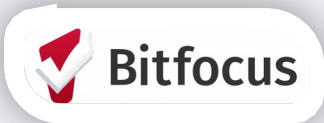# SCC Technical Admin. (TA)/Agency Lead Meeting
Thursday, June 6th, 2024

Getting to Know You!

What Disney Villain would you be?

Cruella de Vil

Captain Hook

Maleficent

Gaston

Evil Queen

Jafar

Scar

Ursula

TABLE OF CONTENTS

COC UPDATES

CoC Updates

NOFO application scoring tools have been approved for both renewal and new projects

Thank you to all who gave thoughtful feedback on how these could be improved!

Our next CoC Membership meeting will be in August (TBD)

There will be a focus on sharing updated Quality Assurance Standards

Thank you to the agencies involved in beta-testing the new assessment

(in the works!)

HomeFirst, BWC, Abode, SCC Re-Entry & YWCA

This will help us fine-tune assessment questions to ensure they are equitable, person-centered, and accessible!

JUNE 2024

MON	TUES	WED	THURS	FRI
3	4	5	6 10am SCC Clarity Office Hours HMIS Technical Administrator (TA)/Agency Lead Meeting	7
10 2pm SCC Looker Office Hours	11 10am Data Think Tank	12 9:30am Service Providers Network Meeting	13	14
17	18	19 **Observed Holiday SCC OSH & BF Closed**	20 9am VI-SPDAT In-Person Training 10am SCC Clarity Office Hours	21
24 2pm SCC Looker Office Hours	25	26 10am SCC TA Office Hours	27 3pm RRH & Employment Initiatives Meeting In-Person Charcot Training Center Suite #102 2310 N First St. San Jose, CA 95131	28

UPLIFT UPDATES

UPLIFT Updates

Q1 FY 2025 July – September Starts 6/14/2024

REMINDERS FOR REQUESTING PASSES

MUST be dated 6/14/23 or onward

MUST be for Jul-Sep quarter

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; ***duplicate requests need to be resolved by agency staff before it can be processed***
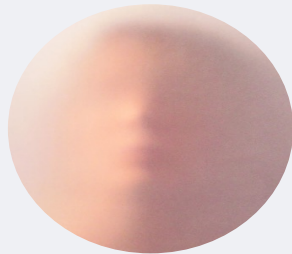
UPLIFT Updates – Error Reminders

NO Photo

No image available

Low quality photo

Wrong quarter selected

What quarter is the pass for?

Select
✓ Jan-Mar
Apr-Jun
Jul-Sep
Oct-Dec

**Client's face obscured in photo (sunglasses, mask)**

☐ Identifying information (including: name, b
number, residence address, or other similar id

☐ My photograph or other likeness

☐ HIV/AIDS-related information included in m
ntake

☐ Medical information included in my respons
identification as a client or pati of the San

☐ Mental health information included in my r
and identification a client receiving mental
Department

ROI Issue

☐ Substance abuse treatment information inc
HMIS intake and identification as a client rece
Behavioral Health Services Department

☐ Financial and benefits information (includir
payments or allowances, food stamp allotmer
information)

☐ Housing information

☐ Information about services provided by HM
and other similar service information)
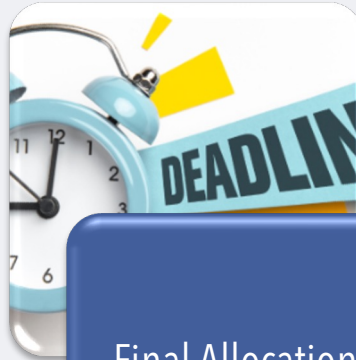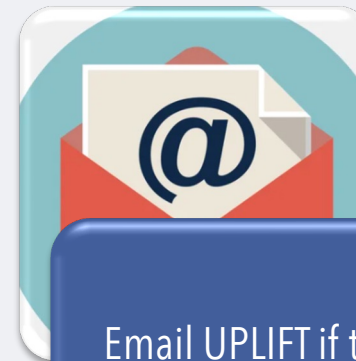

UNDER 18

UPLIFT Updates – POC Reminders
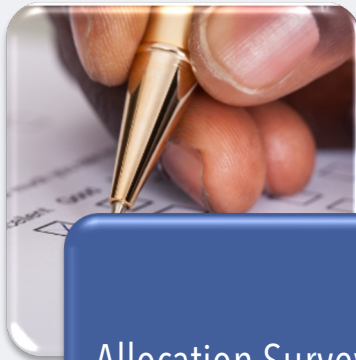
Allocation Surveys
Due 6/12

