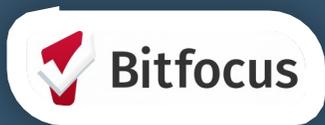




**SCC Technical Admin. (TA) | Agency Lead
Meeting**
Thursday, March 5, 2026



Getting to Know You

If you could download 1 skill directly into your brain right now, Matrix-style, what are you choosing and why?



Discussion Topics



UPDATES

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter



IN THE KNOW

- HIC/PIT
- MyConnectSV Feature Updates
- Clarity February Feature Updates



MEMOS

- Disabling Conditions DQ
- Recently Assessed & Not on CHQ
- Q & A Time
- Next Month's Meeting



UPDATES



COC UPDATES



CoC Updates — *Community Plan to End Homelessness*

The updated Community Plan to End Homelessness is being drafted based on gaps analysis and input from a Steering Committee, Cities, the County, the CoC Board, and a Lived Experience Workgroup



We will seek community input on the draft plan from March - May to have a final plan approved and implemented this, Summer



We want to hear from you, your colleagues, and your clients

There will be 4 regional convenings and targeted focus groups for key subpopulations



We will get you all information soon for the convenings



Our ask is that you share with your networks and invite people to come and give input



CoC Updates — *Coordinated Entry Redesign Pilot*

CAT Pilot Phase



8 agencies and ~50 assessors are participating.

Agencies include: PATH, HomeFirst, LifeMoves, Abode, BWC, Community Solutions, South County Reentry Center, and United Effort Organization



Gathering between **750- 1,000 CATs** (7-9 month timeline expected)



Robust data collection approach recommended by **Prioritization Committee**



March 2026

MON	TUES	WED	THURS	FRI
2 <u>2pm SCC Looker Office Hours</u>	3	4	5 <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	6
9	10 <u>10am Data Think Tank</u>	11 <u>9:30am Service Providers Network Meeting</u>	12 <u>10am SCC Clarity Office Hours</u>	13
16 <u>2pm SCC Looker Office Hours</u>	17	18	19 <u>2:00pm NOFO Committee Meeting</u>	20
23	24	25 <u>10am SCC TA Office Hours</u>	26 <u>10am SCC Clarity Office Hours</u> <u>1:00pm PMWG</u>	27 <u>9am SCC CoC VI-SPDAT Training</u>
30 <u>2pm SCC Looker Office Hours</u>	31			



UPLIFT UPDATES



UPLIFT Updates – FY 2026 Q4 April – June



BEFORE THE QUARTER STARTS

Exit ALL clients who did not receive a pass (sticker) from your agency last quarter. These clients will need to have a new enrollment form submitted the next time they need a pass

Only clients who received a pass last quarter from your agency are considered "continuing clients" and can have a status assessment submitted.



REQUESTING PASSES

- New Client = **Enrollment form**
- Continuing client = **Status assessment** (make sure they received a pass last quarter under "Program Service History")
- MUST be dated **3/20/2025 or onward**
- Quarter: **Apr-Jun**
- Request either a "Sticker" **OR** "Badge and Sticker"



ONLY request a "Badge and Sticker" if: Enrolling a new client.

A continuing client has lost their badge.

Clients should be reusing their UPLIFT badges each quarter.

Please check client HMIS profile to see if another agency has already requested one before submission.



UPLIFT Updates – Common Errors



UPLIFT Updates – Allocation Surveys

UPLIFT PROGRAM COORDINATORS ONLY

- Allocation surveys will be sent out soon
- Due 3/18
- Final allocations sent 3/19
- Email UPLIFT@osh.sccgov.org if the program coordinator at your agency changed



HMIS NEWSLETTER



HMIS Newsletter

HMIS Newsletter: February 2026

Table of Contents

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- 📌 [Federal Reporting Updates](#)
- 📌 [Help Desk Reminders](#)
- 📌 [In Our Community](#)
- 📌 [Upcoming Events](#)
- 📌 [Bitfocus is Hiring](#)

Announcements

March Performance Management Workgroup Meeting

SPM 4: Employment and Income Growth for individuals and families

Summary of HUD System Performance Measure 4

Measure 4 is a critical benchmark used by the U.S. Department of Housing and Urban Development (HUD) to evaluate how effectively Continuum of Care (CoC) programs help homeless adults gain financial independence. At its core, it tracks the **growth of cash income**—whether through a paycheck or public benefits—to ensure long-term housing stability.

