WELCOME!

Agency Admin. Meeting
Thursday, May 7th, 2020

Getting to Know You!

What kitchen appliance do you use every single day?

AGENDA

- 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

- 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

- 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

- 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

CLARITY HUMAN SERVICES

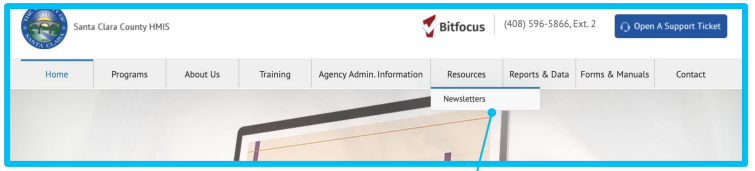
Santa Clara HMIS News, April 2020

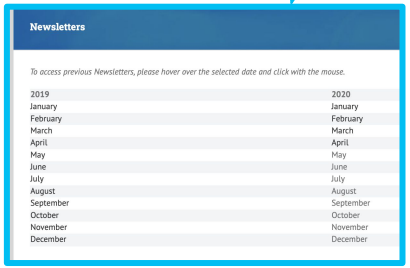
Welcome to the Santa Clara County HMIS Newsletter! In this edition you'll find the following:

- 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

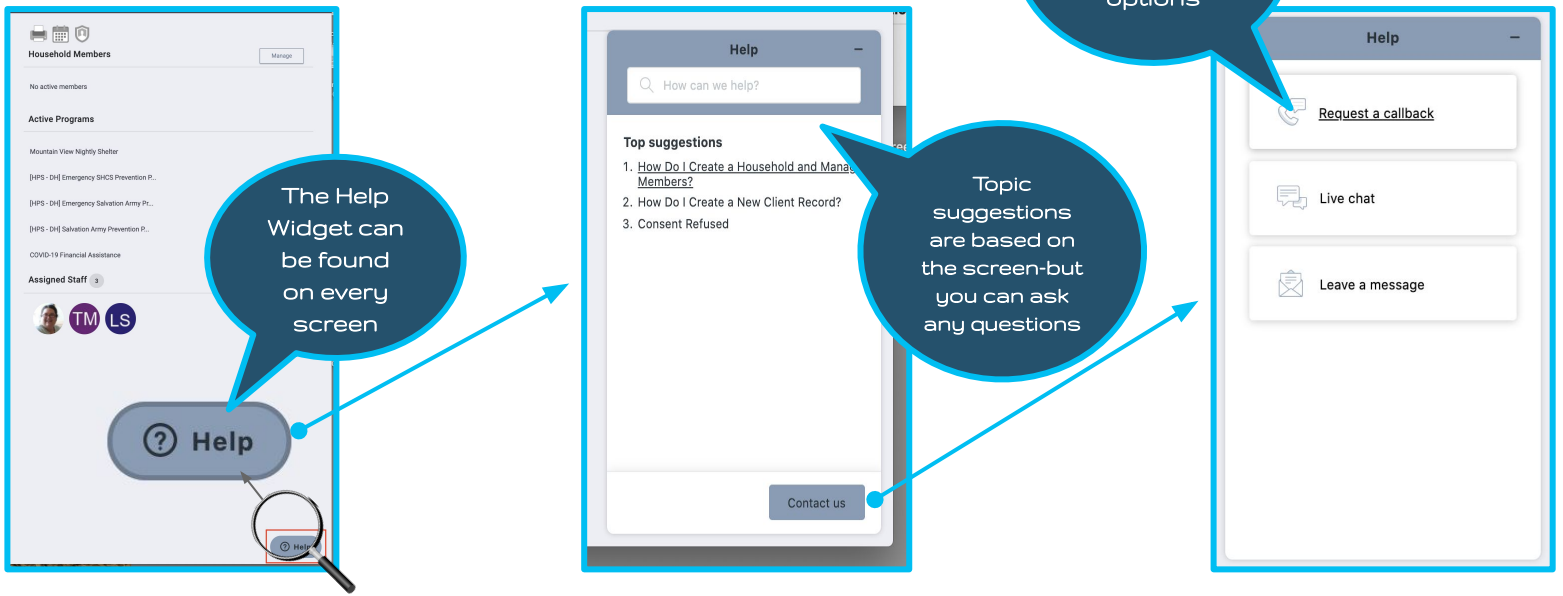
Newsletters can also be accessed on the scc.hmis.cc website!





Helpdesk Widget Demonstration

Helpdesk Widget

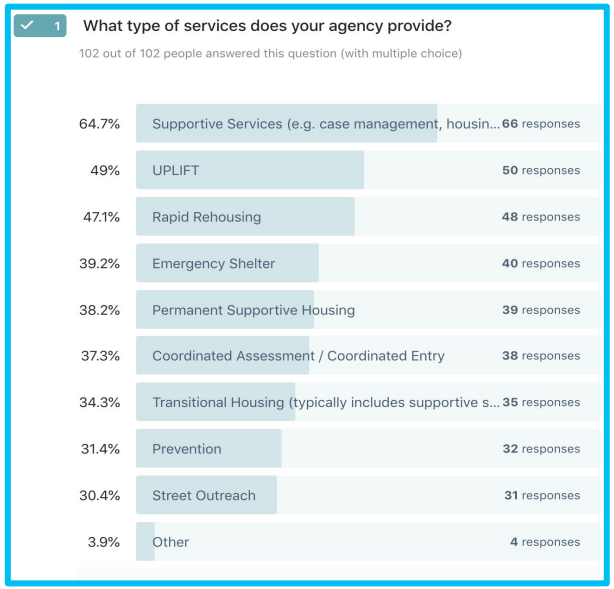


Survey Results

Survey Results

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

What type of services does your agency provide?



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

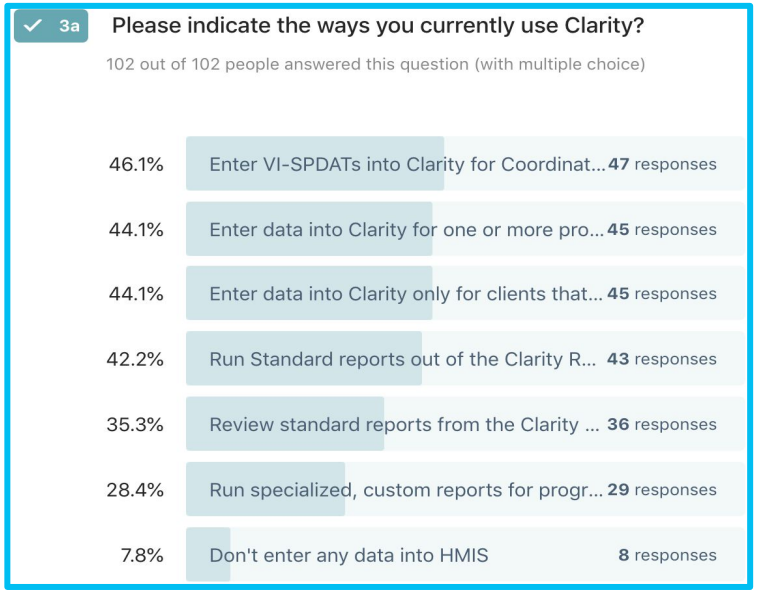
What is your primary role at your agency?

