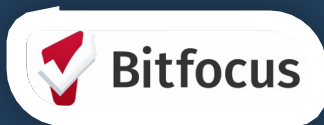


Happy New Year!!

SCC Technical Admin. (TA) | Agency Lead Meeting
Thursday, January 2nd, 2025



Getting to Know You

If you could time travel, what period in time would you go and why?



Discussion Items

U

UPDATES

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter

K

IN THE KNOW

- A Year in Review
- SCC User Satisfaction Survey 2024 Results
- Federal Reporting – LSA Submission
- Federal Reporting – HIC/PIT

M

MEMOS

- 2025 Performance Management Work Group
- SCC HMIS Quarterly Compliance Certification Checklist – DUE 1/31
- Recently Assessed & Not on CHQ
- Next Month's Meeting





UPDATES



COC UPDATES





CoC Updates – Upcoming PIT Count

The upcoming Point-in-Time Count will take place on the mornings of January 22nd and 23rd, 2025.

The bi-annual Point-in-Time Count, which is required by HUD, provides an opportunity to identify how many individuals are homeless in our community and some of their key characteristics.

PIT Count data are the primary data used for federal funding allocations and national estimates of homelessness.

This year surveys will be conducted as a first option in data collection, rather than relying on a primarily observational approach, as was the case in previous counts.

If a survey is not possible, an observational count will be conducted.

This new methodology that is expected to provide a more accurate and detailed representation of the homeless population in Santa Clara County.



CoC Updates – 500 Volunteers Needed!

Please see the link below for the Volunteer Registration Portal. All volunteers should first register and then download the Counting Us App afterwards. If the Counting Us app asks for a setup key, please enter "SantaClara".

1. Sign up on the Volunteer Registration Portal: <https://santaclara.pointintime.info/>
2. Download the Counting us App (on your phone):
<https://play.google.com/store/apps/details?id=com.simtechsolutions.countingus&hl=en>
<https://itunes.apple.com/us/app/counting.us/id1073505838?mt=8>

After signing up to volunteer you will be able to drop location pins. Even if you are only dropping a location pin, you would need to sign up as a volunteer. There is a "Additional Comment" box at the end of the registration process where you can indicate that you are only dropping location pins.

Video Instruction about Location pins:
https://www.youtube.com/watch?v=Hdu6t75N_XQ

If you know of any locations for people who are experiencing homelessness - unsheltered or living in their cars, it would be helpful if you could drop a location pin so that we survey/count these individuals on the day of the PIT Count.



CoC Updates – Flyers & Resources




SANTA CLARA COUNTY CONTINUUM OF CARE
**2025 PIT Count
Recruiting
Volunteers!**

People with lived experience get a \$150 gift card for each Count day volunteered

The Point-in-Time (PIT) Count is a critical survey effort to count all Santa Clara County neighbors experiencing homelessness.

This is essential to better understand the experiences of unhoused people in our community, secure federal funding, and inform our local strategies to end homelessness.

For more information, visit: osh.sccgov.org/2025-PIT

**January 22
January 23
Mornings**

Sign Up Today!

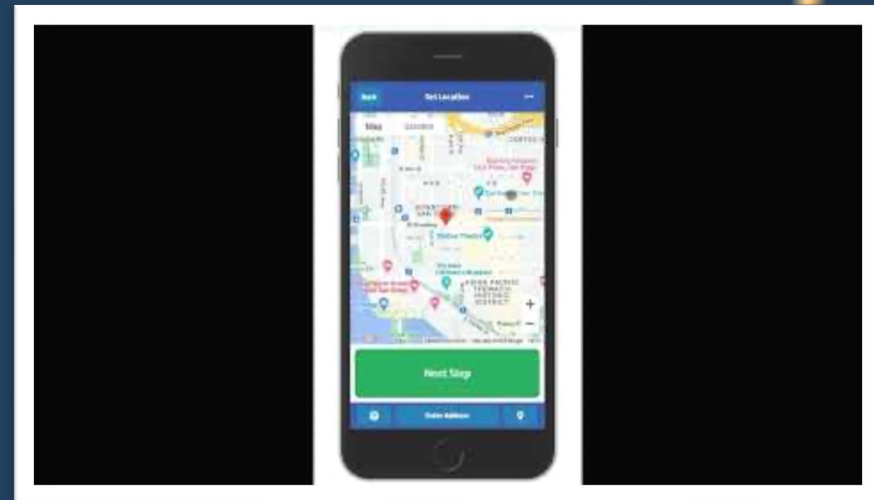
- 1 Register on the Volunteer Portal by visiting bit.ly/VolunteerPortal OR scanning the QR Code
- 2 Follow next steps to download the Counting Us app

How Can You Support?

- **Before the Count:** Share location pins of households experiencing homelessness to help us know where to send volunteers.
- **During the Count (Jan 22-23):** Volunteer on one or both days to complete brief surveys of households experiencing unsheltered homelessness.

Questions?
Please contact:
leila.qureishi@hhs.sccgov.org
Leila Qureishi
County of Santa Clara
Office of Supportive Housing

How To Submit a Known Location Survey



January 2025

MON	TUES	WED	THURS	FRI
		1 Bitfocus Closed	2 <u>10am SCC Clarity Office Hours</u> <u>HMIS Technical Administrator (TA)/Agency</u> <u>Lead Meeting</u>	3
6 <u>1pm SCC Looker Office Hours</u>	7	8 <u>9:30am Service Providers Network</u> <u>Meeting</u>	9	10 <u>9am PIT Community Meeting</u>
13	14 <u>Data Think Tank</u> <u>9am SCC CoC VI-SPDAT Training</u>	15 <u>2pm Santa Clara County</u> <u>Homelessness Continuum of Care</u> <u>Sexual Orientation, Gender Identity,</u> <u>and Gender Expression (SOGIE)</u> <u>Training</u>	16 <u>10am SCC Clarity Office Hours</u> <u>1pm Performance Management Work Group</u>	17
20 MLK Jr. Holiday Observed Bitfocus Closed	21	22	23 <u>3pm Rapid Rehousing & Employment</u> <u>Initiatives Meeting</u> <u>2310 N. First St., LED Training Room (Charcot</u> <u>SCC Building)</u>	24
27	28 <u>10am Santa Clara County Continuum</u> <u>of Care (CoC) Program Compliance</u>	29 <u>10am SCC TA Office Hours</u>	30 <u>10am SCC Clarity Office Hours</u>	31



UPLIFT UPDATES



UPLIFT Updates – FY 2025 Q3 Jan – March

76% OF UPLIFT PASSES HAVE BEEN PROCESSED

- If your agency has met its allocation limit, the request will be removed from HMIS
- Please do not submit any further requests in HMIS
- You can resubmit a new request when the pooled period starts on February 1st.

REPLACEMENT/POOLED PASS PERIOD BEGINS FEBRUARY 1ST, 2025

Replacement/Lost Passes

- **If your agency has allocation remaining:** You can request a replacement now (will count towards your agency total)
- **If your agency *does not* have allocation remaining:** You can request a replacement starting February 1st
- If a replacement badge is needed, make a request for a “Badge Only” on HMIS **AND** notify UPLIFT@hhs.sccgov.org.
- We will contact listed case managers if any lost UPLIFT passes are found and turned into our office



UPLIFT Updates – FY 2025 Q3 Jan – March

POOLED-PASS PERIOD REMINDERS

- If your agency has allocation remaining : Requests submitted by 11:59pm on January 31st will still be processed first
- If you *do not* have remaining allocation
 - **DO NOT** submit your request before 01/30, or else it will be at risk of being removed when we clean HMIS requests
 - Must be dated for 02/01
- All other requests dated for 02/01 will be processed on a first-come, first-served basis.

IMPORTANT!

If a client no longer needs their pass and they have not used their sticker, please notify us immediately so we can reassign the sticker to another client in need



HMIS NEWSLETTER





HMIS Newsletter



Welcome to the Santa Clara HMIS December 2024 Newsletter!

In this edition you'll find the following:

- Happy Holidays!
- Check Out this Fun Poll: ["Tis the Season for Holiday shopping! What's your go-to method of purchasing holiday gifts?](#)
- Welcome – Bryanna Corsbie!
- Federal Reporting – LSA Updates
- HIC/PIT Volunteers Needed!
- [SCC HMIS Quarterly Compliance Certification Checklist](#) - Due January 2025
- Report Spotlight - [\[EXIT-101\] Potential Exits](#)
- Clients Assessed & Not on CHQ
- Bitfocus Upcoming Holiday Schedule
- Meetings/Upcoming Events
- Bitfocus is Hiring!





IN THE KNOW



A YEAR IN REVIEW



2024 Accomplishments!

January

March

SCC HMIS Quarterly Compliance Checklist & CE Assessment
Missing Referrals to CHQ Process Changed

SCC OSH Began the Coordinated Entry System Redesign Process

Beta Testing underway with 6 CBO recruited to assist

ROI Changes & CHQ - A client cannot be referred to a housing program unless ROI is valid

Clients without a valid ROI will be removed from CHQ

NEW Feature - MyConnectSV Resource Directory



2024 Accomplishments!

May



DEW – System
Overview: Tips & Tools
for Navigating HMIS

Special Guest Speaker
- Abode Services

MyConnectSV
220 Clients Connected
31 Agencies Participating

"Troubleshooting Login
Issues" Cheat Sheet
created for MyConnectSV
Clients

Non-Engagement Time
Limit Changes - Keeping
clients active on CHQ

Timeline for non-
engagement changed
from 390 days to 180
days to align with current
CES redesign work



2024 Accomplishments!

June

Updates - URL & UID

The URL for a client's record will now contain the client's UID

Users can edit the URL to navigate to another client's record

Gender Updates

Female - Woman

Male - Man

NoSingleGender - Non-Binary

Transgender - Remained the same

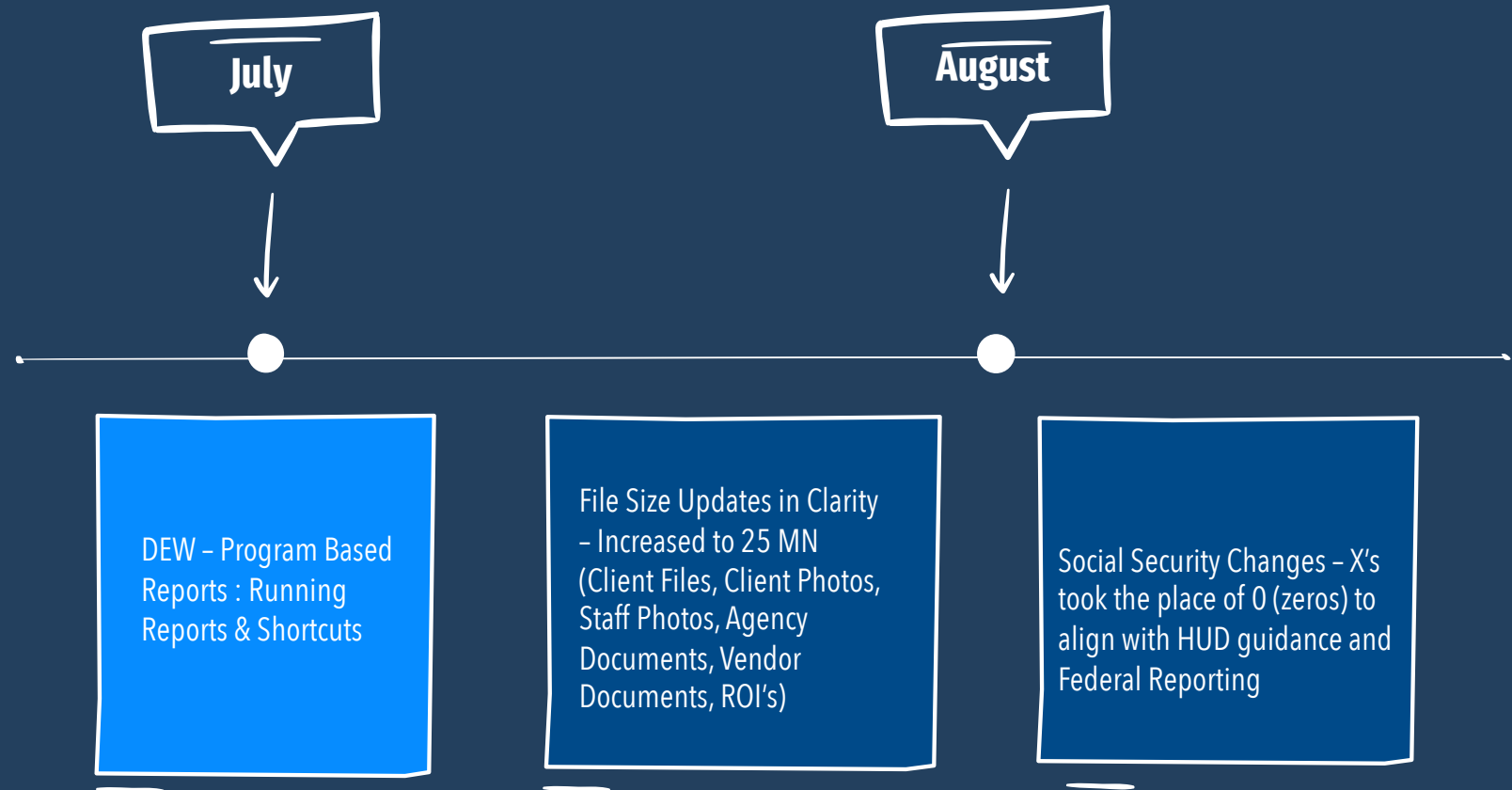
Questioning - Culturally Specific Identity

GenderNone - Questioning

Report Date Range - user can type the dates into the date fields if desired instead of using the calendar option



2024 Accomplishments!



2024 Accomplishments!

September

CHQ DQ Improvement Plan & Resources Updates

Sharing quality improvement updates in a variety of ways

Providing Tools & Resources to ensure client eligibility

Providing Training as needed

Feature Updates

Preview Notes with Icon Pop-Up – *notes now include an icon that allows users to see a preview of the note's content*



2024 Accomplishments!

October



NEW – Supportive Housing Referral Updates Training

New supportive housing referral process streamlines supportive housing referrals to better expedite housing placements

MyConnectSV 1 Year Anniversary

38 Agencies Participating
800 Clients Invited
436 Clients Connected
77 Trained Active End Users

MyConnectSV Features – Calendar & Appointments

Mass Requests – Make requests or message multiple clients at one time under the Mass Sending functionality found on the navigation pad



2024 Accomplishments!

November

December

Special Guest Speaker -
LifeMoves

NEW Data Analysis: LSA
Data Clean-up Reports
Available

New Senior Project
Administrator - Bryanna
Corsbie!

Veteran Queue Referral Process Updates

While historically, veterans were referred to the queue regardless of their score due to the By Name List logic, all veterans are now eligible for services regardless of their queue status

NEW PIT Count Process

Jurisdictional Leads
Surveying and counting
at the same time

New PIT Count Vendor
Known locations can be
submitted to help with
planning

Data Analysis (DA) Cohort
Opportunity 2025

Beginner Cohort (5
Weeks)

Intermediate Cohort (4
Weeks)



