August 2021 Agency Admin. Minutes

AGENDA ITEMS

- Coc|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Special Guest Speaker: **Kenya Rawls,** Regional Director, SCC Employment & Training Programs
- User Satisfaction Survey Results
- Spotlight: SCC HMIS Quarterly Compliance Certification Checklist
- New Form: Program Change Form
- BUI: Data Quality Emails
- Reminders
- Next Month's Meeting

CoC Updates

- CoC NOFA – We are still awaiting the NOFA announcement, but the local process is underway for renewal projects. We do not know when the NOFA will be announced, but we expect it to be released before 9/30/21.
- Community Plan to End Homelessness Updates
    - Endorsement from elected bodies – 9 cities and the Board of Supervisors have endorsed. The City of Gilroy endorsed just this week.
    - Thank you to all of you who have attended those city council meetings and expressed your support for the Community Plan.
    - The CoC is implementing strategies outlined in the plan and developing a public-facing dashboard to report on progress.
    - Housing Problem Solving roll-out – The OSH is working with Homebase and the Lived Experience Advisory Board to coordinate a series of trainings in preparation for the system-wide roll out of housing problem solving (aka diversion or rapid resolution).
        - i. More information will be provided soon, but please keep your eye out for training opportunities.
    - Shelter Hotline – The shelter hotline continues to operate at OSH, but will be transitioning to a community based provider soon.
        - i. We will share details about these changes next month.

- Emergency Rental Assistance is available for low income tenants who have been financially impacted by the pandemic.
    - i. Please continue to spread the word about available assistance. Flyers and more info is available at www.sccrenthelp.org

UPCOMING MEETINGS:

Service Providers Network Meeting
When: Wed, August 11, 9:30am – 11:00am
Where: Zoom Details Forthcoming

Coordinated Assessment Work Group
When: Thu, August 12, 1:00pm – 2:30pm
Join Zoom Meeting
Purpose: Coordinated assessment is a consistent,community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation. This Work Group reviews and evaluates how effectively that process is working and suggests improvements.

Rapid Rehousing and Employment Initiatives Meeting
When: Thu, August 12, 3:00pm – 4:30pm and Thu, August 26, 3:00pm - 4:30pm
Where: Zoom Details Forthcoming

SCC TA Office Hours
When:Wed, August 25, 10am – 11am
Where:https://homebaseccc.zoom.us/j/94741275559 (map)
Join Zoom Meeting: https://homebaseccc.zoom.us/j/94741275559

UPLIFT Updates

Q3, July – September

- There are approximately 700 passes left for this quarter
- If a replacement for a lost/stolen badge and/or sticker is needed, you must email UPLIFT@hhs.sccgov.org separately with the reason for the request
- Please follow the replacement request instructions starting on page 22 of the User Handbook

Thanks for your continued patience as we work to fulfill your Q3 UPLIFT requests.
For this quarter only, we need ALL requests submitted in two ways:
1. In the Excel sheet template that was emailed to each

UPLIFT HMIS user

2. The usual process - completing the Status Assessment and Enrollment as needed for each client in HMIS

- Effective this quarter, all passes must be picked up at the County Office of Supportive Housing (OSH). Please do your best to have one person designated to pick up all passes for your agency
  a. Pick up times are: **Tuesdays and Thursdays, 9:00 AM-12:00 PM**
  b. *If you're unable to pick up your passes during the scheduled pick up times, please send an email and we'll try to accommodate you*

- VTA Light Rail Service remains suspended until further notice
- VTA's plan to resume light rail service is moving through phases to achieve this goal as quickly and safely as possible
- Substitute bus service is being offered until trains are running again
- For details, please see VTA's multi-phased plan
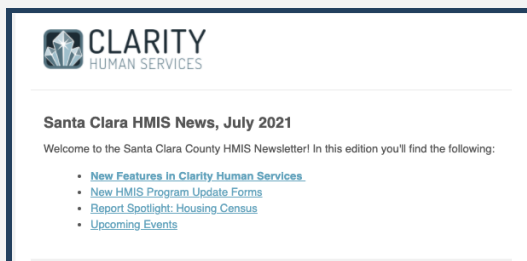
For all UPLIFT-related inquiries please email UPLIFT@hhs.sccgov.org

If there are changes who your UPLIFT Point of Contact is – please inform us @ UPLIFT@hhs.sccgov.org

HMIS Newsletter

Santa Clara HMIS News, July 2021

Check out this month's Newsletter and read about all the NEW Features & Other important updates!

