Agency Admin. Meeting

June 4th, 2020

Welcome!

Moment of Remembrance & Reflection

Getting to Know *You!*

Do you love or hate roller coasters?

AGENDA

- CoC|Coordinated Assessment|UPLIFT Update
- HMIS Newsletter
- Coordinated Entry Changes
- Updated Deadline Quarterly Compliance
- Data Quality Check-Up
- Poll Questions: Data Quality

CoC|Coordinated Assessment|UPLIFT Updates

UPLIFT Updates

- VTA is still not collecting fares – ***clients can ride for free until further notice.***
- We are not processing any UPLIFT requests at this time since fares aren't being collected.
- Please don't send in any requests. When VTA indicates they'll begin collecting fares, we'll send out an email; then we'll begin processing requests.

CoC Updates

- Updates regarding OSH Operations

  COVID-19 Shelter Hotline

  - We have received over 3000 requests for assistance to date.
  - Over 1300 placements have been made into shelter or hotels/motels.
  - The hotline operates 5 days a week 9am-6pm (408) 278-6420.

- Bi-weekly call with providers to provide updates to everyone regarding COVID-19 response (Tues and Fri mornings). If your agency would like to receive the invitation, let us know.

CoC Updates

- There is no update from HUD regarding the NOFA process. It will continue as planned unless there is an update from HUD.
- There are several trainings happening in June. Check them out on the CoC Events Calendar for more details.

HMIS Newsletter

HMIS Newsletter May 2020

- Changes Coming to Coordinated Entry July 1st
- New Feature and Report Updates
- Updating Past Enrollments
- Report Spotlight: [HSNG-108] Housing Census
- Upcoming Events

Coordinated Entry Changes

Coordinated Entry (CE) Changes

Scheduled: Changes Coming to Coordinated Entry

- Changes to Coordinated Assessment data entry were scheduled to go live on April 1st to comply with the 2020 HUD Data Standards.
- Due to COVID-19, HUD has postponed these required changes until October 1st, 2020.
- Over 250 HMIS users in Santa Clara County attended the required Coordinated Entry Changes webinars in March. Thank you!

Go Live plan to implement these changes July 1st, 2020.

- Webinars will be scheduled in June, 2020. Dates were announced in May Newsletter.
- If you completed a webinar in March, you will not need to complete the webinar again in June.

Coordinated Entry (CE) Changes

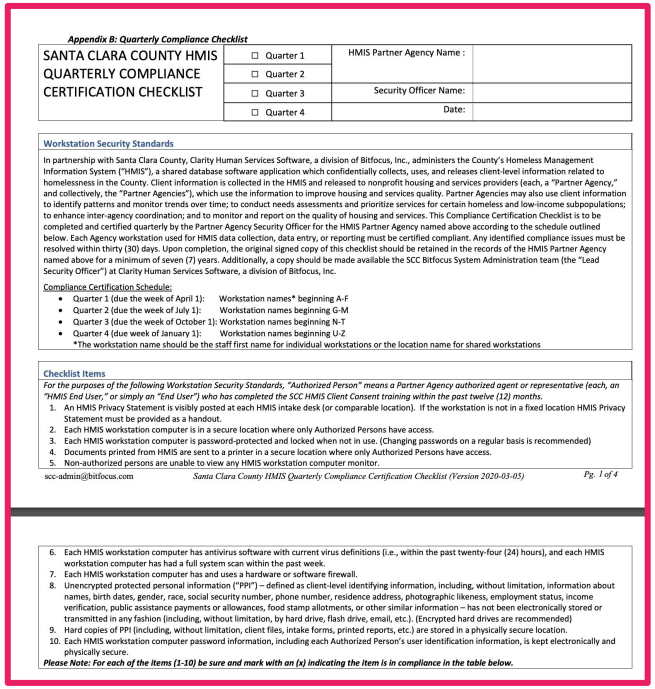
- Each agency will have a Coordinated Entry program
- Assessors will need to enroll adults and households with minor children in the CE program at their agency
- Coordinated Entry Assessments (VI-SPDAT/VI-F-SPDAT) will be recorded in the Coordinated Entry Program
- Current Living Situation assessment will be recorded in the Coordinated Entry program

Updated Deadline:
Quarterly Compliance

Updated Deadline: Quarterly Compliance

- Quarterly Compliance Certification deadline extended to October 2nd, 2020
- Submit the third quarter compliance checklist by 10/2/2020

Updated Deadline:
Quarterly Compliance



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 the week of April 1): Workstation names* beginning A-F
- Quarter 2 (due the week of July 1): Workstation names beginning G-M
- Quarter 3 (due the week of October 1): Workstation names beginning N-T
- Quarter 4 (due week of January 1): Workstation names beginning U-Z

*The workstation name should be the staff first name for individual workstations or the location name for shared workstations

Checklist Items

For the purposes of the following Workstation Security Standards, "Authorized Person" means a Partner Agency authorized agent or representative (each, an "HMIS End User," or simply an "End User") who has completed the SCC HMIS Client Consent training within the past twelve (12) months.

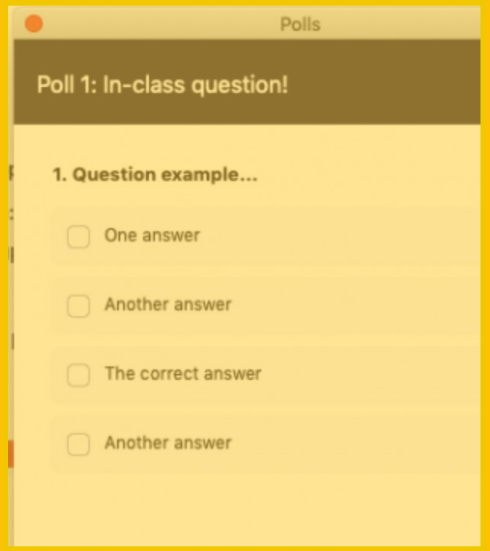
1. An HMIS Privacy Statement is visibly posted at each HMIS intake desk (or comparable location). If the workstation is not in a fixed location HMIS Privacy Statement must be provided as a handout.
2. Each HMIS workstation computer is in a secure location where only Authorized Persons have access.
3. Each HMIS workstation computer is password-protected and locked when not in use. (Changing passwords on a regular basis is recommended)
4. Documents printed from HMIS are sent to a printer in a secure location where only Authorized Persons have access.
5. Non-authorized persons are unable to view any HMIS workstation computer monitor.

6. Each HMIS workstation computer has antivirus software with current virus definitions (i.e., within the past twenty-four (24) hours), and each HMIS workstation computer has had a full system scan within the past week.
7. Each HMIS workstation computer has and uses a hardware or software firewall.
8. Unencrypted protected personal information ("PPI") – defined as client-level identifying information, including, without limitation, information about names, birth dates, gender, race, social security number, phone number, residence address, photographic likeness, employment status, income verification, public assistance payments or allowances, food stamp allotments, or other similar information – has not been electronically stored or transmitted in any fashion (including, without limitation, by hard drive, flash drive, email, etc.). (Encrypted hard drives are recommended)
9. Hard copies of PPI (including, without limitation, client files, intake forms, printed reports, etc.) are stored in a physically secure location.
10. Each HMIS workstation computer password information, including each Authorized Person's user identification information, is kept electronically and physically secure.

Please Note: For each of the items (1-10) be sure and mark with an (x) indicating the item is in compliance in the table below.

- Download the Quarterly Compliance Certification Form & Instruction on the SCC HMIS Website
- **http://scc.hmis.cc/client-forms/**

Poll Questions
Data Quality

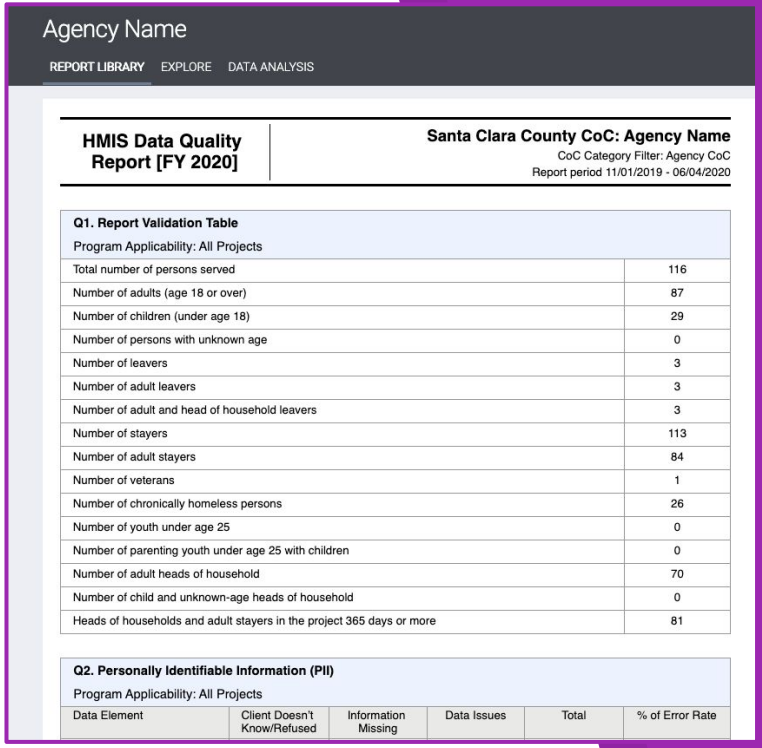


HMIS Data Quality Check-Up

Data Quality: Where to Start

Run the [HUDX-225] HMIS Data Quality Report

- A good starting point to get basic information on important data quality measures
- Get info on missing or incomplete issues with households, annual assessment.
- Lear more on our help site: https://get.clarityhs.help/hc/en-us/articles/115012435727--HUDX-225-HMIS-Data-Quality-Report



Agency Name

REPORT LIBRARY EXPLORE DATA ANALYSIS

HMIS Data Quality Report [FY 2020]

Santa Clara County CoC: Agency Name
CoC Category Filter: Agency CoC
Report period 11/01/2019 - 06/04/2020

Q1. Report Validation Table
Program Applicability: All Projects

Total number of persons served	116
Number of adults (age 18 or over)	87
Number of children (under age 18)	29
Number of persons with unknown age	0
Number of leavers	3
Number of adult leavers	3
Number of adult and head of household leavers	3
Number of stayers	113
Number of adult stayers	84
Number of veterans	1
Number of chronically homeless persons	26
Number of youth under age 25	0
Number of parenting youth under age 25 with children	0
Number of adult heads of household	70
Number of child and unknown-age heads of household	0
Heads of households and adult stayers in the project 365 days or more	81

Q2. Personally Identifiable Information (PII)
Program Applicability: All Projects

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	Total	% of Error Rate

Data Quality: Monitoring

Helpful Reports to Keep Tabs on Data Quality

- [GNRL-106] Program Roster
  - Client list, program stay information, assigned staff
- [GNRL-220] Program Details Report
  - Exports fields associated with program enrollments
- [GNRL-210] Assessment Details Report
  - Exports fields associated with client assessments
- [DQXX-110-AD] Duplicate Clients

Data Quality: Annual Assessments

- Annual assessments are due for each client within +/- 30 day of the Head of Household's anniversary date.
- The HUDX-225 HMIS Data Quality Report can help you find clients who may be missing an Annual Assessment.

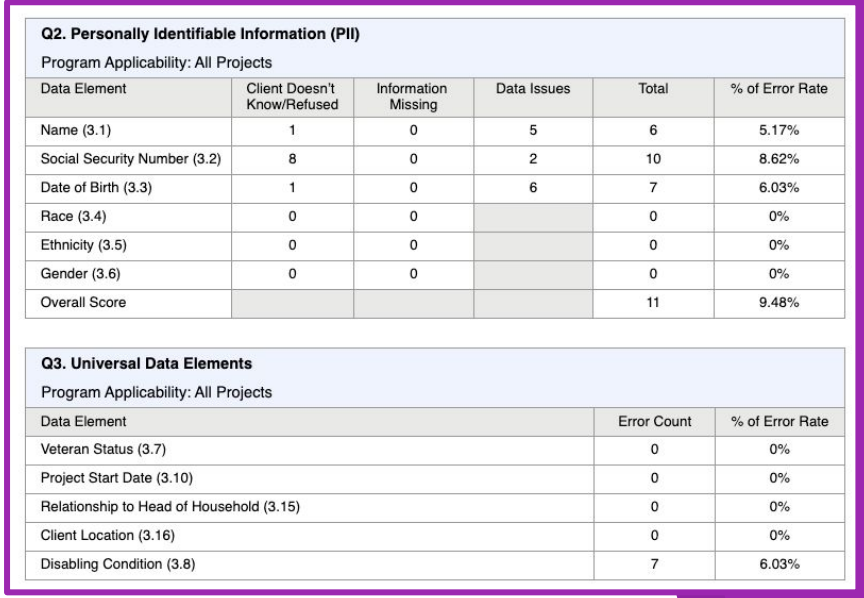
Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Error Count	% of Error Rate
Destination (3.12)	2	40%
Income and Sources (4.2) at Start	1	16.67%
Income and Sources (4.2) at Annual Assessment	0	0%
Income and Sources (4.2) at Exit	2	40%
Non-Cash Benefits (4.3) at Start	1	16.67%
Non-Cash Benefits (4.3) at Annual Assessment	0	0%
Non-Cash Benefits (4.3) at Exit	2	40%

Data Quality: Universal Data Elements (UDE)

- UDEs are required by all projects participating in HMIS
- UDEs Include:
  - Client Demographics and Identifying info (SSN, DoB, Race, Vet, and more…)
  - Project Entry/Exit elements including: Disabling Condition, Start/Exit Date, Destination, Relationship to HoH, Move-In Date, Prior Living Situation



Q2. Personally Identifiable Information (PII)

Program Applicability: All Projects

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.1)	1	0	5	6	5.17%
Social Security Number (3.2)	8	0	2	10	8.62%
Date of Birth (3.3)	1	0	6	7	6.03%
Race (3.4)	0	0		0	0%
Ethnicity (3.5)	0	0		0	0%
Gender (3.6)	0	0		0	0%
Overall Score				11	9.48%

Q3. Universal Data Elements

Program Applicability: All Projects

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	0	0%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	7	6.03%

Data Quality: Additional Resources

- DQ Reports - Check out the Clarity Help Articles: https://get.clarityhs.help/hc/en-us/categories/115000093908-Report-Library
- Need help with a custom DQ report? Attend Looker office hours or contact the SCC Admin Team
- HUD HMIS Data Standards: https://www.hudexchange.info/resource/3824/hmis-data-dictionary/

