Santa Clara HMIS News
October 2024

Welcome to the Santa Clara HMIS October 2024 newsletter!

In this edition you'll find the following:

- **SCC User Satisfaction Survey 2024** – Have You Submitted Your Responses!
- Check Out This Fun Poll: **Do you prefer talking on the telephone or texting for everyday conversation?**
- **SCC HMIS Quarterly Compliance Certification Checklist – DUE 10/31/2024**
- New Supportive Housing Referral Process Training
- Federal Reporting – Data Quality & Outreach
- Report Spotlight: **[DQXX-120-AD] Project Households with issues in HoH determination**
- Clients Assessed & Not on CHQ
- Resource Highlight
- Meetings/Upcoming Events
- Bitfocus is Hiring!

Announcements

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.

We estimate that it will take eight minutes or less to finish. **Click here to be redirected to complete the survey!**
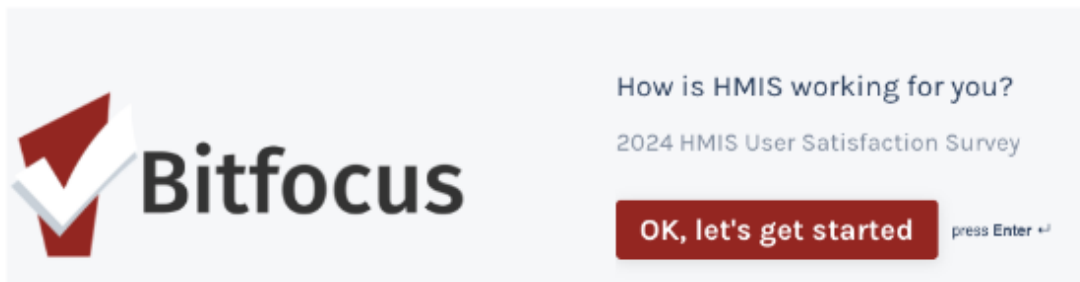
Click Here to Take the Survey!

News

Check Out This Fun Poll

Do you prefer talking on the telephone or texting for everyday conversation?

- Direct URL: **https://bitfocus.typeform.com/to/gtfDIBv3**
- We will share the results of this poll on next month's newsletter.

Updates

SCC HMIS Quarterly Compliance Certification Checklist – DUE 10/31/2024

Here is what you need to do if you have not submitted your checklist:

1. As the Agency Lead/Security Officer you should complete, sign and return the SCC HMIS Quarterly Compliance Checklist form to Bitfocus
2. Download the Security Checklist forms on the **SCC HMIS website** or use the links provided below:

- **Quarterly Compliance Certification Checklist and Instructions**.
- **Quarterly Compliance Self Certification Form** - this form does not need to be submitted to us - retain for your records.

3. Complete the checklist for HMIS users and workstations on a quarterly schedule (see form for details)
4. Please note you only need to submit the checklist for End Users who accessed HMIS for the first time during this quarter

- If there is an active End User at your agency not listed here it is possible, they obtained access previously through another SCC Agency
- If you would like to add them to your list, please feel free to do so

5. **Non submission of Checklist will result in inactivation of staff at your agency until submission is received**

Announcements

New Supportive Housing Referral Process Training

Our CoC has a new supportive housing referral process that streamlines supportive housing referrals to better expedite housing placements. The Community Housing Queue (CHQ) is now managed as one list for all supportive housing programs (PSH, RRH, TH), whereas previously it was a separate list for

each program type. Among the changes are a centralized referral email address and specific information required for all referrals.

Background/context for this effort:

The Santa Clara CoC takes a continuous quality improvement approach to best serve those experiencing homelessness in our community. To improve and streamline how people experiencing homelessness gain access to available supportive housing resources, a data quality improvement plan is being implemented for the Santa Clara County CoC Community Housing Queue (CHQ).

