

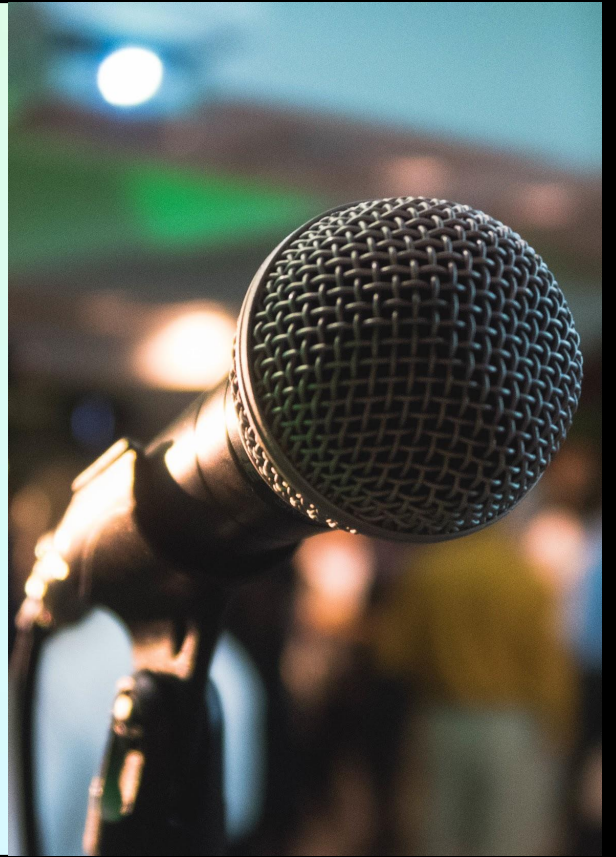


***WELCOME!***

**Agency Admin. Meeting**  
**Thursday, July 2nd, 2020**

# Getting to Know You!

*What would you sing at  
Karaoke night?*

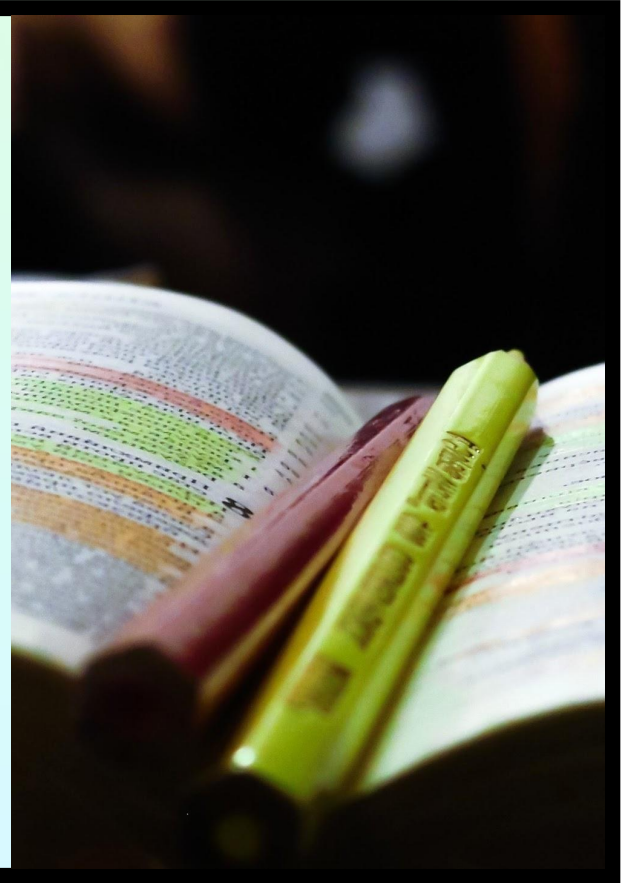




# **AGENDA**

- ❑ **CoC|Coordinated Assessment|UPLIFT Update**
- ❑ **HMIS Newsletter**
- ❑ **Coordinated Entry (CE) Go live**
- ❑ **Data Quality (DQ) Outreach**
- ❑ **New Features**
- ❑ **HIC/PIT**
- ❑ **COVID- 19 Updates**
- ❑ **Reminders**

# **CoC|Coordinated Assessment|UPLIFT Update**



# CoC | Coordinated Assessment Updates

- Still awaiting CoC NOFA release. We will share any updates as soon as we hear anything new.
- The CoC is finalizing the community plan, which was approved by the CoC Board. We will be taking it to the county board of supervisors and city councils beginning in August and through the fall. We will share dates for board and council meetings as soon as they are scheduled.
- OSH and the Emergency Operations Center continue to operate a shelter hotline. Clients are offered non-congregate or congregate shelter through the hotline. Placement is determined by medical team and is based on vulnerability to complications of COVID. The team has made over 1600 placements since 4/2. The hotline operates M-F, 9-6pm and the EOC handles COVID+ placements over on the weekends and holidays.

