

WELCOME!

Agency Admin. Meeting
Thursday, May 7th, 2020





Getting to Know You!

*What kitchen appliance do you use every
single day?*

AGENDA

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- CoC|Coordinated Assessment|UPLIFT Update
- HMIS Newsletter
- Helpdesk Widget Demonstration
- Survey Results
- Poll Questions: *“How Well Do You Know the Revised Consent Process?”*
- Phone Number Field
- Reminders

CoC|Coordinated Assessment|UPLIFT Update



UPLIFT UPDATES

5

- VTA is still not collecting fares – ***clients can ride for free until further notice.***
- We are not processing any UPLIFT requests at this time since fares aren't being collected.
- Please don't send in any requests. When VTA indicates they'll begin collecting fares, we'll send out an email; then we'll begin processing requests.

CoC UPDATES - COVID-19 Response

6

- Updates regarding OSH Operations
COVID-19 Shelter Hotline
 - a. We have received over 1800 requests for assistance to date.
 - b. Over 750 placements have been made into shelter or hotels/motels.
 - c. The hotline continues to operate 7 days a week 9am-6pm (408) 278-6420.
- Bi-weekly call with providers to provide updates to everyone regarding COVID-19 response (Tues and Fri mornings). If your agency would like to receive the invitation, let us know.

CoC UPDATES - CoC Business

7

- CoC 2020 NOFA – No news. We are proceeding as though NOFA will be released this summer.
- Upcoming Meetings and Trainings
 - a. RRH and Employment Initiative – 5/14 and 5/28
 - b. Navigating COVID-19 Waivers for CoC and ESG Programs – Training held this morning, but the recording will be available soon.
 - c. Coordinated Assessment Work Group 5/14/2020 1:00pm - 2:30pm
 - d. RRH Workshop
 - i. 1st session 5/14
 - ii. 2nd session 5/20
 - iii. 3rd session TBD
 - e. VI-SPDAT trainings conducted virtually – check the HMIS website for dates

HMIS Newsletter



AGENDA

9



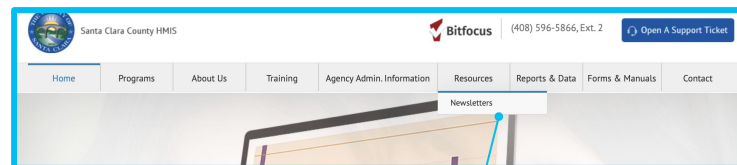
Santa Clara HMIS News, April 2020

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

- [New Features in Clarity Human Services](#)
- [Reminders: New User Requests and Terminating Access](#)
- [New Online Training Resources Available](#)
- [Report Spotlight: \[GNRL -106\] Program Roster](#)
- [Upcoming Events](#)

[SCC HMIS Newsletter Link](#)

*Newsletters can also be accessed on
the scc.hmis.cc website!*



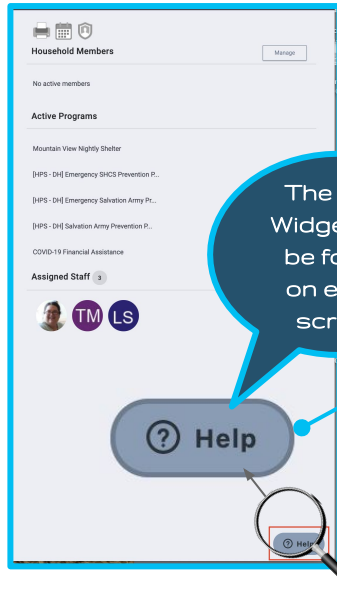
Newsletters	
To access previous Newsletters, please hover over the selected date and click with the mouse.	
2019	2020
January	January
February	February
March	March
April	April
May	May
June	June
July	July
August	August
September	September
October	October
November	November
December	December

Helpdesk Widget Demonstration

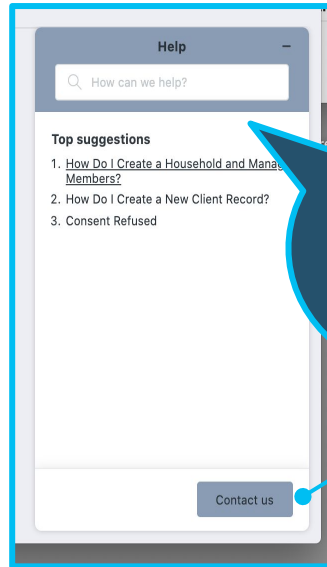


Helpdesk Widget

11

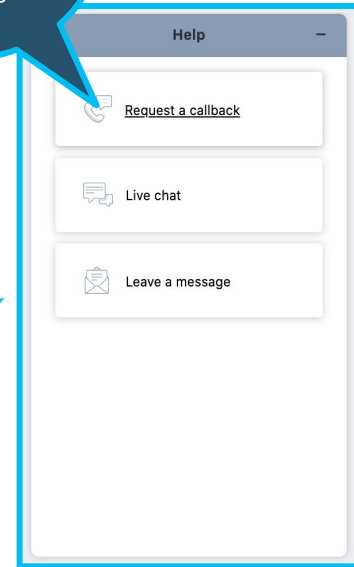


The Help
Widget can
be found
on every
screen



Topic
suggestions
are based on
the screen-but
you can ask
any questions

Help is
provided in
three (3)
different
options



Survey Results



Survey Results

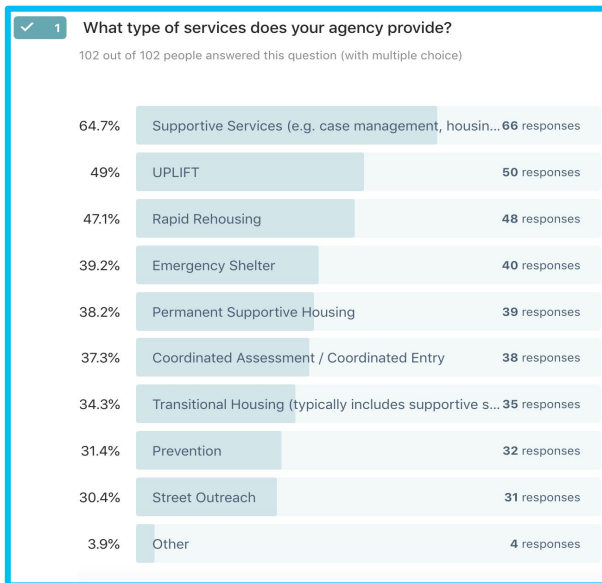
13

*Thank
You*

We received 102 responses to the survey (compared to 105 responses in 2019)

What type of services does your agency provide?