Changes are made on a rolling basis as we identify data quality issues. You can find details of each quality improvement plan implementation in the **CHQ Data Quality Improvement Plan and Resources document** (available on the **CoC Provider Toolkit page**), including how decisions are made, date of implementation, and resources to ensure your eligible program participants are on the CHQ. We are also sharing changes as they happen at related CoC meetings, HMIS Agency Lead meetings, and through HMIS and CoC listservs.

Starting in January 2025, a training refresher will be provided on a quarterly basis.

Spotlight

Federal Reporting: Data Quality & Outreach

What Can Your Agency Do to Prepare for LSA and System Performance Measures?

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 all the hard work your community does to maintain data that is complete, accurate, and timely!

Additionally, we are asking all Agency Leads to review your agency's data by Thursday, November 9, 2024.

1. **Run the [HUDX-225] HMIS Data Quality Report for the period 10/1/23 to 9/30/24** (you'll find this report in the Clarity Human Services Report Library under HUD Reports). Correct records with errors, paying special attention to any element that shows over a 5% error rate (remember, clicking on a number will give you a list of clients being counted in that number). Want more information on what gets counted in this report? Check out our Help Center article: **[HUDX-225] HMIS Data Quality Report**

2. **Run the [GNRL-106] Program Roster for the period 10/1/23 to 9/30/24** (this report is under Program Based Reports) and make sure household groups are correct (households are separated by bold lines. Clients not separated by lines are grouped together in a household). If you notice that clients are missing, check out our Help Center article: **How do I add a new household member to the Program?** If clients are grouped together incorrectly, contact the Helpdesk to get them corrected. Some measures only count heads of household, so it's important that households be configured correctly!

3. **Run the [GNRL-220] Program Details Report for the period 10/1/23 to 9/30/24** (this report is under Program Based Reports) and review the following:
   - Date of Birth: Some measures only count adults, so it's important that dates of birth be as accurate as possible.
   - Housing move-in date: Make sure this date is on or between the client's project start and exit dates, otherwise it will look like clients were never housed by your project!
   - Increase in income/benefits is one of the areas in which communities are measured.
   - Living situation (including prior residence and length of time homeless): Make sure these fields are as complete as possible with no "Client doesn't know," "Client prefers not to answer," or "Data not collected" values when possible. These elements impact measures around entries from homelessness.
   - Exit destination: Avoid choosing "Client doesn't know," "Client prefers not to answer," or "Data not collected" values whenever possible. This element impacts measures around returns to

homelessness.

4. **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.

What Else Should You Know About LSA and SPM Preparation?

The best people to review the data are program managers and key staff who work in the programs. There is overlap with the LSA and SPM timeline and relevant data. Your work on this will benefit both reports, and more broadly, your CoC.

What Can You Expect Next?

While we wait for HDX2.0 to open and we upload the LSA you can in the meantime review the following for your programs at your agency

1. **Program Details** (e.g., Geocodes, Site Address etc.)
2. **Utilization Rates** (e.g., This is related directly to Bed and Unit Inventory and the utilization of those beds. PSH projects are reviewed on the number of clients moved in)
3. **Overlapping Enrollments** (e.g., Clients enrolled in multiple programs that are shelter and, in some cases, PSH during the same time frame)
4. **Head of Household (HoH) Issues** (e.g., *If the Head of Household leaves the project while other household members remain, another member of the household currently participating in the project must be designated as the Head of Household (retroactively to the beginning of the household's enrollment). The other members' relationship to the Head of Household should be edited to reflect each individual's relationship to the newly designated Head of Household (including the individual exiting the program) in the event that it differs from the relationship to whoever was previously identified as the Head of Household. Records of such changes are not necessary to be retained in HMIS over the course of a project stay; the Head of Household is simply swapped out, backdating to the start of the household's enrollment.*

5. **Other Items that may arise**

   If you receive a message from us, please be sure and follow up by the deadline date requested. If you have any questions do not hesitate to reach out.

Report Spotlight

[DQXX-120-AD] Project Households with issues in HoH determination

Purpose of the Report

The report is designed to proactively identify problems with the Head of Household for a project enrollment. These issues cause problems when submitting most Federal reports for HUD and the partners.

