October 2024 TA/Agency Lead Minutes

MEETING OBJECTIVES

UPDATES
- CoC Updates
- UPIFT Updates
- HMIS Newsletter

IN THE KNOW
- SCC User Satisfaction Survey – 2024
- Federal Reporting – Upcoming LSA
- SCC HMIS Quarterly Compliance Checklist – DUE
- MyConnectSV 1- Year Anniversary

MEMOS
- Recently Assessed & Not on the CHQ
- Next Month's Meeting

UPDATES

CoC Updates

Supportive Housing Referral Updates
- Supportive Housing referral updates were shared at the last meeting (view [slides here](#))
- Service providers should attend the training on the new referral process.
  - Supportive Housing Referral Training: October 24, 1030am-12pm on teams ([link here](#) and on the CoC Calendar)

Resources
  - [Community Housing Queue Data Quality Improvement Plan & Resources](#)
  - [Supportive Housing Referral Process reference sheet](#)

PIT COUNT
- We are kicking off the Point-in-Time (PIT) Count

planning process
- Please join our first community PIT Count today meeting over zoom Wednesday 10/2, 11-12pm ([link here](#))
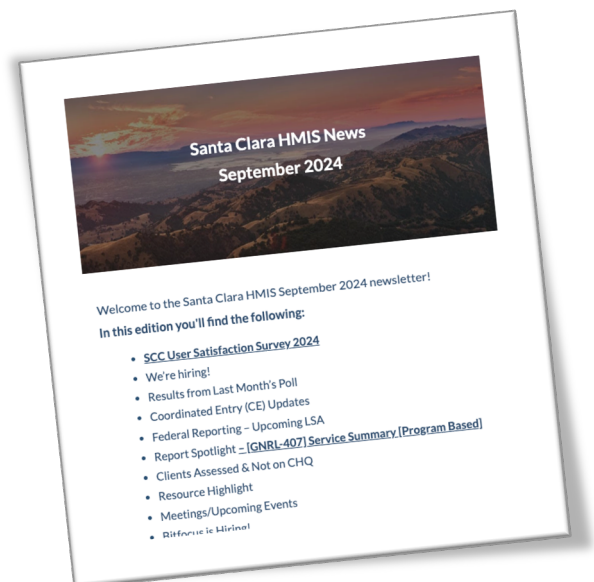
Upcoming Events

MON	TUES	WED	THURS	FRI
		1	2	3 HMIS Technical Administrator (TA)/Agency Lead Meeting
		11am 1st Community Planning Meeting - 2025 Point-in-Time Count		4
7 1pm SCC Looker Office Hours	8 –	9 9:30am Service Providers Network Meeting	10 10am SCC Clarity Office Hours	11
14 HOLIDAY – Indigenous Peoples Day	15	16	17 9am SCC CoC VI-SPDAT Training	18
21	22	23 11am 2nd Community Planning Meeting - 2025 Point-in-Time Count	24 10am SCC Clarity Office Hours 3pm RRH & Employment Initiatives Meeting In-Person Charcot Training Center Suite #102 2310 N First St. San Jose, CA 95131	25
28 2pm SCC Looker Office Hours	29	30 10am SCC TA Office Hours	31	

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UPLIFT Updates
- 83% UPLIFT Stickers Used
- Friday, November 1st New pooled-pass period begins

HMIS Newsletter

Santa Clara HMIS News
September 2024

Welcome to the Santa Clara HMIS September 2024 newsletter!
In this edition you'll find the following:
- SCC User Satisfaction Survey 2024
- We're hiring!
- Results from Last Month's Poll
- Coordinated Entry (CE) Updates
- Federal Reporting – Upcoming LSA
- Report Spotlight – [GNRL-407] Service Summary [Program Based]
- Clients Assessed & Not on CHQ
- Resource Highlight
- Meetings/Upcoming Events
- Bitfocus is Hiring!

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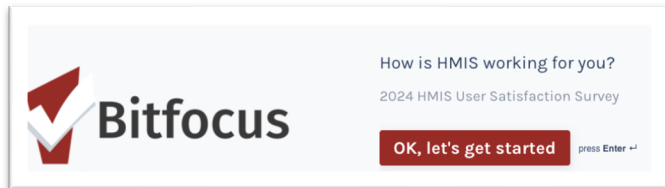
Your anonymous responses to our 14-question survey will help us to improve HMIS in Santa Clara County.

