HMIS Agency Administrators Meeting

July 5, 2018

Agenda

1. CoC / Coordinated Assessment / UPLIFT Updates
2. Scheduled Maintenance Time on 7/7
3. Reminders: VI-SPDAT and Location Tab
4. HMIS Newsletter
5. Data Literacy Institute Starting This Quarter!
6. HIC/PIT Results
7. CDQI: Longitudinal System Analysis (LSA) Report
8. Q&A

CoC / Coordinated Assessment / UPLIFT Updates

Scheduled Maintenance Time on 7/7

Scheduled maintenance for Clarity Human Services on 7/7

On **Saturday July 7th (07/07/2018) at 8:00am PST**, there will be scheduled down time for approximately **4 hours** to conduct hardware infrastructure upgrades. We will be using this time to add more capacity to our infrastructure and speed up our overall services.

During this maintenance window, the Clarity Human Services and Data Analysis applications will be inaccessible and email delivery will be paused. All operations around these systems, including triggering of events, delivery of scheduled emails, and processing of reports will resume immediately after the maintenance window.

A notice has been posted on the HMIS login page. Please help remind your users as well!

Reminders: VI-SPDAT and Location Tab

Reminder: Add Location Information for Clients Referred to the Community Queue

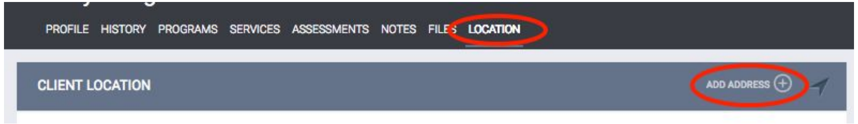
Why is Location information important?

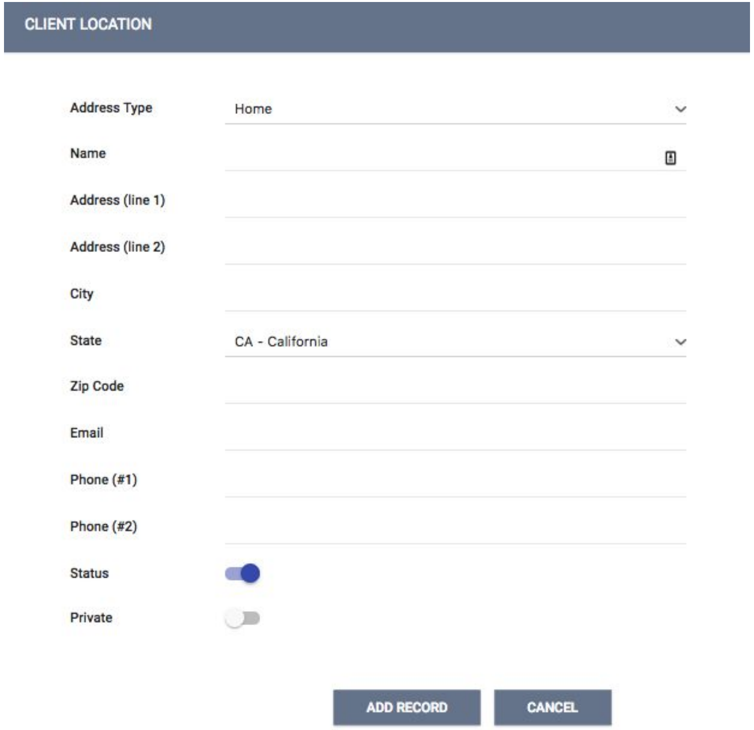
When a client is referred from the queue to a housing opportunity, staff from the program receiving the referral will need to locate the client. HMIS is the primary source of information available for address, phone, email, and other contact information, which are tracked in the Location tab.

At the moment, over half of the clients on the Community Queue do not have Location information completed.

