Agency Administrators Meeting

July 6, 2017

Agenda

1. CoC / Coordinated Assessment / UPLIFT Updates
2. Point In Time (PIT) Count Report
3. System Performance Measures (SPM) Highlights
4. Transgender Name Policy
5. Rapid Rehousing Workflow
6. Clarity Human Services Feature Updates
7. Continuous Data Quality Improvement (CDQI)
8. Looker Report Feedback

CoC / Coordinated Assessment / UPLIFT Updates

Point In Time (PIT) Count Report

System Performance Measure (SPM) Highlights

System Performance Measure Submission

The report was submitted on 6/5, and covered:

- SPM results for 10/1/2015 - 9/30/2016
- Data Quality for 10/1/2012 - 9/30/2016

System Performance Measures

1. Length of Time Persons Remain Homeless
2. Returns to Homelessness within 6 to 12 months
3. Number of Homeless Persons
4. Employment and Income Growth
5. Number of Persons who become Homeless for the First Time
6. N/A
7. Successful Placement in or Retention of Permanent Housing

1: Length of Time Persons Remain Homeless

Average Length of Time Homeless

	2014-15	2015-16
ES & SH	39	56
ES, SH & TH	94	139

Median Length of Time Homeless

	2014-15	2015-16
ES & SH	12	34
ES, SH & TH	30	65

1: Length of Time Persons Remain Homeless

Average Length of Time Homeless - Includes Element 3.17.1.A

	2014-15	2015-16
ES & SH	N/A - new element	160
ES, SH & TH	N/A - new element	224

Median Length of Time Homeless - Includes Element 3.17.1.A

	2014-15	2015-16
ES & SH	N/A - new element	60
ES, SH & TH	N/A - new element	94

2: Returns to Homelessness within 6 to 12 months

2015-2016	# Persons Exiting to Permanent Housing	# Returns in 2 Years	% of Returns in 2 Years
Exits from SO	13	2	15%
Exit from ES	752	167	22%
Exit from TH	434	99	23%
Exit from SH	6	2	33%
Exit from PH	267	29	11%
TOTAL	1,472	299	20%

3: Number of Homeless Persons

PIT Count

	2015	2016
Sheltered Count	1,929	1,897
Unsheltered Count	4,627	N/A (no PIT count this year)

Annual Sheltered Count

	2014-15	2015-16
ES	4,984	3,791
SH	26	22
TH	1,629	1,792
Unduplicated TOTAL	6,116	5,235

4: Employment and Income Growth

Change in income for adult stayers (CoC funded programs)

	2014-15	2015-16
# Adult Stayers	419	441
# Increased Earned Income	2	15
# Increased Non-Employment Income	4	39
# Increased Total Income	5	48
% Increased Total Income	1%	11%

4: Employment and Income Growth

Change in income for adult leavers (CoC funded programs)

	2014-15	2015-16
# Adult Stayers	433	386
# Increased Earned Income	85	114
# Increased Non-Employment Income	65	54
# Increased Total Income	131	143
% Increased Total Income	30%	37%

5: Number of Persons who become Homeless for the First Time

ES, SH & TH

	2014-15	2015-16
Unduplicated TOTAL	5,416	4,354
Returning Homeless	1,850	1,544
First Time Homeless	3,566	2,810

ES, SH, TH & PH

	2014-15	2015-16
Unduplicated TOTAL	6,361	5,378
Returning Homeless	2,064	1,806
First Time Homeless	4,297	3,572

SPM Measure 6 - N/A

7: Successful Placement in or Retention of Permanent Housing

Exits to permanent housing for SO

	2014-15	2015-16
Persons who exit SO	270	27
Exits to Temporary Destinations	3	1
Exits to Permanent Destinations	15	9
% Successful Exits	7%	37%

7: Successful Placement in or Retention of Permanent Housing

Exits to permanent housing for ES, SH, TH & PH-RRH

	2014-15	2015-16
Persons who exit ES, SH, TH, PH-RRH	5,332	3,739
Exits to Permanent Destinations	1,225	1,627
% Successful Exits	23%	44%

7: Successful Placement in or Retention of Permanent Housing

Exits to permanent housing or retention of housing for all PH except RRH

	2014-15	2015-16
Persons who exit PH except PH-RRH	1,451	1,583
Exits to Permanent Destinations	1,387	1,530
% Successful Exits	96%	97%

Transgender Name Policy

Transgender Name Policy

Policy being developed for how to enter the name for clients who identify as transgender or other and legal name is not the name they use

- Alias field will be made visible on the Client Profile screen
- Enter the name the client uses in the First and Last Name fields
- Note the legal name in the Alias field if needed
- Important: the Alias field may already be prefilled with other ID numbers or names (e.g. from ServicePoint or from merging duplicate profiles). Please review existing information in the Alias field whenever you add a new Alias.

Alias field will be made available later this month. Please let your users know beforehand so they know what to expect.

Rapid Rehousing Workflow

Rapid Rehousing Workflow

There will be a standardized workflow for Rapid Rehousing programs. Bitfocus will be contacting agencies about any training and changes in HMIS setup needed. Workflow will include:

- Referral process (for programs participating in Coordinated Entry)
- One program enrollment for Rapid Rehousing
  - Start date is case management start date
  - Placement into housing is recorded under Residential Move-In Date
- Standardized financial and non-financial services

Clarity Human Services Feature Updates

New Features Released in Mid-June

- Stricter password requirements
- Ability to delete client photo
- Enforced ROI on attendance tool
- Annual Assessment due date update
- Referrals: Case Manager Assignment
- Referrals: Sorting Ability
- Referrals: Notifications

Stricter Password Requirements

As part of our ongoing security enhancements, we have made changes to the length and allowed characters or specific names that can be used in a password.

