



Agency Admin. Meeting

October 1st, 2020



AGENDA

1. CoC|Coordinated Assessment|UPLIFT Updates
2. HMIS Newsletter
3. New HMIS Features
4. LSA Data Quality Outreach
5. Quiz Time: Agency Admin. (TA) Responsibilities
6. Report Spotlight: [DQXX-103] Monthly Staff Report
7. Reminders
8. Next Months Meeting



GETTING TO KNOW YOU



What's your favorite Fall food or activity?



CoC Updates



UPLIFT Updates



UPLIFT UPDATES

- As of 9/29/20 we have distributed 1031 Passes for the Oct-Dec Quarter.
- **Passes can be picked up on Tuesdays and Thursdays, 9am-12pm only (any changes will be sent out)**
 - If your agency is unable to pick up passes during those days and times, please let us know.
 - Passes can be pick up downstairs from our office:

2310 N 1st St. 1st floor Reception Area. San Jose, CA 95131

To provide the best service during this time, there will be no allocation limit on Oct 1st.

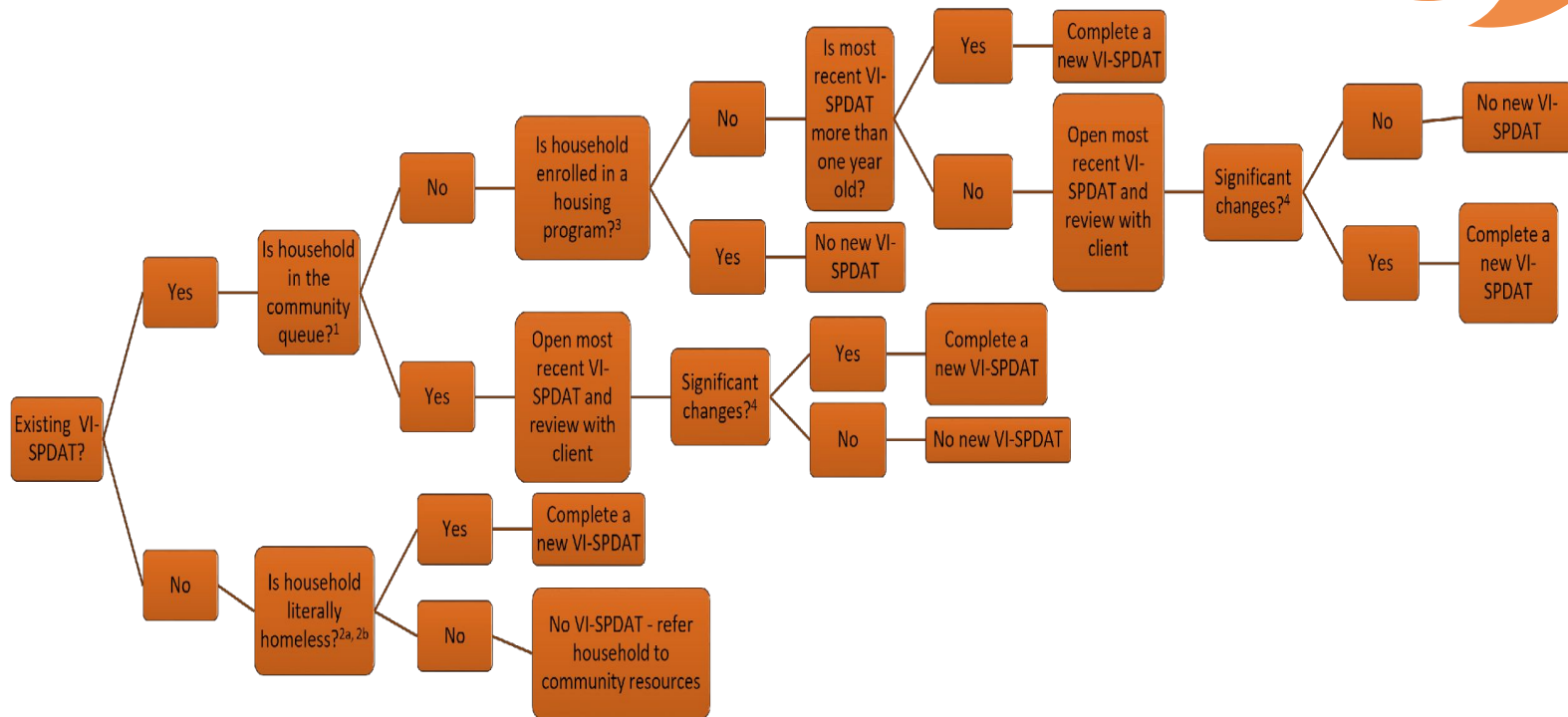
All remaining stickers will be offered to all Agencies, first comes first served.