## 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.

# **HMIS Newsletter**



# June Newsletter



## Santa Clara HMIS News, June 2020

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

- [It's Here! Coordinated Entry Updates in Clarity](#)
- [Message from Bitfocus CEO, Rob Herdzik](#)
- [Adding Household Members](#)
- [Report Spotlight: \[HUDX-225\] HMIS Data Quality Report](#)
- [Upcoming Events](#)



# Getting to Know You!

*What would you sing at  
Karaoke night?*



# **Coordinated Entry (CE) Go Live**



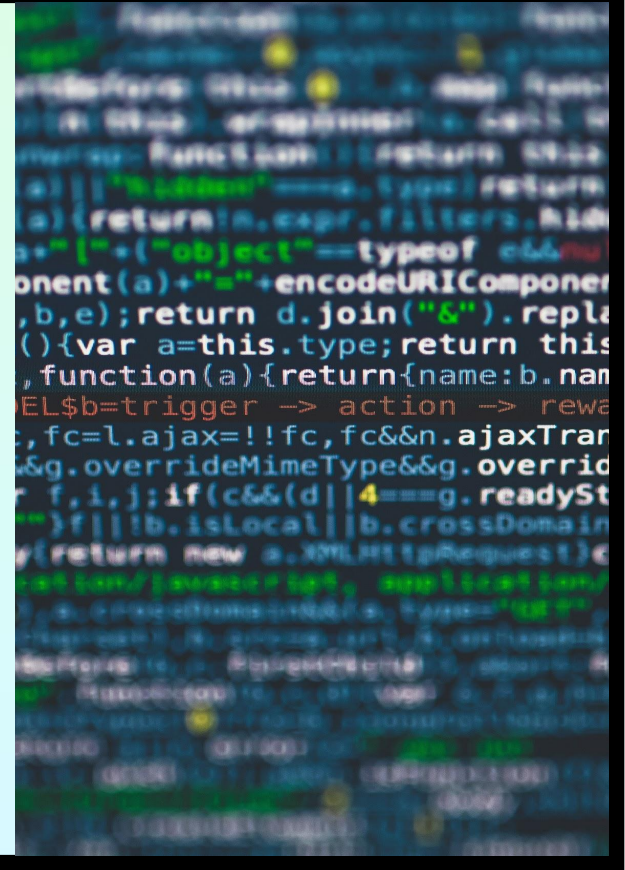


***Quiz Time!***

## **Coordinated Entry (CE) Go Live - Recap**

- All Coordinated Entry Assessments will be recorded within a program enrollment.
- Assessment Only agencies will be required to complete an enrollment into a Coordinated Entry program.
- Current Living Situation assessment must be recorded for all adults at enrollment, assessment, and meetings about their well-being or needs.

# Data Quality (DQ) Outreach



# Data Quality (DQ) Outreach

*Data Quality Outreach to Agency Administrators will resume this month*

- **HMIS Data Quality Review (Quarterly)**
  - Each Agency Administrator will receive a copy of the HUDX -225 HMIS Data Quality report for programs at the agency.
  - Review last month's Agency Admin slides for a recap of DQ action items to address findings from this report.
- **Coordinated Entry Data Quality Outreach (Ongoing outreach)**
  - A Bitfocus team member will reach out if we see the following DQ errors:
    - CE Assessments (VI/VI-F-SPDATs) not referred to the CQ
    - Clients with more than one CE assessment within 365 days
    - Profiles/CE Assessments/Referrals set to private

# Data Quality (DQ) Outreach CE DQ Review

The screenshot shows the top navigation bar of a system. On the left, the word "System" is displayed above a link "REPORT LIBRARY EXPLORE DATA ANALYSIS", where "DATA ANALYSIS" is highlighted with a red box and labeled with a red "3". In the center, there are four icons: a gear for "SETUP", a clipboard for "MANAGE", a document for "REPORTS" (highlighted with a red box and labeled with a red "2"), and a calendar for "CALENDAR". Above the "REPORTS" icon is a red "1" pointing to a grid icon in the top right corner. On the right side of the dashboard, the user's name "Janel Fletcher, System" is shown next to a profile icon with the initials "JF". Below the name is a search bar with a magnifying glass icon and the text "SEARCH CASELOAD".

The screenshot shows the "DATA ANALYSIS" section. It has a dark blue header with the text "DATA ANALYSIS". Below the header, there is a list of reports. The first item is "Built In Reports" with a red "4" next to it and "2 report(s)" with a dropdown arrow. The second item is "Santa Clara County HMIS Reports", which is highlighted with a red box, and "38 report(s)" with a dropdown arrow.

The screenshot shows the "Coordinated Entry Data Quality" section. It has a dark blue header with the text "Coordinated Entry Data Quality". Below the header, there is a list of reports. The first item is "SCC Community Queue and Assessments Data Quality Dashboard", which is highlighted with a red box. To the right of the dashboard name is a red "5" and a "RUN" button with a play icon.

# Coordinated Assessment Data Quality Dashboard

> Data Analysis Tab

Coordinated Assessment Data Quality Dashboard ♥

VI-SPDATs Missing Referrals


2h ago

	Assessing Agency Agency Name	Client Assessments User Creating	Clients Client Full Name	Clients Unique Identifier	Client Assessments Assessment Date ▾	Client Assessments Assessment Score	Client Referral Status Ever on Queue	Client Referral Status Is client currently on queue?	Referrals Count
1					2019-12-04	10	No	No	0
2					2019-12-03	5	No	No	0
3					2019-12-03	4	No	No	0
4					2019-12-03	5	No	No	0
5					2019-12-03	8	No	No	0



# Coordinated Assessment Data Quality Dashboard

Clients With More Than One Completed Assessment of the Same type (moved from D...