How Measure 4 Works

The measure relies on data from the **Homeless Management Information System (HMIS)** to compare a client's financial status at two points: their entry into the program versus either their annual assessment or their departure from the program.





IN THE KNOW



FEDERAL REPORTING

HIC/PIT



HIC/PIT Data Quality Outreach

01

Emails with DQ changes will continue

Deadlines Provided; be sure to submit by then

02

03

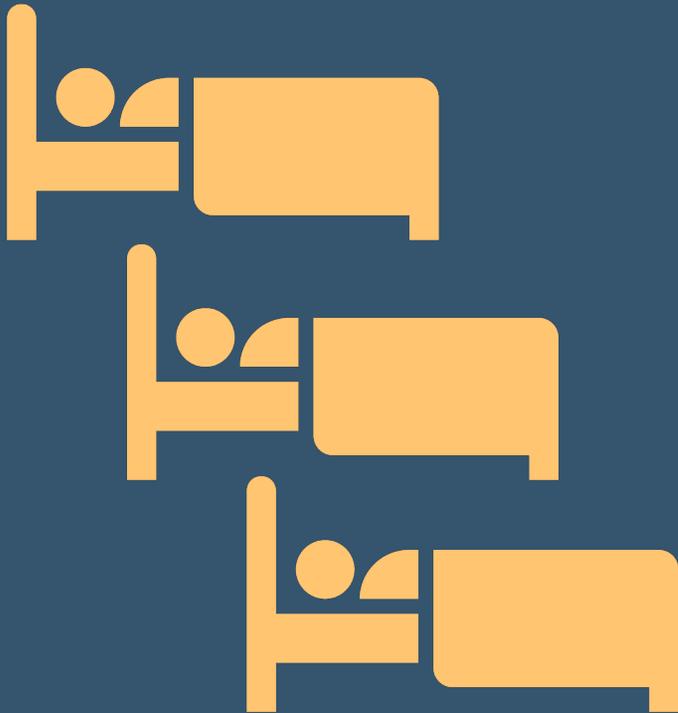
Need Help? Contact Us ASAP

Join Office Hours or Schedule 1-1 when needed

04



HIC/PIT DQ – Missing Bed Nights



Project Type: Emergency Shelter – Night by Night

A **Bed-Night Date** indicates the client has utilized a bed in a *night-by-night emergency* shelter on that date

There **must be a record of a bed night** on the project start date into the shelter; any additional bed night dates must be after the Project Start Date and before the Project Exit Date.



HIC/PIT DQ – Overlapping Enrollments



Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter (1) start-to-end date range (w/in report dates)	Emergency Shelter (2) start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter start-to-end date range (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter start-to-end date range (w/in report dates)	Safe Haven start-to-end date range	Any overlap by any number of
Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Safe Haven (1) start-to-end date range (w/in report dates)	Emergency Shelter Bed Night (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	Emergency Shelter (1) Bed Night (w/in report dates)	
Transitional Housing start-to-end date range (w/in report dates)	Emergency Shelter (2) Bed Night (w/in report dates)	
Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Transitional Housing start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter Bed Night (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Emergency Shelter start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two days should be fixed; one or two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
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Emergency Shelter Bed Night (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.