14



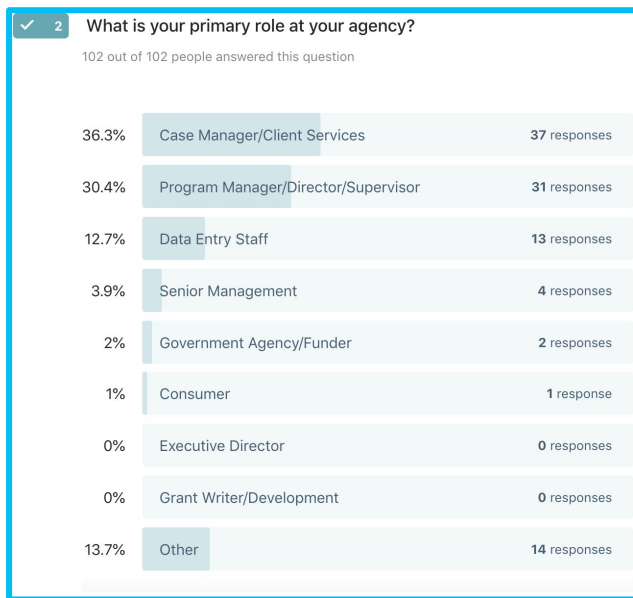
Compared to 2019 survey:

Increases in Coordinated Assessment / Coordinated Entry, Emergency Shelter, Prevention services provided by agencies

Decreases in Permanent Supportive Housing, Street Outreach, and Other Services

What is your primary role at your agency?

15



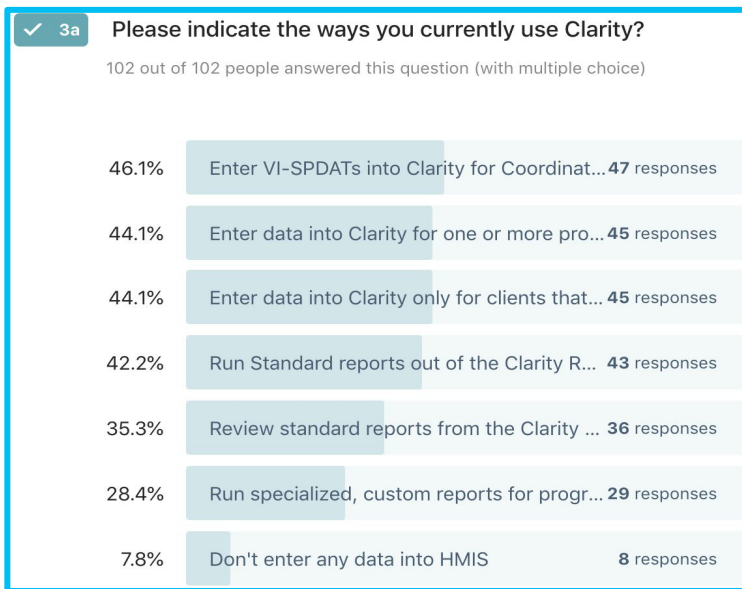
Compared to 2019 survey:

Case Manager, Program Manager and Data Entry Staff remains top 3 agency roles

Decrease in Senior Management and Other roles at agency

Please indicate the ways you currently use Clarity?

16



Compared to 2019 survey:

Increase in uses of Standard and Custom reporting

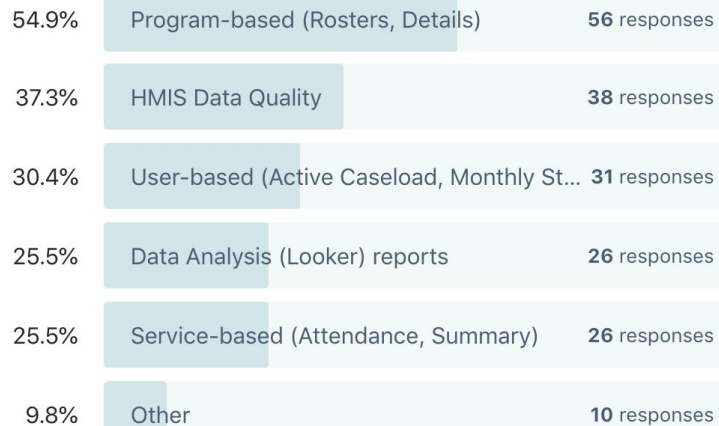
If you use reports, which do you view or run most frequently?

17

✓ 3b

If you use reports, which do you view or run most frequently?

102 out of 102 people answered this question (with multiple choice)



How long have you been using Clarity?

18



Does your agency use any data management systems?

19



5

Does your agency use any other data management systems?

102 out of 102 people answered this question

63.7%

Yes

65 responses

36.3%

No

37 responses

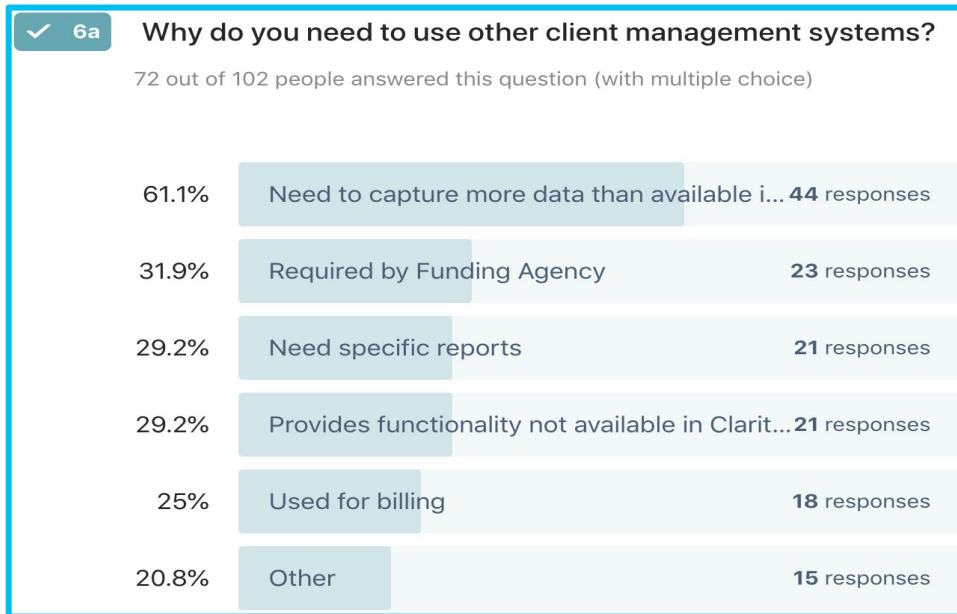


6

If you answered "Yes" to the previous question, please respond to the following two questions, If you answered "No", please proceed to question 7.

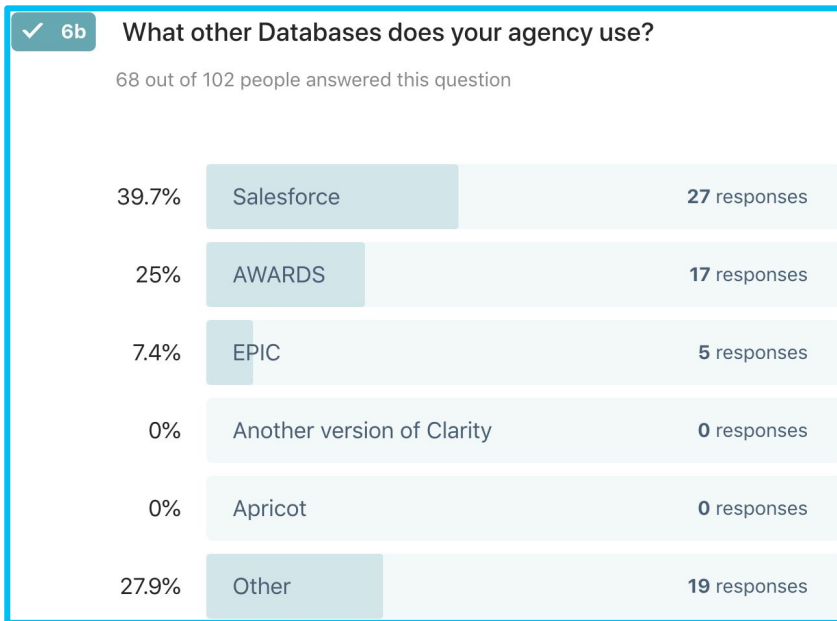
Why do you need to use other client management systems?