Assessment Name <		VI-Y-SPDAT Prescreen for Transition Age Youth with SCC local questions	VI-SPDAT Prescreen for Single Adults [V2] with SCC local questions	VI-F-SPDAT Prescreen for Families [V2] with SCC local questions
Full Name	Unique ID ✓	Client Assessments Count	Client Assessments Count	Client Assessments Count
		0	2	0
		0	2	0
		0	3	0
		0	2	0
		0	2	0
		-	-	-

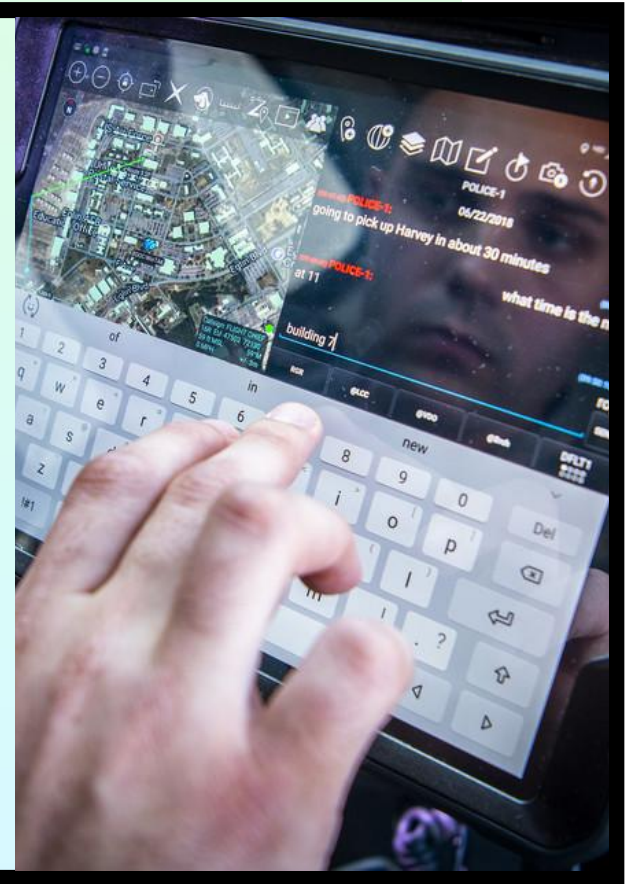
This includes Clients who have more than 1 VI-SPDAT assessment of a single type recorded in the past 365 days.

# Coordinated Assessment Data Quality Dashboard

SCC Assessments set to Private

Unique Identifier	Agency Name	User Creating	Private (Yes / No)	Added Date ▾	Assessment Score
			Yes	2019-11-04	5
			Yes	2019-11-01	6
			Yes	2019-11-01	5
			Yes	2019-11-01	8
			Yes	2019-11-01	5
			Yes	2019-11-01	4
			Yes	2019-10-31	5
			Yes	2019-10-30	4

# New HMIS Features



## **New HMIS Features- Demo**

- 1) Display 'Home' Agency for Additional Agency Access
- 2) Add Program Type to Client Program History Tab
- 3) Require and Rename Denial Message on Referral Screen

**HIC/PIT**



# THANK YOU!

Thanks to everyone for helping with the **Housing Inventory Count (HIC)** and **Point In Time Count (PIT)**!

The HIC and PIT were submitted on time, by the June 30th deadline. HUD will review the information and ask follow-up questions if needed.

*HIC and PIT results will be shared after HUD finishes their review.*

# HIC/PIT (What did we submit?)

The **Housing Inventory Count (HIC)** is a report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- ◀ Bed/unit capacity
- ◀ Federal funding source
- ◀ HMIS participation
- ◀ Location
- ◀ Utilization rate

The **Point In Time (PIT) Count** is a count of sheltered and unsheltered people experiencing homelessness on a single night in January

- ◀ Number of households and clients served the night of the PIT
- ◀ Number of children, adults aged 18-24, adults over 24
- ◀ Race, Ethnicity, Gender, Chronic Homelessness
- ◀ Substance Abuse, Mental Illness, DV, HIV/AIDS

# COVID-19 Update

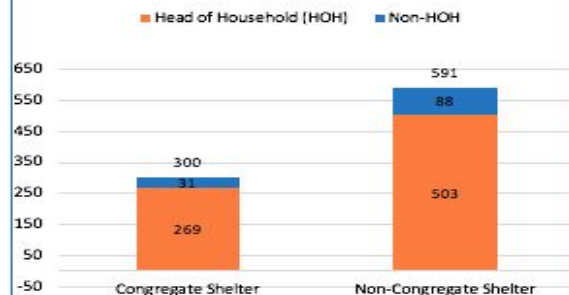
*Leila Qureishi, Senior Management Analyst OSH*



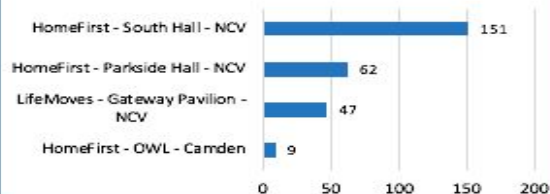


## NCV Congregate and Non-Congregate Shelter Analysis, June 8, 2020

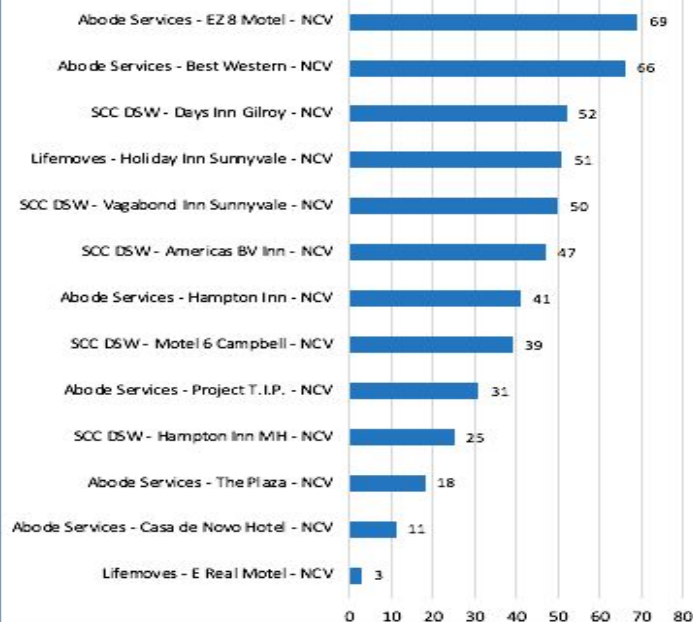
### Active Enrollments in Congregate and Non-Congregate Shelters



