WELCOME!

HMIS Agency Administrators Meeting

Thursday, February 7th, 2019

Bitfocus

Agenda

1. CoC / Coordinated Assessment / UPLIFT Updates
2. HMIS Newsletter
3. Housing Inventory Count (HIC)
4. User Satisfaction Survey
5. Feature Updates
6. Reminders
7. Agency Admin Format Discussion
8. Next Month’s Meeting

CoC / Coordinated Assessment / UPLIFT

HMIS Newsletter

Bitfocus

HMIS Newsletter (Sent out to HMIS Users Monthly)

January 2019 Newsletter included:

- Preparing Your HMIS Data for the PIT Count
- New Features in Clarity
- Notes from the Helpdesk
- New Format for Clarity Human Services General Training
- SCC Client Consent Training and Recertification
- Report Spotlight: Review Your Data for the PIT Count
- Upcoming Events

Web link to the newsletter will available in the Agency Admin meeting minutes

CLARITY HUMAN SERVICES

Santa Clara HMIS News, January 2019

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

- Preparing Your HMIS Data for the Point-in-Time Count
- New Features in Clarity Human Services
- Notes from the Helpdesk: A Couple of Helpful Tips
- New Format for Clarity Human Services General Training
- SCC Client Consent Training and Recertification
- Report Spotlight: Review Your Data for the Point in Time Count
- Upcoming Events
- Bitfocus Is Hiring!

Preparing Your HMIS Data for the Point-in-Time Count

As mentioned in last month's news, Santa Clara's sheltered Point-in-Time count of homeless individuals and families will take place Monday, January 28, 2019. Data for this count comes exclusively from HMIS. **It is critical that all emergency shelter, safe haven, and transitional housing projects in HMIS reflect accurate enrollments, exits, and night-by-night services for the January 28-29 period as part of this annual count of homeless households in Santa Clara County.**

Permanent housing projects too? Yes!

In addition, HUD requires us to report the unduplicated number of persons served on the night of the PIT count in the beds that we report on the Housing Inventory Count (which includes all shelter, transitional, and permanent housing types). In order to provide the best quality data to HUD from our community, agencies must review and ensure that all relevant client records (profiles, enrollments, and exits) are up-to-date and complete for the PIT count date.

What you need to do to by Feb 1:

Please ensure that all clients served by your projects during January 28-29 are accurately represented in HMIS. You can run the **[GNRL-220] Program Details Report** to review

Housing Inventory Count (HIC) & Point In Time (PIT) Count

Bitfocus

Housing Inventory Count (HIC)

The Housing Inventory Count (HIC) is conducted annually in late January.
This year, it was on Mon, Jan 28th.

Report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- Bed/unit capacity
- Federal funding source
- HMIS participation
- Location (geocode and address)
- Other project details
- Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

HIC: Client Data Requirements

- All Shelter and Housing projects will need to report the actual number of clients served on one night in January. Information will be used to calculate Utilization Rates for each project.
  - PSH, RRH, and OPH (Other Permanent Housing) Projects will be based on clients housed
  - RRH bed/unit inventory will be based on housed clients
- How you can prepare
  - Run the [GNRL-106] Program Roster and review the list of active clients
    - Exit clients who are no longer in the project
    - Enroll clients who are not yet in HMIS
  - RRH and PSH projects - Fill out the Housing Move-In Date for your housed clients
    - Housing Move-In Date should always be on or after the Project Start Date (if the client was housed at entry, use the Project Start Date)

Last Month’s HIC Preparation

Please review and confirm the information about housing and shelter programs that we previously reported to HUD in THIS SPREADSHEET. Although the spreadsheet may look intimidating at first glance, we are only asking you to look at a few elements:

1. If McKinney-Vento funded, specific funding source
2. If other federal funding, specific source (e.g. RHY, VA)
3. Bed/Unit Counts broken out by Household Type (For all EXCEPT RRH)
4. Number of beds/units dedicated to Veterans, Chronic Homeless (CH), and Youth
5. Number of beds participating in HMIS
6. Seasonal/Overflow beds

Point In Time (PIT) Count Information

The Point In Time (PIT) Count is conducted annually in late January, on the same day as the HIC

The report includes sheltered clients (ES, TH, Safe Haven), including clients in non-participating HMIS programs (e.g. DV programs):