2024 Office Hours & Training

107

End Users
Attended HMIS
Office Hours

29

End Users
Attended Looker
Office Hours

34

Training Sessions
Provided



SCC USER SATISFACTION SURVEY 2024 RESULTS



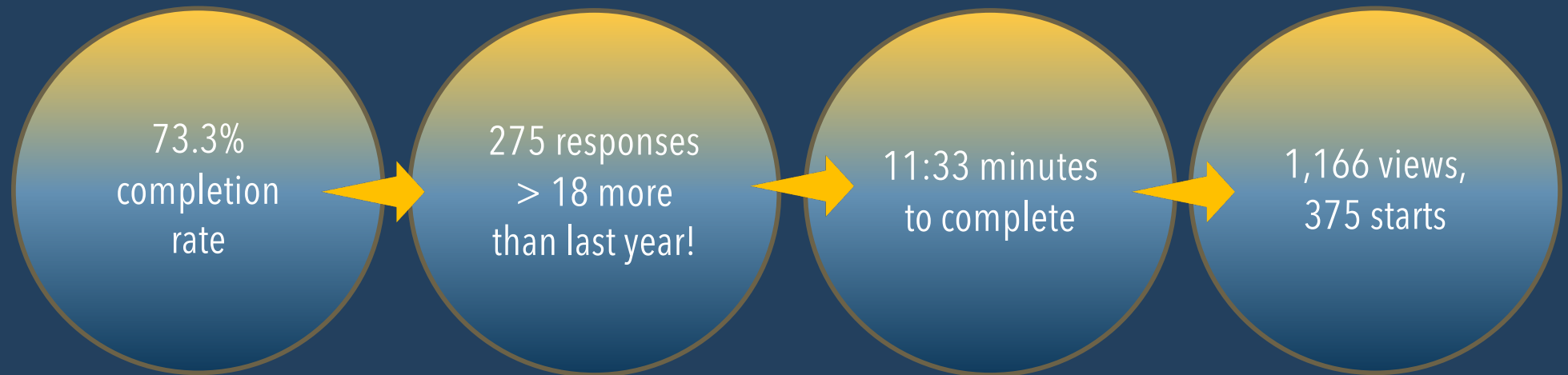
Goals

Understand the results of the Annual Survey

Note changes & improvements for next year



Survey Logistics



Type of Services Agencies Provide

Half of respondents offer Coordinated Assessment/Coordinated Entry Services

The second highest offered was supportive services

9.1% responded as "Other" down 1.8% from last year

Coordinated Assessment / Coordinated Entry
(e.g. VI-SPDAT) 130 resp. 47.3%



Supportive Services (e.g. General assistance, medical or behavioral health services, counseling, job training & placement, childcare, transportation; Federal, state & local benefits) 127 resp. 46.2%



Recommend updating "Prevention" with examples to lower amount of "other" responses



Type of Services Agencies Provide - Other

- | |
|--|
| Data Analysis or Data |
| EAN Services |
| Employment Assistance |
| Food and Clothing Assistance |
| Financial Literacy |
| Medical or Behavioral Health and Social Services |
| Case Management |
| Reentry Services |
| Referral to different resources |
| Safe Parking and Housing Placement |
| Contract Monitoring |
| No Direct Services |

9.1%

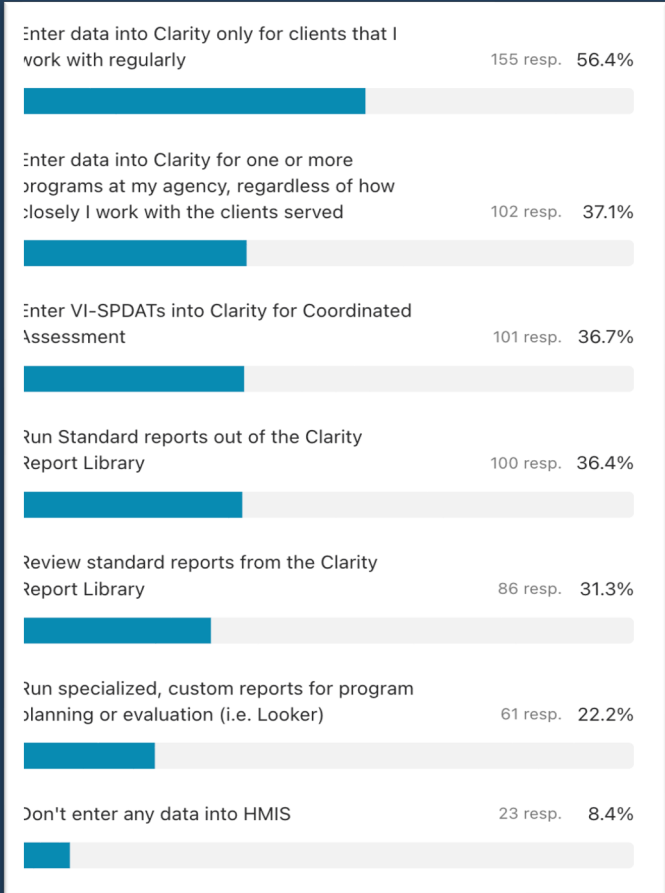


Type of Services Agencies Provide – 2025 Proposed Options

SERVICE OPTION	EXAMPLE
Coordinated Assessment / Coordinated Entry	Example: Includes VI-SPDAT and HPAT
Case Management	
Emergency Shelter	
Other	
Permanent Supportive Housing	
Homeless Prevention Services	
Rapid Rehousing	
Street Outreach	
Supportive Services	
Transitional Housing	
UPLIFT	



Using Clarity



56.4%

Enter data into Clarity only for clients that they work with regularly

37.1%

Enter data into Clarity for one or more programs at my agency, regardless of how closely they work with the clients served

36.7%

Enter VI-SPDATs into Clarity for Coordinated Assessment

8.4%

Do not enter any data into HMIS

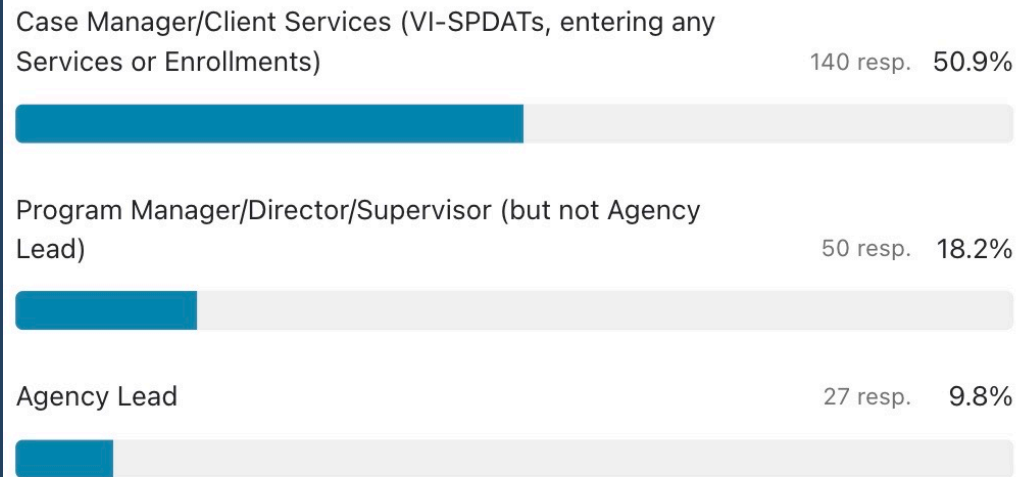


Primary Role

Case Manager/Client Services was the primary role of respondents

Program Manager/Director/Supervisor were the next highest

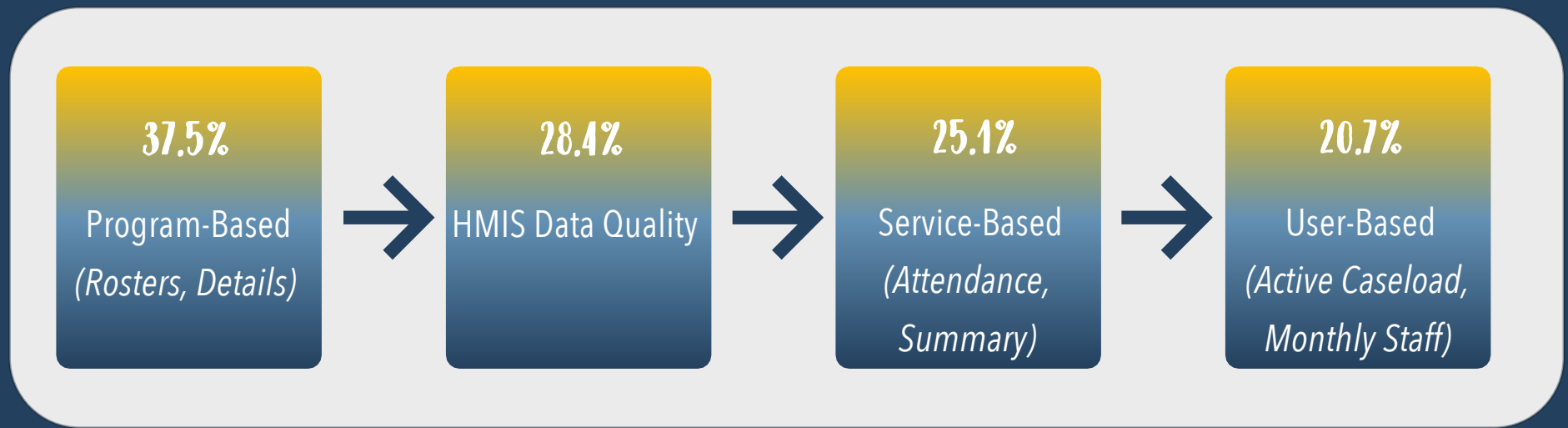
Agency Lead



Recommend updating options to reduce the selection of "Other" when not applicable



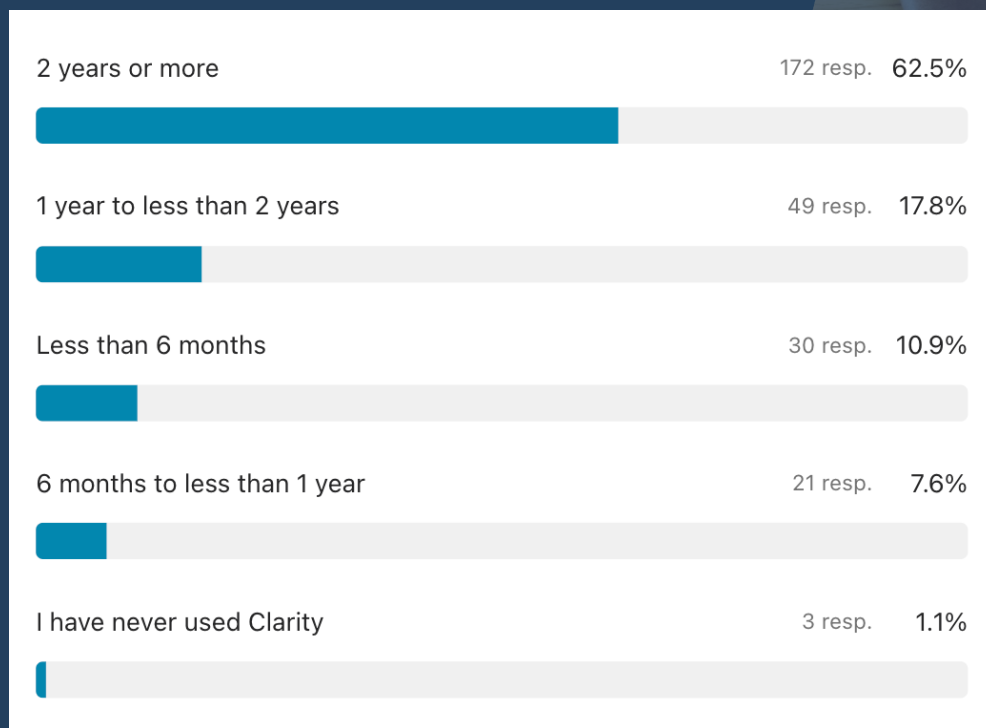
Frequently Run Reports



All frequently run reports down 5-10%. Potential increase in longtime users implementing Data Analysis reports or developing reports in alternate software.



Clarity End User Experience

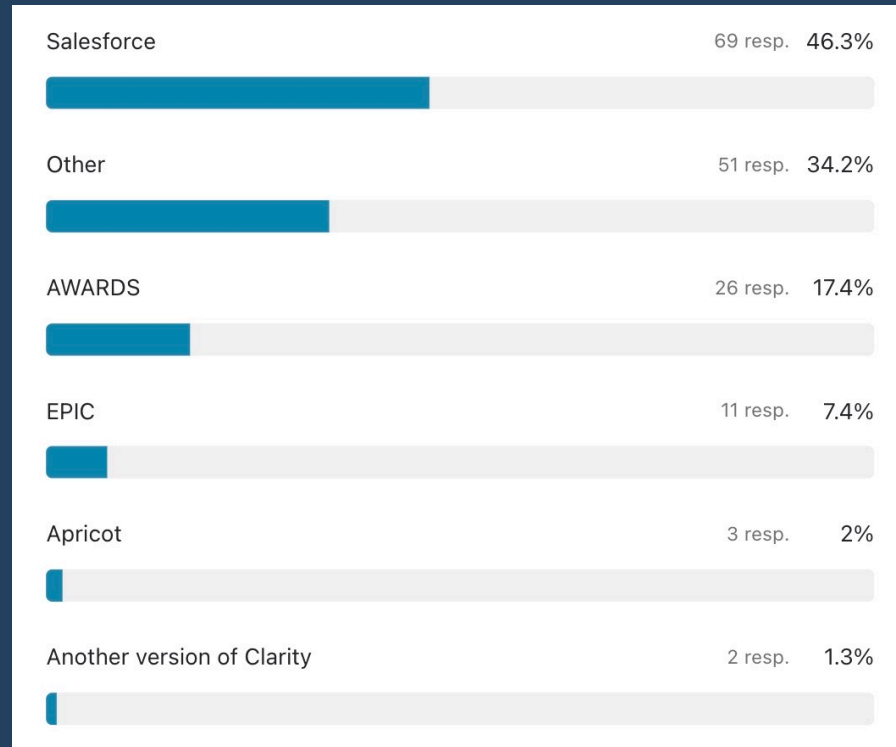


"Does your agency use *another* Data Management System?"

49.4%
2023

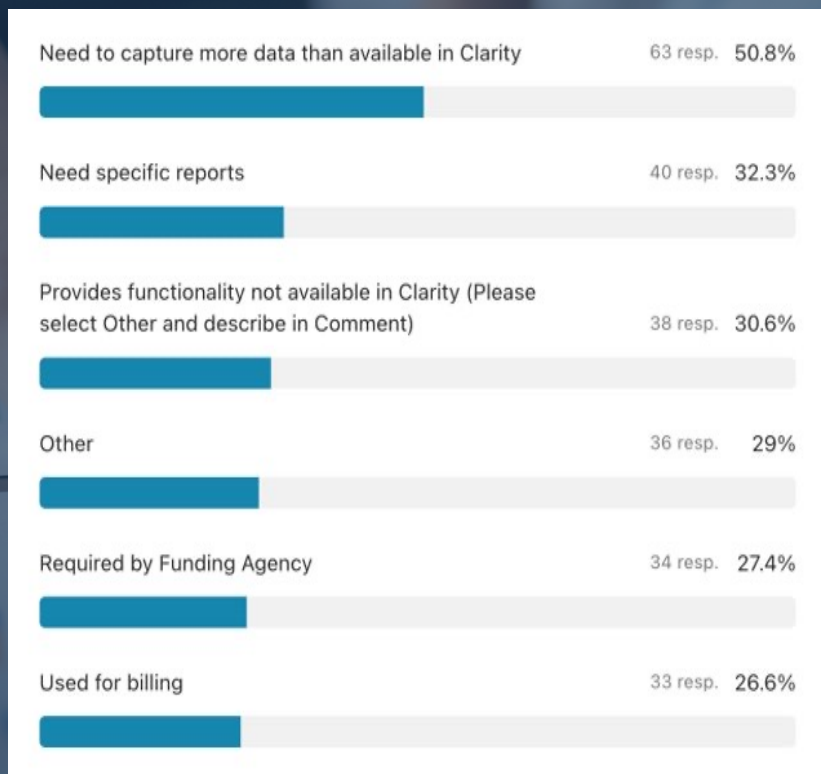
56.7% responded **YES**, they do use another data management system

