ROI Monitoring: Simple & Effective Ways to Get It Done!

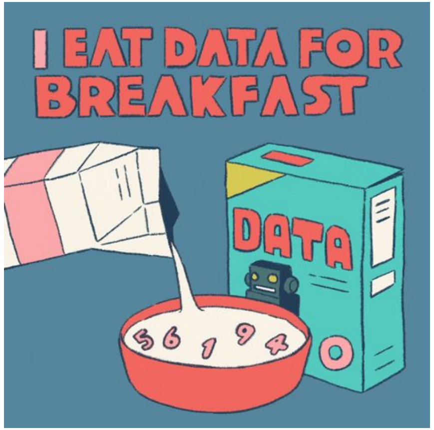
SCC Data Engagement Workshop

June 17, 2021

Bitfocus

Data Engagement Workshop (DEW) Overview

The goal of the DEW is to help staff at all levels enhance their understanding of the data collected in HMIS, how to measure program performance, and how to use data to effectively communicate the success of your programs.



Agenda

1. Welcome/Introductions
2. Client Consent Policies and Definitions
3. ROI tips and resources
4. ROI Reporting Options
   a. ROI Compliance Report
   b. Expiring ROIs Report
5. Creating Your Own ROI Monitoring Reports

Client Consent Policies & Definitions

Bitfocus

Client Consent To Data Collection and ROI

Before entering personally identifiable information (PII) into HMIS, including client profile data and the VI-SPDAT, client consent must be obtained via the ROI form.

The form is available in English, Spanish, Vietnamese, & Chinese (traditional)

SANTA CLARA COUNTY HMIS
CLIENT CONSENT TO DATA COLLECTION AND RELEASE OF INFORMATION

<u>THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.</u>

The Santa Clara County Homeless Management Information System ("SCC HMIS") is a shared database and software application which confidentially collects, uses, and shares client-level information related to homelessness in Santa Clara County. On behalf of the Santa Clara County Continuum of Care ("CoC"), SCC HMIS is administered by the County of Santa Clara ("County") and Bitfocus, Inc. ("Bitfocus") in a software application called Clarity Human Services ("Clarity"). Clients must consent to the collection, use, and release of their information, which helps the CoC to provide quality housing and services to homeless and low-income people.

Client information is collected in SCC HMIS and released to housing and services providers (each, a "Partner Agency," and collectively, the "Partner Agencies"), which includes community based organizations and government agencies. Partner Agencies use the information in SCC HMIS: to improve housing and services quality; to identify patterns and monitor trends over time; to conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; to enhance inter-agency coordination; and to monitor and report on the delivery, impact, and quality of housing and services.

Client information is protected by limiting access rights to the database and by limiting the parties to whom the confidential information may be released, in compliance with federal, state, and local regulations governing the confidentiality of client records. Each person or agency with access rights to SCC HMIS, or to whom client information is released, must sign an agreement to maintain the security and confidentiality of client information. Upon any violation of the agreement, access rights may be terminated, and the person or agency found to be in violation of the agreement may be subject to further penalties.

Bitfocus

SCC HMIS Client Consent Training

The client Consent Training is required prior to administering the ROI and for access to HMIS.

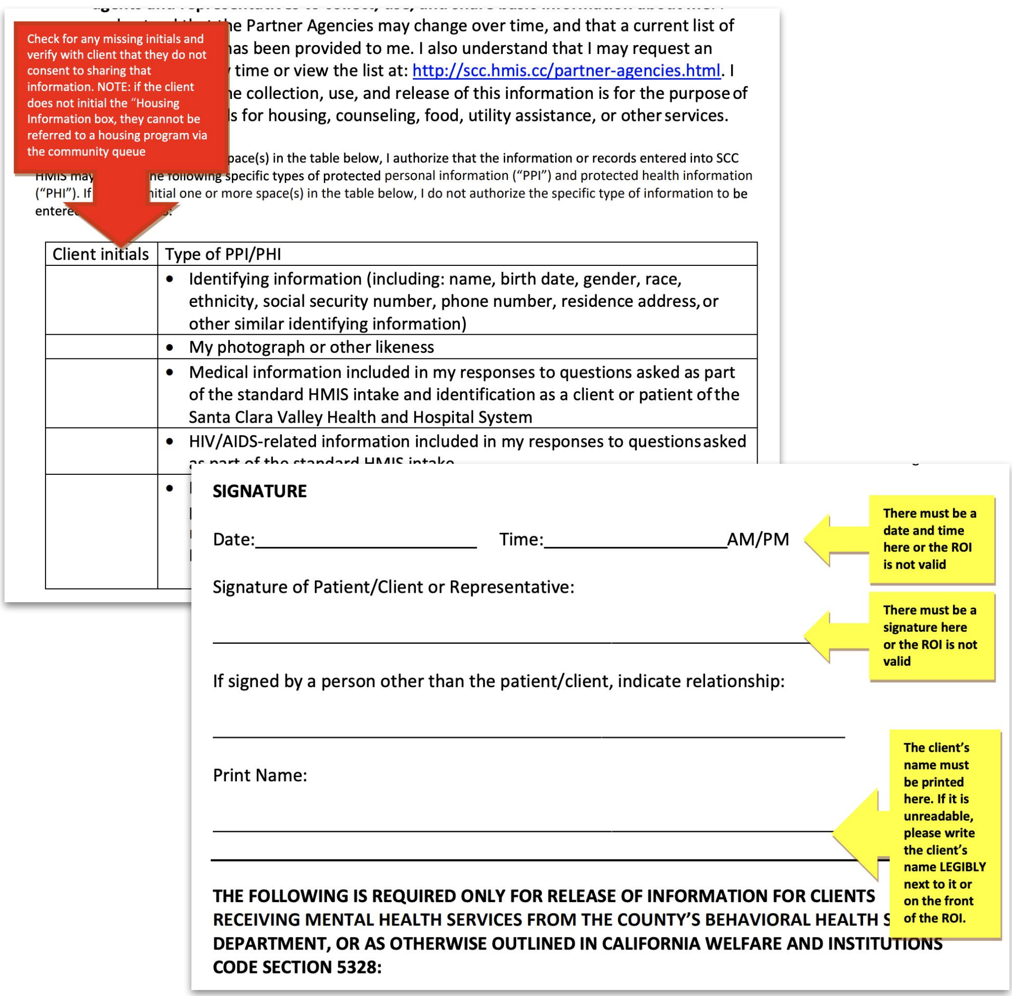
This training is refreshed annually.