- Number of households and clients served the night of the PIT
- Number of children, adults aged 18-24, adults over 24
- Race, Ethnicity, Gender, Chronic Homelessness
- Substance Abuse, Mental Illness, DV, HIV/AIDS

Information is broken out by both household type as well as specific demographics (Veterans, Parenting Youth, Unaccompanied Youth)

Last Month’s PIT Count Preparation

For clients in your Emergency Shelter, Transitional Housing, or Safe Haven programs on the night of the PIT:

Make sure the household and client counts are accurate (i.e. if you run a Program Roster report for that day, it matches how many households/clients were actually there the night of the PIT)

For all clients served on Mon Jan 28th, review:

- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status (for adults)

- Mental Health Problem
- Substance Abuse Problem
- Domestic Violence Victim/Survivor
- Living Situation section (for Chronic Homelessness)

This Month's HIC/PIT Action Items

- **Inventory information:** Please do a final review and confirm the information about housing and shelter programs that we previously reported to HUD in THIS SPREADSHEET.
  - Let us know if any new housing or shelter programs have come online during calendar year 2018
  - Similarly, let us know if any programs on our list have stopped operating during calendar 2018
- **Client data:** Make sure the household and client counts are accurate for the night of Mon, Jan 28
  - The number of households/clients in your programs in HMIS match the number of households/clients that were actually there on that date
  - **For ES/TH:** Review demographic information
  - **For RRH/PSH:** Fill out the Housing Move-In Date for your housed clients

Bitfocus Will Contact Agencies About

- After **Feb 10**, Bitfocus will run data for the number of clients served the night of Mon, Jan 28 and ask agencies to review
- Verifying address information for all projects:
  - For site-based projects: full address is needed
  - For scattered-site projects: zip code where most units are located
- If there are any specific questions for your agency

USER SATISFACTION SURVEY

Bitfocus

User Satisfaction Survey

We want to hear your feedback!

Tomorrow, a survey link will be sent out to all HMIS users. The survey asks about data quality, ease of use of Clarity, and Help Desk/System Administration support. It is a short 10 question survey that should take 5 minutes or less to complete.

The survey will be open until Friday, February 28.

How to Access the User Satisfaction Survey

- Link on the email
- SCC HMIS site: http://scc.hmis.cc/uncategorized/feb-2018-agency-admin-meeting/
- Direct link: https://www.surveymonkey.com/r/ZY3JN8J

Thanks in advance for participating!

FEATURE UPDATES

Bitfocus

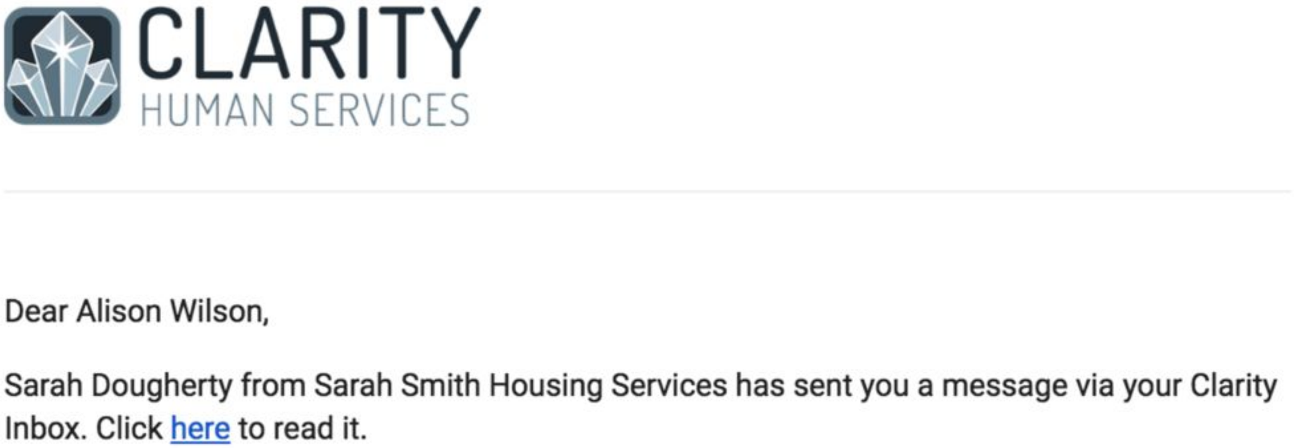
Feature Updates

- Notification for Clarity Inbox Messages
- Program Exit Date Warning If Date Is Invalid
- ‘Aged Into Adulthood’ Notification at Program Exit
- Add Notes to Location Tab
- Select Multiple Group Members When Completing Annual/Status Assessments
- Set Assessment Warnings for 30 Days
- Canned Reports Listed Alphabetically

