

# WELCOME!

# Agency Admin Meeting Thursday, April 4th, 2019

### INTRODUCTIONS

Name

Agency

Getting to Know You Question?

Make and model of car used when taking your first driver's license test



- COCICoordinated AssessmentIUPLIFT Updates
- HMIS Newsletter
- Housing Inventory Count (HIC)
- Special Guest Speaker: Elisha Heruty (OSH)
- User Survey Results Comparison
- Continuous Data Quality Improvement CDQI
- Reminders
- Next Month's Meeting

### COC | Coordinated Assessment | UPLIFT Updates



### March 2019 Newsletter included:

- Client Consent Debrief
- Coordinated Assessment
- Report Spotlight: [HUDX-225] HMIS Data Quality Report
- Please Complete Our Satisfaction Survey!
- Upcoming Events
- Bitfocus is Hiring!

Web link to the newsletter will available in the Agency Admin meeting minutes

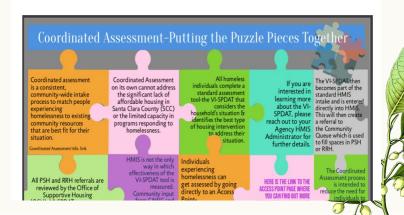
# HMIS NEW/SLETTER

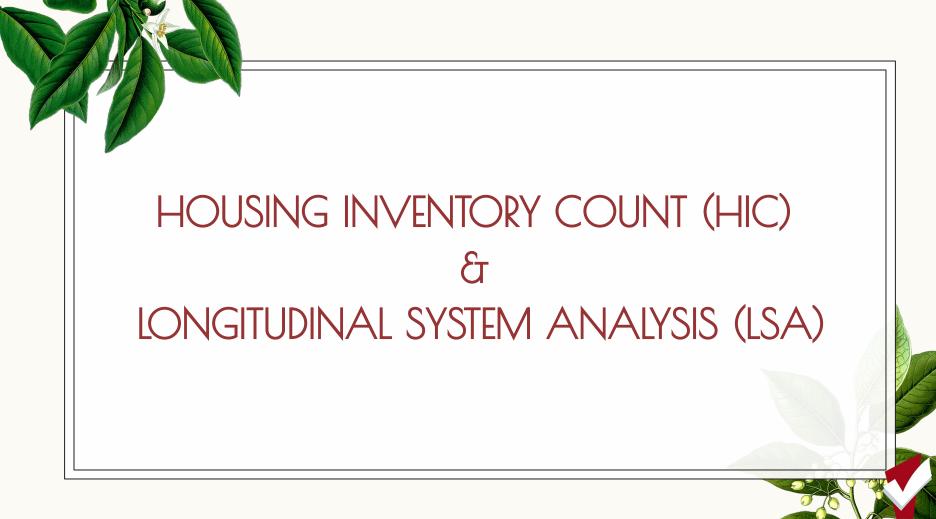


#### Santa Clara County HMIS News, March 2019

Welcome to the Santa Clara HMIS Newsletter! In this edition you'll find the following:

- <u>Coordinated Assessment-Putting the Puzzle Pieces Together</u>
- SCC Client Consent Training Debrief
- HMIS in the Community: Coordinated Assessment Work Group
- It's That Time Again! 2019 HUD System Performance Measures Reporting
- Report Spotlight: [HUDX-225] HMIS Data Quality Report
- Upcoming Events
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# Thank You!

Thanks to everyone for helping with the Housing Inventory Count (HIC) and Point In Time Count (PIT)!

Bitfocus and OSH will continue to review the HIC and PIT data this month to complete the report by the **April 30th** due date, and may reach out with any last questions.

### LSA Background

In the past, CoCs would submit the Annual Homeless Assessment Report (AHAR) on an annual basis. The AHAR is a national-level report that provides information about homeless service providers and people and households experiencing homelessness. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness.

This year, HUD redesigned the AHAR report and replaced it with the Longitudinal System Analysis (LSA) report. The LSA was due in late Nov/early Dec and cover the federal fiscal year of 10/1/17 - 9/30/18.

