April 2021 Agency Admin. Minutes

AGENDA ITEMS

- CoC|Coordinated Assessment|UPLIFT Updates
- HMIS Newsletter
- HIC/PIT Updates
- Revised Program Request Form
- Data Quality Spotlight: Overlapping Enrollments
- Report Spotlight: [HUDX-225] HMIS Data Quality Report
- Reminders
- Next Months Meeting

CoC Updates

Coc Manager Position is Hiring!

The County of Santa Clara Office of Supportive Housing is hiring! The CoC Quality Improvement Manager position is now posted and the application deadline is 4/7/2021. You can find the details here: https://www.governmentjobs.com/careers/santaclara/jobs/3016328/program-manager-ii-continuum-of-care-quality-improvement-manager?page=4&pagetype=jobOpportunitiesJobs

Please spread the word to anyone who may be interested in this opportunity.

Service Providers Network Meeting

When-Wed, April 14, 9:30am – 11:00am

Where-County of Santa Clara, Adult

Probation Office, 2314, North 1st Street, 2nd

Floor (Orientation Room), San Jose, CA 95131

UPLIFT Updates

Important VTA Updates
Effective today, April 1st, the VTA will resume fare collection.

- All passengers will need to use the front door to board the bus
- Masks are still required by all passengers
- UPLIFT Clients will be required to display their UPLIFT Pass for entry

https://www.vta.org/covid-19

Friendly Reminder
This Apr-Jun 2021 quarter, there are no allocation limits, all passes will be offered on a first come, first serve basis for the quarter
The replacement period will start on May 1st

- Check your client's HMIS ROI (Release of Information) to ensure it is valid before making requests
  - If client did not consent to have a photo posted, DO NOT upload a photo of the client
  - All pages of the ROI must be uploaded for ROI to be valid
  - Requests with Invalid ROIs will not be processed
- If your client is homeless, check if they have a valid VI-SPDAT
  - You'll find detailed guidelines for when a VI-SPDAT must be administered at this page: When should I do a VI-SPDAT?
- Remember to email the UPLIFT email address (uplift@hhs.sccgov.org) when a correction is made

For all UPLIFT related inquiries please email UPLIFT@hhs.sccgov.org

If there are changes who your UPLIFT Point of Contact is – please inform us @ UPLIFT@hhs.sccgov.org

For all UPLIFT related inquiries please email UPLIFT@hhs.sccgov.org

HMIS Newsletter

Santa Clara HMIS News, February 2021

Welcome to the Santa Clara County HMIS Newsletter! In this edition you'll find the following:

- 2021 HIC/PIT Updates
- Report Spotlight: [GNRL-400] Program Linked Services
- Managing Households and Program Enrollments
- Report Spotlight: [HUDX-225] HMIS Data Quality Report

Web link to the newsletter

Program Request Form

Please note that we have updated the New Project Request Form.

If you have it saved or bookmarked please be sure to update it with the 2021 version.

We will continue to review the "old" version for the next month or two, but it will be phased out.

HIC/PIT Updates

Reminders
- HIC/PIT took place on Thursday, January 28th, 2021
- Please review your emails for information to assist in preparation for HIC submittal

What Should You Be Looking For?
- Inventory Information

- Ensure the Bed & Unit Inventory (BUI) for your programs is correct
- If your inventory is under or over capacity please provide a reason
- If there are programs that have ended, please let us know
- Client Data
  - Review to ensure all clients in RRH and PSH programs have a move-in date
  - Please review data for the number of clients housed the night of Thursday, January 28th, and let us know if the numbers do not look accurate
- Program Details
  - Make sure all program details are correct

Helpful Reports:

- [HUDX-123-AD] Housing Inventory (HIC)
- [GNRL-106] Program Roster
- [HUDX-225] HMIS Data Quality Report

HUD Exchange: Point-in-Time Count and Housing Inventory Count Resources

Data Quality Spotlight: Overlapping Enrollments

What is an Overlapping Enrollment
An "Overlapping Enrollment" is a HMIS data quality error that occurs when a client is housed/sheltered in two separate projects at the same time.