20



What other Databases does your agency use?

21

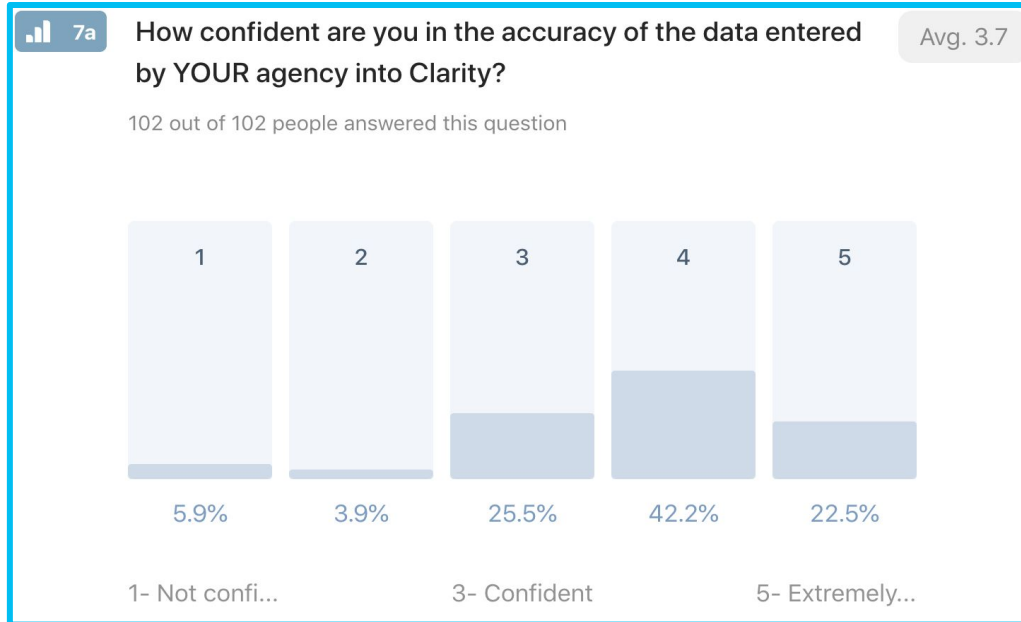


Other Databases Used:

- Evolve
- Citrix
- Unicare
- Caseworthy
- HOMES
- CalWIN

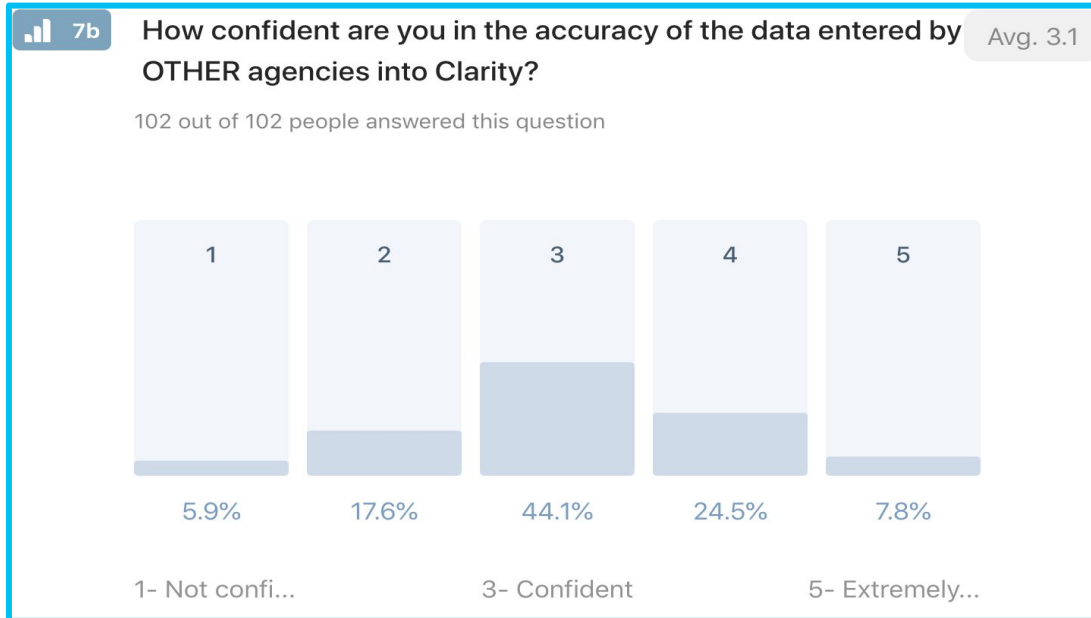
How confident are you in the accuracy of the data entered by YOUR agency in Clarity?

22



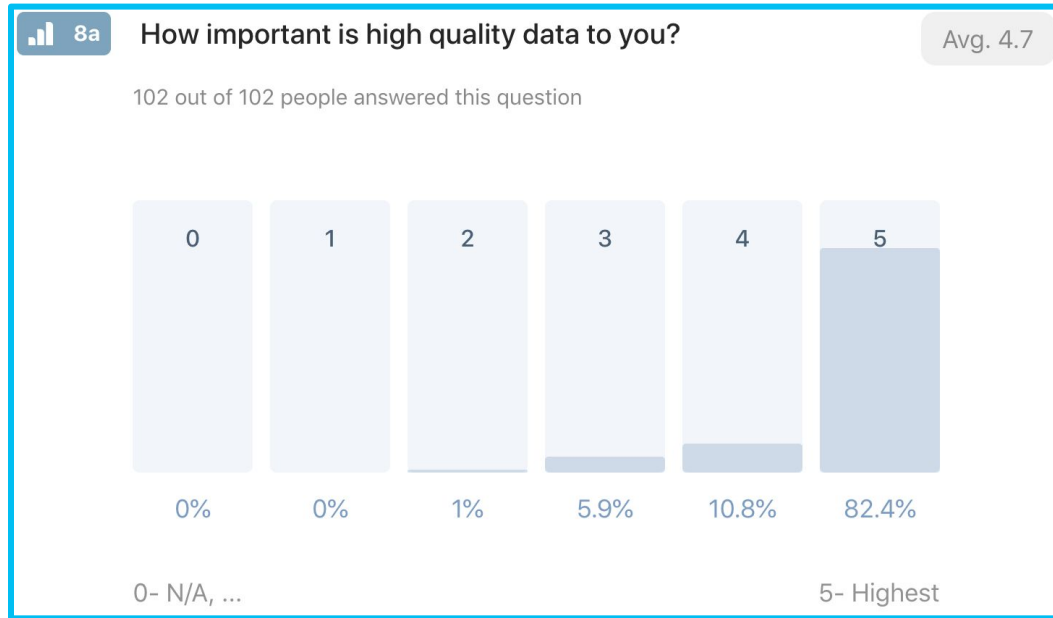
How confident are you in the accuracy of the data entered by OTHER agencies in Clarity?

