

A stylized teal pine branch with several red berries is positioned on the left side of the slide. The background is light blue with white snowflake patterns and a large white abstract shape behind the text.

Agency Admin. Meeting

Thursday, December 3rd, 2020

AGENDA

- CoC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- HIC/PIT Updates
- New Features
- Special Guest Speaker: Kerry Lao, YWCA
- Annual Privacy Training Recertification
- Coordinated Entry Data Quality
- LSA Data Quality (Overlapping Enrollments)
- Quiz Time!
- Reminders

Getting to Know You!



Do you prefer Hot Chocolate or
Apple Cider? Or something
different?





CoC|CA|UPLIFT UPDATES



UPLIFT UPDATES



Current Oct-Dec 2020 Quarter

- The Oct-Dec quarter will end on **December 17th**. *This the last day to request a pass for this quarter.*
- There are a total of **164 Errors** for this quarter.
 - *In preparation for next quarter, please review requests prior to making them to prevent delays due to errors.*

UPLIFT UPDATES



The upcoming, Jan-Mar 2021 Quarter

- Quarter will begin December 18th. 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 request.
- To better serve our community during this time, there will not be allocation limits for this quarter, all passes will be offered on a first come, first serve basis, at the start of the quarter (Dec 18th). This applies for all agencies.

We are also looking for feedback to adapt our Program to reduce barriers for clients seeking UPLIFT services during this time. If you have any suggestions please email us at uplift@hhs.sccgov.org.



HMIS NEWSLETTER



NEWSLETTER



Santa Clara HMIS News, November 2020

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

- [Federal Reports: LSA is Underway!](#)
- [Clarity Connect 2020 - Recording Now Available!](#)
- [Report Spotlight: Incoming Referrals](#)
- [Training Spotlight: UPLIFT Training](#)
- [Upcoming Events](#)

[Checkout the November Newsletter Here!](#)



HIC/PIT UPDATES



HIC/PIT UPDATES

Next PIT Community Meeting – Wednesday, December 16th at 1pm via Zoom. An invitation was sent out yesterday

Point in Time Count

- The County is continuing their COVID response efforts for unhoused residents.
- For our Unsheltered PIT Count we are currently considering modifications, such as delaying the count to give us sufficient time to ensure the safety of our volunteers and guides.
- We are strongly considering not conducting the survey part of the count due to safety concerns of volunteers and guides.
- The Unsheltered Count may be at the end of **February** or possibly later in March. HUD is being flexible to ensure safety of everyone involved

Coordinated Assessment Work Group: Thursday, January 14th, 2021 @ 1:00pm – 2:30pm.





NEW FEATURES



NEW CLARITY FEATURES

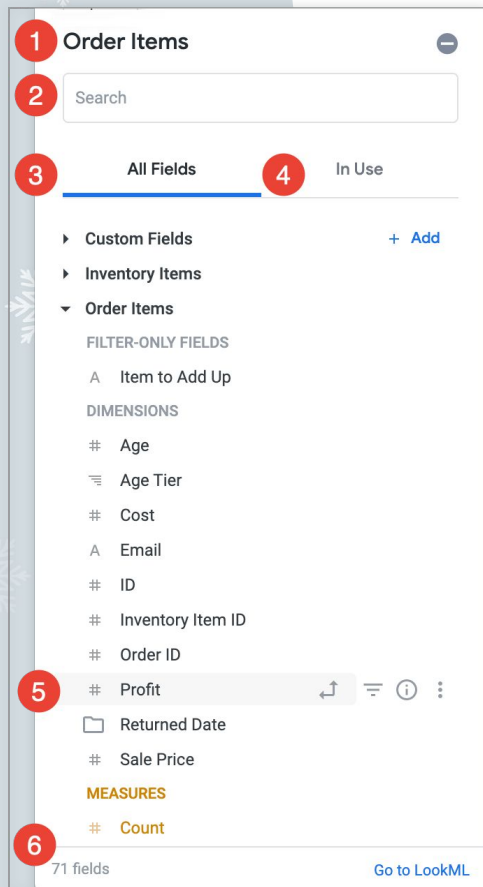
*Available in the training site now <https://scc-train.clarityhs.com/login>.
Published to live site later this month.*

New Clarity Features

- Assign Multiple Staff to Program Enrollment
- New Favorite Reports Folder
- Favorite report retain parameter from last run
- Other user interface and back end improvements

Full Nov Clarity release notes available here:

NEW LOOKER FEATURES



Available now

New Explore Field Picker

Backend and Performance Improvements

[Data analysis release notes available here](#)



SPECIAL GUEST SPEAKER:

Kerry Lao, ASW

***Housing Programs Manager – RRh & PSH
YWCA Silicon Valley***



SPECIAL GUEST SPEAKER: *Kerry Lao*

eliminating racism
empowering women

ywca

Silicon Valley

[What We Do](#)

[Who We Are](#)

[Events](#)

[Take Action](#)

[DONATE](#)

YWCA & COVID-19

WE STAND WITH SURVIVORS

[LEARN MORE](#)



This image is an embedded link, click on image to be redirected to the website.

