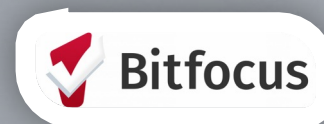


# SCC Technical Admin.(TA)/Agency Lead Meeting

Thursday, September 5<sup>th</sup>, 2024





## Getting to Know You!

**Name 3 items you would take with you if you were stranded on a Desert Island?**

# Discussion Items

## **01** **UPDATES**

- **CoC Updates**
- **UPLIFT Updates**
- **HMIS  
Newsletter**

# Discussion Items

**02**

**IN THE KNOW**

- **Coordinated Entry (CE) Updates**
- **September 2024 Feature Updates**
- **Staff Inbox & Secure Messaging**
- **VI-SPDAT Dashboards**
- **SCC User Satisfaction Survey - 2024**

# Discussion Items

## **03** **MEMOS**

- **Recently Assessed & Not on the CHQ**
- **Requesting Report Assistance**
- **Next Month's Meeting**

**01**

**UPDATES**

# CoC UPDATES



MON	TUES	WED	THURS	FRI
2 <u>2pm SCC Looker Office Hours</u> <b>HOLIDAY – Labor Day</b>	3	4	5 <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	6
9	10 <u>10am Data Think Tank</u>	11 <u>9:30am Service Providers Network Meeting</u>	12 <u>10am SCC Clarity Office Hours</u> <u>1pm Coordinated Entry Work Group</u>	13
16	17	18	19	20
23 <u>2pm SCC Looker Office Hours</u>	24	25 <u>10am SCC TA Office Hours</u>	26 <u>9am SCC CoC VI-SPDAT Training</u>  <u>10am SCC Clarity Office Hours</u>  3pm RRH & Employment Initiatives Meeting In-Person Charcot Training Center Suite #102 2310 N First St. San Jose, CA 95131	27
30 <u>2pm SCC Looker Office Hours</u>				

***September 2024***



# UPLIFT UPDATES



# UPLIFT Updates – Q2, FY 2025

## October – December Starts 9/13/2024

Pre-Quarter Checklist – All Providers

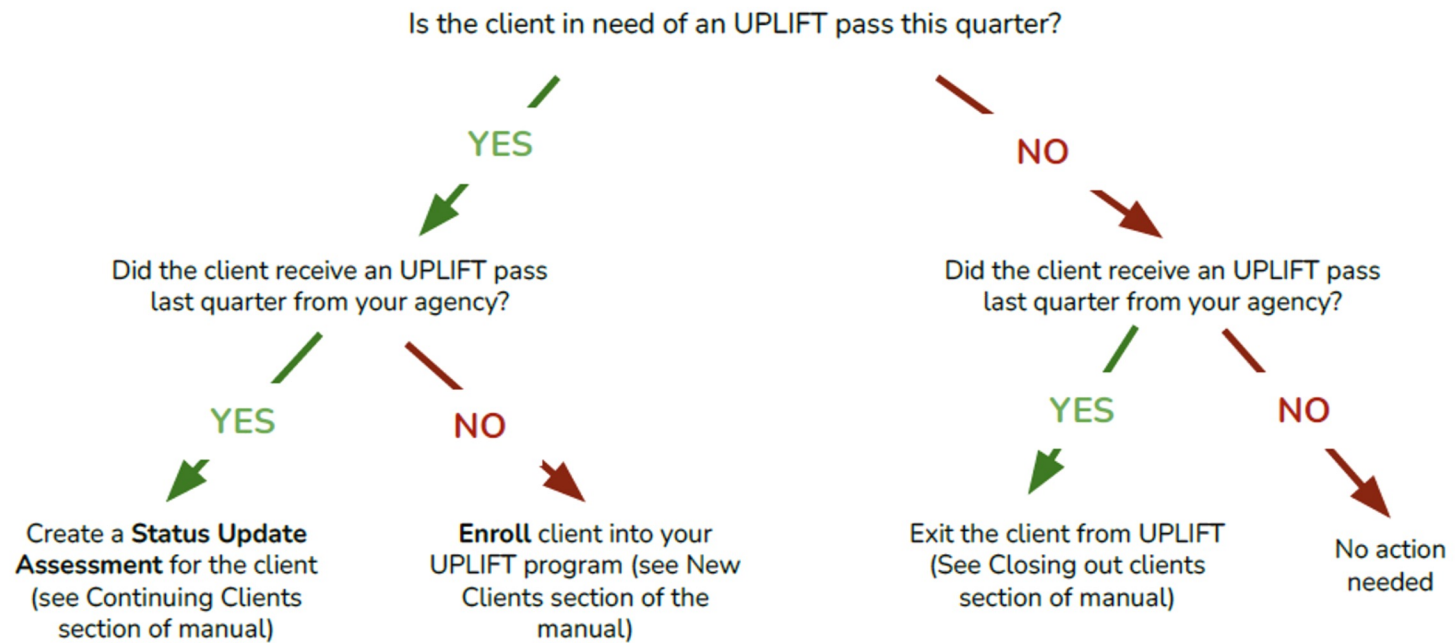
You **MUST** exit any client that did not receive an UPLIFT pass (sticker) from your agency during Q1 July-September

