# March 2025 TA/Agency Lead Minutes

**MEETING OBJECTIVES**

**UPDATES**
- CoC Updates
- UPIFT Updates
- HMIS Newsletter

**IN THE KNOW**
- HIC/PIT DQ
- Annual SCC Client Consent Training
- Making Client Data Private

**MEMOS**
- Recently Assessed & Not on CHQ
- Office Hours
- Q & A
- Next Month's Meeting

## UPDATES

### CoC Updates
**MyConnect SV** videos and marketing materials are coming this month - look for them and share widely! *This will be an important tool that case managers and program participants can use to stay more connected to the housing process*

Planning for the next Community Plan to End Homelessness is underway!
We will be gathering input for the community over the next few months to inform this plan

### Upcoming Events



**March 2025**

| MON | TUES | WED | THURS | FRI |
|---|---|---|---|---|
| 3<br>2pm SCC Locker Office Hours | 4 | 5 | 6<br>HMIS Technical Administrator (TA)/Agency Lead Meeting | 7 |
| 10 | 11<br>10am Data Think Tank | 12<br>9:30am Service Providers Network Meeting | 13<br>10am Clarity Office Hours | 14 |
| 17<br>2pm SCC Locker Office Hours | 18 | 19 | 20<br>1:00pm Performance Management Work Group<br>2:00pm NOFO Committee Meeting | 21 |
| 24 | 25 | 26<br>10am SCC TA Office Hours | 27<br>10am SCC Clarity Office Hours<br>3pm Rapid Rehousing & Employment Initiatives Meeting 2310 N. First St. LED Training Room (Church SCC Building) | 28<br>2pm SCC CoC VI-SPDAT Training |
| 31<br>17<br>2pm SCC Locker Office Hours | | | | |

**UPLIFT Updates**

**FY 2025 Q4 April – June**

**Before the quarter starts**
- You MUST exit any client that did not receive an UPLIFT pass (sticker) from your agency during Q3
- Otherwise, there will likely be issues when requesting a pass in the next quarter
- Only clients who received a pass last quarter from your agency are considered "continuing clients" and can have a status assessment submitted
- ALL other clients must be exited and have a new enrollment form submitted for them dated for Q4

**Reminders**
- MUST be dated 3/14/25 or onward for Apr - Jun
- Request either a "Sticker" OR "Badge and Sticker" when requesting a pass for a client the 1st time
- ONLY request a "Badge and Sticker" if:
  - Enrolling a new client
  - A continuing client has lost their badge
- **Clients should be reusing their UPLIFT badges each quarter**
- Please check client HMIS profile to see if another agency has already requested one during the time of

**ERROR REMINDER**
- We are continuing to track user errors
- ***End Users lose UPLIFT access after 4 errors***

Allocation surveys have been sent out;
- **Due 3/12**
- Final allocations sent 3/13
- Email UPLIFT@hhs.sccgov.org if the program coordinator at your agency changed

**HMIS Newsletter**



Santa Clara HMIS News
February 2025

Welcome to the Santa Clara HMIS February 2025 Newsletter!

**In this edition you'll find the following:**

- Check Out This Fun Poll: **What is your favorite way to spend a long weekend?**
- Federal Reporting – HIC/PIT Updates
- Understanding the Coordinated Entry (CE) & VI-SPDAT Process
- Dear Help Desk
- February 2025 Feature Updates
- Report Spotlight **– [HUDX-123-AD] Housing Inventory (HIC) Supplemental**
- Clients Assessed & Not on CHQ
- Meetings/Upcoming Events
- Bitfocus is Hiring!

**IN THE KNOW**

**HIC/PIT – DQ**

**Outreach**



01 Emails with DQ changes will continue

02 Deadlines Provided; be sure to submit by then

03 Need Help? Contact Us ASAP

04 Join Office Hours or Schedule 1-1 when needed

**Missing Bed Nights**

Project Type: Emergency Shelter – Night by Night
A Bed-Night Date indicates the client has utilized **a bed**

in a *night-by-night emergency* shelter on that date
There <u>must be a record of a bed night</u> on the project start date into the shelter; any additional bed night dates must be after the Project Start Date and before the Project Exit Date.

