



Nov 2016 Agency Admin Meeting

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Nov 2016 Agency Admin Meeting

Date: Thursday, November 6, 2016

Time: 1:30 – 3:30PM

Place: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

Slides from the meeting can be found here:



Please use this link to download slide deck if desired.

- **CoC/Coordinated Entry/UPLIFT Updates**
 1. HUD sent first HIC/PIT email today – over next few months, please work with Bitfocus to make sure bed inventory and program set-up is correct!
 2. OSH will soon be publishing a monthly capacity/utilization report – your HMIS data is important!
 3. Coordinated Entry
 1. Work Group meetings for Nov & Dec are canceled – Please attend PIT count meetings instead
 2. Will be asking for help in gathering information about the Coordinated Entry process during this time
 3. Doing annual evaluation of the current process for PSH/RRH
 4. Performance Management Work Group meeting will be on Thurs, 11/17 this month
 5. UPLIFT: VI-SPDAT reminders
 1. If a client is homeless, please do a VI-SPDAT
 2. If a client is not homeless, do NOT do a VI-SPDAT
 3. If a client already does have a VI-SPDAT, please don't do another one unless something significant has changed. You do NOT need to do a VI-SPDAT every quarter
- **Thank you for your help with AHAR!**
 1. Met deadline for first draft on 10/31
 2. Final deadline is 12/1
 3. HUD has already given initial feedback and is asking us to review any missing/don't know/refused questions – Bitfocus will be reaching out to agencies for help

"What we learn with pleasure we never forget."
 Alfred Mercier

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4. Successfully submitting the 16 AHAR "shells" (reports) is one of the criteria for CoC funding competition

- **2017 PIT Count Preparation**

- 1. Overview:

- 1. Point In Time is coming up in Jan. It is a count of all literally homeless clients on that day (doesn't count couch surfing or doubled-up clients)

- 2. Important for HUD funding and in CoC-wide evaluations

- 3. 3 Parts

- 1. Unsheltered Count

- 1. Volunteers counting homeless on the street (will take place night of 1/23 to day of 1/24)

- 2. Recruiting 300-400 volunteers and homeless guides – will need help recruiting

- 2. Sheltered Count – from HMIS

- 3. Survey – done the afternoon of the the unsheltered count

- 4. Special Efforts

- 1. Thorough Youth count

- 2. Counts of people in vehicles

- 3. North County and South County reports on results

- 2. You can help by:

- 1. Making sure sheltered count is accurate (uses HMIS)

- 2. Feedback on planning process – next meeting Thurs 11/10 10-11:30am, SJ City Hall 5th floor, room T550

- 3. Sheltered Count and Housing Inventory Count:

- 1. Need to classify beds based on program type, year-round/seasonal, etc

- 2. Timeline

- 1. 12/1

- 1. Identify Program changes, inventory type, federal funding sources, populations served

- 2. Verify any new programs coming online

- 3. Will be asking agencies to thoroughly review and confirm all information is correct

- 2. 1/5 – Verify bed counts (year round and seasonal)

- 3. 2/2

- 1. Preliminary sheltered count numbers

- 2. Uses HMIS data – will be checking with agencies to make sure numbers are correct

- 4. 3/2 – Preliminary sheltered count demographic (e.g. disabled, gender, age)

- 3. HMIS Preparation

- 1. Identify & document program changes

- 2. Ensure program type (Emergency Shelter, Transitional Housing, etc) is correct

- 3. Ensure correct federal funding sources are listed

- 4. Identify year-round and seasonal bed inventory

- 5. Identify populations served

- 4. Review Process

- 1. Last Year – Bitfocus sent reports with instructions for review

- 2. This Year – Bitfocus will create single Google spreadsheet and ask agencies to submit comments on the spreadsheet

- **Continuous Data Quality Improvement Process:**

- **Roundtable check in: How was everyone's experience during the first month**

- 1. Roundtable check in: How was everyone's experience during the first month

- 1. Review of process

- 1. Run the [DQXX-103] Monthly Staff Report

- 2. Roundtable feedback given about the process, challenges, questions:

- Canned reports didn't help find a CM specific caseload. Used Looker/Analysis tab.

- Worked better than Canned reports. Suggestion: Use Drill Downs

- Found with staff with high missing values (Don't Know/Refused). Most of those were SSVF

- Ran DQXX – 102 report and didn't see changes immediately reflected in report

- Disabled users section – follow up with more info

- Challenges to clean data up when agency lead is not responsible for relevant staff

- Updating data for old programs – new fields were not collected at the time the client

- was served. Example: Living situation, and other data standards items



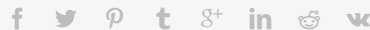
- Lots of staff no longer access Clarity
- Would be helpful to have a user staff report for all staff (not just one by one)
- Staff on the report who were not familiar – Bitfocus to check if data is for the agency-only or for all agencies in which the staff person works
- Check against ROI and don't penalize staff when client didn't consent to share specific info
- Better targeting when there are multiple programs that have served a client – which program was missing the info?
- Co-Admins can help when an organization is large and/or has multiple departments
- How does monthly staff report work? Is it per transaction, assigned, staff? Etc.
- Exclude old data, inactive programs – BWC example
- Create a key to link VI-SPDAT and ROI form so that if client refuses consent in one area users know which questions that relates to.

- **Key Data elements**

1. Location Tab. This is the section where you enter in client addresses, contact info such as phone numbers, etc. This is used heavily in the coordinated entry process. It's one of the primary ways that coordinated entry staff locate clients who have been referred to housing. Bitfocus demonstrated how to access the location tab and enter information.
 1. Can use service center locations, if clients consent to share that info and it's a place where the client can be contacted
 2. Note locations regularly and do analysis so we can track whether there are patterns
2. Annual updates/status assessments.
 1. Status: any time there's a change to client's info
 2. Annual: mandatory once a year for all clients on their yearly anniversary, even if things don't change. HUD guidelines call for assessment to be entered 30 days before or 30 days after the anniversary date.
 3. Reviewed "Status" Due portion of the "Caseload" tab
 4. Demonstrated how to enter annual assessments for an entire household
 5. Demonstrated where to find status update forms on scc.hmis.cc
 6. Income, in particular, is a key item to keep updated as it changes because there are many local and federal reports that looks for increases in income as a sign of program and/or community success
3. Rapid Rehousing: Residential Move-In Date
 1. When client becomes housed, check the "In Permanent Housing" box and then complete the move in date.
 2. Appears on entry, update, and exit screens
4. Rapid Rehousing: Transition in Place
 1. If client is housed while you are working with them, check the "In Permanent Housing" box and then check the box for transition in place if the client stayed in the same unit

By Jenn Ong | November 7th, 2016 | Blog, Uncategorized | Comments Off on Nov 2016 Agency Admin Meeting

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About the Author: Jenn Ong



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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.

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