

WELCOME!

Agency Admin. Meeting
Thursday, March 5th, 2020

Getting To Know You

What's your favorite zoo animal?

Agenda

- COC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Breakout Groups
- Security Officer Document
- Coordinated Entry Changes
- Recommended Resources
- Reminders

CoC | Coordinated Assessment | UPLIFT Updates



In-person attendance requirements will be suspended and we understand if people would prefer to participate via phone.

Here are the other updates:

- CoC NOFA Committee Meetings are underway. HUD has not yet released the 2020 CoC NOFA, but preparation for the local application process is underway. We will send out an announcement as soon as the NOFA is released. If you are interested in applying for CoC funds, you must attend the CoC Technical Assistance (TA) Workshop, which will be scheduled when the NOFA is released. Please look out for that announcement on the CoC listserv.

**Coc|Coordinated
Assessment|Updates**

- **Re: Coronavirus** – OSH will send information from public health or other county departments to the CoC listserv. Please reach out to Homebase if you are not on the listserv. An email was sent out yesterday with links to information from Public Health, as well as resources from HUD, including the CoC Infectious Disease Toolkit. That toolkit includes resources on preventing and managing the spread of infectious disease within shelter and encampments.
- HUD Announced an upcoming NOFA to address Unsheltered Homelessness. They have not released the NOFA yet, but we will be watching for it and Kathryn will reach out with additional information when we know more. We have limited details at this point, but we know that funds will be utilized under the CoC Program. Applicants will be required to develop a plan to demonstrate how they will reduce unsheltered homelessness. The CoC may need to pull together agencies and stakeholders to develop the plan and gather input. More info to come.

**Coc|Coordinated
Assessment|Updates**

Upcoming meetings – which can be seen on the CoC Events Calendar on the Office of Supportive Housing website:

Service Providers Network Meeting

When Wed, March 11, 9:30am – 11:00am

Where County of Santa Clara, Adult Probation Office, 2314, North 1st Street, 2nd Floor (Orientation Room), San Jose, CA 95131. (map)

Coordinated Assessment Work Group

When Thu, March 12, 1:00pm – 2:30pm

Regarding the Coordinated Assessment Work Group, please remind them that we will be discussing the results of the Coordinated Assessment System Evaluation and making recommendations to update the assessment and prioritization processes.

**Coc|Coordinated
Assessment|Updates**

SCC CoC VI-SPDAT Training

When Wed, March 25, 9am – 10am

Where Health Trust Board Room - 3180 Newberry Drive - Suite 200 - San Jose, CA 95118 (map)

2020 CoC NOFA Committee Meeting

When Wed, March 25, 1pm – 3pm

Where Cedar Room 2310 N. 1st St., 2nd Floor San Jose, CA, 95131 (map)

Location:Cedar Room 2310 N. 1st St., 2nd Floor San Jose, CA, 95131

**Coc|Coordinated
Assessment|Updates**

Congratulations everyone, we distributed all 2500 stickers for the quarter.

- If you have unfulfilled request because of no stickers left, please refer to page 18 of the user handbook, to properly request passes for the upcoming Apr-Jun'2020 quarter.
 - If you made a new enrollment request, please follow instructions for new clients
 - For continuing clients follow the instructions specific to those requests.
- Apr-Jun'20 quarter will begin March 13th, requests must be made on or after this day.
 - Please do NOT pre-date or back-date the referral. Enter the date as you are physically in front of the computer to enter or update our clients' information.
- For UPLIFT Point of Contacts:
 - Allocations Surveys were due on March 4th , if you agency has not turned yours in yet, please do so immediately to prevent deduction in your 1st month allocation.
 - SAVE THE DATE – April 15th we will be holding our 2020 UPLIFT Collaboration Meeting. All UPLIFT participating agencies POCs must attend, or send a representative.
 - The meeting will highlight major changes to our UPLIFT program and policies, which may affect your program.
 - Invites will be sent to all point of contact shortly.

***If there are changes who your UPLIFT Point of Contact is – please inform us
@UPLIFT@hhs.sccgov.org***

UPLIFT Updates

2020 UPLIFT Schedule and Important Days

UPLIFT Related Days		
County Holidays		
Date	Day of Week	Day
January 1, 2020	Wednesday	New Year's Day
January 20, 2020	Monday	Martin Luther King Day
February 17, 2020	Monday	Presidents' Day
March, 13, 2020	Friday	1 st Day of Apr-Jun 2020 Quarter
March 31, 2020	Tuesday	Cesar Chavez Day
May 1, 2020	Friday	1 st Day of Pooled Sticker and Replacement Period
May 25, 2020	Monday	Memorial Day
June 19, 2020	Friday	1 st Day of Jul-Sep 2020 Quarter
July 3, 2020	Friday	Independence Day
August 1, 2020	Saturday	1 st Day of Pooled Sticker and Replacement Period
September 7, 2020	Monday	Labor Day
September 18, 2020	Friday	1 st Day of Oct-Dec 2020 Quarter
October 12, 2020	Monday	Columbus Day
November 1, 2020	Sunday	1 st Day of Pooled Sticker and Replacement Period
November 11, 2020	Wednesday	Veterans Day
November 26, 2020	Thursday	Thanksgiving
November 27, 2020	Friday	Day After Thanksgiving
December 18, 2020	Friday	1 st Day of Jan-Mar 2021 Quarter
December 25, 2020	Friday	Christmas Day

UPLIFT Updates

HMIS Newsletter



- Thank You!
- Changes Coming to Coordinated Entry
 - **Scheduled Webinars!**
 - Wednesday, March 11th, 2020 from 1:00-2:00pm. Register [here](#).
 - Friday, March 13th, 2020 from 11:00am-12:00pm. Register [here](#).
 - Tuesday, March 17th, 2020 from 9:30-10:30am. Register [here](#).
 - Thursday, March 19th, 2020 from 4:00-5:00pm. Register [here](#).
 - Monday, March 23rd, 2020 from 9:00-10:00am. Register [here](#).
 - Thursday, March 26th, 2020 from 2:00-3:00pm. Register [here](#).
- Help Desk Reminders for Agency Leads
- Report Spotlight (with actual title and anchor link)
- Upcoming Events

Breakout Groups





How Well Do You Know HIC/PIT

Santa Clara County Quarterly Compliance Checklist



Security Officer Workstation Checklist

Instructions: For each workstation at your agency fill in the workstation location and the workstation and check the box to confirm the verification is complete. Fill in a

#	Workstation Location or End Username	1	2	3	4	5	6	7	8	9
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
#	Workstation security compliance issues identified	Steps taken to resolve workstation								

- Required each quarter by all agencies.
- Updated version and instructions on website soon
- Return to scc-admin@bitfocus.com

SCC Quarterly Compliance Checklist

Coordinated Entry (CE) Changes



- Each agency will have a Coordinated Entry program
- Assessors will need to enroll adults and households with minor children in the CE program at their agency
- Coordinated Entry Assessments (VI-SPDAT/VI-F-SPDAT) will be recorded in the Coordinated Entry Program
- Current Living Situation assessment will be recorded in the Coordinated Entry program

Coordinated Entry (CE) Changes

Recommended Resources



The screenshot shows the Santa Clara County HMIS website. The header includes the Santa Clara County logo, the text "Santa Clara County HMIS", the Bitfocus logo, the phone number "(408) 596-5866, Ext. 2", and a button "Open A Support Ticket". The navigation menu has links for Home, Programs, About Us, Training, Agency Admin, Information, Resources, Reports & Data, Forms & Manuals, and Contact. The Training dropdown menu is open, showing options: Clarity Human Services Help Center, Coordinated Entry Toolkit, Data Engagement Workshops (DEW), Schedule a Training, Two Factor Authentication, and UPLIFT. The Clarity Human Services Help Center option is highlighted in yellow. Below the navigation menu, the page title is "Clarity Human Services Help Center". The main content area has a search bar, an "Announcements" section with links to CoC Continuous Data Quality Improvement Process and SCC Clarity Feature Enhancement Request List, and a "FEATURED" section with links to February 2020 Agency Admin Meeting, January 2020 Agency Admin Meeting, and December 2019 Agency Admin Meeting. A red box highlights the "END USER CLARITY HMIS TRAINING SITE" button and the text below it: "This training site is designed to mirror the live site with the exception that client level information is fictitious. Please note you should not enter any actual client level data into this instance. Please use the following link to view next steps in how to further access the training site: [SCC HMIS Clarity Training Site User Guide](#)".