## Overlapping Enrollments

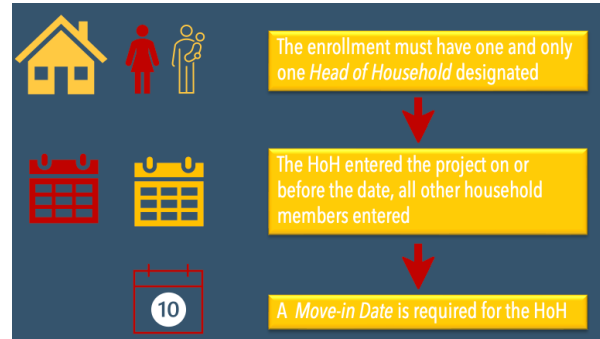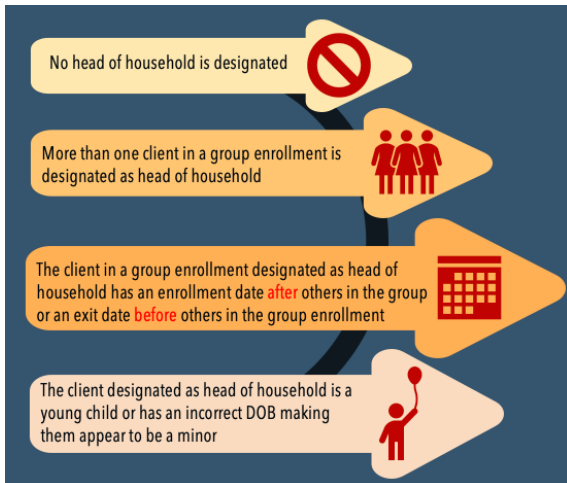| Inventory/Enrollment #1 | Inventory/Enrollment #2 | DQ Analysis Issue |
|---|---|---|
| Emergency Shelter (1) start-to-end date range (w/in report dates) | Emergency Shelter (2) start-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Emergency Shelter start-to-end date range (w/in report dates) | Transitional Housing start-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Emergency Shelter start-to-end date range (w/in report dates) | Safe Haven start-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Safe Haven (1) start-to-end date range (w/in report dates) | Safe Haven (2) start-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Safe Haven start-to-end date range (w/in report dates) | Transitional Housing start-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Transitional Housing (1) start-to-end date range (w/in report dates) | Transitional Housing (2) start-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |

| Inventory/Enrollment #1 | Inventory/Enrollment #2 | DQ Analysis Issue |
|---|---|---|
| Emergency Shelter start-to-end date range (w/in report dates) | Emergency Shelter Bed Night (w/in report dates) | Any overlap of more than two consecutive days should be fixed; one or two days should be explained. |
| Emergency Shelter (1) Bed Night (w/in report dates) | Emergency Shelter (2) Bed Night (w/in report dates) | A bed night recorded in two different Emergency Shelter nbn projects on the same date for the same household is physically impossible and should be resolved 100% of the time |
| Emergency Shelter Bed Night (w/in report dates) | Safe Haven start-to-end date range (w/in report dates) | Any overlap of more than two consecutive days should be fixed; one or two days should be explained. |
| Emergency Shelter Bed Night (w/in report dates) | Transitional Housing start-to-end date range (w/in report dates) | Any overlap of more than two consecutive days should be fixed; one or two days should be explained. |