Federal Reporting – Upcoming LSA

What is the LSA?

- HUD's Longitudinal Systems Analysis (LSA) is a report submitted to HUD annually that includes a complex analysis across key projects participating in the Continuum of Care (CoC) Homelessness Management Information System (HMIS)
- The LSA replaced the Annual Homeless Assessment Report's (AHAR) data component in the 2018 reporting year

How to Prepare

- What Can Your Agency Do to Prepare for the LSA
- The System Administration Team may reach out to verify or correct data about your program and/or clients
- Please look out for those emails and respond promptly
- We truly appreciate the hard work your community does to maintain data that is complete, accurate, and timely!

LSA – Reports You Can Run

- Run the [HUDX-225] HMIS Data Quality Report
- Run the [GNRL-106] Program Roster
- Run the [GNRL-220] Program Details Report
- Review Bed Inventories and Utilization rates for accuracy. Ensure an accurate number of beds and units are listed throughout the year for your shelter and housing programs
- Utilization rates should be between 90-105%
- For Night-by-night (NbN) Shelters, please resolve any missing exits or abandoned enrollments & be sure the housing services are assigned

> ❑ **TENTAIVE DATES – THESE MAY CHANGE!**
> ❑ October 1st, 2025, Reporting Year Begins
> ❑ November 1st, 2025, LSA Data Collection Opens
> ❑ November 14th, 2025, Data Quality Review Due

SCC HMIS Quarterly Compliance Checklist - DUE

- 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 _Thursday, October 31st!_**

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- 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 07/01/2024 – 09/30/2024
- 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.](#)
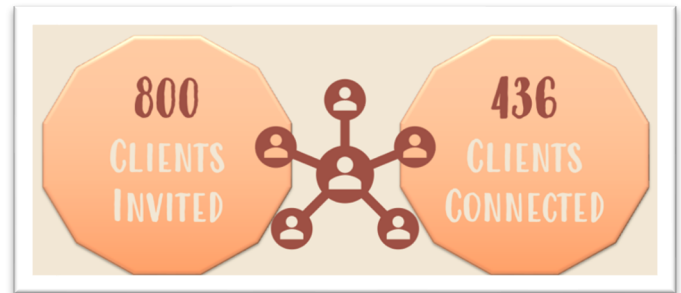 - Questions email us scc-admin@bitfocus.com

MyConnectSV 01 – Year Anniversary!

Agencies with Most Connections
- The United Effort (193)
- South County Compassion Center (56)
- HomeFirst (53)
- Amigos de Guadalupe (30)
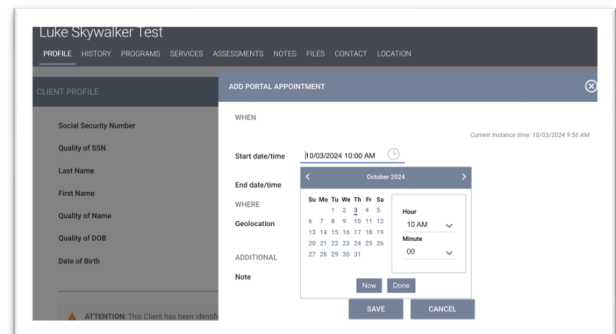- Bible Way/Destiny (17)

Client Connections

Trained Active Users
Most Trained Users
- Abode Services 8
- The United Effort Organization 15
- HomeFirst 38
- County OSH 8
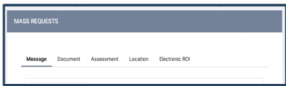- LifeMoves 8

New Features: Calendar and Appointments

New Features: Mass Requests

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New Resources - *Peer Support*

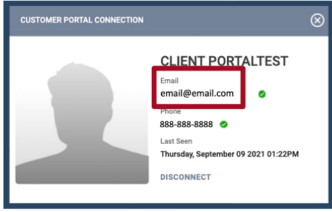## New Resources -*Troubleshooting Guide*

TROUBLESHOOTING LOGIN ISSUES

If a participant reports that they are having difficulty logging into their **MyConnect**SV account, you can start by trying the following:
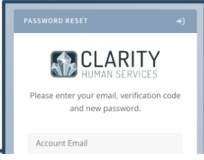
Navigate to the client's profile in Clarity and confirm they have a **Connected** icon above their unique identifier.