23



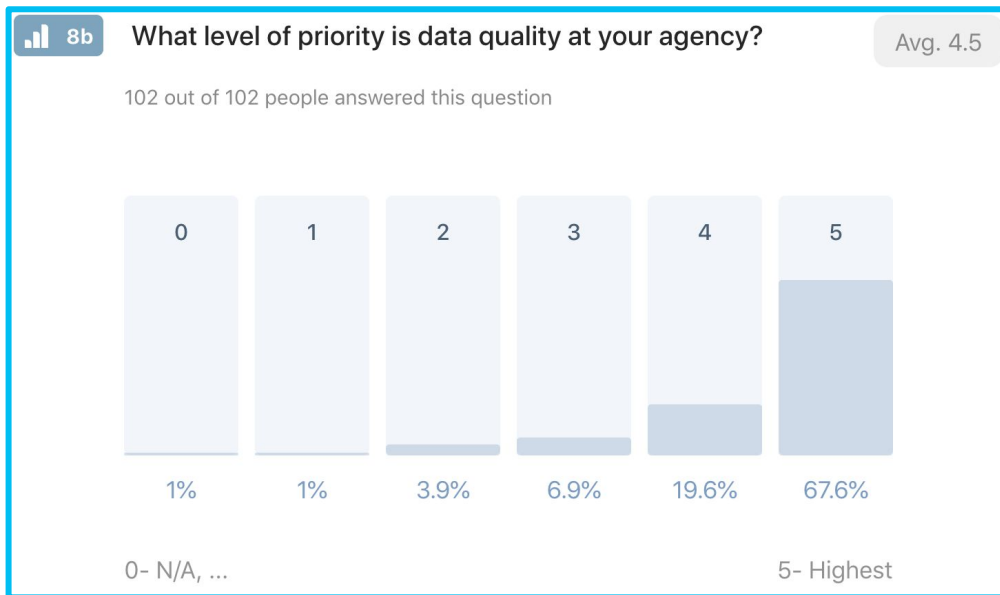
How important is high data quality to you?

24



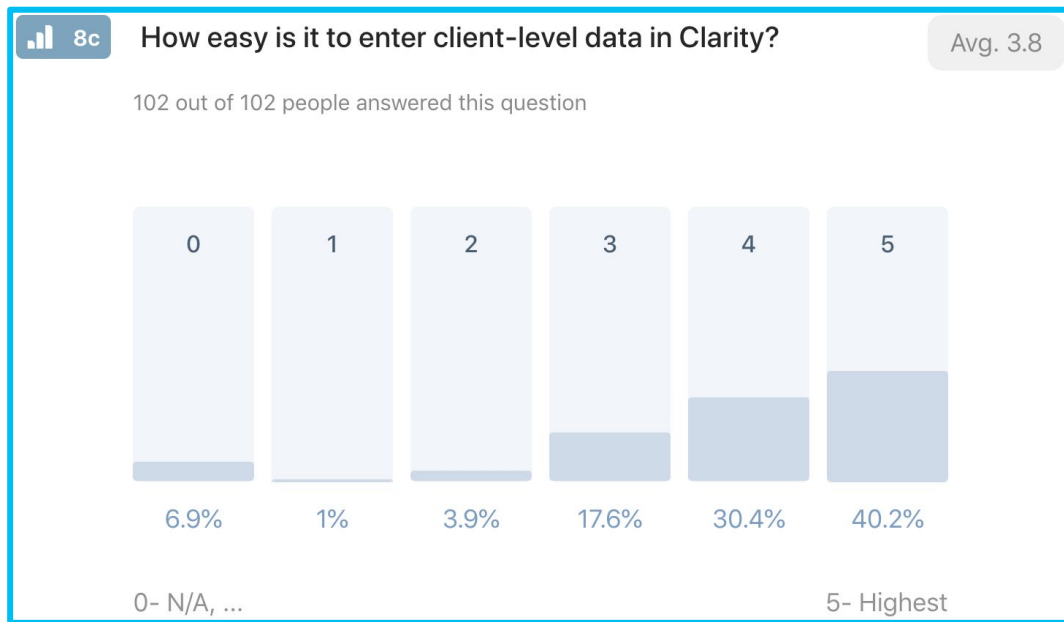
What level of priority is data quality at your agency?

25

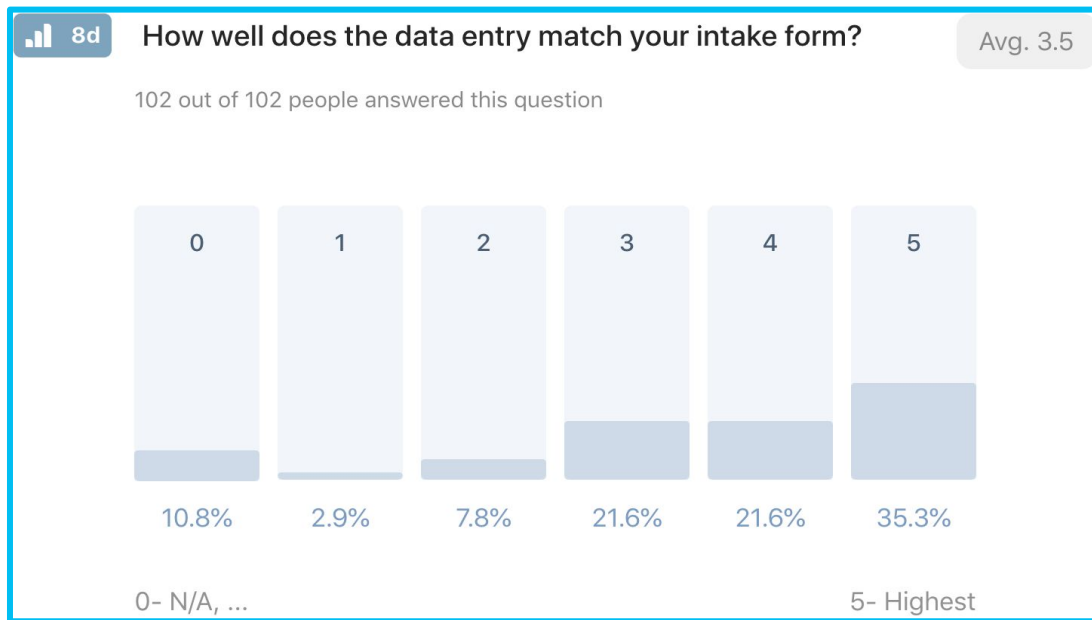


How easy is it to enter client-level data in Clarity?

