



# May 2017 Agency Admin Meeting

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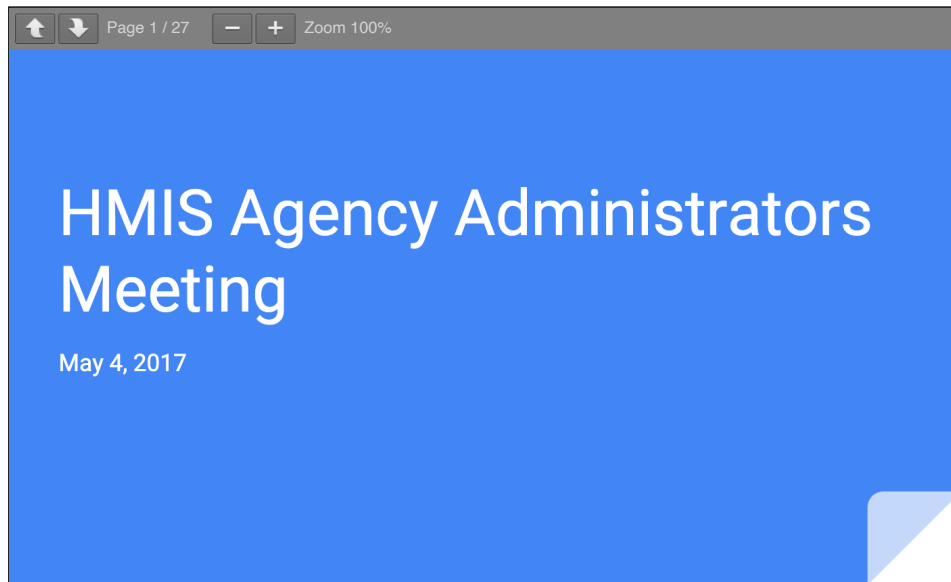
## May 2017 Agency Admin Meeting

**Date:** Thursday, May 4, 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:



Please use this link to download slide deck if desired.

### Agenda

- 1. CoC / Coordinated Assessment / UPLIFT Updates
  - 1. Translated Documents to be released this month
  - 1. Disabling Inactive Users
  - 1. HIC / PIT Update – Thank You!
  - 1. Final PIT numbers to be released in late June
  - 1. CDQI: System Performance Measures
    - 1. CDQI: Timeliness of Data Entry

### CoC / Coordinated Assessment / UPLIFT Updates

CoC & Coordinated Assessment:

- Coordinated Assessment Work Group – 5/11, 1-3pm at The Health Trust
- NOFA not released but prep work has started – stay tuned to list serv for more information

UPLIFT:

- May 1st – first day of the quarter where passes are now first-come, first served

*"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](#)

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< Feb



- Over 1900 out of 2400 passes have already been given out
- OSH is monitoring demand for UPLIFT passes and may increase the number of available passes if needed
- If you have questions about your allocation or want to request a change, please check with the UPLIFT Administrator. The UPLIFT Administrator reviews allocations regularly. Please note: based on demand from all agencies, your allocation may or may not be increased.

#### **Translated Documents to be released this month**

Documents have been translated and are being reviewed by OSH. They are close to being posted.

Languages: Vietnamese, Filipino, Mandarin, Spanish

OSH is looking for someone who can help review the Mandarin forms

Forms being translated: ROI, HMIS Intake, Client Privacy Statement, VI-SPDAT, PR-VI-SDAT (new for homeless prevention clients)

Forms will be posted on scc.hmis.cc (in Client Forms section) when they are available.

#### **Disabling Inactive Users**

The County has exceeded the number of available user licenses for HMIS.

Starting in May, HMIS will automatically monitor inactive user accounts.

If a user has not logged into HMIS in the past 90 days, they will receive an email asking them to log in by a certain date to avoid deactivation. The user will have about a week to log in.

If they log in before the date, their account will stay active.

If they do not log in, their account will be deactivated. If the account needs to be reactivated, contact the Bitfocus Helpdesk. The Helpdesk may follow up with the Agency Administrator if there are questions about whether the user is still authorized to have HMIS access.

Please continue to inform our Helpdesk right away if you know that a user account needs to be deactivated, instead of waiting for the account to automatically be deactivated!