Final Allocations will be sent **6/13**

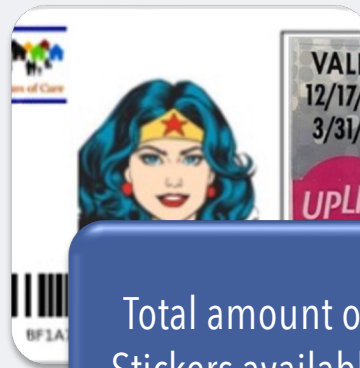Email UPLIFT if the Program Coordinator at your Agency Changed
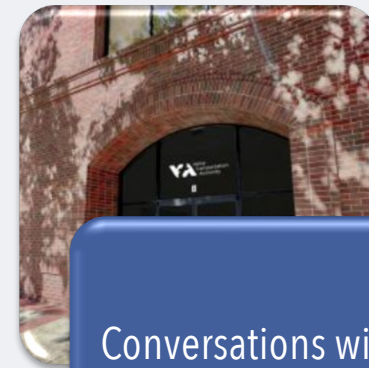
UPLIFT@hhs.sccgov.org

UPLIFT Updates – Extra Stickers

UPLIFT is **unable to increase** total amount of passes

Total amount of Stickers available for FY 2025 Q1 will remain at **2500**

Conversations with our partners at VTA are still ongoing!

UPLIFT USER ACCESS

UPLIFT Changes

UPLIFT Training

UPLIFT Training

FREE

30 Minutes

End User Responsibility

- Inform your End Users if your Agency does/does not provide UPLIFT passes
- Inform them of your internal workflow for requesting UPLIFT Access

UPLIFT Program Coordinator responsibilities

- Check-in with your UPC for workflow
- Complete the 30-Minute Training
- Complete the Knowledge Test & score 100% to be considered passing (will follow training video)
- After training completion please contact the Help Desk – your UPC will be informed, and if approved access granted

HMIS NEWSLETTER

HMIS Newsletter

Santa Clara HMIS News

May 2024

Welcome to the Santa Clara HMIS May 2024 newsletter!

In this edition you'll find the following:

- Check Out this Fun Poll – **What's Your Favorite Fair or Carnival Sweet Food/Treat?**
- HIC/PIT Updates
- VI-SPDAT Do's & Don'ts
- Community Housing Queue - *Inactive Referral Expiration Threshold*
- Report Spotlight - Length of Time to Queue Expiration (Inactive Threshold DQ)
- Clients Assessed and Not on CHQ
- Exit Destination Review: A new resource
- Meetings/Upcoming Events
- Bitfocus is Hiring!

HIC/PIT SUBMISSION

Thank You!

HIC/PIT was submitted by deadline Tuesday, May 10th!

Thank you for all your support and data quality clean-up

FEATURE UPDATES
APRIL & JUNE 2024

Feature Updates – URL & UID

- The URL for a client's record will now contain the client's <u>Unique Identifier</u> (UID)
- Users can edit the URL to navigate to another client's record

.clarityhs.com/client/A06C25B35/profile

If a client's record has been merged with another client's record, and a user enters the first client's UID into the URL

- The system directs the client to the merged record
- The URL is automatically changed to show the UID of the merged record