Report Location

The report is in the Administrator section of the Report Library.

Who Can Run the Report

System Administrators, and others with the appropriate access level, can run the report.

Agency Filter Category

There are four levels of CoC filtering available. Choose where the CoC Filter should be applied. Only one option may be selected for each report:

- Agency CoC - The report will only pull from Agencies with the selected CoC
- Program CoC - The report will only pull from Programs/Projects with the selected CoC
- Site CoC - The report will only pull from Sites with the selected CoC
- Bed CoC - The report will only pull from Bed Inventories with the selected CoC. (Note that choosing this option will limit to only those projects with Bed Inventories.)

Agency(-ies)

Choose which agency(-ies) to include:

- All
- Single select for a single agency
- Ctrl or Shift select for multiple agencies

Households active since Report Output Format Choose to format the report as a Web Page, PDF or Excel.

Report Details

Households with multiple different HoHs

Increasingly, Federal reports are requiring the same HoH from Project Start to Project Exit. This is particularly true for the LSA (Longitudinal System Analysis) Export.

Agency:			
Program:			
Household #			
Client	**Unique Id**	**Project Stay**	**Client Project Detail Page**
		07/01/2020 - 12/30/2020	
		07/01/2020 - 12/30/2020	
		07/01/2020 - 12/30/2020	
		07/01/2020 - 12/30/2020	
		07/01/2020 - 12/30/2020	
Household #			
Client	**Unique Id**	**Project Stay**	**Client Project Detail Page**
		08/01/2020 - 12/30/2020	
		08/01/2020 - 12/30/2020	

Households without any HoH (relationship to HoH = 1) enrollment in Household

2. Households without any HoH (relationship_to_hoh = 1) enrollment in Household

Agency:			
Program:			
Household #			

Client	Unique Id	Project Stay	Client Project Detail Page
		01/20/2021 - active	
		01/20/2021 - active	

Program: Category Blue: Q-Asymptomatic with known exposure or asymptomatic and pending test results - Homeless

Household #

Client	Unique Id	Project Stay	Client Project Detail Page
		12/16/2020 - active	

Updates

Clients Assessed and Not on the Community Housing Queue (CHQ) Dashboard – Update

List of Agencies with Clients Assessed and Not on the CHQ

Please note this report was run on Tuesday, October 22, 2024

Click here *for directions to run this report yourself.*

Agency Name	Assessment Count
Abode Services	1
Bill Wilson Center	7
CityTeam Ministries	4
Community Services Agency of Mountain View	2
Community Solutions	2
ConXion to Community	1
County of Santa Clara: SCVHHS – Public Health	1
County: OSH	1
County: Reentry Resource Center	4
HomeFirst	20
Horizon Services, Inc - DBA Mission Street Sobering Center	2
LifeMoves	16
Mission Possible	1
Move Mountain View	4
PATH	2
San Jose State University Research Foundation (SJSU)	1
Santa Clara County Office of Education (SCCOE)	1
Social Impact Team (SIT) | Property Owners Downtown Association	4
System	1
UPLIFT	1

## Updates

Resource Highlight – Clarity Human Services Help Center

Ever wonder where you can go other than the SCC HMIS Website for answers to HMIS questions? Well, be sure to bookmark this page! **Clarity Human Services Help Center**! *Here you will have an infinite amount of resource at the point of your mouse!*

Just enter in the **Search for answers** (search bar) and get ready to be navigated to all the possibilities regarding that topic!

Hello. How can we help?

Q Search for answers
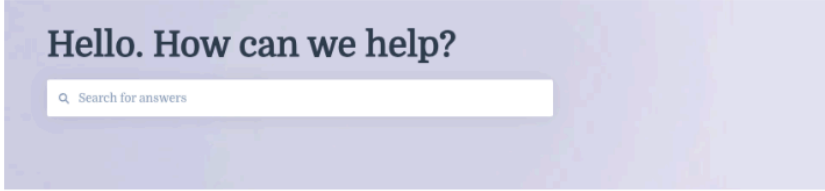
✳ New Clarity Human Services Interface

Changes are coming to Clarity Human Services. Find out more with these Help Center articles.

