Agency Admin. Meeting

Thursday, June 3rd, 2021

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Agenda

- CoC|Coordinated Assessment|UPLIFT Updates
- CA Homeless Data Integration System (HDIS) Update
- Clarity Workflow Presentation & Discussion
- HMIS Newsletter
- ROI Clarity Demonstration
- Feature Update: Care Team/Assigned Staff Updates
- **Special Guest Speaker**: Kelly Sumner Veterans Services Director|HomeFirst
- Reminders
- Next Months Meeting

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CoC|Coordinated Assessment|UPLIFT UPDATES

CoC Updates

- [YHDP Notice of Funding Opportunity (NOFO)](#) was released last week. The CoC is analyzing and will be pulling together interested partners for planning purposes. This NOFO will provide funding for communities developing and implementing a coordinated community approach to preventing and ending youth homelessness.
- Lots of training coming up this month.
  - Rapid Rehousing workshops
    - 6/8 Housing Stability
    - 6/10 JobTrain Employment Programs and Work Readiness Self Care Hygiene
  - CoC 101 – dates TBD
  - Sexual Orientation, Gender Identity, and Gender Expression (SOGIE) Trainings coming up – multiple cohorts will be offered, but the first training will be later this month. Dates TBD.

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CoC Updates

- CoC NOFA – Pre-Requests for Information (RFI) for renewal grants have been submitted. HUD has not yet released the NOFA, but preparation is underway. The Grant Inventory Worksheets (GIWs) were released last week. If you have CoC grants, please make sure to confirm the accuracy of the information and reply to the notification sent by Homebase.

UPCOMING MEETINGS:
- Service Providers Network Meeting, Wed, June 9, 9:30am – 11:00am
- Coordinated Assessment Work Group, Thu, June 10, 1:00pm – 2:30pm
  - JoinZoom Meeting
  - Purpose: Coordinated assessment is a consistent,community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation. This Work Group reviews and evaluates how effectively that process is working and suggests improvements.

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UPLIFT Updates

VTA

- **Due to the recent tragedy, VTA Light Rail Service is Suspended until Further Notice.**
  - Please contact VTA Customer Service at (408) 321-2300 for alternate trip plan information using regular bus service.
- Please Prepare for Limited Staffing Beginning Thursday, June 3.
  - Please allow more time for your travel plans, and contact vta.org for on-line trip planning help or call Customer Service at 408-321-2300.
- Capacities updates – As of May 26, the following capacities are in effect:
  - Light Rail – 34 passengers per car
  - 30-foot bus – 15 passengers per bus
  - 40-foot bus – 18 passengers per bus
  - 60-foot bus – 26 passengers per bus

**Groups travelling together will be counted as one passenger. **

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UPLIFT Updates

UPLIFT

Apr-Jun Quarter (Current)

- There are 457 Passes left for this quarter.

- Last day to request for Apr-Jun quarter is **June 17ᵗʰ.**

- In preparation for the next quarter, please review your request prior to making them to prevent delays due to errors.

- **Please ensure your users are exiting clients from your UPLIFT program if:**

  - You are no longer requesting UPLIFT passes or

  - You are no longer working with the client or

  - The client is no longer eligible for the program

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UPLIFT Updates

Jul-Sep Quarter

- Quarter will start on June 18th, Friday. All requests for this quarter must be made on or after this day.

  - DO NOT predate or postdate any requests, this will cause errors with your request.

- Allocation Surveys will shortly be sent out to all Point of Contacts – please respond in a timely matter.

- Effective for this Jul-Sep 2021 quarter, all passes will need to be pick up at our office.

Please email uplift@hhs.sccgov.org if you have any questions.

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CA HDIS DATA INTEGRATION UPDATE

CA HDIS Data Integration Update

- What is HDIS?
  - California's Homeless Data Integration System (HDIS) is a statewide data warehouse that compiles data from the 44 regional homelessness Continuum of Care. Each CoC collects data about the people it serves and the services it offers according to federal standards. Integration of these data into HDIS establishes California's first statewide repository of homelessness data and streamlines information and analysis.
- Local benefits for participating in HDIS
  - Access to state funding
  - Insights we can learn from HDIS.
- All client data will be protected and de-duplicated. Client identifying information will not be shared.
- Client data is not being used other than for this narrow purpose.
- Folks can reach out to OSH (Kathryn Kaminski) with additional questions.
- More info can be found on the states website: https://www.bcsh.ca.gov/hcfc/hdis.html

