Agency Admin. Meeting

Thursday, May 5th, 2022

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Getting To Know You

If you had to do away with one of these, which would it be?

Agenda

- CoC Updates
- UPLIFT Updates
- Your Assistance is Requested: *User Satisfaction Survey*
- HMIS Newsletter
- Special Guest Speaker: *Kioni Williams - Roots Community Health Center*
- Data Quality: *Notes - Agency, Program and Services*
- HIC/PIT Updates
- New Program Requests: *Guidance*
- Resource: *End User Resource Document*
- Reminders
- Next Month's Meeting

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CoC|Coordinated Assessment Updates

CoC| Coordinated Assessment Updates

- The CoC NOFO Committee finished discussing options for changes to this year's CoC competition in advance of HUD's publishing of the NOFO
  a. Recommendations will be presented to the CoC Board at its Board meeting on May 17th
- Coordinated Entry Work Group Meeting – May 12th, 1 to 2:30 p.m.
  a. We will continue to discuss the coordinate entry re-design process and report back on the prioritization committee
  b. Prioritization Committee is scheduled to convene on May 9th
- Youth Homelessness Demonstration Program (YHDP)
  a. Coordinated Community Plan was approved by HUD in April!
  b. YHDP funding and RFP
  c. Proposals are due Friday, May 13th
  d. If you have questions, contact **santaclaracoc@homebasescc.org**
  e. The Request for Proposals (RFP) document, application materials, and supporting resources **are available online here**
  f. If you would like to be involved in the implementation of the YHDP strategic plan or if you have recommendations on young adults for the Youth Action Board, please reach out to Hong at **hong.cao@hhs.sccgov.org**
- YHDP proposals will be presented to the CoC Board for approval at the in June

CoC| Coordinated Assessment Updates - Upcoming Meetings

Service Providers Network Meeting
When: Wednesday, May 11th, 2022
Time: 9:30am – 11:00am
Where: Zoom

Coordinated Entry Work Group
When: Thursday, May 12th, 2022
Time: 1:00pm-2:30pm
Where: Zoom

SCC TA Office Hours
When: Wednesday, March 30th, 2022
Time: 10:00am-11:00am
Where: Zoom Meeting

Rapid Rehousing and Employment Initiatives Meeting
When: Thursday, May 12th and 26th, 2022
Time: 3:00pm-4:30pm
Where: Virtual Meeting

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UPLIFT Updates

UPLIFT Updates

- Currently processing Q-4 April - June

- We have about 70 passes left for rest of this quarter

- **There will be no replacements for lost passes this quarter to save the remaining passes for special requests only**

- We will be going back to allocations next quarter, and more information about that will be forthcoming

- Please update "**Assigned Staff**" for all new UPLIFT program enrollments:
  a. Case Load Transfers
  b. Inactive staff
  c. Avoid having 2 assigned staff listed for the client under UPLIFT
    i. *(this duplicates on reports and may not get processed)*

- Continue to email uplift@hhs.sccgov.org for all UPLIFT communications

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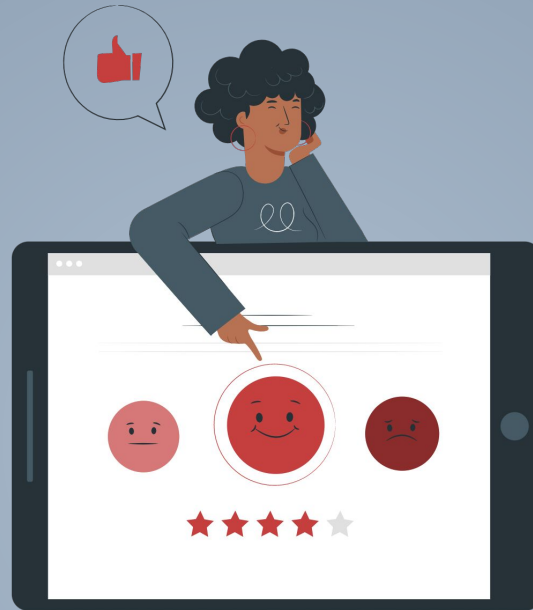
Your Assistance is Requested:
User Satisfaction Survey

2022 HMIS User Satisfaction Survey

How is HMIS working for you?

2022 HMIS User Satisfaction Survey

OK, let's get started
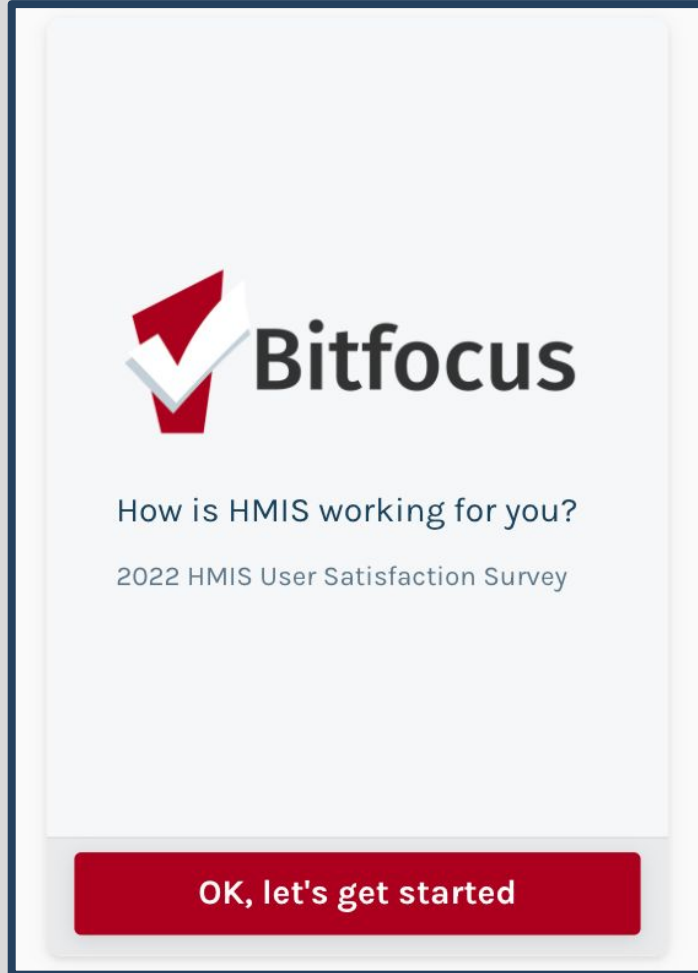
Link to Survey embedded in image!

Here's how you can help out...

✓ SCC OSH considers this survey to be useful and instrumental in determining how well HMIS is working for all users - *it will only take a few minutes*

✓ Please encourage HMIS End Users at your agency to complete the Survey

✓ If YOU have not already done so, please complete the survey as well

✓ We have about 1k users, but a minimum amount of completed surveys

Hot off the Press! SCC Newsletter

HMIS Newsletter

HMIS April 2022 Newsletter

Santa Clara HMIS News, April 2022

Welcome to the Santa Clara HMIS April 2022 newsletter!

In this edition you'll find the following:

- New Feature in Clarity Human Services
- NHSDC Spring 2022 Conference: Santa Clara County Community Hotline – Using Technology to Prioritize, Coordinate, and Support Connections to Housing
- User Satisfaction Survey
- Release of Information (ROI) Start and End Dates
- Data Engagement Workshop (DEW) - All Things Client Related!
- Report Spotlight: [CLNT-102] Client History
- Meetings/Upcoming Events
- Bitfocus is Hiring!

News

Check out last months Newsletter and other newsletters here!

Special Guest Speaker:

Kioni Williams, Roots Community Health Center

SANTA CLARA COUNTY AFRICAN/AFRICAN ANCESTRY COMMUNITY

HEALTHCARE STATUS REPORT

2021

Roots Community Health Center

01 OVERVIEW OF ROOTS
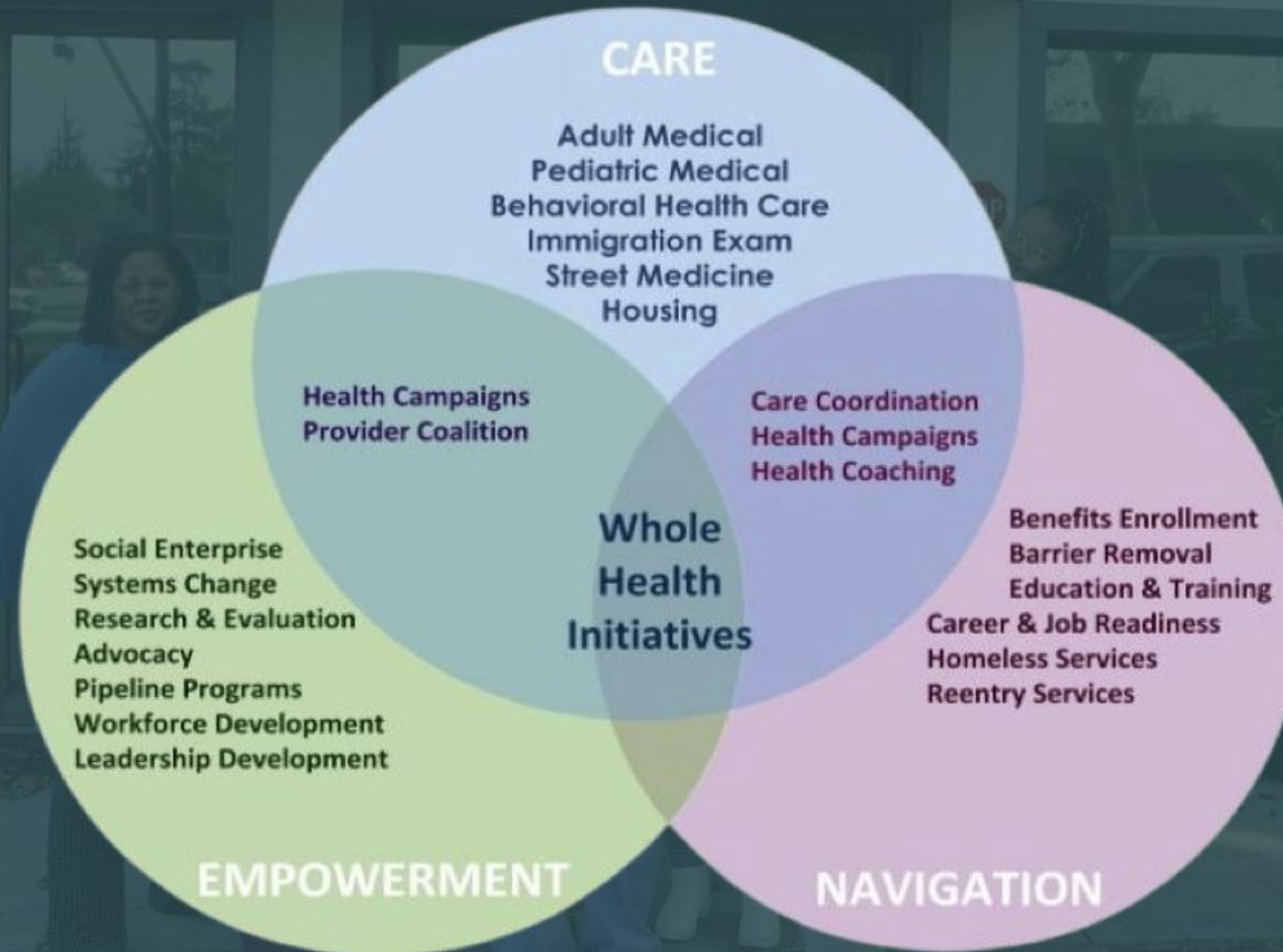
Model, Mission, and Services

ROOTS MISSION & SERVICE

ROOTS DRIVING VALUES

Roots endeavors to:

- Eliminate health disparities by providing African centered, comprehensive primary care and wraparound services
- Provide programs and services that honor the "roots" of culture, heritage, and tradition
- Address the social determinants of health disparities that are often not prioritized by traditional medical providers.

ROOTS WHOLE HEALTH MODEL

CARE

Adult Medical
Pediatric Medical
Behavioral Health Care
Immigration Exam
Street Medicine
Housing

Health Campaigns
Provider Coalition

Care Coordination
Health Campaigns
Health Coaching

Whole
Health
Initiatives

Benefits Enrollment
Barrier Removal
Education & Training
Career & Job Readiness
Homeless Services
Reentry Services

Social Enterprise
Systems Change
Research & Evaluation
Advocacy
Pipeline Programs
Workforce Development
Leadership Development

EMPOWERMENT

NAVIGATION

ROOTS
www.rootsclinic.org

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02

WHY ROOTS IN THE SOUTH BAY

Health assessment report

NEED FOR ROOTS SOUTH BAY

In 2015, The Black Leadership Kitchen Cabinet commissioned a research study to identify the health and healthcare inequities that exist among the African/African Ancestry community in Santa Clara County and to understand the underlying conditions, circumstances, and experiences that perpetuate these inequities.

NEED FOR ROOTS SOUTH BAY CONT.

AFRICAN/AFRICAN ANCESTRY RESEARCH PROJECT & DEMOGRAPHIC STUDY

- 85% of African/African residents ages 18 to 64 have health insurance coverage
- 61% of households have a household income of more than $50,000,
- 75% had seen a doctor for a routine health checkup during the past year

WHAT'S UP?

- 10% of African/African Ancestry adults had been diagnosed with diabetes
- Lowest life expectancy (75.7 years)
- 40% of adults diagnosed with high blood pressure
- Highest number of babies born low birth weight

THE COMMUNITY SAID...

- Cultural incompetence and professional mistreatment

- Racism and discrimination

- (Mis)information and Avoidance

- Trust/Mistrust

- (Dis)empowerment and power of choice

THE COMMUNITY ASKED FOR...

An Afro-centric Health Clinic with services that are tailored for African/African Ancestry community members. This health clinic should strive to employ a predominantly African/African Ancestry staff, and it should train and employ Afro-centric health coaches. This clinic should provide both physical and mental health services from an Afro-centric perspective to address patients' needs in a holistic way and to break down silos between physical and mental health services. In addition, this clinic should build on the existing infrastructure of African/African Ancestry organizations in the county.

03

SERVICES, INTERVENTIONS AND ACTIVITIES

ECM (Enhanced Care Management and Healthy Measures)

ROOTS SOUTH BAY SERVICES

- Adult Primary Care
- Pediatric services coming in March 2022
- Healthy Measures South Bay
- ECM (Enhanced Care Management): Navigation services for adults who are high utilizers of multiple systems
- ECM/Community Support

04

Q & A

QUESTIONS?
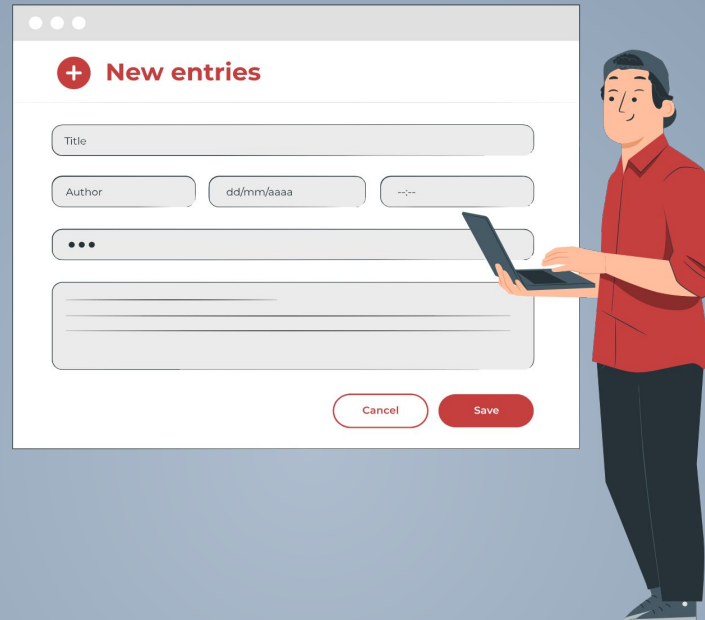
Data Quality:

Notes - Agency, Program & Services

Data Quality: *Notes... Agency / Program / Services*

Agency Level Notes

All notes *unless directed by Agency Lead should be entered at the Agency Level*
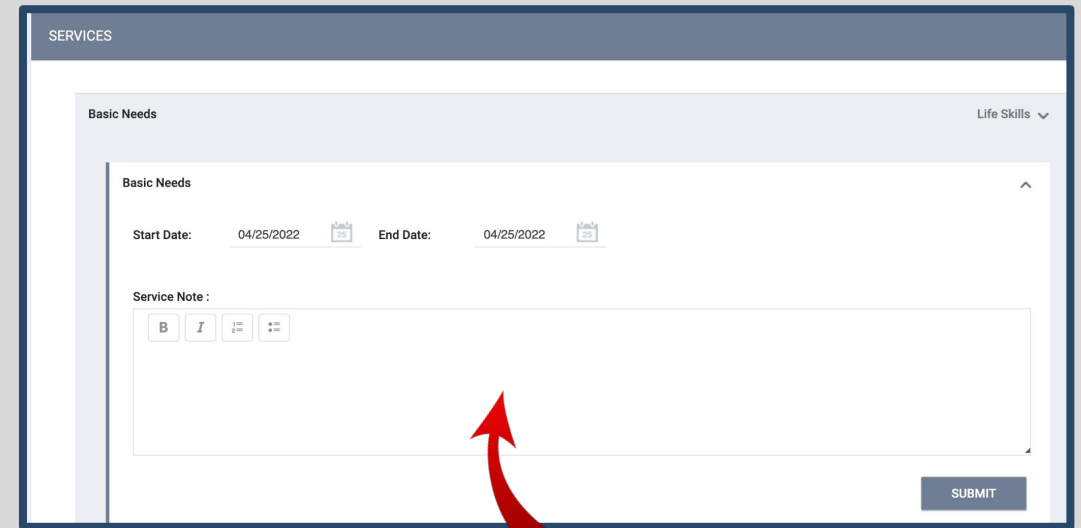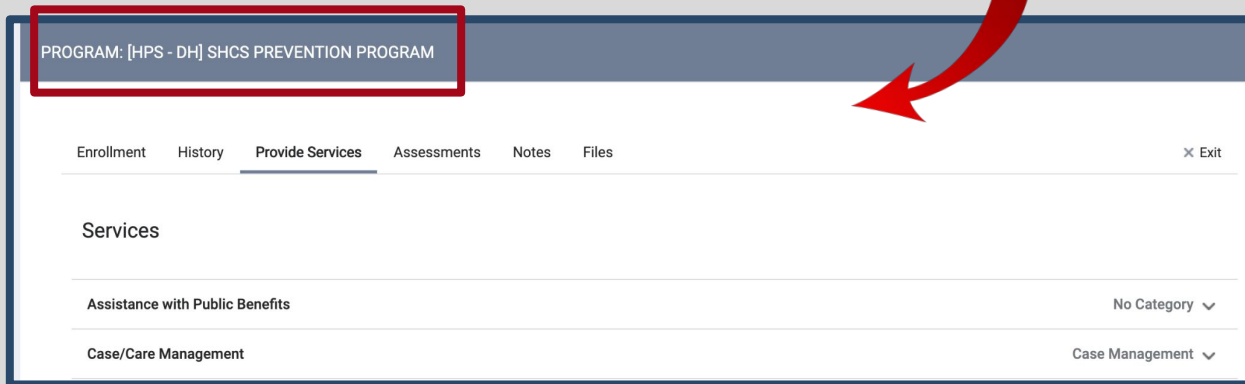
Program Level Notes

Program Notes entered should relate to the program enrollment itself and/or should be entered as directed by the Agency Lead

Data Quality: *Notes... Agency / Program / Services*
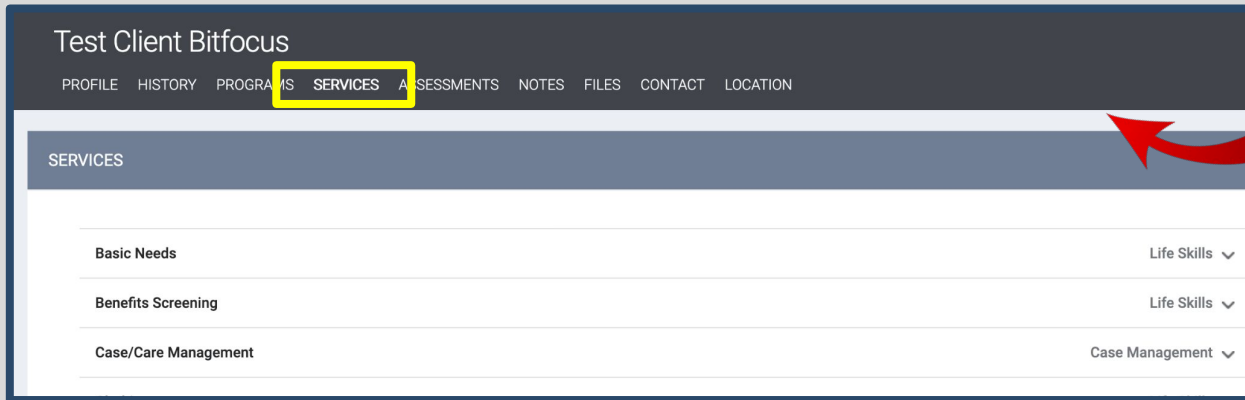
Some **Agencies** have Services available at the Agency Level - these do not require a program enrollment.

The Services provided at the **Program level** will have the program name just right above it - this helps identify the program selected.

Once a service is entered either at the Agency or Program Level the option to enter **SERVICE NOTES** will look like this. Enter notes as they relate to the service only - or as directed by Agency Lead.

HIC/PIT Updates

HIC/PIT Updates - *Completed!*

THANK YOU FOR ALL OF YOUR HARD WORK AND DEDICATION TO ENSURING ALL THE DATA IS CLEANED AND READY FOR HIC/PIT SUBMISSION!

Lessons Learned

✓ **BUI:** Important to monitor BUI to ensure it reflects utilization for programs
  - There were several programs that had either low or high utilization

✓ **Program End Date:** Ensure programs that have ended have all clients exited

✓ **Household Management**: Data quality around HoH is crucial to reporting, making sure minors are not listed as HoH unless they are enrolled in RHY programs
  - Identifying who the HoH is within a household

✓ *Please respond to DQ inquiries by or before deadline*

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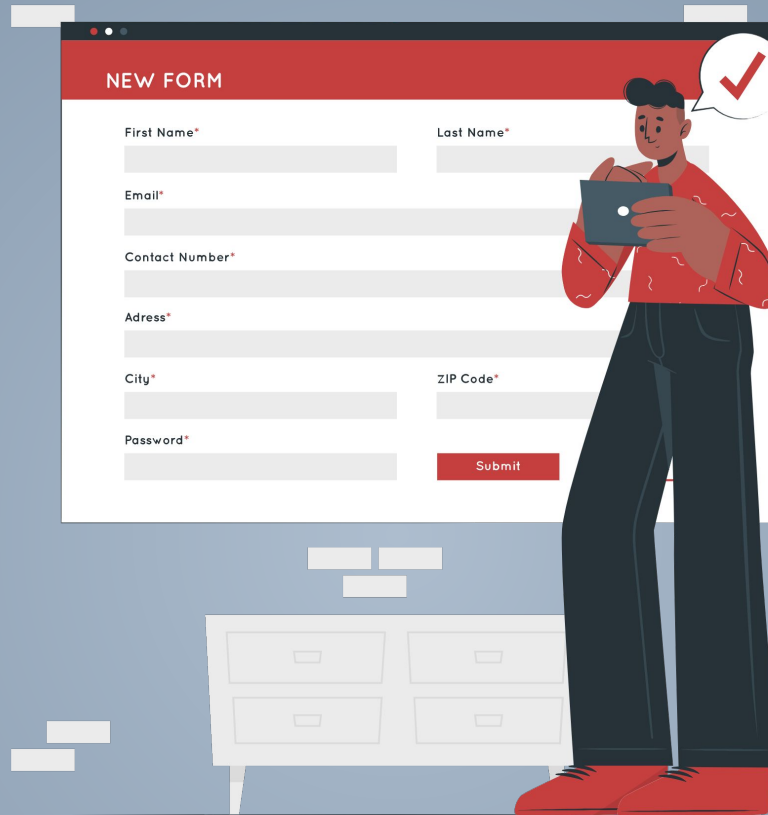
New Program Requests - *Guidance*

New Program Request Forms - *Guidance*

Thank you for using the forms to submit New Program Requests!

✓ All requests will be acknowledged within 24-48 hours of receipt (excluding weekends and holidays)

✓ **SCC OSH will need to APPROVE and REVIEW** requests before program can be added to HMIS

✓ **SCC OSH Program Managers** may reach out to you directly to get clarification on program requests and/or services being requested

✓ Once approved by SCC OSH you will be notified

✓ Once program is added to HMIS you will be notified

   ○ *It is your responsibility to review the program set-up and confirm all is good to go*

   ○ No news from you is good news to us…**no changes will be made**

   ○ **IF** you need changes respond ASAP and please be specific to the change(s) in question

      ➤ *SCC OSH will need to review any changes made after original submission*

Resources:
End User Resource Document

Resource - *End User Resource Document*

HMIS End User Resource Document

As an HMIS End User there are many resources available to assist in navigating HMIS. This document provides a shortcut to where these resources can be found.

Accessing HMIS
Requirements for a log in to conduct data entry

1. Online Clarity General Training (*prerequisite for account creation*)

2. Pre-recorded SCC HMIS Client Consent Training (*prerequisite for account creation and is required on an annual basis*)

3. Live SCC VI-SPDAT Training* hosted by SCC. Please note this training is required if you will be administering the VI-SPDAT assessment at your agency

4. UPLIFT Training is available for all users who request UPLIFT transit passes for their clients. UPLIFT training is mandatory. Users must complete training before they will be authorized to request UPLIFT passes - UPLIFT Training page

Newsletters
Be in the know of changes to HMIS or new policies around data entry, data standards and reporting here!

Forms & Manuals
Here you can find all the different forms used for data entry to HMIS from client forms to assessments.

Translated Forms & Other Tools
References here!

User Account Management
Modification Requests: If you require a new access role, complete any required training and connect with your Agency Lead to approve the change and request. Have your Agency Lead then contact the Help Desk at sccsupport@bitfocus.com

1. Your email is NOT your User Name! If you are uncertain of what that is, connect with the Community Admin (scc-admin@bitfocus.com) team or contact the Help Desk to find out. If you have not used Clarity HMIS in 90 or more days, your account will be inactive due to SCC OSH's auto-deactivation policy. Connect with the Bitfocus help desk to reactivate your account.

2. If it has been more than a year, you will have to retake the Clarity Human Services General Training in addition to the request.

3. Reactivated user accounts must be logged within 24-hours of reactivation, or they will automatically revert back to the deactivated status. Log in to HMIS here!

Clarity Human Services FAQ Training
We're excited to offer this FAQ course! Our sole intent in offering this course is to get you answers quickly, efficiently, and in a way that is easy to learn. Here we answer questions that would typically result in a ticket through our Help Desk. We find that offering these resources ad hoc gives our users the ability to find answers quickly.

Have Questions?
Check out these resources available to you.

Bifocus Clarity Human Services Help Center
How can we help? Check out all the resources here!

Help Desk: sccsupport@bitfocus.com
Phone Number: (408) 596.5866 Ext. 2
Sys. Admin. Team: scc-admin@bitfocus.com

Virtual Suggestion Box!
Want to share something or make a request? Here is where to do it! *And it's anonymous.*

Link to Resource embedded in image!

Check out our latest addition to Resources for End Users!

It's a one STOP shop for all items End User related

*Please be sure and share this practical and easy to use resource!*
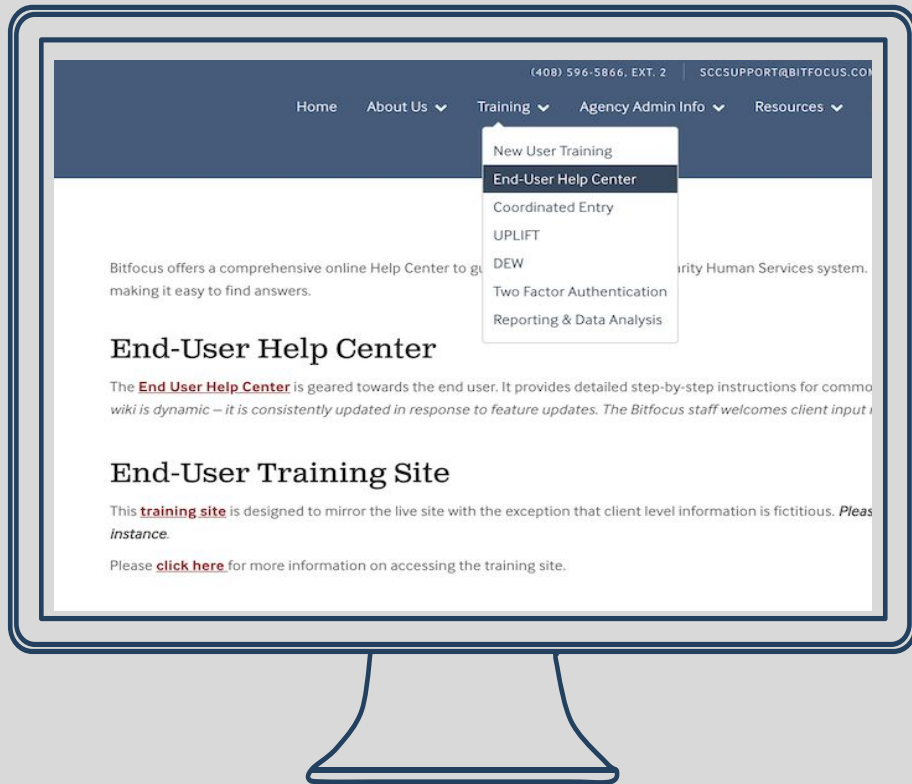
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Reminders

Reminders - Test Clients

- Please <u>do not enter TEST CLIENTS</u> into the live instance

- **Test clients will be deleted during data quality clean-up**

- Use the SCC Training Site to do testing

- If you do enter a test client, please be sure to remove them

This will avoid Federal Reporting Data Quality issues
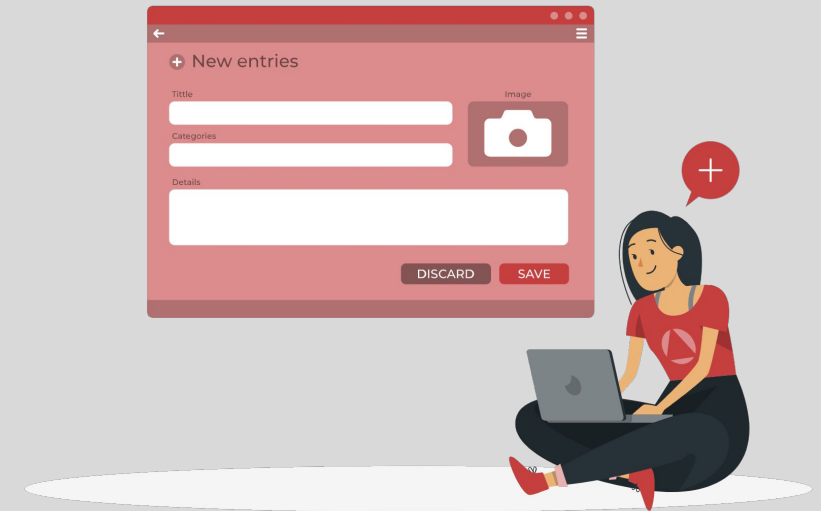
Reminders - SCC HMIS Training Site

Want to Hone Your Skills? Use the SCC HMIS Training Site

What you need to know:

➢ From the Training Tab select the **End-User Help Center drop down**

➢ **Scroll to the End-User Training Site**

➢ Contact the Help Desk to gain access at *sccsupport@bitfocus.com*

➢ You should complete all required training as usual

➢ Practice entering client information and uploading docs. in an agency/program set-up to mirror your current agencies set-up in the live HMIS website

Reminders - CCP Office Hours

CANCELLED

➢ Please note CCP Office Hours have been cancelled indefinitely

➢ Please notify staff at your agency who may attend

➢ Maria from SCC OSH informed those impacted

➢ Have questions? Please contact the Help Desk at *sccsupport@bitfocus.com*

   or Maria Ruiz at *mariaguadalupe.ruiz@hhs.sccgov.org*

Reminders - *Office Hours*

Have questions about HMIS or Looker?

Join us and get these questions resolved!

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

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

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Reminders - *Using the Help Desk*

We are still receiving a lot of requests directly, please utilize the Help Desk as much as possible. They will loop us in if and when necessary.

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/HPAT required training

3. Verifying an end user has completed required training

4. When an end user has separated from your agency (make inactive)

5. Access to the SCC HMIS Training Instance/Sandbox

6. General Assistance with reporting

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Reminders - Virtual Suggestion Box

Have ideas about enhancements and/or

additions to HMIS?

Have general questions you'd like to ask?

Drop it in your Virtual Suggestion Box!

Your ideas count! Make a Suggestion!

Okay! press **ENTER**

Next Month's Meeting
Thursday, June 2nd, 2022