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July 2016 Agency Admin Meeting

Minutes
7/7/2016

Slides from the meeting can be found here:



Please use this link to download slide deck if desired.

Attendees: Theresa Alster (HACSC), Vincent Nguyen (HVEHF), Kim Nguyen (Bill Wilson Center), Grace Davis (West Valley Community Services), Teresa Garcia (New Directions), Elisha Heruty (HomeFirst), Alicia Anderson (County Behavioral Health Services Department), Juliana Juarez (Abode Services), Rebekah Dennison (Abode Services), Jan Stokley (Housing Choices), Mark Fries (Community Solutions), Consuelo Collard (Catholic Charities), Mohua Chatterjee (LifeMoves), Jessica Orozco (Office of Supportive Housing), Aiko Yep (PATH), Jason Satterfield (Bitfocus), Jenn Ong (Bitfocus), Hilary Barroga (Office of Supportive Housing), Erin Stanton (Office of Supportive Housing)

- **Welcome and Introductions**
- **CoC and Coordinated Assessment Updates**
- *Coordinated Assessment:*

1. The July Coordinated Assessment meeting will be Thursday, July 14th from 1-3pm at the Office of Supportive Housing. It will focus on sharing progress updates and soliciting feedback about the first six months of permanent housing referrals through the coordinated assessment system.
1. The Work Group is spending the summer months soliciting input regarding how to incorporate emergency shelters and transitional housing programs into coordinated assessment. In addition to meetings with shelter and transitional housing providers and client surveys and focus groups, there will be a community meeting on Monday, August 1st.

1. *Performance Management:* In June, the Performance Management Work Group finished setting benchmarks for the FY2016-17 year for both the HUD system performance measures and local measures.

1. *SF Homeless Project:* Last week the San Francisco chronicle and KQED led a huge media effort to bring awareness to issues and solutions related to homelessness.

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

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1. *County Updates*: The Santa Clara County Board of Supervisors unanimously approved placing on the ballot a \$950 million general obligation bond to build and acquire housing for people who are homeless and high need. This will require 2/3 approval in the November election.

1. *HUD CoC NOFA*: The NOFA has been released. We will have to report to HUD on the System Performance Measures as part of the NOFA and discuss them in our CoC application.

1. *Cascading Communication*: Congratulations Aiko for winning this month's Cascading Communications Award.

- **HUD System Performance Measures Training**

- HUD released the System Performance Measures (SPM) in 2014. The purpose of the SPM is to assess the effectiveness of the entire system that responds to homelessness – how does our system function and how are we doing as a community at ending homelessness? This is a change from prior performance measurement that focused on the effectiveness of individual programs.
- HUD put a lot of effort into developing these measures to both provide useful measures of system effectiveness and avoid additional data collection – the measures use HMIS universal data elements.
- Throughout 2015 we discussed them locally and HMIS vendors worked on programming the reports in HMIS. Bitfocus completed the report and we were able to start looking at local data in 2016.
- This spring the Performance Management Work Group set local benchmarks for 7/1/16-6/30/17.

- There are seven System Performance Measures (measure #6 does not apply to our community):

Measure 1: Length of Time Homeless

This measure counts the number of days that people are recorded in HMIS as being enrolled in emergency shelter, safe haven, and transitional housing programs as a proxy for the time they are homeless. In the future HUD plans to use new data element 3.17 to measure the full length of time homeless. HUD's goal is that we will see a reduction in the average and median length of time people are experiencing homelessness from year to year.

Measure 2: Returns to Homelessness

This measure looks at people who exited programs to permanent housing and then returned to homelessness within two years. HUD's goal is to see the percentage of people returning to homelessness go down.

Measure 3: Overall Reduction in the Number of People who are Homeless

This measure looks at the total number of people experiencing homelessness in our community in two ways: 1) Point-in-Time (PIT) Count – looks at one date in time and includes both sheltered and unsheltered populations; and 2) Annual HMIS Shelter Count – looks at all the people who spent at least one night in a shelter or transitional housing program during the year.