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Insights from HDIS

- Of the 248,130 people local providers reported serving in 2020:
  - 91,626 people (37%) moved into permanent housing
  - 117,109 people (47%) remained actively engaged in services or shelter but were not yet permanently housed, and
  - 39,395 people (16%) disengaged from services and exited back to homelessness or unknown destinations.
- Project Roomkey and other life-saving crisis response efforts taken to address the pandemic are clear. In 2020, people served through street outreach increased by 13% and people accessing emergency shelter increased by 12% (compared to 2019).
- California has significantly increased homelessness prevention services. In 2020, 32,189 people received homelessness prevention assistance, more than double the number of people served in 2017.
- 96% of people who accessed services while experiencing homelessness did so in only one California jurisdiction – contrary to some theories that individuals experiencing homelessness travel around the state seeking services.

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HDIS Interactive Data

People Experiencing Homelessness who California Served

Select a Calendar Year
2020 ▼

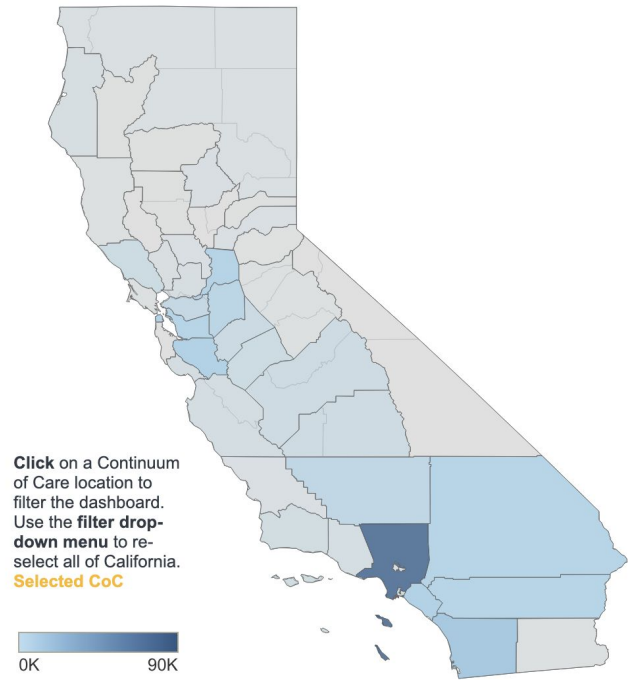**Select a Continuum of Care or All**
California ▼

Data Dictionary »

Of the 248,130 people who accessed the California homelessness response system in 2020:

160,238
Individuals

84,710
People in families with children

There were:

24,690
Unaccompanied youth included in individual and family groups

Click on a Continuum of Care location to filter the dashboard. Use the **filter drop-down menu** to re-select all of California.
Selected CoC

0K ———— 90K

Racial Disparities in Homelessness

- % of general population
- % of people living below poverty level
- % of people experiencing homelessness

