



# July 2017 Agency Admin Meeting

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## July 2017 Agency Admin Meeting

**Date:** Thursday, July 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:



Please use this link to download slide deck if desired.

PIT slides:

2017 PIT Briefing\_HMIS Admins

### Agenda:

- 1. CoC / Coordinated Assessment / UPLIFT Updates
- 1. Point In Time (PIT) Count Report
- 1. System Performance Measures (SPM) Highlights
- 1. Transgender Name Policy
- 1. Rapid Rehousing Workflow
- 1. Clarity Human Services Feature Updates
- 1. Continuous Data Quality Improvement (CDQI)
- 1. Looker Report Feedback

### CoC / Coordinated Assessment / UPLIFT Updates

- Coordinated Assessment Meeting next week at The Health Trust, Thurs 7/13 at 1pm
- UPLIFT
  - Updated MOUs will be sent to your agency's UPLIFT contact

*"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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- They will need to be signed and returned to OSH
- MOU documents will be sent next week.
- UPLIFT reports available in Reports -> Data Analysis -> Santa Clara County HMIS folder
  - Allocations and number of stickers given to your agency this quarter
  - Clients with more than one sticker or badge

### Point In Time (PIT) Count Report

PIT Report was released at the end of June

Highlights (see attached PIT slides for details):

- Background
  - HUD requirement for funding
  - Conducted every two years, last 10 days of January
  - SCC jurisdictions participating since 2007
  - Goal – provide HUD and local jurisdictions with data on sheltered and unsheltered homeless populations
- Methodology
  - Census
    - Unsheltered Count
      - “Blitz” count covering all census tracts in SCC in early morning hours
      - All 15 cities and unincorporated areas
      - Teams comprised of volunteers paired with paid homeless guides
    - Sheltered Count
      - HMIS data
      - Info collected via survey for DV shelters and others not participating in HMIS
  - Survey
    - Sampling of people experiencing homelessness to understand population
    - Conducted peer-to-peer by paid surveyors
- Youth Count
  - 2017 is HUD's baseline-setting year
  - Increased enumerators – 34 in 2017 vs. 18 in 2015
  - Increased geography – targeted locations countywide in 2017 vs. SJ and Gilroy in 2015
  - School District McKinney-Vento Liaisons (12 districts participated in 2017 vs. 1-2 in prior years)
- Key Findings
  - Overall Count – Second highest count compared to past 6 PIT counts (highest was 2013)
    - Higher count caused by changed methodology for youth count
    - Youth count tripled compared to past years
    - If same methodology was used in previous years, it is believed that past years would have had a similar increase for youth counts
  - Jurisdictions
    - Increase of 13% overall
    - Increases in San Jose, Mountain View, etc
  - Regional
    - SCC's count is high, on par with SF
  - Subpopulations with Increases – Youth and TAY
    - Higher counts due to changed methodology for youth counts
  - Subpopulations with Decreases – Chronic and Veteran
    - SCC spends significant resources on these populations and is seeing results
    - Count of homeless Veterans is higher than we would like because of inflow of more Veterans becoming homeless
- Messaging Themes
  - The cost of housing is too high, incomes are too low, and the lack of affordable housing units is creating the perfect storm that is pushing more residents into homelessness.
  - Regional collaboration is imperative.
  - We must be solutions focused.
    - We saw decreases in subpopulations where we've focused significant resources (chronic, veterans).
    - The 2016 Measure A Affordable Housing Bond funds will be a catalyst to developing affordable housing for people experiencing homelessness.
- Documents available at [www.sccgov.org/homelesscount](http://www.sccgov.org/homelesscount)
  - Comprehensive Report
  - Executive Summary



- CoC PIT Comparison
- FAQs
- Media Advisory
- Can ask Hilary at OSH if there are any questions

### System Performance Measures (SPM) Highlights

Required by HUD, relevant for CoC competition for funding

The report was submitted on 6/5, and covered:

- SPM results for 10/1/2015 – 9/30/2016
- Data Quality for 10/1/2012 – 9/30/2016

Information submitted (see slide deck for numbers and percentages):

1. Length of Time Persons Remain Homeless
  - Looks at average & median length of stay
    - Both increased compared to previous year
    - Based on length of time clients stay in ES & TH programs
  - Not necessarily bad that it has increased – longer stays may lead to better outcomes
  
1. Returns to Homelessness within 6 to 12 months
  - Looks at exits to permanent housing from certain program types, then checks to see if these persons reenter into homeless system
  - Overall 20% returns to homelessness across the system – will be monitoring this as a baseline to measure progress from
  
1. Number of Homeless Persons
  - PIT Count used is from 2016 for sheltered count, and unsheltered count was from 2015
  - Annual Sheltered count decreased compared to previous years
    - Consistent with Measure 1: we are serving fewer people for longer lengths of time because we have a limited bed capacity
  
1. Employment and Income Growth
  - For CoC funded programs only (a smaller set of clients)
  - Compared to previous year, saw an increase/improvement in percentage of adults who increased their income and are still enrolled in the program (“Stayers”)
    - A large number of CoC funded programs are PSH programs, designed to serve clients who are high need and most likely will not gain employment income
    - Annual Assessments are important to keep updated (SSI does increase over time, which counts as an increase in income)
  - Expect that these numbers could be higher if annual assessments are reviewed more regularly
  - Compared to previous year, saw an increase/improvement in percentage of adults who increased their income and exited the program (“Leavers”)
  - APR is now aligned more closely with this method of reviewing income
  