Notifications for Clarity Inbox Messages

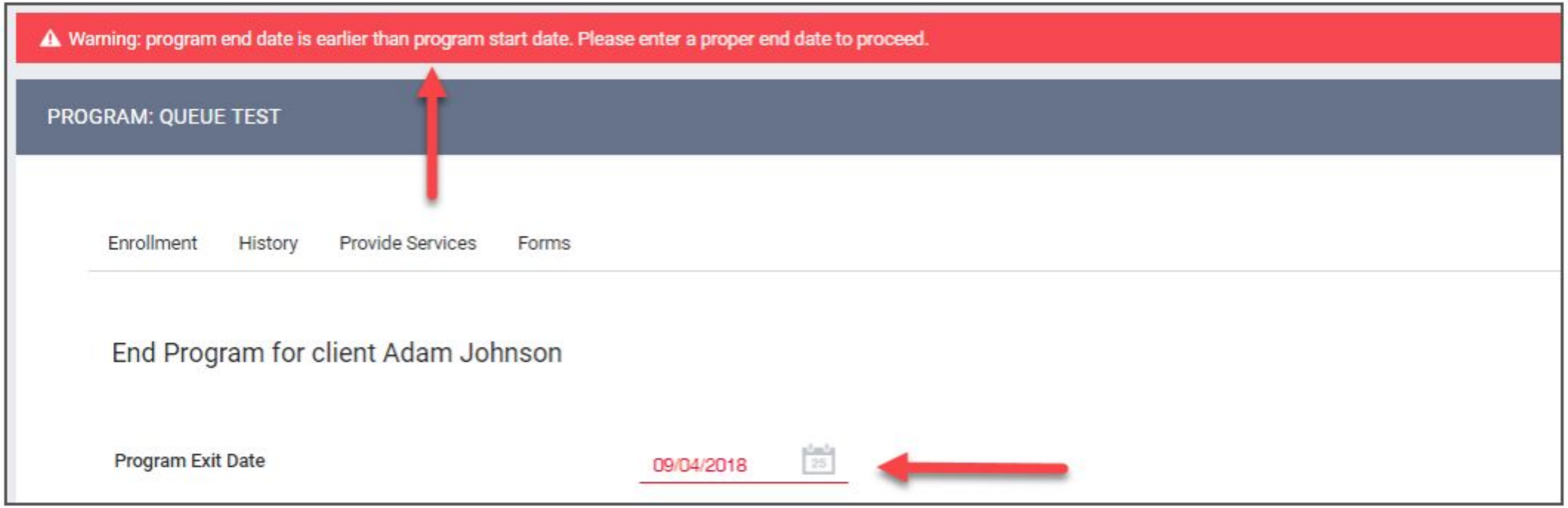
- When you send a message to someone in Clarity Inbox they'll receive an email notification letting them know, and when you receive a message, you'll receive an email notification as well.

- No changes needed on your part! Notifications will go to the email address associated with your HMIS account