Clicking on the **Connected** button will display a summary of **MyConnect**SV account information including the **email address** associated with the **MyConnect**SV account. Confirm they are using this exact email address to log in. If they need to change their email address, click **Disconnect** and send a new invitation to their new email address.
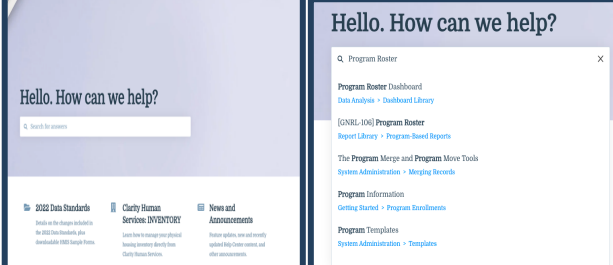
Resetting Account Password
If a client forgets their **MyConnect**SV password, they can easily reset it by visiting **portal.clarityhs.com** and clicking the "Forgot Password?" link under "Sign In." On the next screen, enter the email address connected to the **MyConnect**SV account; the client will receive an email with a verification code, which they will enter on the next screen and set a new password.

MEMOS

Recently Assessed & Not On the CHQ

Report for this data was run on Monday September 30th.
Please rerun as needed.

Agency	No. Clients
LifeMoves	10
HomeFirst	9
County: SCVHHS - Ambulatory	8
Social Impact Team (SIT) | Property Owners Downtown Association	4
Community Services Agency of Mountain View	4
County: Reentry Resource Center	4
PATH	4
County: OSH	3
California Youth Outreach	2
UPLIFT	2
ConXion to Community	1

Agency	No. Clients
Move Mountain View	1
Mission Possible	1
Community Solutions	1
Parisi House on the Hill	1
CityTeam Ministries	1
Roots Community Health Center	1
County: SCVHHS - BHSD - AOA - FDR	1
Unity Care Group	1
Downtown Streets Team	1
WeHOPE	1
West Valley Community Services	1
Amigos de Guadalupe	1
Institute on Aging	1

Resources

Link to page embedded in image!

Link to page embedded in image!

- Multiple Training Opportunities and Refreshers

- Select the training you want to watch

- Don't have enough time to watch it all - pick up next time where you left off

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Office Hours

Where Are Office Hours Held? 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).

Looker Office Hours

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

Zoom (click here to access)

Clarity (HMIS) Office Hours

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

Zoom (click here to access)

Using the Help Desk

When requesting the following please be sure and contact the Help Desk:

1.   End User Access
2.   Update a user's access after completion of the VI-SPDAT required training
3.   Verifying an end user has completed required training
4.   Access to the SCC HMIS Training Instance/Sandbox
5.   General Assistance with reporting

How To Contact the Help Desk

sccsupport@bitfocus.com

Or

(408) 596.5866 Ext. 2

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 the Virtual Suggestion Box option.
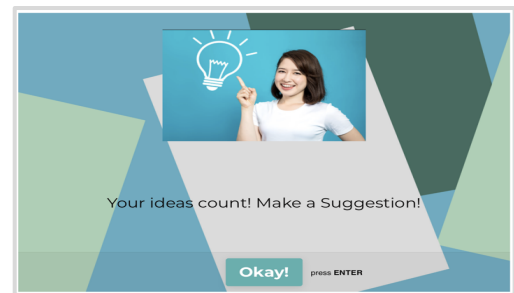
Have ideas about an enhancement and/or addition to HMIS?
Have any general questions you'd like to ask?
Let us know! Drop it in the box!

