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SCC Technical Administrator (TA)/Agency Lead Meeting

Thursday, September 7th, 2023

Getting to Know You!

What is the oldest friendship that you have?

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Meeting Objectives

UPDATES

- CoC|Assessment Updates
- UPLIFT Updates
- Sharing Settings

STAYING IN THE KNOW

- Newsletter (Highlight 2023 User Satisfaction Survey)
- ROI FAQ - Revised
- August - Feature Focus
- Special Guest Speaker - Move Mountain View - Amber Stime, Director
- 2024 Data Standards - Updates
- MyConnect SV - Updates

DISCUSSION TOPIC - FORUM

- Bryanna Corsbie - JobTrain - Using the Work Readiness Assessment (WRA)

MEMOS

- Assessor Feedback Sign-Up
- Next Month's Meeting

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CoC Updates

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CoC Updates

1. We continue to work on the annual CoC program NOFO application
   a. The preliminary ranked list was sent to applicants on 9/5, and the Appeals Committee will meet on September 7
   b. The Post-Appeals NOFO Committee will meet on September 7 at 3pm (Zoom)
   c. The CoC Board will meet on September 11 to consider the recommended ranked list, to be submitted with the CoC Consolidated Application, which is due no later than September 28
2. OSH, on behalf of the CoC, has joined HUD's HMIS Advanced Users Group
   a. Under this effort, we will
      i. Highlight our work and creative approaches to utilizing data
      ii. Engage in peer learning, receive direct Technical Assistance (TA), and co-write a white paper or similar document
      iii. Participate in other projects as appropriate

Upcoming Meetings - October 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 2pm SCC HMIS Looker Office Hours		4 5:30pm YAB Weekly Check-Ins	5 2pm HMIS TA/Agency Lead Meeting		
		10 10am Data Think Tank	11 9:30am Service Providers Network Meeting 5:30pm YAB Weekly Check-Ins	12 10am HMIS Clarity Office Hours		
	16 2pm SCC HMIS Looker Office Hours		18 5:30pm YAB Weekly Check-Ins	19		
			25 10am SCC TA Office Hours 5:30pm YAB Weekly Check-Ins	26 10am HMIS Clarity Office Hours 3pm Rapid Rehousing and Employment Initiatives Meeting		
	30 2pm SCC HMIS Looker Office Hours	31				

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UPLIFT Updates

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UPLIFT Updates

- **UPLIFT Q2 (Oct-Dec) is almost here!**
  - UPLIFT Q2 requests can be submitted starting on Friday, 9/15/2023
    - Q2 requests submitted in HMIS before 9/15 will be removed from the system
  - Sticker Allocations
    - Allocation surveys have been sent to each participating agency's UPLIFT Program Coordinator
      - Allocations will be finalized early next week

- **Returning to UPLIFT staff error tracking**
  - 3+ submission errors per quarter will result the staff loss of UPLIFT access in HMIS.
  - UPLIFT access will be restored after staff repeats the UPLIFT training and certifies completion
  - What constitutes an error?
    - Badge request with no photo or unusable photo
    - Missing, invalid, or expired ROI
    - Client under 18
    - Wrong quarter

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Sharing Settings

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File Sharing Settings

Current Setting: Not Shared

- Files and forms entered in client records, either from the Files tab or Program Files (the Files tab within an enrollment) by staff members at my agency are not accessible to staff members at other agencies.
- Interpretation: You can only see client files uploaded by other staff at your agency, unless the file was set to private.

Suggested Setting: Basic Shared

- Files and forms entered in client records, either from the Files tab or Program Files (the Files tab within an enrollment) by staff members at my agency are accessible to staff members at other agencies, but cannot be edited or deleted, regardless of the staff member's access role.
- Interpretation: You will see client files uploaded by other staff at any agency in Santa Clara County, unless the file was set to private.

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Newsletter

Welcome to the Santa Clara HMIS August 2023 newsletter!

In this edition you'll find the following:

- Check Out This Fun Poll: What is your favorite movie type/genre?
- Data Standards FY 2024 – Updates
- Report Spotlight – [SCC-104-AD] ROI Compliance Report
- ROI FAQ Revised
- August Feature Updates
- User Satisfaction Survey -2023
- Meeting/Upcoming Events
- Bitfocus is Hiring!

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2023 User Satisfaction Survey

12-Question Survey helping us understand What's Working

&

What Could Improve Your HMIS Experience

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2023 User Satisfaction Survey Santa Clara County

Feedback

We invite all Santa Clara County HMIS users to participate in this HMIS satisfaction survey.

