WELCOME!

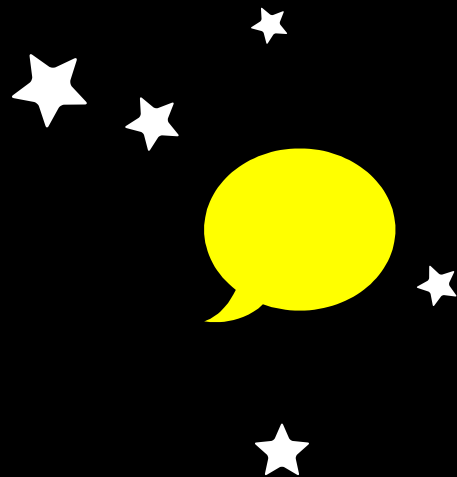## Agency Admin. Meeting
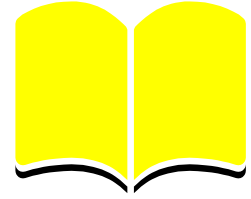## Thursday, April 02, 2020

Getting to Know You

What is your favorite fast food or restaurant chain?

Type your name, agency, and answer in the chat!

Agenda

- COC|Coordinated Assessment|UPLIFT Updates

- HMIS Newsletter

- Security Officer Document

- Coordinated Entry (CE) Changes

- COVID-19 Processes

- COVID-19 Resources

- Reminders

CoC|Coordinated Assessment|UPLIFT Updates

CoC|Coordinated Assessment Updates

COVID-19 Response

- Updates regarding OSH Operations

- Updated guidance re: client signatures
    - HMIS client consent form – e-signature okay
    - Intake forms – signature requirement waived
- General guidance for housing programs
    - Extend assistance as needed
    - Be as flexible as possible to meet client needs

CoC|Coordinated Assessment Updates

2019 CoC Awards

- Preliminary CoC Award Announcements made on 3/13/2020

- SCC Total award = $28,752,759

- ARD Increase is over $2.5 million

- SCC's project awards include:
    - 19 Permanent Supportive Housing (PSH) projects
    - 5 Rapid Rehousing (RRH) projects
    - 2 Transitional Housing (TH) projects
    - 2 TH-RRH projects
    - 1 HMIS projects
    - 1 Coordinated Entry project

CoC|Coordinated Assessment Updates

CoC Business

- CoC 2020 NOFA still on track

- All local CoC meetings being held remotely, some postponed
  - RRH and Employment Initiative – 4/9 and 4/23
  - Performance Management Work Group – 4/9
  - RRH Workshop – changing to virtual, dates and registration to be announced
  - VI-SPDAT trainings conducted virtually – starting 4/14
  - CoC NOFA Subcommittee – date and time TBD

- Questions?

UPLIFT Updates

Please be aware of the following Updates with the VTA.

There is No Fare Collection for all VTA transportations, your clients may use VTA transit free of charge.

- https://www.vta.org/blog/vta-service-updates-rear-door-boarding-no-fare-collection-rapid-500-suspended?fbclid=IwAR1eC1sD6r9MiSkZqEgH3S6UDtO6Yt1gTp48nPBj5-zikp_YtqxTdray8bA

Beginning Monday, March 30, VTA will offer reduced service during the shelter-in-place order.

- Blog: https://www.vta.org/blog/vta-offering-reduced-service-during-shelter-place-order

Reduced service map:

- https://www.vta.org/sites/default/files/2020-03/COVID19%20Reduced%20Transit%20Service%20Map.pdf

UPLIFT Updates

We have reached out to each participating agencies UPLIFT Point of Contact to set up delivery.

- 1131 passes have been delivered out of the 1264 passes processed. If you have not received your any passes, please send us your mailing details to set up delivery

<u>Please note:</u>

- This means there will be no pick-up option for your clients' badges and/or stickers through at least April 7, 2020. The building at Charcot will be closed to the public.
- Delivery will require a signature.
- Your agency should have protocols in place to ensure that the badges and stickers are safely and securely received, stored, and distributed.
- Additionally, in an abundance of caution, the policy regarding affixing stickers to your client's badges is suspended for this quarter. Clients may affix their own sticker to their badge, within the presence of staff if possible.

