

WELCOME

Thursday, August 1st, 2019



Introductions

Getting To Know
You:

*If you could ask
a presidential
candidate any
question what
would that be?*

AGENDA



Agenda

- ❖ COC | Coordinated Assessment | UPLIFT Updates
- ❖ HMIS Newsletter
- ❖ Guest Speaker: **Erin Stanton** Sacred Heart
Community Service
- ❖ Survey Results
- ❖ Agency Admin Meeting Structure
- ❖ Data Literacy Institute Workshop-Open Discussion
- ❖ SCC HMIS Features/Enhancements-A Review
- ❖ CDQI - Uploading the ROI
- ❖ Reminders
- ❖ Next Month's Meeting



COC|COORDINATED ASSESSMENT|UPLIFT UPDATES





CoC|Coordinated Assessment| UPLIFT Updates

HMIS NEWSLETTER



Newsletter



June Newsletter Included:

- ❖ Reminder: Use Public Alerts to Support Your Clients
- ❖ Residential Move-In Date: Required for All Housing Programs
- ❖ Clarity Connect 2019
- ❖ Report Spotlight: Client Reports
- ❖ Upcoming Events
- ❖ Bitfocus is Hiring!

Web link to the Newsletter will be available in the Agency Admin meeting minutes

GUEST SPEAKER

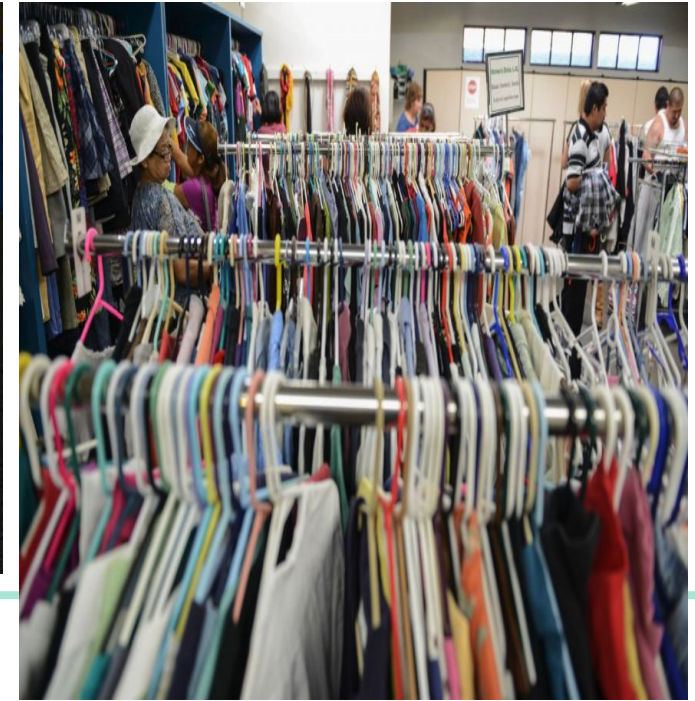


Erin Stanton

Sacred Heart Community Service

1381 S 1st Street
San Jose, CA 95110
(408) 916.5025
erins@sacredheartcs.org

"Here at Sacred Heart Community Service, we are determined to create a community free from poverty by creating hope, opportunity, and action. We could not do the work that we do without all the individuals in our community! Whether you are volunteering your time, donating goods, or sharing your family's experiences, you make Sacred Heart what it is. Thank you for being a part of our community!"



**SACRED
HEART** 
COMMUNITY SERVICE

Homelessness Prevention Services in SCC

One-Time Assistance

- ❑ One-time financial assistance.
- ❑ Service agency determined by zip code.
- ❑ Eligibility: recent emergency, sustainable going forward.
- ❑ Provided by the Emergency Assistance Network (EAN) and other agencies.

Homelessness Prevention System (HPS)

- ❑ Short-term financial assistance, case management, legal assistance.
- ❑ No zip code restrictions.
- ❑ Eligibility: high risk of homelessness.
- ❑ Provided by the Homelessness Prevention System (HPS).