HIC/PIT DQ – Missing HoH



No head of household is designated



More than one client in a group enrollment is designated as head of household



The client in a group enrollment designated as head of household has an enrollment date **after** others in the group or an exit date **before** others in the group enrollment



The client designated as head of household is a young child or has an incorrect DOB making them appear to be a minor



HIC/PIT DQ - Low/High Utilization



Utilization less than 65% needs an explanation or a revised BUI



Utilization may be impacted by missing Move-in Dates and Bed Nights



Utilization over 105% needs an explanation or a revised BUI



HIC/PIT DQ – Move-in Dates



Documents the date a household is admitted into a permanent housing project

This date is critical to Housing Inventory Count (HIC) and Point-in-Time (PIT) counts

Differentiates households which have already moved into permanent housing from households which are enrolled in a Permanent Housing project but are still experiencing literal homelessness (in Emergency Shelter, Safe Haven, Transitional Housing, or on the street) as they prepare to move into an available unit



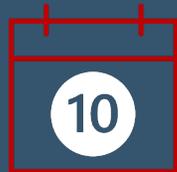
HIC/PIT DQ – Move-in Dates



The enrollment must have one and only one *Head of Household* designated



The HoH entered the project on or before the date, all other household members entered



A *Move-in Date* is required for the HoH



HIC/PIT Helpful Reports

- **[HUDX-225] HMIS Data Quality Report to review data quality**
- **[GNRL-220] Program Details Report** To review all client-level data
- **[GNRL-106] Program Roster** To review enrollment, exit, and housing move-in dates
- **[HSNG-108] Housing Census** To review bed nights and maximum bed occupancy (from the bed & unit inventory configured for the program)
- **[HUDX-123-AD] Housing Inventory (HIC) Supplemental** The Housing Inventory Count Supplemental report is designed to be used as a tool to review housing inventory available in a community