Your anonymous responses to our 12-question survey will help us to improve HMIS in Santa Clara County.

We estimate that it will take 8 minutes or less to finish. We know and understand how busy you are, but getting your input is important and valuable.

Why should I complete the survey?

This survey will help us understand what needs to change and what is working well. Let us know what you think by completing this survey!

Access the survey by hovering over the image above or copy and paste this URL into your web browser: https://bitfocus.typeform.com/to/u7Hkpkme

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ROI FAQ Revised

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ROI - FAQ - *Useful Tips to Encourage Signing ROI*

FAQ: SCC Client Consent & Clarity HMIS ROI

A Client Consent to Data Collection and Release of Information (ROI) must be completed for each client who consents to have their personally identifying information (PII) entered into the Santa Clara County Clarity HMIS System. Each client must have a hard copy of the ROI uploaded to Clarity.

Useful Tips to Encourage Clients to Sign the ROI

What are good reasons to share with my clients about the importance and benefits of signing the ROI?

1. The Homeless Management Information System (HMIS) is a data system used by Santa Clara County that stores information about homelessness services. The purpose of it is to improve services that support people experiencing homelessness and allow easier access to those services.
2. Completing and signing the HMIS ROI provides permission to have certain information about you and the services received entered in this system.
3. Having your information in HMIS means you won't need to fill out the same intake forms and answer the same questions over and over again when you're seeking services at other agencies/programs that use HMIS.
4. Your information in HMIS is NOT shared with any law enforcement or immigration enforcement personnel. The system is used only by County HMIS Partner Agencies. These are agencies in the County that help provide housing and services to those who need it.
5. Every person with authorized access to the HMIS has signed an agreement to maintain the security and confidentiality of all information you provide.
6. Your information in the HMIS also helps us better understand your unique situation so you can be matched to the right housing opportunities and other services.
7. If you have an alias or nickname that you go by, you can use that in HMIS if you don't want to use your legal name.

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August Feature Focus

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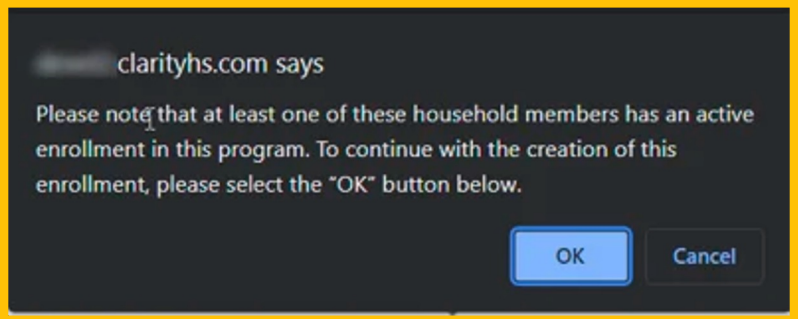
August Feature Focus - *Pop- Up Warning*

Updated: Group Enrollment Pop-Up Notification

If a user tries to enroll a client into a group enrollment for a program in which the client already has an active enrollment, the system will allow the client to be enrolled. However, the system will display the following pop-up: “Please note that at least one of these household members has an active enrollment in this program. To continue with the creation of this enrollment, please select the “OK” button below.”



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Special Guest Speaker

Move Mountain View

***Amber Stime*, Director**

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Move Mountain View

WHO ARE WE?

Move Mountain View is a partnership between resourceful vehicle dwellers & a dedicated staff team

TOGETHER WE ARE BUILDING PATHWAYS TO PERMANENT HOUSING

MOVE MOUNTAIN VIEW'S PURPOSE

MOVE MOUNTAIN VIEW provides safe parking…

So that vehicle dweller's have **SAFETY, TIME** and **RESOURCES**

So that they can **ENGAGE** in an intensive casework relationship

So that they can *locate appropriate and permanent housing options*

THE GOAL OF MOVE MOUNTAIN VIEW IS TO PROVIDE A PATHWAY TO HOUSING

SAFE PARKING IS AN ESSENTIAL COMPONENT OF THAT PATHWAY

Locations & Capacity

PALO ALTO

1. Highway Christian Community
2. Unitarian Universalist Church
3. Geng Road Safe Parking

MOUNTAIN VIEW

1. Lord's Grace Christian Church
2. Shoreline Lot B Safe Parking
3. Terra Bella Avenue Safe Parking
4. VTA (Evelyne Ave) Safe Parking