Where to Enter Location Information

- Go to the client’s Location tab and click “Add Address”
- Complete fields and “Add Record”

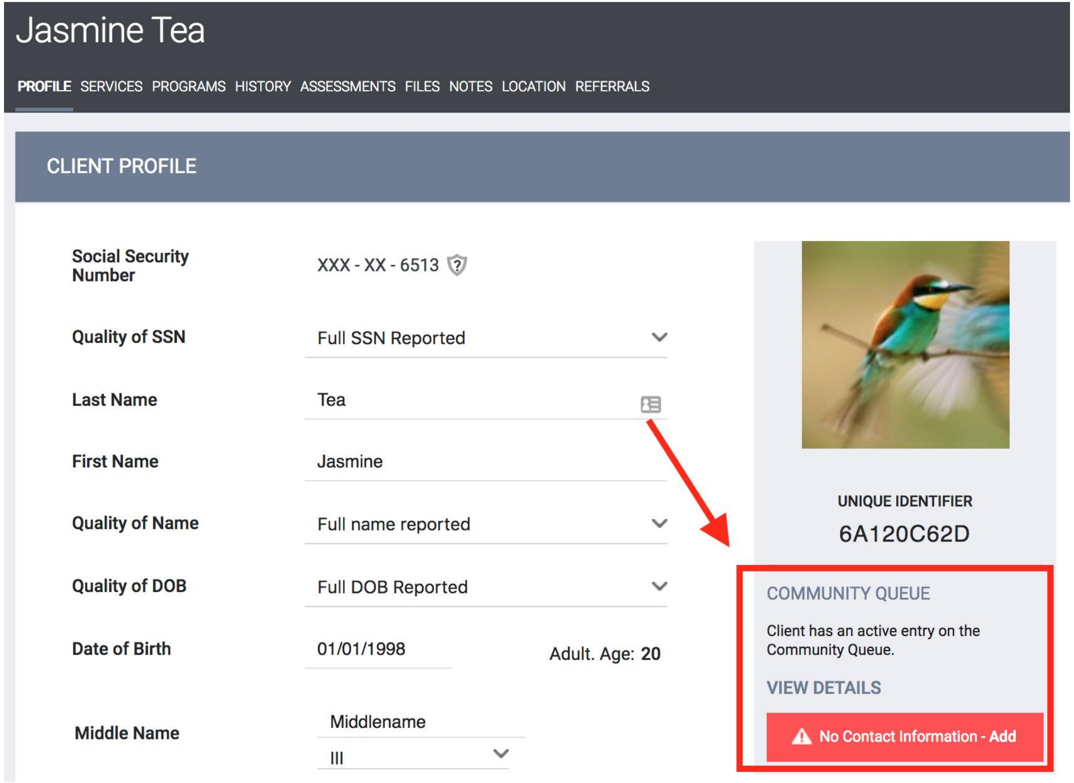




Checking for Clients with No Location

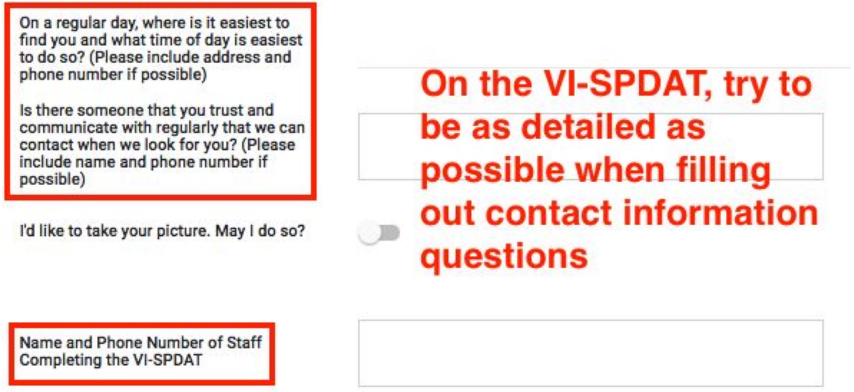
When a client is referred to the Community Queue, a notice appears on their Client Profile screen to indicate they are on the Queue.

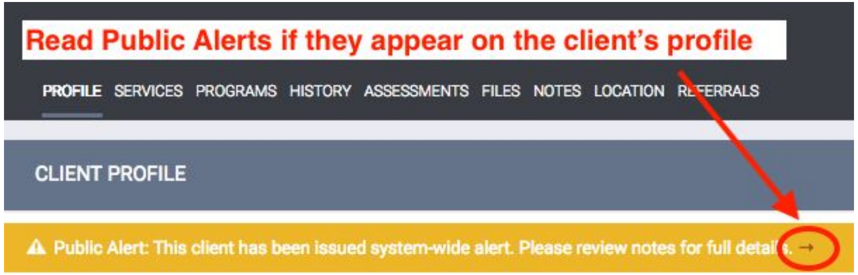
If the client does not have contact information on the Location tab, there will be a red notice. Click “Add” to add contact information to the Location tab.