43.3% responded **NO**, they do not use another data management system

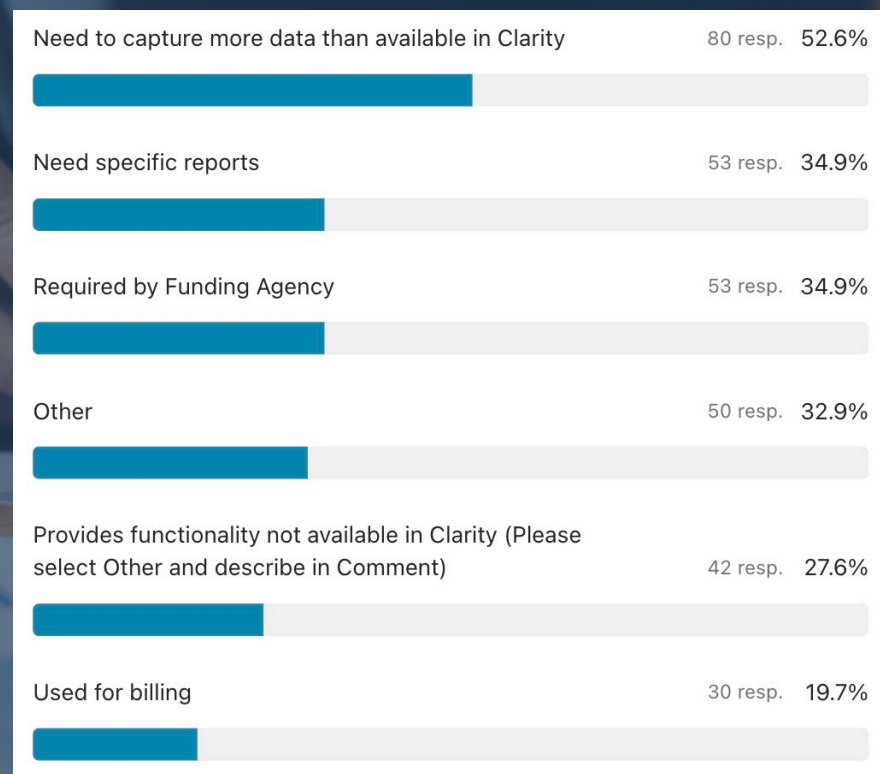


Reasons for **Additional Data Management System**

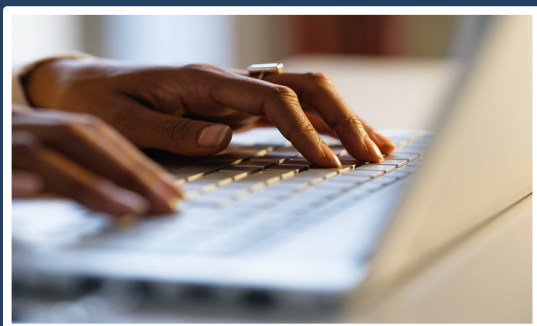
2023



2024



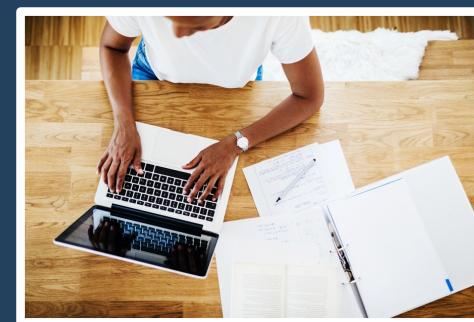
Data Quality (Scores Based 1-5)



Respondents feel confident about the data being entered by their agency (4.1) but less confident of other agencies (3.4)



Data quality is a high priority for end users (4.7)

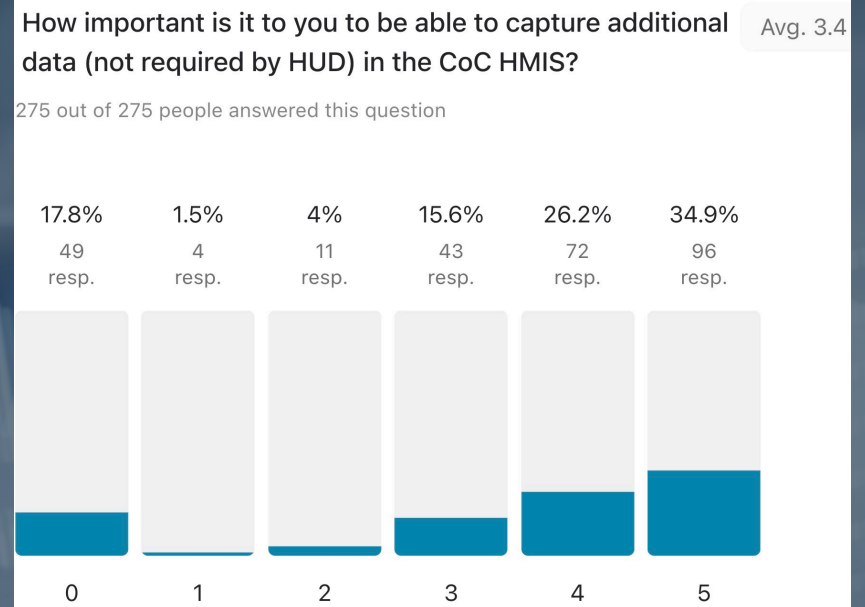
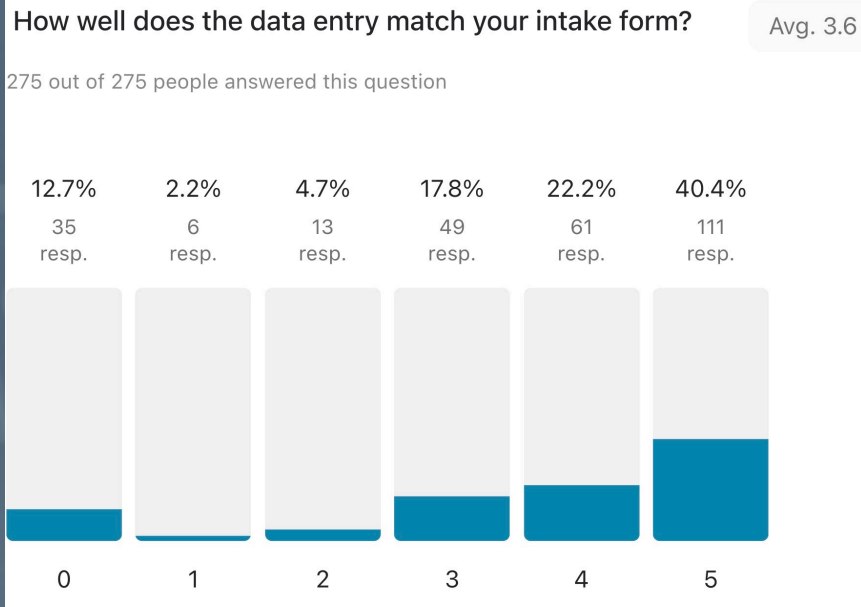


Respondents feel it's easy to enter client-level data into Clarity (3.9)



Data Entry

Increased confidence in both from 2023 to 2024



Overall Satisfaction – End User are Satisfied with...