Only clients who received a pass last quarter from your agency are considered **“continuing clients”** and can have a status assessment submitted

ALL other clients must be exited and have a new enrollment form submitted for them dated for Q2

# UPLIFT Updates

## UPLIFT Decision Tree



# UPLIFT Updates

## UPLIFT Program Coordinators

- Allocation surveys have been sent out -Due 9/11
- Final allocations sent 9/12
- Email [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org) if the program coordinator at your agency changed

## Reminders for Requesting Passes

- MUST be dated 9/13/23 or onward for Oct - Dec
- Request either a "Sticker" OR "Badge and Sticker" when requesting a pass for the 1st time
- ONLY request a "Badge and Sticker" if
  1. Enrolling a new client
  2. A continuing client has lost their badge
- **Clients should be reusing their UPLIFT badges each quarter**
- Please check client HMIS profile to see if another agency has already requested one; duplicate requests need to be resolved by agency staff before it can be processed

# UPLIFT Updates



## Error Reminders

We are continuing to track user errors-*users lose UPLIFT access after 4 errors*

## Common Errors

- No photo or low-quality photo
- Client's face obscured in photo (sunglasses, mask)
- Wrong quarter selected
- ROI Issue
- Under 18

# HMIS NEWSLETTER





## Santa Clara HMIS News August 2024

Welcome to the Santa Clara HMIS August 2024 newsletter!

**In this edition you'll find the following:**

- Check Out this Fun Poll: [Do You Like to Cook On a Gas or Electric Stove?](#)
- [SCC User Satisfaction Survey 2024](#)
- [Staff Inbox & Secure Messaging](#) - Communicating with HMIS End Users
- [Understanding Bed Nights](#)
- Requesting Reports Assistance
- Report Spotlight - [Parameter Spotlight: Client ID Selection](#)
- [August Feature Focus](#)
- Clients Assessed & Not on CHQ
- Resource Highlight
- Clarity Connect (Reminder)
- Meetings/Upcoming Events
- Ritfocus is Hiring!

**02**

**IN THE KNOW**



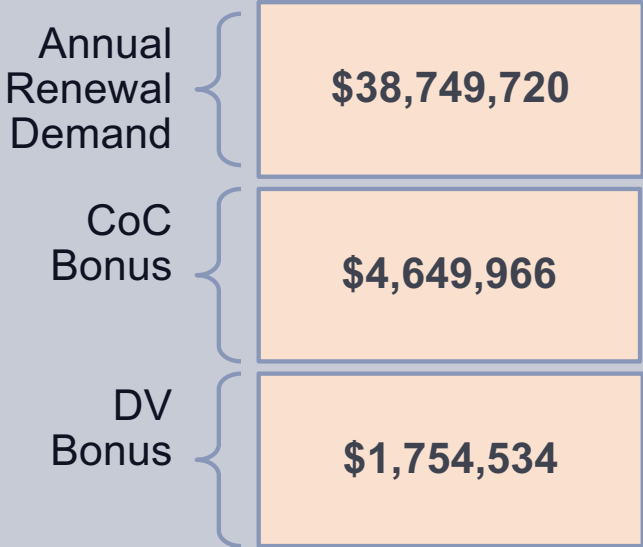
**COORDINATED  
(CE) UPDATES**  
*Live Updates*