Current user passwords will not be affected until that user needs to reset their password.

Your password should be 8 characters or longer, and must be a combination of all four of the following:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Numerals (0 through 9)
- Non-alphabetic characters (such as !,$,#,%)

Password can't contain spaces, instance name, username, first name, last name, "clarity", "abc", "123"and can't be the same as the last three prior passwords.

Ability to Delete a Client Photo

Click Update Photo

There will be an option to delete the existing photo

Enforced ROI on Attendance Tool

Optional feature on Attendance tool that requires a valid ROI before checking the client in

Let Bitfocus know if you want it activated for any of your Attendance services

Annual Assessment Due Date Update

This update changes the annual assessment due date reminder from using the anniversary of the last assessment to using the anniversary of the project start date.

Referrals: Case Manager Assignment

Allows you to assign a Case Manager to a referral.

Referrals will be added to Caseload -> Case Manager tab.

Referrals: Sorting Ability

This feature will allow the ability to sort/filter client referrals listed on the Pending, Denied, and Completed tabs. You can now sort referrals by the following criteria:

- Program Name
- Client Name
- Date of Referral
- Referring Agency

Referrals: Notifications

Ability to enable a daily or weekly email reminders to users when a referral has been pending for a certain number of days. This update will allow program and/or agency contacts to receive a notification when a pending referral passes a certain age.

This is a system-wide setting and will be reviewed and set by Coordinated Entry MatchMakers.

Continuous Data Quality Improvement Process (CDQI)

July CDQI Focus

- Continue review of data completeness started in June
- Start review of bed inventory and project set-up information for AHAR

Recap: June's Focus on Data Completeness

By next Agency Admin meeting, start to review:

- Age
- Gender
- Ethnicity
- Race
- Veteran Status
- Disabling Condition
- Residence Prior to Project Start
- Length of Stay at Prior Place
- Income
- Exit Destination

Time period to look at: 10/1/2016 - 5/31/2017

Reports affected:

- AHAR
  - Covers 10/1/2016 - 9/30/2017
  - For ES & TH
  - Due Nov
- SPM
  - Covers 10/1/2016 - 9/30/2017
  - For ES, TH, PH, RRH, SO
  - Due next year
- CoC Local Measures

Ways to Check Data Quality

- [HUD-225] HMIS Data Quality Report
- Looker Data Quality Report (new option)
- Reports listed on the CDQI document
  - [HUDX-120] Annual Performance Report [OCT2014] (now being replaced by 2017 version and [HUD-225] Data Quality report)
  - [DQXX-110] Duplicate Clients
  - [DQXX-103] Monthly Staff Report
  - [DQXX-102] Program Data Review
  - [DQXX-105] Monthly Agency Utilization Report
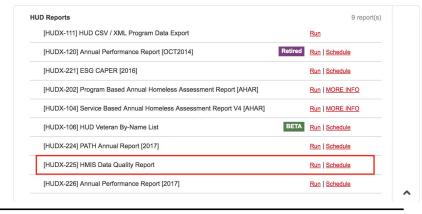
[HUDX-225] HMIS Data Quality Report

Where to find it:

- Reports Library, HUD Reports folder

Important Notes:

- Uses HUD-defined requirements for data quality
- Required to be used with APRs and SPM
- Web Page format has drilldown option

HMIS Data Quality Report — Santa Clara County CoC: System
Report period 10/01/2016 - 05/31/2017

Q1. Report Validations Table

Program Applicability: All Projects

Total number of persons served	11
Number of adults (age 18 or over)	8
Number of children (under age 18)	3
Number of persons with unknown age	0
Number of leavers	2
Number of adult leavers	1
Number of adult and head of household leavers	1
Number of stayers	9
Number of adult stayers	7
Number of veterans	2
Number of chronically homeless persons	1
Number of youth under age 25	1

Looker Data Quality Report

Where to find it:

- Reports Library, Data Analysis tab
- Available to Agency Managers (if your agency needs access, please let Bitfocus know)

Important Notes:

- Shows data quality by client
- First version of data quality report in Looker, more basic than [HUD-225] HMIS Data Quality Report (Income information not yet included)

| Report Library | Explore | **Data Analysis** | | |

1. Go to Reports Library, click Data Analysis tab
2. Run Data Quality Report

| **Built In Reports** | | 0 report(s) | ⌄ |

| **Santa Clara County HMIS Reports** | 3 report(s) |

root

CCP Reports

Coordinated Assessment

Data Analysis Tab

UPLIFT Percent Allocated by Agency (Apr-Jun Allocations) rev 4-28-17	Run
UPLIFT Clients with More than One Badge or Sticker Apr-Jun 2017 revised 4/28/17	Run
Data Quality Report (rev 2016-05-31)	Run

Looker Data Quality Report

Data Quality Reminders

- If the client does not have a valid ROI, please complete one before updating their information
- Check the full list of options before choosing "Other" (for example, when choosing the client's exit destination, "Other" does not count as a successful exit)

July CDQI Action Items

1. Review data quality/completeness for:

- Age
- Gender
- Ethnicity
- Race
- Veteran Status
- Disabling Condition
- Residence Prior to Project Start
- Length of Stay at Prior Place
- Income
- Exit Destination

Time period to look at: 10/1/2016 - 6/30/2017

2. AHAR inventory review:

- Let Bitfocus know if there have been changes to your bed/unit inventory since the Housing Inventory Count, especially for Emergency Shelter and Transitional Housing programs
- Look out for additional email requests from Bitfocus later this month / August

Looker Report Feedback