STATS

Average Population of all Lots : 160

Total Vehicle Capacity : 81 RVs, 28 Cars/Vans

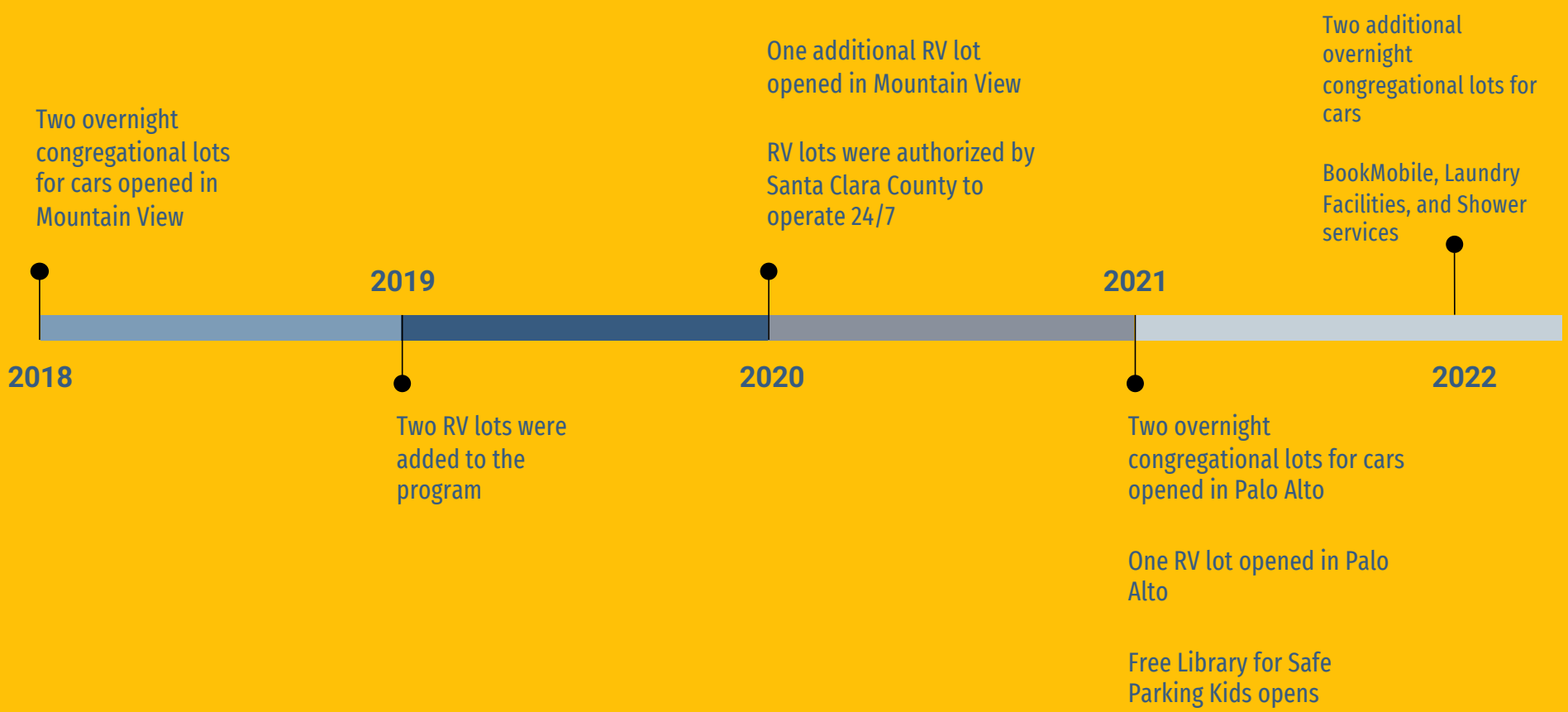
WE ARE ALWAYS LOOKING FOR NEW LOCATIONS FOR RV SAFE PARKING

Client Testimony…

"I feel so much safer being able
to have a spot I can come back to at night.
On the streets, it can be scary having
strangers looking into your car
or having the police knock on your window
to tell you to move along.
I wouldn't be able to stay in a spot
for more than 3 days."

Vehicle Dweller and MOVE Mountain View Client

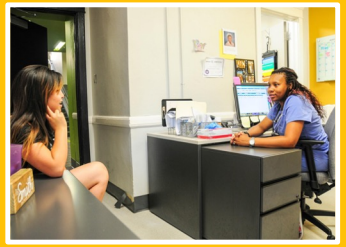
MOVE MOUNTAIN VIEW'S GROWTH



HOW DO CLIENTS FIND US?