Bitfocus

Consent/Release of Information may be collected electronically

Electronic signatures must be obtained using a County-approved technology that complies with California's E-sign Act, such as Docusign. The electronically signed document should be uploaded as a PDF in HMIS.

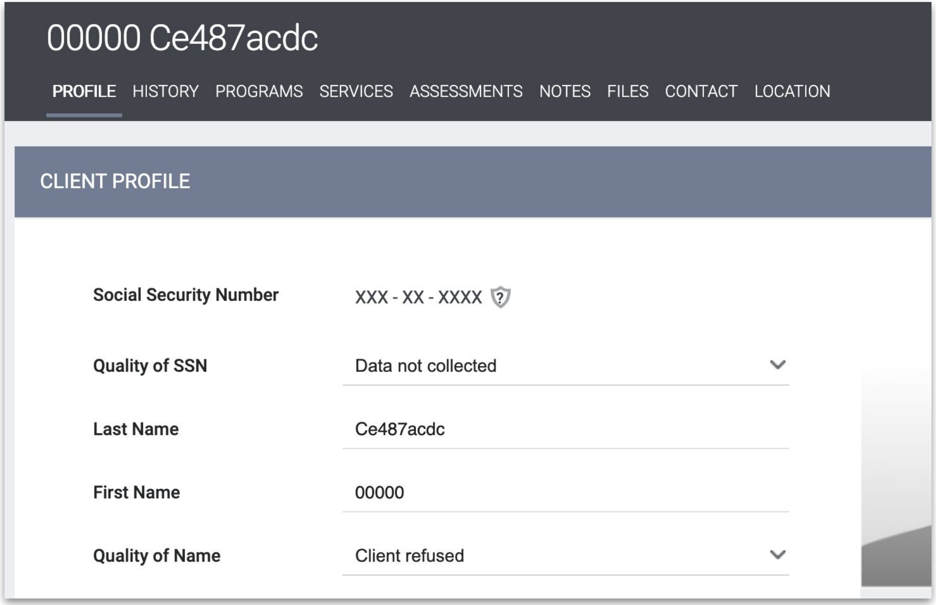
All required fields must be filled out.



Bitfocus

Refusing Consent & Anonymous Client Profile

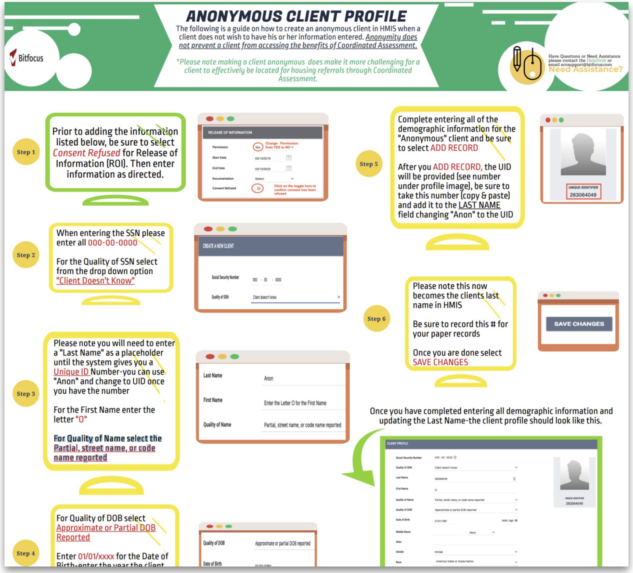
- When a client does NOT consent to release of information an Anonymous profile is created that protects personally identifying information from being shared.
- An anonymous profile does not prevent the client from accessing services and housing resources.
- In a normal year about 3-4% of clients refuse consent to release of information.
- An anonymous client profile can make it more difficult for the client to be located for referrals and services.



Bitfocus

Anonymous Profile: Step-By-Step

1. Enter 000-00-0000 for SSN
2. Enter the Unique ID for Last Name
3. Enter the letter “O” for First Name
4. For Quality of Name Enter “Partial, Street, or Code Name”
5. For Quality of DOB Enter “Approximate or Partial DOB”
6. For DOB enter 01/01/xxxx. only enter the birth year not the month/day.
7. Enter remaining demographic and other information as reported by client



Full guide available on HMIS Website

Bitfocus

An ROI is Valid Across SCC Participating Agencies

If another agency collected a valid ROI it is valid across all Santa Clara County participating agencies.

The client does NOT have to sign a new ROI for services at a new agency unless their ROI has expired or changed.

A Separate ROI is Required for Each Household Member

Each household member must sign an individual ROI

Parents can sign for children under 18

Unaccompanied youth aged 13-17 can sign an ROI for themselves.

Common ROI Problems and Pitfalls

Bitfocus

Use the Most Up-To-Date ROI version

The most recent version(s) can be found on the HMIS website.

