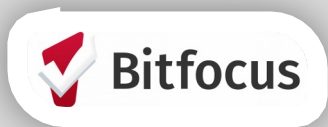




**SCC Technical Admin. (TA)
Agency Lead Meeting
Thursday, April 2, 2026**



Getting to Know You

WHAT IS ONE SCENT / SMELL THAT YOU
CANNOT STAND?



Discussion Topics



UPDATES

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter



IN THE KNOW

- HIC/PIT DQ
- Annual SCC Client Consent & MCSV Training
- SCC Quarterly Compliance Checklist Q1 (Jan. - Mar.)
- Importance of Email Address in HMIS



MEMOS

- New Help Desk Ticket Per Issue
- Recently Assessed & Not on CHQ
- Q & A Time
- Next Month's Meeting



UPDATES



COC UPDATES



CoC Updates

Community Plan to End Homelessness Convenings Planned Throughout the County

Tuesday, April 28, 6-8pm in South County
Community Agency for Resources Advocacy and Services

Wednesday, April 29, 6-8pm in West Valley
Campell Community Center

Thursday, April 30, 6-8pm in North County
Mitchell Park Community Center, El Palo Alto Room

Thursday, May 14, 6-8pm in San Jose
Roosevelt Community Center

Details, Flyers, and Registration Links [available here!](#)



April 2026

MON	TUES	WED	THURS	FRI
		1	2 <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	3
6	7	8 <u>9:30am Service Providers Network Meeting</u>	9 <u>10am SCC Clarity Office Hours</u>	10
13 <u>2pm SCC Looker Office Hours</u>	14 <u>10am DATA THINK TANK</u>	15 <u>10am SCC CoC - Fair Housing & Tenant Rights Training Series</u>	16	17
20	21	22 <u>9am SCC CoC VI-SPDAT Training</u> <u>10am SCC CoC - Fair Housing & Tenant Rights Training Series</u>	23 <u>10am SCC Clarity Office Hours</u> <u>1:00pm Performance Management Work Group</u>	24
27 <u>2pm SCC Looker Office Hours</u>	28	29 <u>10am SCC TA Office Hours</u>	30	



UPLIFT UPDATES



UPLIFT Updates – Q4, FY 2026 April - June

ENSURE ALL ENROLLMENTS/STATUS ASSESSMENTS ARE UPDATED FOR THE CURRENT QUARTER

New Client = Enrollment form

Continuing client = Status assessment (make sure they received a pass last quarter under “Program Service History”)

UPLIFT PROGRAM COORDINATOR/PICKUP LIST UPDATE

We will be reaching out to UPLIFT program coordinators this month to ask them to:

1. Confirm their contact information and active staff members.
2. Confirm who is allowed to pickup passes at their agency

QUESTIONS/CONTACT INFORMATION

Email UPLIFT@osh.sccgov.org if the program coordinator at your agency changed.

IMPORTANT!

PLEASE NOTE THAT EACH INDIVIDUAL REGARDLESS OF HOUSEHOLD SIZE NEEDS TO APPLY FOR THEIR OWN INDIVIDUAL PASS. PASSES CANNOT BE SHARED WITHIN A HOUSEHOLD.



HMIS NEWSLETTER



HMIS Newsletter



**Welcome to the Santa Clara
HMIS Newsletter!**
March 2026



2026 Housing Inventory and Point-in-Time Count

Reporting for the 2026 Housing Inventory (HIC) and Point-in-Time (PIT) Count is now live! This means we're actively working with agencies and staff to finalize client and housing program data in HMIS so that we can report to HUD by the upcoming deadline.

This annual effort provides a vital snapshot of both sheltered and unsheltered individuals experiencing homelessness in our community. If you have a housing program, please review the client and program information for the night of the PIT.

[Learn More](#)





IN THE KNOW



FEDERAL REPORTING

HIC/PIT DQ



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 – Low/High Utilization

LESS
65%
UTILIZATION

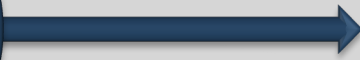


Utilization less than 65% needs an explanation or a revised BUI



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

MORE
105%
UTILIZATION



Utilization over 105% needs an explanation or a revised BUI



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



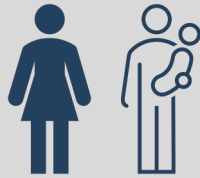
The client in a group enrollment designated as head of household has an enrollment date after others in the group or an exit date before others in the group enrollment



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 – 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**



ANNUAL CLIENT CONSENT TRAINING



Annual Client Consent Training

2026

Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent Training

TBD

We anticipate the training releasing within the next few weeks, emails will go out with further details



Please be sure and let your staff know this is forthcoming and is required!