UPLIFT UPDATES

Reminder to all providers:

- Before making your request, check your client's most recent (latest start date/signed) HMIS ROI (Release of Information) to ensure it is valid and you are **not entering data the client did not consent for.**
- We are now reviewing if your client has a VALID/Current VI-SPDAT.
 - To determine if your client needs a VI-SPDAT, please review [the decision chart](#)

When Should I do a VI-SPDAT?





If client is NOT homeless at the time of the request

UPLIFT ELIGIBILITY AND REFERRAL

Is the client homeless or seriously at risk of losing their housing?

Yes

Is the client homeless?

No

Is the client currently receiving case management from your agency?

Yes

What type of transit pass are you requesting?

Badge and Sticker

What quarter is the pass for?

Oct-Dec

Answer NO when making your request



HMIS Newsletter



HMIS NEWSLETTER



Santa Clara HMIS News, September 2020

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

- **New Features in Clarity**
- **Agency Admin Resources**
- **Data Quality Fields: What They Are and Why They Matter**
- **Report Spotlight: [HUDX-227] Annual Performance Report**
- **Upcoming Events**
- **Bitfocus is Hiring!**

[Check out the September Newsletter here!](#)



New HMIS Features



NEW HMIS FEATURES: DATA ENTRY WARNINGS

We've added a new *Warnings* feature to *Clarity Screens*. System Administrators can now configure screen to include a warning message under certain circumstances. The warning displays in the screen for users with an orange warning icon.

Visit Due Date

10/15/1920



You entered a date outside of this program's service period. Please review your response.

NEW HMIS FEATURES: SEARCH ENHANCEMENTS

There are several updates to the client search page to allow for easier navigation.

- When you search by name, the system will now only include results where the first letters of the first or last name match the search term. For example, “Jo” will return results for “John” and “Joseph” but not “Marjorie.”
- The system will now include the Client Profile image, the client’s age, and ROI status in search results.

SEARCH FOR A CLIENT

ADD CLIENT +

Q Jane Doe

SEARCH

		DOB		SSN	ROI
	Jane Doe	02/02/1977	Age: 43	1234	Missing
	Jane Doe	10/10/1980	Age: 39	4321	Missing

NEW HMIS FEATURES:

- Many other updates and fixes in this release
- Reminder: You can always view new or upcoming features on the [News & Announcements](#) section of our help site
- NEXT UP: A brief demo

News and Announcements

Information about feature enhancement releases, new and recently updated Help Center content, and system administrator mailing list archives.

Clarity Human Services Feature Updates

Clarity Human Services: September 2020 Feature Updates ★

Clarity Human Services: June 2020 Feature Updates

Clarity Human Services: April 2020 Feature Updates

Clarity Human Services: August 2020 Feature Updates

Clarity Human Services: April 2020 Location Tab Updates

Clarity Human Services: February 2020 Feature Updates

LSA Data Quality Outreach



LSA DATA QUALITY OUTREACH



Thank you for all of your Data Quality clean up efforts so far!

We will continue to reach out to you as we hear feedback from our submission

Submission is planned for between mid October and November

Stay tuned!



Quiz Time: Agency Admin. Responsibilities



Report Spotlight: [DQXX-103] Monthly Staff Report



[DQXX-103] MONTHLY STAFF REPORT



Report Purpose & Summary

The Monthly Staff Report provides three categories of information:

- General data quality
- User Activity (including the number of clients, [both existing and new] that each staff member worked with during the time frame of report)
- Data quality by data element (e.g. Date of Birth, Race, Ethnicity, Veteran Status, etc.) for all clients served

The report also includes staff from other agencies with "additional access" to the reporting agency data.



[DQXX-103] Monthly Staff Report

Monthly Staff Report

[TRAINING] System

This report is an automated monthly review of your staff participation in Clarity.

Please note, this is a courtesy email report. All data held within is viewable at any time by accessing the Reports Library within Clarity.

Your Agency Average Data Entry Timeliness (in days)	0
Your Refused DQ Score	1.0%
Your Don't Know DQ Score	2.0%
Your Not Collected DQ Score	9.0%
Your Unique Client Count	9

Report Period: 08/01/2020 through 09/29/2020

Information about the following table:

Unique Clients:	Unique number of clients currently receiving service within the report date range
New Clients:	Unique number of clients newly enrolled in a service or program within the report date range
Average Timeliness (in Days):	Average number of days from program/service start date to the time the service/program was recorded in Clarity
DQ Don't Know:	Average percentage of Program Specific Data Elements answered Don't Know.
DQ Refused:	Average percentage of Program Specific Data Elements answered Refused.
DQ Not Collected:	Average percentage of Program Specific Data Elements answered Not Collected.