Clarity
Human
Services

Bitfocus
Help Desk

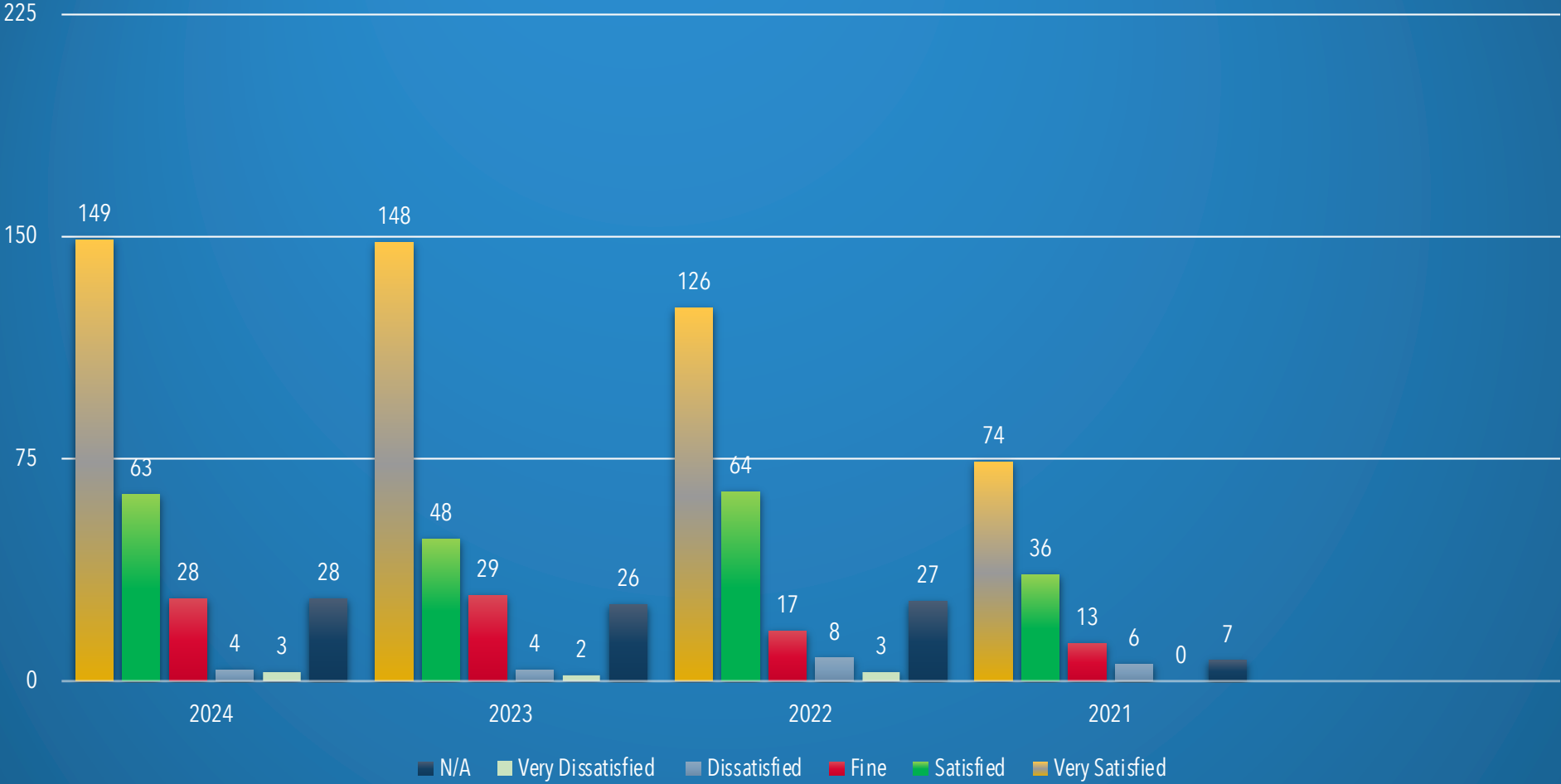
System
Administrati
on Team

Training
Provided by
Bitfocus

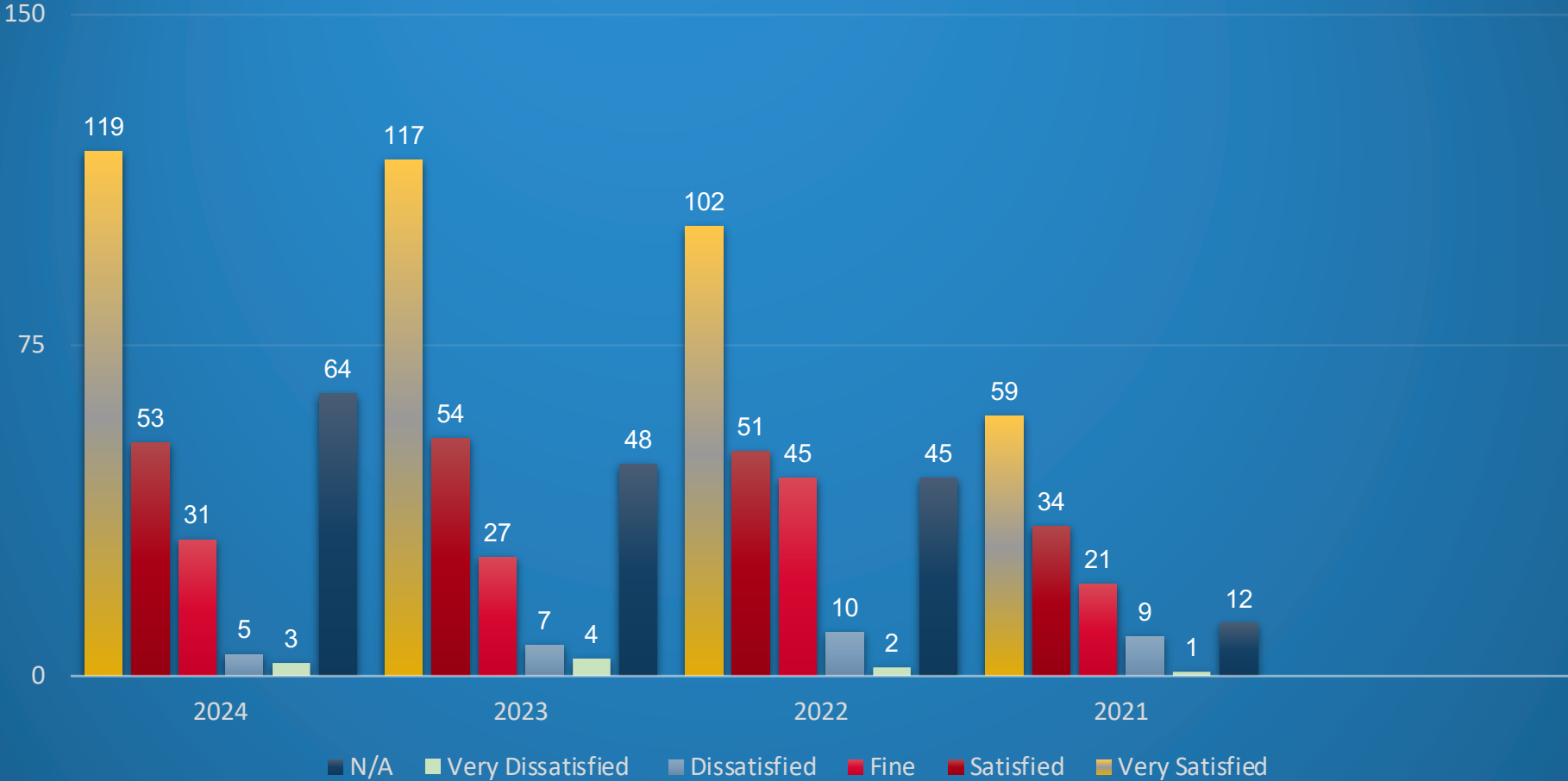
Data
Engagement
Workshops



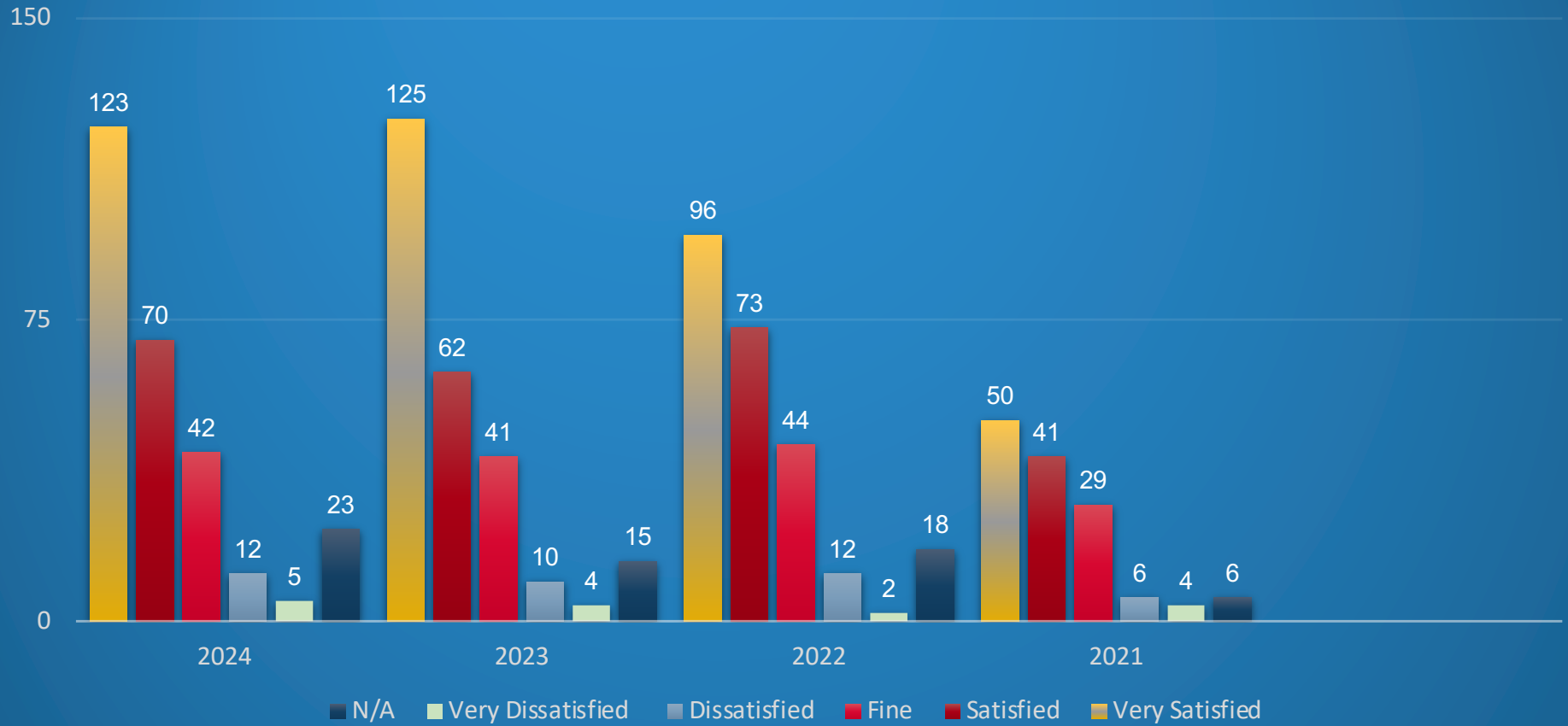
Help Desk Satisfaction Over Time



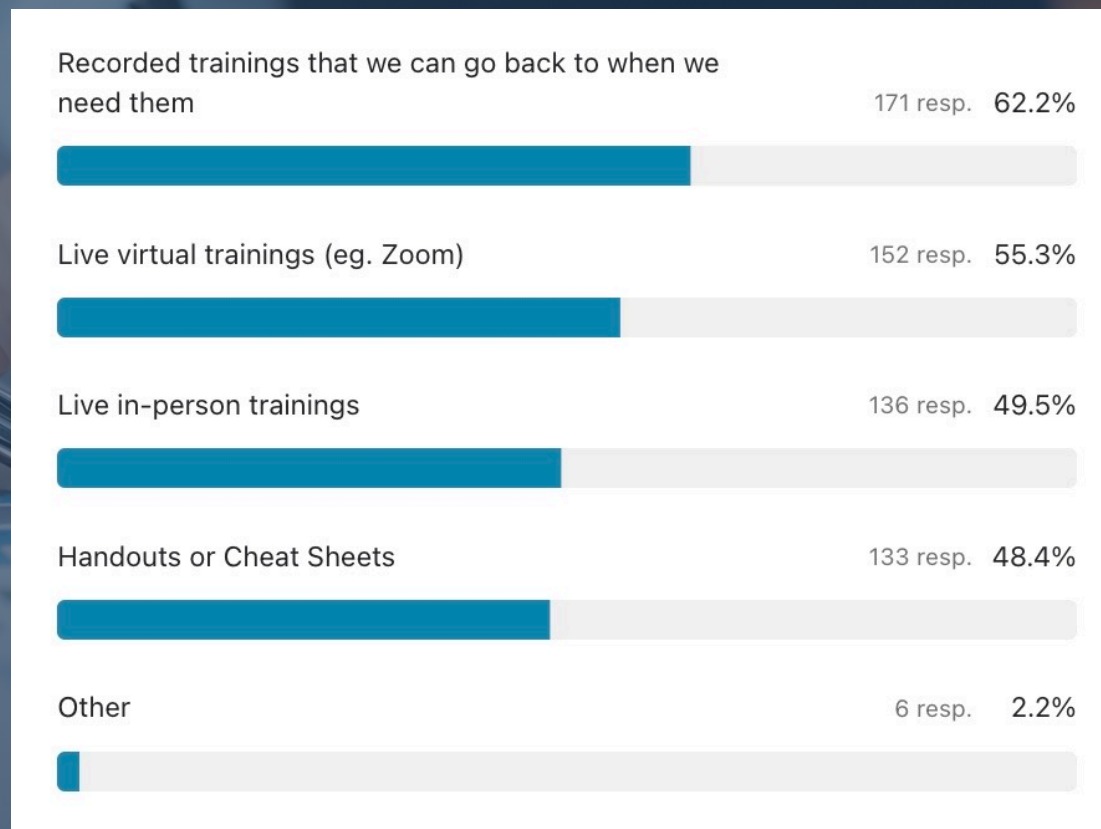
Bitfocus System Administration Team Satisfaction Over Time