# Santa Clara County Continuum of Care



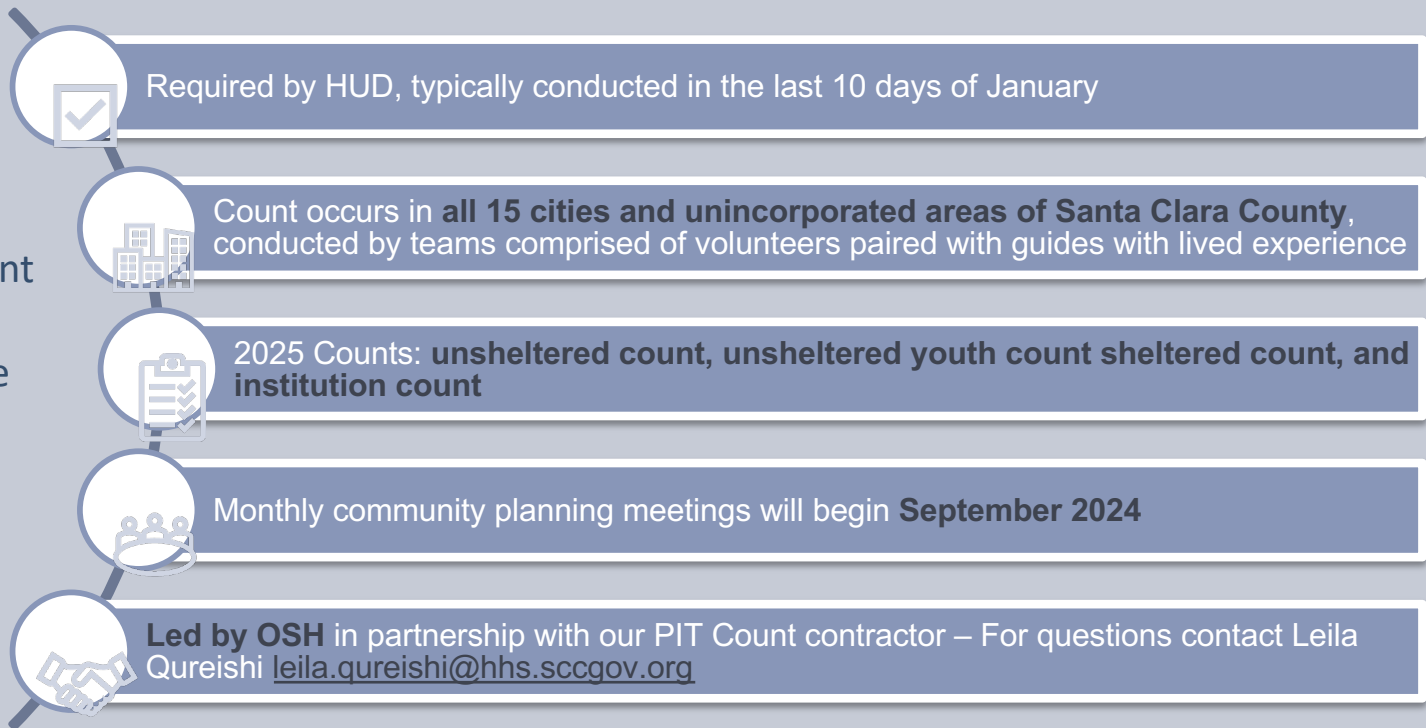
# 2024 CoC Funding Competition



CoC Funding Competition Process & Timeline	
Local applications due	Sept 10, by 5pm
Rank & Review Panel interviews for new projects	Sept 30 – Oct 4
Appeals due	Oct 9, by 5pm
CoC Board approves Ranked List	Oct 11, 3-4pm
CoC application due	Oct 30