Active Staff

Name	Unique Clients	New Clients	AVG Timeliness (in days)	DO % Don't Know	DO % Refused	DO % Not Collected
Fletcher, Janel	3	0	0	1.9%	0%	5.0%
Mells, Trevor	3	1	0	1.9%	1.9%	18.3%
Soto, Lesly	4	0	0	2.8%	1.4%	7.1%

Active Staff - No Activity

Name	Last Login	Days Inactive
Admin, Admin	07/10/2020	81
Agency Staff- DA, Janel	06/25/2020	96
Barroga, Hilary	06/13/2019	474
Beskrona, Alla	07/10/2019	447
Brittain, Thomas	07/13/2020	78

Monthly Staff Report

[TRAINING] System

Active Staff - No Activity

Name	Last Login	Days Inactive
Bukavina, Katya	07/23/2019	434
Campbell, Adele	09/04/2020	25
Cianataro, Karri	05/29/2019	489
Cordero, Carina	09/04/2020	25
Craig, Loren	05/29/2019	489
Dougherty, Sarah	04/14/2017	1,264
Eivazian, Lindsay	08/13/2019	413
Fletcher2, Janel2	05/20/2020	132
Griffin, Haron	09/04/2020	25
Griffith, Kim	08/19/2020	41
Gushchin, Anton	12/13/2018	656
Herdzik, Rob	04/05/2017	1,273
Hoffman, Sara	11/04/2019	330
Hung, Anna	01/29/2019	609
InternalAPI, InternalAPI	Never	-
James, Margie	11/27/2018	672
Kartavenko, Alexander	02/04/2019	603
Kaur, Manjit	06/25/2020	96
King, Juliee	12/28/2017	1,006
Kotylev, Alex	04/12/2019	536
Liu, Chennan	06/19/2020	102
Lorente, Victor	08/08/2019	418
Mar, Cynthia	06/25/2020	96
Miller, Maggie	03/27/2018	917
Nunes, Eva	08/29/2018	762
Nunn, Emma	08/12/2020	48
O'Sullivan, Jim	07/26/2019	431
Ogburn, Michelle	04/16/2019	532
Padilla, Brenda	06/22/2020	99
Reed, Mike	07/07/2020	84
Robadey, Danielle	07/26/2019	431
Royce, Tauri	06/07/2019	480

Monthly Staff Report

[TRAINING] System

Information about the following table:

The chart below is based on Program based enrollment data for HUD funded CoC projects. If your project type is not required to collect all of the elements listed below, clients will be counted as "Data Not Collected". This applies to specific elements not required for Federal Partner projects such as PATH, RHY and SSVF or any custom enrollments for non-HUD funded projects.

Data Element	Total Don't Know	% Don't Know	Total Refused	% Refused	Total Not Collected	% Not Collected
Profile Statistics						
SSN	2	22.2%	0	0.0%	0	0.0%
DOB	0	0.0%	0	0.0%	0	0.0%
Race	2	22.2%	1	11.1%	0	0.0%
Ethnicity	0	0.0%	0	0.0%	0	0.0%
Gender	0	0.0%	0	0.0%	0	0.0%
Veteran Status	0	0.0%	0	0.0%	0	0.0%
Program Entry Statistics						
Client Location					2	15.4%
Household Member Type					0	0.0%
Residence prior to program entry	0	0.0%	0	0.0%	0	0.0%
Times on Streets, ES, SH	0	0.0%	0	0.0%	2	15.4%
Disabling Condition	0	0.0%	0	0.0%	0	0.0%
Physical Disability	0	0.0%	0	0.0%	1	7.7%
Development Disability	0	0.0%	0	0.0%	1	7.7%
Chronic Health Condition	0	0.0%	0	0.0%	1	7.7%
HIV / AIDS	0	0.0%	0	0.0%	1	7.7%
Mental Health	0	0.0%	0	0.0%	1	7.7%
Substance Abuse	0	0.0%	0	0.0%	1	7.7%
Domestic Violence	0	0.0%	0	0.0%	1	7.7%
Income and Sources	0	0.0%	0	0.0%	0	0.0%
Non-Cash Benefits	0	0.0%	0	0.0%	0	0.0%
Health Insurance	0	0.0%	0	0.0%	0	0.0%
Program Exit Statistics						
Exit Destination	0	0.0%	0	0.0%	0	0.0%
Income and Sources	0	0.0%	0	0.0%	0	0.0%
Non-Cash Benefits	0	0.0%	0	0.0%	0	0.0%
Health Insurance	0	0.0%	0	0.0%	0	0.0%

