Santa Clara County HMIS

Bitfocus | (408) 596-5866, Ext. 2

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Apr 2017 Agency Admin Meeting

Apr 2017 Agency Admin Meeting

Date: Thursday, April 6, 2017
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:

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HMIS Agency Administrators Meeting

April 6, 2017

Please use this link to download slide deck if desired.

Agenda:

1. CoC/Coordinated Assessment/UPLIFT Updates

1. Document Translation Update

1. Expired Referrals

1. User License Update

1. Update to Move-In Date for RRH Programs

1. CDQI: HIC & PIT

1. System Performance Measures

1. Housing Status and Exit Destination

1. New Looker Features

CoC / Coordinated Assessment / UPLIFT Updates

CoC / Coordinated Assessment

- Upcoming meetings (all at The Health Trust):
  - Thurs April 13, Coordinated Assessment Work Group 1-3pm
  - Tue April 18, NOFA Committee, 1-3pm

"What we learn with pleasure we never forget."

Alfred Mercier

Announcements >>

Click Here to Access the Santa Clara County CoC Continuous Data Quality Improvement Process

Click Here to Access the SCC Clarity Feature Enhancement Request List

FEATURED POSTS
BLOG
NEWS

February 2021 Agency Admin Meeting
January 2021 Agency Admin Meeting
December 2020 Agency Admin Meeting

June 2021

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« Feb

- No Performance Management Workgroup meeting in April (next meeting May 25, 1-3pm)
- NOFA committee recommended scoring tools to the CoC Board. The CoC Board Executive Committee will review those recommendations next week when it meets.
- HUD announced Sage training for APR repository for any CoC grantees who are interested
  - Announcement went out on HUD list serv
  - Contact Hilary at OSH for more info

UPLIFT

- Reminders
  - If a client has been enrolled in UPLIFT for a year, request the pass using an Annual Assessment instead of a Status Update Assessment
  - If you are not requesting a pass this quarter for a client, exit the client from your UPLIFT program

Document Translation Update

- Forms that will be translated:
  - HMIS Client Consent ROI
  - HMIS Intake
  - Client Privacy Statement
  - VI-SPDAT
  - PR-VI-SPDAT
- Estimate forms will be ready mid-May
- Translations in Vietnamese, Filipino, Mandarin, Spanish will be available
- Forms will be posted on scc.hmis.info site on the Client Forms page

Expired Referrals

- If a client has been on the queue but has no activity in HMIS (program enrollments, service transactions, or "check-ins" on the referral) for **360 days**, you will receive an email notification from Santa Clara County HMIS.
- This is a reminder that the VI-SPDAT is a year old.
- If you are in touch with the client and they are willing, do a new VI-SPDAT and refer again to the queue. We recommend re-doing the VI-SPDAT after a year because circumstances (and therefore the score) may have changed.
- If you are not able to re-do the VI-SPDAT, but you believe the client is still homeless and in the area you can re-refer them to the queue by going to the assessments tab and clicking on the "eligibility" button next to the assessment score (then scroll to the bottom of the page and click refer to community queue).

User License Update

- Recently, Bitfocus asked each agency to review user accounts so that we could de-activate inactive accounts.
- There has also been a large increase in agencies interested in using Clarity Human Services HMIS, and we have used all of the licenses available.
- Agencies are asked to notify Bitfocus if they have additional inactive users or users that very rarely use the system so that we can free up licenses for new users. Infrequent user accounts can be re-activated if access is needed
- In July, the contract will be amended to add more licenses

Update to Move-In Date for RRH Programs

- For Rapid Rehousing Programs, there will be a slight change in HMIS for Move-In Date to permanent housing:
  - The "In Permanent Housing" check box will be removed from all screens
  - "Move-In Date" will be visible all the time and will be soft required
- **When a client moves into housing, please remember to fill out the Move-In Date to show that the client is housed!**
- If the "Move-In Date" date field is left blank, Clarity Human Services will give you a reminder about the field, which will highlight in yellow. Any date you have entered or changed will be saved, notwithstanding the reminder.

CDQI: HIC & PIT

- Continuing to review Housing Inventory Count (HIC) and Point In Time count (PIT) data

- Thank you to everyone who responded to last month's request for information!
- Bitfocus is reviewing some last items and may ask for additional information related to:
    - Address and zip codes for certain programs
    - Data quality issues for the PIT
    - Any last specific questions about your agency's programs
- Upcoming CDQI: System Performance Measures

