September 2020 Agency Admin. Minutes

AGENDA ITEMS

- COC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- Feature Enhancements - Follow-Up
- LSA Updates
- Quiz Time
- Data Quality Agency Lead Guides
- ROI Compliance Review
- Security Office Checklist Updates
- Reminders

Want to view the Slide Deck, click here!

CoC|Coordinated Assessment Updates

- 2020 Community Plan to End Homelessness was approved by the CoC board and the CoC is seeking endorsements. The Lived Experience Advisory Board endorsed the plan in July. On August 25th, the County Board of Supervisors and the City of San Jose City Council endorsed the plan. If any groups with which you are involved are interested in endorsing or would like to request a presentation, please contact Kathryn
- CoC NOFA – We still have not heard any update from HUD regarding the 2020 NOFA. The local competition is on hold until we hear more.

COVID Response – The CoC continues to work on COVID response efforts such as:

1. Shelter hotline operating M-F and offering referrals to congregate shelter and hotels (for those who are medically vulnerable and require non-congregate shelter)
2. The City of San Jose is opening 4 emergency interim housing communities, the first of which began move-ins this week. These temporary housing opportunities are being prioritized for people who are vulnerable to complications from COVID (over 65 or have multiple underlying conditions).
3. Mass testing at congregate shelters and encampments over 10 people continues. VHHP is offering testing at these sites monthly.
4. Housing Problem Solving is being implemented across congregate and non-congregate shelter sites. Training is being provided by the County. Additional training opportunities for housing problem solving specialists are upcoming, dates TBD.

Upcoming Meetings

- CAWG – Thursday, Sept 10, 1-2:30pm
- SPN is starting back up, please keep your eye out for meeting announcements on the CoC and SPN listserve
- Upcoming CoC Membership meeting – date TBD, likely early October
- Point-in-Time Count – First Planning Committee Meeting Wednesday, Sep 16, 2020, 1:30pm

UPLIFT Updates

Please note that current VI-SPDAT's are required for all UPLIFT clients in HMIS in accordance with the requirements for all other clients.

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Over the next few months, we'll be checking HMIS to ensure there are current VI-SPDAT's in place for all homeless clients for whom an UPLIFT pass request is submitted.

We'll have a "grace period" during which we'll send email reminders to requestors over the next month or so, after which UPLIFT requests for homeless clients will no longer be fulfilled without a current VI-SPDAT.

Complete a new VI-SPDAT assessment when:

- One year has passed since the last assessment, or
- There has been a life event/change in the client's circumstances that substantially impacts the household's vulnerability.

Each time you meet with a client who already has a VI-SPDAT in HMIS:

* Review the latest VI-SPDAT briefly with them to check for significant changes

CONDUCT A NEW VI-SPDAT if there are such changes

* Ensure their contact information is current, thorough, and accurate

If there are changes, be sure to update the contact and/or location tabs!

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

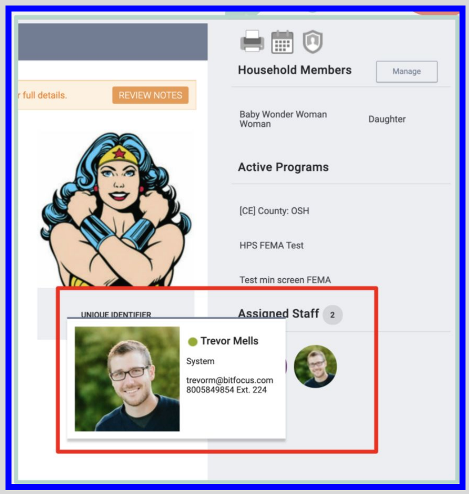
August 2020 Newsletter included:

- **The LSA Is Coming Soon, Start Your Cleanup Now!**
- **Adult or Child? Ensure Your Clients Are Counted with the Approximate Birth Year**
- **Don't Forget, Help is Available**
- **Report Spotlight: [EXIT-101] Potential Exits**
- **Upcoming Events**