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

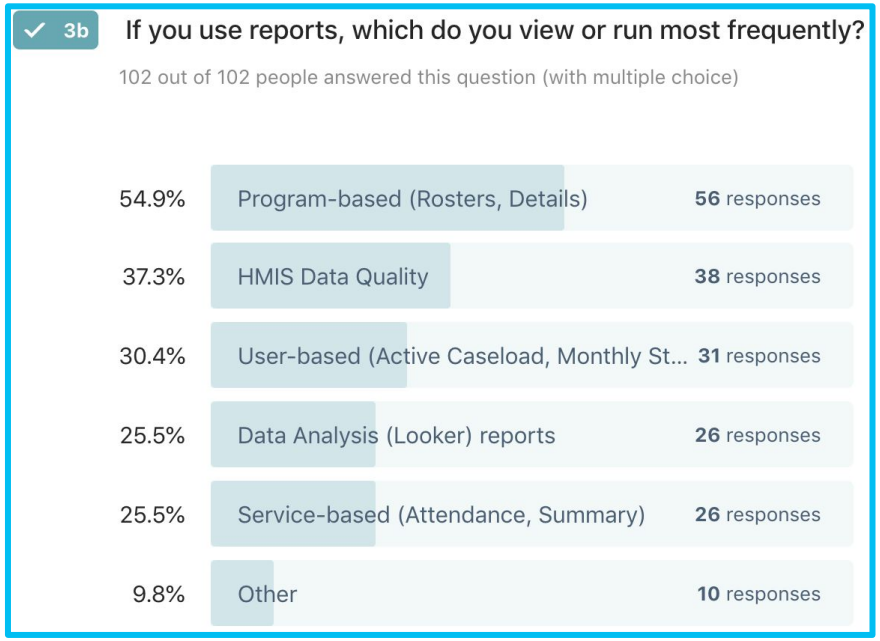
Please indicate the ways you currently use Clarity?



Compared to 2019 survey:

Increase in uses of Standard and Custom reporting

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



How long have you been using Clarity?

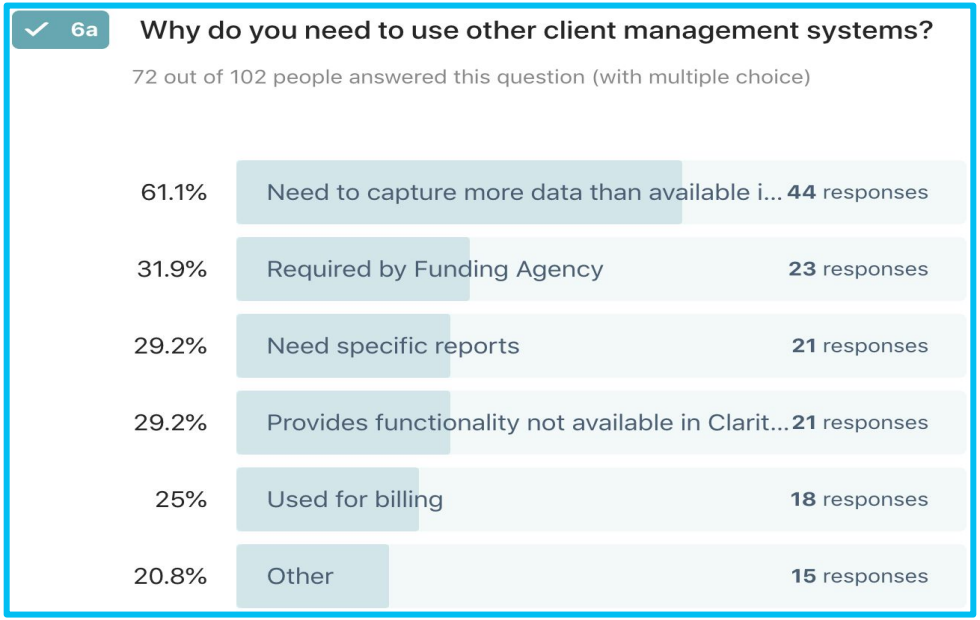
Does your agency use any data management systems?

5 Does your agency use any other data management systems?

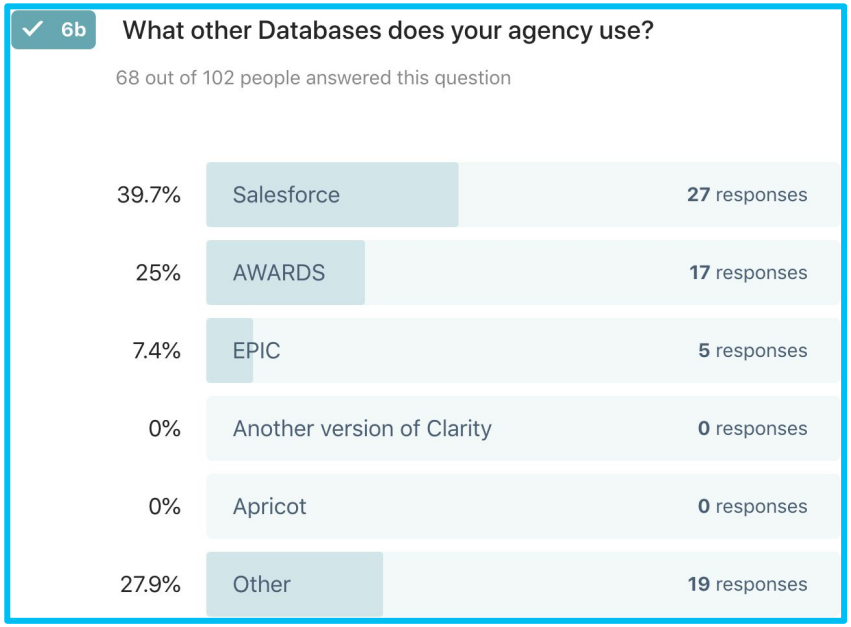
102 out of 102 people answered this question

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?