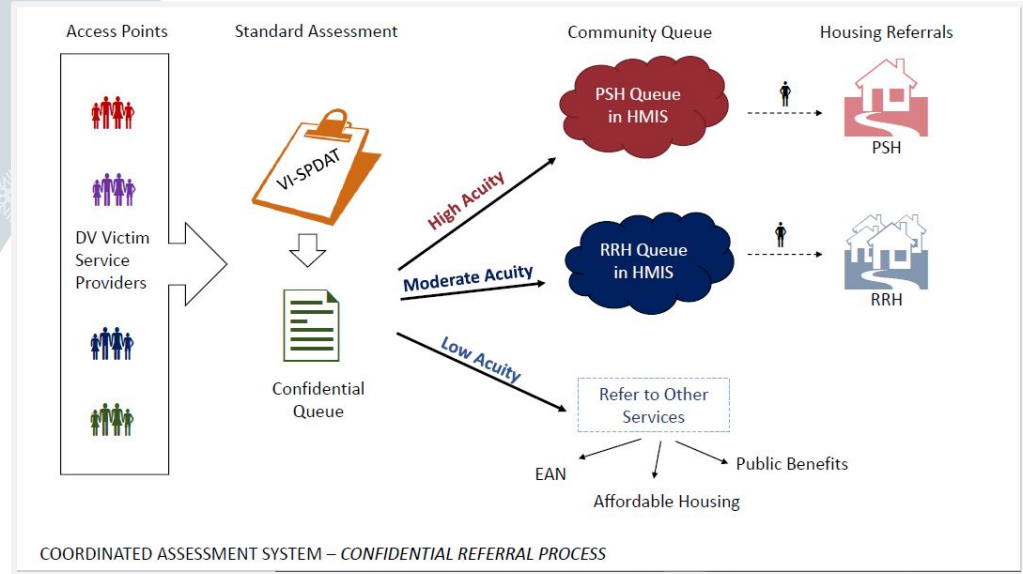
Overview of Services at YWCA

- ▶ In person response for DV/SA/HT survivors
- ▶ 24 hour support line (great way to connect to services!)
- ▶ Emergency shelter and motel program
- ▶ Rapid Re-Housing and Permanent Supportive Housing
- ▶ Child care and school based programs
- ▶ Legal services
- ▶ Counseling, therapy, and support groups
- ▶ and more



Participation in Coordinated Entry

- Conduct assessments
 - VI-SPDAT
 - PR-VI-SPDAT
- Refer to Confidential Queue
- Draw from Confidential Queue for housing programs
- Provide training for GBV pre-screening tool for VI-SPDAT



Accomplishments and Challenges

YWCA Housing Department



Growth of housing department and interventions available to survivors:

- ▶ RRH programming with county, other VSPs, City of SJ
- ▶ PSH program
- ▶ HPS programs
- ▶ Flexible funding resources
- ▶ Increased staffing and capacity

Ongoing challenges for housing department and clients:

- ▶ Affordable housing options
- ▶ Living wage careers, training for survivors
- ▶ Flexible funding resources
- ▶ Impact of trauma and abuse on homelessness

YWC Interaction with HMIS



- ▶ Required to use external, comparable system to store and track client data and outcomes instead of HMIS/Clarity – ETO by Social Solutions
- ▶ Could benefit from Increased technical and financial support from OSH/SCC to support this platform and data collection/reporting
- ▶ Referrals to Confidential Queue are submitted through Google Doc – would like to see this system built out so advocates can provide updated information, check to make sure referral is still active, etc.

Self Care and Decompression



- ▶ With COVID – new ways of providing support and care to staff
 - ▶ Increased PTO days for staff
 - ▶ Zoom meetings for staff to gather, yoga, etc.
 - ▶ Increased team meetings, one-on-one supervision, etc.
 - ▶ Flexible schedules and solid boundaries between work and home

- ▶ Resources:
 - ▶ Amigos has been incredible. Give them lots of \$.
 - ▶ <https://woctherapy.com/>

Questions?



Feel free to reach out:

Kerry Lao

klao@ywca-sv.org

408-295-4011 x 3811



ANNUAL PRIVACY TRAINING RECERTIFICATION



ANNUAL PRIVACY TRAINING RECERTIFICATION

Required On Annual Basis

- ALL USERS required to retake The SCC HMIS Client Consent training
- Recertification is required on a yearly basis (even if you already took the training last year)
- Information will be provided starting in January



Deadline to Complete Recertification

- Sunday, January 31st, 2021 EOB
- Failure to complete will result in HMIS account deactivated until completion
- Training registration name/email needs to match the HMIS account



COORDINATED ENTRY DQ





COORDINATED ENTRY DQ

- Continued efforts on sending out emails informing you of any data quality issues that we notice
- Common DQ Issues that we continue to see
 - *VI-SPDATs Missing Referrals*
 - *Assessments set to Private*
 - *VI-SPDAT Assessment Missing for the CE program enrollment*
 - *Missing CLS (Current Living Situation) should be recorded at enrollment for Street Outreach, NBN & Services only programs, and the Date of Contact should be the same date as the Project Start date on the enrollment screen for new enrollments*