| Inventory/Enrollment #1 | Inventory/Enrollment #2 | DQ Analysis Issue |
|---|---|---|
| Emergency Shelter start-to-end date range (w/in report dates) | PSH Housing Move-In Date-to-end date range (w/in report dates) | Any overlap of more than two days should be fixed; one or two days should be explained. |
| Safe Haven start-to-end date range (w/in report dates) | PSH Housing Move-In Date-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Transitional Housing start-to-end date range (w/in report dates) | PSH Housing Move-In Date-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Emergency Shelter Bed Night (w/in report dates) | PSH Housing Move-In Date-to-end date range (w/in report dates) | Any overlap of more than two consecutive days should be fixed; one or two days should be explained. |
| Emergency Shelter start-to-end date range (w/in report dates) | RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates) | Any overlap of more than two days should be fixed; one or two days should be explained. |
| Safe Haven start-to-end date range (w/in report dates) | RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Transitional Housing start-to-end date range (w/in report dates) | RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates) | Any overlap by any number of days is physically impossible |
| Emergency Shelter Bed Night (w/in report dates) | RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates) | Any overlap of more than two consecutive days should be fixed; one or two days should be explained. |

## Missing HoH



## Low/High Utilization
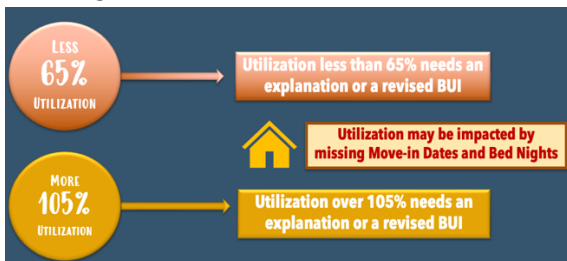


## Move-In Date

- Documents the date a household is admitted into a permanent housing project
- This date is critical to Housing Inventory Count (HIC) and Point-in-Time (PIT) counts
- Differentiates households which have already moved into permanent housing from households which are enrolled in a Permanent Housing project but are still experiencing literal homelessness (in Emergency Shelter, Safe Haven, Transitional Housing, or on the street) as they prepare to move into an available unit



## 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

## Annual Client Consent Training

- Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent Training
- The training was scheduled to release in March, but there are some updates taking place – right now the date is TBD
- Please be sure and let your staff know this is forthcoming and is required!
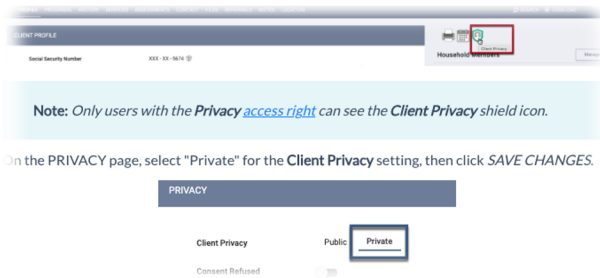
## Making Client Data Private

When a client record or component of the record is made private, only staff members who have the creating agency as their home agency (or as the agency they are switched into) will be able to see the information

- The record will now be private and will not appear in search results for staff members at other agencies
- Note that you cannot set client records to "Private" if they include services recorded by multiple agencies



Note: *Only users with the Privacy access right can see the Client Privacy shield icon.*

On the PRIVACY page, select "Private" for the **Client Privacy** setting, then click *SAVE CHANGES.*



## Implication of Making Client Data Private

A Program Enrollment is made private by navigating to the enrollment in the client record and selecting the edit icon next to *Assigned Staff*
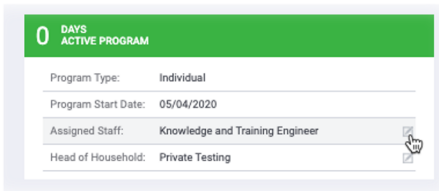


The enrollment will be private and **will not display to outside staff on either the HISTORY or PROGRAMS tabs**

The enrolling staff member (Assigned Staff) will not be visible to outside staff

Making an enrollment private also makes all program-level services, notes, files, forms, and assessments private