Select a Calendar Year
2019 ▼

Select a Continuum of Care or California (All)
California ▼

Data Dictionary »
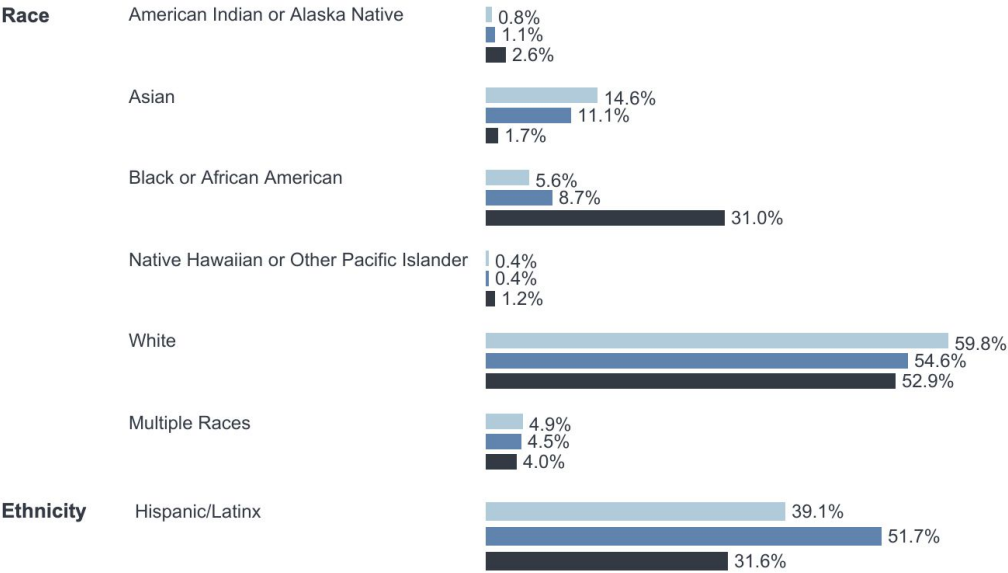
Race

American Indian or Alaska Native
- 0.8%
- 1.1%
- 2.6%

Asian
- 14.6%
- 11.1%
- 1.7%

Black or African American
- 5.6%
- 8.7%
- 31.0%

Native Hawaiian or Other Pacific Islander
- 0.4%
- 0.4%
- 1.2%

White
- 59.8%
- 54.6%
- 52.9%

Multiple Races
- 4.9%
- 4.5%
- 4.0%

Ethnicity

Hispanic/Latinx
- 39.1%
- 51.7%
- 31.6%

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CLARITY WORKFLOW PRESENTATION & DISCUSSION

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Clarity WorkFlow Presentation
&
Discussion

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HMIS NEWSLETTER

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HMIS Newsletter – May 2021

This month's Newsletter Covered the following items:

- **New Features in Clarity**
- **Overlapping ROI Updates**
- **Report Spotlight: HMIS Data Quality**

Read more about here!

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ROI CLARITY UPDATES

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ROI Clarity Demonstration

When updating a ROI for a client you will need to verify the following:
1. Does the client already have a current unexpired ROI?
   o Entering ROI with overlapping dates you will result in an error message
2. You can fix the overlap by editing the ROI that is causing the issue. Edit the end date of the older ROI so it is one day before the newer one.

RELEASE OF INFORMATION | ADD RELEASE OF INFORMATION ⊕

Permission	Type	Start Date	End Date	Version	
Yes		**Exisiting ROI dates**			
Bill Wilson Center CA-500	Attached PDF	07/15/2020	07/15/2022	V.1	

Update the **end date of existing ROI to 05/31/2021.**...the system will then let you upload the new ROI since there will be no overlap.
NOTE: You want to do one day before to prevent overlapping dates.

⚠ Please correct errors.

RELEASE OF INFORMATION

This is the NEW ROI I want to upload that has different/updated information

Permission	Yes	⌄

Start Date
06/01/2021
Dates for new ROI I want to upload

End Date
06/01/2024

NOTE: there is an overlap from the start 06/01/2021 and the exiting ROI 07/15/2022

Documentation   Attached PDF
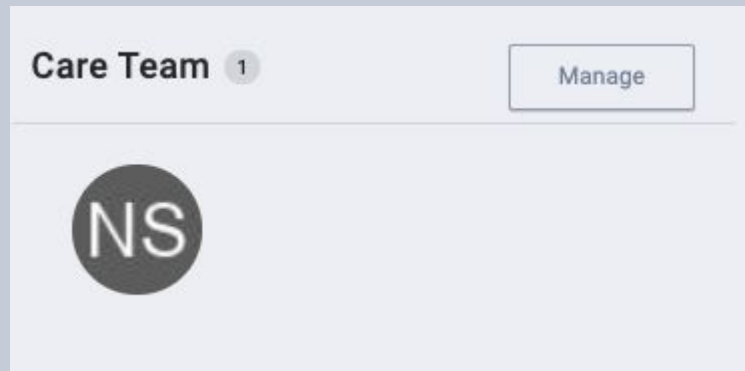
File   Select File

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ROI Clarity Demonstration

LIVE Clarity Demonstration

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FEATURE: CARE TEAM|ASSIGNED STAFF UPDATES

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Feature: Care Team (aka Assigned Staff)

- Within the client Profile, renamed Assigned Staff to Care Team. We've also added additional functionality to the Care Team feature.

- Staff can be added directly to a clients "Care Team" from the Client Profile

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Feature: Care Team (aka Assigned Staff)

Household Members — Manage

Alex Rodriguez — Father ★

Private Test Private — Roommate

Active Programs

[RRH CSJ] PATH

[HPS - DH] SHCS Prevention Program

SSVF Veterans - Homeless Prevention

[EI - DH] JobTrain - Employment & Trai...

Recent Services

Employment: Interview Assistance

Care Team 2 — Manage

JF LS

UNIQUE IDENTIFIER
9E3313D9F

The Clarity Human Services Care Team encompasses all users added during a client enrollment and added directly to the client Profile. Care team management is very similar to Assigned Staff at the Program level, but located on the Client Profile.

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Want to learn more? Check this page out.

CARE TEAM MANAGEMENT

Active Care Team

ADD CARE TEAM MEMBER ⊕

Within the Care Team Management page, you can see all Active Care Team members and Inactive Care Team members. To add a new Care Team Member click on Add Care Team Member.

ADD CARE TEAM MEMBER ⊗

User	Lesly Soto ⌄
Start Date	06/01/2021 📅
End Date	09/30/2021 📅
Public	🔵

ADD   CANCEL

Active Care Team

Care Team Member	Type	Start Date
Janel Fletcher [TRAINING] Jobtrain	Enrollment	03/25/2020
Lesly Soto [TRAINING] PATH	Enrollment	05/26/2021

- When adding Care Team Members, End Date is optional.
- When adding Care Team Members, leve the Public Toggle turned ON.
- Public = No; the care team member will only be visible to Clarity users at the same agency.
- Public = Yes; the care team member will be visible to any Clarity user who can view that client record.

SPECIAL GUEST SPEAKER:

KELLY SUMNER
Veterans Services Director – HomeFirst

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HOMEFIRST – About Us

HomeFirst is a leading provider of services, shelter, and housing opportunities to the homeless and those at risk of homelessness in Santa Clara County. We serve more than 6,000 adults, veterans, families, and youth each year at nine locations including our Boccardo Reception Center, which is the county's largest homeless services center.

We are relentlessly focused on eliminating barriers to housing.

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HomeFirst. Services
Where Homelessness Ends

HOMEFIRST – About the Population

- Veterans are more likely to become homeless than non-Veterans

  – BIPOC Veterans are at even greater risk of homelessness

  – Veterans who experience Military Sexual Trauma are twice the risk of experiencing homelessness compared to Veterans who did not

  – Female Veterans are twice as likely to become homeless compared to women who did not serve

- Veterans in Santa Clara County self-report job loss, substance use, and family separation as the primary causes of their housing loss

- Great successes in ending Veteran homelessness have been secured in the last decade

HomeFirst. Services
Where Homelessness Ends

HOMEFIRST - About the Population

FIGURE 39. VETERANS EXPERIENCING HOMELESSNESS

866 — 2009
667 — 2011
718 — 2013
703 — 2015
660 — 2017
653 — 2019
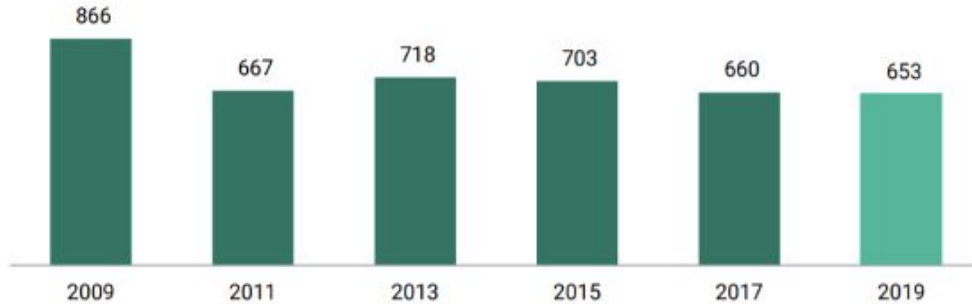
Source: Applied Survey Research. (2009-2019). Santa Clara County Homeless Census and Survey.