END USER CLARITY HMIS TRAINING SITE

This training site is designed to mirror the live site with the exception that client level information is fictitious. *Please note you should not enter any actual client level data into this instance.*

Please use the following link to view next steps in how to further access the training site: [SCC HMIS Clarity Training Site User Guide](#)

Select the image above to be redirected to this page! And begin the process to access the Training Site

End User Clarity HMIS Training Site

 Santa Clara County HMIS

Bitfocus | (408) 596-5866, Ext. 2 [Open A Support Ticket](#)

[Home](#) [Programs](#) [About Us](#) [Training](#) [Agency Admin. Information](#) [Resources](#) [Reports & Data](#) [Forms & Manuals](#) [Contact](#)

Resources & Helpful Documents [Home / Agency Admin. Information / Resources & Helpful Documents](#)

This page provides various resources and/or documents that have been shared by other Agencies that we think you will find useful and informative. Please note this is not a comprehensive list and items included here have been provided by specific agencies that wished to share in these resources with the rest of the community.

If you are interested in contributing to this knowledge base please contact us at scc-admin@bitfocus.com

Safe Parking

Page 1 / 1 Zoom 100%

Lots of Love Safe Parking Program

RV overnight parking in Mountain View is open now!





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](#) [BLOG](#) [NEWS](#)

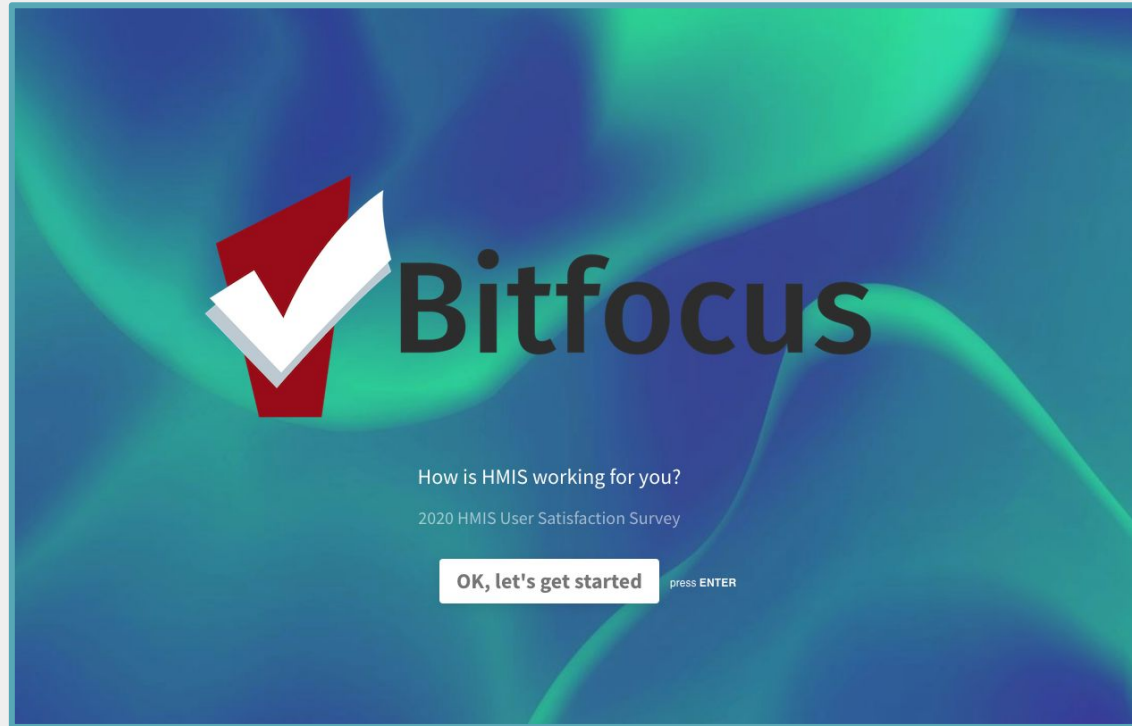
February 2020 Agency Admin Meeting
January 2020 Agency Admin Meeting
December 2019 Agency Admin Meeting

Select the image to be redirected to this page! And check out the resources that have been shared by other agencies!

Resources & Helpful Documents

Reminders





We want to hear your feedback!

The survey asks about data quality, ease of use of Clarity, and Help Desk/System Administration support. It is a short 11 question survey that should take 5 minutes or less to complete.

The survey will be open until Friday, March 13th, 2020.

Select the image above to access the Survey Link

HMIS Survey

To recertify, HMIS users will need to rewatch the Client Consent Training, complete the quiz, and sign the electronic End User Agreement.