SANTA CLARA COUNTY HMIS
CLIENT CONSENT TO DATA COLLECTION AND RELEASE OF INFORMATION

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Santa Clara County Homeless Management Information System (“SCC HMIS”) is a shared database and software application which confidentially collects, uses, and shares client-level information related to homelessness in Santa Clara County. On behalf of the Santa Clara County Continuum of Care (“CoC”), SCC HMIS is administered by the County of Santa Clara (“County”) and Bitfocus, Inc. (“Bitfocus”) in a software application called Clarity Human Services (“Clarity”). Clients must consent to the collection, use, and release of their information, which helps the CoC to provide quality housing and services to homeless and low-income people.

Client information is collected in SCC HMIS and released to housing and services providers (each, a “Partner Agency,” and collectively, the “Partner Agencies”), which includes community based organizations and government agencies. Partner Agencies use the information in SCC HMIS: to improve housing and services quality; to identify patterns and monitor trends over time; to conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; to enhance inter-agency coordination; and to monitor and report on the delivery, impact, and quality of housing and services.

Client information is protected by limiting access rights to the database and by limiting the parties to whom the confidential information may be released, in compliance with federal, state, and local regulations governing the confidentiality of client records. Each person or agency with access rights to SCC HMIS, or to whom client information is released, must sign an agreement to maintain the security and confidentiality of client information. Upon any violation of the agreement, access rights may be terminated, and the person or agency found to be in violation of the agreement may be subject to further penalties.

Bitfocus

ROI Missing Key Signature Fields is Not Valid

SIGNATURE

Date:____________________ Time:_________________AM/PM

There must be a date and time here or the ROI is not valid

Signature of Patient/Client or Representative:

____

There must be a signature here or the ROI is not valid

If signed by a person other than the patient/client, indicate relationship:

____

Print Name:

____

The client's name must be printed here. If it is unreadable, please write the client's name LEGIBLY next to it or on the front of the ROI.

THE FOLLOWING IS REQUIRED ONLY FOR RELEASE OF INFORMATION FOR CLIENTS RECEIVING MENTAL HEALTH SERVICES FROM THE COUNTY'S BEHAVIORAL HEALTH S DEPARTMENT, OR AS OTHERWISE OUTLINED IN CALIFORNIA WELFARE AND INSTITUTIONS

ROI Missing Expiration Date is Not Valid

BY SIGNING THIS FORM, I UNDERSTAND THAT:

- **This Consent will expire on [insert date] ______________________.** This consent is not valid if an expiration date is not included.

- Page 3 must include an expiration date
- Make sure the client does not enter the current date by mistake
- You can advise the client the standard expiration is three years from current date

Bitfocus

Check For Missing Initials

- Check for missing initials and verify with the client that they do not consent to sharing that information
- **If the client does not initial the "Housing Information" box, they cannot be preferred to a housing program via the community queue**

Client initials	Type of PPI/PHI
	• Identifying information (including: name, birth date, gender, race, ethnicity, social security number, phone number, residence address, or other similar identifying information)
	• My photograph or other likeness
	• Medical information included in my responses to questions asked as part of the standard HMIS intake and identification as a client or patient of the Santa Clara Valley Health and Hospital System
	• HIV/AIDS-related information included in my responses to questions asked as part of the standard HMIS intake
	• Mental health information included in my responses to questions asked as part of the standard HMIS intake and identification as a client receiving mental health services from the County's Behavioral Health Services Department

Version 2020-03-11

This form may not be amended or modified except on approval of the County of Santa Clara's Office of Supportive Housing.
Please send all requests for changes to support@bitfocus.com.

	• Substance abuse treatment information included in my responses to questions asked as part of the standard HMIS intake and identification as a client receiving substance abuse or alcohol treatment from the County's Behavioral Health Services Department
	• Financial and benefits information (including: employment status, income verification, public assistance payments or allowances, food stamp allotments, health care coverage, or other similar financial or benefits information)
	• Housing information
	• Information about services provided by HMIS Partner Agencies (including: date, duration, and type of service; and other similar service information)
	• Other (specify): ______________________

What issues have you observed with ROIs and Client Consent?

Bitfocus

ROI Resources and Tools Available on the HMIS Website

https://scc.bitfocus.com/

- Client Consent to ROI Form
- SCC ROI FAQ Sheet
- SCC ROI Completion Guide
- SCC HMIS Client Consent Training