### Household Active Enrollments in Congregate Shelters (n=269)

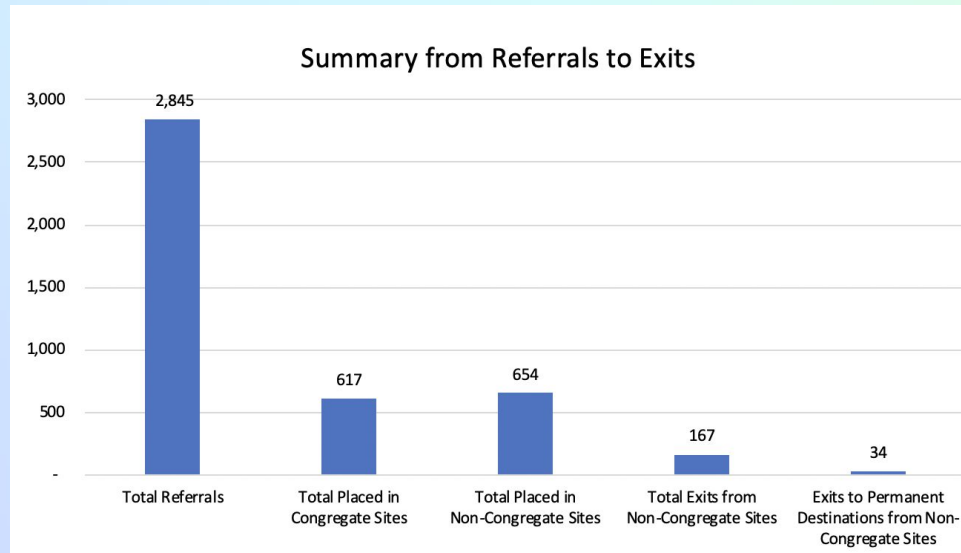


### Household Active Enrollments in Non-Congregate Shelter (n=503)

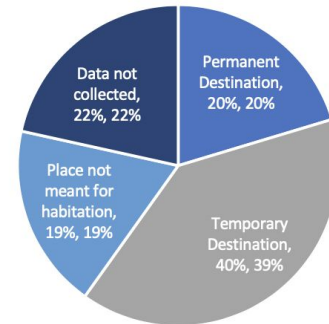


## NCV Congregate and Non-Congregate Shelter Analysis, March 17 to June 11, 2020

- Over 13 weeks, 2,845 households were referred from the hotline or agencies from March 17 to June 11, 2020. 23% were placed in Non-Congregate Shelters and 22% were placed in Congregate Shelters and Of all 167 exits from Non-Congregate Shelters
- 34 or 20% of exits from Non-Congregate Shelters were exits to permanent housing destinations

