



**Agency Admin
Meeting**

Thursday, May 6th, 2021



Getting to Know You!

In honor of Cinco de Mayo;
What Is Your Favorite Mexican
Dish?





Agenda




CoC\Coordinated Assessment\UPLIFT Updates
HMIS Newsletter
HIC/PIT – Thank You
Spotlight: VI–SPDAT (Access/Exemptions)
User Deactivation
User Satisfaction Survey
Reminders
Next Month’s Meeting

CoCI Coordinated Assessment Updates





CoC Coordinated Assessment Updates


- Our 2019-2020 State of the Supportive Housing System Report is out and highlights the great work of our CoC partners:
[https://www.sccgov.org/sites/osh/ContinuumofCare/ReportsandPublications/Documents/EndingHomelessness\(2019-2020\).pdf](https://www.sccgov.org/sites/osh/ContinuumofCare/ReportsandPublications/Documents/EndingHomelessness(2019-2020).pdf)
 - May is Affordable Housing Month and we are hosting an event to share progress towards the goals of the Community Plan to End Homelessness. There will be a very brief presentation followed by facilitated discussion. Register here:
<https://siliconvalleyathome.org/event/progress-on-the-2020-community-plan-to-end-homelessness/>. There are a lot of other AHM events we encourage you to check out on the SV@Home
<https://siliconvalleyathome.org/affordable-housing-month/>
 - We are awaiting the release of the 2021 CoC NOFA. Thank you to CoC partner agencies who participated in the CoC NOFA Committee meetings to make recommendations to the scoring tools and process this year.
 - Upcoming Meetings
 - CAWG next week (please fill in details)
 - Upcoming trainings
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UPLIFT Updates





UPLIFT Updates

- There are 717 passes left for this quarter
 - Replacement period has started (5/1/2021). **Please do NOT pre-date or back-date the referral.**
 - Please follow step by step instructions starting on page 19 of the [User handbook](#).
 - Please remember to email UPLIFT@hhs.sccgov.org the reason(s) for a replacement request or it won't be processed.
 - **Bad Example email detailing reason client lost badge:**
 - "Hello, Client, HMIS# ABCDEFG Needs a replacement thank you"
 - **Good Example email detailing reason client lost badge:**
 - "Client, HMIS# ABCDEFG came to the office stating that his bus pass was stolen on MMDD. He is currently homeless and stated that he got really tired and fell asleep in the park and when he woke up his belongings were stolen including his bus pass. He and I explored different options including getting him a lanyard or a badge holder to prevent re-occurrence."
 - Last day to request for a Apr-Jun quarter is June 17th.
 - Jul-Sep quarter will start June 18th.
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HMIS Newsletter



HMIS Newsletter



Santa Clara HMIS News, April 2021

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

- [Wrap Up - Housing Inventory and Point In Time Count \(HIC/PIT\)](#)
- [User Deactivation Policy Review](#)
- [Report Spotlight: \[GNRL-106\] Program Roster](#)
- [Upcoming Events](#)

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- [Report Spotlight: \[GNRL-106\] Program Roster](#)
- [User Deactivation Policy Review](#)

[Access the full Newsletter Article Here!](#)

HIC/PIT – Thank You!

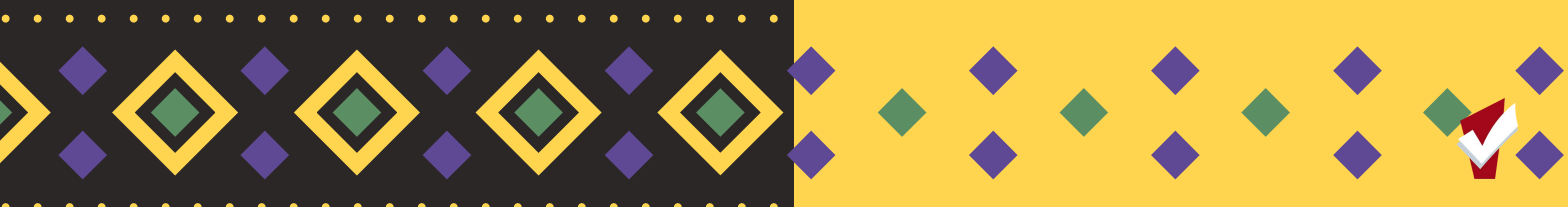


HIC/PIT – Thank You!