1. Number of Persons who become Homeless for the First Time
  - Still many first time homeless – want to decrease these numbers
  
1. N/A
  - Not required for our CoC
  
1. Successful Placement in or Retention of Permanent Housing
  - Street Outreach (SO)
    - Increase in % of successful exits
    - Number of exits decreased – instructions on when to exit clients from SO have changed
  - Shelter and Rapid Rehousing
    - Increase in % of successful exits
  
- PSH Housing Retention
  - Retention Rate is very high (97%)



Question that came up during a HomeBase training: how to enter the name for clients who identify as transgender or other and legal name is not the name they use. Policy is being written. Details include:

- Alias field will be made visible on the Client Profile screen
- Enter the name the client uses in the First and Last Name fields
- Note the legal name in the Alias field if needed
- Important: the Alias field may already be prefilled with other ID numbers or names (e.g. from ServicePoint or from merging duplicate profiles).
  - Please review existing information in the Alias field whenever you add a new Alias.
- Do not delete existing Aliases (unless the information is inaccurate) – add comma then add additional names

Alias field will be made available later this month. Please let your users know beforehand so they know what to expect.

### **Rapid Rehousing Workflow**

There will be a standardized workflow for Rapid Rehousing programs. Bitfocus will be contacting agencies about any training and changes in HMIS setup needed. Workflow will include:

- Referral process (for programs participating in Coordinated Entry)
- One program enrollment for Rapid Rehousing
  - Start date is case management start date
  - Placement into housing is recorded under Residential Move-In Date
- Standardized financial and non-financial services

### **Clarity Human Services Feature Updates**

New Clarity Features were released mid-June. Highlights are:

- Stricter password requirements
  - As part of our ongoing security enhancements, we have made changes to the length and allowed characters or specific names that can be used in a password.
  - Current user passwords will not be affected until that user needs to reset their password.
  - Your password should be 8 characters or longer, and must be a combination of all four of the following:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Numerals (0 through 9)
    - Non-alphabetic characters (such as !,\$,#,%)
  - Can't contain spaces, instance name, username, first name, last name, "clarity", "abc", "123" and can't be the same as the last three prior passwords.
- Ability to delete client photo
  - Click Update Photo
  - Click Delete Photo
- Enforced ROI on attendance tool
  - Optional feature on Attendance tool that requires a valid ROI before checking the client in
  - When you try to check a client in and they don't have an ROI, it will say "No ROI" instead of "Add"
  - Let Bitfocus know if you want it activated for any of your Attendance services
- Annual Assessment due date update
  - Changes the annual assessment due date reminder
    - Original: used the anniversary of the last assessment
    - Now: uses the anniversary of the project start date to match HUD definition of annual assessment
- Referrals: Case Manager Assignment
  - Allows you to assign a Case Manager to a referral.
  - Referrals will be added to Caseload tab -> click new Case Manager tab.
- Referrals: Sorting Ability



- In Referrals tab, in Pending, Denied, and Completed tabs. You can now sort referrals by the following criteria:
  - Program Name
  - Client Name
  - Date of Referral
  - Referring Agency
- Referrals: Notifications
  - Ability to enable a daily or weekly email reminders to users when a referral has been pending for a certain number of days. This update will allow program and/or agency contacts to receive a notification when a pending referral passes a certain age.
  - This is a system-wide setting and will be reviewed and set by Coordinated Entry MatchMakers.

## Continuous Data Quality Improvement (CDQI)

### July CDQI Focus

- Continue review of data completeness started in June
- Start review of bed inventory and project set-up information for AHAR

### Recap of June

- Review data completeness (includes demographics, some program entry information, exit destination)
  - Affects HUD reports (AHAR, SPM) and local reports (CoC Local Measures)
- Ways to review data
  - [HUD-225] HMIS Data Quality Report (in Report Library, HUD Reports folder)
  - Looker Data Quality Report (in Reports, Data Analysis tab, Santa Clara County HMIS Reports folder)
  - Other Reports (see list on the CDQI document)

### By August's Agency Admin meeting:

- Review data quality for 10/1/2016 – 6/30/2017:
  - Age
  - Gender
  - Ethnicity
  - Race
  - Veteran Status
  - Disabling Condition
  - Residence Prior to Project Start
  - Length of Stay at Prior Place
  - Income
  - Exit Destination
- AHAR Inventory Review
  - Let Bitfocus know if there have been changes to your bed/unit inventory since the Housing Inventory Count, especially for Emergency Shelter and Transitional Housing programs
  - Look out for additional email requests from Bitfocus later this month / August with any inventory questions related to AHAR

## Looker Report Feedback

What would be useful reports to add to the Data Analysis tab in HMIS?

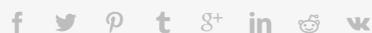
- Housing placements in the current month (e.g. for RRH)
- Clients with an Annual Assessment due date

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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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