26

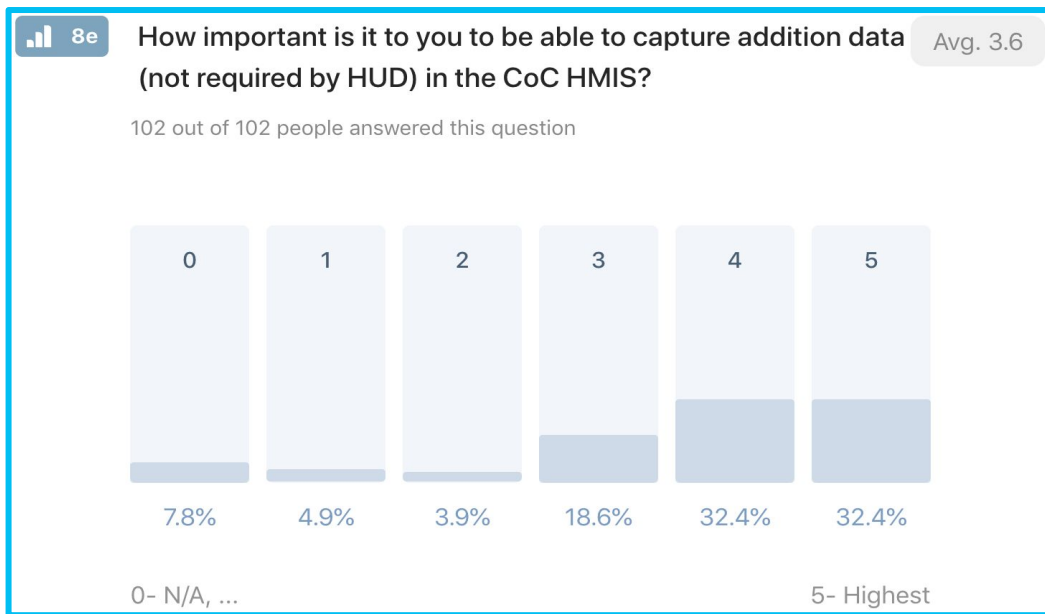


How well does the data entry match your intake form?²⁷



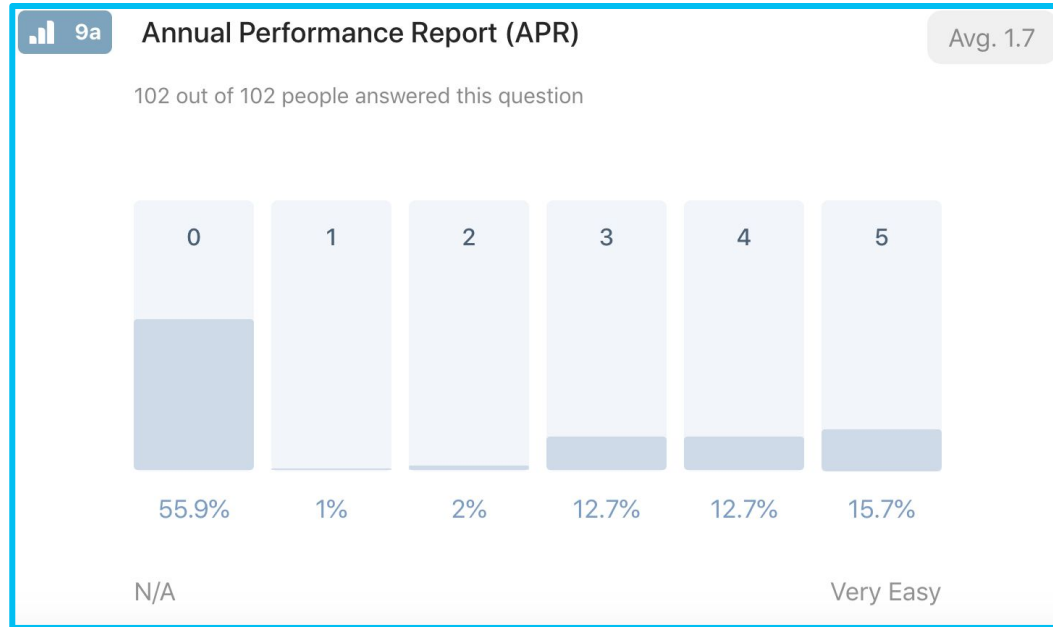
How important is it to you to be able to capture additional data (not required by HUD) in the CoC HMIS?

28



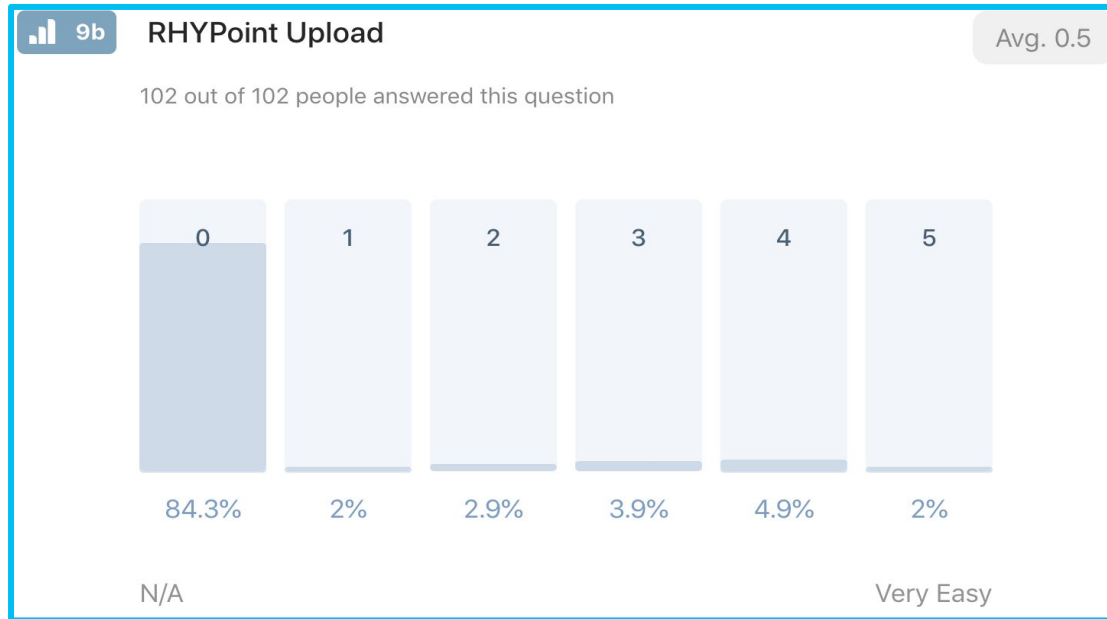
How easy it to prepare the following reports? Annual Performance Report (APR)

29



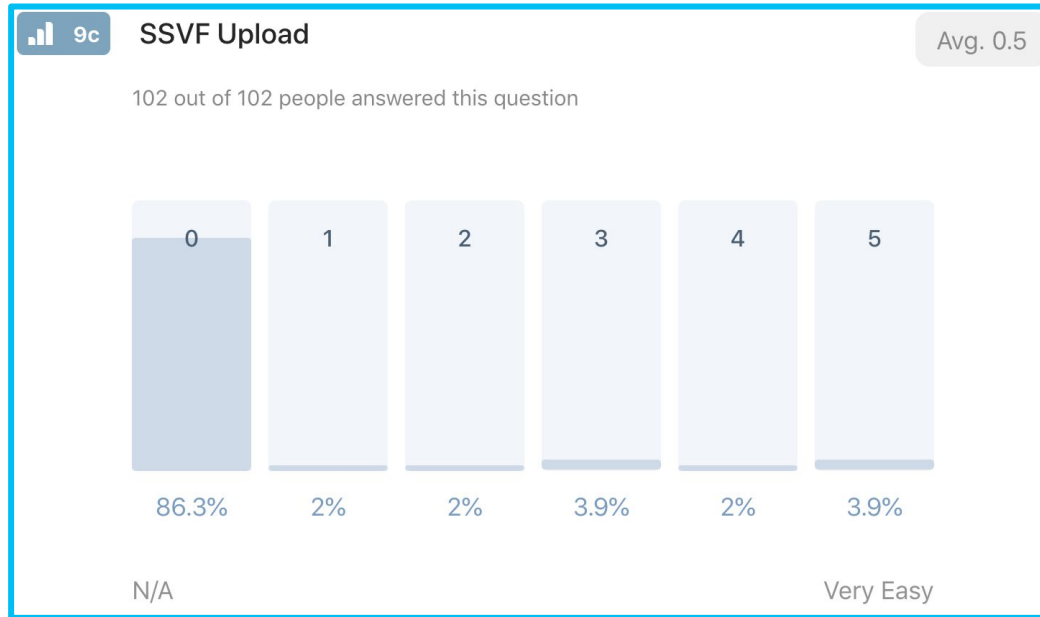
How easy it to prepare the following reports? RHY Point Upload

