SCC Technical Admin. (TA)/Agency Lead Meeting
Thursday, May 2nd, 2024

Getting to Know You

How much mayonnaise would you need to fill the Grand Canyon?

Meeting Objectives

UPDATES

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter

IN THE KNOW

- HIC/PIT
- Upcoming DEW
- Special Guest Speaker: Abode Services, Sean Kilger
- Keeping Clients "Active" on the CHQ, Elisha Heruty

MEMOS

- SCC HMIS Quarterly Compliance -DUE
- Recently Assessed & Not on CHQ
- Survey – Client Consent Training
- Next Month's Meeting

CoC UPDATES – CES REDESIGN

CES Redesign Update
Recruitment of agencies to do beta-testing of new tool is underway. The goal is to obtain feedback on each question of the new assessment to make any last tweaks before piloting the tool.

We have been meeting with other CoC's across the county to learn more about how other communities implement matchmaking.

Reminder
- Clients not currently engaged in the system in the last 180 days will be removed from the Community Housing Queue starting May 9. See this link for more details.
- We have been meeting with other CoC's across the county to learn more about how other communities implement matchmaking.

May 2024 Upcoming Events

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		1	**2** 2pm HMIS TA/Agency Lead Meeting	**3**
6	**7** 10am DEW System Overview: Tips and Tools for Navigating HMIS	**8** 9:30am Service Providers Network Meeting	**9** 10am HMIS Clarity Office Hours 1pm Coordinated Entry Work Group	**10**
13 2pm SCC HMIS Looker Office Hours	**14** 10am Data Think Tank	**15**	**16** 1pm Performance Management Work Group	**17**
20	**21**	**22**	**23** 10am HMIS Clarity Office Hours 3pm Rapid Rehousing Employment Initiatives Meeting	**24**
27 2pm SCC HMIS Looker Office Hours	**28** 10:30am CoC Rapid Rehousing Workshop Part 2	**29** 9am VI-SPDAT In Person Trining 10am SCC TA Office Hours	**30**	**31**

UPLIFT UPDATES - Q4 April-June Updates

The pooled pass period began yesterday, 5/1

- ==***No more passes for Q4 are available***==
- No additional sticker increase available at this time
- Please do not submit any further requests in HMIS The remaining 4% of passes are in the middle of being processed
- Requests submitted by the 30th by agencies with allocation are processed first

Reminders

- We cannot obtain additional stickers (passes) from VTA
- If a client no longer needs their pass and the sticker is still unused - notify us so we can reassign the sticker to another client in need
- If a replacement badge is needed, make a request for a "Badge Only" on HMIS AND notify UPLIFT@hhs.sccgov.org

Santa Clara HMIS News

April 2024

HMIS NEWSLETTER

Welcome to the Santa Clara HMIS April 2024 newsletter!

In this edition you'll find the following:

- Check Out This "Fun-ish" Poll – Client Consent Training Satisfaction
- SCC Client Consent Training- Next Steps
- SCC HMIS Quarterly Compliance Certification Checklist – DUE!
- HIC/PIT Updates
- Keeping Clients "Active" on the CHQ – A Guide
- Report Spotlight – [GNRL-400] Program Linked Service Review
- Upcoming DEW
- Clients Assessed & Not on CHQ
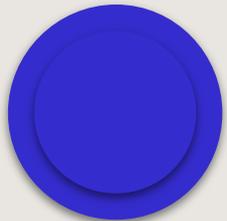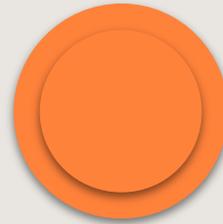- Meetings/Upcoming Events
- Bitfocus is Hiring!

HIC/PIT

HIC/PIT – What's Happening?

The deadline for HIC/PIT Submission changed to **Tuesday, May 10th, 2024**

➢ Communication from your Sys. Admin. Team (scc-admin@bitfocus.com) for any required data clean-up and/or questions
➢ Additional Resources: PIT and HIC Guides, Tools, and Webinars

➢ **[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

➢ **[HUDX-123-AD] Housing Inventory Count (HIC) Supplemental**

UPCOMING DEW

Data Engagement Workshop

HIC/PIT – What's Happening?

System Overview: Tips and Tools for Navigating HMIS
When: **Tuesday, May 7th, 2024**
Time: **10:00am-12:00pm**
Where: Zoom

In this workshop we will walk through some of our most common HMIS data entry steps and we'll review all the tools available within the Clarity HMIS System.

This is a great training for new and long-time users who want to make sure they are getting everything out of their HMIS!

SPECIAL GUEST SPEAKER

Abode Services, Sean Kilger

Who We Are

ABODE

In 1989, in Alameda County, Abode Servicers was founded with the mission of ending homelessness.

Today, we continue to practice Housing First principles, assisting low-income, un-housed persons, including those with special needs.

Along with our partner agencies, we work to help individuals and families to secure stable, supportive housing; and to be advocates for the removal of the causes of homelessness.

| Alameda (1989) | Santa Clara (2009) | San Francisco (2021) | Santa Cruz (2012) | San Mateo (2015) | Napa (2017) | Solano (2023) |
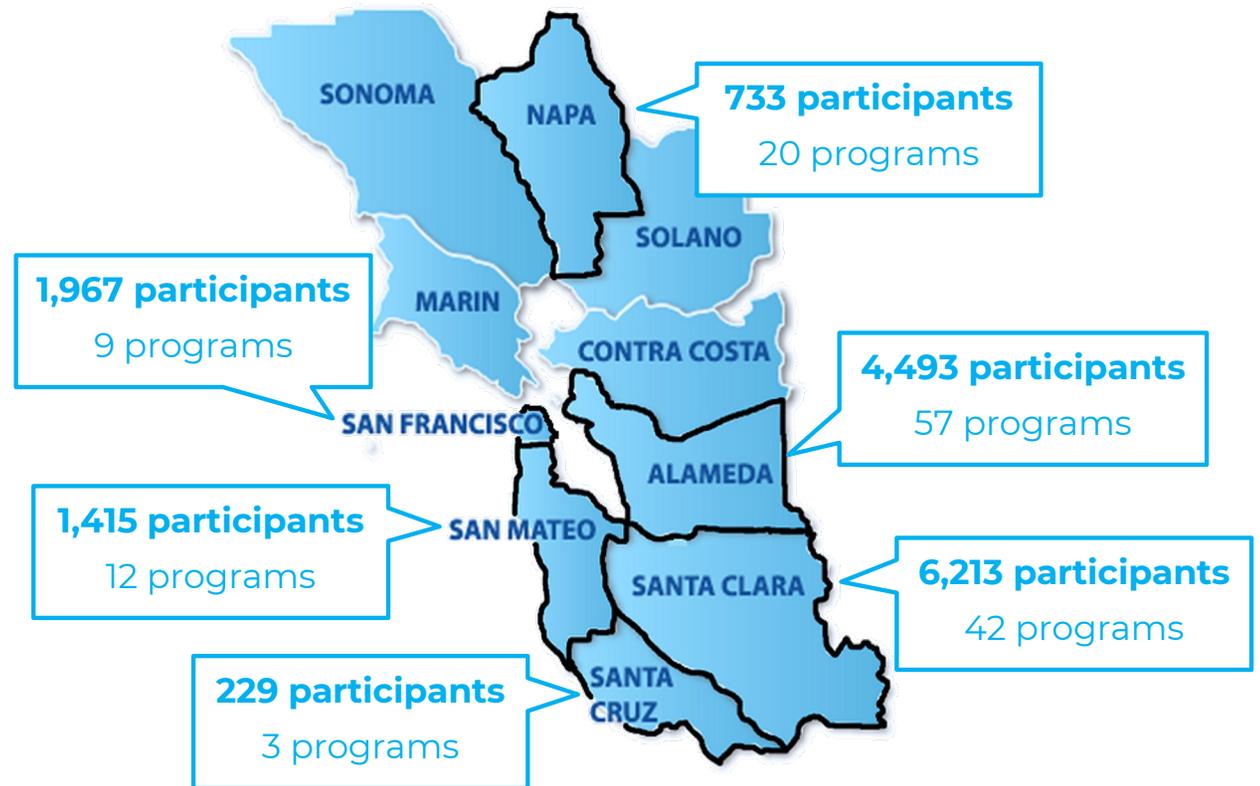
FY23: Housing Outcomes

ABODE

Since July 2020

10,243

people housed by Abode Services

On any given night

6,807

people slept in a home and not on the street

FY23: Housing Stability

ABODE

9,236 people in stable housing with support from Abode Services

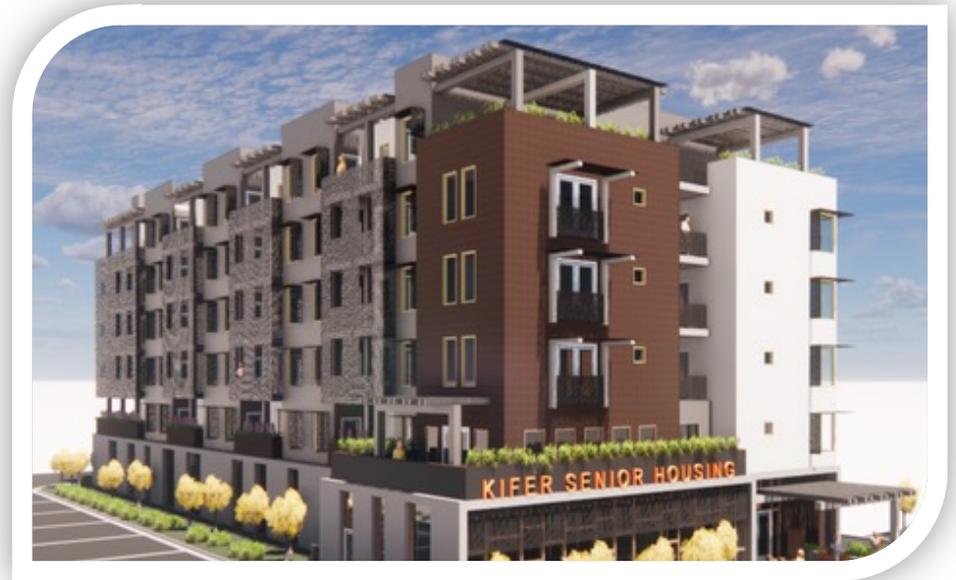**2,595** people exited to permanent housing

Santa Clara County

Abode has been working in Santa Clara County since 2009.

Our operations include:

- Housing Development
- Property Management
- Participant Services

Abode Housing Development (AHD)

ABODE

Rehabilitate existing structures or build new supportive housing communities.

At these sites, we combine housing and social services to help formerly homeless people gain a new home and keep it.
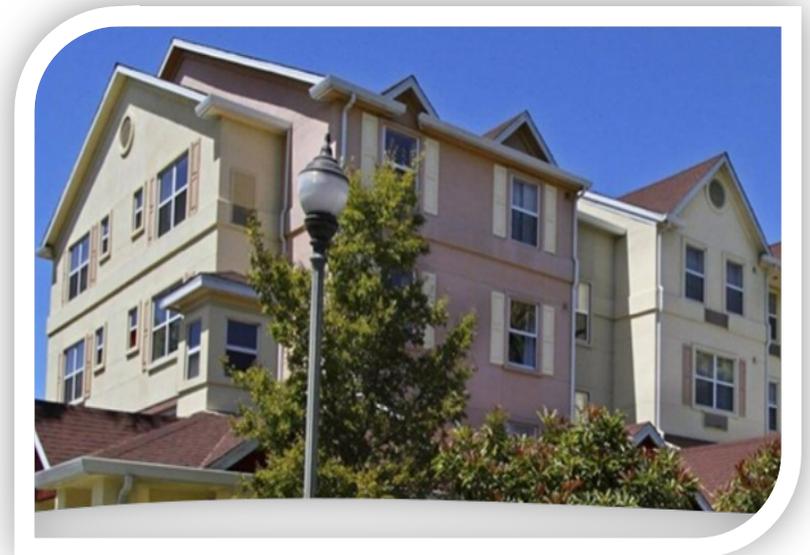

Opportunity Center (Palo Alto)

Abode Property Management (APM)

Manage a mix of Interim Housing and Permanent Supportive Housing properties, including:

- scattered-site supportive housing

- single-family homes

- four-plexes

- shared housing

- hotel/transitional housing

- multifamily housing, and

- master-leased housing.

Cedar (Newark)

Abode Property Management (APM)

**APM also provides several necessary functions:**

- Leasing, screening, and marketing

- Legal and regulatory compliance monitoring

- Routine and preventive maintenance

- Specialized accounting services and financial reports

- Management consultation

- Property inspections and condition reports

Program Types

- Permanent Supportive Housing (and Mental Health Programs)

- Rapid Rehousing

- Homeless Prevention

- Outreach

- Shelters/Interim Housing
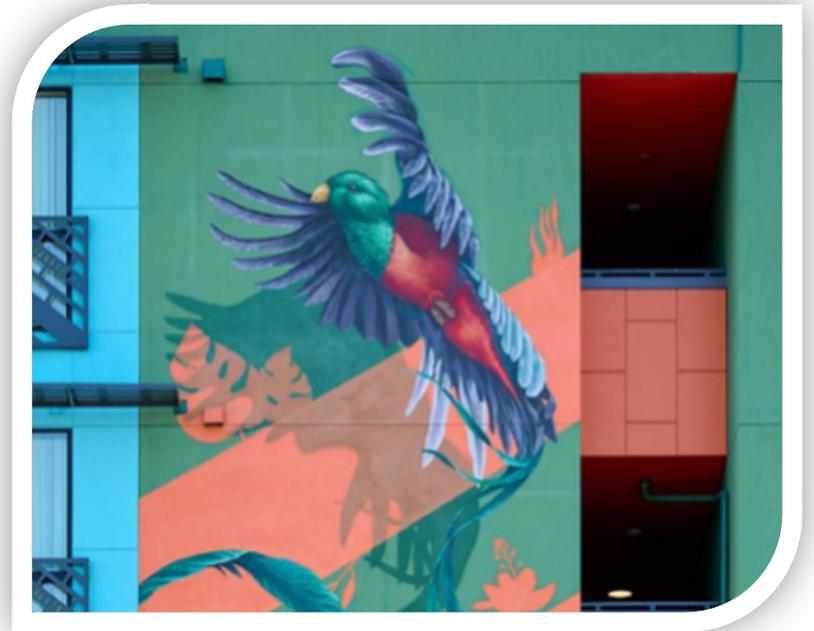
Quetzal Gardens

Participant Services

- Case management

- Housing Support

- Housing Search and Landlord Development

- Financial Assistance Provided
(i.e. rent, security deposit, utilities, etc.)

- Outreach Service
(conduct Vi-SPDAT for Coordinated Entry, offer resources, etc)

- UPLIFT (VTA transit passes)

- Offer resources for Employment/Skill Development

Helpful Resources

HUD Exchange CoC and ESG Virtual Binders
Great for quick knowledge refreshers

https://www.hudexchange.info/homelessness-assistance/coc-esg-virtual-binders/

Clarity Help Center
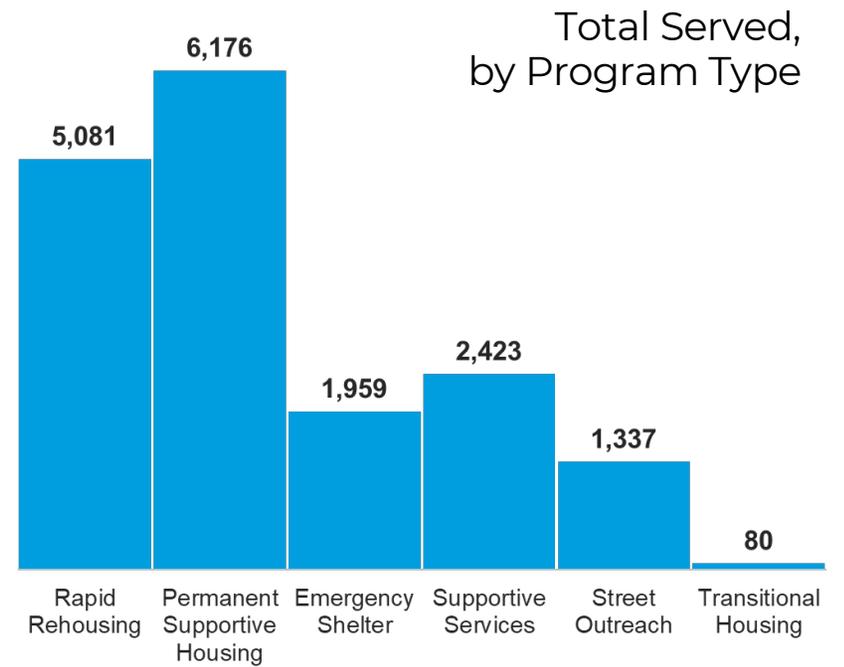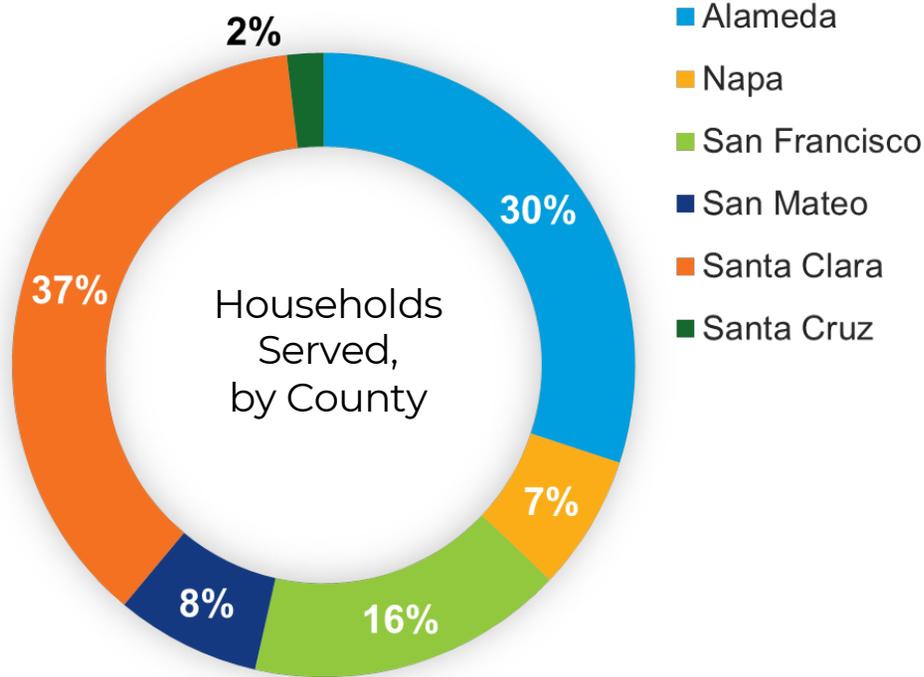Find trainings like "Clarity How To's" and guides for canned reports or Looker reports