Measure 4: Income and Employment Growth

This measure looks at changes in income from employment and non-employment sources. The goal is to see an increase in income, because increasing income helps people attain and maintain housing. This measure is different from the others: it only looks at people enrolled in CoC-funded programs rather than the whole system.

Measure 5: Number of People Homeless for the First Time

This measure looks at the number of people who become homeless for the first time, as measured by the number of people in HMIS who do not have prior enrollments in HMIS within the last two years. HUD's goal is to reduce the number of people becoming homeless for the first time in our community.

Measure 7: Exits to and Retention of Permanent Housing

This measure looks at exits to permanent housing from all other program types and retention of permanent housing for people in permanent housing programs. In addition, this measure looks at "successful placements" from street outreach, which include not just permanent housing, but also some temporary and institutional destinations.

- The first SPM report to HUD is due on August 1st and will be part of the CoC NOFA. It will cover data for the federal year of 10/1/14-9/30/15.
- It is very important that we have high data quality for this report. Our CoC NOFA will be evaluated in part on our data quality and submission of the SPMs. The evaluation covers the entire system, not just data from CoC grantees



- The 14-15 data establishes a baseline for our CoC. In the future we will be judged based on our progress compared to that baseline and our results will be part of the CoC competition.
- In addition, we are using the local benchmarks that the Performance Management Work Group set to track and measure our local progress in ending homelessness.
- **Results of the SCC HMIS User Satisfaction Survey**

Jason Satterfield shared results from the HMIS satisfaction survey. Overall, the average satisfaction with the Clarity HMIS software was 3.57 out of 5. Satisfaction with Bitfocus System administration Services was 3.70 out of 5. The majority of responses for both were satisfied, very satisfied, or extremely satisfied.

Training provided by Bitfocus rated “good” and help desk support rated “very good” in a range of poor, fair, good, very good, excellent. One of the primary takeaways is that training came in at the low end compared to everything that was rated. As a result, improving the training will be an area of focus for Bitfocus.

Some suggestions for improvement included:

- Training could be reworked
 - Make it more interactive
- Workflow for some programs is confusing
 - CCP
- File/Document Uploads
 - Suggestion to move from drop down to check boxes
 - Sometimes challenges with uploading ROIs – occasionally they just won’t upload
 - If you try to upload a second ROI with a date range that overlaps with the first, it won’t let you. Change the date range for the first ROI to end before the second one starts.
- Add more goal/outcome tracking
- Some agencies (but not all) were interested in expanding their use of Clarity to track other items beyond HUD requirements
- Aggregate reporting is difficult
- ROIs: some people are only willing to share some types of information. HMIS users only know this if they look at the actual form. Is there a way to alert users to what has been authorized and what hasn’t?

Additional feedback:

- Appreciate prompt response from Help Desk
- Some issues with accessing the site – contact the Help Desk immediately if this happens.

Privacy and Security training must be done annually and will be offered as a stand-alone training soon.

Next steps:

1. Revise training approach
1. Consider feature enhancements
1. Ask agencies about customizations they may want

1. Develop more dashboards targeted toward users

- **UPLIFT Updates**

This is the second quarter for administering UPLIFT in HMIS. For clients that had a pass in the first quarter, you do not need to close them out and re-enroll them. You can simply complete a status update. We’ve processed over 1,400 passes so far for the second quarter.

Maggie Miller is no longer with the County. Hilary Barroga is processing passes in her absence. In two weeks the new UPLIFT contact will be starting. Please send all UPLIFT emails to the UPLIFT email address.

At the end of the month remaining allocations will be pooled and will be available first come, first served to any organizations that have requested UPLIFT allocations.

- **Transition in Place for Rapid Rehousing Programs**

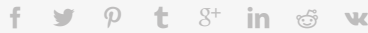
Agencies that have rapid rehousing programs: the county is interested in tracking clients who transition in place, meaning a client is in the rapid rehousing program, they move into housing, and at exit they are still staying in the same unit that they moved into. We want to be able to track that. At exit, next to



the move-in date there will be a check box that says: did the client transition in place? If that is true, check the box. If they did not transition in place, leave it unchecked.

By Jenn Ong | July 25th, 2016 | Blog, Uncategorized | Comments Off on July 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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