# Point-in-Time Count (PIT)

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



# **Community Housing Queue Data Quality Improvement Plan & Resources**

REFERRAL PROCESS UPDATES  
September 2024

# Continuous Improvement Approach



Align with current CES redesign work



Expedite housing placements



Keep up with updated housing referral processes



More accurate tracking of housing referral needs



Most effectively use limited resources

# How are decisions made?



Review  
local data

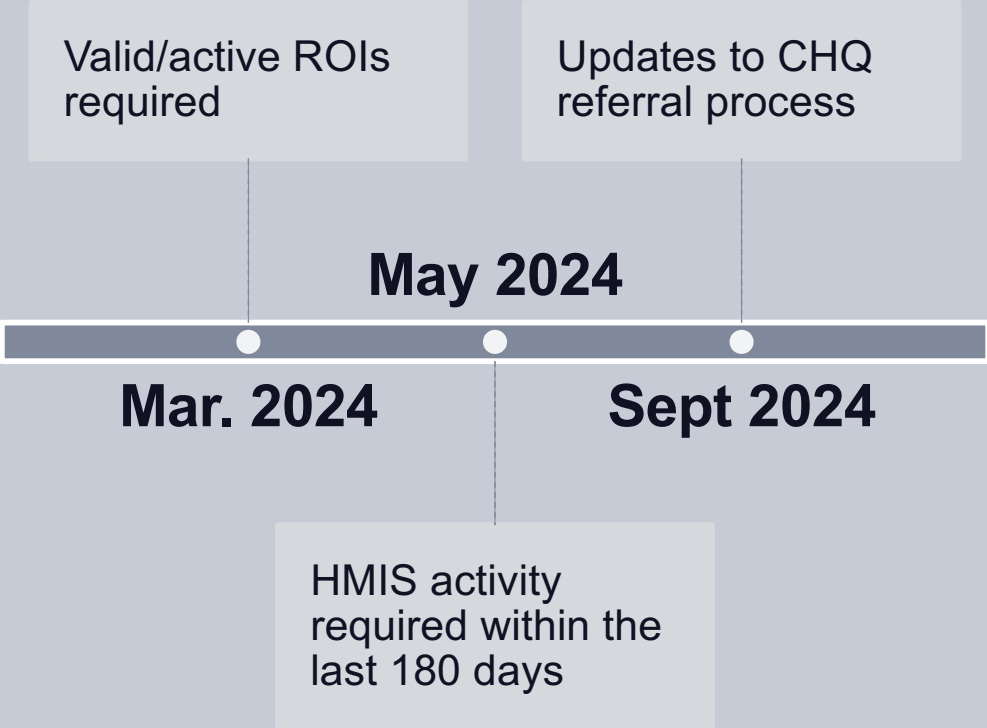


Learn from similar  
communities



Gather  
feedback

# Implementation Timeline





# Let's Work Together

Our commitment	How you can help
Sharing quality improvement updates in a variety of ways (info on next slide)	Stay in the know & share with your colleagues
Providing tools/resources to make sure your eligible clients stay on the CHQ	Work with your agency & colleagues to implement changes
Giving trainings as needed	Ask questions!  <a href="mailto:support@bitfocus.com">support@bitfocus.com</a> 408-596-5866 ext. 2

**Keep an eye out for changes & resources shared on a rolling basis**

# Stay In The Loop

Updates will be shared at

- HMIS Agency Lead meetings
- Email updates to all HMIS users (from Bitfocus) and to CoC listserv
- Bitfocus Monthly Newsletter
- CHQ Data Quality Improvement Plan & Resources document ([\*link here\*](#))
- As needed: trainings at committee/workgroup meetings

# Referral Process Changes

---

Centralized referral email

---

Standardized referral submission requirements

---

CHQ pulled from Looker (agencies must refer to queue from HMIS)

---

New criteria for those re-referred to CHQ (if referral is unsuccessful)

# When Is A Client Re-referred To The CHQ?

## Referred to CHQ

Client referred to a supportive housing program, but is ineligible (e.g., age)

## Closed & Not Returned to CHQ

- Unable to locate
- Lack of engagement
- Incarcerated at the time of referral
- Declined
- Self-resolved
- Out of County
- Deceased
- Incorrect assessment (e.g., should be a single adult assessment, but has a family assessment)

# Resources

1. Quarterly trainings (first late Sept)
2. CoC Provider Toolkit webpage includes:
  - CHQ Data Quality Improvement Plan & Resources (updated 9.3.24)
  - Supportive Housing Referral Process (updated 8.27.24)

# SEPTEMBER 2024 FEATURE UPDATES



# September 2024 Feature Updates

## **Updated: Preview Notes with Icon Pop-up**

Notes now include an icon that allows users to see a preview of the note's content. This update aims to give users a more accessible view of notes in a client's profile, both at the client and program levels.

To access the preview, hover the mouse cursor over the "Notes" icon.

**Live on September 9<sup>th</sup>!**

# September 2024 Feature Updates

## CLIENT NOTES

ADD NOTE 



## Household Members

Title	Category	User Full Name	Date
 Housing System	No Category	Lesly Soto Bright	09/03/2024



Johnny Quest Test (He/Him/His) Hust

## PUBLIC ALERTS

ADD ALERT

Kids love a funny joke and are quick to reward adult silliness with gratifying laughter. But coming up with funny kids' jokes on the spot is tough. Even the most dad jo...  
3rd Street



**STAFF INBOX &  
SECURE  
MESSAGING**



# Staff Inbox & Secure Messaging

## Staff Inbox & Secure Messaging - Communicating with HMIS End Users

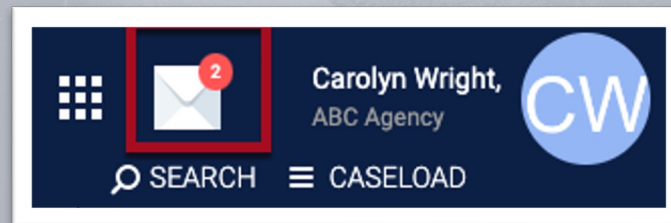
Staff members can securely communicate with other End users who use HMIS via the internal messaging system.

- Search Messages
- Promote Collaboration - Message Agency Leads
- Use real client names and PII
- Use MyConnectSV - you can connect directly to clients as well

# Staff Inbox & Secure Messaging

## Accessing the Inbox

The inbox is accessed by clicking the envelope icon in the top right corner of the screen. A number next to the envelope icon indicates that you have unread messages.



When you click the envelope icon to open the inbox, you will see a **Message Status** sidebar that allows you to select whether to view *Unread Messages* or *Read Messages*.

# Staff Inbox & Secure Messaging

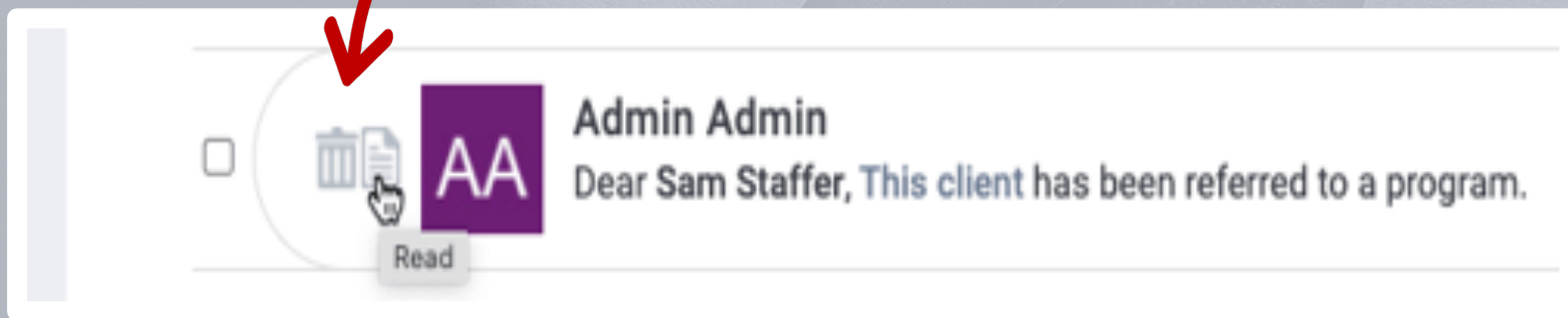
Selecting this icon will allow you to read/review the message