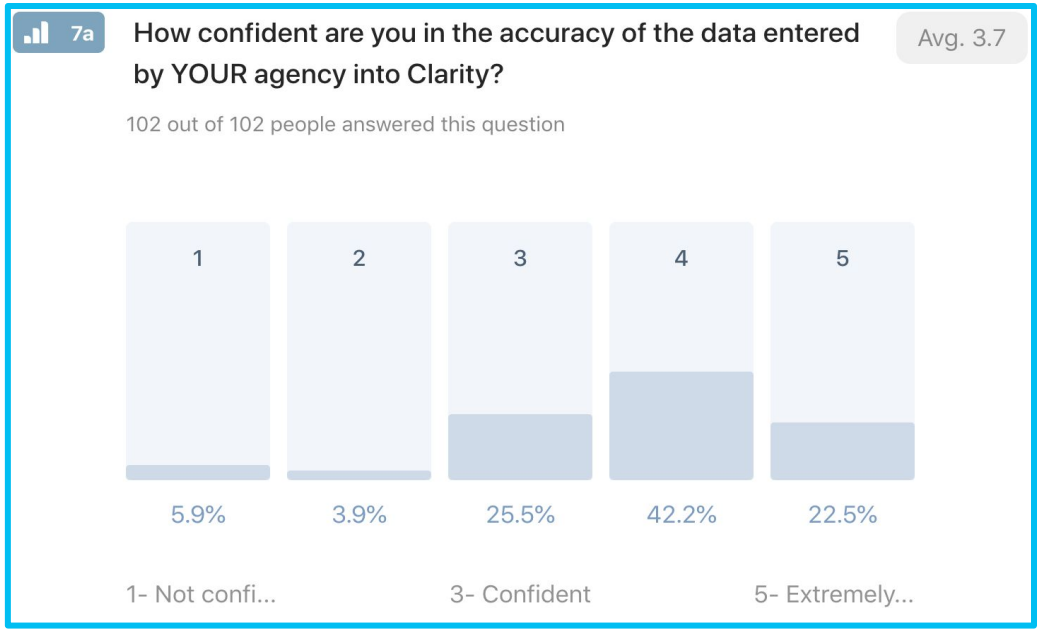
What other Databases does your agency use?



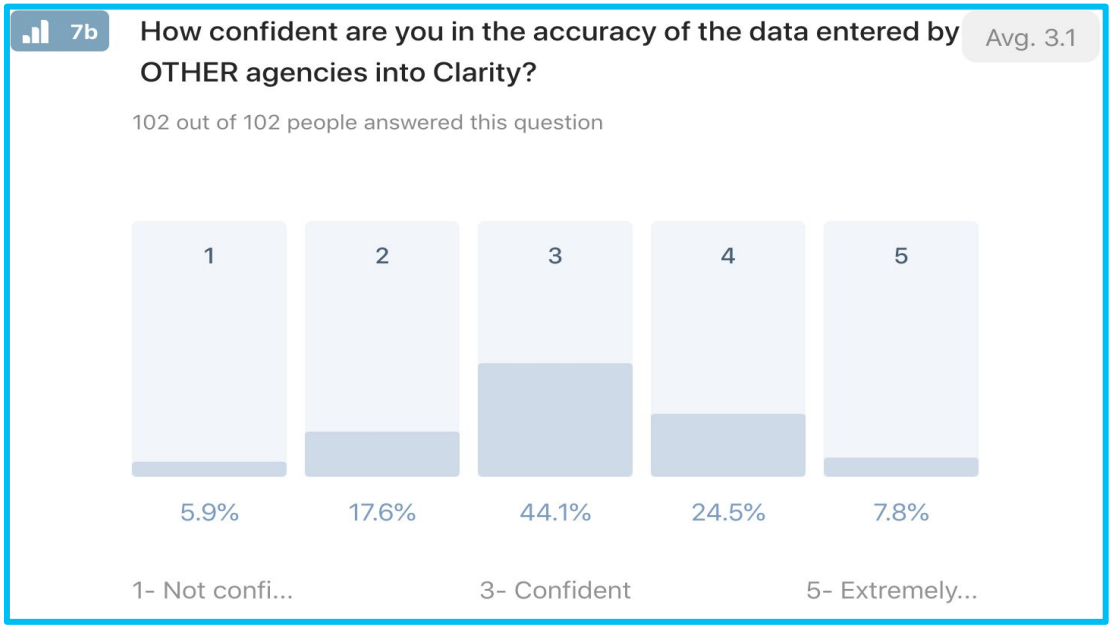
Other Databases Used:

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

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

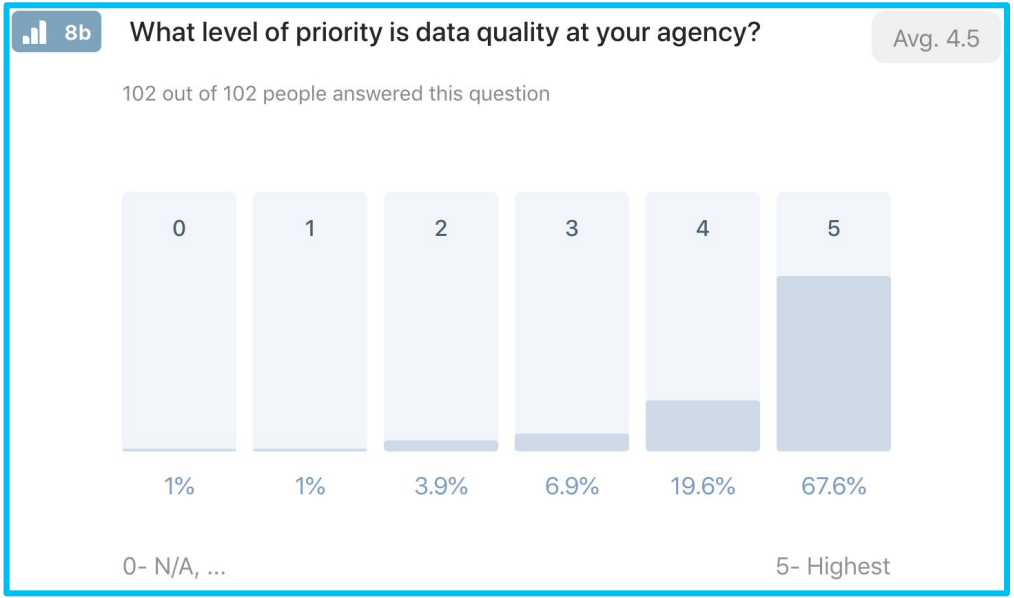


How confident are you in the accuracy of the data entered by OTHER agencies in Clarity?

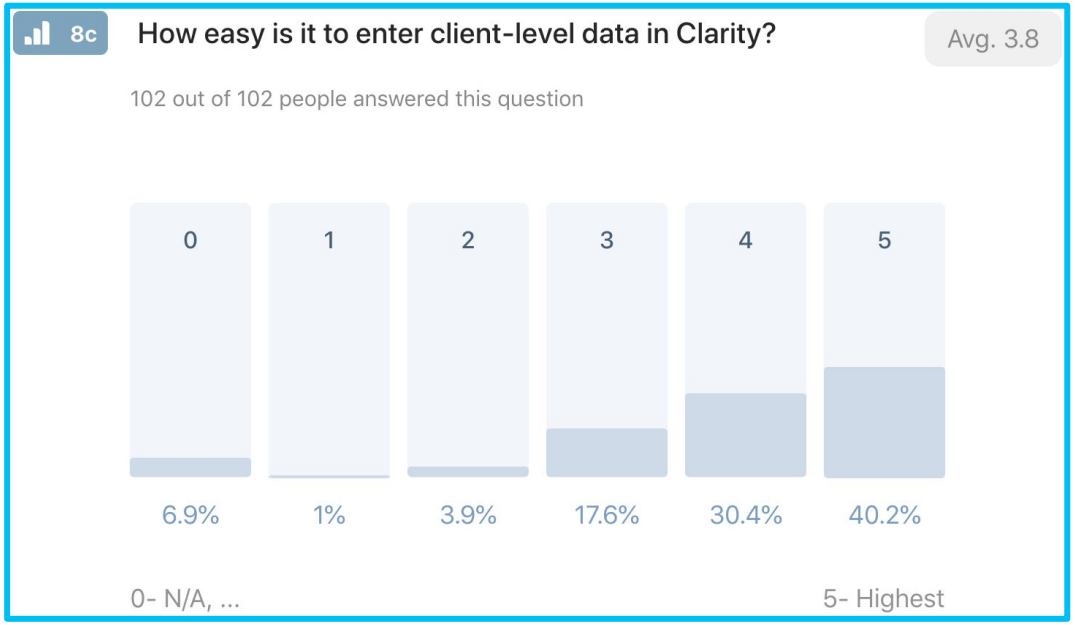


How important is high data quality to you?