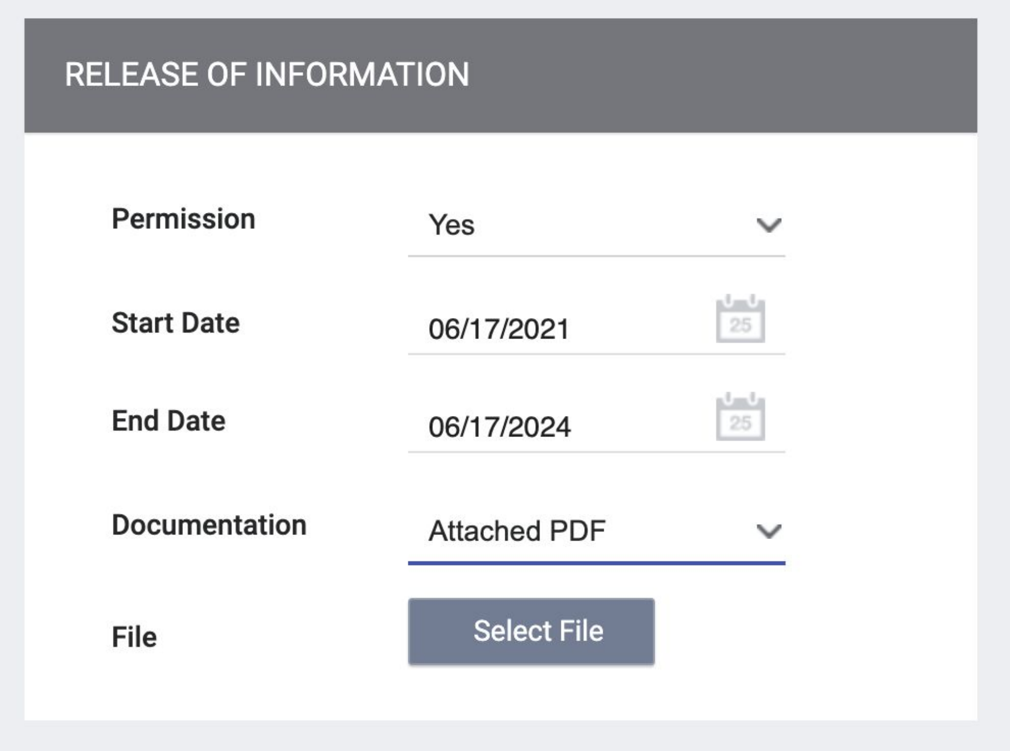
Bitfocus

Client Consent Tools in Clarity

ROI Must be Entered Prior to Creating a Client Profile

Clarity required that you enter the client consent status prior to creating a new client profile

An attached PDF file is required for all ROI’s



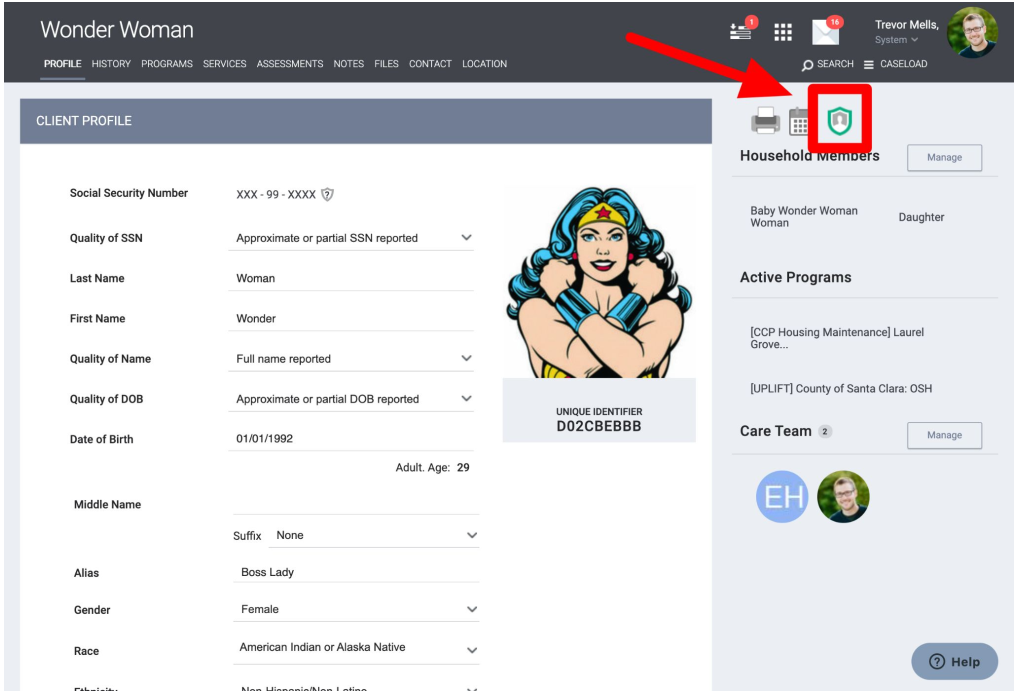
Bitfocus

ROI Records are Accessed from the Client Privacy Page

Use the client privacy page to:

- View previous ROI's
- Enter a new ROI

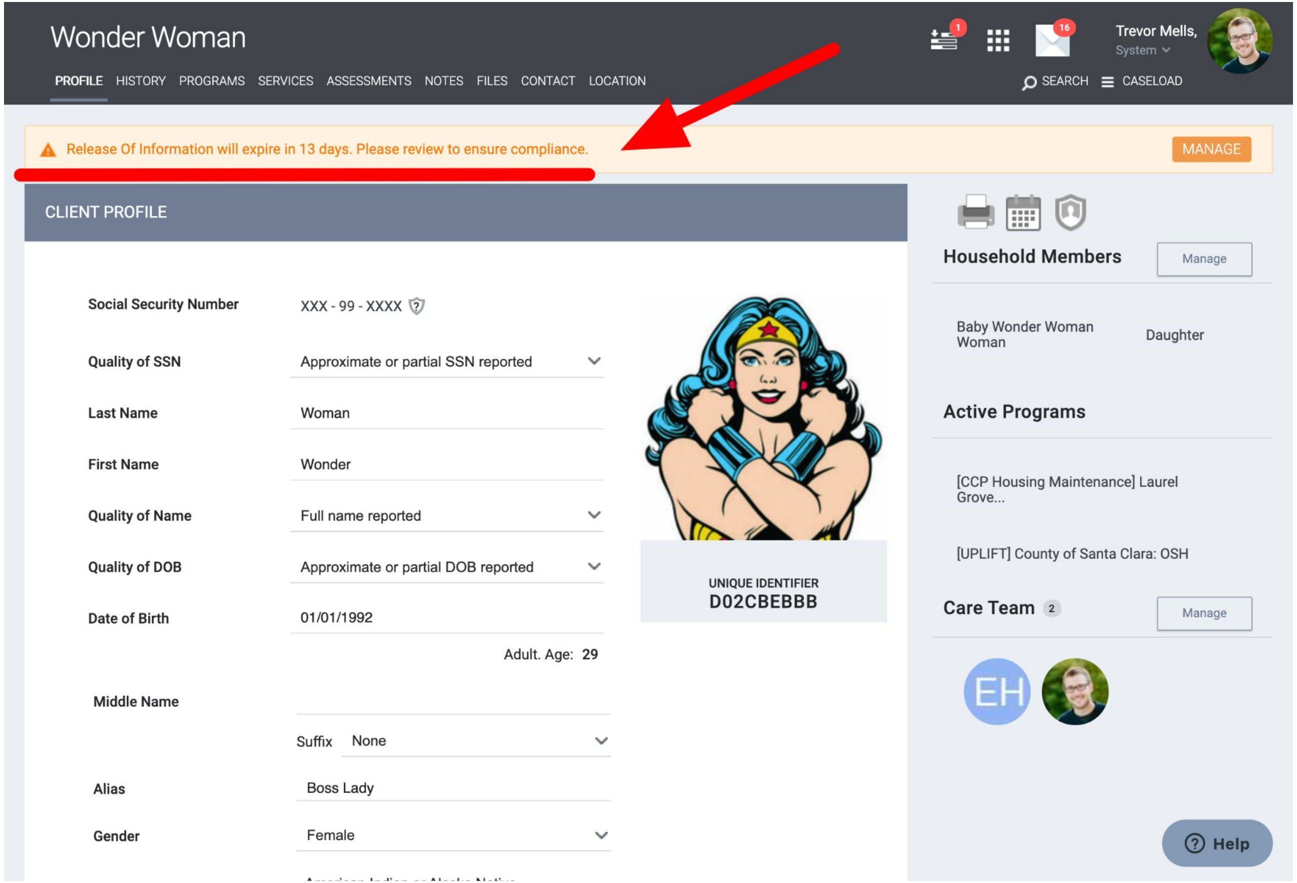
Verify the existing ROI is valid before enter any new data for that client