### LSA Overview

- Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH
- Focuses on adults and heads of household age is the only demographic reported for non-heads of household under 18
- Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing outcomes
- Includes not just the federal fiscal year, but includes some historic data prior to the FY as well
- The LSA is a much larger report than the AHAR and requires the upload of a csv file instead of manually entering the data (for example, one table in the LSA is about 4 times the size of the entire AHAR report)

# LSA Updates

- HUD has given us a list of errors and warnings of data that may be incorrect in our LSA report.
- We are making corrections and reaching out to agencies with questions on specific programs.
- Questions are mainly regarding
  - Inventory especially subpopulations e.g., chronic homeless, veterans, youth
  - o Utilization
  - o Length of stay
- Please let us know if inventory updates are needed or if you think there is a reason for long/short average length of stay



### Coordinated Assessment in Santa Clara County

### What is Coordinated Assessment?

Coordinated Assessment (CA) or Coordinated Entry (CE) is a system designed to support people experiencing homelessness in accessing crisis resources in a streamlined way.

Our community vision for coordinated assessment is that we have a fully engaged coordinated assessment system with standardized assessment and all emergency shelter, transitional housing, permanent supportive housing, and rapid rehousing placements made through the system. Coordinated assessment will encompass all populations and subpopulations within the CoC's geographic area and prioritize and place people effectively and efficiently, quickly matching people to the housing type and services that are most likely to get them permanently housed.



# Coordinated Assessment System Goals

Standardize assessment so that access and prioritization are the same for all households

Match households to resources that are the best fit for them

Prioritize the most vulnerable households

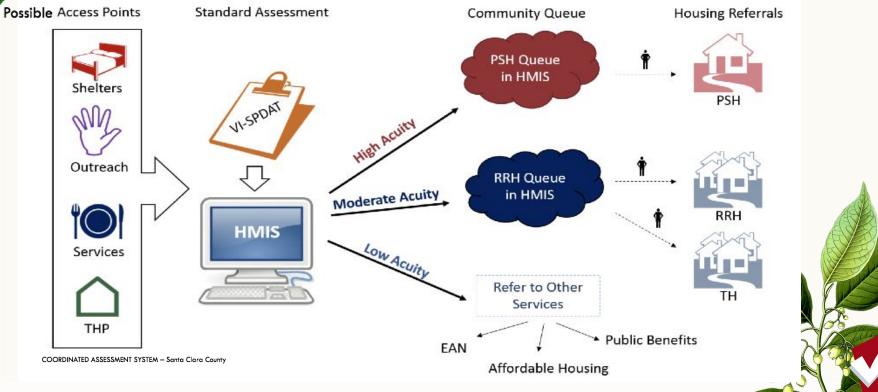


# What Is the Community Queue?

- Completed the VI-SPDAT
- ✓ Identified as in need of housing intervention
- ✓ The queue is managed by the County Office of Supportive Housing (OSH)
- ✓ The Community Queue IS NOT a waiting list.
- ✓ The Community Queue IS a pool, with prioritization continually in flux as new assessments are completed.
- Referrals are made from the queue to PH, RRH, and TH programs provided by our partner agencies



How It Works





# Coordinated Assessment System Contact

For questions or issues related to the CAS, please contact Elisha Heruty at Elisha.Heruty@hhs.sccgov.org



### Thanks for your participation!

Surveys Received Across Time



We received **105** responses to the 2019 survey (compared to 116 responses in 2018 and 73 responses in 2016)



#### Increases in Rapid Re-Housing

#### Compared to 2018 survey:

Increases in Permanent Supportive Housing Emergency Shelter and Prevention services reported