📁 2024 Data Standards

Details on the changes included in the 2024 Data Standards, the tasks for System Administrators, and any applicable mapping.

📧 News and Announcements

Feature updates, new and recently updated Help Center content, and other announcements.

🏢 Clarity Human Services: INVENTORY

Learn how to manage your physical housing inventory directly from Clarity Human Services.

📍 Clarity Human Services: Outreach

Learn how to configure and use the Outreach module to view and interact with client location data.

⅃ Coordinated Entry

Resources for implementing Coordinated Entry in Clarity Human Services.

🚩 Getting Started

Learn how to complete common data entry tasks like creating new client records, enrolling clients in programs, and recording services.

⚙ System Administration

Discover the structure and functionality of Clarity Human Services as well as step-by-step instructions for system configuration.

👥 Agency Management

Learn how to manage agencies within Clarity Human Services and create programs, services, and agency sites.

🏠 HUD and Federal Partner Resources

Data collection tools, links, and guidance from HUD and Bitfocus for configuring federally funded programs in Clarity Human Services.

◔ Report Library

Find detailed information about reports, including the source of each data point as well as guidance on drill-down functionality and parameters.

📈 Data Analysis

Use the powerful Data Analysis Tool to interact with your data. Understand the trends and patterns in your data to get the most from ClarityHS.

📅 Upcoming Events

Meeting/Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting

When: Thursday, November 7, 2024

Time: 2:00 - 3:30 p.m.

Where: Zoom

This meeting, formerly known as the Agency Admin meeting, will discuss the reports and

data collection requirements in HMIS. This naming convention change does not alter the

content, requirements, or attendees of the meeting. Please send an agency representative to this meeting who is responsible for supporting staff in their HMIS data collection responsibilities.

Data Think Tank

When: Tuesday, November 12, 2024

Time: 10:00 – 11:00 a.m.

Where: Email **Angiee@bitfocus.com** for Zoom Link

Service Providers Network Meeting

When: Wednesday, November 13, 2024

Time: 9:30 – 11:00 a.m.

Where: **Join Zoom Meeting**

SCC TA Office Hours

When: Wednesday, November 13, 2024

Time: 10:00 a.m. - 11:00 a.m.

Where: **Zoom**

Coordinated Entry Work Group

When: Thursday, November 14, 2024

Time: 1:00 - 2:30 p.m.

Where: Register Here!

SCC CoC VI-SPDAT In-Person Training

When: Thursday, November 21, 2024

Time: 9:00 a.m. – 1:00 p.m. (In-Person)

In-Person: 110 W Tasman Drive, San Jose, CA 95134

Where: **Register Here!**

Rapid Rehousing and Employment Initiatives Meeting (In-Person)

When: Thursday, November 28, 2024

Time: 3:00 - 4:30 p.m.

Where: Charcot Training Center Suite #102

2310 N First St. San Jose, CA 95131

Training

Check out these October training offerings.

SCC Clarity Office Hours

When: Thursday, November 7 and 21, 2024

Time: 10:00 -11:30 a.m.

Where: **Zoom**

SCC Looker Office Hours

When: Monday, November 11 and 25, 2024

Time: 2:00 - 3:00 p.m.

Where: **Zoom**

News

Bitfocus is Hiring!

The Community Administration team at Bitfocus is hiring for a position in Santa Clara County! *Also, check out all the great career opportunities at Bitfocus!*

We're Hiring!

Click here to learn more!

Questions? Your HMIS Administrator is happy to help.

Phone: 408.596.5866 Ext. 2
Email: sccsupport@bitfocus.com

Bitfocus

in   X

Bitfocus, 5940 S Rainbow Blvd, Ste 400 #60866, Las Vegas, NV 89118, United States, 800-594-9854

Unsubscribe Manage preferences