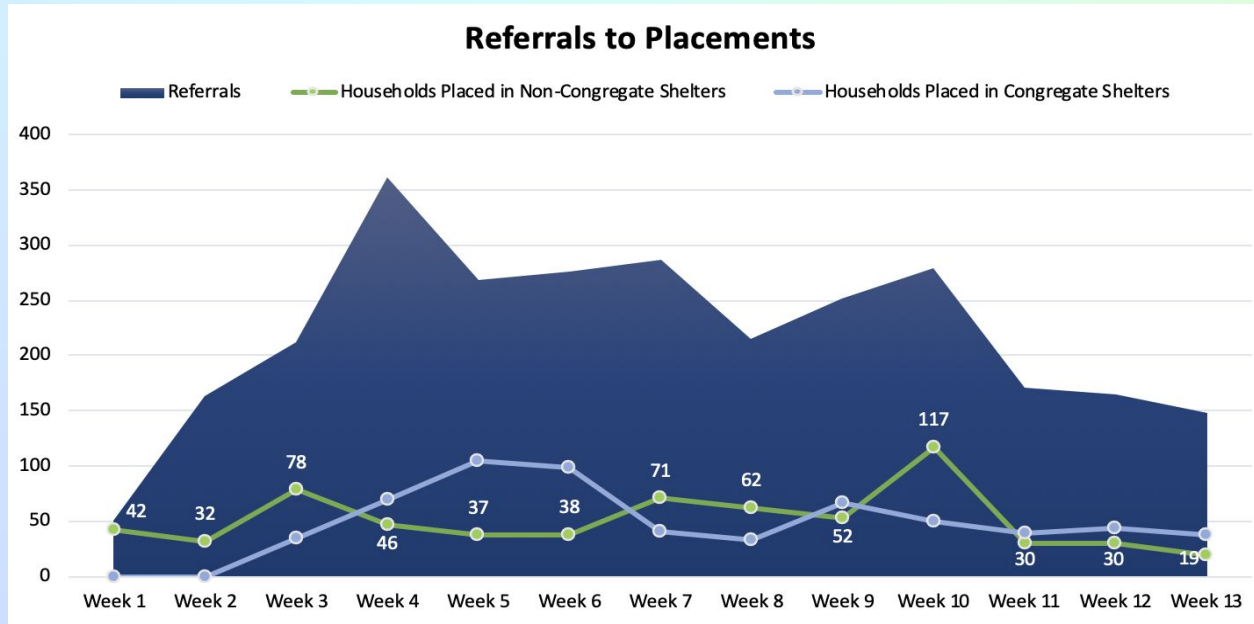


**Overall Exit Destinations from Non-Congregate Sites**



## NCV Congregate and Non-Congregate Shelter Analysis, March 17 to June 11, 2020

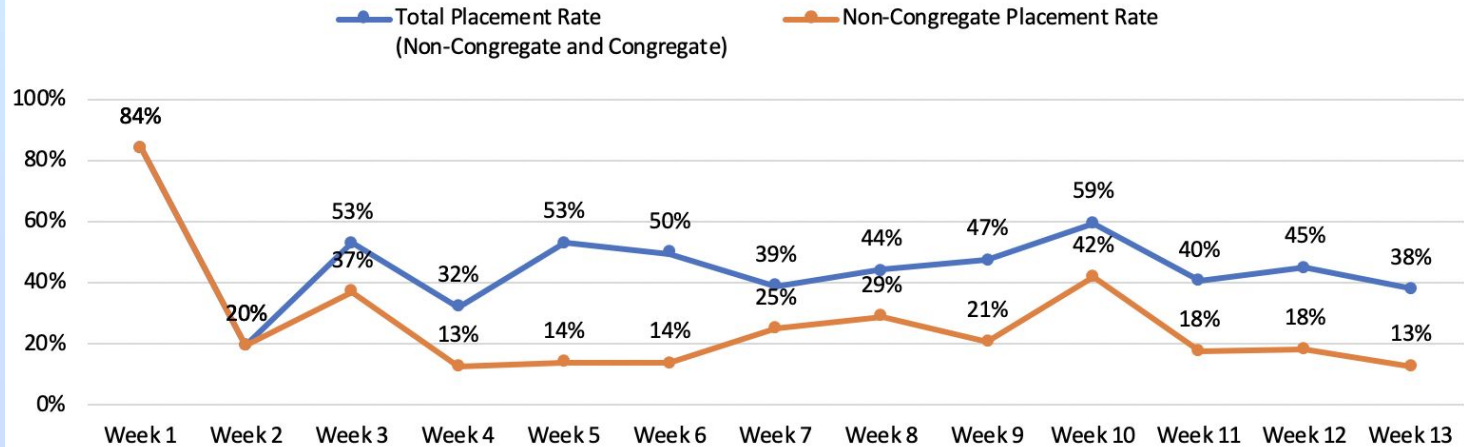
- The total number of referrals is showing a decreasing trend
- The number of households were placed in non-congregate (hotels) and congregate sites



## NCV Congregate and Non-Congregate Shelter Analysis, March 17 to June 11, 2020

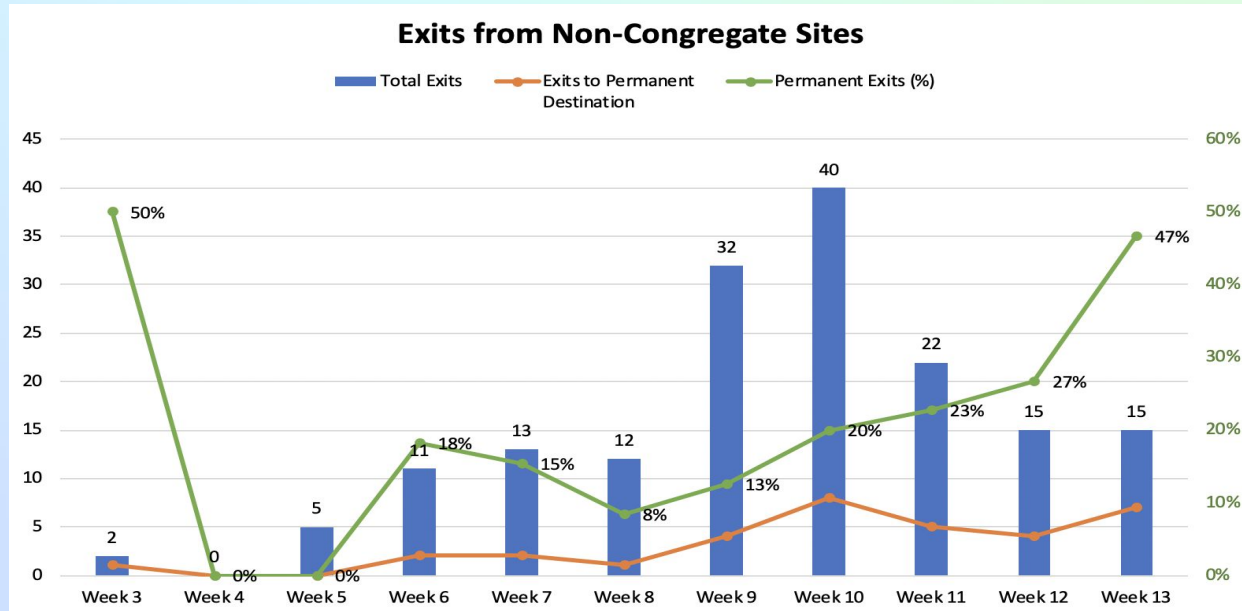
- For the last three weeks, placements in Non-Congregate shelters is below 20% and decreasing; the total placement rate is around 40%
- Placement Rate = Households placed in shelters divided by total Referrals