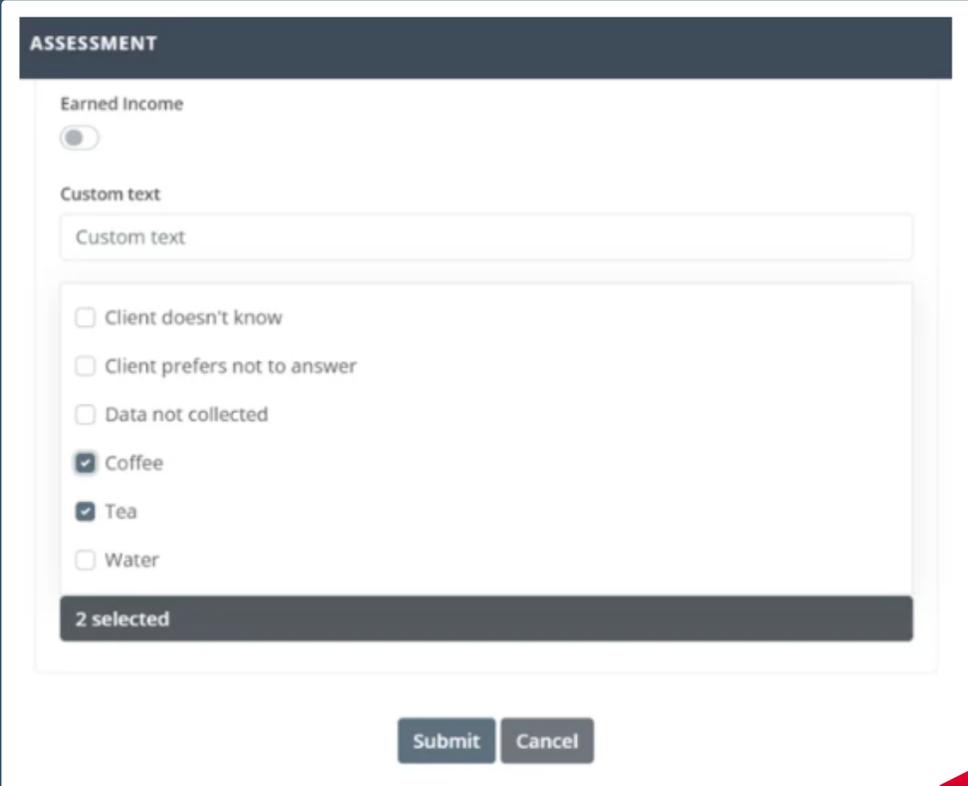
MYCONNECTSV FEATURE UPDATES



Multi-select Fields on Assessments

With this update, assessments with multi-select fields for client users of the Customer Portal now show checkboxes. Previously, clients would need to hold "cntrl/command" to select multiple fields when selecting more than one field.

Additionally, if a user selects **Client doesn't know**, **Client prefers not to answer**, or **Data not collected** in the multi-select field, then any other response options are unselected.



ASSESSMENT

Earned Income

Custom text
Custom text

Client doesn't know
 Client prefers not to answer
 Data not collected
 Coffee
 Tea
 Water

2 selected

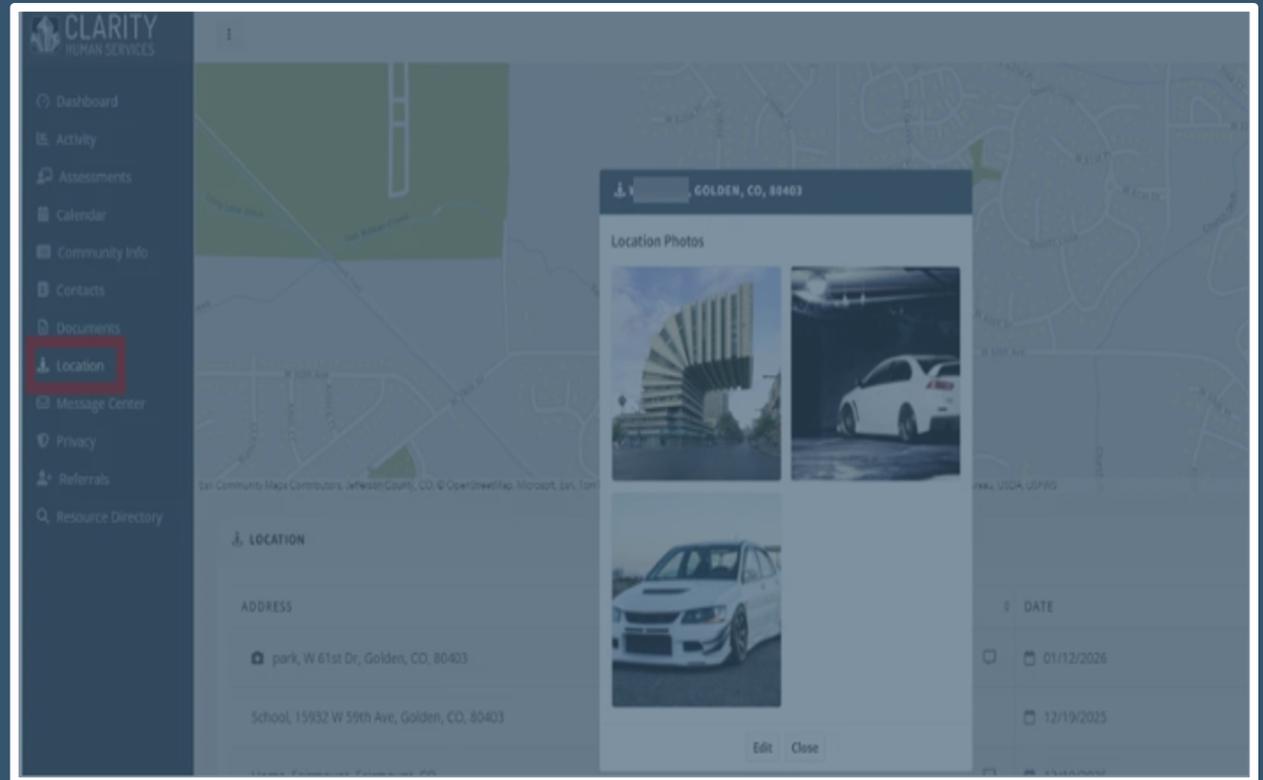
Submit Cancel



Location Photos

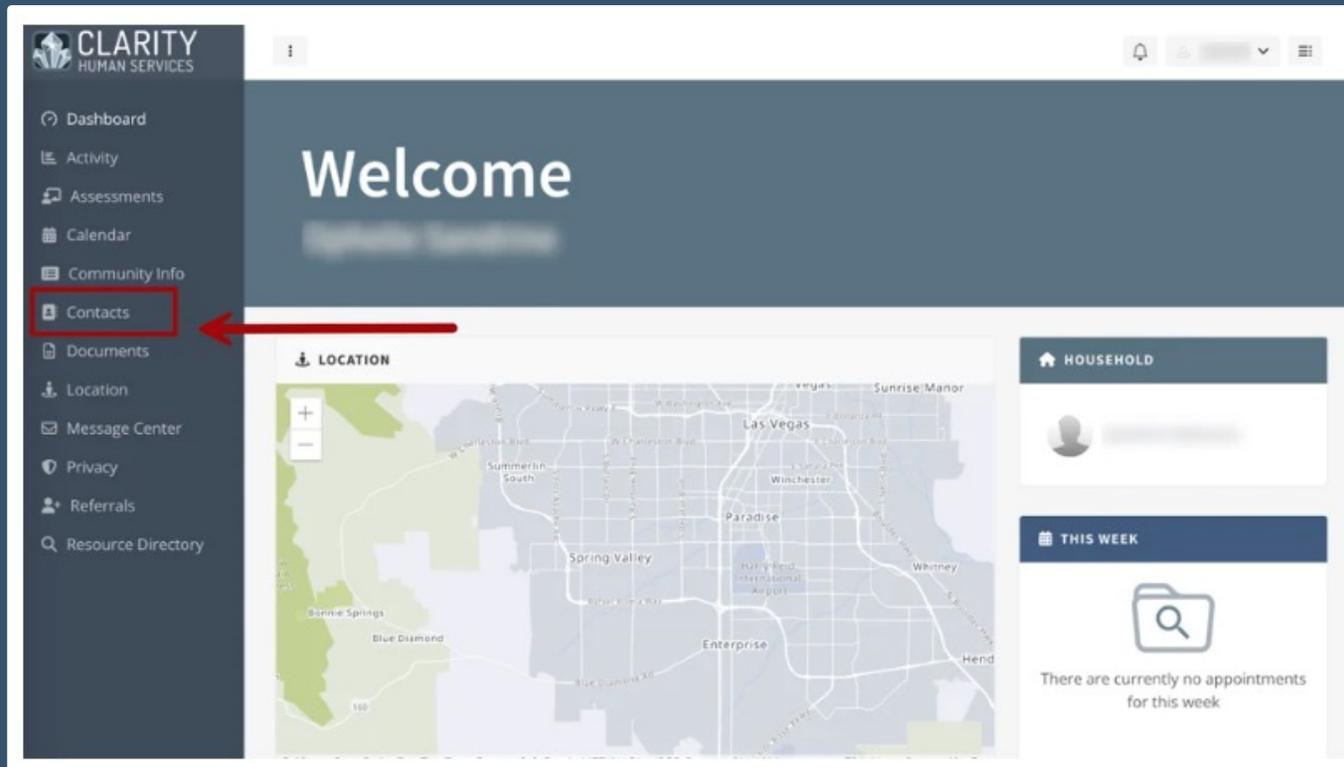
With this update, Clarity users and Customer Portal client users can upload photos to **Location** tabs in the current interface (Clarity users), the new Clarity interface (Clarity users), and the Customer Portal (client users). This will allow case managers to quickly and accurately locate their clients who may not have easy-to-find addresses/locations.

This is the update for the current interface functionality and the Customer Portal functionality.



Client-supplied Contact Records

The Customer Portal has been updated to allow Customer Portal client users to add their own contacts. A new **Contacts** tab has been added to the left sidebar.

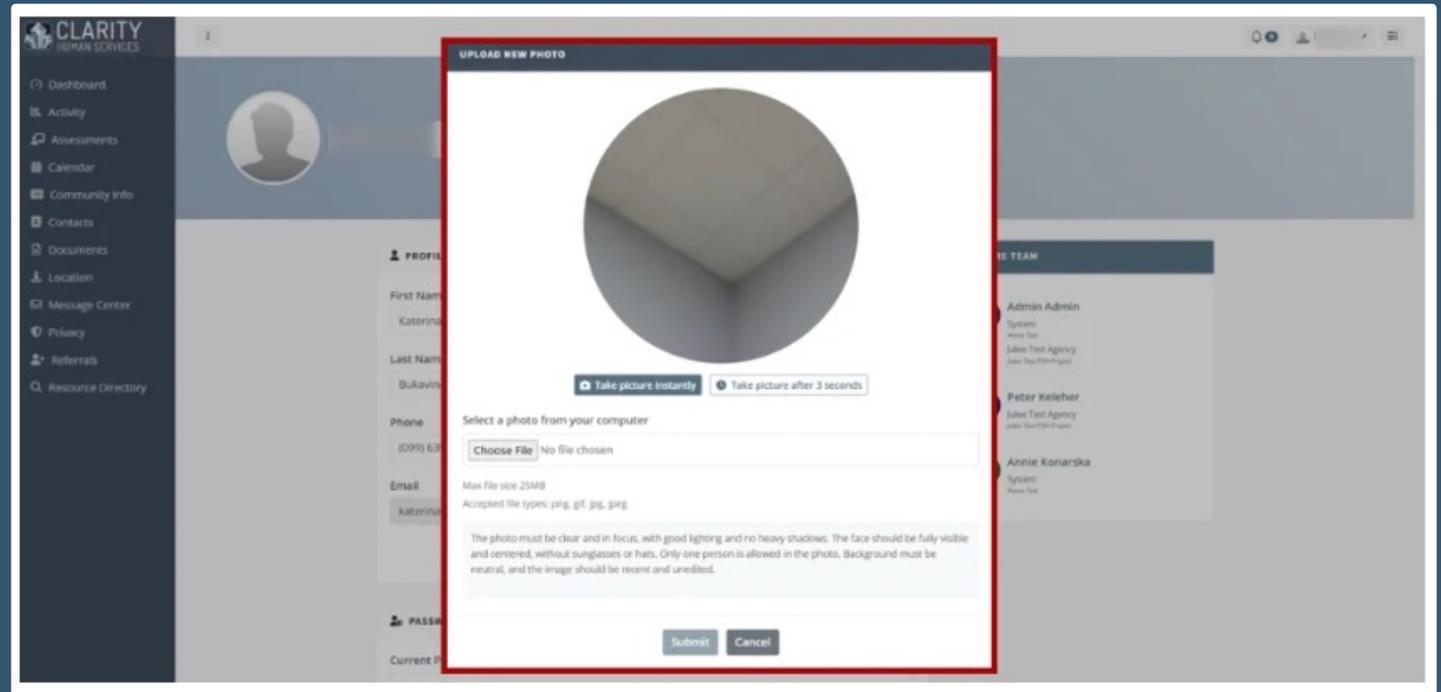


Client-supplied Profile Photos

Client users of the Customer Portal now can update their profile photo. If the user updates their photo, that photo will be visible in both the Customer Portal and on their profile in Clarity.

This feature includes updates to Customer Portal settings, Clarity user experience and client user experience.

Photos needing to be approved in Clarity once they're uploaded—care team members will get notified by email and clarity inbox if a new profile pic has been uploaded that they need to approve



CLARITY FEBRUARY UPDATES



Disabling Condition Warning Message

Warning Message Consolidation

Previously, two separate validation warnings used the exact same text but were triggered by different sets of conditional logic. The shared message informs users of a mismatch between a general status and specific details:

The Issue: The system detects that "**Disabling Condition**" is marked as "**Yes,**" but the user has failed to select any specific **disability types**.

The Instruction: Users are prompted to either change the "Disabling Condition" status or select at least one specific disability type to resolve the error.



Disabling Condition Warning Message

DISABLING CONDITIONS AND BARRIERS

Disabling Condition	No	▼
Physical Disability	No	▼
Developmental Disability	No	▼
Chronic Health Condition	No	▼
HIV - AIDS	No	▼
Mental Health Disorder	No	▼
Substance Use Disorder	Both alcohol and drug use d	Long Term Client doesn't know



Disabling Condition Warning Message

DISABLING CONDITIONS AND BARRIERS

Disabling Condition	No	▼
Physical Disability	No	▼
Developmental Disability	Yes	▼

 You have selected "Yes" for Developmental Disability but "No", "Client doesn't know", "Client prefers not to answer", or "Data not collected" for Disabling Condition. Please correct the Disabling Condition field or the Developmental Disability field, as appropriate.



Disabling Condition Warning Message

This update aligns with HUD's **HMIS Data Standards**, which define a **Disabling Condition** as a physical, mental, or emotional impairment—including those caused by brain injury, post-traumatic stress disorder, or alcohol/drug abuse—that meets the following criteria:

1. It is expected to be of **indefinite duration** or long-continuing.
2. It **substantially impedes** the person's ability to live independently.
3. The individual's condition could be **improved** by more suitable housing conditions.



Disabling Condition Warning Message

The new single warning reads:

"Disabling Condition is set to "Yes," but no long-term disability type has been selected, which may lead to data quality errors. Please update Disabling Condition or select at least one disability type as long-term, if applicable."





MEMOS



DISABLING CONDITION DQ



DISABLING CONDITION DQ

Please note DQ around **MISSING** or **DATA ERRORS** for Disabling Conditions has commenced

Emails have gone out - please review these and make necessary updates by deadline