The training is available now on the SCC HMIS website:

<http://scc.hmis.cc/training/schedule-a-training/>

Please note it is the End Users responsibility to request their account be reinstated.

Recertification

You will receive an email if we are still needing your
TA and/or MOU documentation

Please note all required signatures must be on the
document

***County Agencies are NOT required to submit and
MOU agreement***

***All Agencies ARE REQUIRED to submit a TA
Agreement***

Thank you if you have already submitted both!

TA/MOU Documents

EMAIL ALERT: You should have received an email this week asking you to please check and confirm the information sent is correct

Bitfocus ran data for the number of clients served the night of **Tues, Jan 28** and sent this out with a list of housing and shelter programs that we previously reported to HUD

If you haven't already looked at it:

- **Inventory information:** Please do a review and confirm the information
 - Let us know if any new housing or shelter programs have come online during calendar year 2019
 - Similarly, let us know if any programs on our list have stopped operating during calendar year 2019
- **Client data:** Please review data for the number of clients served the night of Tues, Jan 28 and let us know if the numbers do not look accurate

Agency Administrators Meeting Attendance Policy

The purpose of this document is to state the roles and responsibilities of attending the Agency Administrators Meeting (Agency Admin. Meeting) and the newly instituted requirement of attending seven out of eleven in-person meetings. As stated in Santa Clara County's HMIS Partner Agency Agreement "...the Agency will designate a staff member to attend SCC HMIS Agency Administrators meetings regularly, and the Agency understands that Bitfocus, as the agent of County, will be responsible for coordinating SCC HMIS Agency Administrator activities subject to the direction of the County as the HMIS Lead."

Once an Agency Administrator is identified, the expectation is that he or she will be a representative for the Agency and will be able to speak on behalf of the agency on issues and/or topics being discussed, as well as concerns an agency may have as it relates to the use of HMIS. Please note a representative can be identified to attend who is not an Agency Administrator but should be an active user of HMIS.

The objective of the Agency Admin. Meeting is to provide Agency Administrators with information as it pertains to the use and administration of HMIS which includes data collection and quality, as well as important changes to HMIS that may impact day to day tasks as they relate to data collection and entry of client information. Additionally, the meeting is an opportunity to discuss CAC, HUD, or other policy updates and the impact these may have on any given agency and/or program. Furthermore, the meetings provide a venue in which leads can openly discuss questions among their peers, but also share ideas on improvement to HMIS itself.

To ensure the objectives of the meeting are met, last year in September we instituted the required seven out of eleven (7/11) in-person attendance requirement. Moving forward attendance will be monitored starting in January (calendar year). Attendance is monitored through the use of a sign-in sheet. Agencies that do not send the Agency Administrator or a designated representative to meet the 7/11 requirement will be placed on probationary status; this means the Agency will be given the opportunity in the upcoming year to ensure attendance requirements are fully met. If there is continual missed attendance, OSH will be obligated to take disciplinary action up to and including discontinuing partner agency status. A representative from OSH will do further follow-up. It is the expectation that Agency Administrators will make efforts to attend the Agency Admin. Meetings and that further action will not be required.

For further inquiry, please contact sccc-admin@bitfocus.com.

Agency Admin. Meeting Attendance Policy

Rev. Jan 2020

What to Expect:

- Required 7/11 In-Person Meetings beginning every January (calendar year)
- First Warning will be probationary status with a requirement to attend all 7/11 meetings in the following year
- If continued missed attendance OSH will take disciplinary action
 - ▶ Discontinued Partner Agency Status

SCC Agency Admin. Attendance Policy

SCC Virtual Suggestion Box



Have ideas about an enhancement and/or addition to HMIS?

*Want to volunteer you agency for an upcoming Agency
Admin. Meeting?*

Let us know! Drop it in the box!

Virtual Suggestion Box

Next Month's Meeting

DATE: Thursday, April 2nd, 2020

TIME: 2:00pm - 3:30pm

LOCATION: Pearl Avenue Branch Library
Community Room 4270 Pearl Avenue, San
José, CA 95136

Next Months Meeting

thanks!

Any questions?

sccsupport@bitfocus.com

To request new users & general questions

scc-admin@bitfocus.com

When you want to reach the SCC Team

Or you can email us individually

AlisonW@bitfocus.com

JanelF@bitfocus.com

LeslyS@bitfocus.com

TrevorM@bitfocus.com

