



# April 2024 TA/Agency Lead Minutes

## MEETING OBJECTIVES

### UPDATES

- CoC Updates
- UPIFT Updates
- HMIS Newsletter

### IN THE KNOW

- HIC/PIT
- Upcoming DEW
- MyConnectSV – Client Assistance
- SCC HMIS Quarterly Compliance Certification Checklist Q1

### MEMOS

- Recently Assessed & Not on the CHQ
- SCC Client Consent Training
- Next Month's Meeting

### UPDATES

#### CoC Updates

None currently

#### Upcoming Events - April 2024

April 2024 Upcoming Events				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 2pm SCC HMIS Office Hours <b>HOLIDAY</b>	2	3	4 2pm HMIS TA/Agency Lead Meeting	5
8	9 10am Data Think Tank	10 9:30am Service Provider Network Meeting	11 10am HMIS County Office Hours 10am Data Reporting & Tenant Rights Training Part 1	12
15 2pm SCC HMIS Leader Office Hours	16	17	18 10am Data Reporting & Tenant Rights Training Part 2 2pm Data Resource Management Work Session	19
22	23	24 9am-11:30am In Person Training 10am SCC TA Office Hours	25 10am Data Reporting & Tenant Rights Training Part 3 10am HMIS County Office Hours 2pm Board Behavioral Employment Interview Meeting	26
29 2pm SCC HMIS Leader Office Hours	30 10:30am CoC Budget Behaviors Work Session Part 1			

## UPLIFT Updates

### Quarter 4 Updates

- 82% of Q4 stickers have been issued
- The pooled pass period begins on 5/1
  - If there are any passes remaining at that time, they will be available on a first-come, first-served basis
  - Lost passes (stickers) can be replaced at this time if there are passes available
  - We cannot replace lost passes (stickers) until 5/1, but badges only can be replaced for active UPLIFT clients at any time.

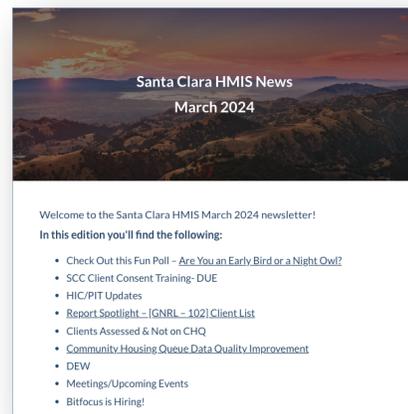
### Announcements

- The County has purchased additional UPLIFT stickers to better meet the needs of our participating providers.
  - These additional passes will be available when the new fiscal year begins next quarter (FY25 Q1).
  - More details will be forthcoming in late May/early June.

**To be added to the UPLIFT mailing list, please**

**email [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org)**

## HMIS Newsletter





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## IN THE KNOW

### HIC/PIT

This year SCC will not be doing an Unsheltered Count; therefore, we will only be focusing on the HIC (Housing Inventory Count)/PIT (Point In Time Count).

- The date that has been selected for the HIC this year is **Thursday, January 25th, 2024.**
- **Deadline for Submission: April 30<sup>th</sup>, 2024**

### 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

### HIC/PIT ...Resources

- Communication from the Sys. Admin. Team for any required data clean-up and/or questions
- Template for non-HMIS participating projects that don't collect data in HMIS - *went out on Monday! Check your email...*
- 1:1 Technical Assistance through the Help Desk via chat, email, phone, or Zoom
- SCC HMIS Office Hours, every other Thursday, from 10am-11:30am

## Upcoming DEW

Please join us for the upcoming Data Engagement Workshop (DEW)

*"System Overview: Tips and Tools for Navigating HMIS"*

In this workshop we will walk through some of our most common HMIS data entry steps and we'll review all the tools available within the Clarity HMIS System.

This is a great training for new and long-time users who want to make sure they are getting everything out of their HMIS!

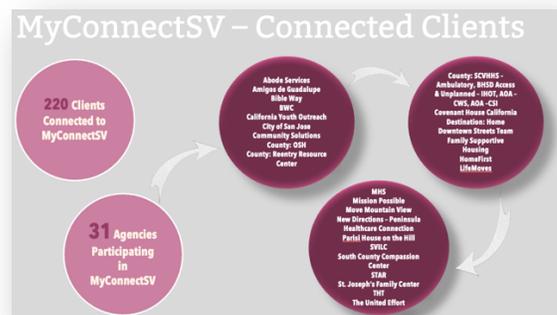
### System Overview: Tips and Tools for Navigating HMIS

**When: Tuesday, May 7<sup>th</sup>, 2024**

**Time: 10:00am-12:00pm**

**Where: [Zoom](#)**

## MyConnectSV - Client Assistance



## Troubleshooting Login Issues - Cheat sheet!





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## SCC HMIS Quarterly Compliance Certification Checklist Q1

- NEW PROCESS
  - Email reminder sent of upcoming deadline
  - You will run report in DA Tab for list of End Users
  - You will send list of certified End Users to Sys. Admin. Team per usual
- Certification Due
- Tuesday April 30th, 2024
  - Include all Active HMIS users at your agency on [the standard form found here](#)
  - This means that your date range filter in the report on the DA tab will be 01/01/2024 - 03/31/2024
  - The report has been preset with this date range; so just select your agency name
  - Detailed steps on running the report can be found [here](#)
- Non-HMIS End Users Assessors

Please provide the names and email addresses of Non-HMIS Users at your agency who provide VI-SPDATs to clients; we want to make sure to capture this information to ensure updates to VI-SPDATs are provided to them. [We have created a form for this here.](#)

- Questions: email us [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

## Agencies w/Clients Assessed & Not on CHQ

Agency Name	Client Count
HomeFirst	18
LifeMoves	17
County: Reentry Resource Center	11
PATH	5
WeHOPE	4
Bill Wilson Center	4
Horizon Services, Inc - DBA Mission Street Sobering Center	3
Social Impact Team (SIT)   Property Owners Downtown Association	2
Silicon Valley Independent Living Center (SVILC)	2
County: SCVHHS - BHSD AOA - CSI	1
UPLIFT	1
The United Effort Organization	1
County: SCVHHS - Ambulatory	1
VAPAHCs	1
Community Solutions	1
Carry the Vision (CTV)	1
ConXion to Community	1

Please note this data was pulled Wednesday, April 3<sup>rd</sup>. It is possible that Referrals have been processed. Please be sure and run the report to confirm.