One-Time Assistance



Emergency Assistance Network

- Emergency Assistance with Rent, Deposit, Utilities
- Food Pantries
- Connection to Mainstream Benefits
- Other Services: job search, after school programs, holiday programs, and more.

Homelessness Prevention System



Need help?

Call:
(408) 926-8885

Email:
housinginfo@sacredheartcs.org

Walk in to a partner
agency

Homelessness Prevention System



Countywide Access

- Central Phone Line
- 14+ Locations
- 200+ Assessments per Month



Immediate Intervention

- Financial Assistance
- Legal Assistance



Housing Stability Plan

- Financial Assistance
- Case Management
- Connection to Resources

HOMELESSNESS PREVENTION

JULY 1, 2017 — MAR 31, 2019



DESTINATION: **HOME**



We have
helped

693

**Families & Individuals at
imminent risk of homelessness**



97% of families
have remained
stably housed while
receiving prevention
services

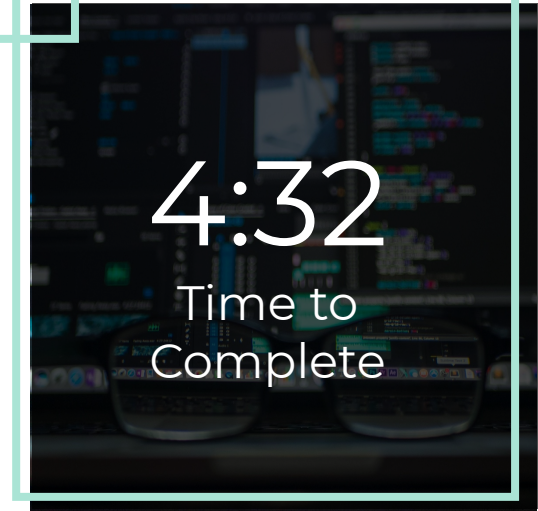


\$4,154
Average amount of
assistance per family

SURVEY RESULTS



Survey Key Stats



23 Participants completed Survey on PC and/or Laptop
2 on a smartphone

Survey Results: Agency Admin Structure



73.9%
Agree

Understand the Purpose
of the Agency Admin.
Meeting

13% Disagree
13% Neither agree nor disagree



82.6%
Agree

Understand role and
responsibility as the
Agency Admin.

8.7% Disagree
8.7% Neither agree nor disagree



47.8%
Agree

Satisfied with the time
and location of meeting

39.1% Neither agree nor disagree
8.7% Disagree
4.3% Other

Survey Results: Agency Admin Structure



80%

Would like a location
closer to OSH Offices



24%

Unplugged Session
A park or open venue



16%

Volunteered their agency as a
potential meeting place

4% North County/Mid County Location
4% On-line meetings

“Location changes leadership would be amenable to”

Survey Results: Agency Admin Structure



58.3%

Scheduling Issues



3.3%

Other

Conflicting Meetings

Parking

Content already well known

Meetings are too long



8.3%

Wait, is this a
mandatory meeting?

4.2 % Accessibility of meeting
location

“Reasons for **NOT** attending the Agency Admin meeting regularly”

Survey Results: Agency Admin Structure



52%

Learning about new
HMIS features and
how to better use
them



52%

Running Reports

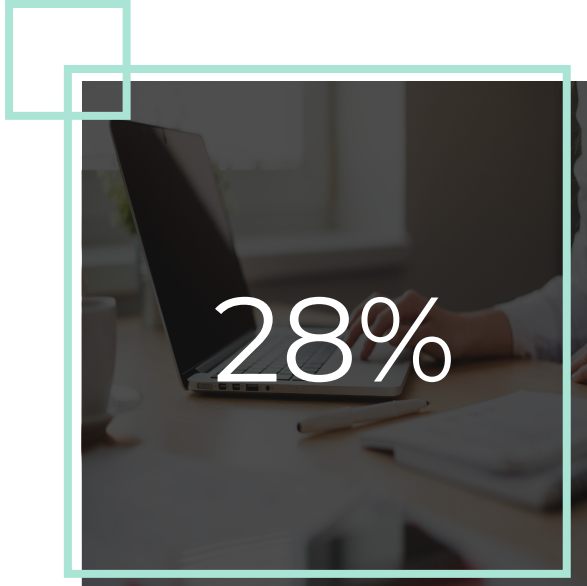


44%

Data Quality as it relates to
HMIS (e.g. Data entry
expectations, challenges etc.)

