Agency Admin Meeting

Thursday, April 1st, 2021

Getting to Know You!

Which meal is your favorite?

- Breakfast
- Lunch
- Dinner

AGENDA

- CoC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- HIC/PIT
- Revised Program Request Form
- Data Quality Spotlight: Overlapping Enrollments
- Report Spotlight: [HUDX-225] HMIS Data Quality Report
- Reminders
- Next Month's Meeting

CoC | Coordinated Assessment Updates

COC|Updates

Coc Manager Position is Hiring!

The County of Santa Clara Office of Supportive Housing is hiring! The CoC Quality Improvement Manager position is now posted and the application deadline is 4/7/2021. You can find the details here: https://www.governmentjobs.com/careers/santaclara/jobs/3016328/program-manager-ii-continuum-of-care-quality-improvement-manager?page=4&pagetype=jobOpportunitiesJobs

Please spread the word to anyone who may be interested in this opportunity.

COC|UPDATES

Service Providers Network Meeting

When-Wed, April 14, 9:30am – 11:00am

Where-County of Santa Clara, Adult Probation Office, 2314, North 1st Street, 2nd Floor

(Orientation Room), San Jose, CA 95131

UPLIFT Updates

UPLIFT Updates

Important VTA Updates

Effective today, April 1ˢᵗ, the VTA will resume fare collection.

- All passengers will need to use the front door to board the bus

- Masks are still required by all passengers

- UPLIFT Clients will be required to display their UPLIFT Pass for entry

https://www.vta.org/covid-19

UPLIFT Updates

Friendly Reminder

This Apr-Jun 2021 quarter, there are no allocation limits, all passes will be offered on a first come, first serve basis for the quarter

The replacement period will start on May 1st

- Check your client's HMIS ROI (Release of Information) to ensure it is valid before making requests
    - If client did not consent to have a photo posted, DO NOT upload a photo of the client
    - All pages of the ROI must be uploaded for ROI to be valid
    - Requests with Invalid ROIs will not be processed
- If your client is homeless, check if they have a valid VI-SPDAT
    - You'll find detailed guidelines for when a VI-SPDAT must be administered at this page: **When should I do a VI-SPDAT?**
- Remember to email the UPLIFT email address (uplift@hhs.sccgov.org) when a correction is made

HMIS Newsletter

HMIS Newsletter

Full Newsletter HERE

- 2021 HIC/PIT Updates
- Report Spotlight: [GNRL-400] Program Linked Services
- Managing Households and Program Enrollments
- Report Spotlight: [HUDX-225] HMIS Data Quality Report

CLARITY
HUMAN SERVICES

Santa Clara HMIS News, April 1st 2021

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

- 2021 HIC/PIT Updates
- Report Spotlight: [GNRL-400] Program Linked Service Review
- Managing Households and Program Enrollments
- Report Spotlight: [HUDX-225] HMIS Data Quality Report

2021 HIC/PIT - Updates

Each year communities across the country participate in the comprehensive one day tally of people living in shelters and/or non-sheltered settings. This point-in-time count (PIT) provides critical information both locally and nationally about the demographics and trends of people experiencing homelessness in our communities.

This year, the counts took place on **January 28, 2021.** The final report is due to HUD on **April 30, 2021.** There are two parts to the count this year:

1) Sheltered PIT Count

The majority of information about individuals residing in shelters on January 28 will come from HMIS. In order to provide the most accurate data to stakeholders, shelter providers review their data to ensure that all relevant client records

Program Request Form

Program Request Form

Please note that we have updated the **New Project Request Form**.

If you have it saved or bookmarked please be sure to update it with the 2021 version.

We will continue to review the "old" version for the next month or two, but it will be phased out.

HIC/PIT Updates

Reminders
- HIC/PIT took place on **Thursday, January 28th, 2021**
- Please review your emails for information to assist in preparation for HIC submittal

What Should You Be Looking For?
- **Inventory Information**
  - Ensure the Bed & Unit Inventory (BUI) for your programs is correct
  - If your inventory is under or over capacity please provide a reason
  - If there are programs that have ended, please let us know
- **Client Data**
  - Review to ensure all clients in RRH and PSH programs have a move-in date
  - Please review data for the number of clients housed the night of **Thursday, January 28th,** and let us know if the numbers do not look accurate
- **Program Details**
  - Make sure all program details are correct

HIC/PIT Updates

Helpful Reports:

- [HUDX-123-AD] Housing Inventory (HIC)

- [GNRL-106] Program Roster

- [HUDX-225] HMIS Data Quality Report

HUD Exchange: Point-in-Time Count and Housing Inventory Count Resources

Data Quality Spotlight:
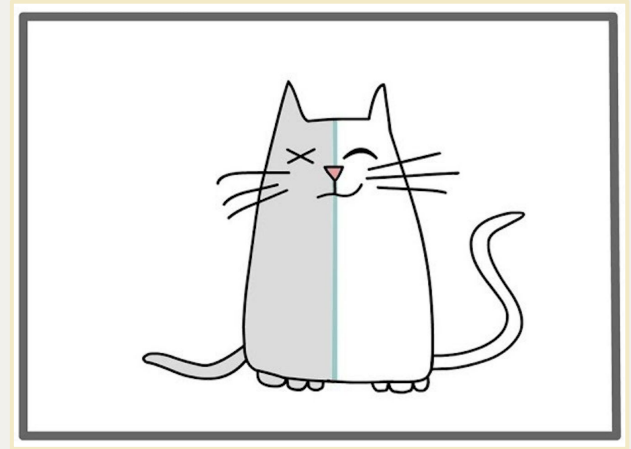## Overlapping Enrollments

Defining Overlapping Enrollments

What is an Overlapping Enrollment

An "Overlapping Enrollment" is a HMIS data quality error that occurs when a client is housed/sheltered in two separate projects at the same time.

Overlapping enrollments can occur between any two housing projects including Emergency Shelter (ES), Transitional Housing (TH), and Permanent Housing (PSH/RRH)

DQ Spotlight: Overlapping Enrollments

The History Tab

The History tab can be seen as the "central hub" of the client record. It includes a full history of the services items, program enrollments, referrals, reservations, and assessments that have been recorded in a client record. Additional details of historical items can be viewed and edited from the History tab.

Examples - Overlapping Enrollments

For each of the following state if this is or is-not an overlapping enrollment

Scenario 1: A client is enrolled in two shelters with night-by-night (attendance) tracking at the same time, but only has bednights recorded in one shelter.
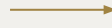
This is **NOT** overlapping. Night-by-Night shelter record individual bednights. This client only has housing recorded at one location.

Scenario 2: A client is enrolled in a night-by-night shelter with bed-night service recorded, and is also enrolled in an entry/exit shelter.

This is **OVERLAPPING**. Entry exit shelters record bednights automatically for the entire enrollment period. This client is recorded as housed at both locations simultaneously.

Examples - Overlapping Enrollments

For each of the following state if this is or is-not an overlapping enrollment

Scenario 3: A client is enrolled in a ES program and also enrolls in a RRH program but does not yet have a move-in date for the RRH program. →

This is **NOT** overlapping. Because the client does not have a move in date. They are only housed in the shelter location. NOTE: The client will need to exit from ES prior to getting a move-in date

Scenario 4: A client is enrolled in a PSH program with a move in date and also enrolled in an ES program with entry/exit tracking. →

This is **OVERLAPPING**. The client has housing recorded in both PSH and Emergency Shelter at the same time.

Examples - Overlapping Enrollments

For each of the following state if this is or is-not an overlapping enrollment

Scenario 5: A client is exits from an ES program and enrolls in a TH program on the same day.
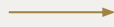
→ This is **NOT** an overlapping enrollment - if they exited on 12/1 and entered on 12/1 they would have one bed-night for 11/30 for 1st program and 1 bed-night on 12/1 for the second project.

Overlapping Enrollments: Summary

- Client cannot be housed in an Emergency Shelter and a housed at a PH program at the same time
- Shelters cannot have the same client housed on the same night
- RRH clients that do not have a move-in date can have shelter or other housing prior to move-in
- Verify entry and exit dates

[HUDX-225] HMIS Data Quality Report

- This report provides a broad overview of data quality for your program.
- Show all major HUD data elements (demographics, annual assessments, income, households, etc...)
- It includes links to client lists and additional details.

Q1. Report Validation Table Program Applicability: All Projects	
Total number of persons served	42
Number of adults (age 18 or over)	30
Number of children (under age 18)	12
Number of persons with unknown age	0
Number of leavers	5
Number of adult leavers	4
Number of adult and head of household leavers	5
Number of stayers	37
Number of adult stayers	26
Number of veterans	10
Number of chronically homeless persons	4
Number of youth under age 25	6
Number of parenting youth under age 25 with children	0
Number of adult heads of household	17
Number of child and unknown-age heads of household	5
Heads of households and adult stayers in the project 365 days or more	13

[HUDX-225] HMIS Data Quality Report

If you have been providing services to a client for over a year, and missed an Annual Assessment, will it be flagged in the [HUDX-225] HMIS Data Quality Report?

TRUE/FALSE

[HUDX-225] HMIS Data Quality Report

You see a data quality error on the Report for Client Name. You check and see there is a First and Last name entered on the client record. Where do you check next to see why this error is showing?

[HUDX-225] HMIS Data Quality Report

Watson Emma

PROFILE   HISTORY   PROGRAMS   SERVICES   ASSESSMENTS   NOTES   FILES   CONTACT   LOCATION   REFERRA

CLIENT PROFILE

Social Security Number	XXX - XX - 6789
Quality of SSN	Full SSN Reported
Last Name	Emma
First Name	Watson
Quality of Name	Data not collected
Quality of DOB	Full DOB Reported
Date of Birth	05/15/1999

Adult. Age: 21

This is a common error that we see that has a simple solution.

[HUDX-225] HMIS Data Quality Report

PURPOSE

The [HUDX-225] HMIS Data Quality Report is a HUD report that reviews data quality across a number of HMIS data elements. For this article, an overview of the report is provided. Please refer to the **HMIS Reporting Terminology Glossary** for the complete programming specifications. Where necessary, key definitions from the **HMIS Data Dictionary** have been included.

HMIS Data Quality Report [FY 2020]

CoC Category Filter: Program CoC

Q1. Report Validation Table

Program Applicability: All Projects

- Total number of persons served
- Number of adults (age 18 or over)
- Number of children (under age 18)
- Number of persons with unknown age
- Number of leavers
- Number of adult leavers
- Number of adult and head of household leavers
- Number of stayers
- Number of adult stayers
- Number of veterans
- Number of chronically homeless persons
- Number of youth under age 25
- Number of parenting youth under age 25 with children
- Number of adult heads of household
- Number of child and unknown-age heads of household
- Heads of households and adult stayers in the project 365 days or more

Q2. Personally Identifiable Information (PII)

Program Applicability: All Projects

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues
Name (3.1)	0	1	1
Social Security Number (3.2)	9	0	5
Date of Birth (3.3)	0	1	1
Race (3.4)	2	2	
Ethnicity (3.5)	2	2	
Gender (3.6)	0	0	
Overall Score			

Q3. Universal Data Elements

Program Applicability: All Projects

Data Element	Error Count
Veteran Status (3.7)	3
Project Entry Date (3.10)	0
Relationship to Head of Household (3.15)	4
Client Location (3.16)	2
Disabling Condition (3.8)	2

Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Error Count
Destination (3.12)	14
Income and Sources (4.2) at Start	6
Income and Sources (4.2) at Annual Assessment	0
Income and Sources (4.2) at Exit	18
Non-Cash Benefits (4.3) at Start	6
Non-Cash Benefits (4.3) at Annual Assessment	0
Non-Cash Benefits (4.3) at Exit	18

Q5. Chronic Homeless

Program Applicability: ES, SH, Street Outreach, TH & PH(All)

Starting into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.9.17.3) DK/R/missing	Number of times (3.9.17.4) DK/R/missing	Number of months (3.9.17.5) DK/R/missing	% of records unable to calculate
ES, SH, Street Outreach	10			1	1	1	10%
TH	6	0	0	0	0	0	0%
PH (all)	9	0	0	0	0	0	0%
Total	25						4%

Q6. Timeliness

Program Applicability: All Projects

Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
0 days	14	6
1-3 days	3	0
4-6 days	0	0
7-10 days	2	0
11+ days	10	2

Q7. Inactive Records: Street Outreach and Emergency Shelter

Program Applicability: Street Outreach & ES-Night By Night

Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES-NbN)	2	2	100%
Bed Night (All clients in ES-NbN)	0	0	0%

[HUDX-225] HMIS Data Quality Report

Key Definitions

- **Missing Data**: Missing data is defined to mean data where the answer is data not collected, is null or blank, or where the entire form or table record on which that field resides is completely absent
- **Latest Project Stay Only**: This report should use each relevant client's latest project stay (i.e., latest program enrollment).

Running the Report

Report Location

The report is found in the HUD section of the Report Library. There is also an Admin version available in the Administrator section.

Who Can Run the Report

Anyone can run this report but the returned information will be limited based on access rights of the user. System administrators and users with additional access rights can run the admin version [HUDX-225-AD] of the report across multiple agencies.

LIVE POLL

How do you use the [HUDX-225] HMIS Data Quality Report

A.   I run the [HUDX-225] report regularly

B.   I've heard of this report but don't often run it

C.   I prefer other data quality reports

D.   I've never heard of this report

E.   None of these apply to me

2022 Data Standards - What to Expect

Summary

- Communities that receive funding from HUD are required to follow the HMIS data standards
- HUD released updates the the Data Standards about every 1-2 years

Timeline

- Details of changes will be released in April 2021.
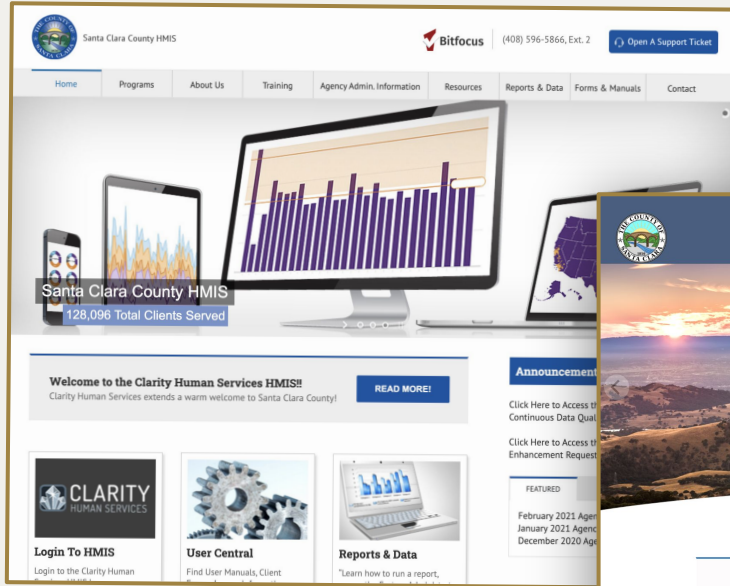- Changes will go into effect in October 2021

What Changes to Expect

- Updates to system logic and behavior
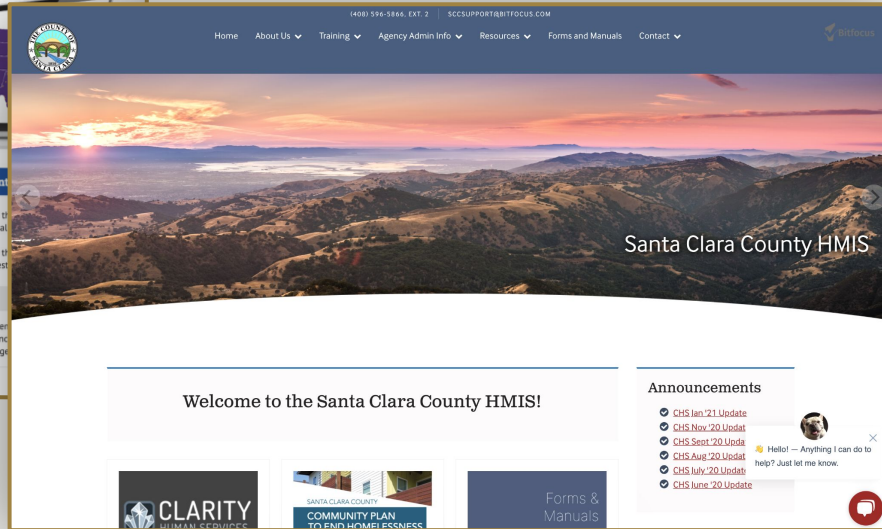- Possible changes to questions and picklist fields

Coming Soon: Updates to the HMIS Website

HMIS Website Updates - Coming Soon

The new site will include a redesigned layout and a new centralized url

REMINDERS

NOFA APRs

By **April 12th**, agencies may clean up data in order to improve report accuracy

   a.   Bitfocus will provide support to all agencies and their HMIS users to understand how to identify and correct data errors.

   b.   **Bitfocus will NOT be responsible for correcting data errors or otherwise ensuring that each agency or program's data is correct.**

   c.   Bitfocus sent out draft report for each program on or before March 15th. Agencies may run as many additional reports as they would like to help verify accuracy. Bitfocus will not send final reports to agencies for approval before submitting them to HomeBase.