### Placement Rate - Total and Non-Congregate Shelters



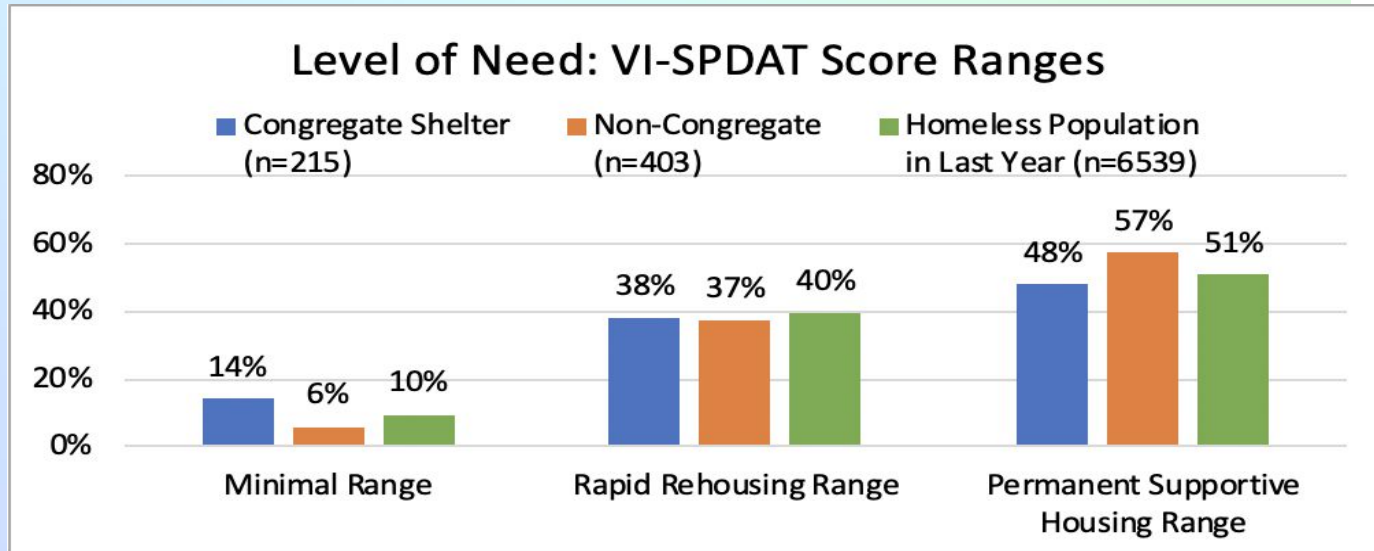
## NCV Congregate and Non-Congregate Shelter Analysis, March 17 to June 11, 2020

The rate of exits to permanent destinations from Non-Congregate shelters is showing an increasing trend as total exits from Non-Congregate sites has been decreasing in the last few weeks



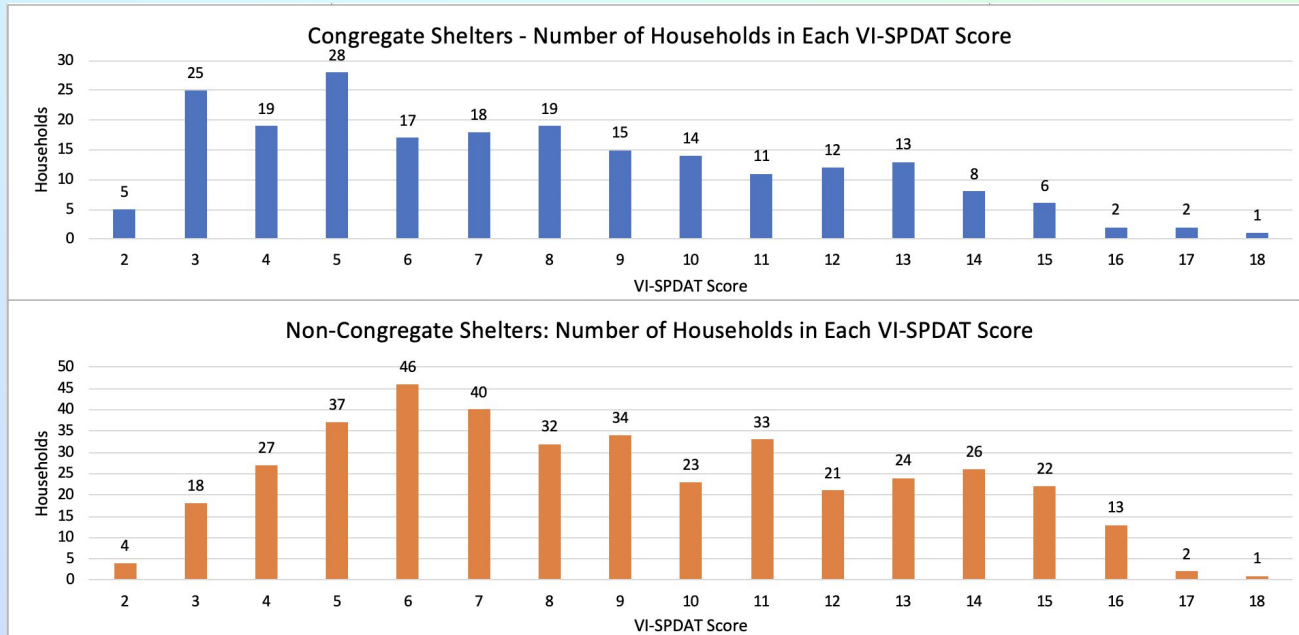
## VI-SPDAT Scores: NCV Congregate and Non-Congregate Shelter Analysis, June 8, 2020 (Cont'd)