Bitfocus

ROI Warning Banner

Clients with an Expired, Missing, or Soon to Expire ROI will show a Warning on their Profile



ROI’s In Clarity DEMO…

Bitfocus

ANONYMOUS POLL

How many years of experience do you have with HMIS data and reporting?

Bitfocus

Reporting on HMIS ROI’s

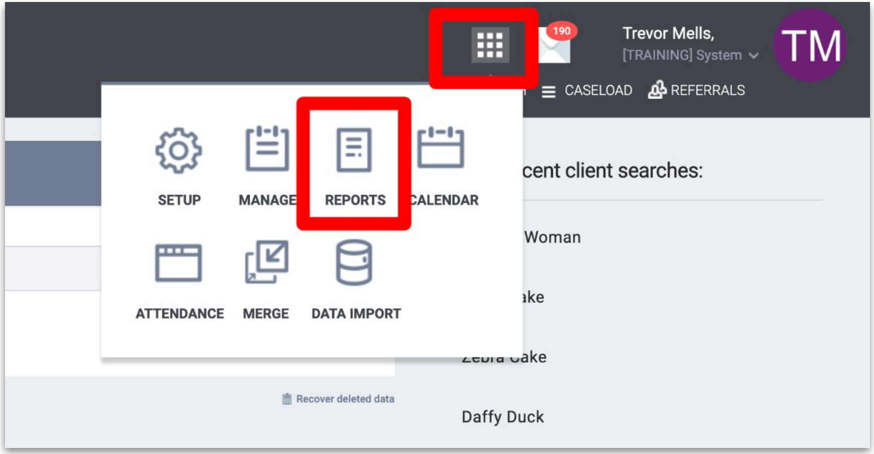
ROI Compliance Report

[SCC-104-AD] ROI Compliance Report

- Located in the Clarity Report Library
- Available to all Users to run at any time
- Shows potential ROI compliance issues by staff member

How to run the ROI Compliance Report

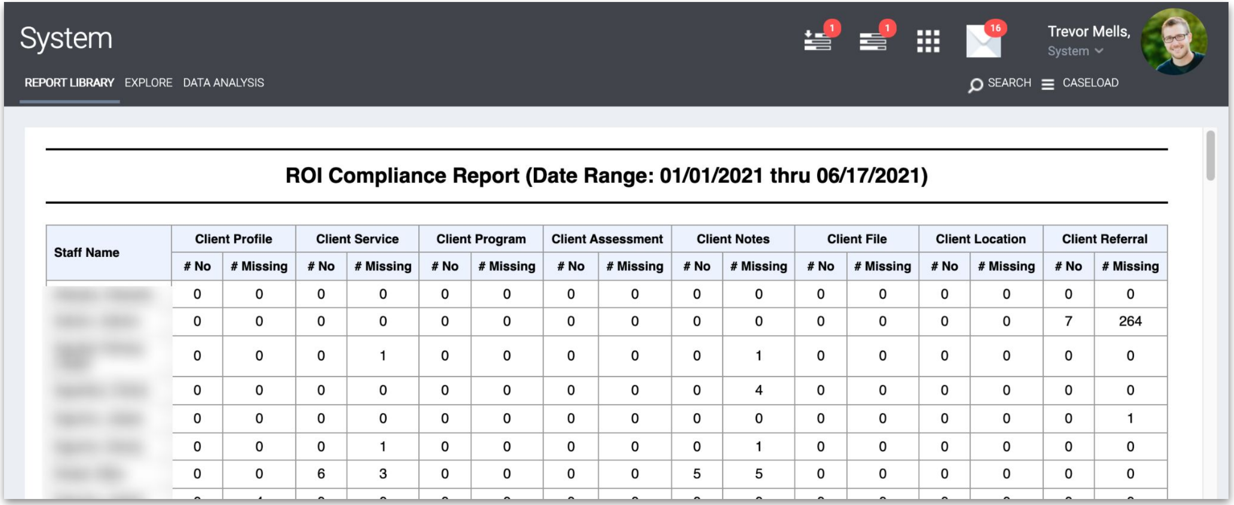
1. Go to the [Report Library](#)
2. Click on Administrator Reports
3. Find [SCC-104-AD] ROI Compliance Report
4. Click RUN
5. Enter the Date Range and perfered Report Format
6. Click SUBMIT and wait for the report to complete



Bitfocus

ROI Compliance Report Output

- The report outputs a list of staff and potential ROI compliance issues related to information entered
- Looks at information entered on: Profile, Services, Programs, Assessments, Notes, Files, Locations, & Referrals
- The report shows info across the entire CoC. May need to be filtered by staff of interest.