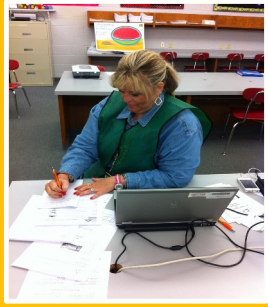
Social Services Agencies

School District Case Workers



Local Police Departments

Family & Friends



Medical Social Workers

Clergy & Other Care Providers

Most safe parking clients have a connection to the local community

Client Testimony…

"Dear MOVE Mountain View,
We are extremely grateful for the time we spent in the safe park. Knowing that we were not alone and that we had a safe place to return gave us a lot of strength to not give up on our dreams. So receive our eternal gratitude for the work of all of you. God bless them!

Sincerely, D.D. and E.T."

from a former household that found safety and support on the Safe Lots

PARTNERS IN THE COUNTY

MOVE Mountain View works in cooperation with…

- Local and County Municipal Governments
- Local Congregations
- Foundations
- Individual Donors

Chief among these is our working relationship with the Santa Clara County Office of Supportive Housing (OSH)

From that relationship we derive…

- Major Funding
- Supportive Consultation
- Policies and Procedures including:
  - Clients Screening and Intake Process
  - Casework and Housing Placement Standards
  - Connection to other Partners throughout the Santa Clara County Continuum of Care (COC)

Kids on the Lots can check out a book at the **Geng Road One Way Library**

The books they choose, they get to keep!

The Library is open Saturday mornings and is staffed by volunteers

Soon, the books will
come to Lots where the Kids are staying!

They're excited about the MOVE
Mountain View Bookmobile

We are so grateful for generous individual donation of the RV and the creative work made possible by the E3 Youth Leadership Team sponsored by the Los Altos Mountain View Foundation.

THANK YOU

FOR YOUR INTEREST & SUPPORT

2024 HUD HMIS Data Standards Updates

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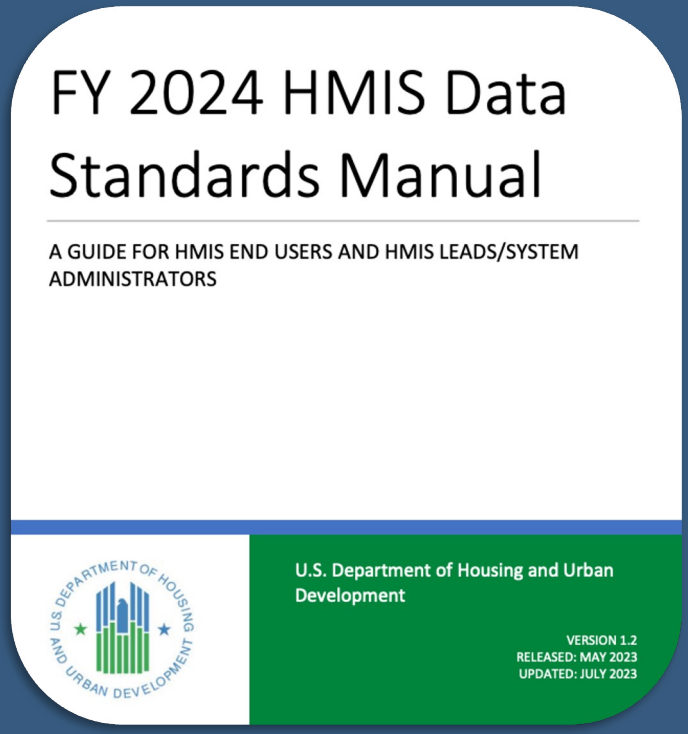
HUD Data Standards

- Born from federal legislation to coordinate national partnership at every level of public/private sectors to end homelessness
- Provides explicit data collection instructions (How, why and when)
- Updates are made every 2 years in partnership with federal and community partners
- Updated manuals supersede prior versions