[Web link to the newsletter]

Feature Enhancements Updates

- Assigned Staff Contact Info. Display



- Current Living Situation (CLS) Assessment Top of List

REMINDER:

A. Please note CLS will be listed first on the Assessments Tab
B. Complete CLS Assessment for Outreach, CE, and ES
C. Complete at project start, CE Assessment, Significant Contact, OR Housing Situation Change

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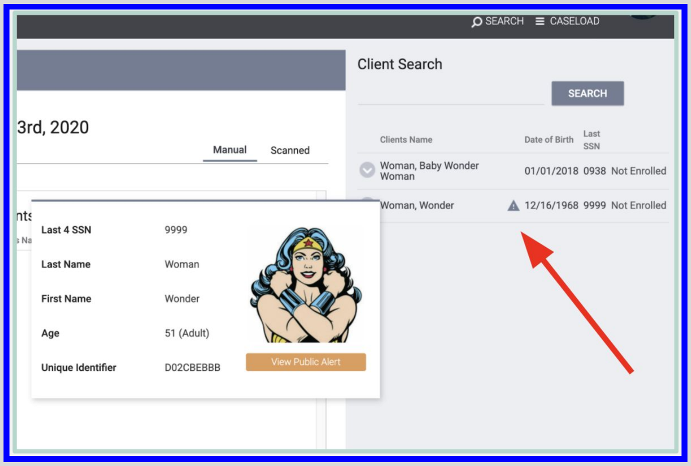
- Public Alerts Display in the Attendance Module



LSA: Longitudinal System Analysis

The LSA is designed to provide a systems level picture of how people experiencing homelessness access assistance options.

- The report is due in late Nov/early Dec and covers the federal fiscal year of 10/1/18 - 9/30/19.
- Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH.
- Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing outcomes.
- Includes not just the federal fiscal year, but includes some historic data prior to the FY as well.

Data Quality Prep

Reporting period: October 1, 2018 - September 30, 2019. Please review by October 15, 2020**.**

Review data quality for each project type, paying special attention to:

- **HoH designation and family/group enrollments** (any kids enrolled by themselves?)
- **Duplicate or erroneous enrollments** (ask the Help Desk to delete!)

Missing data/no exit interview (high missing rates cause errors in reporting process)

Helpful Reports

[HUDX-225] HMIS Data Quality Report: *what's missing?*

[GNRL-106] Program Roster: *who's enrolled by themselves vs. in group?*

[GNRL-220] Program Details Report: *what data has been entered?*

[EXIT-101] Potential Exits: *who's inactive and could be exited?*

Feature Enhancement Discussions Q&A

Case Manager Phone number feature

- Can we add a primary CM feature? Like an * symbol?
- Appears as if someone is the current case manager when they're not.

Quiz Time

1. I can complete a VI-SPDAT in HMIS prior to verifying a completed ROI.
   a. True
   b. False

2. An ROI is only required for adults in the household? True or False (Single Choice)
    a. True
    b. False
3. A client has a valid non-expired ROI at a different agency. What is the next step:
    a. Complete a new ROI under my agency
    b. Review the existing ROI for completeness and accuracy
    c. Review the initial boxes, signature line, and dates, on the existing ROI
    d. Both B & C

4. Verbal Consent is permitted under special circumstances. True or False
    a. True
    b. **False**

Data Quality (DQ) Agency Lead Guides

[Check these Guides out here!]

Release of Information (ROI) Compliance Review

- Client Consent/Release of Information may be collected electronically by a County-approved technology such as Docusign. Verbal Consent is never permitted.
- Ensure you are using the most recent version on the ROI.
- Ensure the ROI is complete and accurate- initial boxes, signatures, and dates.
- For clients requesting assistance by phone, service providers should first search for an active profile and valid ROI in HMIS.
- The VI-SPDAT may be conducted remotely after obtaining the signed client consent form.
- HMIS Intake may be conducted remotely and client signatures are not required.