Access the newsletter HERE!

CLARITY
HUMAN SERVICES

Santa Clara HMIS News, July 2021

Welcome to the Santa Clara County HMIS Newsletter! In this edition you'll find the following:

- New Features in Clarity Human Services
- New HMIS Program Update Forms
- Report Spotlight: Housing Census
- Upcoming Events

Special Guest Speakers:

Kenya Rawls & Lilliam Catellanos

Please use this link to open and view the JobTrain Slides shared at the Agency Admin. Meeting!

User Satisfaction Survey - Thank You!

We received 136 responses to the survey (compared to 102 responses in 2020)

Want to see the results? Click here to have access to the slides!

Spotlight: SCC HMIS Quarterly Compliance Certification Checklist

Thank you for your submissions!

Quarter 2 submissions for NEW END USERS only was due 7/30/2021 (31st falls on a Saturday)

Quarter 3 submissions for NEW END USERS are due 10/29/2021 (31st falls on a Sunday)

You will receive a reminder if you need to submit a checklist

Appendix B: Quarterly Compliance Checklist

SANTA CLARA COUNTY HMIS QUARTERLY COMPLIANCE CERTIFICATION CHECKLIST	☐ Quarter 1	HMIS Partner Agency Name :	
	☐ Quarter 2		
	☐ Quarter 3	Security Officer Name:	
	☐ Quarter 4	Date:	

Workstation Security Standards

In partnership with Santa Clara County, Clarity Human Services Software, a division of Bitfocus, Inc., administers the County's Homeless Management Information System ("HMIS"), a shared database software application which confidentially collects, uses, and releases client-level information related to homelessness in the County. Client information is collected in the HMIS and released to nonprofit housing and services providers (each, a "Partner Agency," and collectively, the "Partner Agencies"), which use the information to improve housing and services quality. Partner Agencies may also use client information 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 quality of housing and services. This Compliance Certification Checklist is to be completed and certified quarterly by the Partner Agency Security Officer for the HMIS Partner Agency named above according to the schedule outlined below. Each Agency workstation used for HMIS data collection, data entry, or reporting must be certified compliant. Any identified compliance issues must be resolved within thirty (30) days. Upon completion, the original signed copy of this checklist should be retained in the records of the HMIS Partner Agency named above for a minimum of seven (7) years. Additionally, a copy should be made available the SCC Bitfocus System Administration team (the "Lead Security Officer") at Clarity Human Services Software, a division of Bitfocus, Inc.

Compliance Certification Schedule:
- Quarter 1 (due by April 30th):   New HMIS users or workstations created in Q1 (Jan-Mar)
- Quarter 2 (due by July 31st):   New HMIS users or workstations created in Q2 (Apr-June)
- Quarter 3 (due by October 31st):   New HMIS users or workstations created in Q3 (July-Sep)
- Quarter 4 (due by January 31st):   ALL Active HMIS Users and Workstations

New Form: Program Change Form

Need Changes?

August 2021 Agency Admin. Minutes

Need to update the end date to a program...

Or maybe need to update the name...

Address has changed or program has moved location

Add services or modify existing ones?

This is the form to use!

Please fill in the form and submit. You will receive an email

Please note some changes may need OSH approval!