https://help.bitfocus.com/

FY23 Annual Impact Data

More information available online at
https://abode.org/our-impact-data

Participants Served

ABODE

Households Served, by County

- Alameda
- Napa
- San Francisco
- San Mateo
- Santa Clara
- Santa Cruz

2%
30%
37%
7%
8%
16%

Total Served, by Program Type

Program Type	Total Served
Rapid Rehousing	5,081
Permanent Supportive Housing	6,176
Emergency Shelter	1,959
Supportive Services	2,423
Street Outreach	1,337
Transitional Housing	80

Participant Demographics

ABODE

Households Served, by type

26% Single Parent Family

14% Two Parent Family

51% Single Adult

9% Other

44% Adults (25-54)

26% Seniors (55+)

24% Children (0-17)

6% Young Adults (18-24)

Participants Served, by Age group
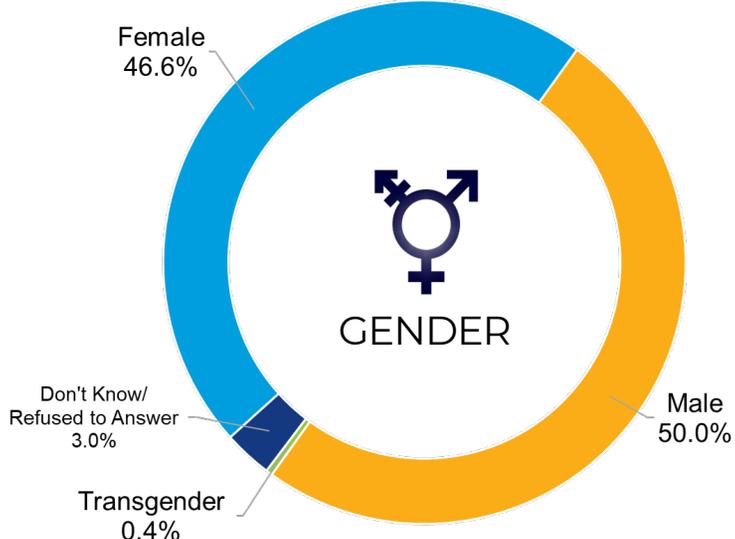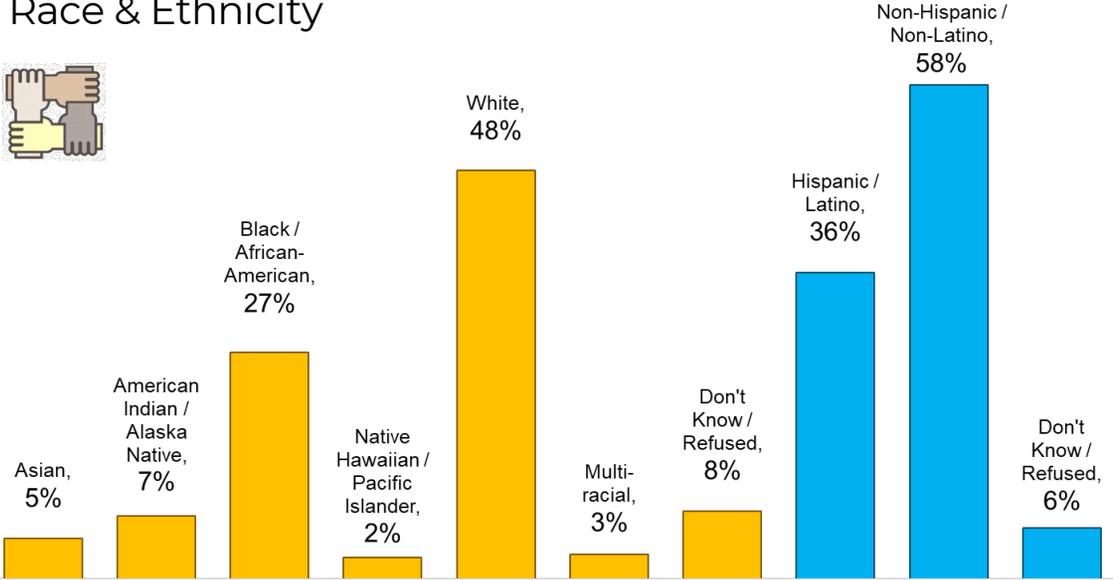
Exits to Permanent Housing

County →	Alameda	Napa	San Francisco	San Mateo	Santa Clara	Santa Cruz
Housing Programs						
Permanent Supportive Housing	36%	67%	51%	70%	38%	69%
Rapid Rehousing	83%	64%	52%	77%	68%	42%
Transitional Housing for Young Adults	60%	-	-	-	-	-
Emergency Shelter						
Emergency Shelter	24%	2%	-	-	33.3%	-
Street Outreach						
Street Outreach	10%	8%	-	-	11.4%	-

5-Year Growth Trends

ABODE

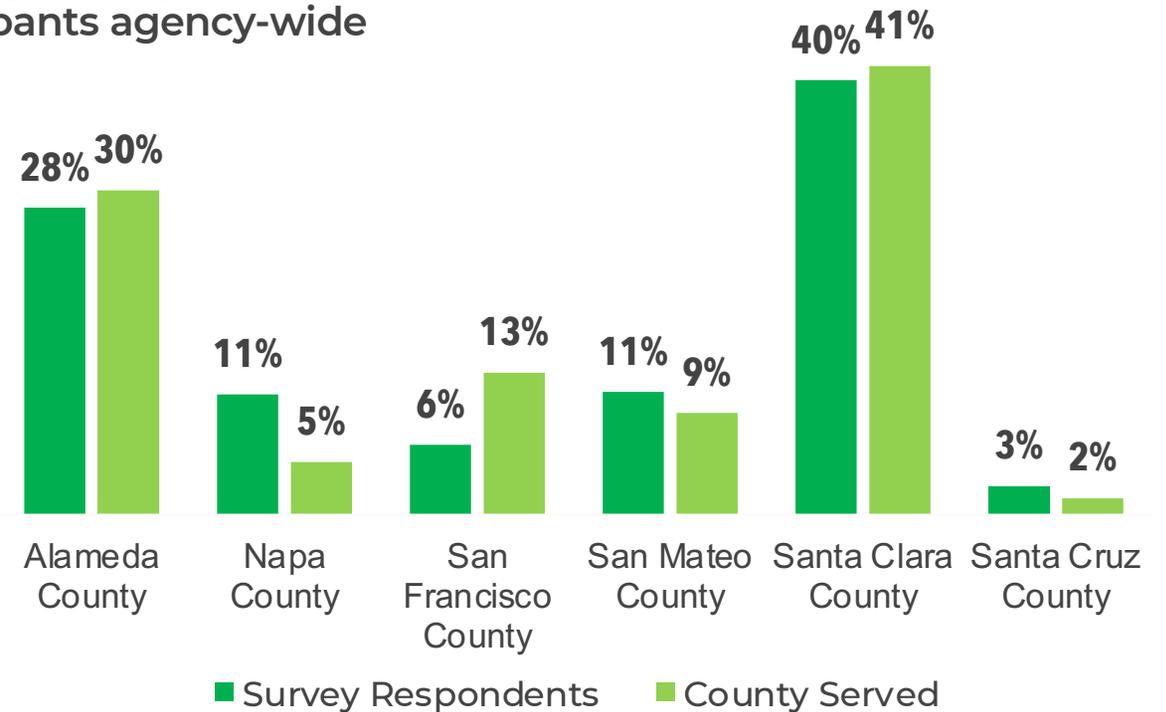| Impact Measure	2019	2020	2021	2022	2023	5-Year Growth
Total People Served	9,173	10,531	14,719	14,383	15,050	64%
Veterans Served	596	817	524	507	480	-19%
Housed Any Given Night	3,965	5,867	6,844	6,748	6,807	72%
Exits to Permanent Housing	2,049	1,653	1,616	2,519	2,595	27%

Participant Surveys

The total percentage of respondents by County, compared to the total share of participants agency-wide

Most counties responded in proportion to the participant population size

- Napa County response rate (11%) was more than double their population share (5%)

- By contrast, San Francisco response rate (6%) less than half of their population share (13%)

	Survey Respondents	County Served
Alameda County	28%	30%
Napa County	11%	5%
San Francisco County	6%	13%
San Mateo County	11%	9%
Santa Clara County	40%	41%
Santa Cruz County	3%	2%

Participant Surveys

ABODE Services

Overall Satisfaction Ratings

- **How satisfied were you with the services you received?**

  o **81%** were *very* or *somewhat satisfied* by services received (63% very satisfied)

- **Did this program help you reach your goals?**

  o **80%** believed the program helped (63% helped a lot)

- **How would you rate the ability of staff to connect you to available resources and services in your current or new county of residence?**

  o **77%** rated the ability of staff as *excellent* or *good*

Lived Experience Advisory Board (LEAB)

ABODE

LEAB consists of **12** active members representing **5** counties and boasts a **90%** average monthly attendance

In FY23, LEAB, reviewed and provided thoughtful feedback on **18** policies, trainings and/or projects

Other Highlights

Collaboration with the Training Department	Helped revise trainings for direct service staff
	Aligned training with Abode's goals of participant-centered, inclusive care
New Project Ideas	Financial Empowerment training
	Web-based Participant Portal
Participant Survey Analysis	More thorough consideration of the accessibility needs of our participants
	Changes may help increase participant engagement for this survey

KEEPING CLIENTS ACTIVE on CHQ

Non-Engagement Time Limit Changes
Presented By: Leila Qureishi

Non-Engagement Time Limit Changes

Currently, a person is automatically removed from the community housing queue after **390 days** of no engagement in our system

On May 9, the time limit for
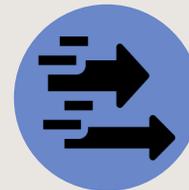non-engagement is changing to **180 days**

Why Change?

Align with current CES redesign work

Continuous improvements to expedite housing

Referral process has changed; pace is FAST

Most communities like ours have a 90-day time limit

More accurate tracking of housing referral needs

Current practice is a strain on limited resources

How Was This Decision Made?

OSH CoC Lead Staff, Coordinated Entry (CE) Program Managers, Homebase, and Bitfocus conducted the following starting in January 2024

Reviewed local data	→	Interviewed similar communities	→	Gathered feedback from CEWG*

*The Coordinated Entry Work Group (CEWG) is a group of CoC partners that reviews and evaluates how the SCC coordinated entry system is working and suggests improvements.

What Does Engagement Mean in HMIS

- ✓ Engagement means **recorded activities in HMIS**

- ✓ Existing program enrollment is **not considered engagement** and will *NOT* keep the client on the community housing queue!

- ✓ Engagement in HMIS is reflected in the following activities

What Does Engagement Mean in HMIS

Adding New Program Enrollment

Program Exit

Adding Referral/ Referral Note

Adding an assessment (VI-SPDAT, Status Update/Annual Assessment)

Adding Client Location/Contact Information

Referral Check-in By Staff

Uploading Client File

Adding Public Alert

Activities that Maintain a Client Active in CHQ

Adding CE Events

How Does This Change Impact My Clients?

It will not impact your clients who have activities recorded in the HMIS within the 180-day period prior to May 9

Prevent automatic removal of your clients by documenting all activities in the HMIS
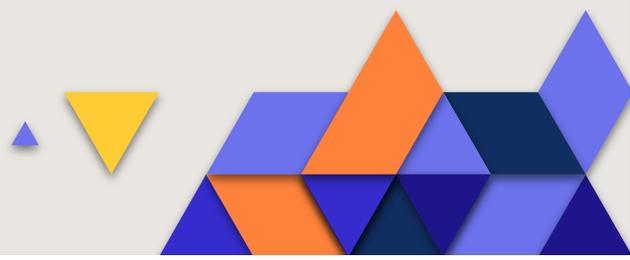
What's The Easiest Way to Ensure My **Active** Clients Are Not Removed From The Queue?