30



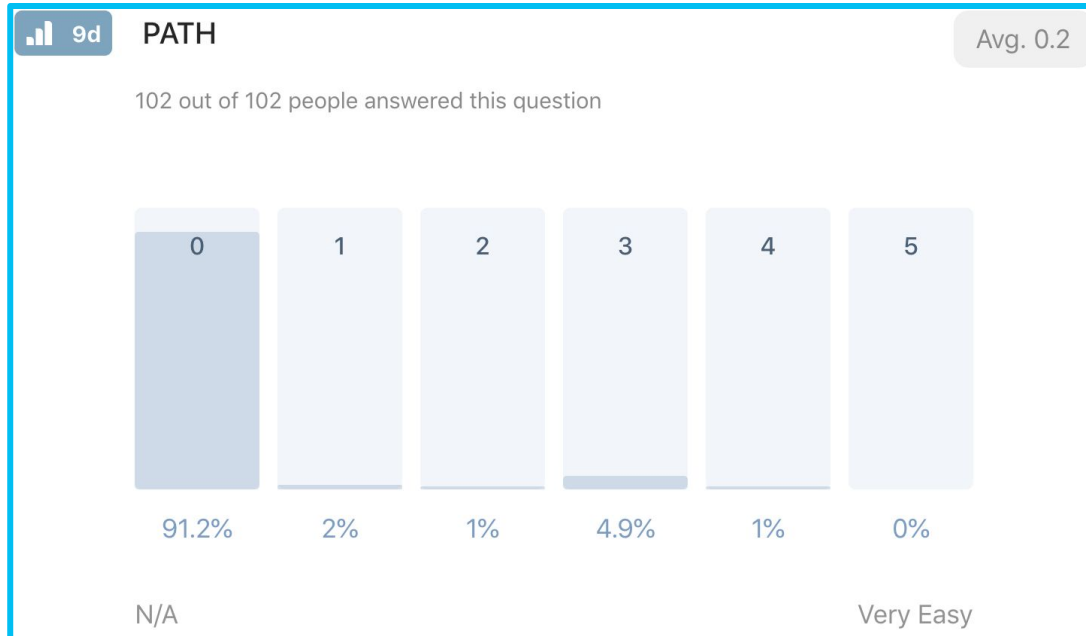
How easy it to prepare the following reports? SSVF Upload

31



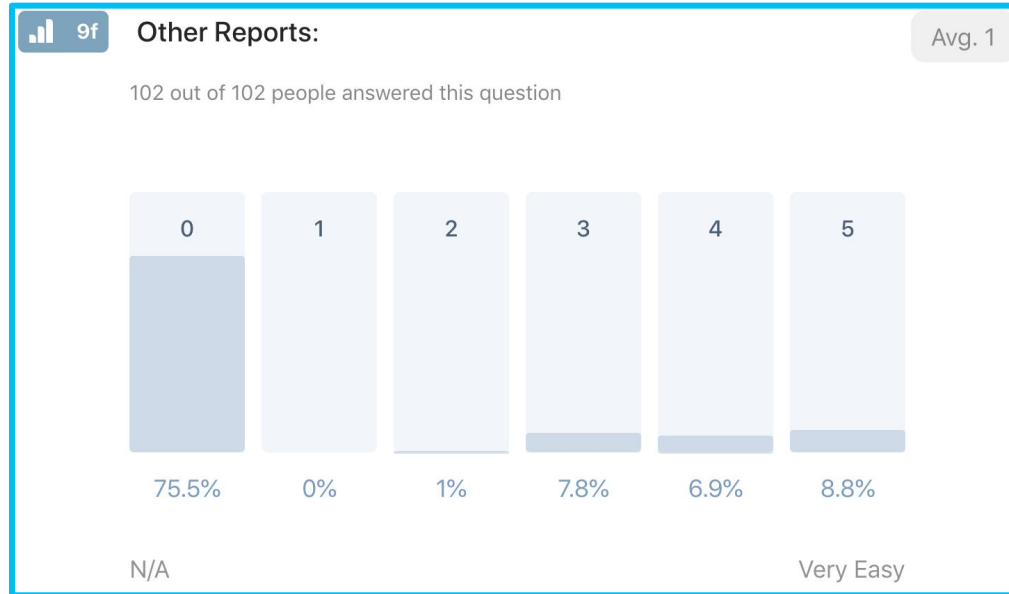
How easy it to prepare the following reports? PATH

32



How easy it to prepare the following reports? Other Reports

33

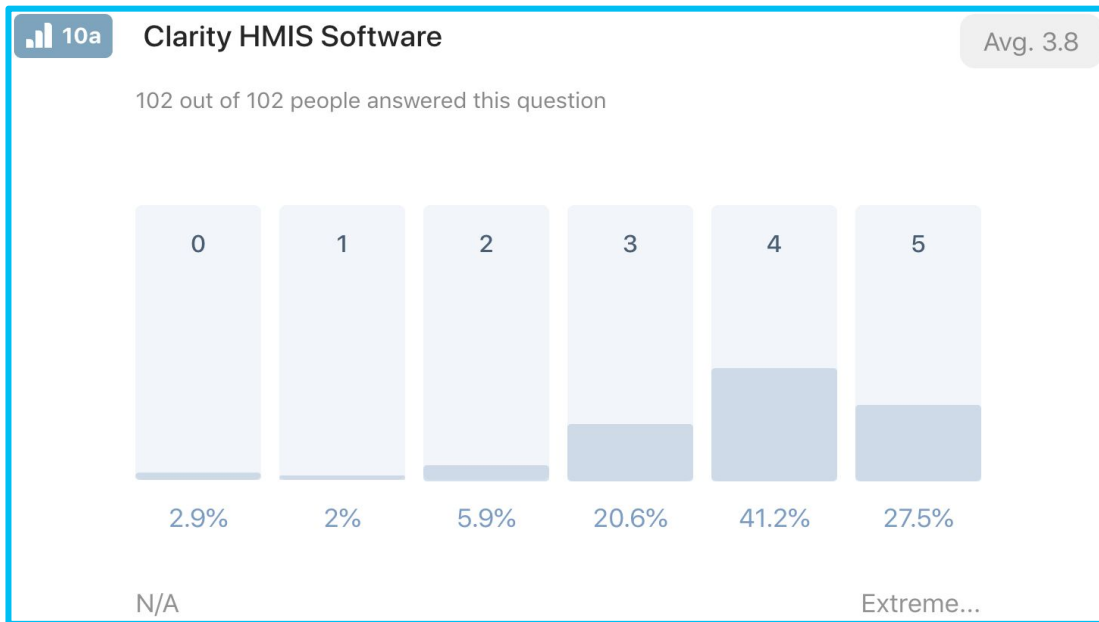


Other reports:

- Custom Outcomes
- Program Roster
- Program Details
- Services

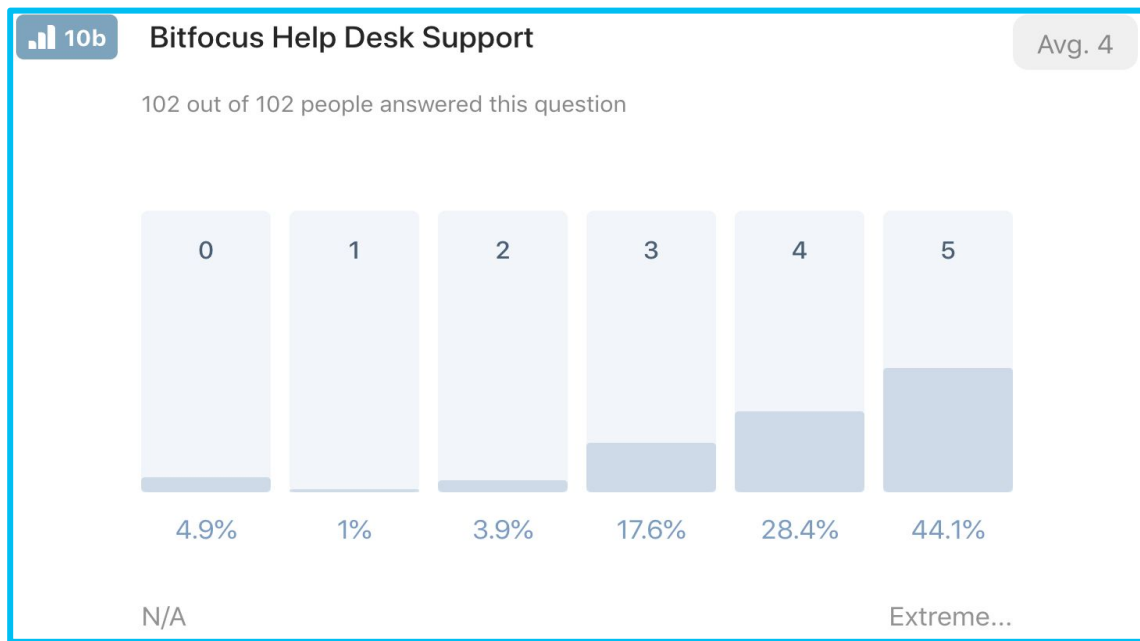
What is your overall satisfaction with Clarity Software and Bitfocus services?

34



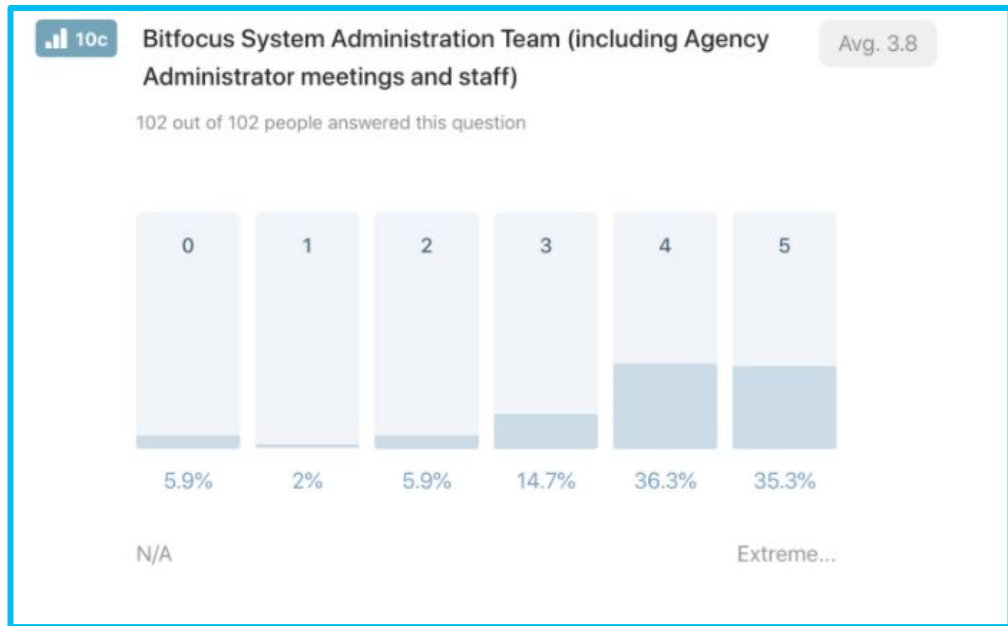
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35



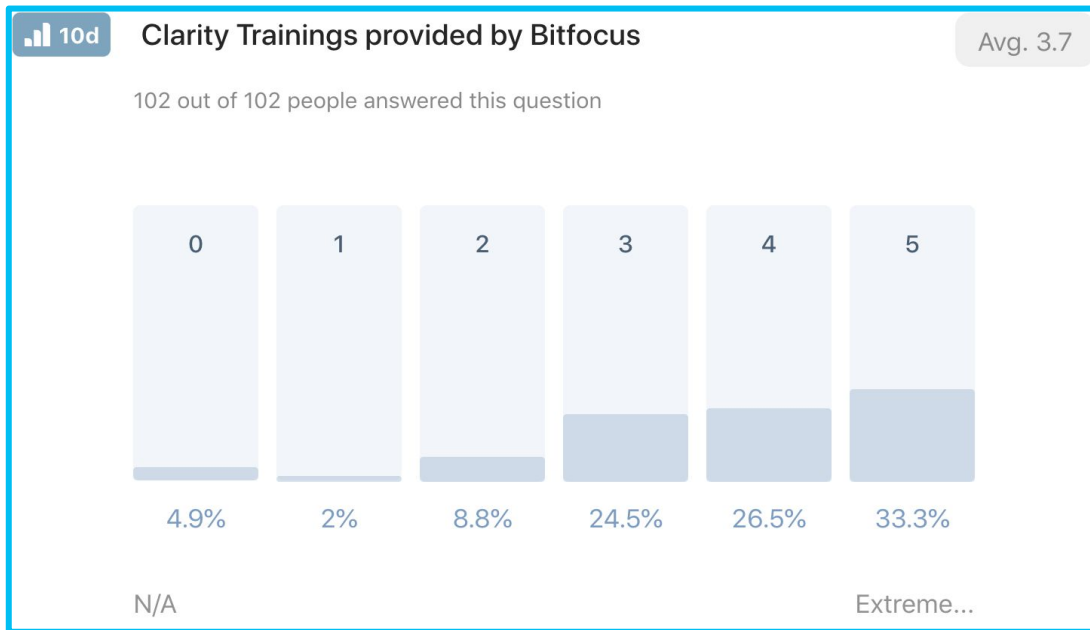
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36



