

October 2020 Agency Admin Meeting

Date: Thursday, October 1st, 2020
 Time: 2:00PM - 3:30PM
 Places: ZOOM Only Meeting

Agency Admin. Lead and/or Representative in Attendance:

Agency Name	First Name	Last Name
Abode Services	Rani	Jain
Abode Services	Alycia	Magana
Amigos de Guadalupe	Aurora	Olivares
BHS SUITS OTIP	Gerald	witters
BKSD - Whole person care	Guillermo	Munoz
Bill Wilson Center	Laura	Foster
Breakout Prison Outreach	Anthony	Ortiz, Jr.
California Youth Outreach	Julian	Delgadillo
California Youth Outreach	David	Marez
Destiny Re-Entry	Alexander	Maregal
Downtown Streets Team	Justin	Damrel
Family Supportive Housing	Alexander	Le
Gardner Health Services	Sophie	Smith
Goodwill of Silicon Valley	Andrea	Kindred
HomeFirst	Alisha	Parret
Housing Choices	Janette	Stalvey
Housing Choices	Shireen	alirani
HVEHF	Traci	Pickett
JobTrain	Kenya	Rawls
Mission Street Sobering Center	Tina	Sentner
Momentum for Health	Mai	Nguyen
MOVE Mountain View	Michael	Love
NOW Program, Goodwill of Silicon Valley	Jessica	Cardoso
OSH	Steven	Tong
PATH	Aiko	Yep
Pathway Outpatient - Santa Clara	Roseann	Martinez
Peninsula Healthcare Connection - New Directions	Baldeep	Pabla
Sacred Heart Community Service	Paulina	Soto
SCC - Office of Supportive Housing	Leila	Qureshi
SCC BHSD	JoEllen	Reece
SCC Office of Supportive Housing	KJ	Kaminski
SCC OSH	Elisha	Heruty
Silicon Valley Independent Living Center	Angelica	Holgain
SISU Service Navigation (mentoring) program	Cindy	Parra
Social Services SSI Advocacy/Vocational Services	Cassandra	Brenzel
St. Joseph's Family Center	Jose	Macias
Sunnyvale Community Services	Catherine	Farry
Superior Court of CA, County of Santa Clara	Roxanna	Frias
Telacoe	Hameeda	Sharifi
The Health Trust	Ngoc	Ho
The Salvation Army	Daniel	Guhl
THT	Babita	Kumari
Valley Homeless Healthcare Program	Lorna	Lindo
Veterans Affairs	Camika	Thomas
WVCS	Jade	Bradley

Slides from the presentation are here:



Please use this link to download slide deck if desired.

Agenda

- CoC/Coordinated Assessment/UPLIFT Updates
- HHMS Newsletter
- New HHMS Features
- LSA Data Quality Outreach
- Quiz Time: Agency Admin. (TA) Responsibilities
- Report Spotlight: [DQXX-103] Monthly Staff Report
- Reminders
- Next Months Meeting

CoC/Coordinated Assessment Updates

Coming Soon!

UPLIFT Updates

- As of 9/29/20 we have distributed 1031 Passes for the Oct-Dec Quarter.
- Passes can be picked up on Tuesdays and Thursdays, 9am-12pm only (any changes will be sent out)
 - If your agency is unable to pick up passes during those days and times, please let us know.
 - Passes can be pick up downstairs from our office:

2310 N 1st St. 1st floor Reception Area, San Jose, CA 95131

To provide the best service during this time, there will be no allocation limit on Oct 1st.

Reminder to all providers:

- Before making your request, check your client's most recent (latest start date/signed) HHMS ROI (Release of Information) to ensure it is valid and you are **not entering data the client did not consent for**.
- We are now reviewing if your client has a VALID/Current VI-SPDAT.
 - To determine if your client needs a VI-SPDAT, please review the decision chart

All remaining stickers will be offered to all Agencies, first comes first served.

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

HHMS Newsletter

Santa Clara HHMS News, September 2020

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

- New Features in Clarity
- Agency Admin Resources
- Data Quality Fields: What They Are and Why They Matter
- Report Spotlight: [HUDX-227] Annual Performance Report
- Upcoming Events
- Bitfocus is Hiring!

