

# 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

**Client Search**

|

Clients Name	Date of Birth	Last SSN
<input type="text"/> James	<input type="text"/>	<input type="text"/>  <b>No ROI</b>

# 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.

<b>355</b> DAYS ACTIVE PROGRAM	
Program Type:	Individual
Program Start Date:	
Assigned Staff:	Admin admin
Head of Household:	

# Referrals: Case Manager Assignment

Allows you to assign a Case Manager to a referral.

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

REFERRALS

Pending Community Queue Completed Denied Sent Availability

REFERRAL: EDIT

Client [Redacted]

Referred Program [Redacted]

Referred to Agency [Redacted]

Referring Agency [Redacted]

Referred Date 05/02/2017 7:28 AM

Days Pending 0 day(s)

Qualified No

Referred by Staff Admin admin

Case Manager Admin admin

Active Caseload Status Due Case Manager Search Caseload

CASE MANAGER

Client	Referral Date	Days Pending
[Redacted] Program: Emergency Shelter Referred By: Volunteers of America	2017-04-07 04:14:54	26

CLARITY HUMAN SERVICES

# 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

The screenshot displays a web interface for managing referrals. At the top, there is a horizontal navigation bar with tabs: Pending (highlighted in yellow), Community Queue, Completed (highlighted in yellow), Denied (highlighted in yellow), Sent, and Availability. Below this, the section is titled "Pending Referrals". The interface includes a search bar, a "Score Range" dropdown menu currently set to "-- All Ranges --", and a checkbox labeled "Eligible Clients Only". On the right side, there are two dropdown menus: "Mode" set to "VI-F-SPDAT Prescreen for Families [v1]" and "Sort By" set to "Default". A dark "Search" button is located at the bottom right of the filter area.

# 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.

INBOX: MESSAGE

 **Clarity Human Services Notification**  
To Eric Csongradi Apr 28, 2017 at 05:30 AM

Dear Eric Csongradi,  
The following Referrals have been pending more than 7 days:

Client	Referral Date	Days Pending
Stacy Testclient Program: Referral Pending Test Program Stacy Referred By: Volunteers of America	04/20/2017	7

# 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

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

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

# 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

The screenshot shows a web interface for a 'Report Library'. At the top, there are navigation tabs: 'Report Library' (selected), 'Explore', and 'Data Analysis'. Below the tabs, the page title is 'HUD Reports' with a sub-header '9 report(s)'. A list of reports is displayed, each with a title and action links. The report '[HUDX-225] HMIS Data Quality Report' is highlighted with a red rectangular box. Other reports include '[HUDX-111] HUD CSV / XML Program Data Export', '[HUDX-120] Annual Performance Report [OCT2014]', '[HUDX-221] ESG CAPER [2016]', '[HUDX-202] Program Based Annual Homeless Assessment Report [AHAR]', '[HUDX-104] Service Based Annual Homeless Assessment Report V4 [AHAR]', '[HUDX-106] HUD Veteran By-Name List', '[HUDX-224] PATH Annual Report [2017]', and '[HUDX-226] Annual Performance Report [2017]'. Action links include 'Run', 'Retired', 'Schedule', and 'MORE INFO'.

## 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)

The screenshot shows the Looker Reports Library interface. At the top, there are three tabs: "Report Library", "Explore", and "Data Analysis". The "Data Analysis" tab is highlighted with a red circle. Below the tabs, there are two main sections: "Built In Reports" and "Santa Clara County HMIS Reports". The "Built In Reports" section shows 0 report(s). The "Santa Clara County HMIS Reports" section shows 3 report(s). A red arrow points from the "Data Analysis" tab to the "Data Quality Report (rev 2016-05-31)" report in the "Santa Clara County HMIS Reports" section. The report is highlighted with a red box. The "Run" button next to the report is also highlighted with a red box. Red text instructions are overlaid on the screenshot: "1. Go to Reports Library, click Data Analysis tab" and "2. Run Data Quality Report".

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

Report Name	Version	Run
UPLIFT Percent Allocated by Agency (Apr-Jun Allocations)	rev 4-28-17	<a href="#">Run</a>
UPLIFT Clients with More than One Badge or Sticker Apr-Jun 2017	revised 4/28/17	<a href="#">Run</a>
<b>Data Quality Report (rev 2016-05-31)</b>		<a href="#">Run</a>

# Data Quality Report revised 5-31-2017

Save Look

1 row · 0.1s · just now

**Run** ⚙️

## FILTERS

Custom Filter

Enrollments Reporting Period Filter  
Conditionally Required

is in range 2016-10-01 until (before) 2016-11-01

Agencies Agency Name

is equal to System

Programs Name

is equal to

1. Update Agency and Program filters  
2. Hit Run

## VISUALIZATION

DATA

RESULTS

Calculations

Row Limit 500

Totals

nts	Entry Screen	Entry Screen	Entry Screen	Update/Exit Screen	Age DQ Issue	Gender DQ Issue	Ethnicity DQ Issue	Race DQ Issue	Veteran DQ Issue	Prior Residence DQ Issue	LOS Prior Residence DQ Issue	Destination DQ Issue	Disabling Condition DQ Issue
eran	Disabling Condition	Residence Prior to Project Start	Length of Stay at Prior Place	Exit Destination									
us													
	Client doesn't know	Client doesn't know	Client doesn't know	Staying or living with friends, temporary tenure	No	No	No	No	No	Yes	Yes	No	Yes

Review green "DQ Issue" columns. "Yes" = data needs review

# 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

## 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

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



# Looker Report Feedback