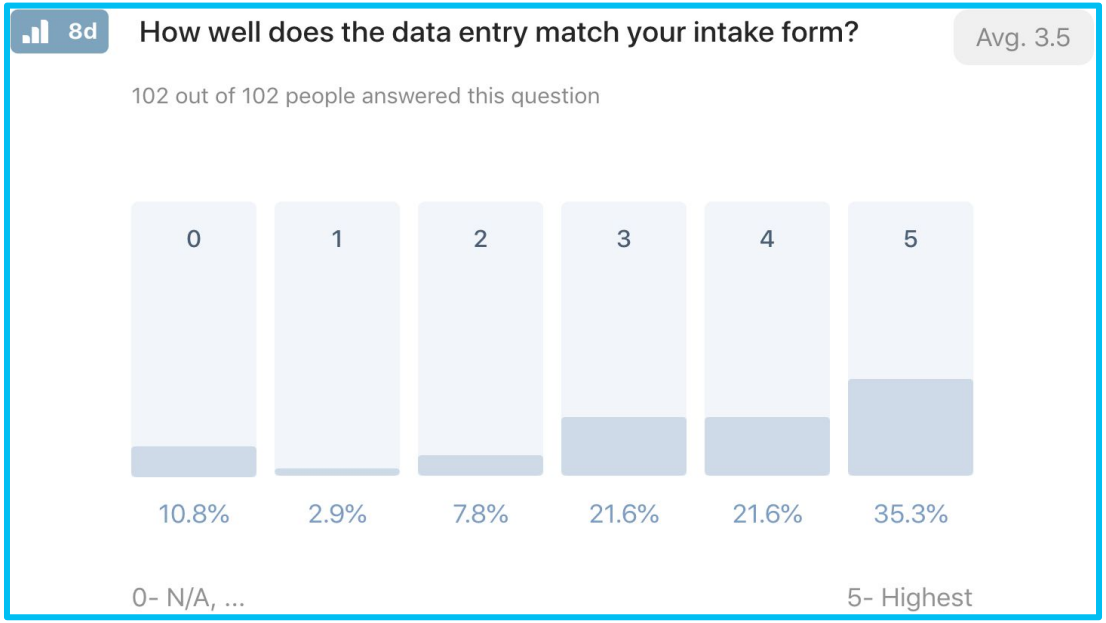
What level of priority is data quality at your agency?



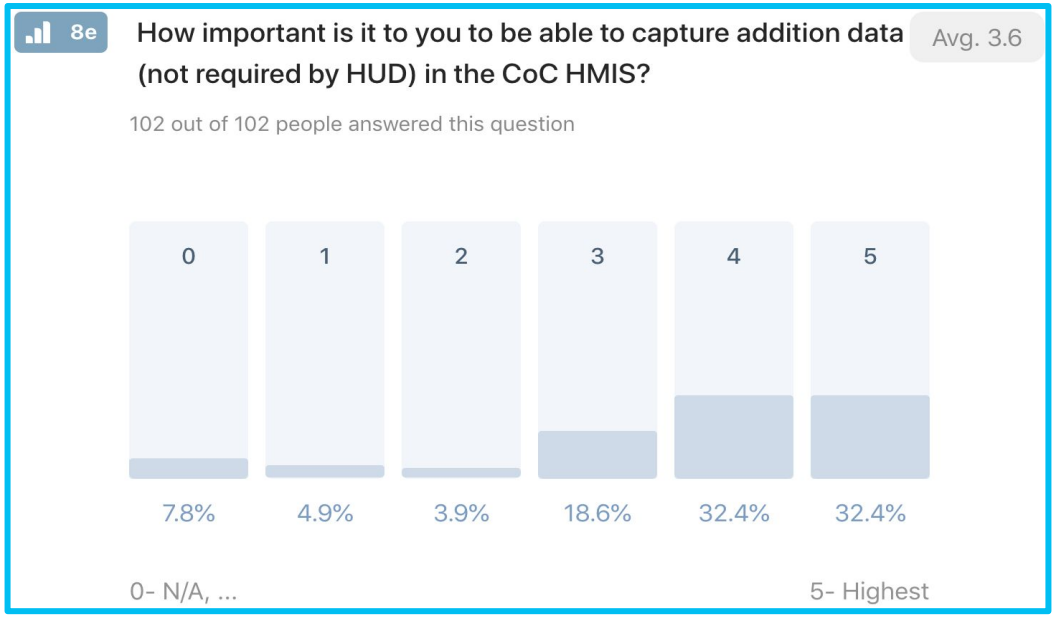
How easy is it to enter client-level data in Clarity?



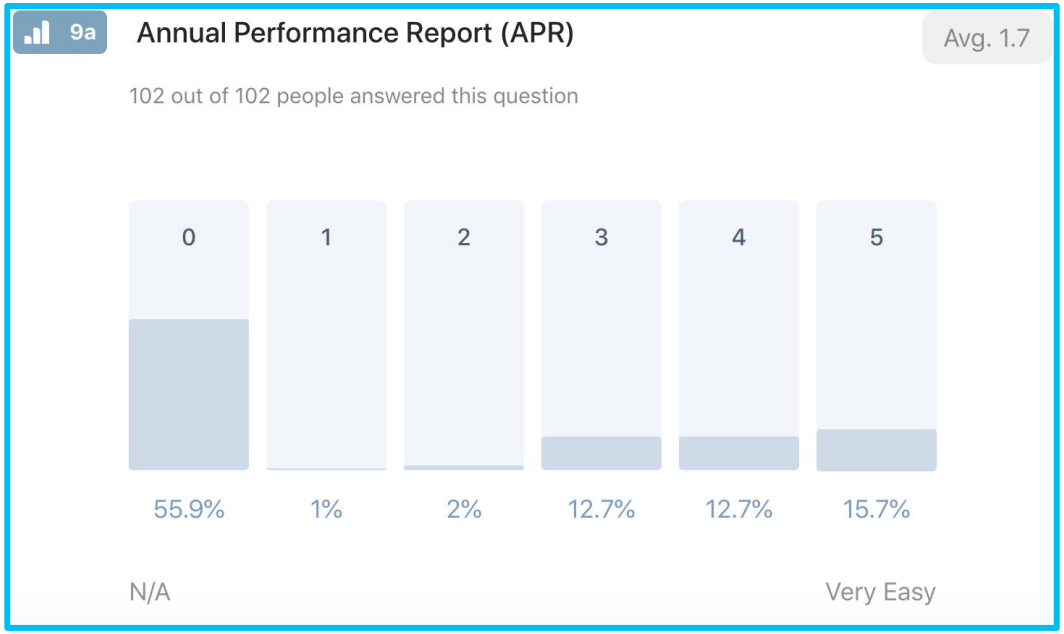
How well does the data entry match your intake form?