Web link to the newsletter

New HHMS Features

We've added a new *Warnings* feature to Clarity Screens. System Administrators can now configure screen to include a warning message under certain circumstances. The warning displays in the screen for users with an orange warning icon.

There are several updates to the client search page to allow for easier navigation.

- When you search by name, the system will now only include results where the first letters of the first or last name match the search term. For example, "jo" will return results for "John" and "Joseph" but not "Marjorie."
- The system will now include the Client Profile image, the client's age, and ROI status in search results.

There are several updates to the client location tab including

- You can now search by landmarks
- Locations are now sorted by date
- CoC Boundaries displayed in Map

Many other updates and fixes in this release

- Reminder: You can always view new or upcoming features on the **News & Announcements** section of our help site
- NEXT UP: A brief demo

LSA Data Quality Outreach

Thank you for all of your Data Quality clean up efforts so far!

We will continue to reach out to you as we hear feedback from our submission

Submission is planned for between mid October and November

Stay tuned!

Quiz Time: Agency Admin. Responsibilities

1. A staff member with HHMS access is no longer working at my agency. As the Agency Administrator, what is your next step:
 - Contact sccsupport@bitfocus.com within 48 hours
 - Contact OSH Manager within 48 hours
 - Contact scc-admin@bitfocus.com within 48 hours
 - Contact sccgov@hhs.sccgov.org within 48 hours

2. Which of the following is the responsibility of the HHMS Security Officer
 - Submit the quarterly security & compliance checklist
 - Reset passwords for staff
 - Install Clarity Software on staff computers
 - Abide by HIPAA standards

3. Which of the following is the schedule for the quarterly security checklist submission
 - Quarterly for all staff at your agency
 - Quarterly for new staff, end of the year for all staff
 - Whenever there is a security issue
 - When a new staff is onboarded

4. True/False: an agency can have more than one designated Agency Lead
5. Which of the following is the FIRST step to get a new user on boarded in HHMS
 - Agency Lead should contact the HHMS Helpdesk first
 - User should contact the Helpdesk directly
 - User should complete all required trainings
 - User should click the reset password link in Clarity to get a new password

Report Spotlight: [DQXX-103] Monthly Staff Report

Report Purpose & Summary

The Monthly Staff Report provides three categories of information:

- General data quality
- User Activity (including the number of clients, (both existing and new) that each staff member worked with during the time frame of report)
- Data quality by data element (e.g. Date of Birth, Race, Ethnicity, Veteran Status, etc) for all clients served

The report also includes staff from other agencies with "additional access" to the reporting agency data.

Check out more about this report at [here](#).

Reminders

Data Engagement Workshop (DEW)

- Join us for our upcoming data engagement workshop
- Held October 15th from 2-3:30
- This session we are getting hands on with several intermediate looker topics and how you can use these to better explore demographic and other data at your organization
- Space is limited, attendees should have access to Data Analysis in Clarity
- Email Announcement to follow

Update Contact Information in HHMS

1. Log into HHMS
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

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

SCC Clarity HHMS Training Site

Want to hone your skills at data entry without compromising actual client data?

Use the End User Clarity HHMS Training Site

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 [HHMS Support](#) page under the CONTACT tab and scrolling to *Virtual Suggestion Box* option.

ClarityConnect Virtual Conference

- Join Bitfocus for our third annual (and first virtual) Clarity Human Services customer conference.
- We're convening online October 21-22 for a robust agenda of keynotes and breakout sessions full of practical learnings to unleash your organization's best work.
- Check out website for a registration [LINK](#)
- Registration is FREE

Next Agency Admin Meeting

Meeting Location: [Zoom Link](#)

When: Thursday, November 5th, 2020

Time: **2:00pm - 3:30pm**

Dates and locations for 2020 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

Janet Fletcher (janet@bitfocus.com)

Trevor Mills (trevorm@bitfocus.com)

Allison Wilson (allisonw@bitfocus.com)

Lesly Soto (leslys@bitfocus.com)

By Lesly Soto Bright | October 8th, 2020 | [Blog, Uncategorized](#) | Comments Off on October 2020 Agency Admin Meeting

Share This Story, Choose Your Platform!

f t p s i n

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 HHMS 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.

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