FIGURE 40. VETERANS EXPERIENCING HOMELESSNESS BY SHELTER STATUS

■ Unsheltered ■ Sheltered

2013: 19% Sheltered, 81% Unsheltered
2015: 37% Sheltered, 63% Unsheltered
2017: 32% Sheltered, 68% Unsheltered
2019: 32% Sheltered, 68% Unsheltered
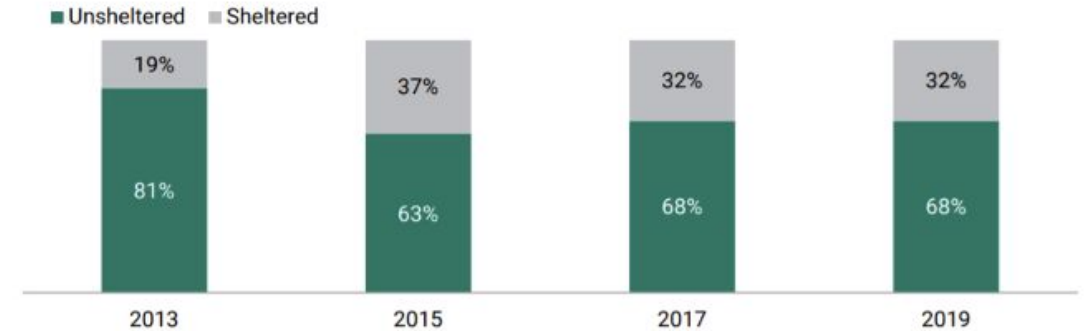
2013 N=718; 2015 N=703; 2017 N=660; 2019 N=653

FIGURE 42. VETERANS EXPERIENCING HOMELSSNESS BY GENDER

■ Female ■ Male ■ Transgender ■ Gender Non-Conforming

2015: 88% Male, 12% Female
2017: 89% Male, 11% Female
2019: 92% Male, 8% Female, <1%
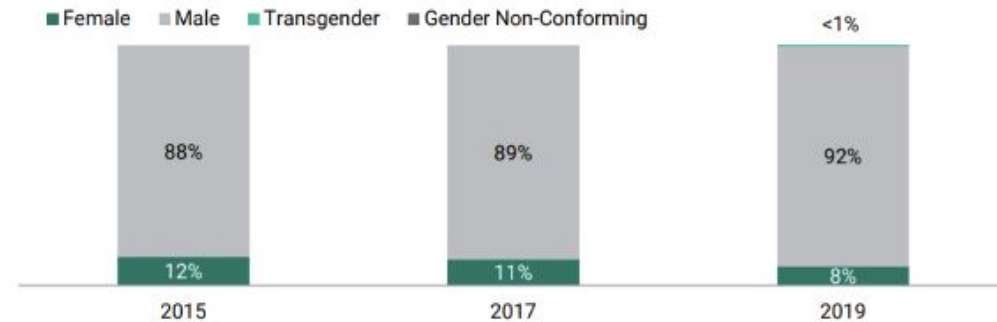
2015 N=703; 2017 N=660; 2019 N=653

FIGURE 46. HEALTH CONDITIONS

■ Veterans ■ Non-Veterans

Post-Traumatic Stress Disorder (PTSD): 45% / 30%
Psychiatric or Emotional Conditions: 40% / 40%
Drug or Alcohol Abuse: 37% / 33%
Physical Disability: 34% / 22%
Chronic Health Problems: 34% / 22%
Traumatic Brain Injury (TBI): 20% / 9%
AIDS/HIV Related: 2% / 1%
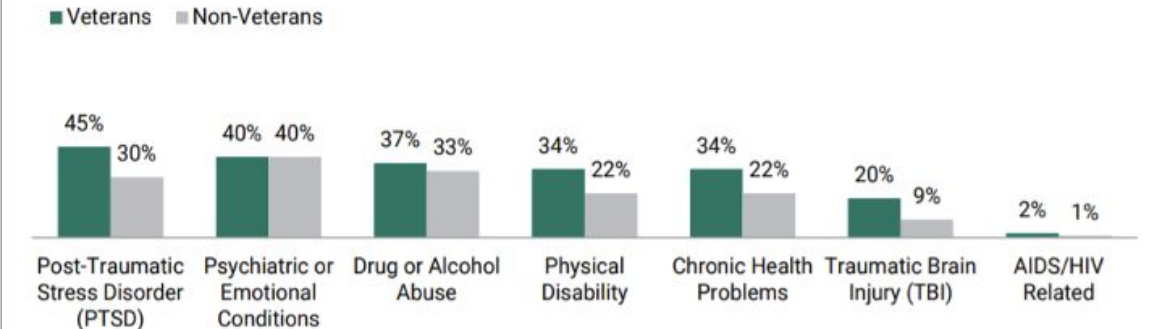
Veterans N=87; Non-Veterans N=1,263