ROI Compliance Report (Date Range: 01/01/2021 thru 06/17/2021)

Staff Name	Client Profile		Client Service		Client Program		Client Assessment		Client Notes		Client File		Client Location		Client Referral	
	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing
[illegible]	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
[illegible]	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	264
[illegible]	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0
[illegible]	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0
[illegible]	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
[illegible]	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0
[illegible]	0	0	6	3	0	0	0	0	5	5	0	0	0	0	0	0

Bitfocus

Expiring ROIs Report

Looker Report

- Located in the Clarity Data Analysis (Looker) Module
- Available to Users with Data Analysis Access
- Shows expiring ROI’s by program and Staff Member

Data Analysis (Looker) Access is Required for This Report

Check if you have Data Analysis Access:

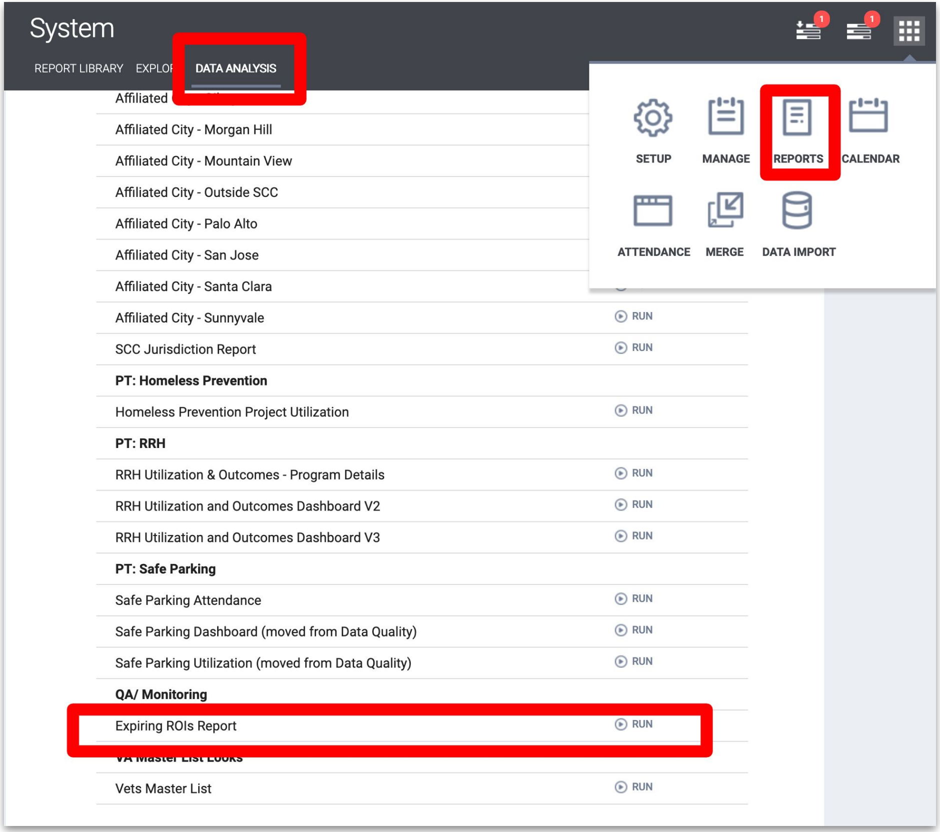
1. Go to the Clarity Report Library
2. You should see a tab called Data Analysis