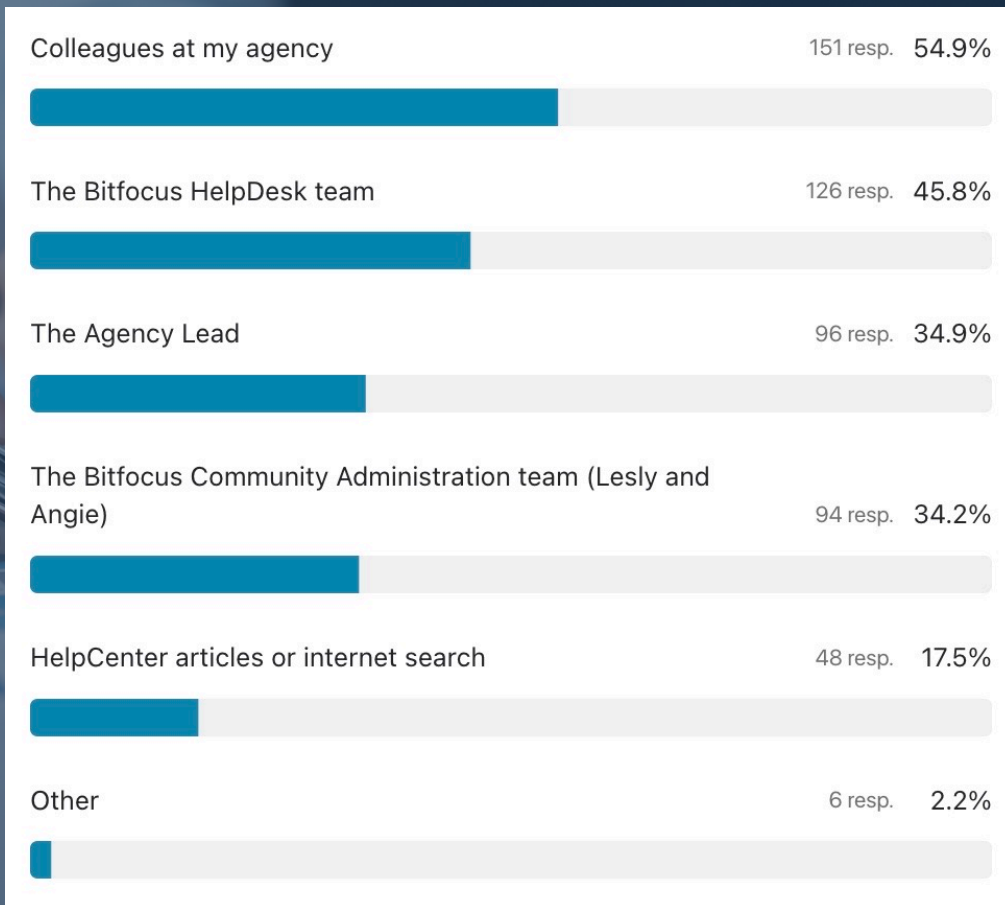
Clarity Training Satisfaction Over Time



How do you think you and **your team team members learn best?**



Who do you go to when you need to learn something new?

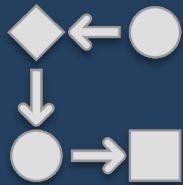


Recommendations



Increase number & types of training sessions in this community

(Running reports, in-person/online, etc.)