Note: Some households in Congregate and Non-Congregate Shelters did not take a VI-SPDAT Assessment  
The 43 households who are already enrolled in a PSH or RRH program are omitted from this analysis



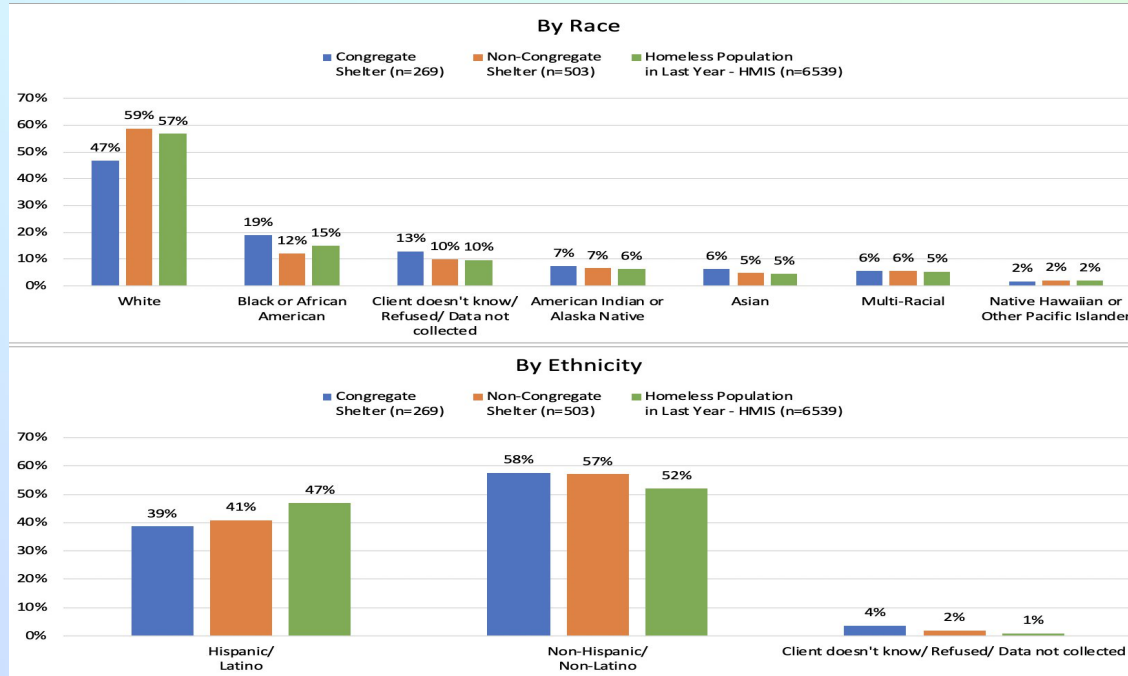
## VI-SPDAT Scores: NCV Congregate and Non-Congregate Shelter Analysis, June 8, 2020 (Cont'd)

Note: Some households in Congregate and Non-Congregate Shelters did not take a VI-SPDAT Assessment  
The 43 households who are already enrolled in a PSH or RRH program are omitted from this analysis



## Demographics: NCV Congregate and Non-Congregate Shelter Analysis, June 8, 2020 (Cont'd)

Note: Homeless Population in Last Year are the number of adult clients who took the VI-SPDAT assessment between June 1, 2019 and May 31, 2020





# Reminders



# Office Hours

Where Are Office Hours Held?

[Looker Office Hours](#) are conducted from the comfort of your own office! Each Office Hours session is hosted online by your Santa Clara County Clarity System Administration team. You can connect using your computer (recommended so that you can see demos and post questions) and/or dial in by phone using the following [Zoom \(click here to access\)](#)

[When](#) Every other Monday of the month from 2:00pm-3:00pm

[Clarity \(HMIS\) Office Hours](#) will take place on Zoom every other Thursday from 10:00am-11:30am

# COVID ROI HMIS Guidance

- SCC is currently using a revised ROI to allow clients to give electronic consent to have their data entered into HMIS.
- **Please use the most recent version of the ROI dated 3-11-2020.**
- **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](mailto: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](https://scc.hmis.cc) website.

# COVID ROI HMIS Guidance



Santa Clara County  
Continuum of Care



## Temporary Guidance for HMIS Data Entry During the COVID-19 Emergency

The County of Santa Clara Office of Supportive Housing, acting as the Continuum of Care and Homeless Management Information System (HMIS) lead agency, has enacted the following operational changes related to data collection and entry into HMIS. The CoC recognizes that many individuals in need of housing and homelessness prevention assistance are unable to sign documents in person due to the shelter in place restrictions and/or because they are in isolation or quarantined. The policy changes outlined below were developed to ensure clients can continue to receive services and housing placements during this time. These changes will be in effect until further notice.

Please note that the County is unable to waive any legal requirements related to client consent to release of information. The County recommends each agency speak with their leadership and legal counsel for guidance on any questions related to client consent during this public health emergency. The County understands these are extraordinary circumstances and the meeting the needs of clients is the highest priority.