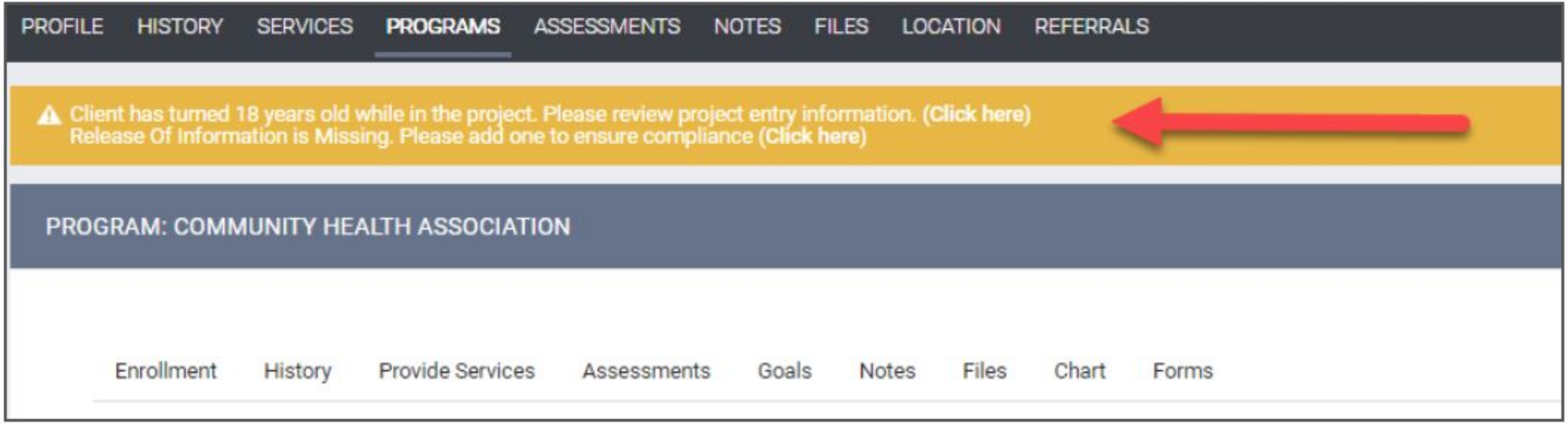
Program Exit Date Warning If Date Is Invalid

Example: if a client is enrolled in a program on 09/20/2018, but you try to enter an exit date of 09/01/2018, the following message will display: "Warning: Program end date is earlier than program start date. Please enter a proper end date to proceed."



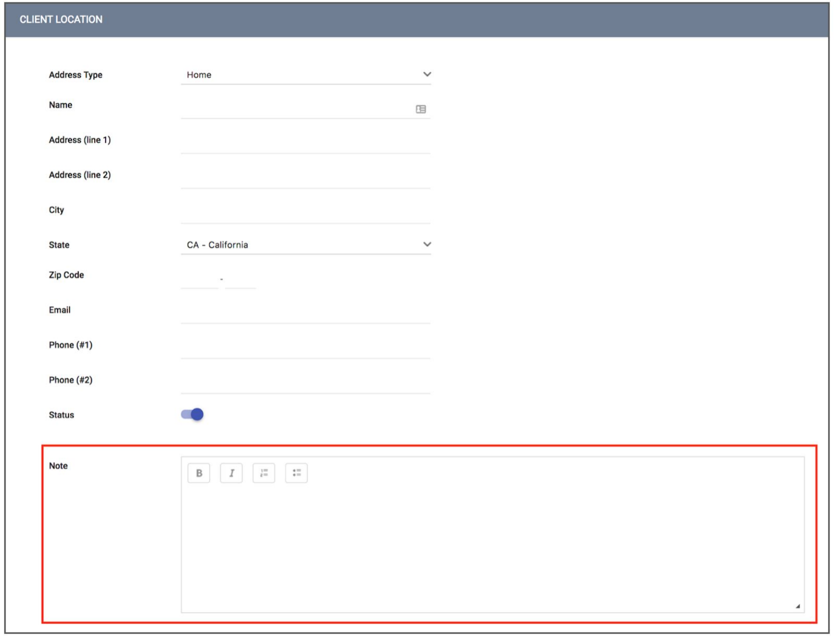
'Aged Into Adulthood' Notification at Program Exit

- If a child turns 18 while enrolled in a program, HUD requires HMIS users to update the client's program information to reflect this change in status.
- Clarity now notifies users that a client has recently turned 18 and prompts them to update the client's enrollment information.
- Note, a new Release of Information is required and an update to the enrollment screen



