# February 2024 TA/Agency Lead Minutes

**MEETING OBJECTIVES**

**UPDATES**

- CoC Updates
- UPIFT Updates
- HMIS Newsletter

**IN THE KNOW**

- LSA Submission
- HIC/PIT What's Next
- Annual SCC Client Consent Training
- Performance Management Work Group (PMWG) Meeting

**MEMOS**

- Clients Assessed & Not On Community Housing Queue (CHQ)
- Request Forms
- Bitfocus Holiday
- Next Month's Meeting

## UPDATES

### CoC Updates



Congratulations to Our Community & Grantees

- Abode Services
- Bill Wilson Center
- Community Solutions
- County Office of Supportive Housing
- Covenant House
- Razing the Bar
- S.T.A.R. Programs
- St. Joseph's Family Center
- West Valley Community Service YWCA - Silicon Valley

## Upcoming Events – January 2024



## UPLIFT Updates

### Pool Pass Period begins February 1st, 2024

- 96% of UPLIFT stickers (passes) have been issued as of 1/31
- 4% of passes are currently being processed

### REMINDERS

We are unable to obtain additional replacement stickers (passes) from VTA

If a client no longer needs their pass and the sticker is

still unused, please notify us

We can replace badges only

(Badges only usable if client already has their own sticker)

REPLACEMENT NEEDED

• Please make a request for a "Badge Only" through

HMIS and notify **UPLIFT@hhs.sccgov.org**

## HMIS Newsletter



<mark>**IN THE KNOW**</mark>
**LSA Submission**

The LSA was submitted by deadline! Thank you all for your participation in getting this done!



## HIC/PIT What's Next
• The 2024 HIC/PIT date will be Thursday, January 25th, 2024

• The count of sheltered households will be the night of 1/25/24
• There will not be unsheltered PIT Count this year

**HIC/PIT Details**
• Housing Inventory Count (HIC) & Point-in-Time (PIT) count will take place on the same night in January
• This year we will not be having an unsheltered count
• These reports are submitted to HUD annually as part of the Annual Homeless Assessment Report (AHAR)
• Single-day snapshot of homelessness in a Continuum of Care (CoC)
• The HIC provides information on the number of unduplicated clients sheltered and housed on the night of the PIT count
• All homeless-dedicated beds must be included, regardless of funding source or whether they use HMIS
• This data is pulled directly from HMIS and is collected externally from non-participating programs
• Project Types Include
• (ES) Emergency Shelter
• (TH) Transitional Housing
• Safe Haven
• (RRH) Rapid Rehousing
• (PSH) Permanent Sup. Housing
• (OPH) Other Permanent Housing

**HIC/PIT Data Includes**
• BUI Utilization
• Federal Funding Source

- HMIS Participation
- Location Details for Programs
- Other Program Details

## HIC PIT Data Quality
Demographic Data
- (DOB, Gender, Race/Ethnicity, Veteran Status)

Enrollment Data
- (HoH, Move-in Dates, Bed Nights, Chronically Homeless, Disability)

Total Count of Clients Served

## HIC/PIT Helpful Reports
- [HUDX-225] HMIS Data Quality Report to review data quality
- [GNRL-220] Program Details Report to review all client-level data
- [GNRL-106] Program Roster to review enrollment, exit, and housing move-in dates
- [HSNG-108] Housing Census to review bed nights and maximum bed occupancy (from the bed & unit inventory configured for the program)
- [HUDX-123-AD] Housing Inventory (HIC) Supplemental - The Housing Inventory Count Supplemental report is designed to be used as a tool to review housing inventory available in a community

## HIC/PIT Data Quality Outreach
- Communication from the Sys. Admin. Team for any required data clean-up and/or questions
- Template for non-HMIS participating projects that don't collect data in HMIS – *went out on Monday! Check your email…*
- 1:1 Technical Assistance through the Help Desk via chat, email, phone, or Zoom
- SCC HMIS Office Hours, every other Thursday, from 10am-11:30am

## Annual SCC Client Consent Training
Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent Training, confirming their knowledge around privacy considerations for HMIS, client consent requirements, best practices for protecting personally identifiable information (or PII), and the features of Clarity Human Services software that helps in protecting privacy.

The training is scheduled for March, and we will be providing further details in the coming weeks!
Please be sure and let your staff know this is forthcoming!
NEXT STEPS
- All Staff will need to complete the training – *even if they just completed it in January of 2024*
- Staff will need to log into the training website to access the training
- Staff will not be able to access the required *Quiz* until they have completed the 30-minute video
- An 80% or higher on the quiz is considered passing
- Access will be removed from staff who do not complete the training by deadline (usually 3 weeks)

## Performance Management Work Group (PMWG) Meeting



2024 Performance Measure Timeline

**Length of Time Persons Remain Homeless -HUD SPM Measure 1a**

- This measure is defined by HUD System Performance Measure (SPM) specifications.
- The report uses bednights recorded in ES/SH/TH projects to approximate the average length of time homeless during the report period.
- Report Specs can be found [here](#)
- Report used, including program list, can be found [here](#)

### Benchmark: *LOT Persons Remain Homeless*

| HUD SPM 1A: Length of Time Homeless | | 2020 | 2021 | 2022 | 2023 | CY 24 Benchmark |
|---|---|---|---|---|---|---|
| Persons in ES and SH | # Persons | 6194 | 6209 | 6259 | 7261 | x |
| | Average # Days | 100 | 153 | 179 | 168 | 166 |
| | Median # Days | 66 | 86 | 104 | 103 | 98 |
| Persons in ES, SH, and TH | # Persons | 6836 | 6797 | 6845 | 7837 | x |
| | Average # Days | 124 | 171 | 189 | 178 | 179 |
| | Median # Days | 77 | 94 | 110 | 111 | 105 |

Returns to Homelessness - HUD SPM Measure 2

- This measure is defined by HUD System Performance Measure (SPM) specifications.
- This measures the extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 12 and 24 months. The reports looks at data up to 2 years prior to the report period.

**Please note that there are anomalies in the ES data because of internal workflows related to the EHV program and therefore the data has been adjusted for this workflow**

Report Specs can be found [here](#)
Report used, including program list, can be found [here](#)

### Benchmark: Returns to Homelessness w/in 12 Months

| | 2020 | | 2021 | | 2022 | | 2023 | | |
|---|---|---|---|---|---|---|---|---|---|
| | # Exits to PH | % Returns to Homeless | # Exits to PH | % Returns to Homeless | # Exits to PH | % Returns to Homeless | # Exits to PH | % Returns to Homeless | CY 24 Benchmark |
| Street Outreach | 109 | 21.10% | 306 | 16.70% | 417 | 10.00% | 388 | 16% | 14% |
| Emergency Shelter | 1,052 | 19.90% | 981 | 18.90% | 1,224 | 14.70% | 1,348 | 13% | 16% |
| Transitional Housing | 269 | 16.70% | 363 | 14.00% | 243 | 10.00% | 124 | 11% | 12% |
| Safe Haven | 17 | 23.50% | 16 | 12.50% | 9 | 11.10% | 9 | 11% | N/A |
| RRH & PSH | 1,080 | 10.70% | 1,199 | 8.40% | 1,128 | 8.60% | 1170 (RRH); 201 (PSH) | 10% (RRH); 3% (PSH) | 8% RRH/5% PSH |
| CoC System | 2,527 | 15.70% | 2,865 | 13.70% | 3,021 | 11.40% | 3,240 | 15% | 13% |

### Benchmark: Returns to Homelessness w/in 2 Years

| | 2021 | | 2022 | | 2023 | | |
|---|---|---|---|---|---|---|---|
| | # Exits to PH | % Returns to Homeless | # Exits to PH | % Returns to Homeless | # Exits to PH | % Returns to Homeless | CY 24 Benchmark |
| Street Outreach | 306 | 21.20% | 417 | 17.30% | 388 | 21% | 20% |
| Emergency Shelter | 981 | 26.00% | 1224 | 26.90% | 1348 | 20% | 24% |
| Transitional Housing | 363 | 21.50% | 243 | 22.20% | 124 | 20% | 21% |
| Safe Haven | 16 | 25.00% | 9 | 33.30% | 9 | 22% | N/A |
| RRH & PSH | 1,199 | 12.40% | 1128 | 14.40% | 1170 (RRH); 201 (PSH) | 21% (RRH); 5% (PSH) | 14% RRH/10% PSH |
| CoC System | 2,865 | 19.20% | 3021 | 20.50% | 3240 | 19% | 20% |

### Next Meeting
*SPM 4: Employment and Income Growth for homeless individuals and families*
*SPM 8: Process and Data Quality Measures*
**Date:** February 15th, 2023
**Time:** 1-2:30 PM
### [Register here](#)
Meeting announcements and info goes out on the CoC Listserv. To join, please send email to info@santaclaracountycoc.org specifying the mailing list and your email address.

### MEMOS

**Clients Assessed & Not On Community Housing Queue (CHQ) –** *Please run the DA Report for further details on your specific agency.*

**Request Forms**
*This is a gentle reminder to please use the listed forms when requesting changes to all things Program Set-Up related*

**Program Request Forms**
- [New Program Request Form](#) *Updated 2023*

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- [Bed and Unit Inventory (BUI) Update Form](#)
  - ***"How to Determine Bed & Unit Inventory" Mini Guide (2021)***
- [Program Change Form](#)

## Bitfocus Holiday

*Our Help Desk will remain open to address any urgent needs (at limited capacity and response times may be impacted) - On the President's Day Federal Holiday on February 19th, 2024.*

*For customer questions or concerns that require immediate attention, please email our support team at [support@bitfocus.com](mailto:support@bitfocus.com).*
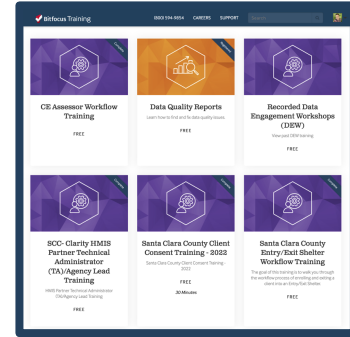
*We look forward to returning full-force Tuesday, February 20th, 2024 - thank you for your continued partnership, and Happy Holidays!*

## Resources

## Clarity Human Services Help Center
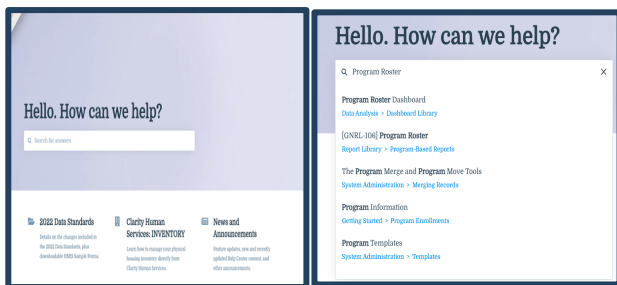
Link to page embedded in image!

Link to page embedded in image!

- You must log in to access the trainings here

- Multiple Training Opportunities and Refreshers

- Select the training you want to watch

- Don't have enough time to watch it all - pick up next time where you left off

## Office Hours

Where Are Office Hours Held? Office Hours are conducted from the comfort of your own office! Each Office Hours session is hosted online by your Santa Clara County Clarity System Administration team. You can connect using your computer (recommended so that you can see demos and post questions).

### Looker Office Hours

When: Every other Monday of the month Time: 2:00pm-3:00pm

[Zoom (click here to access)](#)

Clarity (HMIS) Office Hours

When: Every other Thursday from 10:00am-11:30am

[Zoom (click here to access)](#)

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## Using the Help Desk

When requesting the following please be sure and contact the Help Desk:

1. End User Access
2. Update a users access after completion of the VI-SPDAT required training
3. Verifying an end user has completed required training
4. Access to the SCC HMIS Training Instance/Sandbox
5. General Assistance with reporting

## How To Contact the Help Desk

sccsupport@bitfocus.com
Or
(408) 596.5866 Ext. 2

## SCC Virtual Suggestion Box

We value your opinion and insight. Please share with us your suggestions by using our new SCC Virtual Suggestion Box. You can access it by using the link above or directly from the HMIS Support page under the CONTACT tab and scrolling to the Virtual Suggestion Box option.
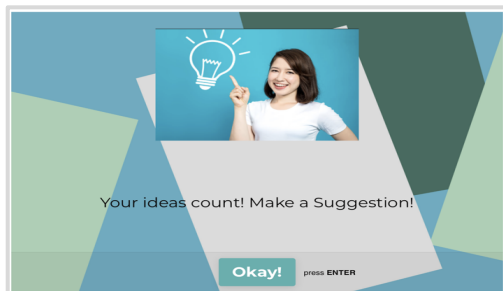


Have ideas about an enhancement and/or addition to HMIS?