The obtain DA access your HMIS Agency Lead should reach out to the Helpdesk

Bitfocus

How to run the Expiring ROIs Report

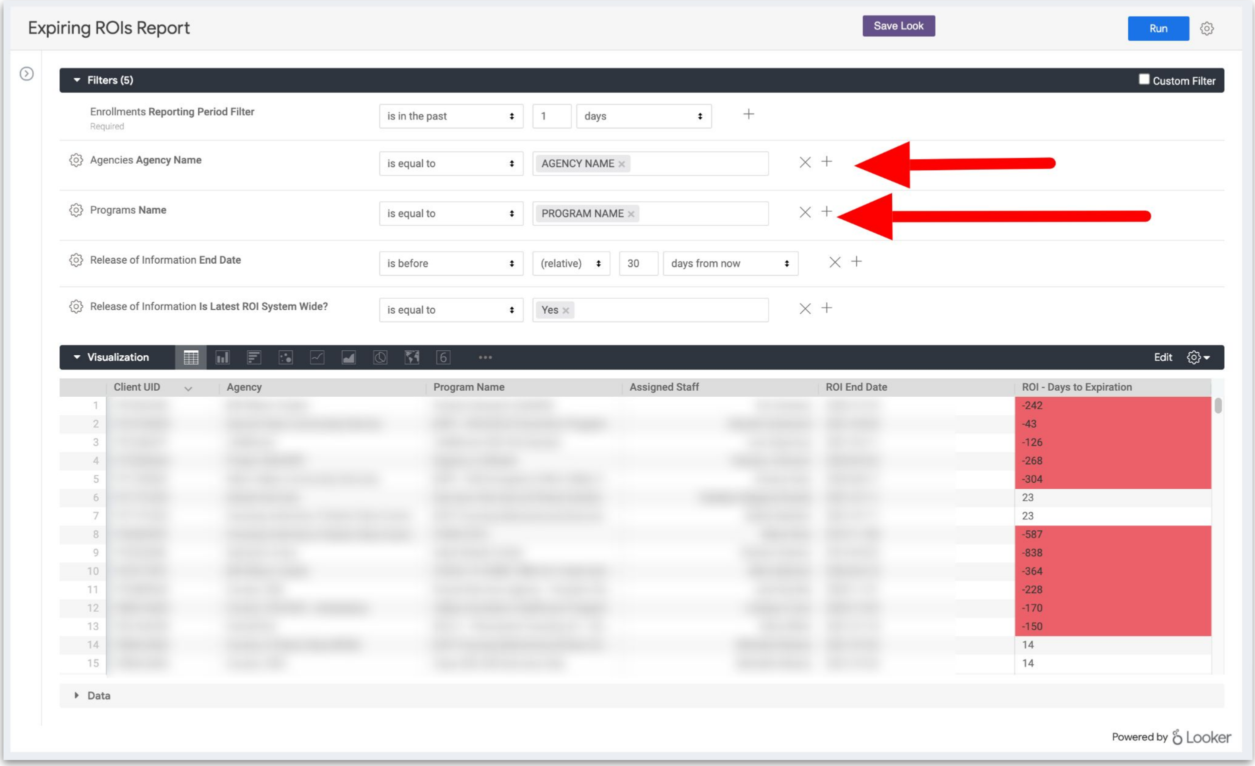
1. Go to the [Report Library]
2. Click on the Data Analysis tab
3. Click on Santa Clara County HMIS Reports
4. Find the Expiring ROIs Report
5. Click RUN
6. Adjust FILTERS as shown on the next slide
7. Click RUN



Bitfocus

Adjust Report Filters

Enter the Agency Name and Program Name(s) you are interested in. Then click RUN.



Evaluating the Expiring ROIs Report

REPORT SHOWS:

- List of Clients Enrolled in each program with an expired or soon to expire ROI
- Shows the agency, program, assigned staff, and days until the ROI Expires

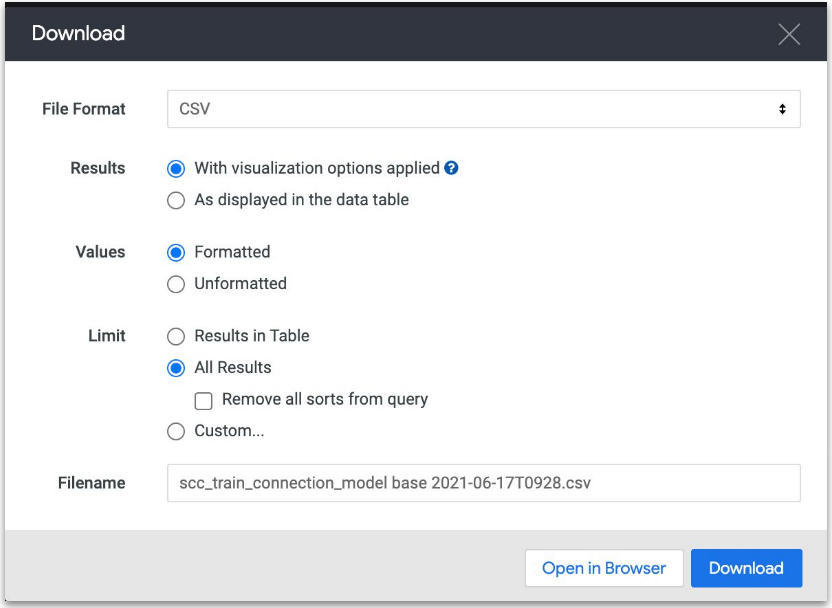
Client UID	Agency	Program Name	Assigned Staff	ROI End Date	ROI - Days to Expiration
EDD433390	[TRAINING] Gilroy Compassion Center	Gilroy Compassion Center	Lesly Soto	2019-03-31	-809
D731EAB42	[TRAINING] Sacred Heart Community Service	Emergency Program	Janel Fletcher	2020-03-03	-471
D731EAB42	[TRAINING] The Sunshine Agency	Goodnight Family Shelter	Janel Fletcher	2020-03-03	-471
D731EAB42	[TRAINING] The Sunshine Agency	[CE] The Sunshine Agency	Trevor Mells	2020-03-03	-471
CC13896FA	[TRAINING] The Sunshine Agency	Frontline Shelter	Mike Reed	2019-07-01	-717
908EF1051	[TRAINING] The Sunshine Agency	Frontline Shelter	Mike Reed	2018-05-19	-1,125
840033336	[TRAINING] HomeFirst	Minimal Street Outreach	Lesly Soto	2021-02-09	-128
840033336	[TRAINING] New Directions	[CCP Outreach] MHD Community Reintegration - No...	Lesly Soto	2021-02-09	-128
840033336	[TRAINING] Sacred Heart Community Service	[HPS - OSH] SHCS Prevention Program	Lesly Soto	2021-02-09	-128
840033336	[TRAINING] The Health Trust: County Collaborative	[RRH CSJ] The Health Trust	Lesly Soto	2021-02-09	-128
840033336	[TRAINING] The Law Foundation (TLF)	The Law Foundation Doesn't Share	Martin Vail	2021-02-09	-128
5786A88EE	[TRAINING] Abode Services	Rapid ReHousing for Families - CESH	Alison Wilson	2020-04-01	-442
5786A88EE	[TRAINING] Abode Services	SCC Outreach	Alison Wilson	2020-04-01	-442
5786A88EE	[TRAINING] Amigos de Guadalupe	Amigos Safe Parking - OSH	Alison Wilson	2020-04-01	-442
4D0627EA8	[TRAINING] PATH	[RRH CSJ] PATH	Janel Fletcher	2020-11-13	-216
47495C2EB	[TRAINING] Santa Clara Family Health Plan (SCFHP)	[CE] Santa Clara Family Health Plan (SCFHP)	Linda Nguyen	2020-02-28	-475
161880CC4	[TRAINING] Abode Services	[CCP Housing Maintenance] Continuum of Care Pro...	Janel Fletcher	2020-02-10	-493
161880CC4	[TRAINING] The Sunshine Agency	Frontline Shelter	Janel Fletcher	2020-02-10	-493
02506B0AD	[TRAINING] HomeFirst	TEST BRC Night by Night	Janel Fletcher	2019-06-10	-738