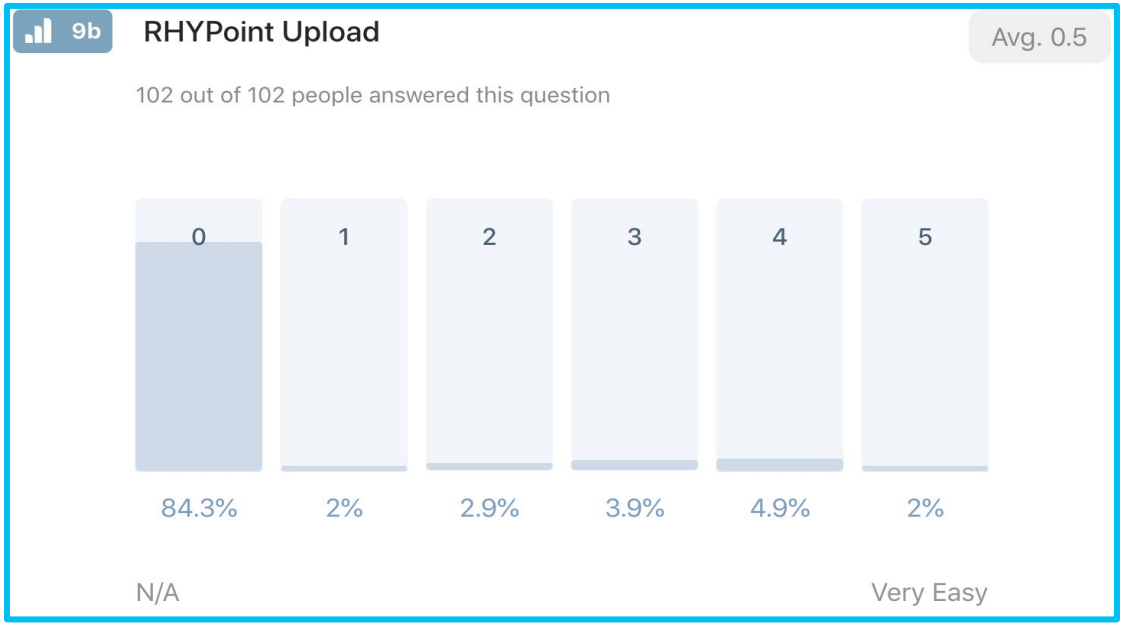
How important is it to you to be able to capture additional data (not required by HUD) in the CoC HMIS?



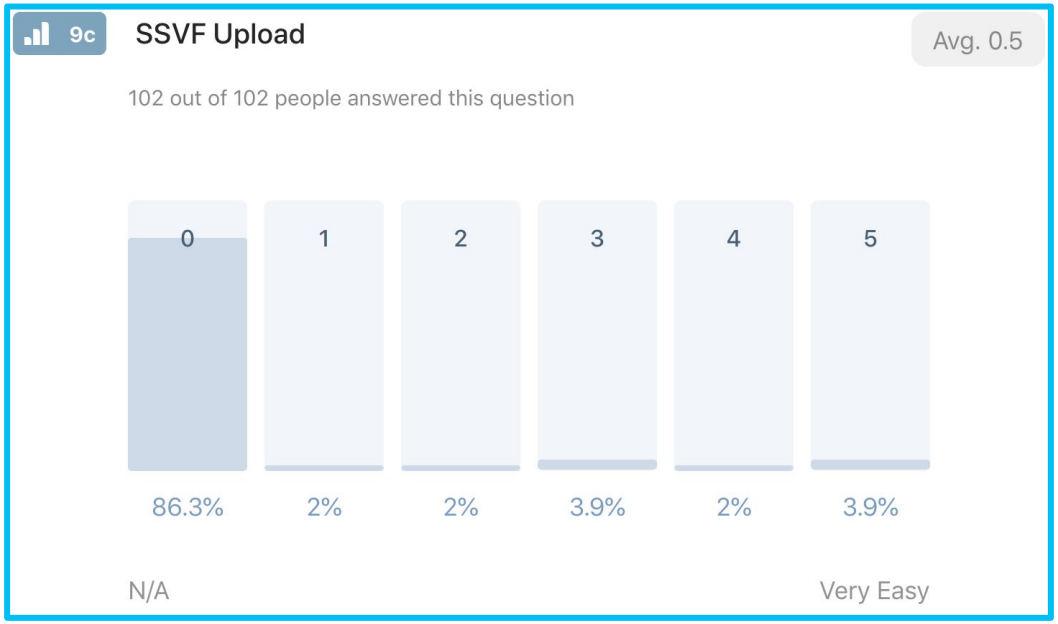
How easy it to prepare the following reports?
Annual Performance Report (APR)



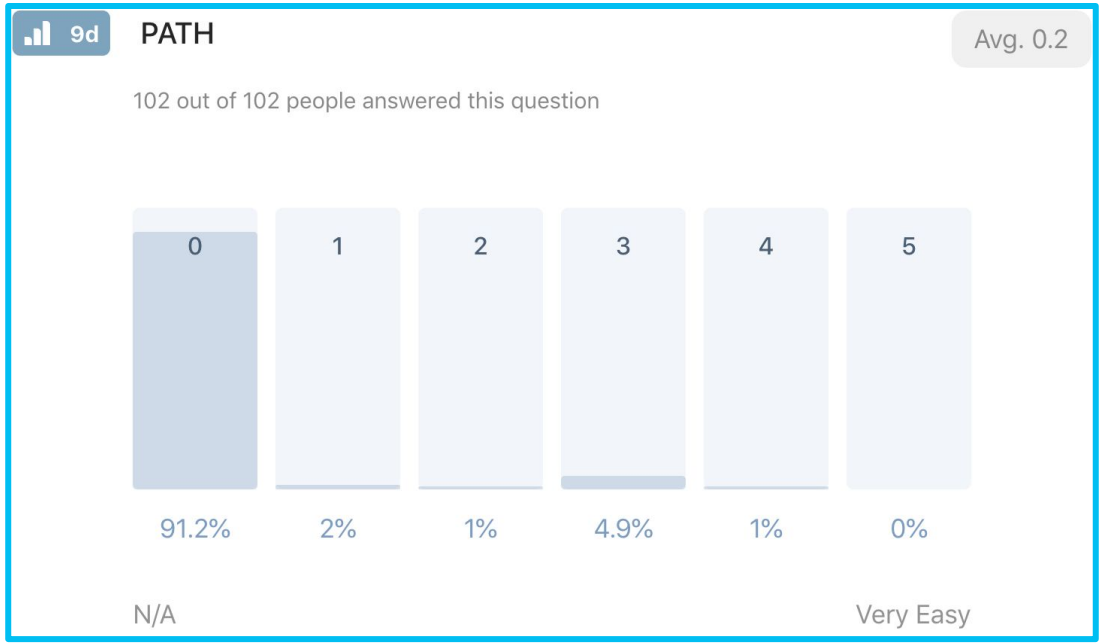
How easy it to prepare the following reports?
RHY Point Upload