LSA DQ OVERLAPPING ENROLLMENTS





LSA DQ: Overlapping Enrollments

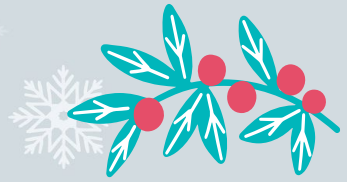
- Some of you received an email on Tuesday regarding Overlapping Enrollments
- We are requesting you update as many enrollments as possible – we understand this can be a daunting task
- **Here are some tips to consider when doing DQ**
 - *Verify the dates of the enrollment*
 - *Clients cannot be in a shelter and a PH program at the same time*
 - *Check to ensure that entry or exit dates are not incorrect*
 - *If its 2 NBN shelters, then look at the services and check if there were bed nights on the same date – **clients cannot be in two beds at once***
 - *Verify bed nights where possible*
 - *If 1 program is RRH or PSH then verify the move-in date and make sure there is no overlap with a shelter or other housing*
 - *Please note there cannot be a Move-In Date after the Exit Date.*



QUIZ TIME!



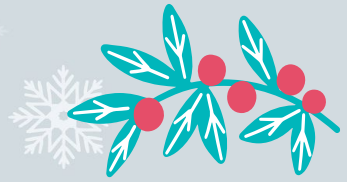
Agency Admin. Related Question



1. *A staff member with HMIS access is no longer working at my agency. As the Agency Administrator, what is your next step:*

- a) Contact sccsupport@bitfocus.com within 48 hours
- b) Contact OSH Manager within 48 hours
- c) Contact scc-admin@bitfocus.com within 48 hours
- d) Contact sccgov@hhs.sccgov.org within 48 hours

ROI Related Question

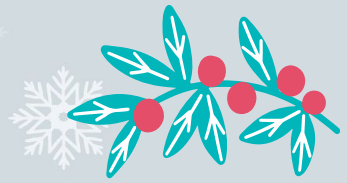


1. *A client has a valid non-expired ROI at a different agency.*

What is the next step:

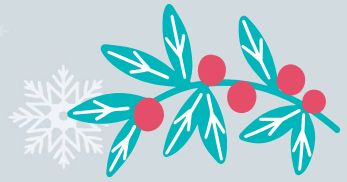
- a. Complete a new ROI under my agency*
- b. Review the existing ROI for completeness and accuracy*
- c. Review the initial boxes, signature line, and dates, on the existing ROI*
- d. Both B & C*

Coordinated Entry Related Questions



1. *Coordinated Entry Assessments are only recorded in the Coordinated Entry Program.*
 - a. True
 - ☒ b. False
2. *A Current Living Situation Assessment is required only when completing a Coordinated Entry Program enrollment.*
 - a. True
 - ☒ b. False

End User Related Questions



1. *I am required to complete a VI-SPDAT Training to acquire access to HMIS?*
 - ☒ a. *True*
 - b. *False*
2. *If it has been more than a year (365 days) since I last logged in, I will need to complete all required training?*
 - ☒ a. *True*
 - b. *False*



REMINDERS



SCC HMIS Security Checklist

SCC HMIS Quarterly
Compliance
Certification
Checklist

will be Due for each
agency by
January 31st, 2021



[View the Email Announcement!](#)

Your Assistance is Requested

Please share with us your thoughts and suggestions on future Data Engagement Workshop Topics by participating in this Survey!

Link will be shared via email!

Your Feedback is Requested!

We value your opinion and are interested in learning more about the different Data Engagement Workshops (DEW) that you would like to participate in.

This will only take a few minutes and help us in a big way!

Time to complete: [see published version]



Start

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

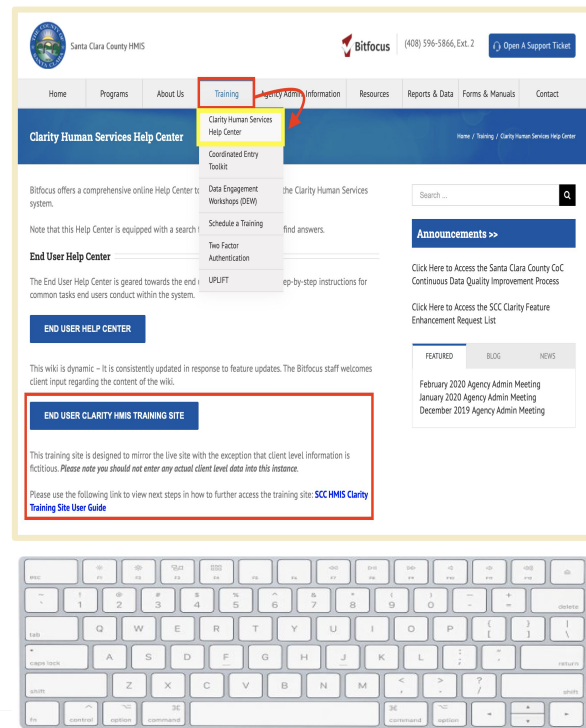
Please note dates are subject to change during the Holiday Season



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*



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!*



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