Other Ways to Help

- If a client's profile indicates that they are on the Community Queue, check to make sure their Location information is still accurate, and update it if it is not.
- When completing a VI-SPDAT, please make sure to be as detailed as possible when filling out the questions related to locating the client.
- Look for the yellow "Public Alert" banner on the client's profile. This may be a notice that another agency / program is trying to locate the client for a housing referral





New Feature Update: Automatic Removal from Community Queue

Will be activated in mid-July

If a client exits a program and their exit destination is permanent housing

OR

They are in RRH or PSH and a Housing Move-In Date is entered, then...

...the client will be removed from the Community Queue.

Users will get a notice before they save the exit or status update screen notifying them of the update.

HMIS Newsletter

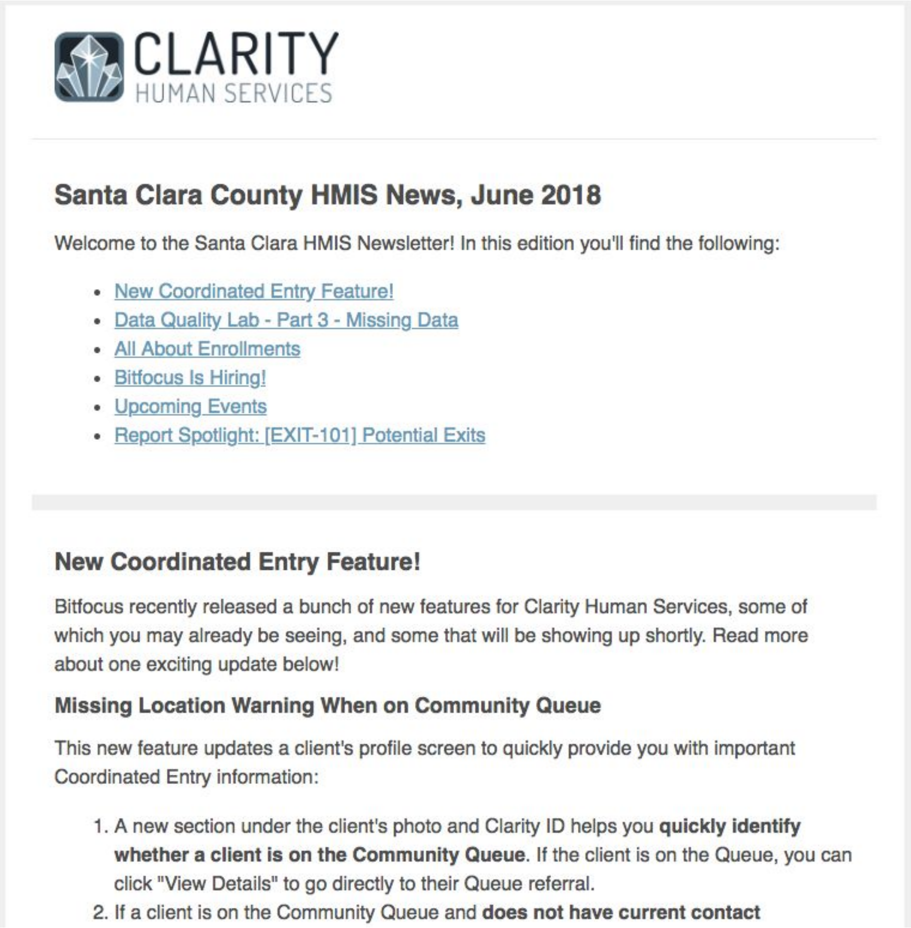
HMIS Newsletter

Will be sent out monthly to all HMIS users

June 2018 Newsletter included:

- New Coordinated Entry Feature!
- Data Quality Lab - Part 3 - Missing Data
- All About Enrollments
- Bitfocus Is Hiring!
- Upcoming Events (including Data Literacy Institute!)
- Report Spotlight: [EXIT-101] Potential Exits

Web link to the newsletter will available in the Agency Admin meeting minutes



CLARITY
HUMAN SERVICES

Santa Clara County HMIS News, June 2018

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

- New Coordinated Entry Feature!
- Data Quality Lab - Part 3 - Missing Data
- All About Enrollments
- Bitfocus Is Hiring!
- Upcoming Events
- Report Spotlight: [EXIT-101] Potential Exits

New Coordinated Entry Feature!