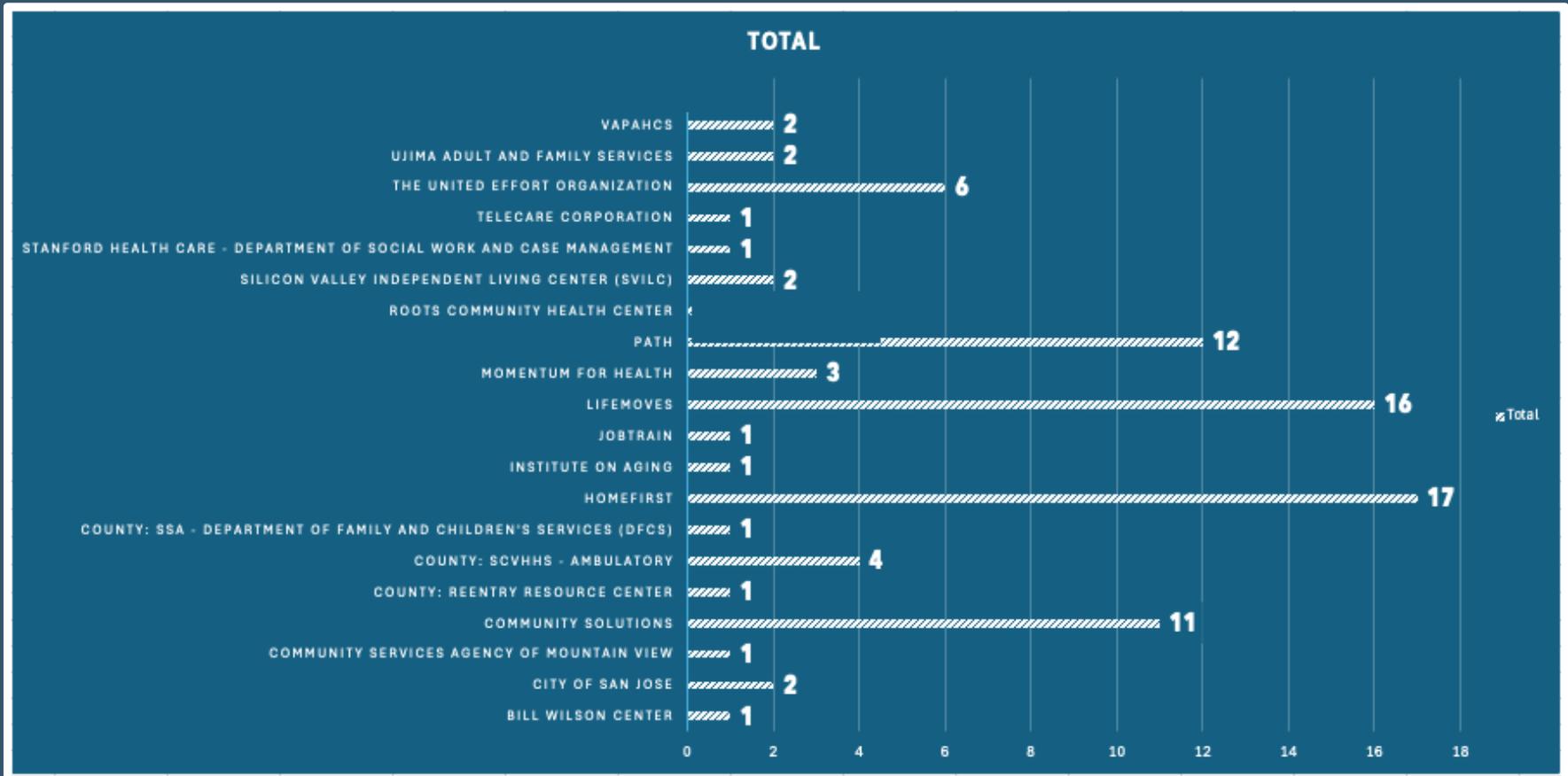
- ✓ Active Clients should be fixed; if you are still working with these clients, you should be able to make updates
- ✓ Inactive clients should at least be reviewed and updates made where possible



**RECENTLY ASSESSED & NOT ON
CHQ**



RECENTLY ASSESSED & NOT ON CHQ



Office Hours - Reminder



Clarity Human Services HMIS Office Hours

Every other week on Thursday from 10:00am-11:30am

Office Hours are available via Zoom!



Upgrade Your Skills!



Dear Lesly,

We invite you to join us for our Office Hours.

What are "Office Hours?"

We know that lots of issues and questions can arise when using Clarity (HMIS). **Office Hours are a great opportunity to get your questions answered, see demos of anything you can't figure out or can't remember how to do, find out how to fix things that might have gotten messed up, and participate in discussions with other users around solutions to common challenges.**



Clarity Human Services Looker Office Hours

Mondays every other week!

Looker Office Hours are available via Zoom!



Dear HMIS End User,

We invite you to join us for our Office Hours.

What Are "Office Hours?"

We know that lots of issues and questions can arise when using Clarity (HMIS) and Looker. Office Hours are a great opportunity to get your questions answered, see demos of anything you can't figure out or can't remember how to do, find out how to fix things that might have gotten messed up, and participate in discussions with other users around solutions to common challenges.

Looker Office Hours

- Ongoing support
- Space to ask general questions
- Receive assistance on questions you may have about a Looker related report or a report you want to create





Q & A



Next Month's
Thursday, April 2 , 2026