Go to the History tab in your client's HMIS profile

Select "Edit" on the Community Housing Queue Referral

What's The Easiest Way to Ensure My **Active** Clients Are Not Removed From The Queue?

Click "Check-in" on the Referral. You will see the "Last Activity" date update to today's date.

You <u>do not</u> need to click "*Save Changes*"

Luke Skywalker Test

PROFILE HISTORY PROGRAMS SERVICES ASSESSMENTS NOTES FILES CONTACT LOCATION

REFERRAL: ASSIGN

|	
Client	Luke Skywalker Test
Referred to	Community Queue - Community Housing Queue
Referring Agency	Abode Services
Referred Date	04/10/2022
Days Pending	732 day(s)
Qualified	Yes
VI-F-SPDAT-V2-C score	6
Last Activity	04/10/2024 CHECK-IN
Referred by Staff	Angie Evans
Navigator	ASSIGN NAVIGATOR
Private	

Click "Check-in" to update "Last Activity" to today's date

SAVE CHANGES   CANCEL

Need Support?

Contact Bitfocus for support/questions/concerns
at support@bitfocus.com or 408-596-5866 ext. 2
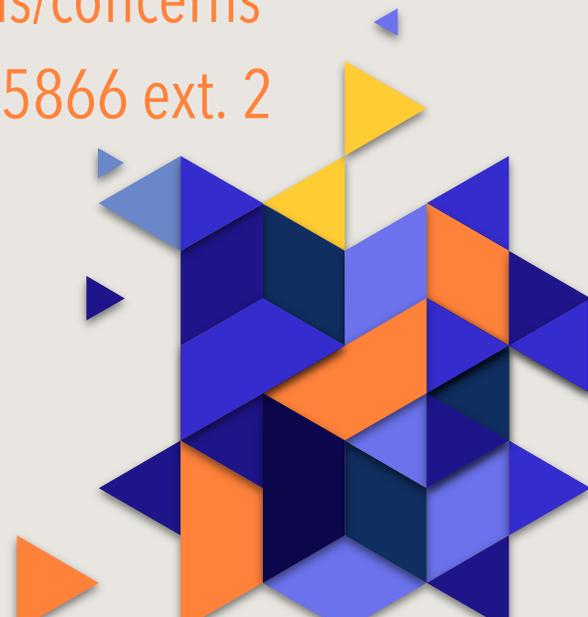
MEMOS

SCC HMIS Quarterly Compliance Checklist DUE!

NEW PROCESS

- Email reminder sent of upcoming deadline
- You will run report in DA Tab for list of End Users
- You will send list of certified End Users to Sys. Admin. Team per usual

Certification Due

Tuesday April 30th, 2024

- Include all Active HMIS users at your agency on **the standard form found here**
- This means that your date range filter in the report on the DA tab will be **01/01/2024 – 03/31/2024**
- The report has been preset with this date range; so just select your agency name
- Detailed steps on running the report can be found here

Non-HMIS End Users Assessors

Please provide the names and email addresses of Non-HMIS Users at your agency who provide VI-SPDATs to clients; we want to make sure to capture this information to ensure updates to VI-SPDATs are provided to them. **We have created a form for this here.**

Questions

email us scc-admin@bitfocus.com

Recently Assessed & Not on the CHQ

Agency Name	Number of Clients
HomeFirst	16
LifeMoves	9
Bill Wilson Center	6
Amigos de Guadalupe	4
County: Reentry Resource Center	4
CityTeam Ministries	3
Horizon Services, Inc - DBA Mission Street Sobering Center	3
County: Public Defender Office	3
UPLIFT	2
County: SCVHHS - Ambulatory	2
Family Supportive Housing	2
County: SCVHHS - BHSD - Access & Unplanned - IHOT	1
WeHOPE	1
ConXion to Community	1
Mission Possible	1
San Jose State University Research Foundation (SJSU)	1
Silicon Valley Independent Living Center (SVILC)	1

Please note this data was pulled Wednesday, May 1st. It is possible that Referrals have been processed. Please be sure and run the report to confirm.

Survey – Client Consent Trainings Satisfaction