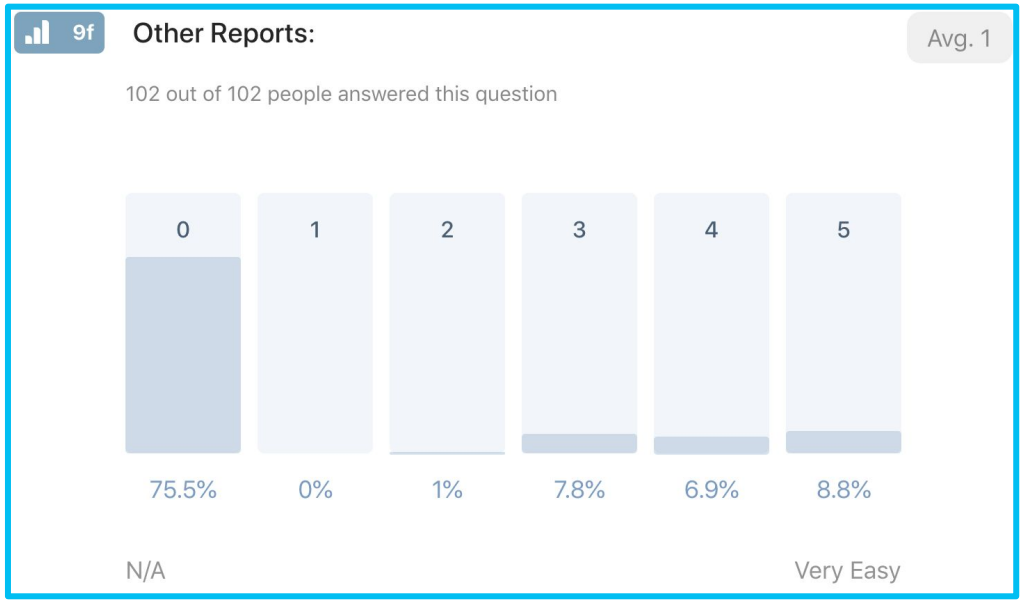
How easy it to prepare the following reports?
SSVF Upload



How easy it to prepare the following reports?
PATH



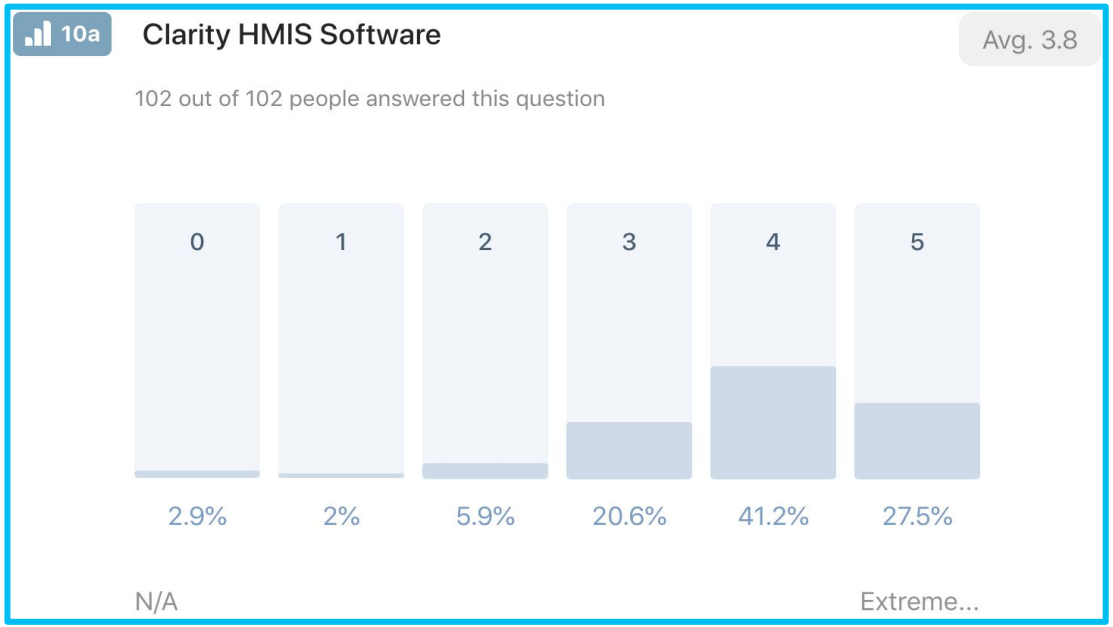
How easy it to prepare the following reports?
Other Reports



Other reports:

- Custom Outcomes
- Program Roster
- Program Details
- Services

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



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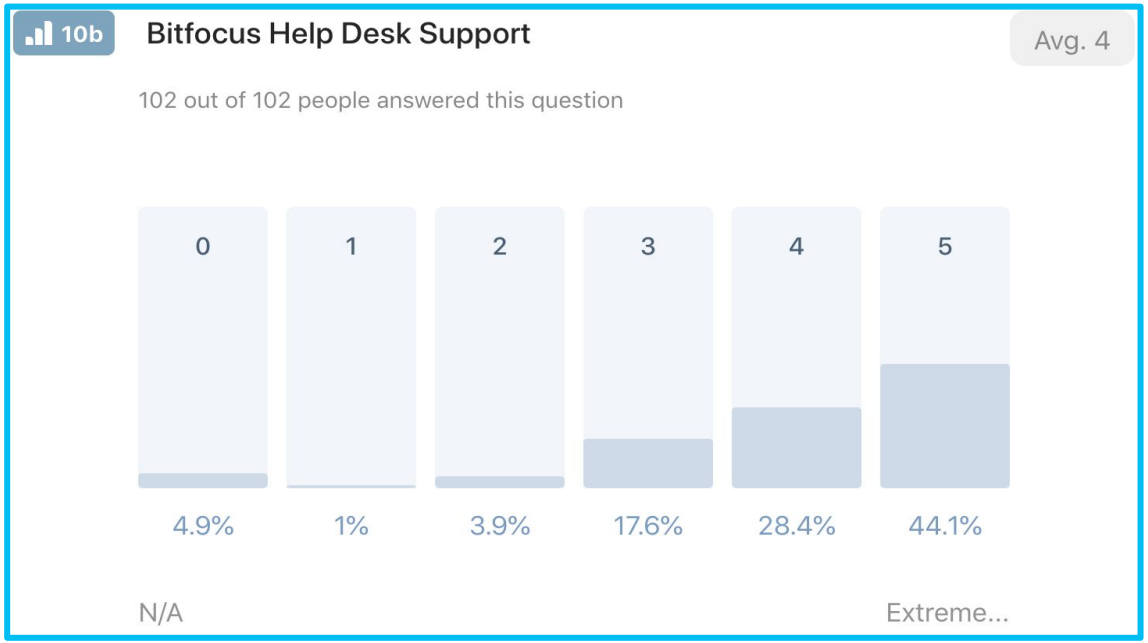