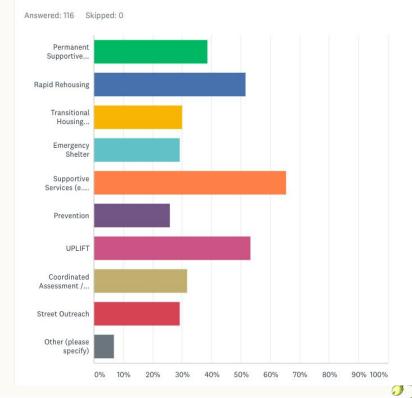
Decreases in Rapid Re-Housing

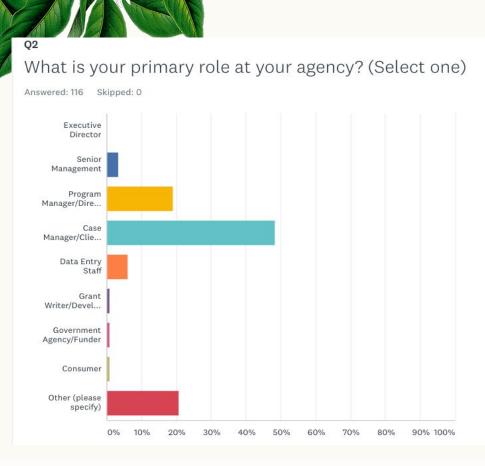
Compared to 2016 survey:

Increases in Emergency Shelter

#### Q1

What type of services does your agency provide? (Check all that apply)





Majority of survey participants identify as Case Managers/Client Services

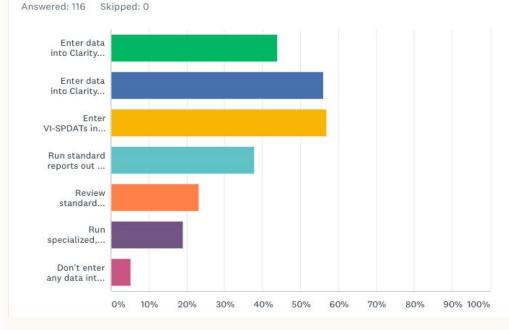
**2019:** 38.10%

**2018:** 48.00%

2016: 36.99%



Please indicate the ways you currently use Clarity? (Check all that apply)



Positive trends: Users reporting use of custom reports:

**2019:** 22.86%

2018: 19.00%

2016: 19.44%

#### Q4

### How long have you been using Clarity?

20%

10%

0%

30%

40%

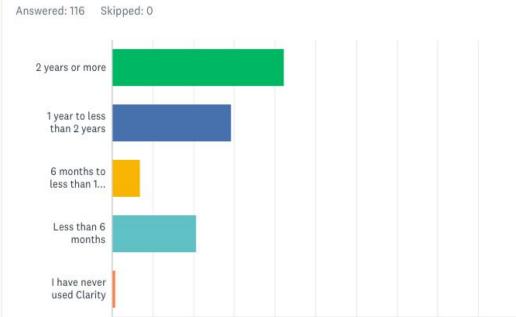
50%

60%

70%

80%

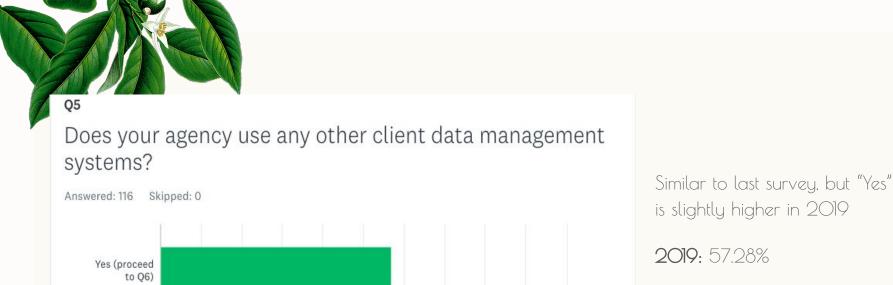
90% 100%



**2019:** 55% of users reported using Clarity for 2 years or more

**2018:** 42%

2016: No comparison as



50%

30%

40%

20%

60%

70%

80%

90% 100%

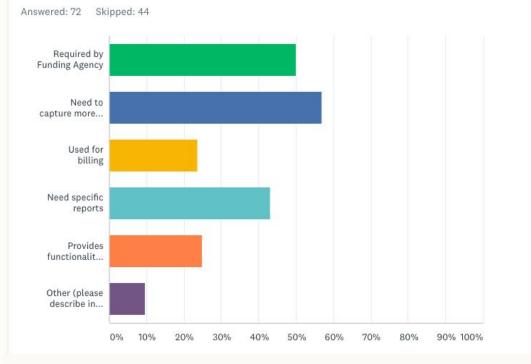
No (proceed to

07)