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HomeFirst. Services
Where Homelessness Ends

HOMEFIRST – VETERANS SERVICES

Outreach	Emergency Shelter	Safe Haven	Rapid Re-Housing	Permanent Supportive Housing	Homelessness Prevention	Services Only
Supportive Services for Veteran Families (SSVF)	Veterans Emergency Shelter Program (VESP)	Grant & Per Diem – Low Demand (GPD-LD)	Supportive Services for Veterans Families (SSVF) – Category 2/3, Shallow Subsidies	Willow Housing	Supportive Services for Veterans Families (SSVF) – Category 1	VASH Housing Search (VHS)
	VESP – Special Circumstances (VESP-SC)		Veterans Rapid Re-Housing (VRRP)			**EMERGENCY HOTEL ASSISTANCE** **SUPPORTIVE SERVICES FOR VETERAN FAMILIES**

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HomeFirst. Services
Where Homelessness Ends

HOMEFIRST – Veteran Services

HomeFirst Services
Where Homelessness Ends

HOMEFIRST – Service Access

No Wrong Door

Community Partner Referral

Walk-Ins & Self-Referral

Outreach

Coordinated Entry

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HomeFirst. Services
Where Homelessness Ends

HOMEFIRST – Service Access

HOMEFIRST – Service Access

Master Listing

2017 VA Memo

Dynamic Prioritization

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HomeFirst.
Services
Where Homelessness Ends

HOMEFIRST – Service Access
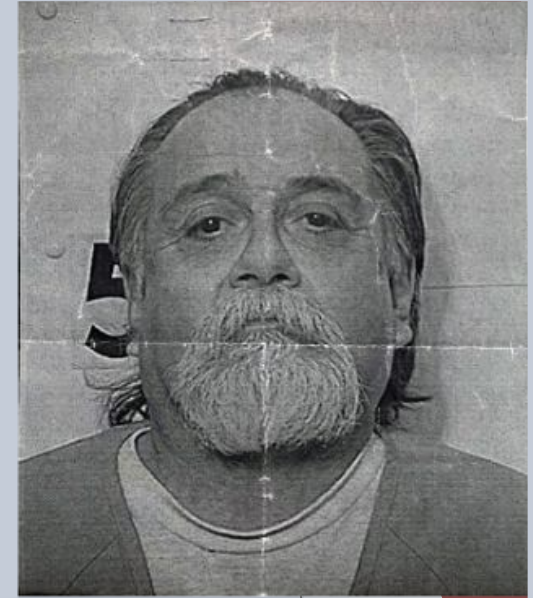
HOMEFIRST – Challenges

COVID-19

Housing Market

Gaps in Service

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HOMEFIRST – Challenges

"Bravery is the capacity to preform even when scared to death."
– Gen. Omar Bradley

Thank you for risking your life for Our FREEDOM!!

Thank You For Your Service!