Overlapping enrollments can occur between any two housing projects including Emergency Shelter (ES), Transitional Housing (TH), and Permanent Housing (PSH/RRH)

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The History Tab

The History tab can be seen as the "central hub" of the client record. It includes a full history of the services items, program enrollments, referrals, reservations, and assessments that have been recorded in a client record. Additional details of historical items can be viewed and edited from the History tab.

Examples - Overlapping Enrollments

For each of the following state if this is or is-not an overlapping enrollment:

Scenario 1: A client is enrolled in two shelters with night-by-night (attendance) tracking at the same time, but only has bednights recorded in one shelter.

This is **NOT** overlapping. Night-by-Night shelters record individual bednights. This client only has housing recorded at one location.

Scenario 2: A client is enrolled in a night-by-night shelter with bed-night service recorded, and is also enrolled in an entry/exit shelter.

This is **OVERLAPPING**. Entry exit shelters record bednights automatically for the entire enrollment period. This client is recorded as housed at both locations simultaneously.

Scenario 3: A client is enrolled in a ES program and also enrolls in a RRH program but does not yet have a move-in date for the RRH program.

This is **NOT** overlapping. Because the client does not have a move in date. They are only housed in the shelter location. NOTE: The client will need to exit from ES prior to getting a move-in date

Scenario 4: A client is enrolled in a PSH program with a move in date and also enrolled in an ES program with entry/exit tracking.

This is **OVERLAPPING**. The client has housing recorded in both PSH and Emergency Shelter at the same time.

Scenario 5: A client is exits from an ES program and enrolls in a TH program on the same day.

This is **NOT** an overlapping enrollment - if they exited on 12/1 and entered on 12/1 they would have one bed-night for 11/30 for 1st program and 1 bed-night on 12/1 for the second project.

Overlapping Enrollments: Summary

- Client cannot be housed in an Emergency Shelter and a housed at a PH program at the same time
- Shelters cannot have the same client housed on the same night
- RRH clients that do not have a move-in date can have shelter or other housing prior to move-in
- Verify entry and exit dates

Report Spotlight: *[HUDX-225] HMIS Data Quality Report*

- This report provides a broad overview of data quality for your program.
- Show all major HUD data elements (demographics, annual assessments, income, households, etc...)
- It includes links to client lists and additional details.

If you have been providing services to a client for over a year, and missed an Annual Assessment, will it be flagged in the [HUDX-225] HMIS Data Quality Report?

TRUE/FALSE

You see a data quality error on the Report for Client Name. You check and see there is a First and Last name entered on the client record. Where do you check next to see why this error is showing?

PURPOSE

The [HUDX-225] HMIS Data Quality Report is a HUD report that reviews data quality across a number of HMIS data elements. For this article, an overview of the report is provided. Please refer to the HMIS Reporting

[Terminology Glossary](#) for the complete programming specifications. Where necessary, key definitions from the [HMIS Data Dictionary](#) have been included.

Key Definitions

- Missing Data: Missing data is defined to mean data where the answer is data not collected, is null or blank, or where the entire form or table record on which that field resides is completely absent
- Latest Project Stay Only: This report should use each relevant client's latest project stay (i.e., latest program enrollment).

Running the Report
Report Location

The report is found in the HUD section of the Report Library. There is also an Admin version available in the Administrator section.

Who Can Run the Report

Anyone can run this report but the returned information will be limited based on access rights of the user.
System administrators and users with additional access rights can run the admin version [HUDX-225-AD] of the report across multiple agencies.