is slightly higher in 2019 2019: 57.28% 2018: 57.00% 2016: 54.79%

Q6

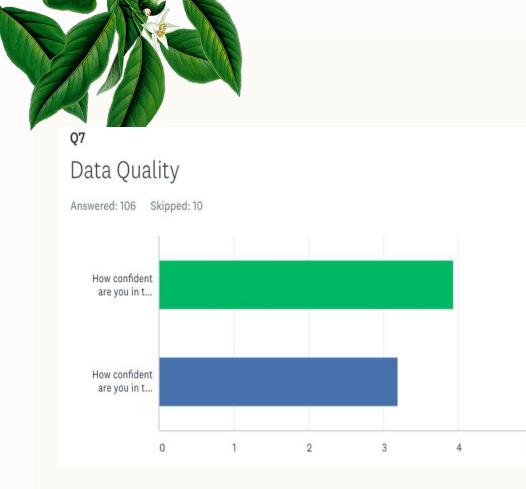
Why do you need to use other client management systems? (Check all that apply)



"Need to capture more data than available in Clarity" continues to be main reason

Increase in the following uses: "Used for Billing"

Decrease in the following uses: "Required by Funding Agency,"



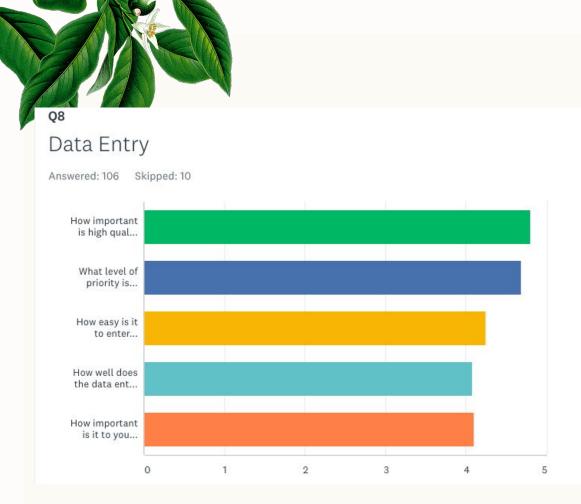
On average, users were more confident in their own agency's data compared to data entered by other agencies

Confidence in data from other agencies has slightly increased compared to previous surveys

**2019:** 3.14

**2018:** 3.13

**2016:** 3.06



Participants consistently ranked importance of data quality highly

**2019:** 4.86

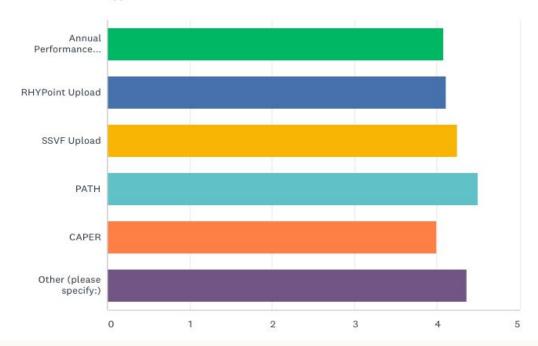
**2018:** 4.80

**2016:** 4.89

#### Q9

#### How easy is it to prepare and submit the following reports?

Answered: 106 Skipped: 10



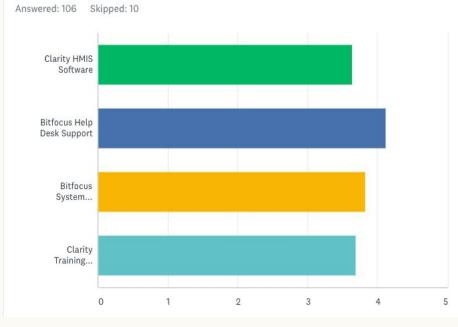
Other includes: HUD Data Quality, Program reports, System Performance Measures

Feedback that some users are using custom reports and Bed Utilization reports



#### Q10

What is your overall satisfaction with the Clarity Software and Bitfocus System Admin services?