Bitfocus recently released a bunch of new features for Clarity Human Services, some of which you may already be seeing, and some that will be showing up shortly. Read more about one exciting update below!

Missing Location Warning When on Community Queue

This new feature updates a client's profile screen to quickly provide you with important Coordinated Entry information:

1. A new section under the client's photo and Clarity ID helps you **quickly identify whether a client is on the Community Queue**. If the client is on the Queue, you can click "View Details" to go directly to their Queue referral.
2. If a client is on the Community Queue and **does not have current contact**

Data Literacy Institute Starting This Quarter!

Data Literacy Institute

Goal is to enable agencies and users to have greater insight into their work through data.

Activities:

Assist Agency Managers to dive deeper into their data, learn to develop non-public Dashboards and Visualizations, and System Monitoring tools that assist Agencies to determine project success.

Support HMIS users on common Data Literacy topics. Examples: how to frame a question with a common definition, how to analyze data that is extracted, what are the best types of visualizations for specific types of data, etc.

Thanks for your feedback!

Conducted a survey in May to get feedback on what would be useful to include as part of the Data Literacy Institute

Survey was sent out to both the HMIS Users and CoC mailing list

107 surveys were completed

Also gathered feedback at Agency Administrator meetings

Quarterly Workshops

- Workshop/session geared toward **Agency Administrators** (as well as any **Agency Managers** with interest in Data Literacy topics)
    - These will take place during Agency Administrator meetings, to reduce time commitment for participants.Non-Agency Administrators are welcome to attend
    - Agency Leads are invited to share any best practices or feedback during the workshops!
    - Attendees are encouraged to bring their laptops to run reports, etc
- Workshop/session geared toward **End Users**, with dial-in option whenever possible
- When possible, Agency Manager / End User workshops will have a common theme
- Newsletter article recapping topics covered during the workshops that quarter

Quarterly Workshops Schedule (Tentative)

	Agency Manager Workshops	End User Workshops
Q1: HMIS Resources		
July/Aug	HMIS Starter Kit	Useful Reports (webinar)
Sept	What HMIS data is used for	What HMIS data is used for
Q2: Data Requests		
Nov	Planning for Data Requests	How to Request Data
Q3: Telling Your Story		
Feb	How to Tell Your Story	Statistics, Charts and Graphs
Q4: Data Quality		
May	Monitoring Data Quality	Monitoring Data Quality

Q1 Workshops

For Agency Administrators / Agency Managers:

- HMIS Starter Kit:
  - **Content:** Overview of useful reporting / data analysis resources for Agency Leads
  - **Date/Time/Location:** Thurs, Aug 2 1:30-2:30pm at Sobrato (first half of Agency Administrator meeting)
- What HMIS data is used for:
  - **Content:** Overview of what HMIS data is used in and federal/County reports
  - **Date/Time/Location:** Thurs, Sept 6 1:30-2:30pm at Sobrato (first half of Agency Administrator meeting)

For End Users:

- Useful Reports Webinar:
  - **Content:** A review of useful reports in the Report Library, what data they provide, and how to run them
  - **Dates/Times:** Wed, July 18 2-3:30pm or Thurs, Aug 23 10-11:30am online
- What HMIS data is used for:
  - **Content:** Overview of what HMIS data is used in and federal/County reports
  - **Date/Time/Location:** TBD

Other Activities

Ongoing:

- Data Analysis training is available for those with an Agency Manager license:
  - Training video and registration for weekly Q&As here: http://scc.hmis.cc/training/schedule-a-training/

In Progress:

- Gathering feedback from Executive Directors on Data Literacy topics of interest to them
- Some feedback from the surveys were outside the scope of the Data Literacy Institute, but we're evaluating ways to get that information out to everyone.

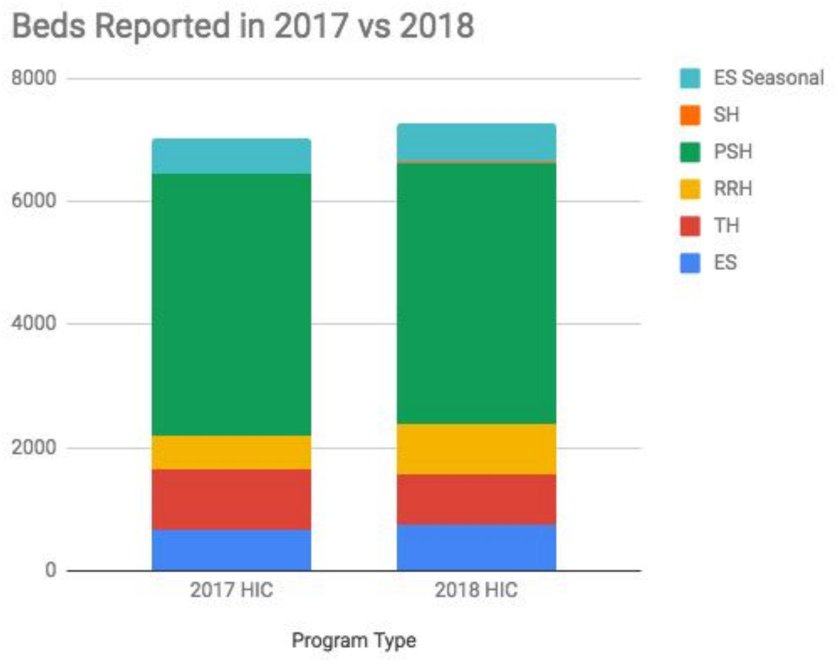
If you have any suggestions or feedback as we go along, please let OSH and Bitfocus know!

For August Data Literacy Workshop

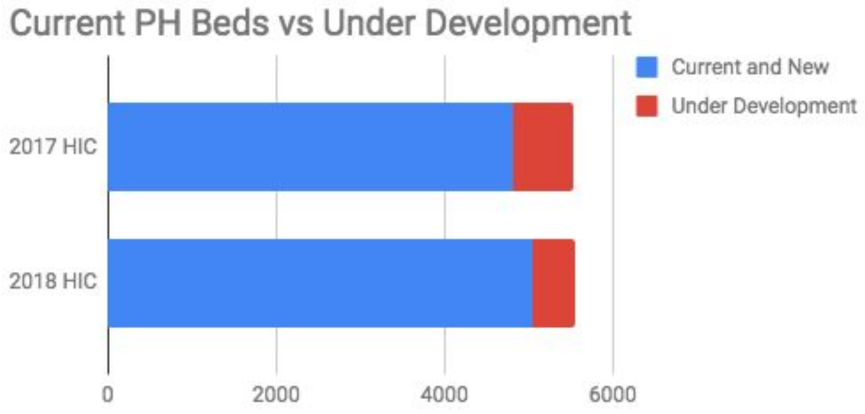
- What reports do you find useful in the Reports Library? Why?
- If you use Data Analysis / Looker - what do you use Looker for? Are there any suggestions you would give others?
- What information do you struggle to get, and why?
- What general HMIS data / statistics do you think would be helpful for all agencies to see on a regular basis?

HIC/PIT Results

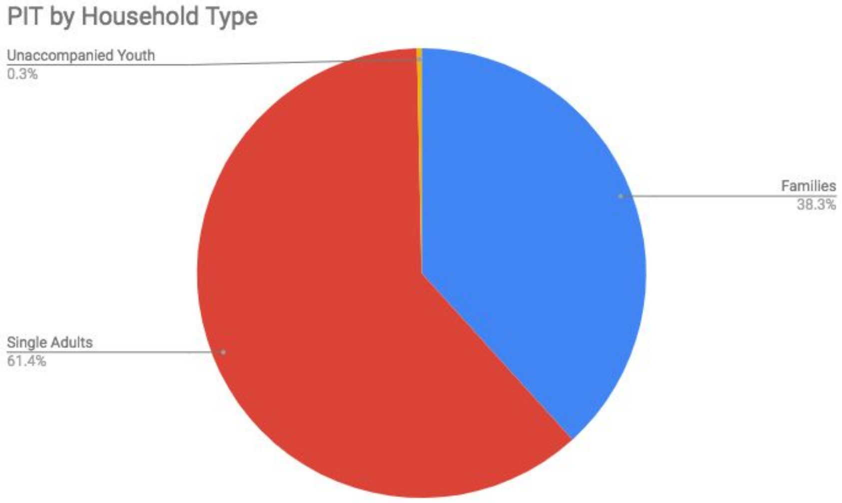
Housing Inventory Count (HIC)



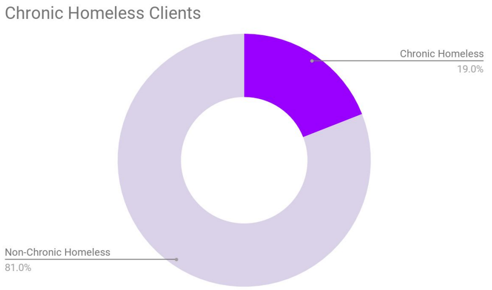
7,275	26	185
Beds	Agencies	Projects

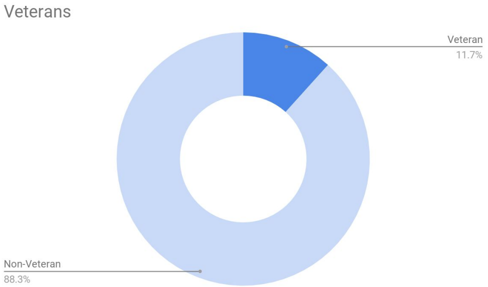


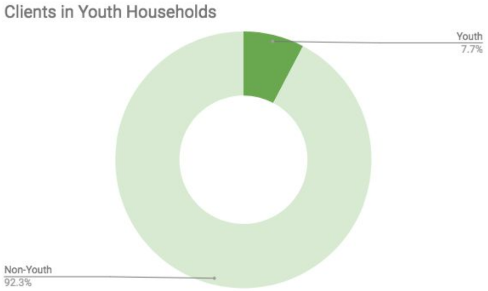
Point In Time Count (PIT)



1,806	1,308	88%
Clients	Households	Utilization







CDQI: Longitudinal System Analysis (LSA) Report

LSA Background

In the past, CoCs would submit the Annual Homeless Assessment Report (AHAR) on an annual basis. The AHAR is a national-level report that provides information about homeless service providers and people and households experiencing homelessness. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness.

This year, HUD has redesigned the AHAR report and replaced it with the Longitudinal System Analysis (LSA) report. The LSA will be due in late Nov / early Dec and cover the federal fiscal year of 10/1/17 - 9/30/18.

Over the next few months, we will be asking agencies to review their data to prepare for the LSA.

LSA Overview

- Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH
- Focuses on adults and heads of household – age is the only demographic reported for non-heads of household under 18
- Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing outcomes
- Includes not just the federal fiscal year, but includes some historic data prior to the FY as well
- The LSA is a much larger report than the AHAR and requires the upload of a csv file instead of manually entering the data (for example, one table in the LSA is about 4 times the size of the entire AHAR report)

This Month: Project Inventory

Let Bitfocus know if:

There have been any changes to your **bed / unit inventory** since the HIC/PIT (or your last update):

- What the new bed inventory is
- What was the date of the inventory change

Any programs ended or started:

- If the program ended, the end date (please make sure all clients are exited from the program!)
- If the program started, please fill out the Program Request Form (http://scc.hmis.cc/client-forms/)

This Month, Continued Focus On:

- Household Review
- Move-In Date for PSH and RRH projects
- Exit Destination
- Income

This review will help both the System Performance Measures and LSA for the year covering 10/1/17 to 9/30/2018

Households Review

Run the [GNRL-106] Program Roster for the period of 10/1/17 to 6/30/18

Review the household groups:

- If you notice that clients are missing, add them to the household.
- If clients should be grouped together, contact the Help Desk

Program Roster Report

Sample report - test client data

Bitfocus System

Enrolled within [06/01/2017 - 11/30/2017]

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Assess-ments	Services	Assigned Staff
Program: Baltimore Emergency Shelter										
Larina, Tanya	128CB485D	10/11/1958	58	59	06/01/2017	07/01/2017	30	0	2	A. Admin
Katya, Ivanove	54F117E34	10/11/1987	29	30	06/06/2017	06/08/2017	2	0	1	A. Admin
Katya, Ivanove	54F117E34	10/11/1987	29	30	09/01/2017	09/01/2017	0	2	0	A. Admin
Gnatenko, Tatyana	CE74C00E6	12/11/1948	68	68	06/01/2017	06/13/2017	12	0	1	A. Admin
Gnatenko, Lena	86890AD3B	12/10/1958	58	58	06/01/2017	06/01/2017	0	0	0	A. Admin
Gnatenko, Ivar	F2A73252C	10/10/1948	68	69	06/01/2017	06/01/2017	0	0	0	A. Admin
Rick, Ilona	379D9DA8B	12/10/1958	58	58	06/01/2017	06/01/2017	0	0	0	A. Admin
Rick, Lisa	5F6EA0FE1	12/11/1928	88	88	06/01/2017	06/13/2017	12	0	1	A. Admin
Rick, Ostap	2CC316F74	10/10/1928	88	89	06/01/2017	06/01/2017	0	0	0	A. Admin
Katya, Ivanove	54F117E34	10/11/1987	30	30	10/24/2017	10/24/2017	0	0	0	A. Admin
McFly, Lorraine	F0FDDF0C9	05/09/1952	65	65	07/13/2017	07/13/2017	0	0	0	A. Admin
McFly, George	066D45587	10/01/1950	66	67	07/13/2017	07/13/2017	0	0	0	A. Admin
Katerinka, Alson	D91FEB7E8	10/10/1980	36	37	07/01/2017	07/01/2017	0	0	0	A. Admin
Kate, Alson	07D7D9F73	-	-	-	07/01/2017	07/01/2017	0	0	0	A. Admin
Katya, Testscreen	06C75DF7D	10/11/1987	29	30	08/02/2017	08/02/2017	0	0	0	A. Admin
Ivanova, Katya	94DD95487	10/01/1985	31	32	06/01/2017	06/01/2017	0	0	0	A. Admin
Katya, Testemailtemplates	8DCE26718	10/11/1987	29	30	06/01/2017	06/01/2017	0	0	0	A. Admin
Kate, Alson	07D7D9F73	-	-	-	11/10/2017	-	20	0	0	A. Admin
Mouser, Michael	F08851A1B	10/10/1985	32	32	11/15/2017	-	15	0	0	M. Shaw
Mouser, Micky	A4588D705	02/25/2013	4	4	11/15/2017	11/16/2017	1	0	0	M. Shaw

Wed Nov 15 11:32:13 AM 2017

Powered By CLARITY HUMAN SERVICES

Housing Move-In Date

Run the [GNRL-106] Program Roster for the period of 10/1/17 to 6/30/18

For PSH and RRH programs, check the Housing Move-In Date

- If household moved into housing and the Housing Move-In Date is “undefined”, the Housing Move-In Date needs to be added
- If the Housing Move-In date is not accurate (e.g. is before the program start date), it should be updated

Program Roster Report

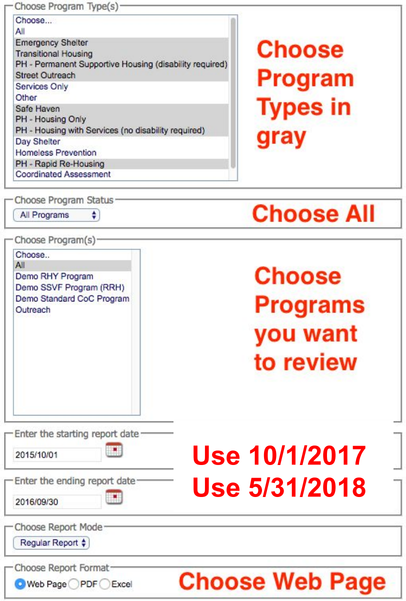
Jenn Test Agency
Active within [05/01/2017 - 05/02/2018]