“Topics interested in learning more about or having further discussions about”

Survey Results: Agency Admin Structure



28%

Potential upgrades or
new features for
Clarity



20%

Roundtable Discussions where you
can discuss challenges and share
ideas with other Agency Admin
leadership

16% Office Hours



24%

Trainings
(12.5% Office Hours)

“Topics interested in learning more about or having further discussions about”

Survey Results: Agency Admin Structure



73.9%
Agree




13%
Disagree




13%
Neither Agree
or Disagree

“Do you think you or your staff have (skill set and/or training) what they need to complete their HMIS tasks?”


Survey Results: Agency Admin Structure



“HMIS reports and fields should correlate with reports that are expected by the funders. It is difficult each quarter to have to generate reports that do not produce the information requested by each funder”




“Other location
Ideas would be the
Sobrato location
on San Jose on
Parkmoor”



“BHSD staff were given training it was a horrible quality Webinar”
“We don't have time to attend additional meetings due to BHSD time constraints”
“Expectations about this meeting have not been made clear to us and meeting invites often go to our Trash email”

“Anything else you want to share?”

Survey Results: Agency Admin Structure



“The meetings aren't as efficient as they could be. Would be best to make the meetings shorter if the same information is going to be repeated at each of them”



“I think the meetings would be better attended if they were shorter and less repetitive (and possibly less frequent)”



“So many meetings, so little time”

“Anything else you want to share?”

Survey Results - Take a Closer Look

SCC Agency Admin Meeting Structure Survey

25 responses

I understand the purpose of the Agency Admin Meeting

23 out of 25 answered



Agency Admin. Meeting Structure



Agency Admin Structure-What's Next?



**90 vs 120
Minutes**



**7/11
of
meetings
required to
attend in
person**



**Location
Rotation**

Agency Admin Structure-What's Next?

Sharing is caring, but it also reduces the burden and doubles the happiness.




SCC Virtual Suggestion Box

We value your opinion and insight.
Please share with us your suggestions.

Link directly to Survey or access
survey on the SCC HMIS Support
Page

Home	Programs	About Us	Training	Reports & Data	Forms & Manuals	Contact
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Virtual Suggestion Box



Your ideas count! Make a Suggestion!

Okay! press ENTER

Announcements >>

- HMIS End User Support
- Schedule a Training
- Community Support Contacts
- Office of Supportive Housing Website
- Virtual Suggestion Box**

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

FEATURED | BLOG | NEWS

June 2019 Agency Admin Meeting
May 2019 Agency Admin Meeting
April 2019 Agency Admin Meeting

Data Literacy Institute Workshop



Data Literacy Institute Workshop - Open Discussion

Past DLI Workshop Topics

- ❖ SCC Reports Training
- ❖ HMIS Data In Action
- ❖ How to Request Data (How to Monitor Your Data)
- ❖ Planning for Data Requests
- ❖ How To Tell Your Story
- ❖ Our Friend, Excel

[Check these out here](#)

Potential Topics?

- ❖ *What do you think your staff would be interested in learning?*
- ❖ *Are there challenges your staff are experiencing that could be brought to a DLI Workshop?*
- ❖ *What type of data analysis skills do you think would be useful?*