Positive trends in satisfaction with HMIS Software 2019: 3.80 2018: 3.63 2016: 3.57 and Admin Services 2019: 3.95 **2018:** 3.81 2016: 3.70

### Takeaways

- **Reporting**: More training needed on what reports are available and how to find them, reporting on households is challenging
- **Data Entry**: Reporting/tracking non-HUD-required items are important for some agencies, many users use multiple data systems so streamlined data entry is important
- **Trainings**: Make sure to follow up on questions, potential for improvement
- Adjust survey questions to include a place to add contact information if the user wants follow-up

### Feedback

- What questions should we have asked in the survey? Is there anything you wish we'd asked?
- What trainings would be helpful for users at your agency?
- If you or any of your users would like specific follow-up on your survey comments or have additional comments, please let anyone at Bitfocus or OSH know

### Continuous Data Quality Improvement: CDQI



# **Data Quality Defined**

Data quality is a term that refers to the reliability and validity of client-level data in HMIS. It is measured by the extent to which data in the system reflects actual information in the real world. With good data quality, a Continuum of Care can accurately tell its story of the individuals and families it serves.

### Data Quality Plan

Continuous Data Quality Improvement Process Santa Clara Continuum of Care

### Data Quality Review Schedule

In general, Agency Administrators should evaluate and correct data quality quarterly using the following schedule:

• First month of quarter: begin data quality review, focused on ensuring the correct number of clients are enrolled and there are no null values. Make corrections as needed.

• Second month of quarter: review data to verify accuracy of data compared other records. For example, ensure that veteran status data entered into Clarity is correct.

• Third month of quarter: assess agency workflow to identify process improvements that may help ensure high quality data is consistently entered into system.- share your experience with OSH Managers and Bitfocus!



Second month of quarter: review data to verify accuracy of data compared other records.

### Helpful Reports: Are my households configured correctly?

- [GNRL-240] Program Household Served Report
- Update Household Configuration



**Households Served Report** 

### **Housing Test Agency**

Veteran Status: All Date Range:01/01/2019 - 04/30/2019

Total Clients Served: Total Households Served:		5 3
1 person HH	2	2
2 person HH	0	0
3 person HH	1	3
4 person HH	0	0
5 person HH	0	0
6 person HH	0	0
7+ person HH	0	0



## Client Privacy Recertification

For any staff still needing to complete the recertification, please have them follow this link for the training video <a href="http://scc.hmis.cc/">http://scc.hmis.cc/</a>

Staff will need to take the 10 question quiz, and pass with a score of 80%

Once quiz is passed there is no need to retake until the following year

### Access to HMIS

For any new staff that need access to HMIS please note they will need to complete the following **REQUIRED** trainings

- 1. Online <u>Clarity General Training</u> (prerequisite for account creation)
- 2. Pre-recorded <u>SCC HMIS Client Consent Training</u> (prerequisite for account creation)
- 3. In-Person <u>SCC VI-SPDAT Training</u>\*

\*Users MUST first complete **(1)** Clarity General Training and (2)SCC HMIS Client Consent Training. The in-person (3) <u>SCC VI-SPDAT Training registration is available here.</u>\*IF VI-SPDAT training is not completed within two months of HMIS account creation, access will be suspended until the VI-SPDAT training is completed."



### Upcoming Data Literacy Institute Workshop

This will be an in-person workshop and will require registration DLI Workshop

Using Excel to Create Visualizations and Explore Pivot Tables

Come join us in our upcoming Data Literacy Institute Workshop, where we will explore how to use excel to create visually stimulating charts and use pivot tables to assist in your data sorting needs and of course help answer any questions you may have

Date: Monday, May 13th, 2019

Time: 9:00am to 11:30 am

Questions, please contact

Location: SSA, County of Santa Clara 1877 Senter Road San Jose, CA 95112

> Please be sure and register for this event using the following link



### Bitfocus Contact Information List

Bitfocus System Administration team: <u>scc-admin@bitfocus.com</u>

Janel Fletcher (<u>janelf@bitfocus.com</u>)

Alison Wilson (<u>alisonw@bitfocus.com</u> )

Lesly Soto (leslys@bitfocus.com)

• Support Team: <a href="mailto:sccsupport@bitfocus.com">sccsupport@bitfocus.com</a>



When: Thurs, May 2nd, 2019

**Time:** 1:30pm - 3:30pm

Meeting Location: 600 Valley Way, Room 1 Milpitas, CA 95035

Dates and locations for 2019 meetings will be listed on the OSH website: https://www.socgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx