HMIS Agency Administrators Meeting

Nov 1, 2018

Agenda

1. CoC / Coordinated Assessment / UPLIFT
2. HMIS Newsletter
3. Data Literacy Institute
4. New Privacy Training and Recertification Coming Soon
5. Inclement Weather and Seasonal Shelters
6. Longitudinal System Analysis (LSA) Report
7. Housing Inventory Count (HIC)

CoC / Coordinated Assessment / UPLIFT

Policy for VI-SPDAT Violations

OSH is implementing a new policy for HMIS users who do not follow correct Coordinated Assessment / VI-SPDAT procedures.

Users will be warned by OSH if they are not following VI-SPDAT guidelines and their HMIS access may be suspended.

If HMIS access is suspended, the user will need to retake the VI-SPDAT training in order to regain access to HMIS.

If you need a refresher on the VI-SPDAT or Coordinated Assessment process, OSH can help! Monthly VI-SPDAT trainings are available, and additional trainings can be scheduled at request.

Scheduled VI-SPDAT Trainings for Agencies

In order to support users, OSH will be scheduling VI-SPDAT refresher trainings for all agencies, since some users may have taken their VI-SPDAT training in over a year

Goal is to provide refresher trainings annually

CalWORKS Questions Added to VI-F-SPDAT

New required questions:

Do you or your children currently receive CalWORKS (TANF)?

If the answer is "No", then: **Have you or your children ever received CalWORKS (TANF)?**

Will be used to help better match families to housing opportunities

PDF versions of the forms being updated

HMIS Newsletter

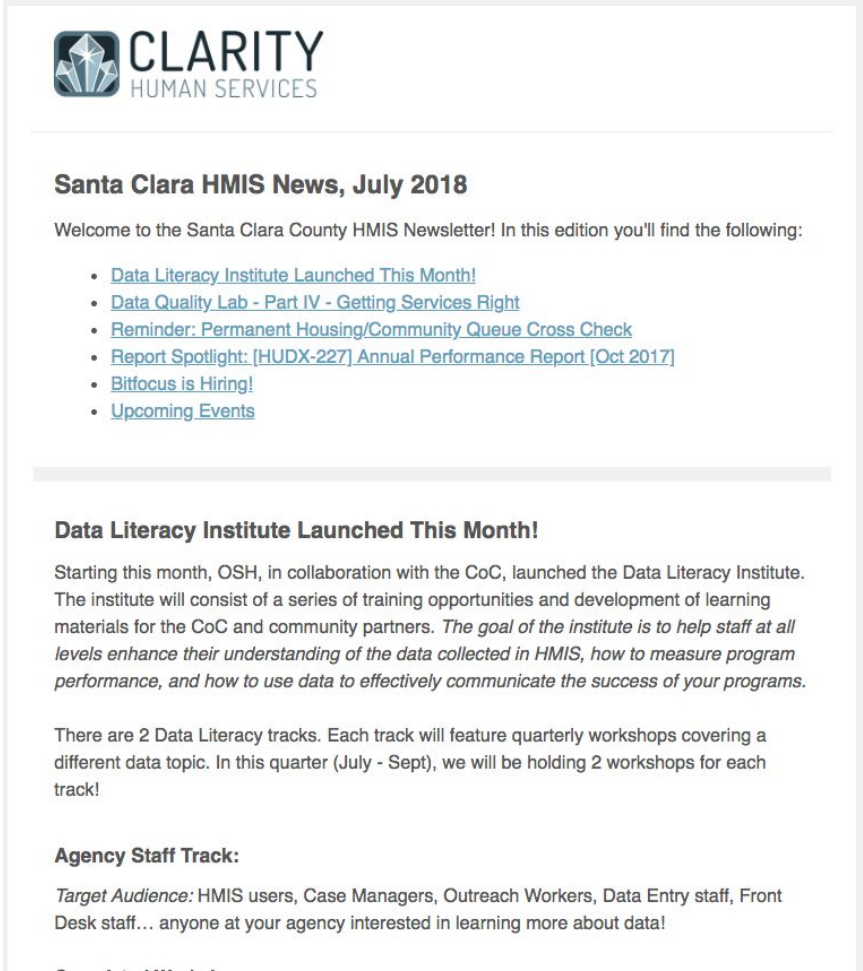
HMIS Newsletter

Will be sent out monthly to all HMIS users

Oct 2018 Newsletter included:

- Meet the Team
- Data Quality Fields
- Where to Get Help
- Report Spotlight: Homeless Status Timeline Report
- Upcoming Events

Web link to the newsletter will available in the Agency Admin meeting minutes



CLARITY
HUMAN SERVICES

Santa Clara HMIS News, July 2018

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

- Data Literacy Institute Launched This Month!
- Data Quality Lab - Part IV - Getting Services Right
- Reminder: Permanent Housing/Community Queue Cross Check
- Report Spotlight: [HUDX-227] Annual Performance Report [Oct 2017]
- Bitfocus is Hiring!
- Upcoming Events

Data Literacy Institute Launched This Month!

Starting this month, OSH, in collaboration with the CoC, launched the Data Literacy Institute. The institute will consist of a series of training opportunities and development of learning materials for the CoC and community partners. *The goal of the institute is to help staff at all levels enhance their understanding of the data collected in HMIS, how to measure program performance, and how to use data to effectively communicate the success of your programs.*

There are 2 Data Literacy tracks. Each track will feature quarterly workshops covering a different data topic. In this quarter (July - Sept), we will be holding 2 workshops for each track!

Agency Staff Track:

Target Audience: HMIS users, Case Managers, Outreach Workers, Data Entry staff, Front Desk staff… anyone at your agency interested in learning more about data!

Data Literacy Institute Updates

Upcoming DLI Workshops

Agency Staff:

- Wed, Nov 7, 1-2:30pm | How to Request Data | in person or dial-in
- Tue, Feb 12, 9:30-11:30am | Statistics, Charts, and Graphs | In person
- May (TBD) | Data Quality

Agency Manager:

- Thurs, Nov 1, 1:30-2:30pm | Planning for Data Requests
- Thurs, Feb 7, 1:30-2:30pm | How to Tell Your Story
- Thurs, May 2, 1:30-2:30pm | Data Quality

Location and dial in same as HMIS Agency Admin meetings

Agency Dashboard

There is a new dashboard available to help monitor your agency's data

Dashboard Name: SCC Agency Dashboard

Who can access it: Users with an Agency Manager license (Data Analysis tab)

Where to find it: Data Analysis tab in the Santa Clara County HMIS Reports folder

Information Included:

- Current clients/households by program
- Housed/unhoused clients for RRH/PSH programs (based on Housing Move-In Date)
- Demographics (Youth, Veterans, Chronic Homeless)
- Data quality
- Exits to permanent housing

Test SCC Agency Dashboard

just now | Edit

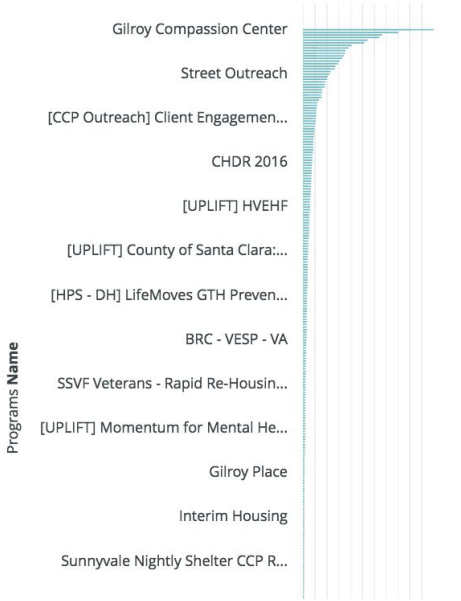
FILTERS

Agency Filter	is equal to	
Enrollment Agency	is equal to	

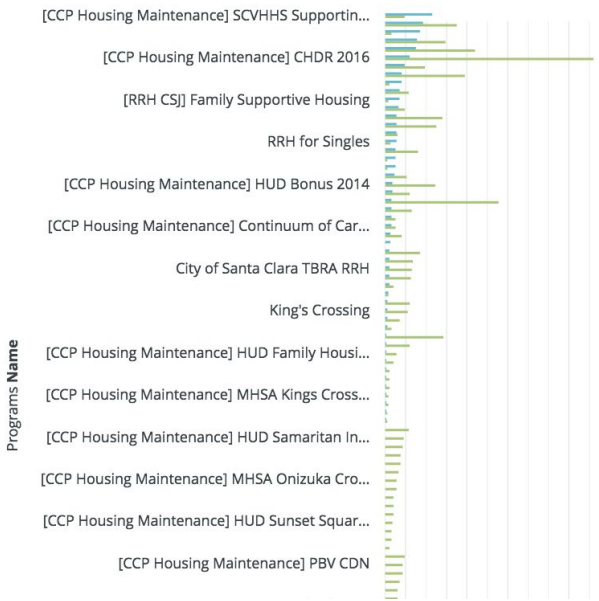
Run

Add your Agency Name to both filters and click "Run"

Count current active clients/HH by Program



Count PH/RRH with/without move in date



856
Active Youth

951
Active Veterans

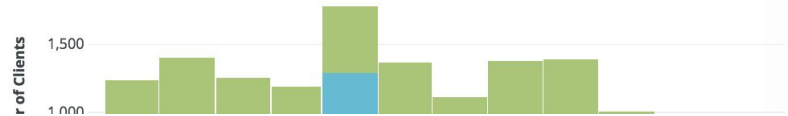
746
Clients with Missing ROIs

3,209
Chronic Homeless

446
Housed Clients with no contact in...

1,985
Clients on queue with no contact i...

Exits to Permanent Destinations by Month

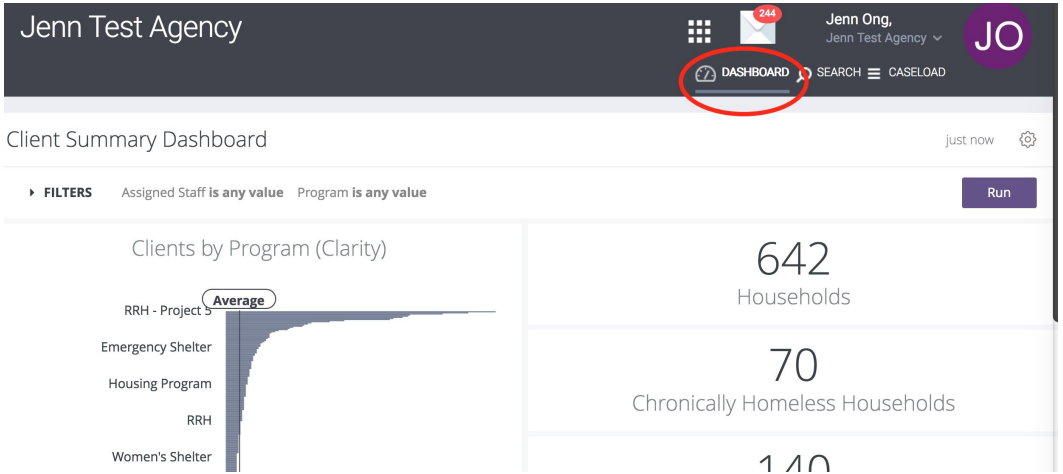


Want to Review the Dashboard Regularly?

If your agency is interested, Bitfocus can set up the dashboard so that it automatically appears every time you log in

If your agency opts in, then every user with an Agency Manager license will see the dashboard when they first log in

The dashboard will also be accessible as a tab next to the Search tab



New Privacy Training and Recertification Coming Soon

Client Privacy Recertification

Every year, HMIS users are required to retake the Client Consent training and recertify

The new and improved Client Consent training will be released soon and added to the SCC HMIS website http://scc.hmis.cc/

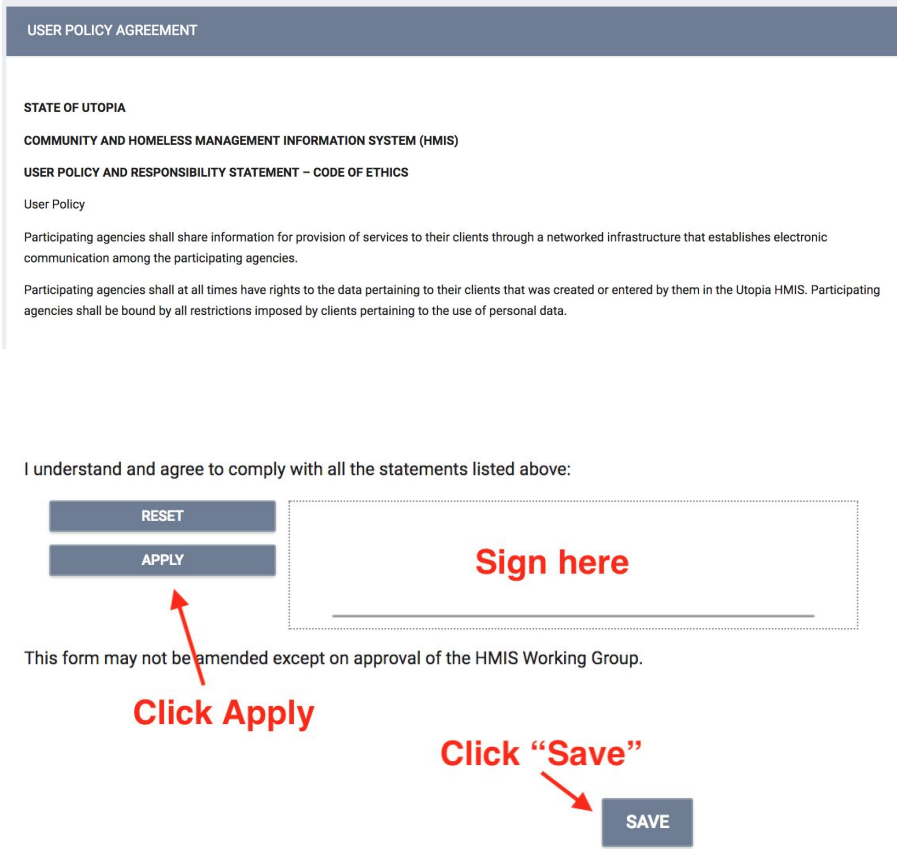
Recertification will take place for all HMIS users:

- Users will be asked to watch the Client Consent training
- On a specific date, HMIS users will be required to fill out a recertification form the next time they log in to HMIS, to verify that the watched the consent training
- An email will be sent to all users with instructions and timeline

Recertification Form: Preview

When users are required to recertify, they will:

1. Log in to HMIS
2. An electronic user agreement will appear - read the form
3. Sign the agreement and click “Apply”
4. Click “Save”



Inclement Weather and Seasonal Shelter Preparation

Inclement Weather

For agencies running Inclement Weather Programs this winter season, HMIS can be used to track and report on clients served by those programs

Tracking data in Clarity is optional - as in past years, agencies will need to submit their Inclement Weather numbers to OSH (Michelle Covert / Steven Tong)

If your agency is interested in tracking Inclement Weather Programs using HMIS, please contact Bitfocus. Bitfocus will automatically set up the same Inclement Weather Programs that used HMIS last year.

Seasonal Shelters

Bitfocus is working with OSH to make sure any seasonal winter shelters are available in HMIS by the dates that the shelters open

If your agency has any seasonal shelters and do not hear from us a week prior to the program's start date, please contact us to confirm your program set-up in HMIS!

CDQI: Longitudinal System Analysis (LSA) Report

LSA Background

In the past, CoCs would submit the Annual Homeless Assessment Report (AHAR) on an annual basis. The AHAR is a national-level report that provides information about homeless service providers and people and households experiencing homelessness. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness.

This year, HUD has redesigned the AHAR report and replaced it with the Longitudinal System Analysis (LSA) report. The LSA will be due in late Nov / early Dec and cover the federal fiscal year of 10/1/17 - 9/30/18.

Over the next few months, we will be asking agencies to review their data to prepare for the LSA.

LSA Overview

- Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH
- Focuses on adults and heads of household – age is the only demographic reported for non-heads of household under 18
- Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing outcomes
- Includes not just the federal fiscal year, but includes some historic data prior to the FY as well
- The LSA is a much larger report than the AHAR and requires the upload of a csv file instead of manually entering the data (for example, one table in the LSA is about 4 times the size of the entire AHAR report)

Submission Timeline

November 30, 2018: Official LSA submission deadline

Late December: HUD will contact CoCs with questions/feedback based on review

Late January: Deadline to resolve data quality flags

Late February: Data usability determinations are communicated to CoCs

Thank you for your help so far!

This Month, Focus On:

All clients served during the report period are entered in HMIS

In addition, Bitfocus sent out specific emails to Agency Administrators related to:

- Data Quality Checks
- Housing Move-In Date Issues
- Clients Aging Into Adulthood

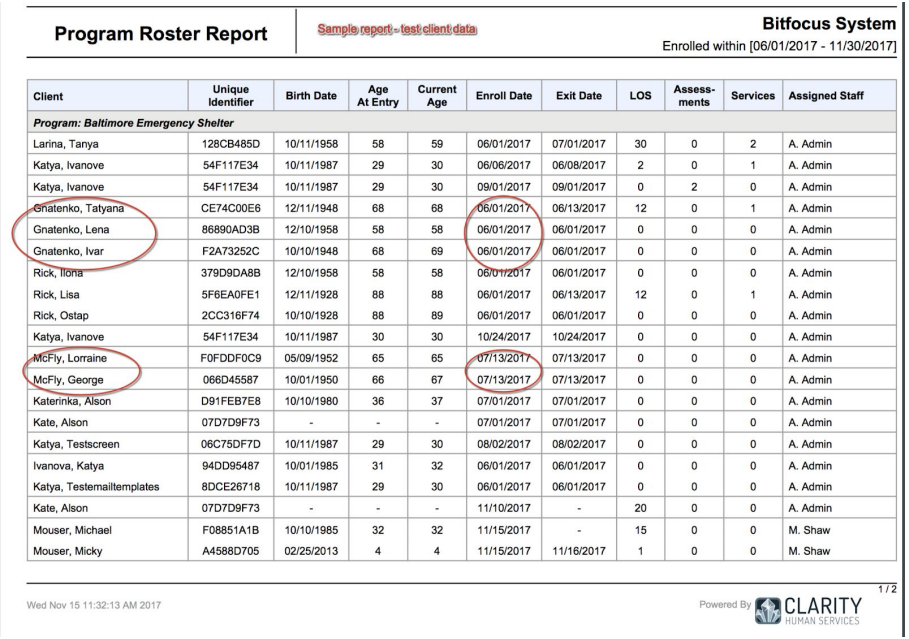
Bitfocus may contact your agency if additional questions come up related to data quality, utilization rates, and program set-up (including inventory)

All Clients Served and Households Review

Run the [GNRL-106] Program Roster for the period of 10/1/17 to 9/30/18

Review the household groups:

- If you notice that clients are missing, add them to the household.
- If clients should be grouped together, contact the Help Desk
- If clients have exited but there is no Exit Date, exit them



Program Roster Report — Sample report - test client data — **Bitfocus System**

Enrolled within [06/01/2017 - 11/30/2017]

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Assess-ments	Services	Assigned Staff
Program: Baltimore Emergency Shelter										
Larina, Tanya	128CB485D	10/11/1958	58	59	06/01/2017	07/01/2017	30	0	2	A. Admin
Katya, Ivanove	54F117E34	10/11/1987	29	30	06/06/2017	06/08/2017	2	0	1	A. Admin
Katya, Ivanove	54F117E34	10/11/1987	29	30	09/01/2017	09/01/2017	0	2	0	A. Admin
Gnatenko, Tatyana	CE74C00E6	12/11/1948	68	68	06/01/2017	06/13/2017	12	0	1	A. Admin
Gnatenko, Lena	86890AD3B	12/10/1958	58	58	06/01/2017	06/01/2017	0	0	0	A. Admin
Gnatenko, Ivar	F2A73252C	10/10/1948	68	69	06/01/2017	06/01/2017	0	0	0	A. Admin
Rick, Ilona	379D9DA8B	12/10/1958	58	58	06/01/2017	06/01/2017	0	0	0	A. Admin
Rick, Lisa	5F6EA0FE1	12/11/1928	88	88	06/01/2017	06/13/2017	12	0	1	A. Admin
Rick, Ostap	2CC316F74	10/10/1928	88	89	06/01/2017	06/01/2017	0	0	0	A. Admin
Katya, Ivanove	54F117E34	10/11/1987	30	30	10/24/2017	10/24/2017	0	0	0	A. Admin
McFly, Lorraine	F0FDDF0C9	05/09/1952	65	65	07/13/2017	07/13/2017	0	0	0	A. Admin
McFly, George	066D45587	10/01/1950	66	67	07/13/2017	07/13/2017	0	0	0	A. Admin
Katerinka, Alson	D91FEB7E8	10/10/1980	36	37	07/01/2017	07/01/2017	0	0	0	A. Admin
Kate, Alson	07D7D9F73	-	-	-	07/01/2017	07/01/2017	0	0	0	A. Admin
Katya, Testscreen	06C75DF7D	10/11/1987	29	30	08/02/2017	08/02/2017	0	0	0	A. Admin
Ivanova, Katya	94DD95487	10/01/1985	31	32	06/01/2017	06/01/2017	0	0	0	A. Admin
Katya, Testemailtemplates	8DCE26718	10/11/1987	29	30	06/01/2017	06/01/2017	0	0	0	A. Admin
Kate, Alson	07D7D9F73	-	-	-	11/10/2017	-	20	0	0	A. Admin
Mouser, Michael	F08851A1B	10/10/1985	32	32	11/15/2017	-	15	0	0	M. Shaw
Mouser, Micky	A4588D705	02/25/2013	4	4	11/15/2017	11/16/2017	1	0	0	M. Shaw

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CDQI: Housing Inventory Count (HIC)

Housing Inventory Count (HIC)

The Housing Inventory Count (HIC) is conducted annually in late January

Report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- Bed/unit capacity
- Federal funding source
- HMIS participation
- Location (geocode and address)
- Other project details
- Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

Feedback on Last Year's HIC Preparation

Please review and confirm the information about housing and shelter programs that we previously reported to HUD in "Draft 2018 HIC" spreadsheet. Although the spreadsheet may look intimidating at first glance, we are only asking you to look at a few elements:

1. The names of your program(s)
2. HUD Geo Codes for the geographic area(s) in which your program(s) operate
3. Inventory type (Current, New, or Under Development)
4. TH unit type (for transitional housing programs only)
5. ES bed type (for emergency shelter programs only)
6. Target populations
7. Whether you receive McKinney-Vento Funding
8. Whether you receive other federal funding

HIC Review This Month

- If you haven't already, let us know if any new housing or shelter programs have come online during calendar year 2018 or will be starting in the next few months
- Let us know if any programs have stopped operating during calendar 2018 or are closing in the next few months
- If you don't have the information handy, start researching the following for your programs:
    - Federal funding sources
    - Address (for shelter sites or PH programs with dedicated units) or Zip Code where the majority of units are located (for tenant-based programs)
    - Geocode
    - Housing Type (Site based single site, Site based cluster/multiple site, Tenant-based scattered site)
- Bitfocus will send information to review related to program set-up and address information

Preparation for the HIC

If you anticipate your current clients will still be in your programs in January, make sure that they are enrolled and their information is up-to-date

If clients are exiting in the next few months, make sure to exiting them in a timely manner

Housing Move-In Date:

- Determine bed/unit capacity on the HIC for Rapid Re-Housing programs
- Will be used to determine number of clients counted for the Utilization rate for Rapid Re-Housing and Permanent Supportive Housing programs

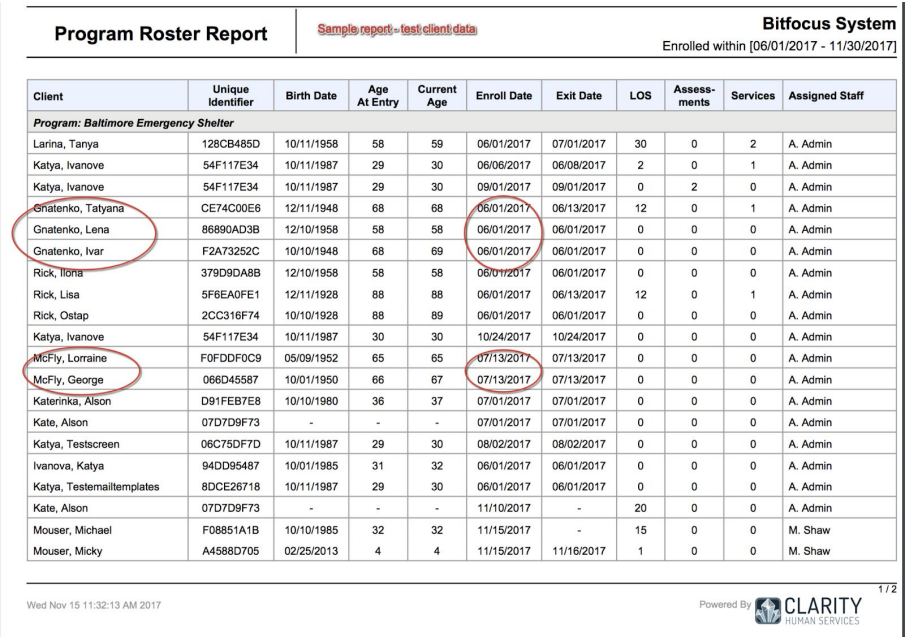
Please make sure that your RRH and PSH clients have a Housing Move-In Date entered if they are housed

All Clients Served and Households Review

Run the [GNRL-106] Program Roster for the period of 10/1/18 to present:

Review the household groups:

- If you notice that clients are missing, add them to the household.
- If clients should be grouped together, contact the Help Desk
- If clients have exited but there is no Exit Date, exit them



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Katya, Ivanove	54F117E34	10/11/1987	29	30	09/01/2017	09/01/2017	0	2	0	A. Admin
Gnatenko, Tatyana	CE74C00E6	12/11/1948	68	68	06/01/2017	06/13/2017	12	0	1	A. Admin
Gnatenko, Lena	86890AD3B	12/10/1958	58	58	06/01/2017	06/01/2017	0	0	0	A. Admin
Gnatenko, Ivar	F2A73252C	10/10/1948	68	69	06/01/2017	06/01/2017	0	0	0	A. Admin
Rick, Ilona	379D9DA8B	12/10/1958	58	58	06/01/2017	06/01/2017	0	0	0	A. Admin
Rick, Lisa	5F6EA0FE1	12/11/1928	88	88	06/01/2017	06/13/2017	12	0	1	A. Admin
Rick, Ostap	2CC316F74	10/10/1928	88	89	06/01/2017	06/01/2017	0	0	0	A. Admin
Katya, Ivanove	54F117E34	10/11/1987	30	30	10/24/2017	10/24/2017	0	0	0	A. Admin
McFly, Lorraine	F0FDDF0C9	05/09/1952	65	65	07/13/2017	07/13/2017	0	0	0	A. Admin
McFly, George	066D45587	10/01/1950	66	67	07/13/2017	07/13/2017	0	0	0	A. Admin
Katerinka, Alson	D91FEB7E8	10/10/1980	36	37	07/01/2017	07/01/2017	0	0	0	A. Admin
Kate, Alson	07D7D9F73	-	-	-	07/01/2017	07/01/2017	0	0	0	A. Admin
Katya, Testscreen	06C75DF7D	10/11/1987	29	30	08/02/2017	08/02/2017	0	0	0	A. Admin
Ivanova, Katya	94DD95487	10/01/1985	31	32	06/01/2017	06/01/2017	0	0	0	A. Admin
Katya, Testemailtemplates	8DCE26718	10/11/1987	29	30	06/01/2017	06/01/2017	0	0	0	A. Admin
Kate, Alson	07D7D9F73	-	-	-	11/10/2017	-	20	0	0	A. Admin
Mouser, Michael	F08851A1B	10/10/1985	32	32	11/15/2017	-	15	0	0	M. Shaw
Mouser, Micky	A4588D705	02/25/2013	4	4	11/15/2017	11/16/2017	1	0	0	M. Shaw

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Housing Move-In Date

Run the [GNRL-106] Program Roster for the period of 10/1/18 to present:

For PSH and RRH programs, check the Housing Move-In Date

- If household moved into housing and the Housing Move-In Date is “undefined”, the Housing Move-In Date needs to be added
- If the Housing Move-In date is not accurate (e.g. is before the program start date), it should be updated

Program Roster Report — **Jenn Test Agency**
Active within [05/01/2017 - 05/02/2018]

Housing Move-In: Undefined = Unknown HoH or Move-in is Null, = Non PH Project

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	Assess-ments	Services	Assigned Staff
Program: EAP Demo Program											
Kitty, Hello	1C8A64AFD	01/01/1980	37	38	07/01/2017	-	306		0	3	J. Ong
Bombadil, Tom	77FAD8A1B	01/01/1900	-	-	07/01/2017	-	306		0	1	J. Test5
Program: Jenn Test HP Prevention Program											
Potato, Hot	BE2456D1C	01/01/1980	38	38	01/02/2018	-	121		0	1	J. Ong
Program: RRH											
Bombadil, Tom	77FAD8A1B	01/01/1900	-	-	11/01/2015	-	914	undefined	0	0	J. Ong
Cotta, Ri	3B830C101	01/01/2010	5	8	11/01/2015	-	914	undefined	0	0	J. Ong
Tea, Ginger	53020163C	02/01/2015	0	3	11/05/2015	-	910	undefined	0	0	O. Jenn
Tea, Jasmine	6A120C62D	01/01/1998	17	20	11/05/2015	-	910	undefined	0	2	O. Jenn
Lo, He	9A22165C7	01/01/1975	40	43	11/01/2015	-	914	undefined	0	0	J. Ong
Lo, Je	BAD9F1241	01/01/1975	40	43	11/01/2015	-	914	undefined	0	0	J. Ong
Client, Hello	E869E4460	01/01/1980	37	38	03/01/2017	-	428	undefined	0	0	J. Ong
Daniel, Dear	996EDFD20	01/01/2015	2	3	08/01/2017	-	275	undefined	0	2	J. Ong
Kitty, Hello	1C8A64AFD	01/01/1980	37	38	03/01/2017	-	428	undefined	0	3	J. Ong
Cat, Allie	9FFB3597F	01/01/2010	7	8	09/01/2017	-	244	undefined	1	0	J. Ong
Cat, Bob	901BCEED5	01/01/2010	7	8	09/01/2017	-	244	undefined	1	2	J. Ong
Cola, Coca	171F67E3C	01/01/2000	17	18	09/01/2017	09/21/2017	20	undefined	0	0	J. Ong
Cola, Ri	4152D2D03	01/01/1980	37	38	09/01/2017	09/21/2017	20	undefined	1	0	J. Ong
Client, Anonymous	EEC147421	-	-	-	10/01/2017	-	214	undefined	0	0	J. Ong
Program: CoC Outreach											

Next Month's Meeting Time and Location

Next Agency Admin Meeting: Thurs, Dec 6 from 1:30-3:30pm

At our regular meeting location: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

The full 2 hours will be regular Agency Administrator content!

Dates and locations for 2018 meetings are listed on the OSH website:
https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx

Q&A