### Contents

Guidance for Assessors .....	2
Guidance for Housing Providers .....	3
Guidance for Homelessness Prevention Providers .....	4

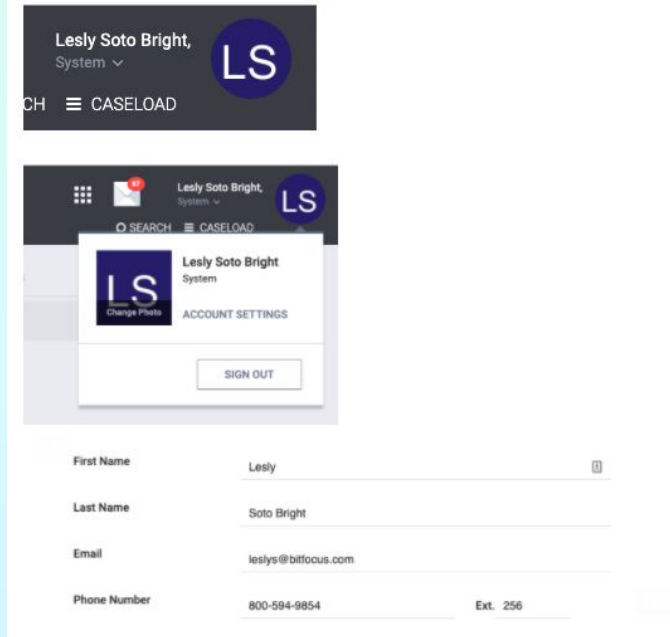
**AGREEMENT TO EXECUTE USING ELECTRONIC SIGNATURE:** I understand and intend that my electronic signature and electronic initials on this form shall have the same force and legal effect as if signed or initialed with an original ink signature. I represent, warrant, and agree that my signature and initials, whether in electronic or original ink, shall give rise to a valid, enforceable, and fully effective consent and agreement.

### BY SIGNING THIS FORM, I AUTHORIZE THE FOLLOWING:

- **I authorize the County, Bitfocus, the CoC, the Partner Agencies, and their authorized agents and representatives to collect, use, and share basic information about me.** I understand that the Partner Agencies may change over time, and that a current list of Partner Agencies has been provided to me. I also understand that I may request an updated list at any time or view the list at: <http://scc.hmis.cc/partner-agencies.html>. I understand that the collection, use, and release of this information is for the purpose of assessing my needs for housing, counseling, food, utility assistance, or other services.
- By initialing one or more of the space(s) in the table below, I authorize that the information or records entered into SCC HMIS may include the following specific types of protected personal information ("PPI") and protected health information ("PHI"). If I do not initial one or more space(s) in the table below, I do not authorize the specific type of information to be entered into SCC HMIS:

# Update Contact Information in HMIS

1. Log into HMIS
2. Click on the logo of your initials and/or photo
3. Got to **ACCOUNT SETTINGS**
4. In the *Phone Number* field please update your phone number, be sure to include your extension
5. **SAVE CHANGES** when done



The screenshot displays the HMIS user interface. At the top, a dark header bar shows the user's name 'Lesly Soto Bright, System' and a circular profile picture with the initials 'LS'. Below this, a navigation bar includes a search icon, a 'CASELOAD' button, and a 'SIGN OUT' button. The main content area is titled 'ACCOUNT SETTINGS' and contains a form with the following fields:

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

# 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**

The screenshot shows the Santa Clara County HMIS website. The top navigation bar 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, and a red arrow points to the 'Clarity Human Services Help Center' link in the dropdown menu. Below the navigation bar, the 'Clarity Human Services Help Center' is displayed. It includes a search bar, a list of announcements, and a section for the 'END USER CLARITY HMIS TRAINING SITE'. This section contains a warning that the training site is designed to mirror the live site but with fictitious data, and a link to the 'SCC HMIS Clarity Training Site User Guide'.

Santa Clara County HMIS

Bitfocus (408) 596-5866, Ext. 2 Open A Support Ticket

Home Programs About Us Training Agency Admin Information Resources Reports & Data Forms & Manuals Contact

Clarity Human Services Help Center

Clarity Human Services Help Center

Coordinated Entry Toolkit

Data Engagement Workshops (DEW)

Schedule a Training

Two Factor Authentication

UPLIFT

Bitfocus offers a comprehensive online Help Center to assist users with the Clarity Human Services system.

Note that this Help Center is equipped with a search bar to help you find answers.

**End User Help Center**

The End User Help Center is geared towards the end user to provide step-by-step instructions for common tasks end users conduct within the system.

**END USER HELP CENTER**

This wiki is dynamic - It is consistently updated in response to feature updates. The Bitfocus staff welcomes client input regarding the content of the wiki.

**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](#)

Search ...

**Announcements >>**

Click Here to Access the Santa Clara County CoC Continuous Data Quality Improvement Process

Click Here to Access the SCC Clarity Feature Enhancement Request List

**FEATURED** BLOG NEWS

February 2020 Agency Admin Meeting  
January 2020 Agency Admin Meeting  
December 2019 Agency Admin Meeting



# 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  
Month's  
Meeting**

**DATE:** Thursday, August 6th

**TIME:** 2:00pm - 3:30 pm

**LOCATION:** [Zoom](#)





# Thanks!

## Any questions?

>> [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

To request new users & general questions

>> [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

When you want to reach the SCC Team

>> *Or you can email us individually*

[AlisonW@bitfocus.com](mailto:AlisonW@bitfocus.com)

[JanelF@bitfocus.com](mailto:JanelF@bitfocus.com)

[LeslyS@bitfocus.com](mailto:LeslyS@bitfocus.com)

[TrevorM@bitfocus.com](mailto:TrevorM@bitfocus.com)