LIVE POLL

How do you use the [HUDX-225] HMIS Data Quality Report

A.   I run the [HUDX-225] report regularly
B.   I've heard of this report but don't often run it
C.   I prefer other data quality reports
D.   I've never heard of this report
E.   None of these apply to me

2021 HMIS Data Standards Changes

Summary
- Communities that receive funding from HUD are required to follow the HMIS data standards
- HUD released updates the the Data Standards about every 1-2 years
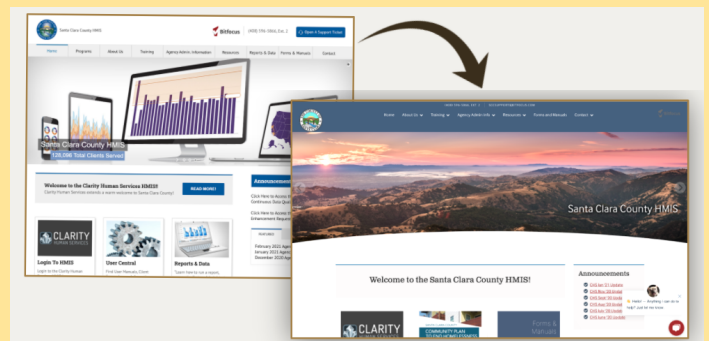
Timeline
- Details of changes will be released in April 2021.
- Changes will go into effect in October 2021

What Changes to Expect
- Updates to system logic and behavior
- Possible changes to questions and picklist fields

Coming Soon: Updates to the HMIS Website!

The new site will include a redesigned layout and a new centralized url.

Reminders:

NOFA APRs

By April 12th, agencies may clean up data in order to improve report accuracy

a. Bitfocus will provide support to all agencies and their HMIS users to understand how to identify and correct data errors.

b. Bitfocus will NOT be responsible for correcting data errors or otherwise ensuring that each agency or program's data is correct.

c. Bitfocus sent out a draft report for each program on or before March 15th. Agencies may run as many additional reports as they would like to help verify accuracy. Bitfocus will not send final reports to agencies for approval before submitting them to HomeBase.

By April 26th, Bitfocus will send APRs to Homebase for use in the Review and Rank process

April Clarity Feature Updates

Bitfocus Releases Regular Updates and new features to Clarity

a. Next releases to Live Site April 8th

b. Details Available on our Help Site

i. https://get.clarityhs.help/hc/en-us/articles/15000038 59462-Clarity-Human-Ser vices-April-2021-Feature-Updates

Using the Help Desk

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

1. End User Access
2. Update a users 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

Security Compliance Checklist: If you have not submitted your Security Compliance Checklist, please do so.

SCC HMIS Quarterly Compliance Certification Checklist

Self certification form is optional and available on our website - please do not send these to us; instead retain for your records

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)

Clarity HMIS Training Site

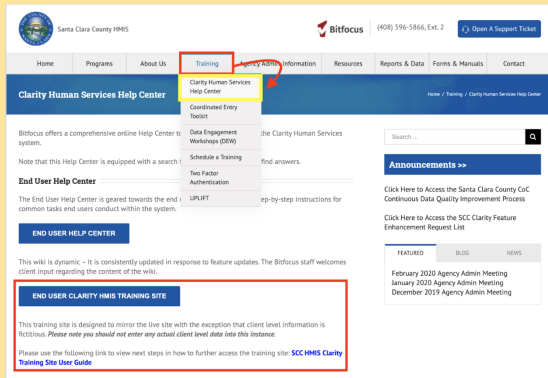Want to hone your skills at data entry without compromising actual client data?

Use the End User Clarity HMIS Training Site

Click on the image above to access the content.

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 Virtual Suggestion Box option.

Next Agency Admin Meeting

Meeting Location: Zoom Link

When: Thursday, May 6th,, 2021

Time: 2:00pm – 3:30pm

Dates and locations for 2020 meetings are listed on the OSH website:

CoC Events Calendar - Supportive Housing - County of Santa Clara

Bitfocus Contact Information

Support Team:
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