For all UPLIFT related inquiries please email UPLIFT@hhs.sccgov.org

HMIS Newsletter

HMIS Newsletter

CLARITY HUMAN SERVICES

Santa Clara HMIS News, March 2020

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

- Responding to COVID-19: Strategies for Managing Infectious Disease Outbreaks Using HMIS
- POSTPONED: Change to Coordinated Entry
- New and Upcoming Features in Clarity Human Services
- Report Spotlight: [OUTS-106] and [OUTS-105] Client Demographics Reports
- Upcoming Events

Responding to COVID-19: Strategies for Managing Infectious Disease Outbreaks Using HMIS

Hello,

Coronavirus disease (COVID-19) presents an unprecedented challenge for homeless service providers working to protect an already vulnerable population. To assist your community, we created *Strategies for Managing Infectious Disease Outbreaks Using HMIS*, a comprehensive guide describing how to use HMIS to bolster your community response.

Our guide covers:

- Building an infrastructure prepare for a public health crisis
- Using HMIS to mitigate the risk to the individuals and families you serve
- Suggestions for how to support your staff and clients when responding to an infectious disease outbreak

We hope you find this guide a helpful resource. Please don't hesitate to reach out to you System Administration Team if you have questions or want to discuss additional support needs.

Security Officer Quarterly Compliance

HMIS QUARTERLY COMPLIANCE CERTIFICATION
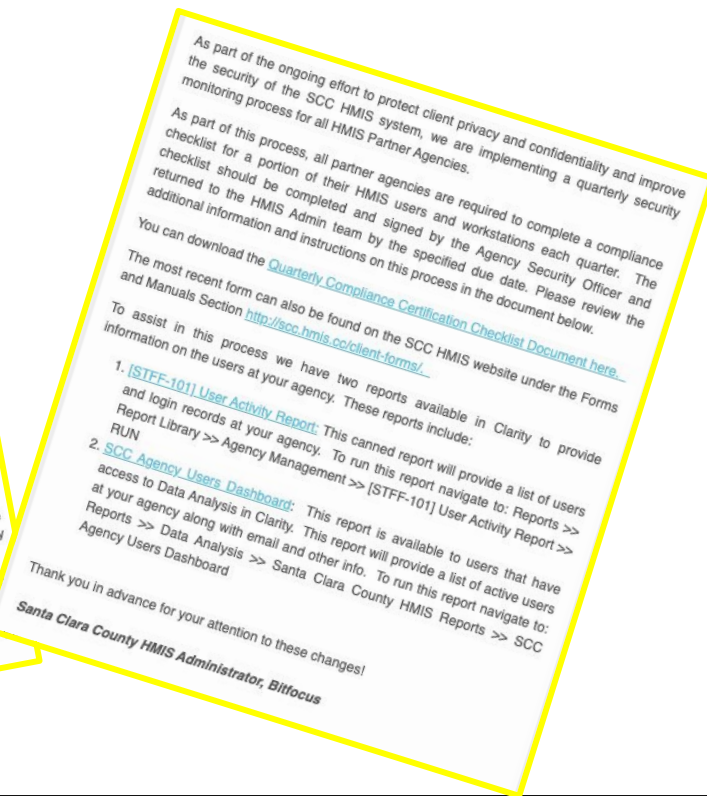
HMIS QUARTERLY COMPLIANCE CERTIFICATION UPDATES

- The due date for Q1 Has been extended to July 1, 2020

- Canned and Looker (data analysis) reports are available to get list of staff

- An HMIS Privacy Statement must be visibly posted at each HMIS intake desk (or comparable location). If the workstation is not in a fixed location HMIS Privacy. Statement must be provided as a handout.

SCC HMIS QUARTERLY COMPLIANCE CERTIFICATION CHECKLIST

<u>Compliance Certification Schedule:</u>
- Quarter 1 (due the week of April 1):   Workstation names* beginning A-F
- Quarter 2 (due the week of July 1):   Workstation names beginning G-M
- Quarter 3 (due the week of October 1): Workstation names beginning N-T
- Quarter 4 (due week of January 1):   Workstation names beginning U-Z
  *The workstation name should be the staff first name for individual workstations or the location name for shared workstations

Checklist Items

For the purposes of the following Workstation Security Standards, "Authorized Person" means a Partner Agency authorized agent or representative (each, an "HMIS End User," or simply an "End User") who has completed the SCC HMIS Client Consent training within the past twelve (12) months.

1. An HMIS Privacy Statement is visibly posted at each HMIS intake desk (or comparable location). If the workstation is not in a fixed location HMIS Privacy Statement must be provided as a handout.
2. Each HMIS workstation computer is in a secure location where only Authorized Persons have access.
3. Each HMIS workstation computer is password-protected and locked when not in use. (Changing passwords on a regular basis is recommended)
4. Documents printed from HMIS are sent to a printer in a secure location where only Authorized Persons have access.
5. Non-authorized persons are unable to view any HMIS workstation computer monitor.

HMIS QUARTERLY COMPLIANCE CERTIFICATION

Quiz Time!
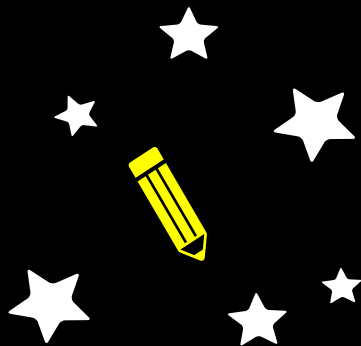
Coordinated Entry Changes

Coordinated Entry Changes Updates

POSTPONED: Changes Coming to Coordinated Entry

- Changes to Coordinated Assessment data entry were scheduled to go live on April 1st to comply with the 2020 HUD Data Standards.
- Due to COVID-19, HUD has postponed these required changes until October 1st, 2020.
- Over 250 HMIS users in Santa Clara County attended the required Coordinated Entry Changes webinars in March. Thank you!

Tentative plan to implement these changes July 1st, 2020.

- Webinars will be scheduled in June, 2020. Dates will be announced in May.
- If you completed a webinar in March, you will not need to complete the webinar again in June.

Coordinated Entry Changes Updates

Quiz Time!
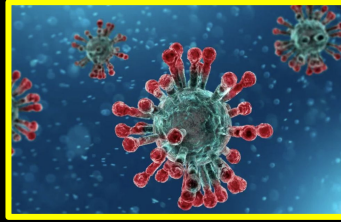
COVID–19 Processes

COVID-19: *Temp. Guidance HMIS*

*"We have received several questions regarding challenges with collecting client consent during the Shelter in Place restrictions across Santa Clara County. **We have developed the attached guidance in response, which includes guidelines for collecting consent electronically for assessors, housing providers, and homelessness prevention providers.** While the County is unable to waive legal requirements, even during this crisis, we understand that your first priority is serving your clients."*

COVID-19: *Electronic ROI*

Santa Clara County Continuum of Care

Temporary Guidance for Homelessness Prevention Providers During the COVID-19 Emergency

Effective 3/11/2020

The County of Santa Clara Office of Supportive Housing, acting as the Continuum of Care and HMIS lead agency, has enacted the following operational changes related to the Homelessness Prevention System. The CoC recognizes that many individuals in need of homelessness prevention assistance may be concerned about meeting with service providers in person, either because they are displaying symptoms of the COVID-19 virus or they or the family members are at risk. These changes will be in effect until further notice.

1. **Client Consent/Release of Information may be collected electronically**. Before entering personally identifiable information (PII) into HMIS, including client profile data and the PR-VI-SPDAT, client consent must be obtained. Please use the revised Client Consent/ROI form, which includes a clause related to electronic signatures.

   Electronic signatures must be obtained using a County-approved technology that complies with California's E-sign Act, such as Docusign. If using a technology other than Docusign, please contact Kathryn Kaminski at Kathryn.kaminski@hhs.sccgov.org to obtain approval.

2. **The PR-VI-SPDAT may be conducted remotely**. After gaining client consent to collect data, providers may conduct the assessment over the phone for individuals who prefer to do so.

3. For clients requesting assistance by phone, service providers should first search for an active profile and valid ROI in HMIS. If an active, valid ROI is already uploaded in HMIS, the provider may conduct the PR-VI-SPDAT over the phone and enter the information collected in HMIS. If no ROI exists or the ROI on file is expired, the provider should send a new ROI (version 2020-03-11) to the client for e-signature using County-approved technology. Once signed, the ROI must be uploaded in HMIS before entering the PR-VI-SPDAT.

4. All other policies and procedures related to homelessness prevention assessments remain unchanged.

CLIENT CONSENT TO DATA COLLECTION AND ROI   Page 2 of 6

AGREEMENT TO EXECUTE USING ELECTRONIC SIGNATURE: I understand and intend that my electronic signature and electronic initials on this form shall have the same force and legal effect as if signed or initialed with an original ink signature. I represent, warrant, and agree that my signature and initials, whether in electronic or original ink, shall give rise to a valid, enforceable, and fully effective consent and agreement.

BY SIGNING THIS FORM, I AUTHORIZE THE FOLLOWING:

- **I authorize the County, Bitfocus, the CoC, the Partner Agencies, and their authorized agents and representatives to collect, use, and share basic information about me.** I understand that the Partner Agencies may change over time, and that a current list of Partner Agencies has been provided to me. I also understand that I may request an updated list at any time or view the list at: http://scc.hmis.cc/partner-agencies.html. I understand that the collection, use, and release of this information is for the purpose of assessing my needs for housing, counseling, food, utility assistance, or other services.

- By initialing one or more of the space(s) in the table below, I authorize that the information or records entered into SCC HMIS may include the following specific types of protected personal information ("PPI") and protected health information ("PHI"). If I do not initial one or more space(s) in the table below, I do not authorize the specific type of information to be entered into SCC HMIS:

COVID-19: *VI-SPDAT Updates*

VI-SPDAT training are being conducted remotely.

Please click on the image to be redirected to the Eventbrite Registration page.

Please note at this time registration is limited to 20 participants.

Revised Admin Meeting Attendance Policy

- Agency Admin meetings will continue to be held remotely during the health crisis.

- We recommend all agencies attend the meetings to stay up to date.

- Meeting attendance policy is being waived temporarily to ease administrative burden.

Report Spotlight

[GNRL-220] Program Details Report

Type of Report

This report is based on project enrollments. Clients without an enrollment will not be included in the Program Details Report

Purpose

The Program Details Report returns all the fields and corresponding responses for selected screens. Additionally, the report provides some profile and Housing Service information, depending on the screen selected

Format

This report is only available in Zip with xlsx files format. There will be a separate workbook for each program and screen type selected

Spotlight Report: [GNRL-20] Program Details Report

How to Access The Program Details Report:

1. Log into the Clarity System & Access the Launcher Icon
2. Select Reports
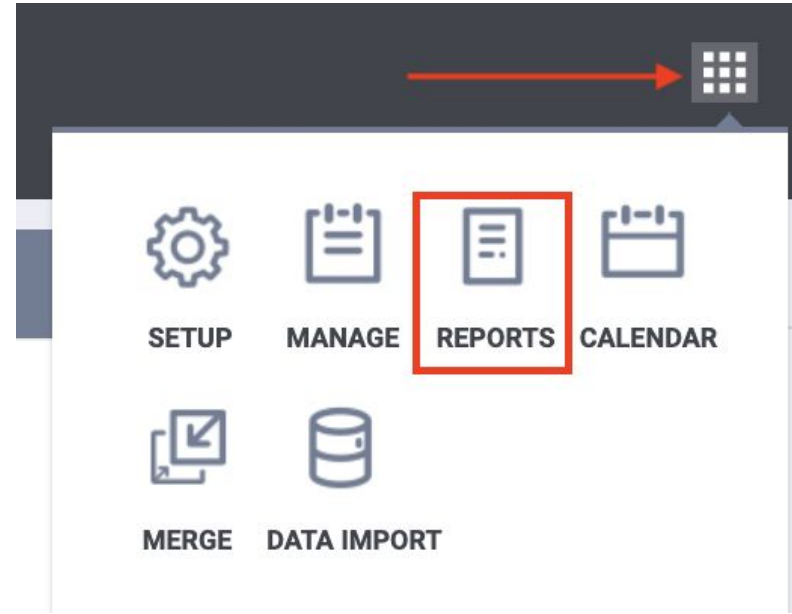
Spotlight Report: [GNRL-20] Program Details Report

How to Access The Program Details Report:

3. Select Program Based Reports

4. Choose Program Details Reports

By selecting Run

All users can run this report. There are restrictions for which agency can be accessed based on the rights of the user

Spotlight Report: [GNRL-20] Program Details Report

The Following Report Parameters are required for the program Details Report

5. Select your corresponding Parameters

6. Select Submit

Spotlight Report: [GNRL-20] Program Details Report

The Program Details report is only exportable in Zip Format.

7. Select Download to open the zip file

- You will notice that the zip file has now run seperate excel reports for each program/screen

8. Open the report you would like to work with by clicking on the corresponding file

Spotlight Report: [GNRL-20] Program Details Report

	Unique ID	First Name	Last Name	Agency	Assigned Staff	Staff Created	Enrollment Start Date	Enrollment Exit Date	Chronic Homeless	Housing Service	Housing Service Start Date	Housing Service End
1												
2	3DDA67F56	Marshawn	Jones	Sara H. Agency 2	Shatae Jones	Shatae Jones	11/06/2019	11/06/2019	Y	Alder Hotel Case Management : Alder Hotel Case Management	11/06/2019	11/06/2019
3												
4												

Has a subsequent residence been identified?	Does individual or family have resources or support networks to obtain other permanent housing?	Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?
Yes	No	No

M	N	O	P	Q	R	S	T	U	V	W	X
DOB	SSN	Personal ID	Household ID	Gender	Race	Ethnicity	Veteran Status	Date of Contact	Current Living Situation	Living Situation Verified By	Is client going to have to leave their current living situation within 14 days?

COVID-19: *Program Details Report*

[GNRL-220] Program Details Report

	First Name	Last Name	Agency	Assigned Staff	Staff Created	Enrollment Start Date	Enrollment Exit Date	Chronic Homeless	Housing Service	Housing Service Start Date	Housing Service End Date	DOB	SSN	Unique ID	Personal ID	Household ID	Gender	Race
2	17Fc146E1	Refused	Test Agency	Test User		2017-03-16		Y	[Test Shelter] ES Housing:Households without children	03/16/2017	05/25/2017	1957-01-01	000-00-0000	17FC146E1	6790	429660	Female	Black or African American
3	Consent	Refused	Test Agency	Test User		2017-05-31		Y				1953-01-01	000-00-0000	B9C4EA194	306001	469222	Male	Black or African American
4	Consent	Refused	Test Agency	Test User		2017-05-31		N				1981-01-01	000-00-0000	A58DE32DF	366291	469326	Male	White
5	Consent	Refused	Test Agency	Test User		2017-05-31		Y				1990-01-01	000-00-0000	C10C40CDB	307980	469277	Female	Data not collected
6	Consent	Refused	Test Agency	Test User		2017-05-31		N				1979-01-01	000-00-0000	22BBBB7BC	366274	469267	Female	American Indian or Alaskan Native
7	Consent	Refused	Test Agency	Test User		2017-05-30		N				1963-01-01	000-00-0000	D2FA8501E	366281	469315	Male	Data not collected
8	Consent	Refused	Test Agency	Test User		2017-05-30		N				1981-01-01	000-00-0000	5EB673631	366289	469324	Female	Black or African American
9	Consent	Refused	Test Agency	Test User		2017-05-30		N				1984-01-01	000-00-0000	DC87EFFF1	366290	469325	Male	Client Don't know / Refused
10	Consent	Refused	Test Agency	Test User		2017-05-30		N				1972-01-01	000-00-0000	F6B17828B	366276	469299	Female	White
11	Consent	Refused	Test Agency	Test User		2017-05-29		N				1981-01-01	000-00-0000	65E650E0F	216348	469266	Male	Black or African American
12	Consent	Refused	Test Agency	Test User		2017-05-28		N				1957-01-01	000-00-0000	E4288B24D	366287	469321	Female	White
13	Consent	Refused	Test Agency	Test User		2017-05-28		Y				1979-01-01	000-00-0000	67E8EFD7F	315226	469288	Male	White
14	Consent	Refused	Test Agency	Test User		2017-05-28		N				1984-01-01	000-00-0000	385E079BD	366275	469281	Male	White
15	Consent	Refused	Test Agency	Test User		2017-05-27		Y				1954-01-01	000-00-0000	21BC568D0	312234	469294	Male	Black or African American
16	Consent	Refused	Test Agency	Test User		2017-05-26		Y				1967-01-01	000-00-0000	FE1B4FD21	366263	469217	Male	Client Don't know / Refused
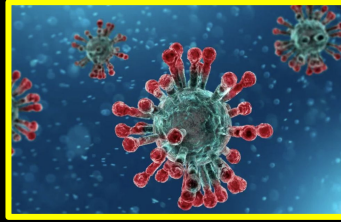
COVID–19 Resources

COVID-19: *Expensify.com*

Expensify.org is going to temporarily redirect all of its charitable funds to Expensify.org/hunger.

- With its ability to reimburse volunteers directly in real-time, Expensify.org is uniquely positioned to help families in need immediately.

- Until today, this fund was focused on paying off kids' "lunch debts" , but with schools closed around the nation, that isn't the top priority. Instead, we're devoting everything to a new program: matching SNAP grocery purchases up to $50 per family.

COVID-19 emergency relief
We have temporarily redirected all Expensify.org funds to emergency support for families in the SNAP food program, to help them during this difficult time. In just one day, the demand has been sobering - please consider donating, your money will go directly to the people who need it most right now.

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COVID-19: *Expensify.com*

How it Works:

1. Purchase food as normal with your SNAP card
2. Download Expensify on iOS or Android, for free
3. Join the Expensify.org/hunger policy
4. SmartScan the receipt, which will tell us how much you paid and show that it was paid for with an Electronic Benefits Transfer (EBT) card
5. Submit it to volunteer@expensify.org
6. Set up your bank account to receive the funds
7. So long as we have funds available, we will reimburse up to $50 per family (one time), the very next day.

To be clear, we can't commit to reimbursing every single person in need — we have no idea how many people will do this, and unfortunately, we don't have unlimited funds. We also don't know how long this crisis will last and how far our brand new charity's resources will stretch. But we're going to do what we can with the funds donated on behalf of Expensify Cardholders via the Karma Points feature, as well as by the extremely generous donors who have signed up for our Corporate and Personal Karma programs.
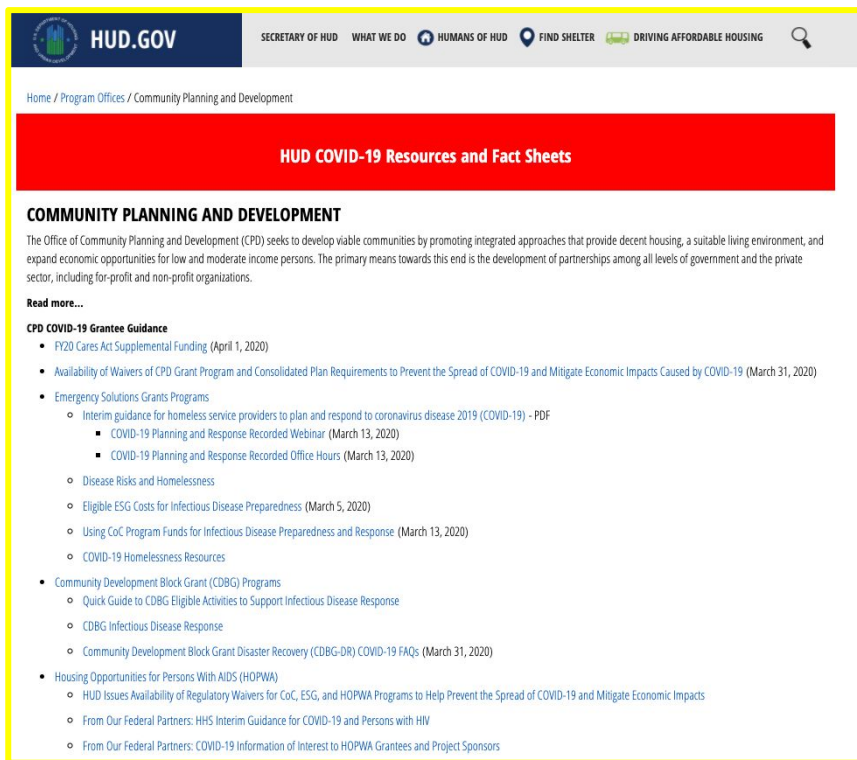
COVID-19 Resources
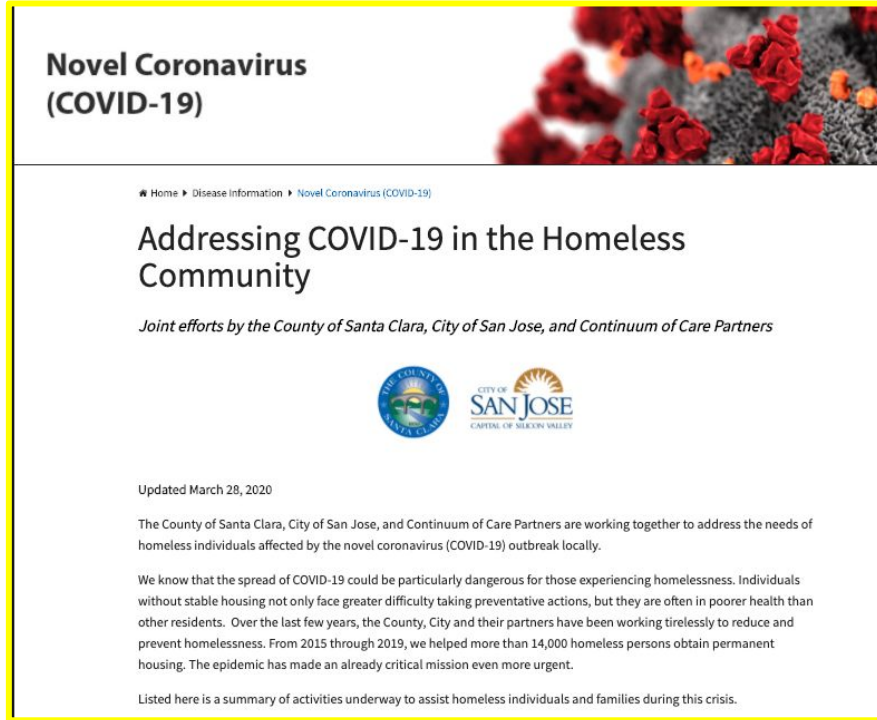
Santa Clara County Public Health Website

Please click on the image to be redirected to the webpage.

COVID-19 Resources

Please click on the image to be redirected to the webpage.

COVID-19 Resources

Please click on the image to be redirected to the webpage.

COVID-19 Resources

🏠 Home ▸ Office of Public Affairs ▸ Coronavirus Disease 2019 (COVID-19)

Updates Regarding County Services During Novel Coronavirus (COVID-19)

The public health officers of Alameda, Contra Costa, Marin, San Francisco, San Mateo, and Santa Clara counties, with the City of Berkeley, announced a legal order directing their respective residents to shelter at home for three weeks starting March 17. The order limited activity, travel and business functions to only the most essential needs. On March 31, Health Officers extended this previous stay-at-home order through May 3, 2020, in order to preserve critical hospital capacity across the region. It also limited more activities.

During this time, the County of Santa Clara is closing all non-essential services to the public to help slow the spread of COVID-19. Most in-person services have been suspended and customers are asked to conduct business via phone or online channels. (Scroll down to see more details for each department.)

Essential services are defined as those necessary to protect the health, safety and welfare of the community. All Santa Clara County hospitals and health clinics continue to remain open. Services provided by law enforcement and first-responders will continue, and many departments will operate with modified services to minimize in-person contacts.

This website will be regularly updated as new information become available.

For the latest guidance and information on COVID-19, please visit www.sccphd.org/coronavirus.

Cancelled Meetings and Events

The following cancellation list for County events is not exhaustive. Please check directly with meeting or event organizers if you have specific questions.

County Cancelled Meetings and Events   +

Quick Links

County Services Impacted by Novel Coronavirus

Newsroom Archive

PIOs Contacts

Sister County Commissions

Annual Reports

Please click on the image to be redirected to the webpage.

COVID-19: *Working from Home Tips*

Equipment Recommendations

Headphones- Single ear headset with a mute button. Any regular headphones/earbuds with a mic will work for your video calls.

Blue Light Filters- Blue light filters help prevent eye strain. I recommend purchasing blue light filter glasses or blue light filter screens to put on your monitors if you already wear glasses. Adjust brightness on your phone and monitors in the display settings.

Mouse- Using a mouse instead of a touchpad will make your home workstation feel more like your work workstation.

Chair- a good chair or cushion will allow you to work with fewer interruptions.