Feature Updates – Demonstration

Feature Updates – Gender

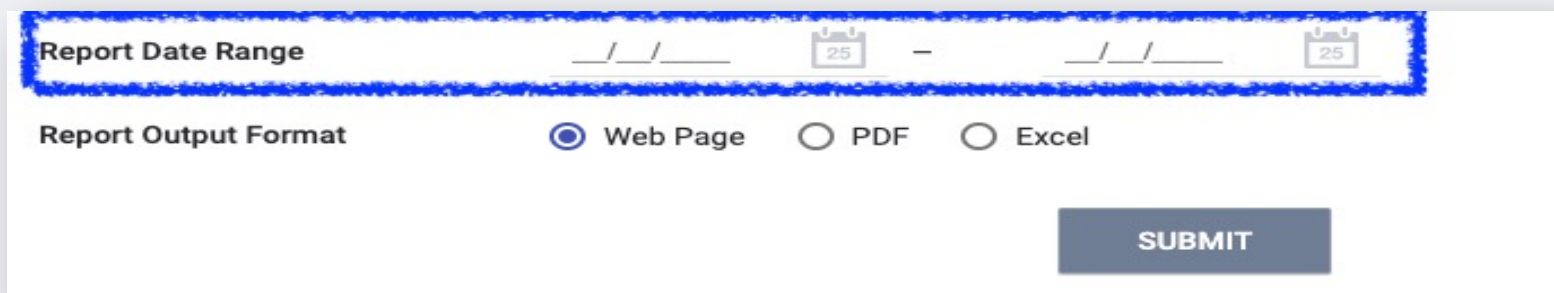| The HMIS Element Descriptor for the Gender field was updated Gender (as many as applicable)	
Previous Element	**Updated Element**
3.06.1.1 Female	Woman (Girl, if child) 3.06.1.2
3.06.1.2 Male	Man (Boy, if child), 3.06.1.3
3.06.1.3 NoSingleGender	Non-Binary 3.06.1.4
3.06.1.4 Transgender	Transgender 3.05.1.6
3.06.1.5 Questioning	Culturally Specific Identity (e.g., Two-Spirit) 3.06.1.
3.05.1.6 GenderNone	Questioning 3.05.1.7 Different Identity"

Feature Updates – Type Dates in Report Date Range

Before this update, users running a report from the Report Library could only enter a date for the Report Date Range and other date prompts by selecting the date from a calendar. With this update, ***users can type the dates into the date fields if desired.***

This feature will be available on the LIVE site on Tuesday, June 18, 2024

Feature Updates – New & Updated Help Center Content

Updated Pages	New Pages
How Do I Create a New Client Record?	
How Do I Manage Program Goals?	The Link/Unlink Tool
Creating and Editing Screens	
Personal ID	

We Welcome Your Ideas...

We encourage you to suggest improvements and new features for our products. You can create feature suggestions or vote, watch, and comment on existing suggestions at ideas.bitfocus.com. Refer to our Feature Suggestions article for additional details.
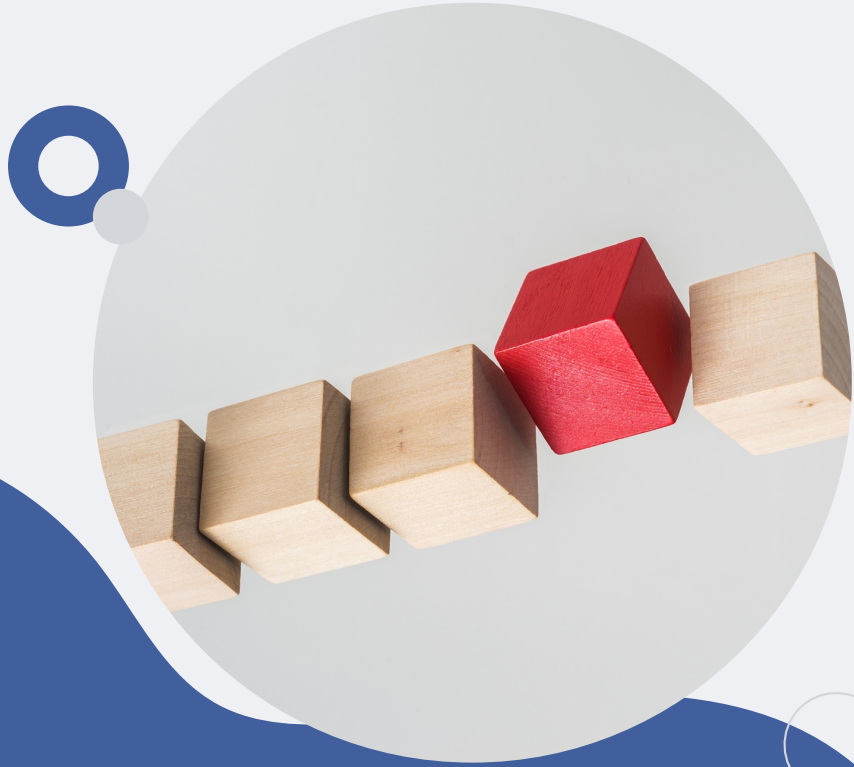
CHQ 180-Day Change

<<<<<

Previously, a person was automatically removed from the community housing queue **after 390 days** of **no engagement** in our system.

On **May 9th, 2024**, the time limit for non-engagement changed to **180 days**.

How Does This Change Impact My Clients?

It will not impact your clients who have activities recorded in the HMIS within the 180-day period prior to May 9

Prevent automatic removal of your clients by documenting all activities in the HMIS

How can I tell how many days my client has been inactive in Clarity?

You can select your client's referral through their History Tab and on the referral it will indicate their "Last Activity" date.

In addition, we have created a report - " Length of Time to Queue Expiration (Inactive Threshold DQ)"- in the Data Analysis Tab in Clarity for agency leads and staff with data analysis tab access to review potentially inactive clients.

Login to Clarity and look for the Data Analysis report under the Santa Clara County HMIS Reports. You'll need to select your agency in the filters and "yes" to the client's active status in your program.

CHQ 180-Day Change

"Length of Time to Queue Expiration (Inactive Threshold DQ)"- in the Data Analysis Tab in Clarity for agency leads and staff with data analysis tab access to review potentially inactive clients.

SCC Queue Expiration for Inactive Threshold changed to 180 days ⓘ

Client Full Name	Unique Identifier	Client ID	Community Queue Name	Referral ID	Added Date	Days Since Referral Added to Queue	Last Activity Date	Inactive Referral Threshold	Days Since Referral Was Added or Changed Queues	Days Since Last Activity	Inactive in the next 10 days?	Days Until Inactivity Referral Threshold ^
		55539 ⋯	Commun...	48626 ⋯	2022-09-...	2,191	2023-11-...	180	616	177	Yes	3
		160178...	Commun...	42873 ⋯	2022-05-...	747	2023-11-...	180	747	177	Yes	3
		160734...	Commun...	47679 ⋯	2022-08-...	637	2023-11-...	180	637	177	Yes	3
		39581 ⋯	Commun...	50741 ⋯	2022-10-...	582	2023-11-...	180	582	177	Yes	3
		176743...	Commun...	61819 ⋯	2023-04-...	400	2023-11-...	180	400	177	Yes	3
		16930 ⋯	Commun...	66730 ⋯	2023-07-...	316	2023-11-...	180	316	177	Yes	3
		154661...	Commun...	67052 ⋯	2023-07-...	313	2023-11-...	180	313	177	Yes	3
		89844 ⋯	Commun...	67054 ⋯	2023-07-...	313	2023-11-...	180	313	177	Yes	3

CHQ 180-Day Change

Keeping Clients "Active" on the CHQ — A Guide

Activities that Maintain a Client Active in the CHQ

- Referral check-in by any staff
- Adding a public alert
- Adding an assessment (ex. VI-SPDAT, Status Update, or Annual Assessment)
- Adding a new program enrollment
- Program exit
- Adding a referral or referral note
- Adding locations or client contact information
- Uploading a client file
- Adding coordinated entry events

<<<<<

CHQ 180-Day Change

How to ADD a "Check-In" to a Client

Search the "History" tab for the Referral to the Community Housing Queue and Click "Edit"

Click "Check-in" to update "Last Activity" to today's date

RECENTLY ASSESSED
&
NOT ON THE CHQ

Recently Assessed & Not on CHQ

Agency Name	# of Clients
HomeFirst	15
LifeMoves	14
County: Reentry Resource Center	12
County: SCVHHS - Custody Health	9
Roots Community Health Center	7
Social Impact Team (SIT)	Property Owners Downtown Association	7
County: SCVHHS - Ambulatory	5
Bill Wilson Center	3
PATH	3
Move Mountain View	2
Amigos de Guadalupe	2
Downtown Streets Team	2
Sunnyvale Community Services	1
County: SCVHHS - BHSD AOA - CSI	1
County: SCVHHS - BHSD - AOA - FDR	1
Horizon Services, Inc - DBA Mission Street Sobering Center	1
County: SCVHHS - BHSD - Access & Unplanned - colleQTIve	1
Community Services Agency of Mountain View	1
Community Solutions	1
Mission Possible	1
CityTeam Ministries	1

Do's & Don'ts
VI-SPDAT

Which VI-SPDAT Should I Administer?

WHICH VI-SPDAT SHOULD I ADMINISTER?

Are they in custody?

If yes: JD-VI-SPDAT

If no: Is there a child (i.e., person under 18) in the household?