## MEMOS

### Annual SCC Client Consent Training

**All Clarity HMIS users in Santa Clara County are required to take the updated Client Consent**

**All Clarity HMIS users in Santa Clara County are required to take the updated Client Consent [Training](#) was due [March 29th, 2024](#).**

If your End users have not completed the training, please make sure they do.

[Click here](#) to complete the 30-minute training!

End Users who do not complete the training will have their HMIS access deactivated.

### Training Tips

- You will not be able to access the required quiz until after you've watched the 30-minute video
  - If you open a new window in your browser or select one that is already open, or you fast forward the video, the system will recognize this as multitasking, and you'll need to watch the video again*
- Please make sure End Users are using the email address used in HMIS on the Training Site when they register for the training**
- Although **YOU DO NOT need to confirm completing the training with Bitfocus**, if you have questions about your completion, please contact the Help Desk at [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

### Agencies w/Pending Completions

*Please note this data was pulled Wednesday, April 3<sup>rd</sup>.*

*It is possible that End Users have completed training since then.*

*Please be sure and run the report to confirm.*



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Agency Name	Staff Count	Agency Name	Staff Count
Abode Services	82	Mission Possible	4
HomeFirst	36	VAPAHCS	4
LifeMoves	26	County: SSA - DEBS SSI Advocacy	3
Bill Wilson Center	25	JobTrain	3
Community Solutions	21	Silicon Valley Independent Living Center (SVILC)	3
The Health Trust: County Collaborative	13	Institute on Aging	3
PATH	10	North East Medical Services (NEMS)	3
County: SCVHHS - Ambulatory	10	Bay Area Community Health (BACH)	2
Amigos de Guadalupe	9	Community Services Agency of Mountain View	2
County: OSH	9	County: SSA - Department of Family and Children's Services (DFCS)	2
WEHOPE	9	County: SCVHHS - BHSD ADA - CSI	2
Santa Clara Family Health Plan (SCFHP)	8	Salvation Army	2
County: SSA - DEBS General Assistance	8	Sunnyvale Community Services	2
New Directions - Peninsula Healthcare Connection	7	Armenian Blue Cross	2
Social Impact Team (SIT) Property Owners Downtown Association	5	Razing the Bar	2
County: SCVHHS - Public Health	5	CityTeam Ministries	2
Community Hotline	4	International Rescue Committee (IRC), Inc	2
County: Reentry Resource Center	4	Asian American Center of Santa Clara County (AASC)	1
Starlight Community Services	4	County: SCVHHS - BHSD - ADA - FDR	1

## 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 \(click here to access\)](#)

## 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 I-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

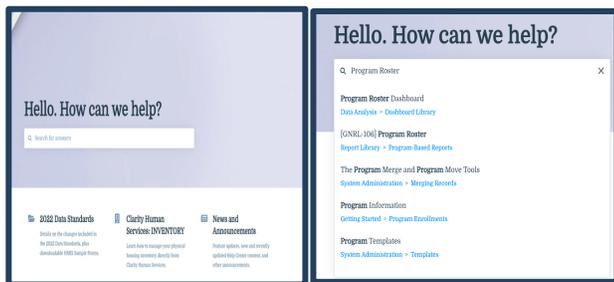
[sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

Or

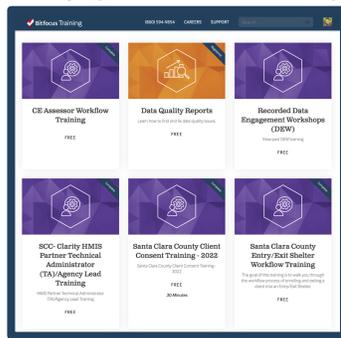
(408) 596.5866 Ext. 2

## Resources

### Clarity Human Services Help Center



Link to page embedded in image!



Link to page embedded in image!

- You must log in to access the trainings here
- Multiple Training Opportunities and Refreshers
- Select the training you want to watch
- Don't have enough time to watch it all - pick up next time where you left off



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### 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 the Virtual Suggestion Box option.



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

Have any general questions you'd like to ask?  
Let us know! Drop it in the box!

### Next Agency Admin Meeting

Meeting Location: [Zoom Link](#)  
When: Thursday, May 2nd, 2024  
Time: 2:00pm – 3:30pm

### Dates and locations for 2024 meetings are listed on the OSH website:

[CoC Events Calendar - Supportive Housing - County of Santa Clara](#)

### Bitfocus Contact Information

Support Team: [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)  
Bitfocus System Administration Team: [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

### Your Sys. Admin. Team:



#### Angie Evans

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Senior Project Admin, Santa Clara County  
South Bay, CA  
800.594.9854 x274



#### Lesly Soto Bright

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Deputy Project Admin, SCC  
South Bay, CA  
800.594.9854 x256

#### List of Participants

*If you attended the meeting but are not listed, please let us know.*

**LIST COMING BEFORE END OF WEEK.**