#### **HIC / PIT Update – Thank You! & Final PIT numbers to be released in late June**

Both the Housing Inventory Count (HIC) and Point In Time Count (PIT) were submitted to HUD on May 1st.

The full PIT report(including unsheltered count) will be released in late June.

7,030 beds reported, an increase from last year

There was an increase in seasonal beds due to Inclement Weather & a new family winter shelter opening this season

PSH and RRH programs increased compared to last year, and are expected to increase in future years

#### **CDQI: System Performance Measures**

The SPM report is due 5/31 to HUD and covers 10/1/2015 – 9/30/2016

Information is used by HUD to help determine funding

Last year's SPM was used as a baseline. This year they will be looking for improvement over last year's results.

#### **2 Parts of the Report:**

Part 1: SPM Measures:

1. Length of Time Persons Remain Homeless
1. Returns to Homelessness within 6 to 12 months
1. Number of Homeless Persons
1. Employment and Income Growth



1. Number of Persons who become Homeless for the First Time

1. N/A

1. Successful Placement in or Retention of Permanent Housing

Part 2: Data Quality:

HUD is asking us to report on Data Quality using the new [HUDX-225] HMIS Data Quality Report. We need to report on:

- Unduplicated Persons Served (HMIS)
- Total Leavers (HMIS)
- Destinations of Don't Know, Refused, or Missing (HMIS)

We need to report on Data Quality for the past 4 federal fiscal years (FY12-13, 13-14, 14-15, 15-16), broken down by program type:

- Emergency Shelter/Safe Haven
- Transitional Housing
- Permanent Housing
- Rapid Rehousing
- Street Outreach

How to help:

**By Thursday, 5/18:**

1. Run [HUDX-225] HMIS Data Quality Report
  1. Program Types: ES, TH, Safe Haven, Street Outreach, all "PH – " programs
  2. Program Status: All
  3. Choose Programs you want to review
  4. Start Date: 10/1/2015
  5. End Date: 9/30/2016
  6. Report Status: Regular
  7. Format: Web Page
2. Look at Q4 (Income and Housing Data Quality) – click numbers in Error Count column to see drilldown of clients with data quality issues
3. For Destination issues:
  1. Edit Destination question on Program End screen if exit destination is known
4. For Income issues:
  1. If Income from Any Source = Client doesn't know/refused, missing, data not collected:
    1. To fix: Update the Income from Any Source to Yes/No if income information is known
  2. If Income from Any Source = Yes, but no specific income source is identified
    1. To fix: Update the specific income source (check the box and add the amount of income)
  3. If there is an issue with the Income at Annual Assessment, it may be because the Annual Assessment was not created correctly (and is not an income issue)
    1. One way to fix: create an Annual Assessment. Assessment Date should be within 30 days before/after the anniversary of program enrollment

This report is for all programs, not just CoC funded programs

Bitfocus may reach out with additional questions specific to your agency

**CDQI: Timeliness of Data Entry**

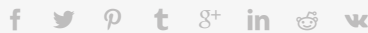
- Posted on scc.hmis.cc
- Reminder of timeliness guidelines:
  - **Transitional and Permanent Housing Programs:** Enter all program entry/exit data within three (3) workdays.
  - **Emergency Shelters and non-HUD:** Enter check in/checkout within one (1) workday
  - **Outreach:** Create client profile, if necessary, within three (3) workdays. Record outreach services within one (1) workday.
- Why does timeliness matter?
  - Monthly reporting to the Board of Supervisors via HLUET (Housing, Land Use, Environment, & Transportation) Committee
    - Data is evaluated and shared at high levels on a monthly basis



- Rigorous data monitoring efforts
  - Time invested in sorting out why data that we've previously looked at suddenly looks different (e.g. SPM first time homeless)
- What can we do about data quality today?
  - Reinforce with every user how data they enter is used
  - Be sure all users are familiar with Continuous Data Quality Improvement (CDQI) principles
  - Verify that program settings for each and every program set up under your agency are accurate

By Jenn Ong | May 4th, 2017 | Blog, Uncategorized | Comments Off on May 2017 Agency Admin Meeting

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### About the Author: Jenn Ong



Comments are closed.



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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