

October 2020 Agency Admin. Minutes



AGENDA ITEMS

- CoC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- New HMIS Features
- LSA Data Quality Outreach
- Quiz Time: Agency Admin. (TA) Responsibilities
- Report Spotlight: [DQXX-103] Monthly Staff Report
- Reminders
- Next Months Meeting

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

CoC|Coordinated Assessment Updates

Coming Soon!

UPLIFT Updates

- As of 9/29/20 we have distributed 1031 Passes for the Oct-Dec Quarter.
- Passes can be picked up on Tuesdays and Thursdays, 9am-12pm only (any changes will be sent out)
 - If your agency is unable to pick up passes during those days and times, please let us know.
 - Passes can be pick up downstairs from our office:

2310 N 1st St. 1st floor Reception Area. San Jose, CA 95131

To provide the best service during this time, there will be no allocation limit on Oct 1st.

Reminder to all providers:

- Before making your request, check your client's most recent (latest start date/signed) HMIS ROI (Release of Information) to ensure it is valid and you are not entering data the client did not consent for.
- We are now reviewing if your client has a VALID/Current VI-SPDAT.
 - To determine if your client needs a VI-SPDAT, please review [the decision chart](#)

All remaining stickers will be offered to all Agencies, first comes first served.

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

Santa Clara HMIS News, September 2020

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

- New Features in Clarity
- Agency Admin Resources
- Data Quality Fields: What They Are and Why They Matter
- Report Spotlight: [HUDX-227] Annual Performance Report
- Upcoming Events
- Bitfocus is Hiring!

[Web link to the newsletter](#)

New HMIS Features

We've added a new Warnings feature to Clarity Screens. System Administrators can now configure the screen to include a

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warning message under certain circumstances. The warning displays on the screen for users with an orange warning icon.

There are several updates to the client search page to allow for easier navigation.

- When you search by name, the system will now only include results where the first letters of the first or last name match the search term. For example, “Jo” will return results for “John” and “Joseph” but not “Marjorie.”
- The system will now include the Client Profile image, the client’s age, and ROI status in search results.

There are several updates to the client location tab including

- You can now search by landmarks
- Locations are now sorted by date
- CoC Boundaries displayed in Map

Many other updates and fixes in this release

- Reminder: You can always view new or upcoming features on the News & Announcements section of our help site
- A brief demo was provided

LSA Data Quality Outreach

Thank you for all of your Data Quality clean up efforts so far!

We will continue to reach out to you as we hear feedback from our submission

Submission is planned for between mid October and November

Stay tuned!

Quiz Time

1. **A staff member with HMIS access is no longer working at my agency. As the Agency Administrator, what is your next step:**
 - A. Contact sccsupport@bitfocus.com within 48 hours
 - B. Contact OSH Manager within 48 hours
 - C. Contact scc-admin@bitfocus.com within 48 hours
 - D. Contact sccgov@hhs.sccgov.org within 48 hours
2. **Which of the following is the responsibility of the HMIS Security Officer**
 - A. [Submit the quarterly security & compliance checklist](#)
 - B. Reset passwords for staff
 - C. Install Clarity Software on staff computers
 - D. Abide by HIPAA standards
3. **Which of the following is the schedule for the quarterly security checklist submission**
 - A. [Quarterly for all staff at your agency](#)
 - B. Quarterly for new staff, end of the year for all staff
 - C. Whenever there is a security issue
 - D. When a new staff is onboarded
4. **True/False: An agency can have more than one designated Agency Lead**
5. **Which of the following is the FIRST step to get a new user on boarded in HMIS**

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- A. Agency Lead should contact the HMIS Helpdesk first
- B. User should contact the Helpdesk directly
- C. User should complete all required trainings
- D. User should click the reset password link in Clarity to get a new password

Report Spotlight: [DQXX-103] Monthly Staff Report

Report Purpose & Summary

The Monthly Staff Report provides three categories of information:

1. General data quality
2. User Activity (including the number of clients, [both existing and new] that each staff member worked with during the time frame of report)
3. Data quality by data element (e.g. Date of Birth, Race, Ethnicity, Veteran Status, etc.) for all clients served

The report also includes staff from other agencies with "additional access" to the reporting agency data.

Check out more about this report at [here](#).

Reminders

Data Engagement Workshop (DEW)

- Join us for our upcoming data engagement workshop
- Held October 15th from 2-3:30
- This session we are getting hands on with several intermediate looker topics and how you can use these to better

explore demographic and other data at your organization

- Space is limited, attendees should have access to Data Analysis in Clarity
- Email Announcement to follow

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

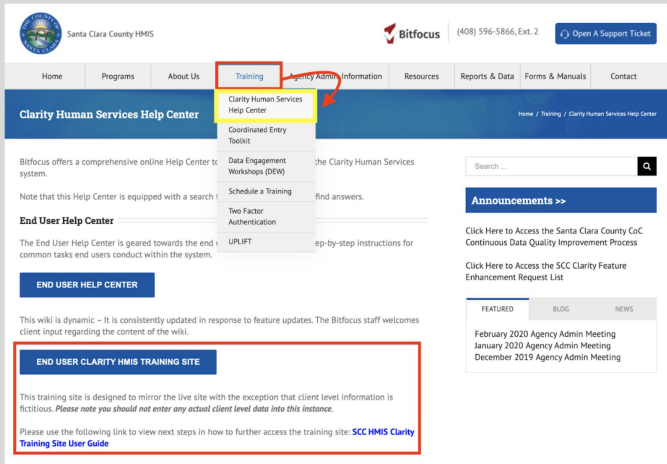
[Zoom \(click here to access\)](#)

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



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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.

ClarityConnect Virtual Conference

- Join Bitfocus for our third annual (and first virtual) Clarity Human Services customer conference.
- We're convening online October 21-22 for a robust agenda of keynotes and breakout sessions full of practical learnings to unleash your organization's best work.
- Check out website for a registration [LINK](#)
- **Registration is FREE**

Next Agency Admin Meeting

Meeting Location: Zoom Link

When: Thursday, November 5th, 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:

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