December 2024 TA/Agency Lead Minutes

MEETING OBJECTIVES

UPDATES
- CoC Updates
- UPIFT Updates
- HMIS Newsletter

IN THE KNOW
- Veteran Queue Referral Updates
- Federal Reporting – Overlapping Enrollments
- Got Mail? Using HMIS Email Inbox
- Data Analysis (DA) Cohort Opportunity

MEMOS
- Recently Assessed & Not on CHQ
- Holiday Schedule
- SCC User Satisfaction Survey Results – Next Month
- Next Month's Meeting

UPDATES

CoC Updates
CoC Membership Meeting
Thursday, December 12th, 9:00am-11:00am.
You can register here: **https://sccgov-org.zoom.us/meeting/register/tJYrceiurT4iE9LW6dhywE67-kr_zHVQtir5**

CoC Board nominations are due 12/10 via this form: https://forms.gle/QA8cQoGU4hMiJ8MA6
At-large Board members can be people with lived experience of homelessness and/or a service provider of the CoC.

CoC Board meetings are held quarterly on the third Wednesday in the 2nd month of the quarter at 2-4pm (2/19, 2-4pm is the first meeting of 2025).

Some special meetings may be convened. Board members are required to attend at least half of annual meetings. People with lived experience of homelessness that are not compensated through their job to serve on the Board will be compensated.

For questions, contact laura.urteagafuentes@hhs.sccgov.org. You can also learn more by reading the CoC Governance Charter.

PIT Count Updates
- A HUD -requirement, the Point-in-Time Count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January.
- The data is used by HUD to determine our community's funding allocations. We also use along with other data for our plans and strategies to end homelessness.
- Our Point-in-Time Count will be held 1/22 and 1/23
- We invite all to attend our community meetings that help plan this big community-wide effort
- Our next meeting is 12/11, 9-10am - Register here

Recordings to past meetings are available here: 2025 Point-in-Time Count - Office of Supportive Housing - County of Santa Clara

New This Year!
- Jurisdictional Leads
- Surveying and counting at the same time
- New PIT Count vendor
- Known locations can be submitted to help with

planning

More Information

[2025 Point-in-Time Count - Office of Supportive Housing - County of Santa Clara](#)

Call for PIT Count Volunteers

[Facebook PIT Volunteer Graphic Pack](#)
[LinkedIn PIT Volunteer Graphic Pack](#)
[PIT Volunteer Sample Language Pack](#)
[Twitter PIT Volunteer Graphic Pack](#)

Using the app, you can start entering location data of people experiencing homelessness using the Known Locations Survey (link to instructions below).

PIT Count planners will be able to use that data to prioritize regions for volunteer coverage, assign count teams to those areas, and ensure that volunteer resources are being used effectively.

[Downloading the Counting us App (on your phone)](#)
[Video Instruction about Known Location Surveys](#)
[Information about geographic sampling process](#)

There's a lot of great information about the count and our process on www.pointintime.info

## Upcoming Events

UPLIFT Updates

Q3 FY 2025 Jan – Mar Starts 12/31/2024

Before Quarter Starts

You MUST exit any client that did not receive an UPLIFT pass (sticker) from your agency during Q2. Otherwise, there will likely be issues when requesting a pass in the next quarter.

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.
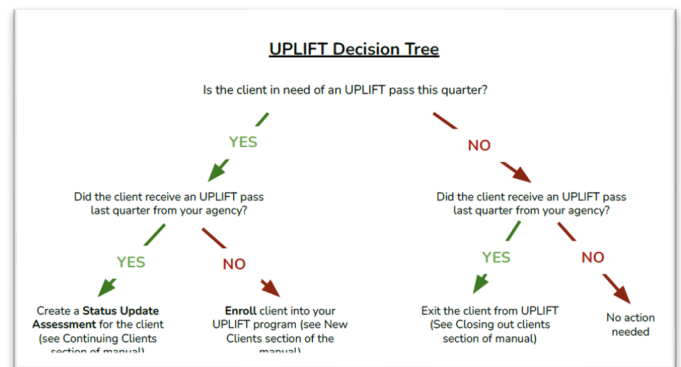
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PROGRAM COORDINATORS

Allocation surveys have been sent out; Due 12/11

Final allocations sent 12/12

Email UPLIFT@hhs.sccgov.org if the program coordinator at your agency changed

REMINDER PASS REQUESTS

MUST be dated 12/13/23 or onward for Jan - Mar

Request either a "Sticker" OR "Badge and Sticker" when requesting a pass for a client the 1st time

ONLY request a "Badge and Sticker" if
  - Enrolling a new client
  - 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 during the same time

ERROR REMINIDERS

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

HMIS Newsletter

IN THE KNOW

Veteran Queue Referral Updates

Eligibility for Referral

Only clients who score 4 or higher on the assessment, regardless of veteran status, should be referred to the queue

Veterans

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

Action Required

Going forward, please ensure that only clients who meet the score threshold of **4 or higher** are referred to the queue, even if they are veterans

Federal Reporting Overlapping Enrollments

- What are Overlapping Enrollments
- A client's record in HMIS shows the client is in more than one shelter or housing program at the same time
- A client may be enrolled in an Emergency Shelter and a PSH project while they await the PSH unit to be available; however, this stay should not be extended past the client's move-in date to PSH
- A client can only sleep in one place at a time and the HMIS record should reflect this

Project Type 1	Dates	Project Type 2	Dates	Overlap	Potential Data Quality Issue
Emergency Shelter – Entry Exit	Entry: 1/1/2021 Exit: 1/7/2021	Emergency Shelter – Entry Exit	Entry: 1/5/2021 Exit: 1/15/2021	1/5/2021 - 1/7/2021	Yes
Emergency Shelter – Entry Exit	Entry: 1/1/2021 Exit: 1/7/2021	Emergency Shelter – Entry Exit	Entry: 1/7/2021 Exit: 1/15/2021	No overlapping nights	No
Emergency Shelter – Entry Exit	Entry: 1/1/2021 Exit: 1/7/2021	Emergency Shelter – Night-by-Night	Bed nights: 1/4/2021	1/4/2021 – 1/5/2012	Yes
Emergency Shelter – Entry Exit	Entry: 1/1/2021 Exit: 1/7/2021	Transitional Housing	Entry: 1/5/2021 Exit: Still Active	1/5/2021 – 1/7/2021	Yes

USING THE HISTORY TAB

The History Tab when filtered to show only programs, will list all the programs the client is or was previously enrolled in
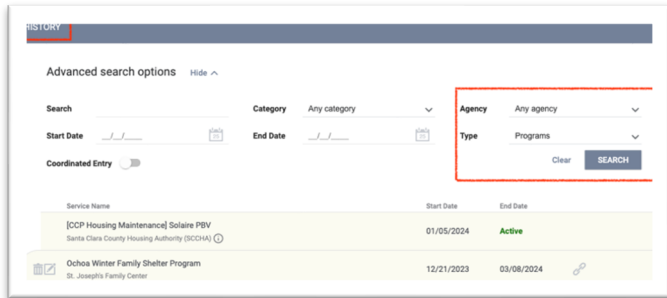

USING THE PROGRAMS TAB

The Program History Tab will display the project type *the client is enrolled in. In the blue box you can see the project types for the programs for this clients' enrollments*


- ENROLL THE CLIENT
- NOTIFY THE OVERLAPPING AGENCY OF THE CLIENT NOW BEING HOUSED AT YOUR AGENCY
  - *NEED ASSISTANCE? Contact the Sys. Admin. Team at scc-admin@Bitfocus.com*
- ADD A NOTE TO THE PROGRAM ENROLLMENT

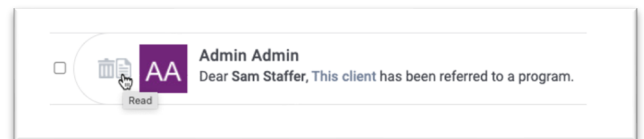## Got Mail? Using HMIS Email Inbox
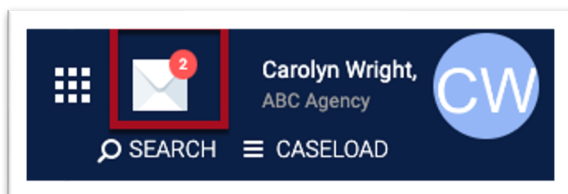
- HMIS
- SECURE INTERNAL MESSAGING
  - *END USERS CAN SECURELY COMMUNICATE WITH OTHER STAFF MEMBERS*
  - *SEARCH AND TRACK MESSAGES*
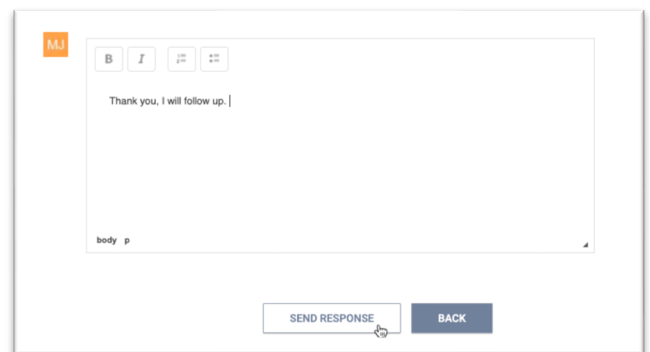 - *PROMOTE COLLABORATION*

HMIS Email Inbox
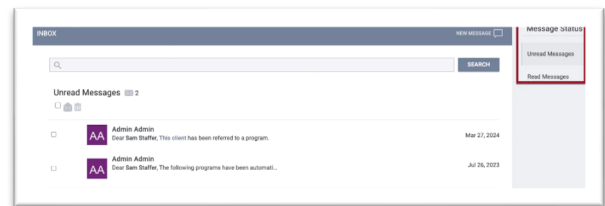
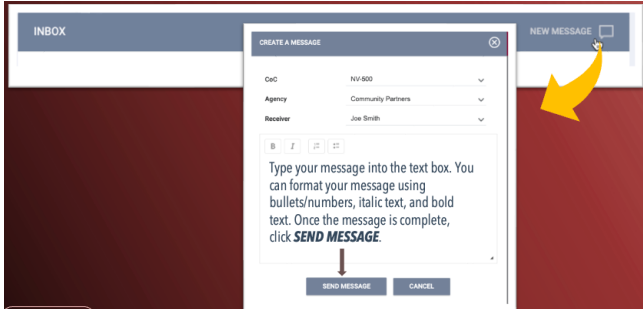***To read a message, click the icon that looks like a piece of paper***

To reply to a message, type your response into the text box and click SEND RESPONSE. To return to the inbox screen without responding (or after sending your response), click BACK

To create a message, click NEW MESSAGE

Data Analysis (DA) Cohort Opportunity

Bitfocus is excited to share the 2025 Data Analysis Training Cohort schedule.

Next year, we will continue to offer our beginner data analysis cohort to help customers build a working knowledge of Clarity Human Services' data analysis tools.

We are also introducing an intermediate track for users who want to advance their knowledge.

We will kick off the new year with an Intermediate Cohort beginning on Thursday, January 23rd.

[Check out our flyer](#) to see a full schedule of sessions for the year. *Please contact your Sys. Admin Team to sign up or answer any questions.*

Beginner Cohort (5 weeks)
- ➢ Data Analysis Tools Orientation
- ➢ Building a Basic Query
- ➢ Pivoting, Custom Groups, and Merging
- ➢ Dashboards and Sharing*
- ➢ Open Workshop
- ➢ $400 per participant
- ➢ *$350 for embedded users not attending the session on dashboards

Intermediate Cohort (4 weeks)
- ➢ Introduction to Custom Syntax

- ➢ Functions and Operators
- ➢ Advanced Visualizations
- ➢ Open Workshop
- ➢ $500 per participant

MEMOS

Recently Assessed & Not On the CHQ
Report for this data was run on Thursday, December 5th. Please rerun as needed.

Agency Name	# Clients	Agency Name	#Clients
LifeMoves	9		
The United Effort Organization	6	Community Services Agency of Mountain View	2
HomeFirst	5	CityTeam Ministries	1
PATH	4	Catholic Charities	1
San Jose State University Research Foundation (SJSU)	4	Amigos de Guadalupe	1
		ConXion to Community	1
Bill Wilson Center	3	Mission Possible	1
		County: SCVHHS - Ambulatory	1
Social Impact Team (SIT) | Property Owners Downtown Association	3	WeHOPE	1
		County: SCVHHS - BHSD - Access & Unplanned - colleQTIve	1
County: OSH	2		
Roots Community Health Center	2	County: SSA - DEBS SSI Advocacy	1

Holiday Schedule
Bitfocus Upcoming Holiday Schedule*
During the Holiday Schedule, the Help Desk will operate with modified support which includes email tickets and chat. Calls will be directed to Voicemail – leaving a message will generate a ticket. Response time may be impacted.

Starting Wednesday, December 25th, through Wednesday, January 1st, 2025
There will be limited coverage from the Help Desk during the refresh week.