BUI: New Monthly DQ Emails

1. New monthly email to Agency Leads detailing bed and unit capacity and occupancy at each program

2. The email includes links to update inventory and get more information

3. Reply to the email if you have questions or suggestions

REMINDERS

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

Clarity HMIS Training Site

Want to hone your skills at data entry without compromising actual client data?
Use the End User Clarity HMIS Training Site

- From the Training Tab select the **End-User Help Center drop down**
- **Scroll to the End-User Training Site**
- Contact the Help Desk to gain access at *sccsupport@bitfocus.com*
- You should complete all required training as usual

- Practice entering client information and uploading docs. in an agency/program set-up to mirror your current agencies set-up in the live HMIS website
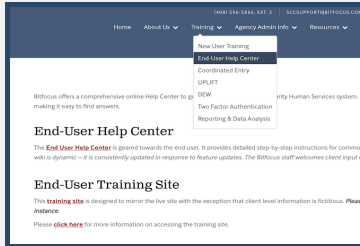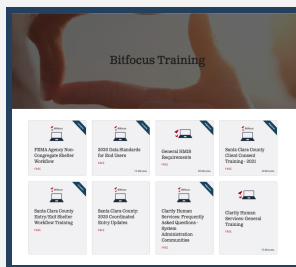

Click on the image above to access the content.

Skill Jar Training Sessions

Do you need a refresher on training or maybe want to learn more about a workflow?

Check out the Bitfocus Training Site

- Please note you need to sign-in to access the trainings
- You can view the trainings as many times as you like
- You can watch part of a training and resume at a later time

New Form: Bed & Unit Inventory

As part of Data Quality, we have created the **"Bed & Unit Inventory Update"** form that will assist in this process of updating your programs BUI.

- Updating Bed and Unit Inventory (BUI) is a crucial part of ensuring your programs are up to date and are capturing changes that occur over time. And can help identify trends.
- BUI tells a story of capacity needs and utilization. Additionally, it is a large component of the HIC and LSA reports.
- Updating BUI on an ongoing basis helps to reduce the burden of time used during reporting periods.

Bed & Unit Inventory Update Form

It's important your agency maintain up-to-date and accurate data on one of the most fundamental elements: Bed & Unit Inventory. Changes over time should be documented such that a historical record of inventory is retained.

Minor day-to-day fluctuations need not be recorded, but differences due to significant changes in project operations should be entered as they occur to ensure the inventory record in HMIS is as accurate as possible, we encourage agency leads to make updates if there is a significant change in project operations. If there are no changes in inventory, you need only to confirm your inventory ahead of official HIC reporting. If you do that, the inventory will also be fine for LSA purposes.

Projects that provide housing rental assistance and have a fixed number of vouchers should determine the number of beds and units based on the number of vouchers currently funded and available for use.

Projects that provide emergency shelter or housing rental assistance vouchers and without a fixed number of units or vouchers (e.g., Emergency Shelter-hotel/motel project, Rapid Re-Housing, some scattered site PH-Permanent Supportive Housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night.

If you have questions about how to fill-in this form, please reach out to the Help Desk at sccsupport@bitfocus.com for further assistance.

* Required

Encrypted Emails - When To Use

What is an Encrypted Email?

- Encrypting the connection prevents unauthorized users on the network from intercepting and capturing the details of the email being sent.

When to use Encrypted Emails?

- The goal of email encryption is to prevent all kinds of inadvertent release of sensitive data, whether it's because an unauthorized user gains access to the email communications channel or if an internal user accidentally emails it to the wrong recipient.
- When communicating confidential matters, such as personal data, client level identifying information; such as the clients name, address etc..

When NOT to use Encrypted Emails

- Do not use encryption if you are not providing any PII for the client
- If you use the client's UID#
- If your question does not relay any personal data that is compromising

Though we understand the need for encrypted emails, when not providing PII for the client, please use regular email to communicate to the Sys. Admin Team and the Help Desk.

August 2021 Agency Admin. Minutes

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)

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.

Your ideas count! Make a Suggestion!