Residents!! Take ONE Valentine card from a Stratford school student
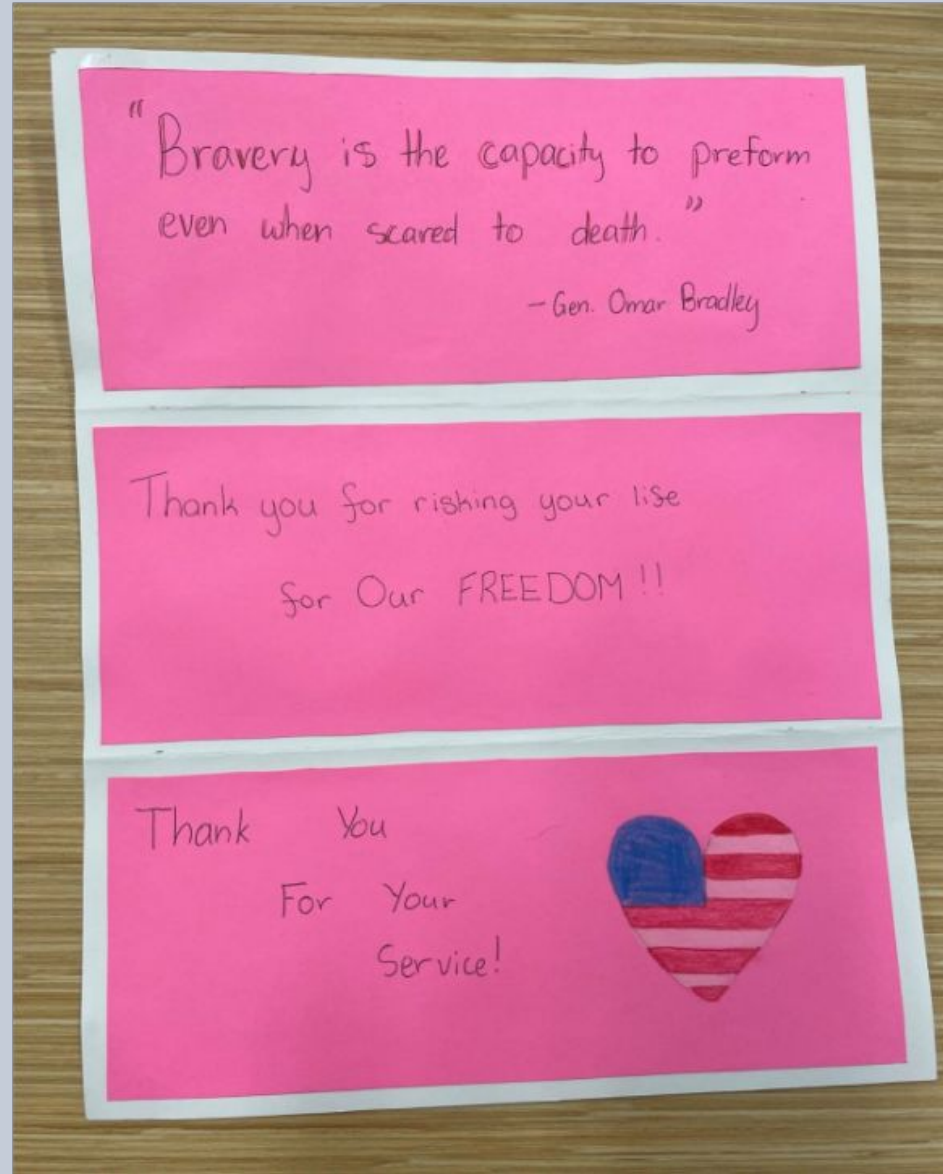
HOMEFIRST – Successes

In FY20, 184 Veterans served by the department graduated from agency programing into permanent housing.

214 individuals who accessed Veterans services in FY20 exited with increased or sustained income, at an average increase of $1448/month.

Over 150 Veterans received emergency hotel assistance in the first year of COVID response expanded services.

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HomeFirst.
Services
Where Homelessness Ends

HOMEFIRST – HMIS Wish List Features

Temporary Financial Assistance Requests/Processing

Prevention Housing Placement Tracking

Canned Report Extravaganza

REMINDERS

Reminders: 2021 User Satisfaction Survey

Let Your Voice Be Heard!

Santa Clara County
2021 User
Satisfaction Survey

Why wait...take the survey now! Click here.

We invite all Santa Clara County HMIS users to participate in this
HMIS satisfaction survey.

Your anonymous responses to our 12-question survey will help us to improve HMIS in Santa Clara County.

We estimate that it will take 8 minutes or less to finish.

Take a few minutes to complete the survey if you have not already done so...the survey will be closing soon!

Click on image to be redirected!

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Reminders: Security Compliance Checklist

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

[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

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Reminders: 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