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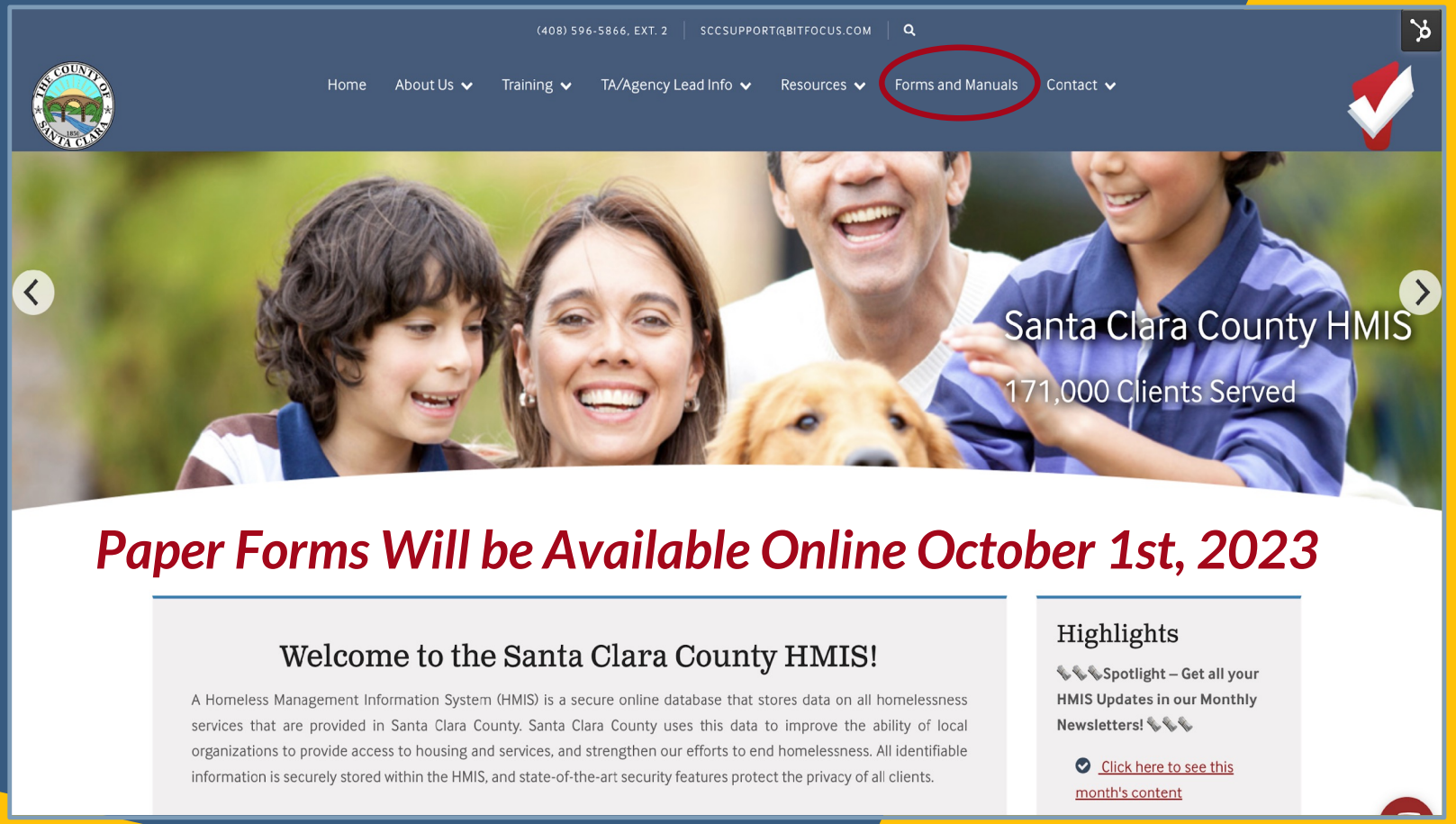
HUD Data Standards - Changes Expected



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Changes Expected Continued…

In HMIS, screens will mirror the forms and will also be available on October 1st, 2023

Resources - *2024 Data Standards*

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Link embedded in image

HUD 2024 Data Standards Overview

Overview

With effect from October 1, 2023, the U.S. Department of Housing and Urban Development (HUD) will initiate a series of updates to the Homeless Management Information System (HMIS) data standards. These updates will encompass a spectrum of adjustments to existing fields, the selective retirement of specific elements, and the integration of newly introduced data components.

Language Updates

- "Domestic Violence Victims" will be **"Survivors of Domestic Violence"**
- "Client Refused" will change to **"Client prefers not to answer"**
- "Veteran's Administration (VA) Medical Services" will be **"Veteran's Health Administration (VHA)"**
- "Approximate date homelessness started" will become **"Approximate date this episode of homelessness started"**
- "Client location" will be **"Enrollment CoC"**

Changes to Existing Data Elements

- **Veteran Status:** Specific definition removed, refer to VA Data Guide.
- **Name:** Clients may provide Preferred Name; "Legal name" optional if not required by funder.
- **Race and Ethnicity:** Merged into one element; added options (Hispanic/Latina/e/o, Middle Eastern/North African, Additional detail).
- **Gender:** Updated response choices including Non-Binary, Two-Spirit, etc.
- **Living Situation:** Expanded options for subsidized housing scenarios.

