

July 2020 Agency Admin. Minutes



AGENDA ITEMS

- COC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Coordinated Entry (CE) Go Live
- Data Quality (DQ) Outreach
- New Features
- HIC/PIT
- COVID-19 Updates
- Reminders

[Want to view the Slide Deck, click here!](#)

CoC|Coordinated Assessment Updates

- Still awaiting CoC NOFA release. We will share any updates as soon as we hear anything new.
- The CoC is finalizing the community plan, which was approved by the CoC Board. We will be taking it to the county board of supervisors and city councils beginning in August and through the fall. We will share dates for board and council meetings as soon as they are scheduled.
- OSH and the Emergency Operations Center continue to operate a shelter hotline. Clients are offered non-congregate or congregate shelter through the hotline. Placement is determined by the medical team and is based on vulnerability to complications of COVID. The team has made over 1600 placements since 4/2. The hotline operates M-F, 9-6pm and the EOC handles COVID+ placements over on the weekends and holidays.

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.

*If there are changes who your UPLIFT Point of Contact is – please inform us @ UPLIFT@hhs.sccgov.org
For all UPLIFT related inquiries please email UPLIFT@hhs.sccgov.org*

HMIS Newsletter

June 2020 Newsletter included:

- It's Here! Coordinated Entry Updates in Clarity
- Message from Bitfocus CEO, Rob Herdzik
- Adding Household Members
- Reporting Spotlight: [HUDX-225] HMIS Data Quality Report
- Upcoming Events

[Web link to the newsletter](#)

Quiz Time

CE Related Questions

- 1. Each Agency will have a Coordinated Entry Program**
 - True
 - False
- 2. Coordinated Entry Assessments are only recorded in the Coordinated Entry Program**
 - True
 - False
- 3. A Current Living Situation Assessment is required only when**

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completing a Coordinated Entry Program enrollment.

- True
- **False**– Project start, CE assessment, “A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts include activities such as a conversation between the worker and the client about the client’s well-being or needs, an office visit to discuss their housing plan, or a referral to another **community service**”.

4. A Current Living Situation assessment is required for all adults and children in the household

- True
- **False**

5. I can complete a VI-SPDAT in HMIS prior to verifying a completed ROI.

- True
- **False**

Coordinated Entry (CE) Go Live - Recap

- All Coordinated Entry Assessments will be recorded within a program enrollment.
- Assessment Only agencies will be required to complete an enrollment into a Coordinated Entry program.
- Current Living Situation assessment must be recorded for all adults at enrollment, assessment, and meetings about their well-being or needs.

Data Quality (DQ) Outreach

Data Quality Outreach to Agency Administrators will resume this month

- HMIS Data Quality Review (Quarterly)
 - Each Agency Administrator will receive a copy of the HUDX -225 HMIS Data Quality report for programs at the agency.
 - Review last month’s Agency Admin slides for a recap of DQ action items to address findings from this report.
- Coordinated Entry Data Quality Outreach (Ongoing outreach)

A Bitfocus team member will reach out if we see the following DQ errors:

- A. CE Assessments (VI/VI-F-SPDATs) not referred to the CQ
- B. Clients with more than one CE assessment within 365 days
- C. Profiles/CE Assessments/Referrals set to private

Please refer to the slide deck to see images shared at the meeting.

New HMIS Features



1. Display ‘Home’ Agency for Additional Agency Access
2. Add Program Type to Client Program History Tab
3. Require and Rename Denial Message on Referral Screen

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Thank you!

HIC/PIT

Thanks to everyone for helping with the Housing Inventory Count (HIC) and Point In Time Count (PIT)!

The HIC and PIT were submitted on time, by the June 30th deadline. HUD will review the information and ask follow-up questions if needed.

HIC and PIT results will be shared after HUD finishes their review.

The Housing Inventory Count (HIC) is a 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
- Utilization rate

The Point In Time (PIT) Count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January

- 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

COVID-19 Update

Please refer to the slide deck to see images shared at the meeting.

Reminders

Office Hours

Where Are Office Hours Held?

Looker 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) and/or dial in by phone using the following [Zoom \(click here to access\)](#)

When: Every other Monday of the month from 2:00pm-3:00pm

Clarity (HMIS) Office Hours will take place on Zoom every other Thursday from 10:00am-11:30am

COVID ROI HMIS Guidance

- SCC is currently using a revised ROI to allow clients to give electronic consent to have their data entered into HMIS.
- Please use the most recent version of the ROI dated 3-11-2020.
- Verbal consent is not permitted.
- If a ROI expires for a client and you need to complete data entry, reach out to the Help Desk at sccsupport@bitfocus.com to make the record anonymous.
- When working with a new client, [create an anonymous profile following the steps listed here.](#)
- If you get stuck on a step, refer to the documents on the scc.hmis.cc website.

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

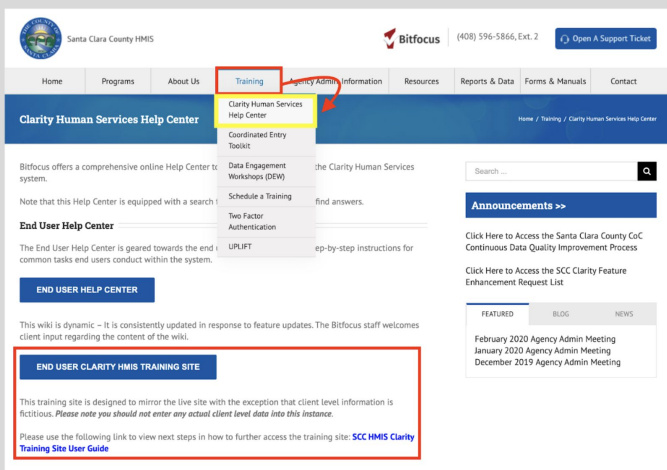


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- In the Phone Number field please update your phone number, be sure to include your extension
- SAVE CHANGES** when done

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



Click on the image above to access the content.

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 Virtual Suggestion Box option.

Next Agency Admin Meeting

Meeting Location: Zoom Link
 When: Thursday, August 6th, 2020
 Time: 2:00pm – 3:30pm
 Dates and locations for 2019 meetings are listed on the OSH website:
<https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx>

Bitfocus Contact Information



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