SCC HMIS

Features/Enhancements-*A Review*



Features|Enhancements-A *Review*

Feature Enhancements in SCC are started at the request of end users

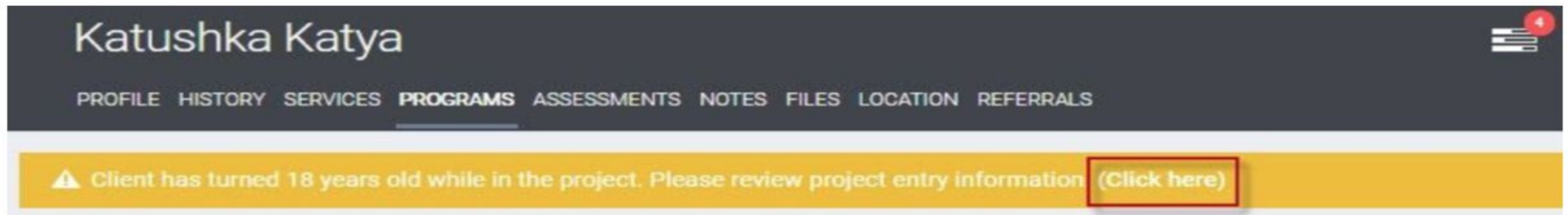
- Are you a regular Clarity user?
- Do you have ideas on how to improve the system?

We want to hear from you!

The next few slides will show what we've created so far based on your requests.

Features|Enhancements-Completed

- ◆ FET: Aged into Adulthood Notification at Program Exit:
 - On the program exit screen, a yellow banner will appear that says “Client has turned 18 years old while in the project. Please review project entry information.”
 - Banner will appear for clients whose age at project entry was <18 and whose current age is >=18
 - Banner will include a link to the project enrollment screen so that users can directly navigate to the enrollment screen



Features|Enhancements-Completed

- ◆ FET: Filter by Type on History Tab
 - In the History Tab, under Advanced Search Options, it would be useful to be able filter by the following types of entries: service, program enrollment referral, assessment

The screenshot displays the 'Wonder Woman' application interface. At the top, a dark navigation bar contains the title 'Wonder Woman' and a series of tabs: PROFILE, HISTORY (which is underlined), PROGRAMS, SERVICES, ASSESSMENTS, NOTES, FILES, CONTACT, and LOCATION. Below this, a blue header bar reads 'HISTORY'. The main content area features an 'Advanced Search Options' section with a 'Hide ^' button. Underneath is a 'Search' section with several filters: 'Category' (Any category), 'Agency' (Any agency), 'Start Date' (with a calendar icon showing '25'), and 'End Date' (with a calendar icon showing '25'). A 'Type' dropdown menu is open, showing options: 'Any type' (selected), 'Assessments', 'Programs', 'Referrals', and 'Services'. To the right of the dropdown are 'Clear' and 'SEARCH' buttons. At the bottom, a table header is partially visible with columns for 'Service Name', 'Date', and 'End Date'.

Features|Enhancements-Completed

- ❖ FET: Reduce missing Queue referrals by making “Refer to Queue” step more visible and unavoidable

Ollie Oxen-Free

PROFILE HISTORY PROGRAMS ASSESSMENTS NOTES FILES LOCATION

PROGRAM ELIGIBILITY DETERMINATION

VI-SPDAT-V2 Score Summary

GENERAL	0		
HISTORY OF HOUSING & HOMELESSNESS	0	RISKS	3
SOCIALIZATION & DAILY FUNCTION	4	WELLNESS	2

VI-SPDAT-V2 PRE-SCREEN TOTAL 9

REFER DIRECTLY TO COMMUNITY QUEUE

Features|Enhancements-Completed

FET: Community Queue and House clients cross-check

lex

HISTORY

PROGRAMS

ASSESSMENTS

NOTES



Program Exit Date	08/08/2017	25
Housing Status at Exit	Category 1 - Homeless	
Reason For Leaving	Completed Program	▼
Destination	Permanent housing for formerly homeless persons	▼

Exiting the program to the permanent destination
will remove referral from the Community queue as self resolved.
Please confirm

OK

Features|Enhancements-Coming Soon!

[Project Type Code listed in Active Programs]

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES LOCATION REFERRALS				
PROGRAM HISTORY				
Program Name	Start Date	End Date	Type	
<div></div> <div>Test Emergency Shelter Emergency Shelter: Night-by-Night Sarah Smith Housing Services</div>	03/21/2019	Active	Individual	
Youth Hope Housing PH - Permanent Supportive Housing (disability required) Sarah Smith Housing Services	12/18/2018	Active	Individual	
Test PSH Program PH - Permanent Supportive Housing (disability required) Sarah Smith Housing Services	12/18/2018	Active	Individual	

Features|Enhancements-Coming Soon!