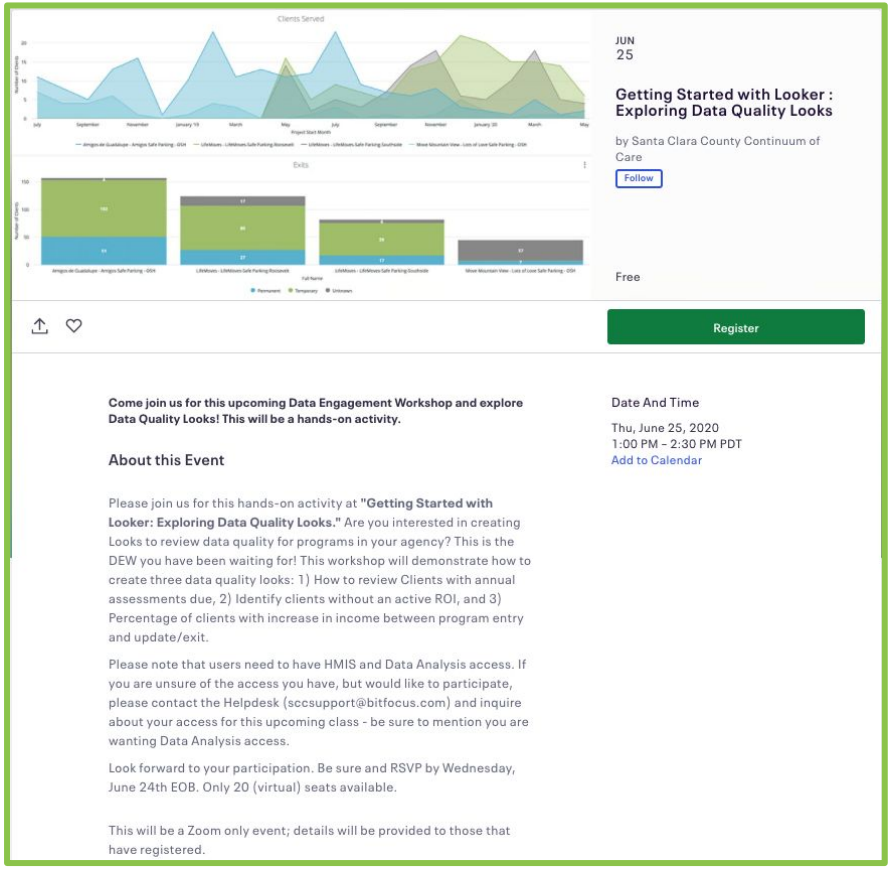
Reminders

Coordinated Entry (CE): Upcoming Required Webinars

1. Tuesday, **June 9th, 2020** from 1:00-2:00pm.
    a. Register here.
2. Wednesday, **June 17th, 2020** from 3:00-4:00pm.
    a. Register here.
3. Friday, **June 19th, 2020** from 9:00-10:00 am.
    a. Register here.
4. Wednesday, **June 24th, 2020** from 2:00-3:00pm.
    a. Register here.
5. Monday, **June 29th, 2020** from 9:30-10:30 am.
    a. Register here.
6. Tuesday, **June 30th, 2020** from 9:00-10:00 am.
    a. Register here.

Because of the significance of these changes, it is REQUIRED that all users recording Coordinated Entry Assessments, Emergency Shelter, Street Outreach, Safe Parking, Services Only, and UPLIFT Staff attend this training.

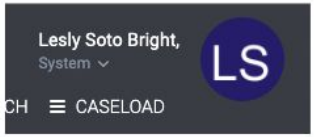
Reminder: Upcoming DEW

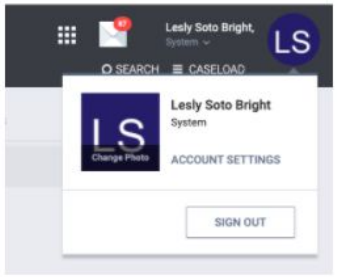


Please click on image to be redirected to Registration Link

Reminder: Update Contact Information in HMIS

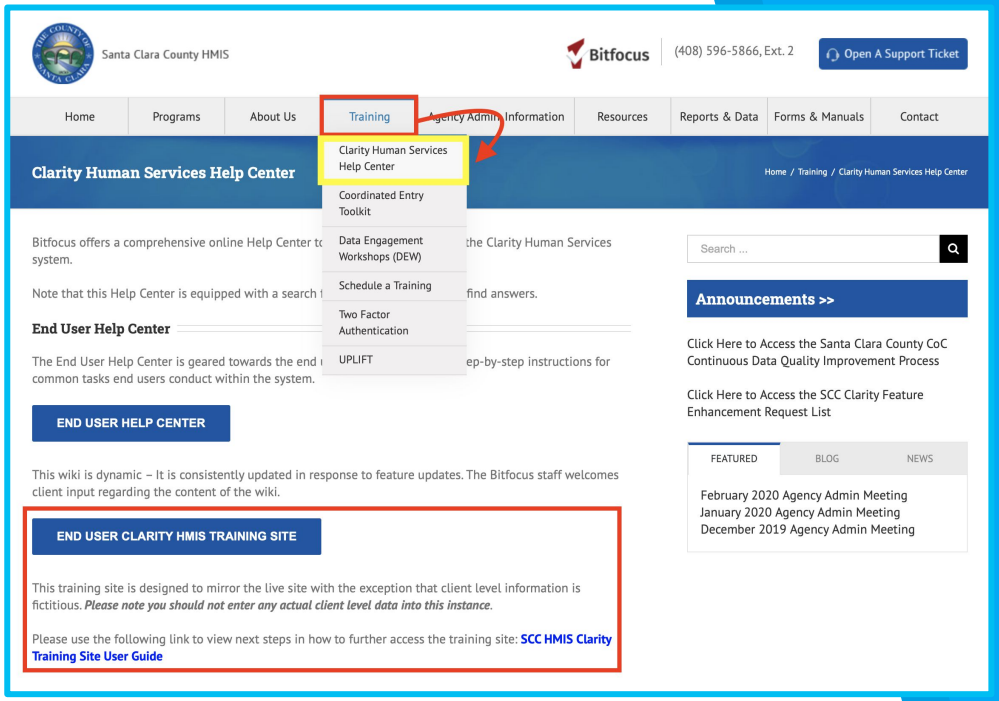
1. Log into HMIS
2. Click on the logo of your initials and/or photo
3. Got to **ACCOUNT SETTINGS**
4. In the *Phone Number* field please update your phone number, be sure to include your extension
5. **SAVE CHANGES** when done