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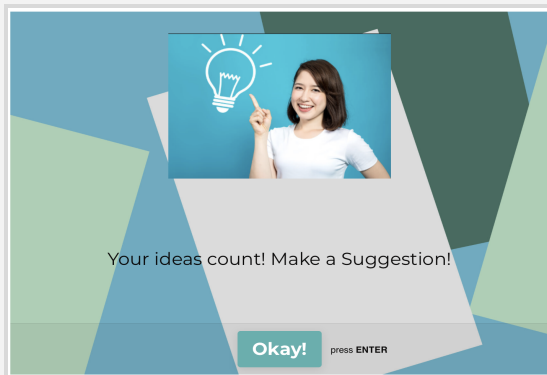
Have ideas about an enhancement and/or addition to HMIS?
Have any general questions you'd like to ask?
Let us know! Drop it in the box!

Next Agency Admin Meeting
Meeting Location: Zoom Link
When: Thursday, September 2nd, 2021
Time: 2:00pm – 3:30pm

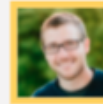Dates and locations for 2020 meetings are listed on the OSH website:
CoC Events Calendar - Supportive Housing - County of Santa Clara
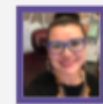
Bitfocus Contact Information
Support Team: **sccsupport@bitfocus.com**

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

Your Sys. Admin. Team:

Trevor Mells
Senior Project Administrator, Santa Clara County
Trevorm@bitfocus.com

Lesly Soto Bright
Deputy Project Administrator
Leslys@bitfocus.com

List of Participants:

Agency Lead Name	Agency
Aida Tesfai	Abode Services
Maria Ruiz	Amigos de Guadalupe: Center for Justice & Empowerment
Maria Magallanes	Amigos de Guadalupe: Center for Justice & Empowerment
Mark Fries	Amigos de Guadalupe: Center for Justice & Empowerment
Maria Del Villar	Amigos de Guadalupe: Center for Justice & Empowerment
Alisha Parret	Anthem Blue Cross
Aurora Olivares	Anthem Blue Cross
Aretha Cromwell	Anthem Blue Cross
Tina Senntner	Bible Way Christian Center
Will Hoffer	Bible Way Christian Center
Tal Leibovici	Bible Way Christian Center
Tabetha Breon	Bible Way Christian Center
Sujata Panda	BWC

August 2021 Agency Admin. Minutes

David Marez	California Youth Outreach
Mylinh Ha-Do	california youth outreach
Julian Delgadillo	California Youth Outreach
Consuelo Collard	Catholic Charities
Gabriel Borden	City of Cupertino
elizabeth frakes	County of Santa Clara: Public Health Department
lindsay cross	County: SCVHHS - Ambulatory
Jeremy Golden	County: SCVHHS - BHSD (MHD - DTC)
Guillermo Munoz	County: SCVHHS - BHSD SUTS
Cassandra Brenzel	County: SSA
Justin Damrel	Downtown Streets Team
Rachel Hileman	Family and Children Services
Cristina Trujillo	Family and Children Services
Roxanna Frias	Family and Children Services
Paulina Soto	Family and Children Services
Quyen Vuong	Family and Children Services
Rebecca Siqueiros	Family and Children Services
Rita Anzualda	Family and Children Services
Franchesca Martinez	Gardner Health Services
Sophie Smith	ICAN
Samuel Hall	ICAN
Shawna Cagle	ICAN
Albert Nguyen	ICAN
Alexander Le	ICAN
Randi Rosen	ICAN
Lilliam Castellanos	JobTrain

Kenya Rawls	JobTrain
Cynthia Mar	LifeMoves
Stuart Richardson	Midtown Family Services
Jazmine Wong	OSH
Elisha Heruty	OSH
Leila Qureishi	OSH
Aiko Yep	PATH
Katherine Lartigue	Raing the Bar
Otis Perry	Roots Community Health Center
Daniel Guhl	Salvation Amry
lorena madrid	SCC Beahvioral Health Services
Jose Macias	St. Joseph's Gilroy
Catherine Farry	Sunnyvale Community Services
Jade Bradley	West Valley Community Services