[Require and rename “Denied Message” field on Referral: Edit Screen]

- ❖ Currently, when a referral status is changed to “Denied” it is optional to provide additional information about the denial details.
- ❖ The Coordinated Assessment Work Group reported that denial details are imperative to gain an understanding of why certain groups are denied housing more than other groups
- ❖ OSH stakeholders agreed that required denial information will ensure more appropriate housing referrals for a client who was denied.

This feature enhancement will require users to provide details in the text box.

Additionally, the text box will be renamed from “Denial Message” to “Denial Information” to make the scope of the information more clear to the providers and match makers.

REFERRAL: EDIT

Client	Grape Vine
Referred Program	Test PSH Program
Referred to Agency	Sarah Smith Housing Services
Referring Agency	Sarah Smith Housing Services
Referred Date	10/04/2018 9:02 AM
Days Pending	169 day(s)
In Process	22 day(s)
Qualified	No
Referred by Staff	Sarah Dougherty
Case Manager	Select
Last Activity	03/11/2019 <div>CHECK-IN</div>
Status	Denied
Send to Community Queue	-- Select --
Denied Reason	Select
Denial Information	

Features|Enhancements-Coming Soon!

[Add Warning for Recent Assessment]

Jane Nogo

PROFILEHISTORYSERVICESPROGRAMS

ASSESSMENTS

1 Triage

START

Adult Eligibility Assessment

START

Adult Housing Problem-Solving Assessment

START

Adult Primary CE Assessment

START

Clarity Connect Sample Assessment

START

Family Eligibility Assessment

START

Family Housing Problem-Solving Assessment

START

Family Housing Prioritization Assessment

START

Shelter (Individual Room) Placement Criteria

START

onesf-train.clarityhs.com says

A recent assessment of this type already exists for this client.
Are you sure you wish to create another assessment?

CancelOK

Features|Enhancements-A Review

Again, We want to hear from you!

Have an idea to improve Clarity that will assist many users across SCC?

Submit your idea to our Virtual Suggestion Box on scc.hmis.cc

The screenshot displays the Santa Clara County HMIS website. The header includes the Santa Clara County logo, the text "Santa Clara County HMIS", the Bitfocus logo, the phone number "(408) 596-5866, Ext. 2", and a blue button labeled "Open A Support Ticket". A navigation menu contains links for Home, Programs, About Us, Training, Reports & Data, Forms & Manuals, Agency Admin. Resources, and Contact. Below the menu is a large banner image of a smiling family. On the right side of the banner, a vertical list of links is shown: "HMIS End User Support", "Schedule a Training", "Community Support Contacts", "Office of Supportive Housing Website", and "Virtual Suggestion Box". The "Virtual Suggestion Box" link is highlighted with a red rectangular border.

Home	Programs	About Us	Training	Reports & Data	Forms & Manuals	Agency Admin. Resources	Contact
							HMIS End User Support
							Schedule a Training
							Community Support Contacts
							Office of Supportive Housing Website
							Virtual Suggestion Box

CDQI- UPLOADING THE ROI



Uploading the ROI-*What to Know*

- ❖ No information can be entered into HMIS without a valid ROI uploaded in Clarity
- ❖ A Valid ROI in HMIS is:
 - Signed
 - Has an expiration date
 - Includes all 5 pages in the upload
 - Indicates that the client wants their information in HMIS (initial boxes)
- ❖ The client can decide when ROI expires. The recommended amount of time is 3 years

Uploading the ROI-*What to Know*

- ❖ On the client's Profile screen, click the shield icon
- ❖ Click the PDF to the right of the ROI to view it
- ❖ Follow the client's ROI when entering data into HMIS

The screenshot shows the client profile for Sally Mander. The top navigation bar includes tabs for PROFILE, HISTORY, PROGRAMS, SERVICES, ASSESSMENTS, NOTES, REFERRALS, LOCATION, and FILES. The user is logged in as Jenn Ong, SCC CM Agency (e.g. BWC, PATH). A red arrow points from the top right to a shield icon in the 'Household Members' section. Below this, the 'RELEASE OF INFORMATION' section is visible, containing a table with one row of data. A red arrow points from the 'ADD RELEASE OF INFORMATION' button to a PDF icon in the table.