The screenshot shows a staff inbox interface. At the top left, the word "INBOX" is displayed. On the right side of the header, there is a "NEW MESSAGE" button with a plus icon. Below the header is a search bar with a "SEARCH" button. A red arrow points from the text above to a small square icon in the left margin of the first message. To the right of the message list, a "Message Status" sidebar is visible, containing "Unread Messages" and "Read Messages" buttons, both highlighted with a red border. The message list contains two items:

Icon	Sender	Subject	Date
<input type="checkbox"/>	Admin Admin	Dear Sam Staffer, This client has been referred to a program.	Mar 27, 2024
<input type="checkbox"/>	Admin Admin	Dear Sam Staffer, The following programs have been automati...	Jul 26, 2023

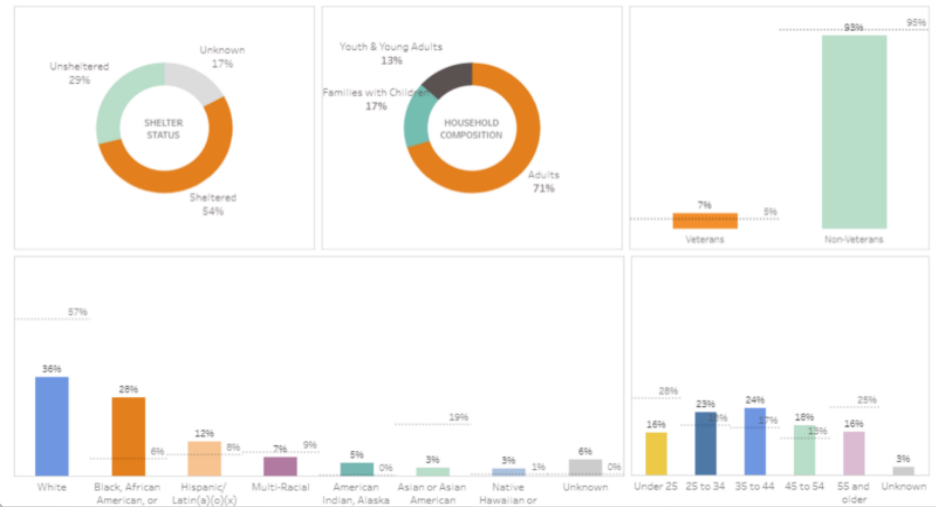
# Staff Inbox & Secure Messaging

To DELETE a message, select the Trashcan icon  
To READ the message select the Document icon



# VI-SPDAT DASHBOARDS

**10,622** households experienced homelessness  
and received services in the homeless response system on 6/30/2023



# VI-SPDAT Dashboards

Agency Name  Program Name

Active Clients without a Current VI

	Unique Identifier	Personal ID	Agency Name	Program Name	Project Type Code	Enrollment ID	Household Type	Project Start Date	Project Exit Date	Assessment Name	Assessment Date	Assessment Score	Row Limit Alert*
1			Abode Services	[CCP Housing Maintenance] Continuum of Care Program 5022	PH - Permanent Supportive Housing (disability required for entry)	336387	Single Adult	2017-07-01		VI-SPDAT Prescreen for Single Adults [V2] with SCC local questions	2016-11-04	17	
2			Abode Services	[CCP Housing Maintenance] Continuum of Care Program 5022	PH - Permanent Supportive Housing (disability required for entry)	336468	Single Adult	2017-07-01		VI-SPDAT Prescreen for Single Adults [V2] with SCC local questions	2016-02-12	14	
3			Abode Services	[CCP Housing Maintenance] Continuum of Care Program 5022	PH - Permanent Supportive Housing (disability required for entry)	344391	Single Adult	2017-07-01		VI-SPDAT Prescreen for Single Adults [V2] with SCC local questions	2016-03-16	10	
4			Abode Services	[CCP Housing Maintenance]	PH - Permanent Supportive	336365	Single Adult	2017-07-06		VI-SPDAT Prescreen for	2017-04-21	15	