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Reminders: Office Hours
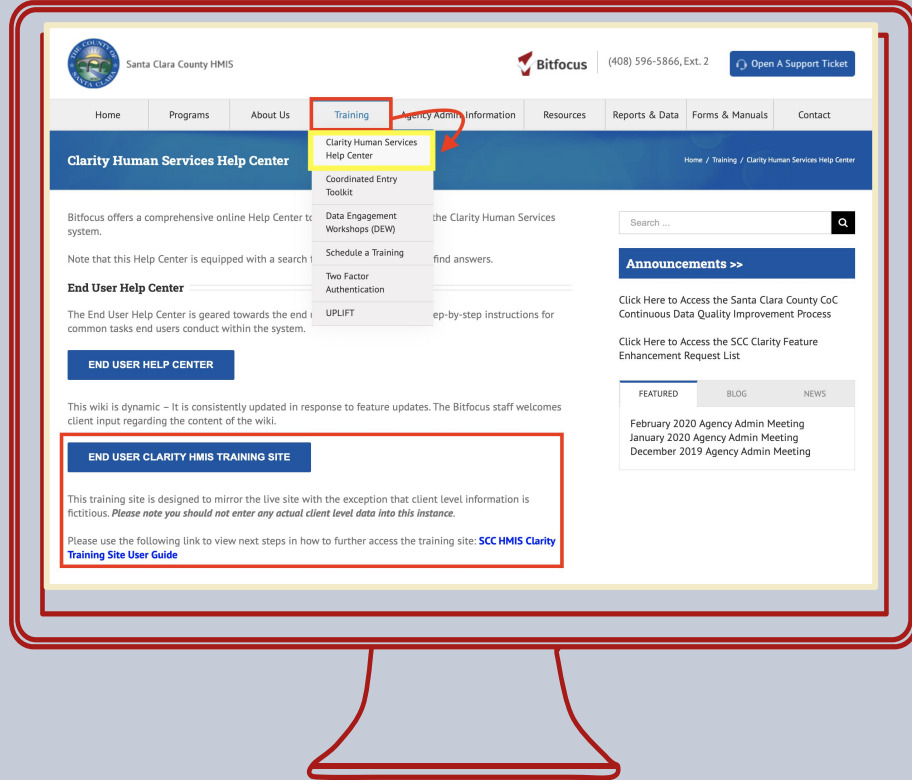
Clarity Office Hours

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!

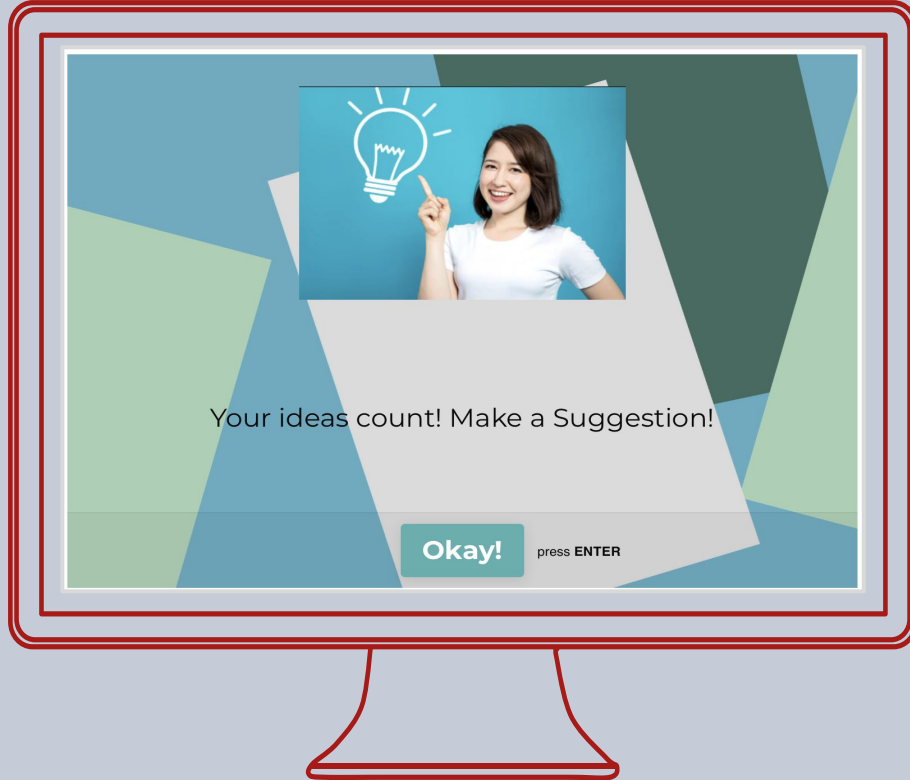Bitfocus

Reminders: SCC HMIS Training Site

Want to Hone Your HMIS Skills?

Use the SCC HMIS Training Site

Contact the Help Desk to have your access set-up

Practice entering client information & uploading docs.

Reminders: Virtual Suggestion Box

Your ideas count! Make a Suggestion!

Okay! press ENTER

Share Your Ideas!

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!

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