Changes/Updates by Funding Type

- Social Security Number: CoC, ESG, and SAMHSA PATH projects use last four digits; others need full SSN.
- **Translation Assistance:** CoC, ESG, RUSH, and unsheltered/rural NOFO projects now require translation aid.
- **Sexual Orientation:** CoC PSH projects must provide this information for improved support.
- **RHY (Runaway and Homeless Youth):** Term change to 'client'; inclusive updates for post-natal care.
- **HOPWA:** Clarity in terminology; removal of specific elements.
- **VA (Veterans Affairs):** Additions and alterations to branches, financial aid, and targeting criteria.

Coordinated Entry

- Major CE changes deferred until FY 2026; Elements 4.19 and 4.20 are unchanged.

Data Elements Retiring

- Ethnicity
- Race
- Wellbeing
- Worst Housing Situation
- Last Permanent Address

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Resources - *7 Minute Video Summarizing Upcoming Changes*

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MyConnect SV - Updates

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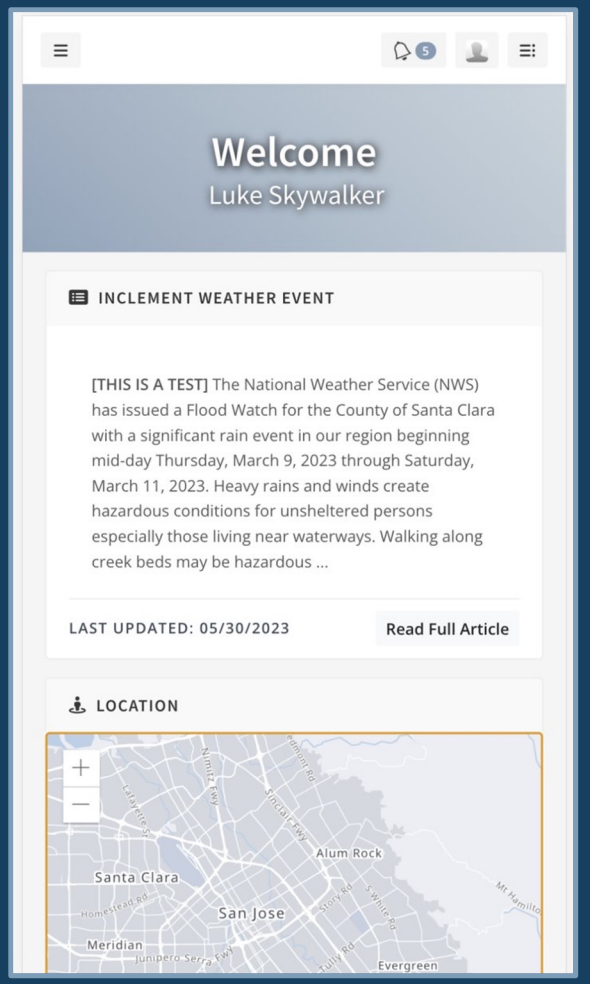
Santa Clara County's MyConnectSV

- Client-facing HMIS access
- Available for desktop and mobile devices
- Developed in Collaboration with Destination: Home, SCC Office of Supportive Housing, & individuals with Lived Experience