Reminders



Data Engagement Workshop

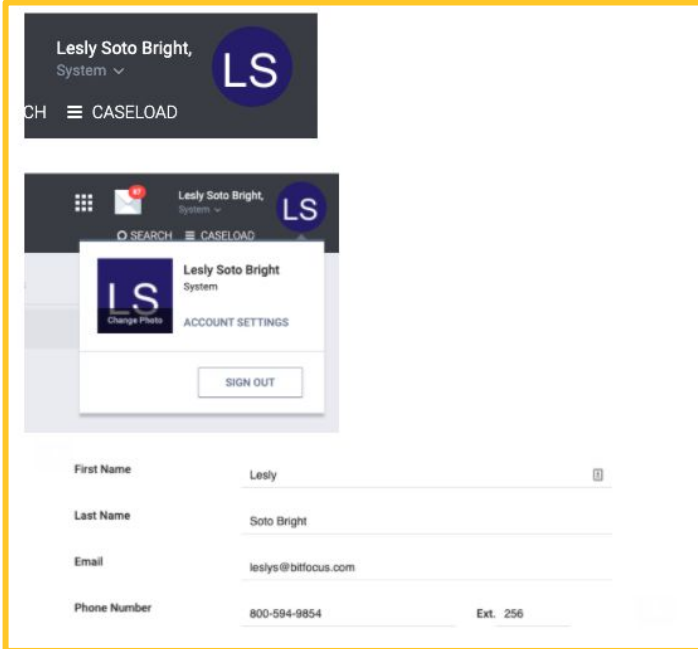


- Join us for our upcoming data engagement workshop
- Held October 15th from 2-3:30
- This session we are getting hands on with several intermediate viewer topics and how you can use these to better explore demographic and other data at your organization
- Space is limited, attendees should have access to Data Analysis in Clarity
- Email Announcement to follow



HMIS CONTACT INFORMATION

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 Account Settings page. At the top, the user's name 'Lesly Soto Bright' and 'System' are shown next to a circular profile picture with the initials 'LS'. Below this, a navigation bar includes a search icon, a menu icon, and the text 'CASELOAD'. The main content area features a 'CHANGE PHOTO' button and a 'SIGN OUT' button. The contact information section includes fields for First Name (Lesly), Last Name (Soto Bright), Email (leslys@bitfocus.com), and Phone Number (800-594-9854) with an extension field (256).