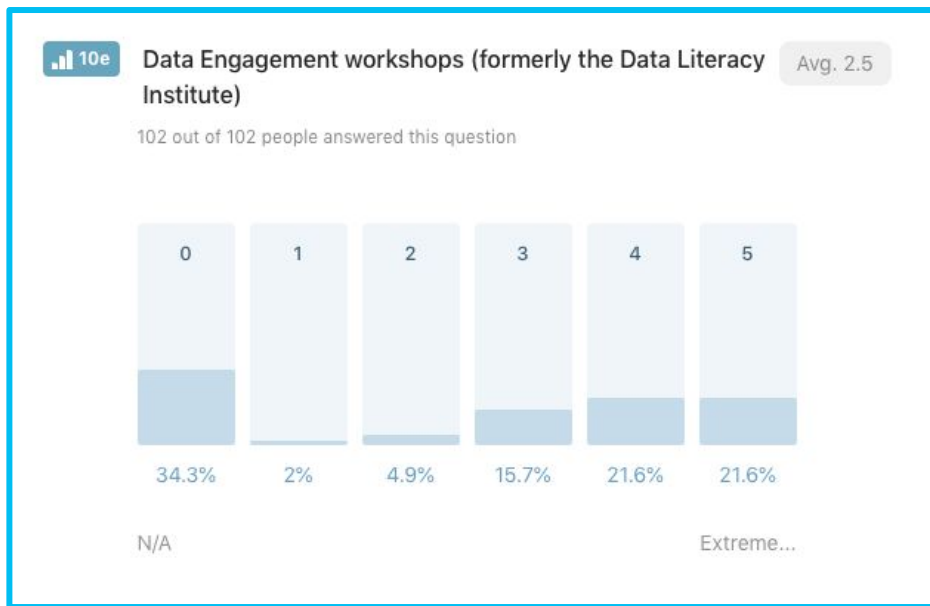
What is your overall satisfaction with Clarity Software and Bitfocus services?

37



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

38



Poll Questions



Poll Questions

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*How Well Do You Know the Revised
Consent Process?*

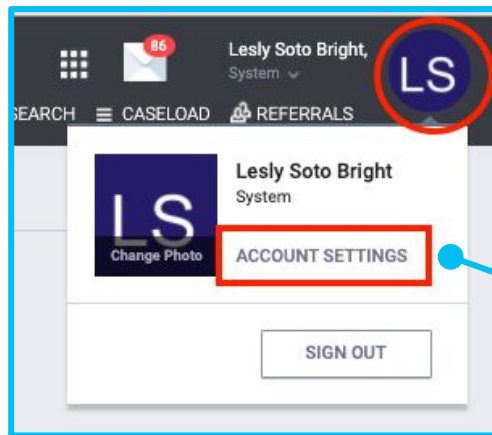
Phone Number Field



Phone Number Field

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In your account settings, under MY INFO. Please update your **Phone Number**. **Save changes** when done.



A screenshot of the 'MY INFO' account settings page. The page has a grey header with 'MY INFO' in a red-bordered box. Below the header, there are four form fields: 'First Name' (Lesly), 'Last Name' (Soto Bright), 'Email' (leslys@bitfocus.com), and 'Phone Number' (800-594-9854 Ext. 256). The 'Phone Number' field is highlighted with a red border. A blue arrow points from the 'ACCOUNT SETTINGS' button in the previous screenshot to the 'MY INFO' header.

First Name	Lesly
Last Name	Soto Bright
Email	leslys@bitfocus.com
Phone Number	800-594-9854 Ext. 256

Reminders



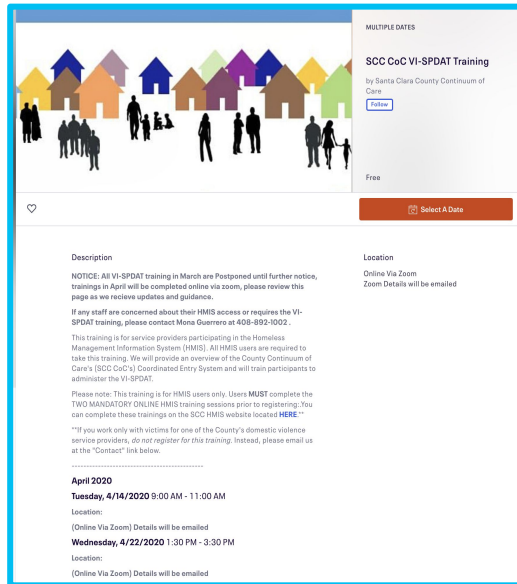
Reminders - Client Consent

44

- SCC is currently using a revised ROI to allow clients to give electronic consent to have their data entered into HMIS.
- **Verbal consent is not permitted.**
- If a ROI expires for a client and you need to complete data entry, reach out to the Help Desk at sccsupport@bitfocus.com to make the record anonymous.
- When working with a new client, [create an anonymous profile following the steps listed here.](#)
- If you get stuck on a step, refer to the documents on the scc.hmis.cc website.

Reminders - VI-SPDAT Training

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MULTIPLE DATES

SCC CoC VI-SPDAT Training

by Santa Clara County Continuum of Care

Free

Select A Date

Description

NOTICE: All VI-SPDAT training in March are Postponed until further notice, trainings in April will be completed online via zoom, please review this page as we receive updates and guidance.

If any staff are concerned about their HMIS access or require the VI-SPDAT training, please contact Mona Quintero at 408-892-1002.

This training is for service providers participating in the Homeless Management Information System (HMIS). All HMIS users are required to take this training. We will provide an overview of the County Continuum of Care's (SCC CoC's) Coordinated Entry System and will train participants to administer the VI-SPDAT.

Please note: This training is for HMIS users only. Users **MUST** complete the TWO MANDATORY ONLINE HMIS training sessions prior to registering. You can complete these trainings on the SCC HMIS website located **HERE**.

"If you work only with victims for one of the County's domestic violence service providers, do not register for this training. Instead, please email us at the "Contact" link below.

April 2020

Tuesday, 4/14/2020 9:00 AM - 11:00 AM

Location:
(Online Via Zoom) Details will be emailed

Wednesday, 4/22/2020 1:30 PM - 3:30 PM

Location:
(Online Via Zoom) Details will be emailed

Location

Online Via Zoom
Zoom Details will be emailed

VI-SPDAT training are being conducted remotely.

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

Reminders - Clarity HMIS Training Site

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

Use the End User **Clarity
HMIS Training Site**

The screenshot shows the Santa Clara County HMIS website. The navigation menu includes links for Home, Programs, About Us, Training, Agency Admin, Information, Resources, Reports & Data, Forms & Manuals, and Contact. The 'Training' link is highlighted with a red box. A dropdown menu is visible under 'Training', with the 'Clarity Human Services Help Center' link highlighted by a red arrow. The main content area displays the 'Clarity Human Services Help Center' page, which includes a search bar, a list of announcements, and a section for the 'END USER CLARITY HMIS TRAINING SITE'. This section contains a disclaimer and a link to the 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](#)

SCC Virtual Suggestion Box

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

Have a general question you'd like to ask?

Let us know! Drop it in the box!



Next Month's Meeting

DATE: Thursday, June 4th, 2020

TIME: 2:00pm - 3:30pm

LOCATION: TBD

THANKS!

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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