Workflow Reconfiguration
(entering data, fewer clicks, multiple at one time, etc.)



Create customized reports & allow for upload & auto-filling of enrollment paperwork for families instead of typing in each enrollment at a time



Additional options for data import and export to reduce double data entry



Survey Responses – What Stayed the Same

END USER EXPERIENCE

Access Roles: Case Manager/Program Manager/Data Entry

2 or more years experience

Value & prioritize DQ as being important & trust data being entered by others

End Users remain satisfied with Help Desk and Admin. Team

USING CLARITY

56% "Enter data into Clarity only for clients that I work with regularly"

Program-based reports are most frequently used, HMIS Data Quality remains 2nd

Recommendation from last year includes more and different types of trainings

OTHER DATABASE

Salesforce continues to be most used comparable data system, largely for additional data points or reports

Over 50% of end users use other databases because data that needs to be captured isn't available in Clarity.



Survey Responses – What Changed?

The type of services provided
– Supportive Services moved to **1ST** place on the list

MORE RESPONSES!

Data integration is increasingly important -
Last year 49% (127) stated they were using another data management system compared to 49.4% (156) this year

Users report a need for simpler data entry & UPLIFT process

Also requested more and different types of training, and ability to fix errors without contacting the helpdesk

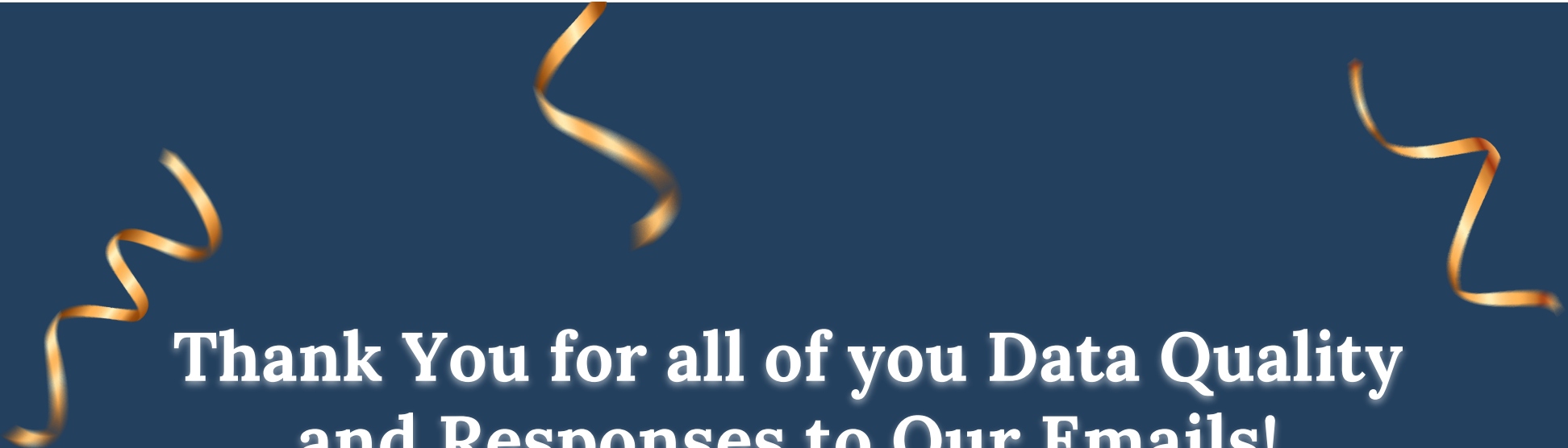


QUESTIONS?



FEDERAL REPORTING LSA SUBMISSION





**Thank You for all of you Data Quality
and Responses to Our Emails!**

*We will be submitting the LSA for final
review on January 9th, 2025!*



FEDERAL REPORTING HIC/PIT



HIC/PIT Dates



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

The 2025 HIC/PIT date will be Wednesday, January 22nd and Thursday, January 23rd, 2025

The count of sheltered households will be the night of Tuesday, January 21st, 2025



HIC/PIT Details

Housing Inventory
Count (HIC) & Point-in-
Time (PIT) count will
take place on the
same night in January

*This year there will be
an unsheltered count*



These reports are
submitted to HUD
annually as part of the
Annual Homeless
Assessment Report
(AHAR)



Single-day snapshot of
homelessness in a
Continuum of Care
(CoC)



HIC/PIT Details

The HIC provides information on the number of unduplicated clients sheltered and housed on the night of the PIT count



All homeless-dedicated beds must be included, regardless of funding source or whether they use HMIS



This data is pulled directly from HMIS and is collected externally from non-participating programs



Project Types Include
(ES) Emergency Shelter
(TH) Transitional Housing
Safe Haven
(RRH) Rapid Rehousing
(PSH) Permanent Sup.
Housing
(OPH) Other Permanent
Housing



HIC/PIT Data Includes

BUI Utilization

Federal
Funding Source

HMIS
Participation

Location Details
for Programs

Other Program
Details



HIC/PIT Data Quality

Demographic Data

(DOB, Gender, Race/Ethnicity, Veteran Status)

Enrollment Data

(HoH, Move-in Dates, Bed Nights, Chronically Homeless, Disability)

Total Count of Clients Served

Ensure all clients served in shelter and housing projects on 1/21/2025 are accurately represented in the HMIS



HIC/PIT Helpful Reports

- **[HUDX-225] HMIS Data Quality Report to review data quality**
- **[GNRL-220] Program Details Report to review all client-level data**
- **[GNRL-106] Program Roster to review enrollment, exit, and housing move-in dates**
- **[HSNG-108] Housing Census to review bed nights and maximum bed occupancy (from the bed & unit inventory configured for the program)**
- **[HUDX-123-AD] Housing Inventory (HIC) Supplemental - The Housing Inventory Count Supplemental report is designed to be used as a tool to review housing inventory available in a community**



HIC/PIT Data Quality Outreach

Communication from the Sys. Admin. Team for any required data clean-up and/or questions

Template for non-HMIS participating projects that don't collect data in HMIS – *will be sent out soon! Check your email...*

1:1 Technical Assistance through the Help Desk via chat, email, phone, or Zoom

SCC HMIS Office Hours, every other Thursday, from 10am-11:30am





MEMOS



2025 Performance Management Work Group

January 16th at 1pm via Zoom

SPM 8: Process and Data Quality Measures
SPM 7: Successful Housing Placement



**SCC HMIS QUARTERLY
COMPLIANCE CERTIFICATION
CHECKLIST
DUE 01/31/2025**



SCC HMIS Compliance Checklist

Process

- Email reminder sent of upcoming deadline
- You will run report in DA Tab for list of End Users
- You will send list of certified End Users to Sys. Admin. Team per usual

Certification Due

Friday, January 31st!

- Include all Active HMIS users at your agency on **the standard form found here**
- This means that your date range filter in the report on the DA tab will be **01/01/2024 - 12/31/2024**
- The report has been preset with this date range; so just select your agency name
- Detailed steps on running the report can be found here

Non-HMIS End Users Assessors

Please provide the names and email addresses of Non-HMIS Users at your agency who provide VI-SPDATs to clients; we want to make sure to capture this information to ensure updates to VI-SPDATs are provided to them. **We have created a form for this here.**

Questions

email us scc-admin@bitfocus.com



**RECENTLY ASSESSED
& NOT ON CHQ**



Recently Assessed & Not on CHQ

Agency	# Clients
HomeFirst	15
PATH	9
St. Joseph's Family Center	7
LifeMoves	7
County: SCVHHS - Ambulatory	4
Community Services Agency of Mountain View	4
HealthRIGHT 360	4
WeHOPE	2
The United Effort Organization	2
County: SCVHHS - BHSD - AOA - FDR	2
Bill Wilson Center	2

Agency	# Clients
UPLIFT	2
West Valley Community Services	2
San Jose State University Research Foundation (SJSU)	1
Roots Community Health Center	1
Unity Care Group	1
VAPAHCS	1
Amigos de Guadalupe	1
ConXion to Community	1
California Youth Outreach	1
Move Mountain View	1





Next Month's Meeting

Thursday, February 6th, 2025