COVID-19: *Working from Home Tips*

Monitor Options:

- Use a TV or projector as a second monitor with an HDMI cord.

COVID-19: *Working from Home Tips*

Video Call Reminders
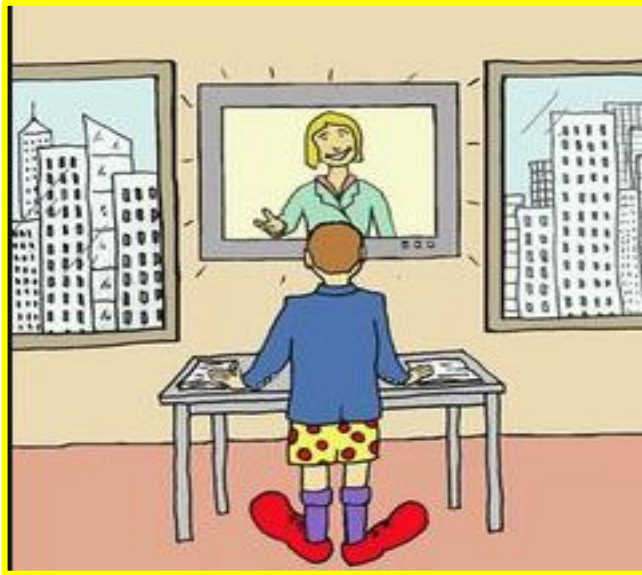
- Cover your laptop camera to avoid unintentional video access.
- Try a video call prior to joining a scheduled call so you are aware of how you/your environment will appear to the other participants.
- Wear appropriate clothing.
- Ensure there is no visible PII in your camera view.
- The people hosting the meeting usually have the ability to download chat logs and run attention reports to see if you are paying attention to you screen.

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COVID-19: *Working from Home Tips*

Healthy Tips

- Get the largest water bottle you can. Water is important and a large water bottle may stop you from visiting the refrigerator as often.
- Keep no/low prep veggies available to encourage healthy snacking.
- Do not go more than 2 days without showering, brushing your teeth, or wearing the same clothes.
- Try not to work in silence all day everyday. This may decrease feelings of isolation.
- If you feel inexplicably sad, it's time to connect with friends and family.

Helpful Resources - Agency Lead Doc.

Responsibilities of the Agency Lead Role

Serve as a liaison between the Bitfocus Help Desk, System Administration Teams & Relevant CoC Staff

Communication

Receive communication from Bitfocus and share with appropriate agency staff in a timely manner.
- Workflow & Process Change
- Data Quality Issues
- Available Resources & Trainings, etc.

Provide Important information to the Bitfocus team in a timely manner
- New staff needing access to Clarity Human Services
- User Accounts needing to be inactivated in Clarity Human Services
- Bitfocus Help Desk tickets needing responses
- Project Information Updates, etc.

Security Officer

If Security Officer, ensure your agency is following HMIS and CoC policies around privacy and security.
- Ensure users complete Annual Privacy & Security Policy Training
- Coordinate Annual Security Audits with System Administrator team
- Notify System Administrator team of data misuse, data breaches, and other security and privacy concerns

Email: sccsupport@bitfocus.com
Phone: (408) 596- 5866, Ext. 2

Data Quality

Resolve agencies data quality issues.
- Ensure agency programs comply with HUD, other federal partner, and local data collection requirements
- Address common data quality issues in your agency's data
- Determine and/or communicate which agency staff need access to Clarity Human Services data analysis tools
- Ensure agency staff are familiar with the reports in Clarity Human Services Report Library that provide data they need.

Available Resources
- SCC CoC Continuous Data Quality Improvement Process
- SCC HMIS Website
- Schedule a Training
- Upcoming Agency Leads Meetings

Do you ever have questions about what entails being an Agency Lead?

Here's a document to help identify what the Agency Lead Role encompasses
(select document to be redirected)

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Reminders
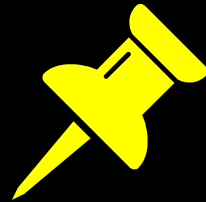
Resources & Helpful Documents

End User Clarity HMIS Training Site

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

Your ideas count! Make a Suggestion!

Okay!   press ENTER

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Next Month's Meeting
DATE: Thursday, May 7th, 2020
TIME: 2:00pm - 3:30pm
LOCATION: TBD

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