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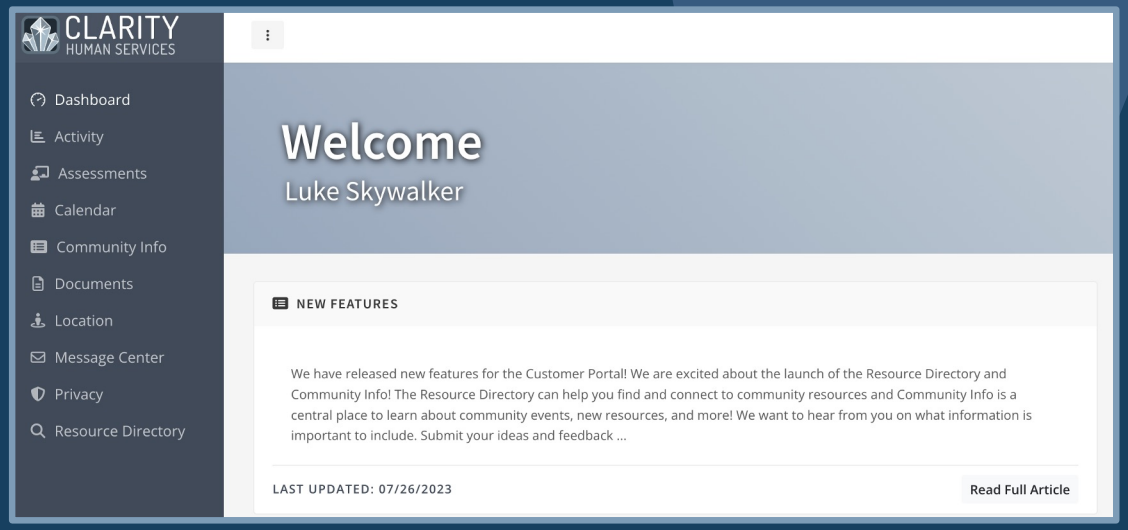
MyConnectSV Features

- ✓ Activity & History
- ✓ Assessment Management
- ✓ Calendar
- ✓ Content Management
- ✓ Document and File Sharing
- ✓ Location
- ✓ Message Center
- ✓ Privacy Management (ROI)
- ✓ Resource Directory



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The Launch

Available in Santa Clara County's Clarity HMIS for all service providers and clients

Launching week of September 18th, 2023

Training will be on-demand and required before staff access

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FORUM

JobTrain - Using the Work Readiness Assessment (WRA)

Bryanna Corsbie, ***Site Manager***
San Jose Career Center

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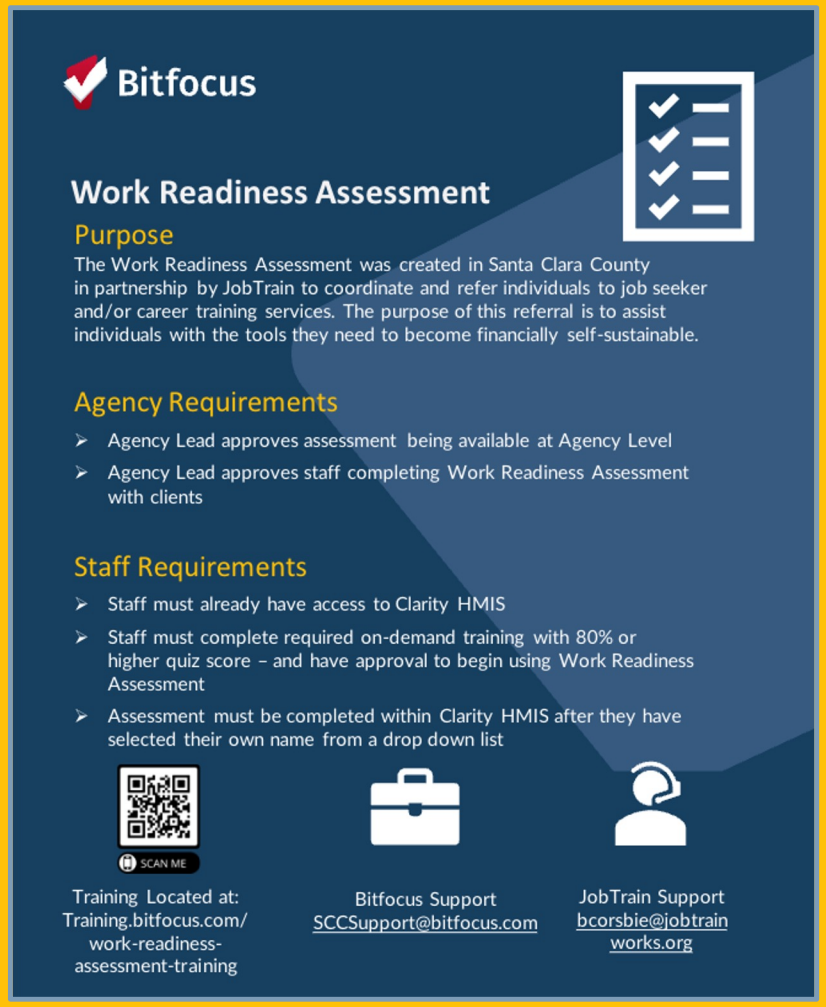
Using the Work Readiness Assessment - Next Steps