Housing Move-in: Undefined = Unknown HoH or Move-in is Null, = Non PH Project

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	Assess-ments	Services	Assigned Staff
Program: EAP Demo Program											
Kitty, Hello	1C8A64AFD	01/01/1980	37	38	07/01/2017	-	306		0	3	J. Ong
Bombadil, Tom	77FAD8A1B	01/01/1900	-	-	07/01/2017	-	306		0	1	J. Test5
Program: Jenn Test HP Prevention Program											
Potato, Hot	BE2456D1C	01/01/1980	38	38	01/02/2018	-	121		0	1	J. Ong
Program: RRH											
Bombadil, Tom	77FAD8A1B	01/01/1900	-	-	11/01/2015	-	914	undefined	0	0	J. Ong
Cotta, Ri	3B830C101	01/01/2010	5	8	11/01/2015	-	914	undefined	0	0	J. Ong
Tea, Ginger	53020163C	02/01/2015	0	3	11/05/2015	-	910	undefined	0	0	O. Jenn
Tea, Jasmine	6A120C62D	01/01/1998	17	20	11/05/2015	-	910	undefined	0	2	O. Jenn
Lo, He	9A22165C7	01/01/1975	40	43	11/01/2015	-	914	undefined	0	0	J. Ong
Lo, Je	BAD9F1241	01/01/1975	40	43	11/01/2015	-	914	undefined	0	0	J. Ong
Client, Hello	E869E4460	01/01/1980	37	38	03/01/2017	-	428	undefined	0	0	J. Ong
Daniel, Dear	996EDFD20	01/01/2015	2	3	08/01/2017	-	275	undefined	0	2	J. Ong
Kitty, Hello	1C8A64AFD	01/01/1980	37	38	03/01/2017	-	428	undefined	0	3	J. Ong
Cat, Allie	9FFB3597F	01/01/2010	7	8	09/01/2017	-	244	undefined	1	0	J. Ong
Cat, Bob	901BCEED5	01/01/2010	7	8	09/01/2017	-	244	undefined	1	2	J. Ong
Cola, Coca	171F67E3C	01/01/2000	17	18	09/01/2017	09/21/2017	20	undefined	0	0	J. Ong
Cola, Ri	4152D2D03	01/01/1980	37	38	09/01/2017	09/21/2017	20	undefined	1	0	J. Ong
Client, Anonymous	EEC147421	-	-	-	10/01/2017	-	214	undefined	0	0	J. Ong
Program: CoC Outreach											
Bombadil, Tom	77FAD8A1B	01/01/1900	-	-	02/01/2016	-	822		0	0	J. Ong

Destination and Income

1. Run the [HUD-225] HMIS Data Quality Report for your programs



2. Review Q4 (Destination and Income)

Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Error Count	% of Error Rate
Destination (3.12)	28	4.99%
Income and Sources (4.2) at Entry	7	0.77%
Income and Sources (4.2) at Annual Assessment	185	74%
Income and Sources (4.2) at Exit	7	2.47%

Destination: What to look for

Issue:

On the Program End screen, “Destination” is:

- Client doesn’t know
- Client refused
- No exit interview completed
- Data not collected
- Missing

How to fix:

If the client’s exit destination is known, update the “Destination” on the Program End screen

Income at Entry/Exit: What to look for

Possible Issues:

1.“Income from Any Source” is:

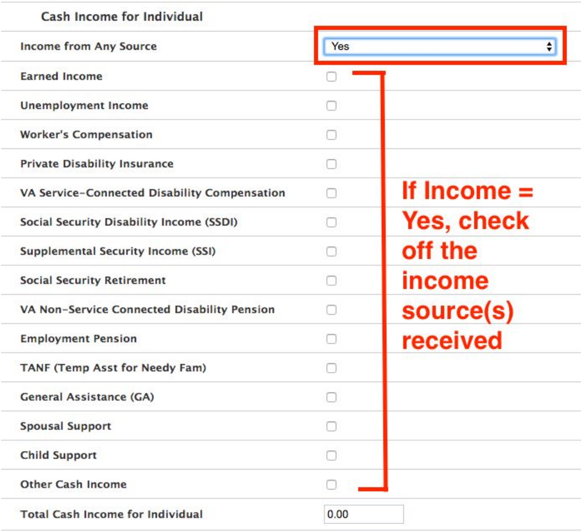
- Client doesn’t know
- Client refused
- Data not collected
- Missing

OR

2. “Income from Any Source” is Yes, but no specific income sources are checked

How to fix:

1. On the Enrollment or End screens, update “Income from Any Source” question
2. If a client does receive income, make sure to report the type of income (and the amount)



Income at Annual Assessment

Possible Issues:

Same issues as Income at Entry or Income at Exit

OR

Annual Assessment is not entered correctly

How to fix Annual Assessment:

1. If the client has been in the program for more than a year, make sure an Annual Assessment was completed
2. Make sure Annual Assessment is dated within 30 days before / after the anniversary of program entry

Next Month’s Meeting Time and Location

Next Agency Admin Meeting: Thurs, Aug 2 from 1:30-3:30pm

At our regular meeting location: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

The first hour of the meeting will be the first Data Literacy Institute session for Agency Managers. Please feel free to invite anyone who may be interested to attend!

Dates and locations for 2018 meetings are listed on the OSH website:
https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx

Q&A