Bitfocus

Evaluating the Expiring ROIs Report

Additional Tools

- Click on each field header to sort by that field.
- Use the gear icon in the upper right to DOWNLOAD the report to Excel.

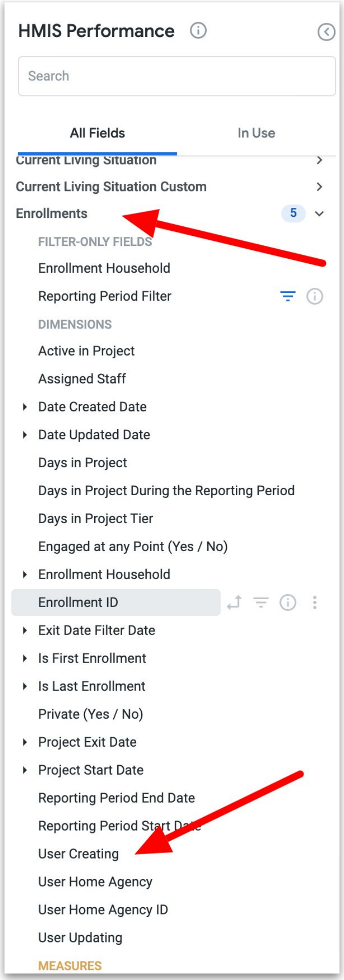


Digging Deeper: Customizing the Report for your Needs

The data analysis tool allows you to add/remove specific measures to suit your reporting needs. Try adding the "User Creating" field from the field picker on the left hand side of the screen.

1. Expand the field picker on the left hand side
2. Find the Folder called Enrollments
3. Click on the field called User Creating to add it to the table.
4. Click RUN

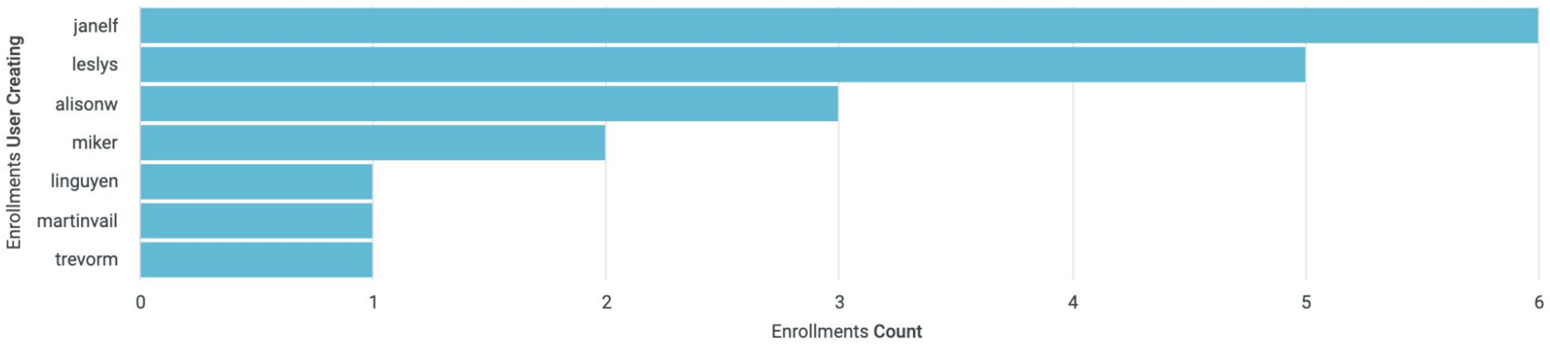
The report now includes the user that created the enrollment to help you track down the source of the issue.



Bitfocus

Digging Deeper: Turn your ROI Data into Insights (DEMO)

Now we will show how use this same report to create a chart that identifies where the greatest number of ROI violations is occurring.



Bitfocus

What other insights would be helpful to get out of this data?

Bitfocus

Additional Resources

The HMIS Website http://scc.hmis.cc/ contains all previous data engagement workshops

Data Engagement Workshop Slide Decks

Here you will find the information shared at the DEW should you want to reference information provided. We hope that you will join us in upcoming Data Engagement Workshops where you will get hands on opportunities to develop and/or learn new techniques that will help you in mastering your data skills.

- Demographics – A Deep Dive to Understanding & Presenting Demographics Information (October 2020)
- Getting Started with Looker: Exploring Looks to Support Data Entry (June 2020)
  - *Using Table Calculations*
  - *Looker Functions and Operator*
  - *DEW Getting Started with Looker: Guide/Manual*
- Taking a Closer Look at Looker Dashboards & Reports in Clarity (February 2020)
- Data Done Right: Data Quality vs. Data Accuracy (October 2019)
- Our Friend, Excel(May 2019)
- How To Tell Your Story – Slide Deck (Feb 2019)
- How to Request Data (How to Monitor Your Data) – Slide Deck (Nov 2018)
- Planning for Data Requests – Slide Deck (Nov 2018)
- HMIS Data In Action – Slide Deck (Sept 2018)
- HMIS Starter Kit – Slide Deck (Aug 2018)

Questions?