By **April 26th**, Bitfocus will send APRs to Homebase for use in the Review and Rank process

April Clarity Feature Updates

Bitfocus Releases Regular Updates and new features to Clarity
   a.   Next releases to Live Site April 8th
   b.   Details Available on our Help Site
        i.   https://get.clarityhs.help/hc/en-us/articles/1500003859462-Clarity-Human-Services-April-2021-Feature-Updates

Using the Help Desk

When requesting the following please be sure and contact the **Help Desk**:

1. End User Access
2. Update a users access after completion of the VI-SPDAT required training
3. Verifying an end user has completed required training
4. Access to the SCC HMIS Training Instance/Sandbox
5. General Assistance with reporting

How To Contact the Help Desk
sccsupport@bitfocus.com
Or
(408) 596.5866 Ext. 2

Security Compliance Checklist

If you have not already submitted your Security Compliance Checklist, please do so.

The quarter 1 checklist is due for all new HMIS users at your agency.

SCC HMIS Quarterly Compliance Certification Checklist

Self certification form is available on our website if needed - please do not send these to us; instead retain for your records

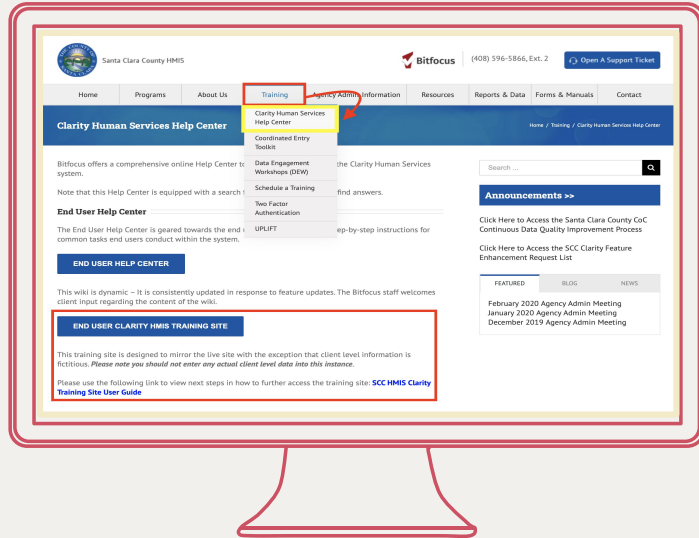# OFFICE HOURS

Clarity Office Hours

When: Bi-weekly, Thursday
Time: 10:00am - 11:30am

Looker Office Hours

When: Bi-weekly, Monday
Time: 2:00pm - 3:00pm

Have questions about HMIS or Looker? Join us and get these questions resolved!
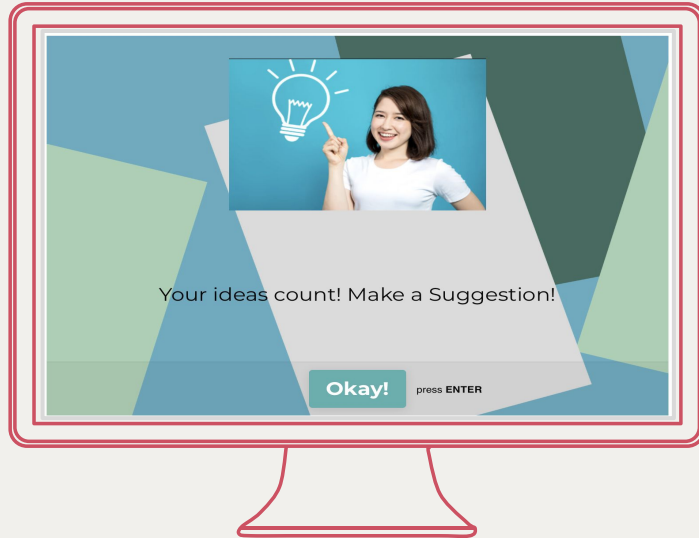
SCC HMIS Training Site

SCC HMIS Training Site

Want to hone your skills at data entry without compromising actual client data?

Use the End User Clarity HMIS Training Site

SCC HMIS Virtual Suggestion Box

Your ideas count! Make a Suggestion!

Okay!   press ENTER

Virtual Suggestion Box

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

Have a general questions you'd like to ask?

Let us know! Drop it in the box!

Next Months Meeting

Thursday, May 6th, 2021

Your Sys.Admin.Team

Senior Project Admin.

Trevor Mells
trevorm@bitfocus.com

Deputy Project Admin.

Lesly Soto Bright
leslys@bitfocus.com

Questions?

Please feel free to contact us or the Help Desk at
sccsupport@botfocus.com or
scc-admin@bitfocus.com