Want to hone your skills at data entry without compromising actual client data?

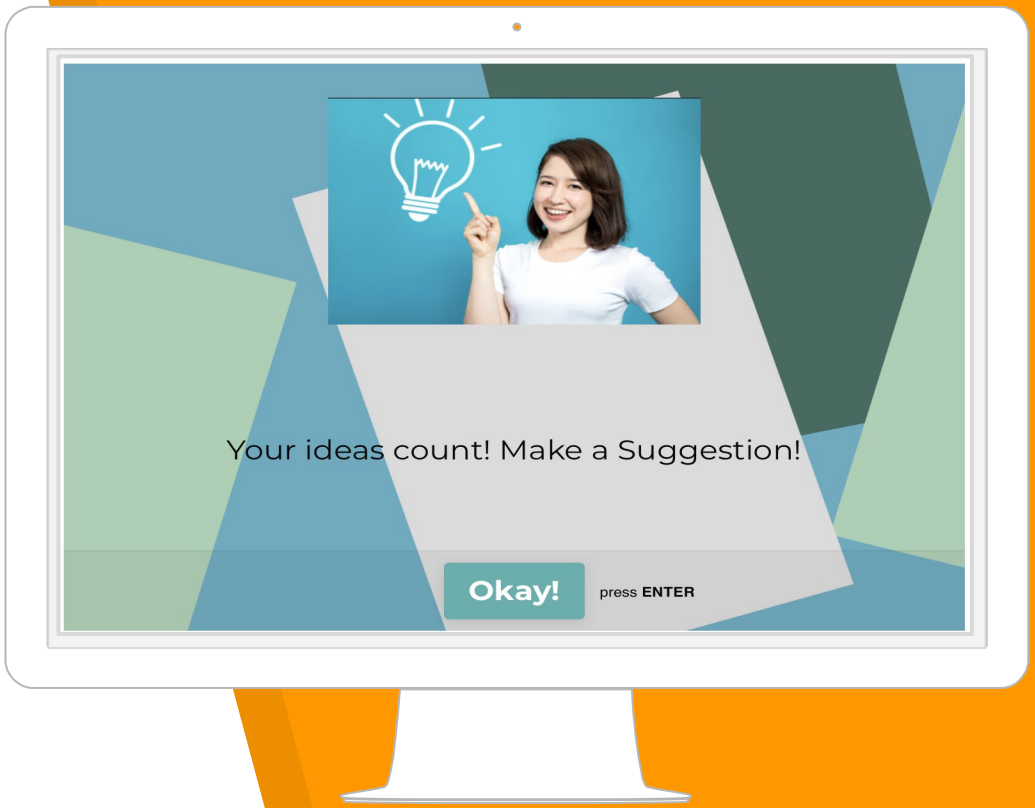
Use the End User **Clarity HMIS Training Site**



Virtual Suggestion Box

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

Have a general question you'd like to ask? Let us know! Drop it in the box!



Next Month's Meeting

DATE: Thursday, July 2nd, 2020

TIME: 2:00 pm - 3:00 pm

Location: Zoom

THANKS!

Any questions?

- sccsupport@bitfocus.com

  To request new users & general questions
- scc-admin@bitfocus.com

  When you want to reach the SCC Team
- *Or you can email us individually*

  AlisonW@bitfocus.com

  JanelF@bitfocus.com

  LeslyS@bitfocus.com

  TrevorM@bitfocus.com