1. For updating and making corrections to BUI
2. Reviewing all the program details for your programs
3. Providing reasons for the low/high utilization
4. For the constant back and forth of emails
5. ***Your time and patience***



Spotlight: VI-SPDAT (Access/Exemptions)





Spotlight: VI-SPDAT – Access

1. All new users requesting HIMS access will not have access to provide the VI-SPDAT Assessments until after training
2. If an end user has completed the VI-SPDAT training at the time access is requested, they will have assessment access
3. Users who complete training after being granted access need to contact the Help Desk or the Sys. Admin. Team to be granted access

sccsupport@bitfocus.com or scc-admin@bitfocus.com



Spotlight: VI-SPDAT – Exemptions

*What qualifies an End User for
exemption from the VI-SPDAT
Training?*



User Deactivations





User Deactivations – When to Let Us Know!

- 1. If a staff person leaves your agency*
- 2. If you have changes to Agency Leads
and/or Security Officers*

*Please note these requests/changes need to
come from Agency Leads*

Help Desk: sccsupport@bitfocus.com

Sys. Admin. : scc-admin@bitfocus.com



SCC User Satisfaction Survey 2021



User Satisfaction Survey!

Let Your Voice Be Heard!

Santa Clara County 2021 User Satisfaction Survey

Why wait...take the survey now! [Click here.](#)

We invite all Santa Clara County HMIS users to participate in this [HMIS satisfaction survey.](#)

Your anonymous responses to our 12-question survey will help us to improve HMIS in Santa Clara County.

We estimate that it will take 8 minutes or less to finish.



Upcoming Feature

"Care Teams"





New Features Coming Soon

“Care Teams” (AKA Assigned Staff)

- 1. Clarity’s next feature release will expand functionality around “Care Teams” (aka Assigned Staff)*
- 2. This includes the ability to assign staff at the client level (without a program enrollment)*
- 3. New “Care Team” menu to view and manage staff all in one place*

Reminders



Program Detail Changes

Please do not make changes to Program Set-up in HMIS before consulting with us:

- Changes may have an impact on other set-up
- Changes may require updates in more than one area
- Changes can impact reporting and/or how reports pull data

Program Name	Interim Housing
Alias	
Program Description	Changed project type code from TH to ES 1/8/2020.
Program Template	[2020] CoC Program [Standard]
Operating Start	08/01/2016
Operating End	01/01/2100
Status	Active
Cross Agency Services	<input type="checkbox"/>
Program Type	Emergency Shelter
Program Applicability	Emergency Shelter
Continuum Project	Yes
Target Population	Not Applicable
Method of Tracking	Entry/Exit Date
Housing Type	Site-based - single site
Geocode	069085
HMIS Participating Project	<input checked="" type="checkbox"/>
Continuum of Care	Santa Clara County CoC
Public Listing	None
Goals	<input type="checkbox"/>
Auto Service Placement	<input type="checkbox"/>

Program Resources

- Overview
- Responsible Staff Members ¹
- Eligibility ¹
- Funding Sources ¹
- Assigned Services ¹
- Bed & Unit Inventory Information ¹
- Sites ¹
- Community Queues ¹
- Documentation Requirements
- Program Assessments ³
- Departments



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





Office Hours

Clarity Office Hours

When: Bi-weekly,
Thursday
Time: 10:00am -
11:30am

Looker Office Hours

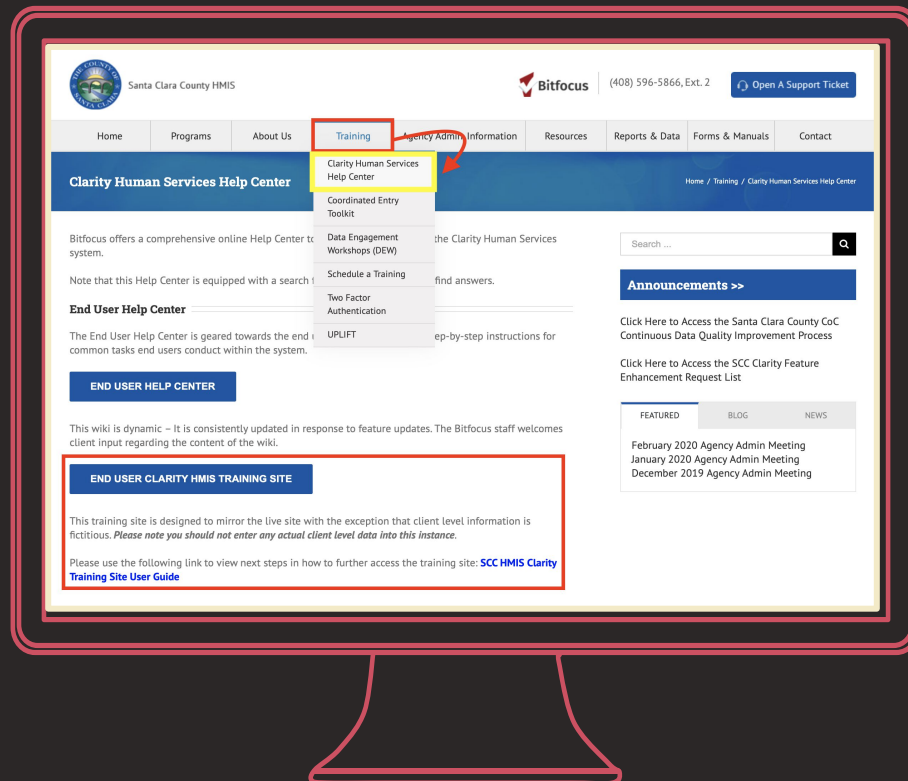
When: Bi-weekly,
Monday
Time: 2:00pm -
3:00pm

Have questions about HMIS or Looker?

Join us and get these questions resolved!



SCC HMIS Training Site



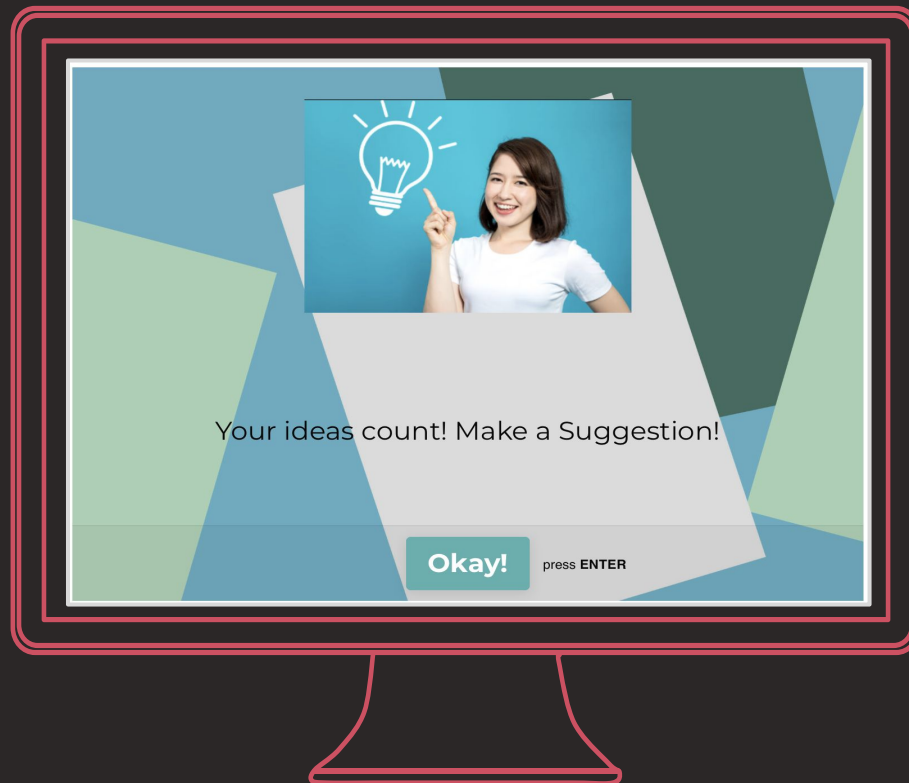
Want to Hone Your HMIS Skills?

Use the SCC HMIS Training Site

Contact the Help Desk to have your access set-up

Practice entering client information and uploading documents

SCC Virtual Suggestion Box



Virtual Suggestion Box

Have ideas about an enhancement and/or addition to
HMIS?

Have a general questions you'd like to ask?

Let us know! Drop it in the box!

Next Months Meeting:

Thursday, June 3rd, 2021

2:00pm – 3:30pm

[https://bitfocus.zoom.us/s/94370776052](https://bitfocus.zoom.us/j/94370776052)



Your Sys. Admin. Team



**Senior Project
Admin.**

Trevor Mells
trevorm@bitfocus.com



Deputy Project Admin.

Lesly Soto Bright
leslys@bitfocus.com