System Performance Measures

- General Information:
    - Due to HUD on 5/31
    - Will be used by HUD in Continuum of Care funding competition
    - Can also be used to evaluate our success as a community
    - Covers 10/1/15 to 9/30/16
    - Will also be able to update previous year's report (10/1/14 to 9/30/15)
        - Last year's report will be a baseline of comparison to this year
        - We will take a look at last year's data. It is possibly but unlikely that Bitfocus may reach out to agencies with questions.
- System Performance Measures:
    1. Length of Time Persons Remain Homeless
    2. Returns to Homelessness within 6-12 months
    3. Number of Homeless Persons
    4. Employment and Income Growth
    5. Number of Persons who because Homeless for the First Time
    6. N/A
    7. Successful Placement in or Retention of Permanent Housing
- Future Impact on Funding
    - Prior year's information is the baseline – HUD will evaluate us on improvement from the baseline for CoC funding
        - Not yet clear how HUD will evaluate this, how much they will weigh this when considering funding, or what they will do if there is no improvement
    - CoC funding used to provide housing & services to homeless persons in SCC
    - Need data in HMIS to report improvement (e.g. status assessments to report changes in income)
- An Opportunity to Improve Our Response to Homelessness
    - Great tool to find out how we are doing as a community
        - How long people remain homeless in our community
        - How often they return to homelessness
        - How many people become homeless for the first time (or at least after long periods of time after being housed)
- Bitfocus will review:
    - Program Type
    - Method for Tracking ES
    - Federal Partner Program & Components
- You can help by reviewing the following data elements:
    - **Date of Birth**
    - **Program entry date**
    - **Program exit date**
    - **Destination**
    - **Length of time on Street, ES, or SH**
    - **Residential Move-In Date**
    - **Income & Sources**
- You can use the HMIS Data Quality Report to help review data quality:
    - Covers data quality related to:
        - Demographics
        - Chronic Homeless status
        - Timeliness for data entry
        - Inactive records for Street Outreach and Emergency Shelter (will be flagged if no services attached to the program enrollment for a certain number of days)
        - Has drilldowns
    - **Data Quality information from this report will be entered as part of the System Performance Measures report. Information from 2013 to 2016 will need to be entered for entire CoC.**

- Next month's CDQI focus will be on this report
- Ways to check to make sure your data is up-to-date on a regular basis:
  - Review Caseload tab to see your active clients
  - Turn on status assessment notifications
  - Look at the Calendar feature in HMIS to see when upcoming annual assessments are due

Housing Status at Exit and Destination

- Bitfocus has received questions about how does Housing Status at Exit relate to Exit Destination. There is no straightforward correlation.

- Destination and Housing Status at Exit
  - If destination is Rental Housing or PSH, Housing Status is Stably Housed
  - If destination is Shelter, Housing Status is Category 1 Homeless
  - Other categories are not as well defined – we recommend reviewing HUD guidance (see below)
    - Example: Destination is Jail. Housing Status is...
      - ... Homeless if no permanent residence to return to after discharge (e.g exiting to ES or TH)
    - ... Stably Housed if there is a permanent residence to return to after discharge (e.g. living in PH program)

- What does each status mean?
  - The housing status fields are defined by HUD
  - HUD's Homeless Definition Chart is a handy reference guide
  - Determining Status is required twice – once at program entry and once at exit:
    - Status at entry = where the person is coming from (where were they the night before they entered the program?)
    - Status at exit = where the person is going to (where will they be staying the night after exiting the program?)
      - Staff do not need to have
  - Similar analysis for both, just looking at different time periods

- Questions:
  - What is Housing Status if Destination = Deceased?
    - Stably Housed
  - Should Housing Status appear at Exit (not required per Data Standards)?
    - Bitfocus will review. The field was kept as it was important to track, but will be revisited.

New Looker Features

- Available to users with Agency Manager access
- In the past – can run queries but couldn't save them
- Now: in the Reports section in HMIS, the Analysis tab has been replaced with Explore and Data Analysis tabs
- New features:
  - Ability to save Looks (i.e. queries / reports)
  - Ability to access Looks saved by your agency and Bitfocus
  - Ability to run Looks about services, program / services configuration, population over time
- Explore tab
  - You can choose from 4 options
    - HMIS Performance – program enrollment info
    - HMIS Population Over Time – demographic info over time (e.g. number of clients per day, month)
    - Services Model – service transactions
    - Project Descriptor Model – program/services set up (e.g. bed/unit inventory, program set-up information
  - Use this tab to create new Looks (queries)
  - To save a new Look after you have created it:
    - Click the Save look button
    - Under Look, choose "New Look" from the dropdown list (to save changes to an existing Look, choose the name of the look from the dropdown)
    - Type in the Name of the Look
    - Click Save
- Data Analysis tab
  - Shows saved Looks

- Built In Reports = Looks created by Bitfocus
- SCC Reports = Looks saved by System Administrators (including Looks from standalone Looker accounts)
- Your agency's reports = Looks saved under your agency
  - The reports will only show information for agencies that you have access to
  - Bitfocus can set up reports that all agencies can access
  - Agencies using standalone Looker may prefer to use this instead – Bitfocus will help those agencies transition over
- We are in early stages, but we'll be building out available Looks as time goes on and providing more information about the features and what information you can run

By Jenn Ong | April 6th, 2017 | Blog, Uncategorized | Comments Off on Apr 2017 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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