Next Agency Admin Meeting

Meeting Location: Zoom Link
When: Thursday, November 7th, 2024
Time: 2:00pm – 3:30pm

Dates and locations for 2024 meetings are listed on the OSH website:

CoC Events Calendar - Supportive Housing - County of Santa Clara

Bitfocus Contact Information

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

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Your Sys. Admin. Team:

Angie Evans

angieevans@bitfocus.com
Senior Project Admin, Santa Clara County
South Bay, CA
800.594.9854 x274

Lesly Soto Bright

leslys@bitfocus.com
Deputy Project Admin, SCC
South Bay, CA
800.594.9854 x256

List of Participants

If you attended the meeting but are not listed, please let us know.

Agency Name	Agency Representative
Abode Services	Luis Gonzalez
Amigos de Guadalupe	Aurora Olivares
Asian American Center of Santa Clara County (AASC)	Leticia Barrera H
Bible Way / Destiny	Aretha Cromwell
Bill Wilson Center	Babita Kumari
Bill Wilson Center	Dana Johnson
Bill Wilson Center	Laura Foster
Bill Wilson Center	Sujata Panda
California Youth Outreach	Anthony Ortiz Jr.
City of San Jose	Marcell Leath
City of San Jose	My Nguyen
City of San Jose	Nathaniel Montgomery
CityTeam Ministries	Christopher Chamberlain
Community Solutions	Jocelyne Ramirez
Community Solutions	Lindsay Mullins

ConXion to Community	Caroline Mireles-Sailor
County: OSH	Fang Zhu
County: OSH	Juan Hernandez
County: OSH	Leila Qureishi
County: OSH	Taylor David
County: Reentry Resource Center	Juan Guel Jr.
County: SCVHHS - Ambulatory	Andrea Medellin
County: SCVHHS - Ambulatory	Rebecca Siqueiros
County: SCVHHS - Ambulatory	Sia Bandabaila
County: SCVHHS - BHSD - AOA - FDR	Jeremy Golden
County: SCVHHS - BHSD AOA - CSI	Kelsey Banes
County: SCVHHS - Public Health	Chris Cheung
County: SSA - DEBS General Assistance	Lily Vasquez
County: SSA - DEBS SSI Advocacy	Cassandra Brenzel
Emergency Rental Assistance (ERA)	Paulina Soto
Family and Children Services	My Nguyen
Gardner Health Services	Jovani Quinones
Goodwill of Silicon Valley	Micheal Baca
HomeFirst	Alisha Parret
HomeFirst	Juan Cooper
Housing Choices Coalition	Nooria Alam
Institute on Aging	Christina Strine
International Children Assistance Network (ICAN)	My Linh Ha-Do
JobTrain	Bryanna Corsbie
LifeMoves	Carmen Kapanga
LifeMoves	Juan Hernandez

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LifeMoves	Liz Lucas	Superior Court of CA, County of Santa Clara	Roxanna Frias
Midtown Family Services	Stuart Richardson	The United Effort Organization	Wei E
Move Mountain View	Richard Uribe	TRUST (Trusted Response Urgent Support Team)	Beverly Reyes
Move Mountain View	Taly Leibovici	Unity Care Group	Deepa Bhat
Nation's Finest	Kim Decker	VAPAHCS	Maria Magallanes
New Directions - Peninsula Healthcare Connection	Meyerlyn Sanchez	West Valley Community Services	Adam Ross
North East Medical Services (NEMS)	Candido Anicete		
Razing the Bar	Molly Orsburn		
Sacred Heart Community Service	Paulina Soto (deleted)		
San Jose State University Research Foundation (SJSU)	Jesse Mejia		
Santa Clara County Office of Education (SCCOE)	Emiko Taylor		
School Health Clinics of Santa Clara County	Rose Anne Pierre		
School Health Clinics of Santa Clara County	Tran Tran		
Social Impact Team (SIT) | Property Owners Downtown Association	Chris Kendrix		
Social Impact Team (SIT) | Property Owners Downtown Association	Emily Ferry		
St. Andrew's Residential Programs for Youth (STAR)	Vicky Taylor		
St. Joseph's Family Center	Jose Macias		
Stanford Health Care - Department of Social Work and Case Management	Priscilla Lopez		
Starlight Community Services	Kutlo Rasetshwane		
Sunnyvale Community Services	Catherine Farry		