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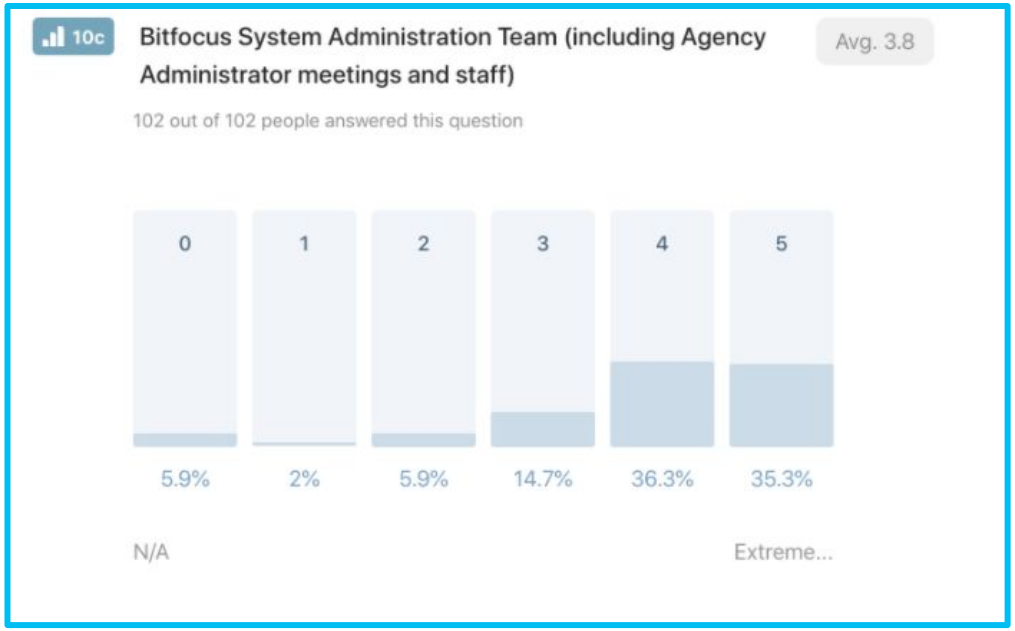

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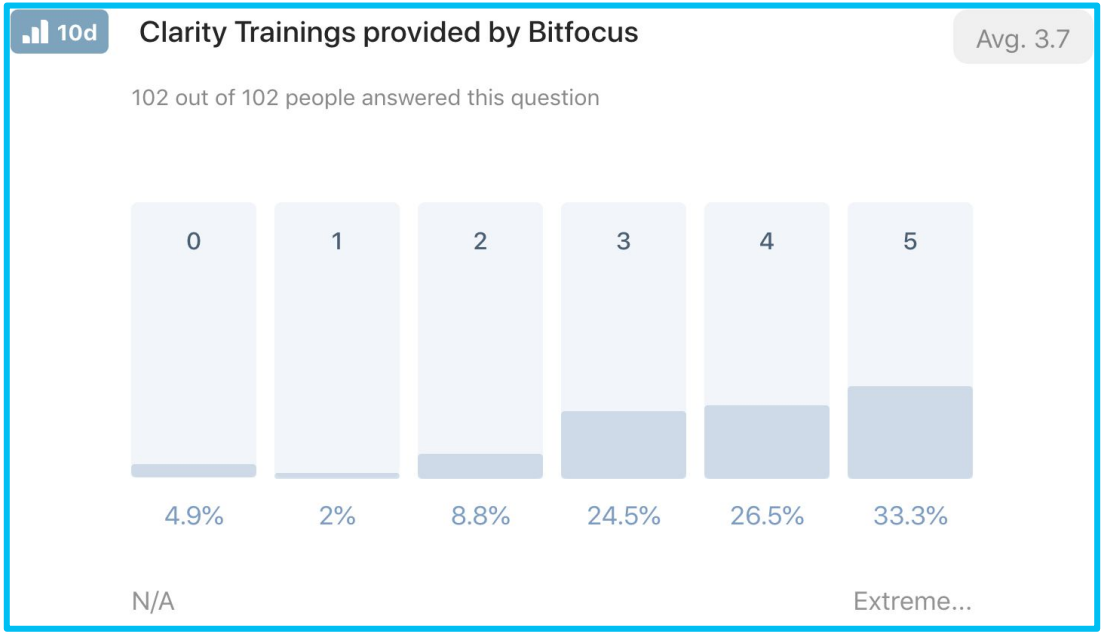

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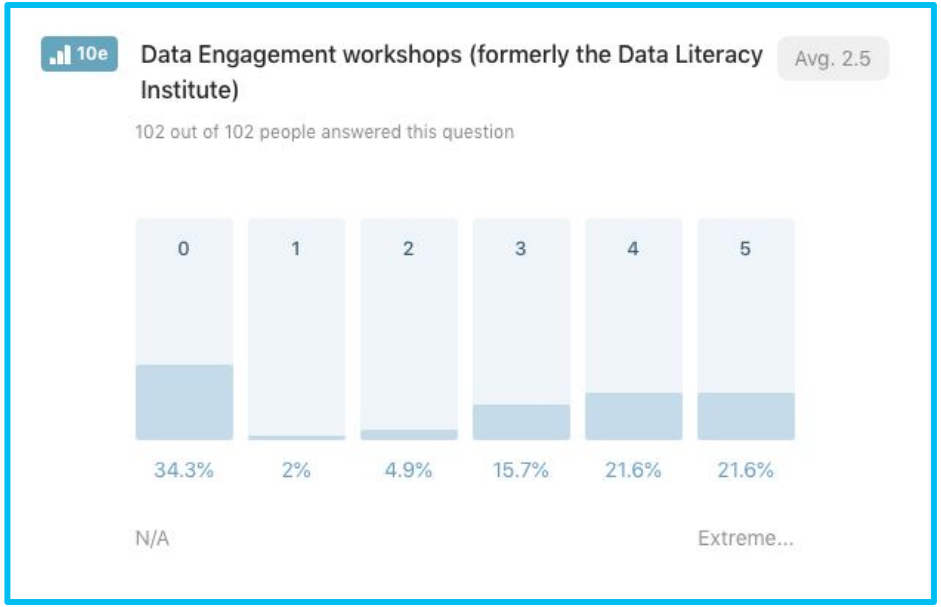


