cc/client-forms/ • Submit completed forms & questions to scc-admin@bitfocus.com
- Security Officer Checklist Q&A

<i>Q</i> : Does the Security Officer Checklist need to locations sign off on this, since that person is a																
	-	* .		e Agency Com	oliance officer who already inspects all workstations of	Ind										
A: It needs to be completed by the Security (Officer.															
Reminders																
Data Quality: Referrals to Community Queue	2															
Refer Clients to the Queue after they	receive an asse	ssment														
• Score of 4 or more or 3 or more for ve	ets															
Update Contact Information in HMIS																
 Log into HMIS Click on the logo of your initials and/o 	or photo															
 Got to ACCOUNT SETTINGS In the <i>Phone Number</i> field please update 	ate your phone	number, be sure to inc	clude your extension													
SAVE CHANGES when done																
Office Hours																
Where Are Office Hours Held?																
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access)	(recommended	i so that you can see u	enios and post quest	ions) anu/or c												
When Every other Monday of the month from	m 2:00pm-3:00	pm														
Clarity (HMIS) Office Hours will take place o	n Zoom every o	other Thursday from 1	0:00am-11:30am													
SCC 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																
Santa Clara County HMIS				Bitfocus	(408) 596-5866, Ext. 2 Open A Support Ticket											
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Home Programs	About Us		y Admin Information	Resources	Reports & Data Forms & Manuals Contact											
Clarity Human Services Hel	p Center	Clarity Human Services Help Center			Home / Training / Clarity Human Services Help Cente											
		Coordinated Entry Toolkit														
Bitfocus offers a comprehensive onlin	ne Help Center to	Data Engagement	the Clarity Human Se	vices	Search Q											
system.	d with a second	Workshops (DEW) Schedule a Training	find answer													
Note that this Help Center is equipped End User Help Center	a with a search f	Two Factor	find answers.		Announcements >>											
The End User Help Center is geared to	owards the end i	Authentication	ep-by-step instruction	is for	Click Here to Access the Santa Clara County CoC Continuous Data Quality Improvement Process											
common tasks end users conduct with					Click Here to Access the SCC Clarity Feature											
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END USER CLARITY HMIS TRA	INING SITE				December 2019 Agency Admin Meeting											
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SCC Virtual Suggestion Box																
We value your opinion and insight. Please sh from the HMIS Support page under the CON	-		-	l Suggestion	Box. You can access it by using the link above or d	irectly										
Next Agency Admin Meeting																
Meeting Location: Zoom Link																
When: Thursday, October 1st , 2020																
Time: 2:00pm – 3:30pm																
Dates and locations for 2020 meetings are l	isted on the OS	SH website:														
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Bitfocus Contact Information																
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