Have any general questions you'd like to ask?

Let us know! Drop it in the box!

## Next Agency Admin Meeting

Meeting Location: Zoom Link
When: Thursday, March 7th, 2024
Time: 2:00pm – 3:30pm

## Dates and locations for 2024 meetings are listed on the OSH website:

CoC Events Calendar - Supportive Housing - County of Santa Clara

## Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com
Bitfocus System Administration Team: scc-admin@bitfocus.com

## Your Sys. Admin. Team:



**Angie Evans**
angieevans@bitfocus.com
Senior Project Admin, Santa Clara County
South Bay, CA
800.594.9854 x274



**Lesly Soto Bright**
leslys@bitfocus.com
Deputy Project Admin, SCC
South Bay, CA
800.594.9854 x256

**List of Participants**
*If you attended the meeting but are not listed, please let us know.*

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| Staff Rep. | Agency Name |
|---|---|
| Aida Tesfai | Abode Services |
| Luis Gonzalez | Abode Services |
| Aurora Olivares | Amigos de Guadalupe |
| Leticia Barrera H | Asian American Center of Santa Clara County (AASC) |
| Aretha Cromwell | Bible Way / Destiny |
| Laura Foster | Bill Wilson Center |
| Randi Rosen | Bill Wilson Center |
| Anthony Ortiz Jr. | California Youth Outreach |
| Julian Delgadillo | California Youth Outreach |
| Renee Ridgway | Carry the Vision (CTV) |
| Nathaniel Montgomery | City of San Jose |
| Christopher Chamberlain | CityTeam Ministries |
| Christopher Hill | CityTeam Ministries |
| Adriana Topete | Community Hotline |
| Brandi Jothimani | Community Services Agency of Mountain View |
| Elizabeth Reynoso-Gutierrez | Community Solutions |
| Elisha Heruty | County: OSH |
| Fang Zhu | County: OSH |
| Jazmine Wong | County: OSH |
| Leila Qureishi | County: OSH |
| Taylor David | County: OSH |
| Christian D'Alfonso | County: Reentry Resource Center |
| Juan Guel Jr. | County: Reentry Resource Center |
| Lorena Madrid | County: SCVHHS - BHSD - AOA - FDR |
| Will Norman | County: SCVHHS - BHSD AOA - CSI |
| Chris Cheung | County: SCVHHS - Public Health |
| Geralyn Glenn | County: Valley Health Plan |
| Maureen Damrel | Destination: Home |
| Justin Damrel | Downtown Streets Team |
| Paulina Soto | Emergency Rental Assistance (ERA) |
| Alex Le | Family Supportive Housing |

| | |
|---|---|
| Alisha Parret | HomeFirst |
| Shireen Alinani | Housing Choices Coalition |
| Janell Stafford Gutierrez | HVEHF |
| Christina Strine | Institute on Aging |
| My Linh Ha-Do | International Children Assistance Network (ICAN) |
| Ana Rosas | JobTrain |
| Bryanna Corsbie | JobTrain |
| Cynthia Mar | LifeMoves |
| Daisy Navarro | LifeMoves |
| Taly Leibovici | Move Mountain View |
| Ilaisaane Fifita | Nation's Finest |
| Kim Decker | Nation's Finest |
| Pammi Sandhu | New Directions - Peninsula Healthcare Connection |
| Aiko Yep | PATH |
| Tamra Chavez | PATH |
| Jesse Mejia | San Jose State University Research Foundation (SJSU) |
| Hazel Valencia | Silicon Valley Independent Living Center (SVILC) |
| Christina Faraone | St. Andrew's Residential Programs for Youth (STAR) |
| Jose Macias | St. Joseph's Family Center |
| Kutlo Rasetshwane | Starlight Community Services |
| Catherine Farry | Sunnyvale Community Services |
| Roxanna Frias | Superior Court of CA, County of Santa Clara |
| Jonathan Do | The Health Trust: County Collaborative |
| Wei E | The United Effort Organization |
| Anita Blount | WeHOPE |
| Elizabeth Ducker | West Valley Community Services |