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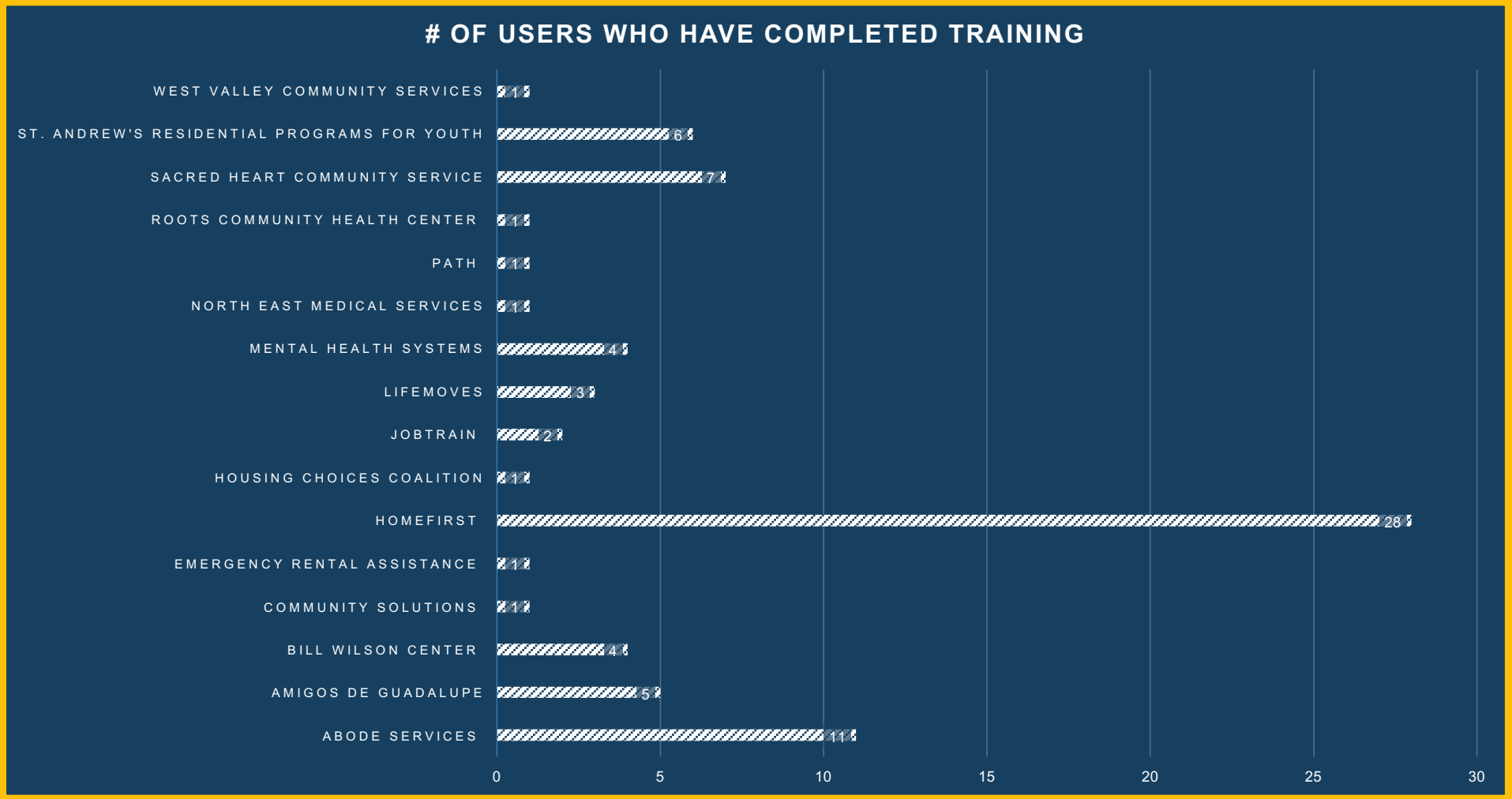
Current Agencies & Number of Users



Memos

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Assessor Feedback Sign-Up

Interim changes to the VI-SPDAT were rolled out last year in an effort to better align with the Santa Clara County CoC's priorities to accurately capture vulnerabilities, to simplify questions and have the intent of questions be clear, to address low rates of self- reporting of mental health and substance use conditions, and to minimize stigmatizing language within the assessment.

Homebase and OSH want to meet with your team to give assessors the opportunity to discuss the interim changes, including assessor observation, and any challenges that may have come up. Do you manage a team with assessors?

Please complete this form for related feedback!

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Next Month's Meeting

Thursday, October 5th, 2023

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