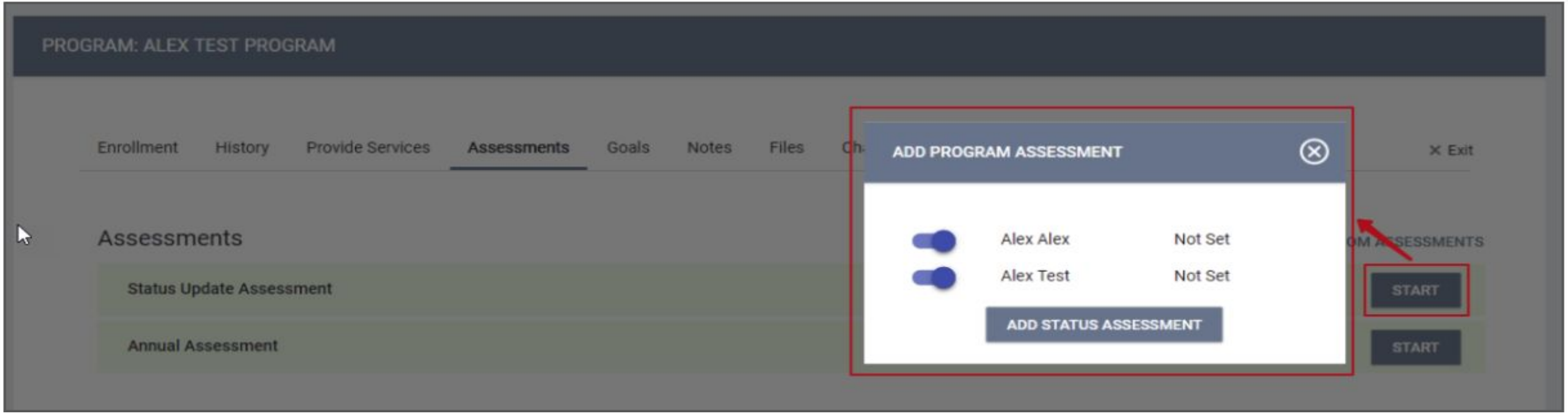
Add Notes to Location Tab

- A textbox is now available for use on the Location Tab to record addition information regarding a client’s location or contact information.



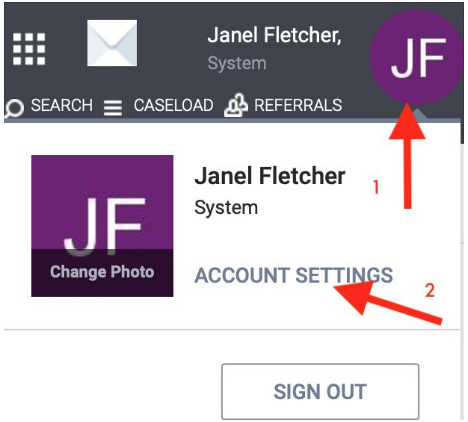
Select Multiple Group Members When Completing Annual/Status Assessments

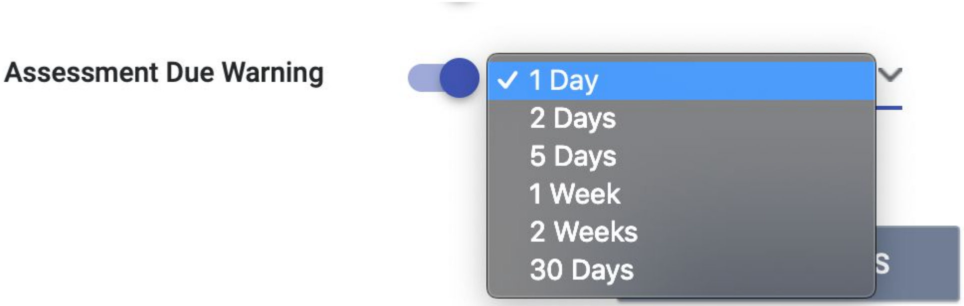
- When completing an annual or status assessment for a family, you will need to complete assessments for every member in the household.
- Now, when you add annual or status assessments via the Program Assessments tab, you'll be able to include any additional group members who also need that update