***Please remind End Users that SCC OSH does not recommend setting ANY CLIENT DATA to PRIVATE***



## MEMOS

## Recently Assessed & Not On the CHQ

*Report for this data was run on Thursday, March 6th! Please rerun as needed.*

| Agency Name | Client Count | Agency Name | Client Count |
|---|---|---|---|
| HomeFirst | 16 | Catholic Charities | 1 |
| LifeMoves | 11 | Gardner Health Services | 1 |
| WeHOPE | 8 | Bill Wilson Center | 1 |
| Community Services Agency of Mountain View | 5 | Silicon Valley Independent Living Center (SVILC) | 1 |
| PATH | 4 | Community Solutions | 1 |
| CityTeam Ministries | 3 | County: SCVHHS - BHSD | 1 |
| VAPAHCS | 2 | Mission Possible | 1 |
| County: SCVHHS - Ambulatory | 2 | West Valley Community Services | 1 |
| HealthRIGHT 360 | 2 | Move Mountain View | 1 |
| Social Impact Team (SIT) | Property Owners Downtown Association | 1 | Amigos de Guadalupe | 1 |

## Office Hours – Reminder
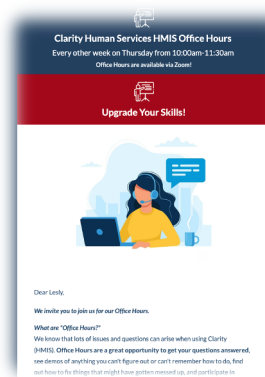
# March 2025 TA/Agency Lead Minutes

## Resources

### Clarity Human Services Help Center
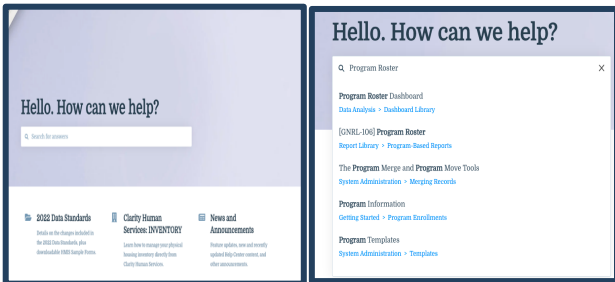


Link to page embedded in image!
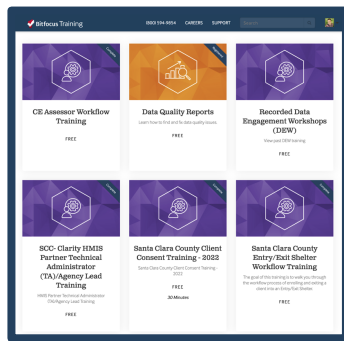


Link to page embedded in image!

- 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)

## Using the Help Desk

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

1. End User Access
2. Update a user's 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.
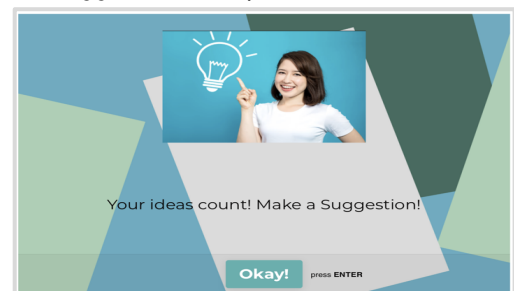


*Have ideas about an enhancement and/or addition to HMIS?*
*Have any general questions you'd like to ask?*
*Let us know! Drop it in the box!*