ROI Q&A

Q:Regarding the ROI: What if the patient does not know how to write his name, is an "X" acceptable? I have a patient who has no or *limited literacy skills to write and legally blind. Please advise*

A: It's fine if that's all the person can manage, but it should be witnessed by someone. If the ROI isn't completed with the client in person, then the signer should have someone on their end sign the form as well indicating they're a witness.

Q: When did new R.O.I come into effect?

A: March 11, 2020

Q: If a parent is signing the ROI whose initials go in the box and whose signature?

A: The ROI is initialed and signed by the parent.

Temporary Guidance for HMIS Data Entry During the COVID-19 Emergency

ROI Completion Instructions

VI-SPDAT/Community Queue Q&A

Q: A person is referred to a housing project, completed a new VI-SPDAT because it's been over a year, and received a lower score. What happens if they no longer qualify for the referral because of the new low score?

A: Response pending. In the meantime, if you are aware that a person is in the middle of the referral process check with OSH Program Manager prior to completing the new VI-SPDAT.

Q:Do those who have a VASH or a housing plan already have to go to the Community Queue?

A: Response pending.

Security Compliance Checklist Updates

New Schedule & Deadlines

- Submit Security Compliance certification for all staff annually by Jan 31st
- First Submission will be due Jan 31, 2021 for all Partner Agencies
- Quarterly Submissions Due for New Staff and Workstations Each Quarter
- New self certification form available
- Security Officer should sign and submit the quarterly checklist
- Security Officer does not need to be onsite to oversee monitoring process

Additional Information

- Forms Available on the HMIS Website
    - http://scc.hmis.cc/client-forms/
- Submit completed forms & questions to scc-admin@bitfocus.com

Security Officer Checklist Q&A

Security Office Checklist

Q: Does the Security Officer Checklist need to be done by the Agency HMIS admin/security officer, or can the Agency Compliance officer who already inspects all workstations and locations sign off on this, since that person is already inspecting all of the elements on the checklist?

A: It needs to be completed by the Security Officer.

Reminders

Data Quality: Referrals to Community Queue

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- Refer Clients to the Queue after they receive an assessment
- Score of 4 or more or 3 or more for vets

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

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

Time: 2:00pm-3:00pm

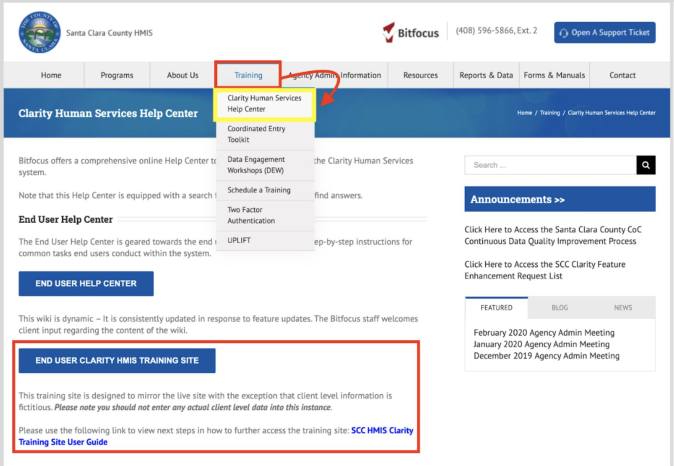
Clarity (HMIS) Office Hours

When: Every other Thursday from 10:00am-11:30am

Zoom (click here to access)

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, October 1st,, 2020

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

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

Senior Project Administrator
Janel Fletcher (janelf@bitfocus.com)

Deputy Project Administrator
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Project Manager
Alison Wilson (alisonw@bitfocus.com)

Project Manager
Lesly Soto (leslys@bitfocus.com)