Active Clients with No VI Assessments

	Unique Identifier	Personal ID	Agency Name	Program Name	Project Type Code	Enrollment ID	Household Type	Project Start Date	Project Exit Date	Count of VI Assessments	Row Limit Alert*
1			Abode Services	[CCP Housing Maintenance] Continuum of Care Program 5022	PH - Permanent Supportive Housing (disability required for entry)	331630	Single Adult	2017-07-01		0	
2			Abode Services	[CCP Housing Maintenance] Continuum of Care Program 5022	PH - Permanent Supportive Housing (disability required for entry)	331682	Single Adult	2017-07-01		0	
3			Abode Services	[CCP Housing Maintenance] Continuum of Care Program 5022	PH - Permanent Supportive Housing (disability required for entry)	331744	Household with Children	2017-07-01		0	
4			Abode Services	[CCP Housing Maintenance] Continuum of Care Program 5022	PH - Permanent Supportive Housing (disability required for entry)	332051	Single Adult	2017-07-01		0	
5			Abode Services	[CCP Housing Maintenance] Continuum of Care Program 5022	PH - Permanent Supportive Housing (disability required for entry)	399964	Household with Children	2020-04-01		0	

This Look contains an active client list for Head of Households that have had at least one VI in the past, but have had no VI-type assessments in the past 365 days. Row Limit Alert: The Row Limit Alert column is a visual aid to flag if the look has exceeded row limit, truncating results in the table. If these cells are red, the look must be filtered to a smaller universe, or downloaded to view all results.

This Look contains an active client list for Head of Households with no VI-type assessments. Row Limit Alert: The Row Limit Alert column is a visual aid to flag if the look has exceeded row limit, truncating results in the table. If these cells are red, the look must be filtered to a smaller universe, or downloaded to view all results.

# SCC USER SATISFACTION SURVEY -2024





*We invite all Santa Clara County HMIS users to participate in this HMIS satisfaction survey, helping us to understand how you use HMIS and how we can improve your support.*



How is HMIS working for you?

2024 HMIS User Satisfaction Survey

**OK, let's get started** press Enter ↵

*Your anonymous responses to our 14-question survey will help us to improve HMIS in Santa Clara County.*

**03**

**MEMOS**

**RECENTLY  
ASSESSED &  
NOT ON THE  
CHQ**



**RECENTLY ASSESSED  
&  
NOT ON THE CHQ**

Agency	No. Of Clients
HomeFirst	8
County: SCVHHS - Ambulatory	6
LifeMoves	6
County: Reentry Resource Center	4
WeHOPE	4
San Jose State University Research Foundation (SJSU)	3
Social Impact Team (SIT)   Property Owners Downtown Association	3
Community Services Agency of Mountain View	2
Community Solutions	2
PATH	1
Downtown Streets Team	1
Roots Community Health Center	1
County: SCVHHS - BHSD - AOA - FDR	1
Silicon Valley Independent Living Center (SVILC)	1
County: OSH	1
The United Effort Organization	1
Unity Care Group	1
ConXion to Community	1
Bill Wilson Center	1
Midtown Family Services	1

# REQUESTING REPORT ASSISTANCE



## Requesting Reports Assistance

Do you ever wonder what report you should be running or if you understand what the report has kicked back? We completely understand.

You have a few options on how to get assistance with this minor challenge.

1. Join HMIS Office (Every other Thursday) or Looker Office (Every other Monday) Hours
2. Contact the Help Desk: [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)
3. Email Your Sys. Admin. Team at [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

## **Be sure to also include the following...**

1. **Name of the report** you are using (is it a canned HMIS/Pentaho report) or is it a Looker/Data Analysis report
2. What are the **parameters** you are using (what are the filters)
  - a. Agency/Program Name
  - b. Dates used
  - c. Active/Inactive clients
  - d. Is there a **specific data element** you are trying to pull, if so, what is it
  - e. If the report is pulling data, you are not expecting, tell us what that data is (e.g., the number of clients within the report range for section x, y, z seems too high)
3. Provide any other **details you think would be helpful** – remember we need your assistance in helping you figure it out; this will also minimize the back-and-forth emails

**NEXT MONTH'S  
MEETING –**

*October 3<sup>rd</sup>*