Set Assessment Warnings for 30 Days

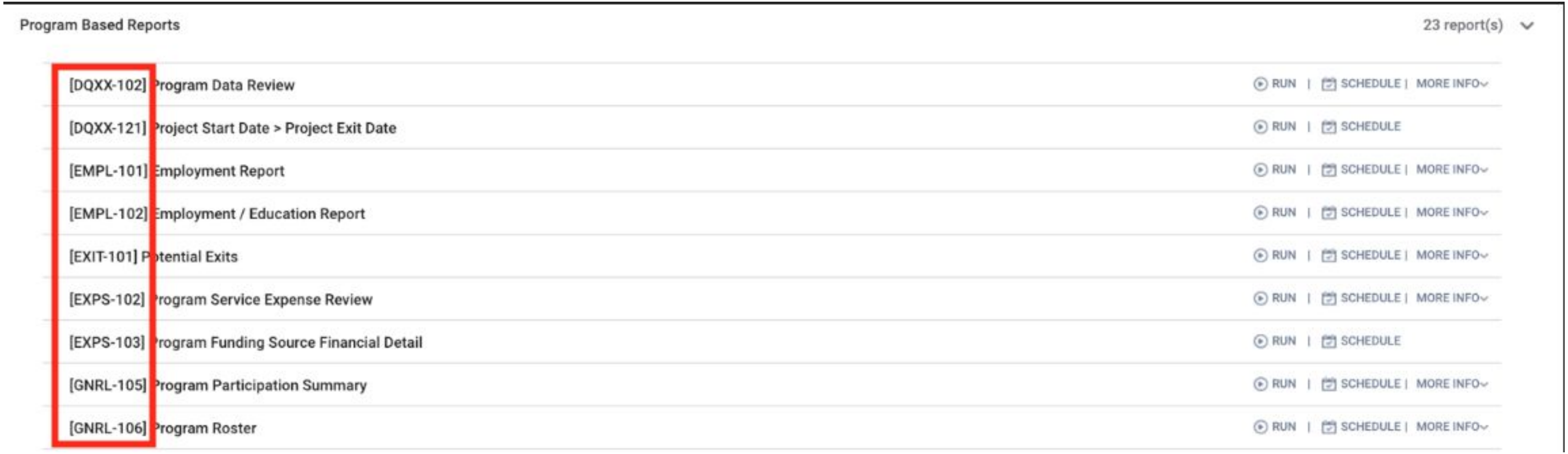
- Clarity allows you to set how far in advance you'd like to be notified when your clients are due for an annual assessments. Previously you could only set this warning for a maximum of 2 weeks before an assessment was due, but now you can set the warning for 30 days. You can find this setting under Account Settings (click on your user icon circle in the upper right corner of the screen).





Canned Reports Listed Alphabetically

All canned reports are now organized alphabetically by their official title in the Clarity Human Services Report Library, making them easier to find.



Feature Updates Coming Soon...

Development is currently underway on exciting additional features including:

- Email notifications when client referrals expire on the Community Queue
- Warnings when users attempt to enroll clients who are too young for a program
- Separation of client contact information into a new Contact tab
- Cascading data between enrollments and assessments
- And more!

Reminders

Client Privacy Recertification

Every year, HMIS users are required to retake the Client Consent training and recertify

The new and improved Client Consent training was released on **Wednesday, January 23rd, 2019** and added to the SCC HMIS website http://scc.hmis.cc/

Recertification will take place for all HMIS users:

- Users will be asked to watch the Client Consent training
- On **Wednesday, February 13th, 2019** HMIS users will be required to fill out a recertification form when they log into HMIS, to verify they watched the consent training
- Instructions were included in this months Newsletter that went out on Monday, January 28th, 2019

UPCOMING DLI Workshop 2/12/2019

- **Time:** 9:30 am - 11:30 am
- **Location:** SSA, Cornell Room Computer Lab 1877

  Senter Road San Jose, CA 95112
- **Description:** ***Join us for this hands-on workshop on how to create your own statistics, charts, and graphs!***
- This is an in-person only workshop, please register using the following link if you have not done so already: Statistics, Charts, & Graphs

Bitfocus Contact Information

- Bitfocus System Administration team: scc-admin@bitfocus.com **NEW!**

  Janel Fletcher (janelf@bitfocus.com)

  Alison Wilson (alisonw@bitfocus.com)

  Lesly Soto (leslys@bitfocus.com)

- Support Team: sccsupport@bitfocus.com

Agency Admin Format Discussion

Discussion Questions

How effective are in-person + dial-in options for meetings?

Are breakout groups and other topics easy to follow over the phone?

Feedback on requirements for minimum in-person attendance?

How would you feel if some meetings were solely in-person and some solely online?

Next Month's Meeting Time and Location

Next Agency Admin Meeting

When: Thurs, March 4th, 2019

Time: 1:30pm - 3:30pm

Meeting Location:

600 Valley Way, Room 1
Milpitas, CA 95035

IMPORTANT: Dial-in information has changed!

Dates and locations for 2019 meetings will be listed on the OSH website:
https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx

Questions, Comments, Concerns?

"Sometimes one question, can change the course of your entire life!"