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

OFFICE HOURS

Clarity HMIS Office Hours

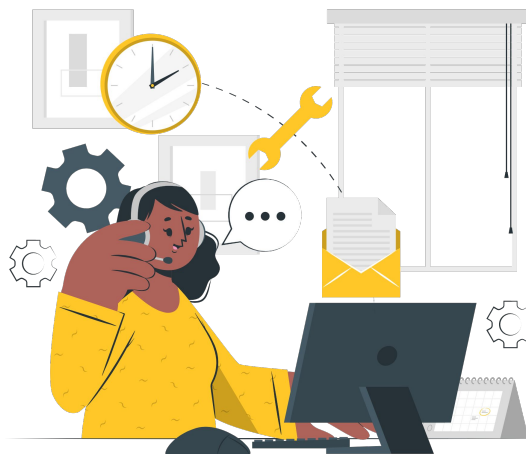
When: Bi-Weekly, Thursday

Time: 10:00am - 11:30 am

Looker Office Hours

When: Bi-Weekly, Monday

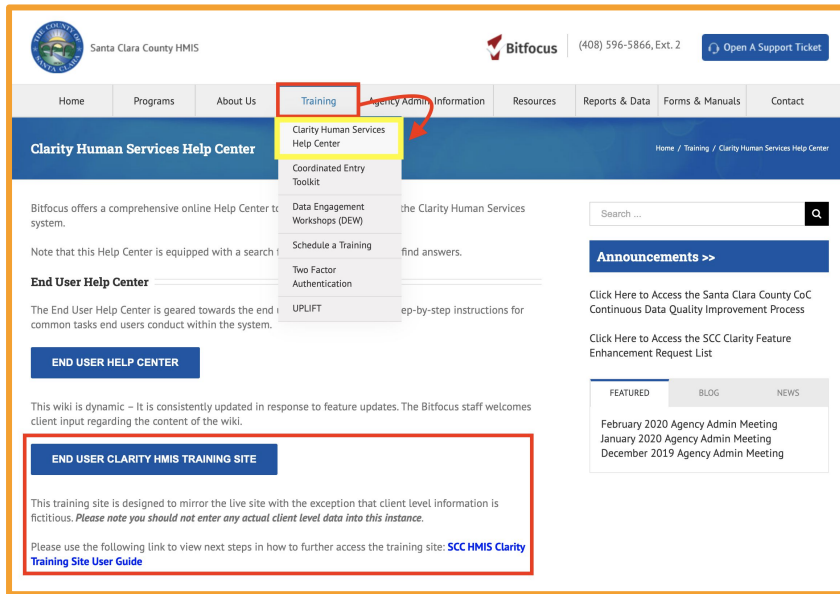
Time: 2:00pm - 3:00pm



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



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 Home / Training / Clarity Human Services Help Center

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 function to find answers.

End User Help Center

The End User Help Center is geared towards the end user to provide common tasks and 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](#)

Announcements >>

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

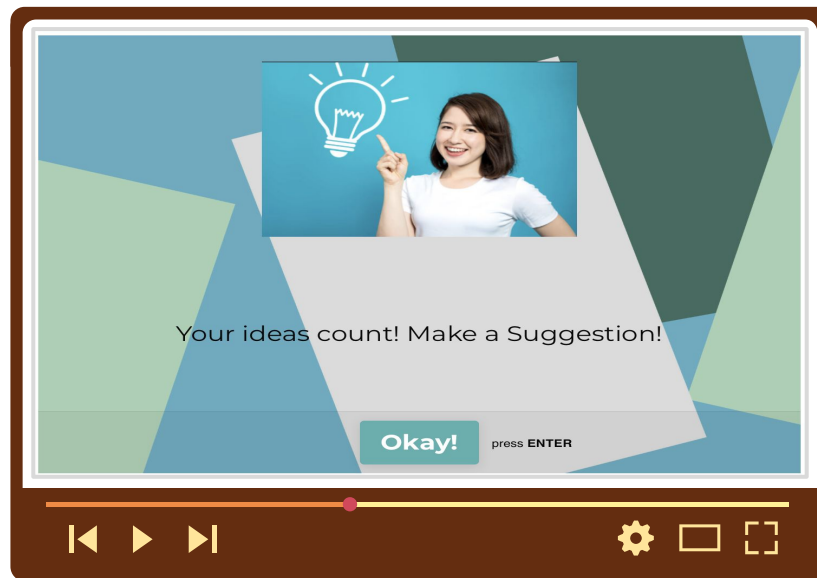
Click Here to Access the SCC Clarity Feature Enhancement Request List

FEATURED BLOG NEWS

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



VIRTUAL SUGGESTION BOX



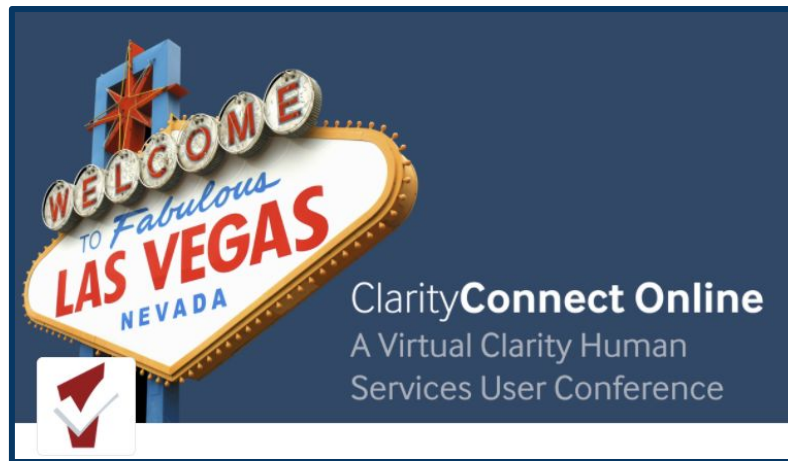
*Have ideas about an enhancement and/or addition to HMIS?
Have a general questions you'd like to ask? Let us know! Drop it in the box!*



ClarityConnect Virtual Conference



- Join Bitfocus for our third annual (and first virtual) Clarity Human Services customer conference.
- We're convening online October 21-22 for a robust agenda of keynotes and breakout sessions full of practical learnings to unleash your organization's best work.
- Check out website for a registration [LINK](#)
- **Registration is FREE**



NEXT MEETING:

Thursday, November 5th, 2020

ZOOM Meeting



YOUR SYS. ADMIN. TEAM



Janel Fletcher

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Trevor Mells

TrevorM@bitfocus.com



Alison Wilson

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Lesly Soto Bright

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