CLIENT PROFILE

Social Security

Household Members [Manage](#)

RELEASE OF INFORMATION [ADD RELEASE OF INFORMATION](#)

Agency Name	Permission	Type	Start Date	End Date	
Jenn Test Agency	Yes	Attached PDF	08/01/2017	08/01/2022	PDF

Uploading the ROI-*What to Know*

- ❖ If the ROI is expired, or the client wants to update their consent, click the plus sign next to Add Release of Information to upload a new ROI

RELEASE OF INFORMATION					ADD RELEASE OF INFORMATION 
Agency Name	Permission	Type	Start Date	End Date	
Jenn Test Agency	Yes	Attached PDF	08/01/2017	08/01/2022	

Uploading the ROI-*What to Know*




- ❖ If the ROI is expired, or missing, a banner will appear on the profile screen.


Glazed Donut

PROFILE SERVICES PROGRAMS REFERRALS HISTORY NOTES FILES ASSESSMENTS

⚠ Release Of Information is Missing. Please add one to ensure compliance (Click here)

CLIENT PROFILE

Social Security Number	XXX - XX - 3523 
Quality of SSN	Full SSN Reported 
Last Name	Donut 
First Name	Glazed



Uploading the ROI-Next Steps



Please note that Bitfocus will be reaching out to you via email if your agency is out of compliance or if we note that several users are out of compliance.

COMPLIANCE

REMINDERS



Reminders...VI-SPDAT Next Steps

- ❖ For staff that **did not** submit a Certification Form by **Monday, July 22nd** EOB access to HMIS has been disabled
- ❖ To reinstate access staff must submit a certification form and/or register for an upcoming VI-SPDAT training
- ❖ Please be sure that staff who met with the client to give them the assessment is recording (*please note this is different from the staff doing the actual data entry into HMIS*)
 - Date
 - Their name
 - Phone Number

Name and Phone Number of Staff Completing the VI-SPDAT

Anh Tuan Nguyen-Phan (408) 758-3211
County of Santa Clara- SSI Advocacy Program

Reminders...Submitting Forms

End User Agreements|Technical Administrator Agreement|Security Agreements

- ◆ If at all possible please use the following naming convention for the PDF when submitting to Bitfocus Helpdesk
 - First Name, Last Name of user followed by **EAU** and/or **TAA** and/or **SA**
 - (e.g., John Snow EUA)
 - (e.g., Harry Potter TAA)
- ◆ This will ensure the correct name for staff in the event that it is illegible

Reminders...HP Services Forms

Homeless Prevention Services Program Forms

- ◆ Added to HMIS Support Page
 - Forms & Manuals
 - Program Specific Forms

Program Specific Forms

HUD Continuum of Care Program (CoC) (Updated 6May19)		
Intake Form (PDF , DOC)	Status Assessment Form (PDF , DOC)	Exit Form (PDF , DOC)
Homeless Prevention Services Program (HPS) (Revised 17July19)		
Intake Form (PDF , DOC)	Status Assessment Form (PDF , DOC)	Exit Form (PDF , DOC)

NEXT MONTHS MEETING



NEXT MONTHS MEETING

DATE: Thursday, September 5th, 2019

TIME: 2:00 pm to 3:30 pm

LOCATION: 600 Valley Way, Building 5, Room 6, Milpitas, CA 95035



Need Help?

Contact Information

Bitfocus System Admin Team
scc-admin@bitfocus.com

Alison Wilson
alisonw@bitfocus.com

Janel Fletcher
janelf@bitfocus.com

Lesly Soto Bright
leslys@bitfocus.com