Christmas Day and New Year's Day Help Desk is Closed

HELP DESK
- Skeleton Crew
- Limited Availability via Email
- Please submit requests, but be patient

User Satisfaction Survey

Thank you for those of you who completed the Survey!
Results will be shared next Month!
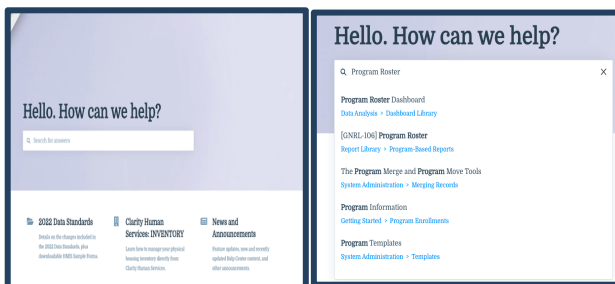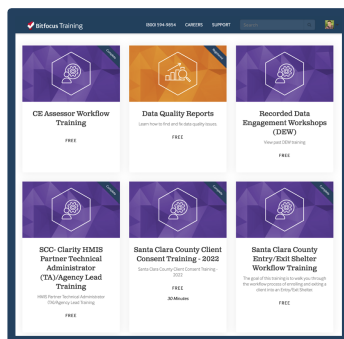
Resources
Resources
Clarity Human Services Help Center

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

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, January 2nd, 2025
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

Your Sys. Admin. Team:

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

Bryanna Corsbie
bryannac@bitfocus.com
Senior Project Admin, Santa Clara County
San Jose, CA
800.594.9854

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 Rep.	Agency Name
Aida Tesfai	Abode Services
Luis Gonzalez	Abode Services
Will Hoffer	Abode Services
Aurora Olivares	Amigos de Guadalupe
Leticia Barrera H	Asian Americans for Community Involvement (AACI)
Aretha Cromwell	Bible Way / Destiny
Laura Foster	Bill Wilson Center
Julian Delgadillo	California Youth Outreach
Renee Ridgway	Carry the Vision (CTV)
Marcell Leath	City of San Jose
My Nguyen	City of San Jose

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Nathaniel Montgomery	City of San Jose
Christopher Chamberlain	CityTeam Ministries
JaVonne Lewis	Community Solutions
Lindsay Mullins	Community Solutions
Chris Cheung	County of Santa Clara: SCVHHS – Public Health
Fang Zhu	County: OSH
Jazmine Wong	County: OSH
Taylor David	County: OSH
Juan Guel Jr.	County: Reentry Resource Center
Andrea Medellin	County: SCVHHS - Ambulatory
Rebecca Siqueiros	County: SCVHHS - Ambulatory
Sia Bandabaila	County: SCVHHS - Ambulatory
Jeremy Golden	County: SCVHHS - BHSD - AOA - FDR
Lindsay Cross	County: SCVHHS - BHSD AOA - CSI
Will Norman	County: SCVHHS - BHSD AOA - CSI
Maureen Damrel	Destination: Home
Justin Damrel	Downtown Streets Team
Maureen Damrel	Downtown Streets Team
Paulina Soto	Emergency Rental Assistance (ERA)
My Nguyen	Family and Children Services
Alex Le	Family Supportive Housing
Micheal Baca	Goodwill of Silicon Valley
Alisha Parret	HomeFirst
Nooria Alam	Housing Choices Coalition
My Linh Ha-Do	International Children Assistance Network (ICAN)
Monica Marquez	JobTrain
Cynthia Mar	LifeMoves
Stuart Richardson	Midtown Family Services
Taly Leibovici	Move Mountain View

Ilaisaane Fifita	Nation's Finest
Kim Decker	Nation's Finest
Candido Anicete	North East Medical Services (NEMS)
Molly Orsburn	Razing the Bar
Paulina Soto (deleted)	Sacred Heart Community Service
Philip Truong	Santa Clara County Office of Education (SCCOE)
Jazmin Dominguez	School Health Clinics of Santa Clara County
Rose Anne Pierre	School Health Clinics of Santa Clara County
Tran Tran	School Health Clinics of Santa Clara County
Chris Kendrix	Social Impact Team (SIT) | Property Owners Downtown Association
Emily Ferry	Social Impact Team (SIT) | Property Owners Downtown Association
Vicky Taylor	St. Andrew's Residential Programs for Youth (STAR)
Jose Macias	St. Joseph's Family Center
Priscilla Q3Checklist Lopez	Stanford Health Care - Department of Social Work and Case Management
Catherine Farry	Sunnyvale Community Services
Roxanna Frias	Superior Court of CA, County of Santa Clara
Deepa Bhat	Unity Care Group
Maria Magallanes	VAPAHCS
Adam Ross	West Valley Community Services