If yes: VI-SPDAT for Families

If no: Assess each household member regardless of relationship

Adults 25+: VI-SPDAT for Single Adults

Young Adults 18-24: TAY VI-SPDAT
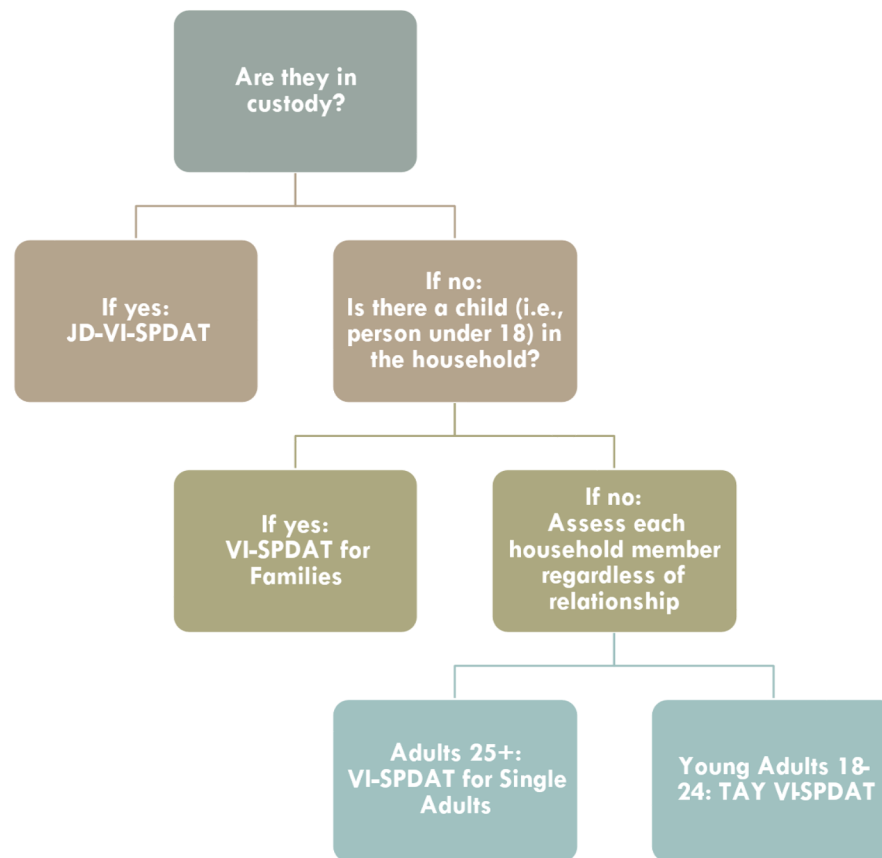
Do's & Don'ts of VI-SPDAT

Dos and Don'ts

ALWAYS:

✓ Check HMIS first!

✓ Explain the purpose of the survey

✓ Emphasize yes/no or one-word replies

✓ Encourage honesty

✓ Read questions as they are written

✓ Provide clarification if/when requested

✓ Use FAQ handouts to help answer questions

NEVER:

✗ Edit an existing VI-SPDAT!

✗ Hand client the survey to complete on their own

✗ Complete the assessment in the client's absence

✗ Complete the assessment only through observation or prior knowledge

✗ Try to case manage while doing the survey

✗ Promise anything as a result of the survey

✗ Lead people to believe there is a waiting list

✗ Share the client's score!

UPCOMING DEW
Program Based Reports – Running Reports & Shortcuts

UPCOMING DEW

DATE – Tuesday, July 23rd, 2024

TIME – 10am – 12pm

Please join us for the upcoming Data Engagement Workshop (DEW)

"Program-Based Reports: Running Reports & Shortcuts"

In this workshop we will review how to run some of our most popular program-based reports - and how to export the data for easier reporting.

This is a great training for new and long-time users who want to make sure they are getting everything out of their HMIS!

Register here!

USING THE HELP DESK

Need Help? Contact Support!

What Can the Help Desk do...

- New User set-up

- Deactivation of HMIS access

- Reinstatement of HMIS access

- Confirming Training completion

- Assistance with Reports

- Merging client records

- Deleting services/enrollments added

  in error

- And so much more

Support Email
sccsupport@Bitfocus.com
Support Phone #
(408) 596.5866 EXT. 2
SCC HMIS Website
SCC.Bitfocus.com

NEXT MONTH'S MEETING
Thursday, July 4th, 2024
CANCELLED

This presentation created with SlidesGo!