# March 2025 TA/Agency Lead Minutes

## Next Agency Admin Meeting
Meeting Location: Zoom Link
When: Thursday, April 3rd, 2025
Time: 2:00pm – 3:30pm

## Dates and locations for 2025 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:

**Bryanna Corsbie**
bryannac@bitfocus.com
Senior Project Admin, Santa Clara County
San Jose, CA
800.594.9854

**Lesly Soto Bright**
leslys@bitfocus.com
Senior 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.*

| Agency Name | Agency Rep. |
|---|---|
| **Abode Services** | Sean Kilger |
| **Amigos de Guadalupe** | Aurora Olivares |
| **Asian Americans for Community Involvement (AACI)** | Leticia Barrera H |
| **Bible Way / Destiny** | Aretha Cromwell |

| | |
|---|---|
| **Bill Wilson Center** | Randi Rosen |
| **California Youth Outreach** | Julian Delgadillo |
| **Carry the Vision (CTV)** | Renee Ridgway |
| **Catholic Charities** | Michael Strom |
| **City of Campbell** | Christopher Miranda |
| **City of San Jose** | Marcell Leath |
| **CityTeam Ministries** | Christopher Chamberlain |
| **Community Solutions** | Lindsay Mullins |
| **ConXion to Community** | Caroline Mireles-Sailor |
| **County of Santa Clara: SCVHHS – Public Health** | Alan Garate |
| **County of Santa Clara: SCVHHS – Public Health** | Chris Cheung |
| **County: OSH** | Fang Zhu |
| **County: OSH** | Jazmine Wong |
| **County: OSH** | Juan Hernandez |
| **County: OSH** | Taylor David |
| **County: SCVHHS - BHSD** | Jeremy Golden |
| **County: SCVHHS - BHSD** | Kalie Brewster |
| **County: Valley Health Plan** | Geralyn Glenn |
| **Destination: Home** | Maureen Damrel |
| **Downtown Streets Team** | Justin Damrel |
| **Downtown Streets Team** | Maureen Damrel |
| **Elevate Community Center** | Keegan Pincombe |
| **Emergency Rental Assistance (ERA)** | Paulina Soto |
| **Family Supportive Housing** | Alex Le |
| **Gardner Health Services** | Jovani Quinones |
| **Goodwill of Silicon Valley** | Micheal Baca |
| **HomeFirst** | Alisha Parret |
| **Housing Choices Coalition** | Nooria Alam |
| **Institute on Aging** | Christina Strine |
| **JobTrain** | Syed Ali |
| **LifeMoves** | Carmen Kapanga |
| **LifeMoves** | Juan Hernandez |
| **Move Mountain View** | Taly Leibovici |

| | |
|---|---|
| **Nation's Finest** | Ilaisaane Fifita |
| **Nation's Finest** | Kim Decker |
| **New Directions - Peninsula Healthcare Connection** | Meyerlyn Sanchez |
| **North East Medical Services (NEMS)** | Candido Anicete |
| **PATH** | Aiko Yep |
| **Razing the Bar** | Molly Orsburn |
| **Roots Community Health Center** | Emil Stephens |
| **Roots Community Health Center** | Shamese Smalling |
| **Sacred Heart Community Service** | Paulina Soto (deleted) |
| **San Jose State University Research Foundation (SJSU)** | Jesse Mejia |
| **Santa Clara County Office of Education (SCCOE)** | Emiko Taylor |
| **Santa Clara County Office of Education (SCCOE)** | Philip Truong |
| **School Health Clinics of Santa Clara County** | Rose Anne Pierre |
| **Social Impact Team (SIT) \| Property Owners Downtown Association** | Chris Kendrix |
| **St. Andrew's Residential Programs for Youth (STAR)** | Vicky Taylor |
| **St. Joseph's Family Center** | Jose Macias |
| **Starlight Community Services** | Kutlo Rasetshwane |
| **Sunnyvale Community Services** | Catherine Farry |
| **Superior Court of CA, County of Santa Clara** | Roxanna Frias |
| **The United Effort Organization** | Carolyn Stratton |
| **Unity Care Group** | Deepa Bhat |

| | |
|---|---|
| **VAPAHCS** | Maria Magallanes |
| **WeHOPE** | Anita Blount |
| **West Valley Community Services** | Ellen Trieu |