Poll Questions

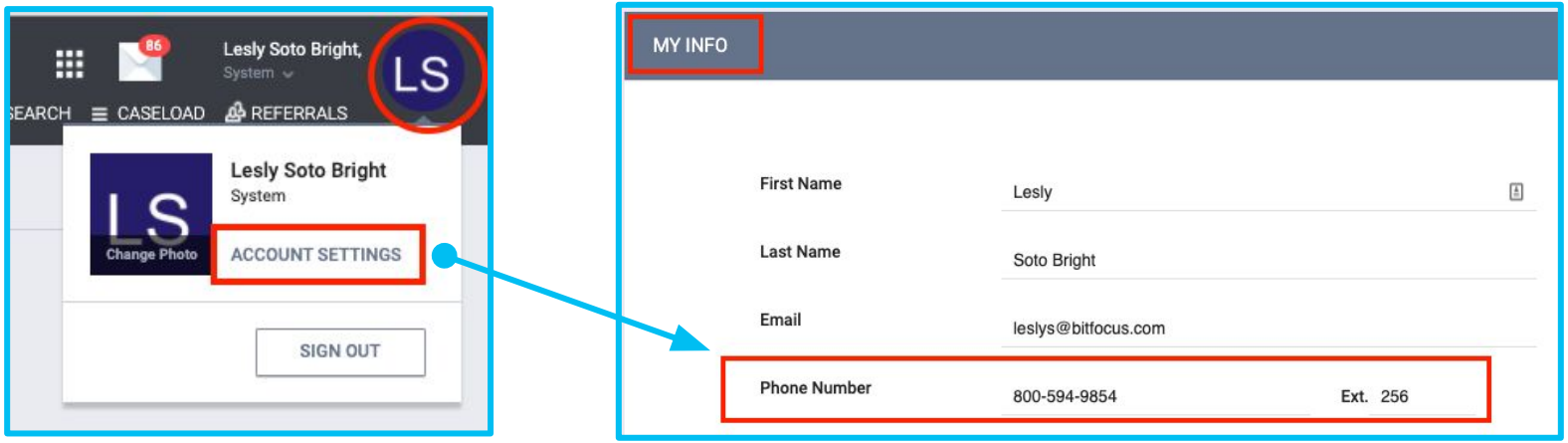
Poll Questions

How Well Do You Know the Revised Consent Process?

Phone Number Field

Phone Number Field

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

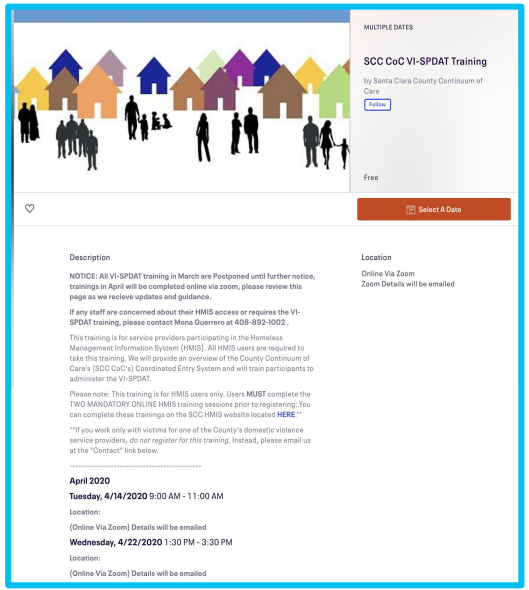


Reminders

Reminders - Client Consent

- 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



MULTIPLE DATES

SCC CoC VI-SPDAT Training

by Santa Clara County Continuum of Care

Follow

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 recieve updates and guidance.

If any staff are concerned about their HMIS access or requires the VI-SPDAT training, please contact Mona Guerrero 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

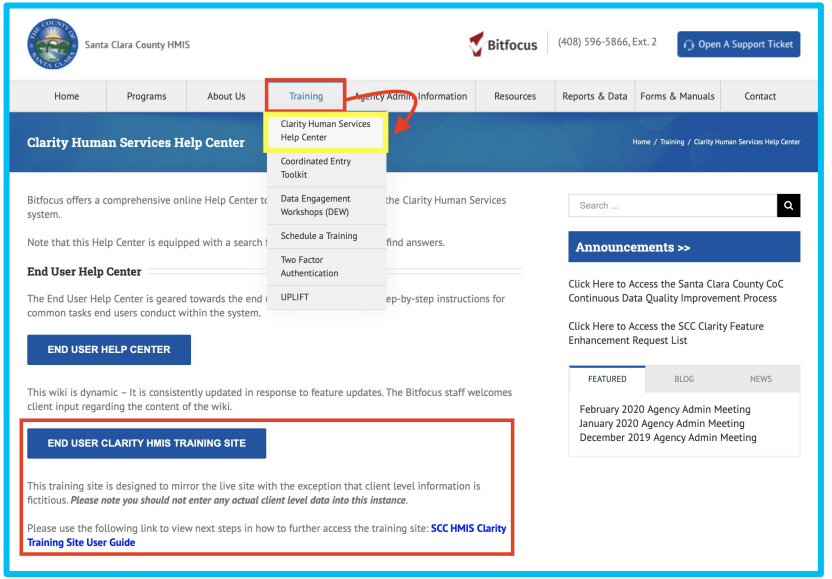
VI-SPDAT training are being conducted remotely.

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

Reminders - Clarity HMIS Training Site

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

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

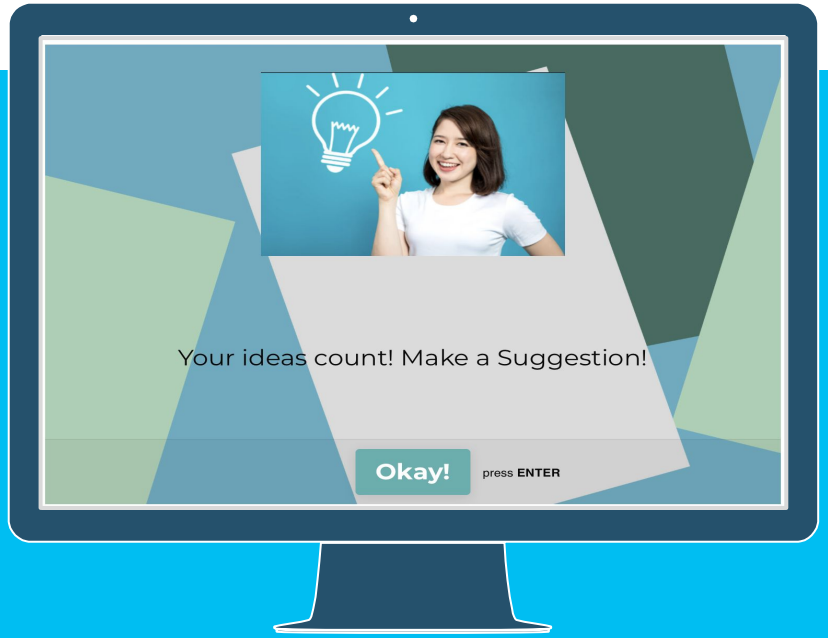


SCC Virtual Suggestion Box

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!

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