NEW Mandatory Training Addition

2026

MyConnectSV Training

NEEDED

All End Users who have not already completed the MyConnectSV training



If you have access to the DA tab you can use the "[MyConnectSV Access Role Check](#)" to see if they need to do the training



MyConnectSV is a secure site that connects providers and participants to simplify the housing process and empower those experiencing homelessness





Data Analysis Tab: MyConnectSV Training Tracker - How to Guide

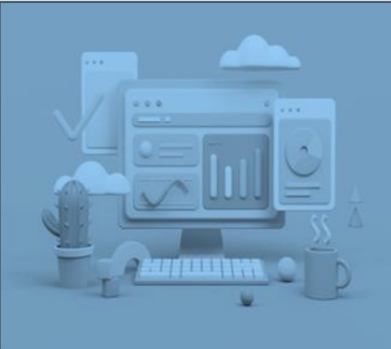
Steps to run the report

- From Login – navigate to the Search page in HMIS
- Under your name: Make sure your agency appears *-the agency that appears under your name is indicating which "Switch" agency you are in*
- Click on the Report Library square in upper right corner of screen next to your name and message box, then click: **Reports**
- Once the new page has populated, you will see 3 tabs: Reports, Explore, and Data Analysis
- Navigate to the **Data Analysis Tab**
- Find **Santa Clara County HMIS Reports**, click the drop-down arrow next to the number of reports
- The Drop down will contain several buckets of reports, which are in bold - you can either scroll down to the Data Quality bucket – or use the web browser's search/find function and navigate to the report: **"MyConnectSV Access Role Check"**
- Click on "Run" next to the report named **" MyConnectSV Access Role Check"**
- In the top row of the report are the filters that can be adjusted
- Enter your agency name into the box labeled: "Agency Filter."
- Run the report to update the data to set filters (*it looks like an arrow going in a circle*)
- This will generate s list of all end users. Those with access role "+portal" have completed the training.
- For data to reflect accurately on the report an End User who complete the training, should contact the Help Desk (scc-support@bitfocus.com) to get their access role changed



MyConnectSV Report: How to Guide

Running the Report in the Data Analysis Tab

A) Login into HMIS	H) Click on "Run" next to the report "MyConnectSV Access Role Check."
B) Ensure you are in the correct Agency (this is under your name/photo)	I) Enter your agency name into the box labeled: "Agency Filter"
C) From the Launchpad/Rubik's cube, select the REPORT module	J) Run the report by clicking the update button in the top right-hand
D) Once the new page has populated, you will see 3 tabs: Reports Library, Explore, and Data Analysis	K) This will generate s list of all end users. Those with access role "+portal" have completed the training.
E) Navigate to the Data Analysis tab	
F) Select the Santa Clara County HMIS Reports , click the drop-down arrow	
G) You will see several reports listed; scroll down to the Data Quality section and select the "MyConnectSV Access Role Check."	

CE Assessor Demographic Survey

This year, Santa Clara County is asking some questions about the background of its assessors.

This information will be made anonymous.

If you have any questions about this demographic survey, please contact the Homebase Team at SantaClaraCoC@homebaseccc.org

CE Assessor Demographic Survey

This survey is meant to help the Office of Supportive Housing, Bitfocus, and Homebase understand the demographics of Coordinated Entry assessors in Santa Clara County so we can observe the demographics of assessors match the demographics of the people being assessed in our community. **This data will not be shared with anyone outside of Homebase, the Office of Supportive Housing, or Bitfocus.**

If you conduct VISPDATs as part of your role, we ask that you please answer this short (3 question) survey. If you do not conduct Coordinated Entry Assessments as a part of your role, please feel free to skip this survey.

ASSESSOR QUESTION #1

1. Please select all the language(s) in which you can conduct VI-SPDATs.. (Select all that apply/ Multi-select question).

A	English
B	Spanish
C	Vietnamese
D	Chinese
E	Other: _____

ASSESSOR QUESTION #2

2. What is your race/ ethnicity? (Select all that apply)

A	American Indian, Alaska Native, or Indigenous	F	Native Hawaiian or Pacific Islander
B	Asian or Asian American	G	White
C	Black, African American, or African	H	Client doesn't know
D	Hispanic/Latina/o	I	Client prefers not to answer
E	Middle Eastern or North African	J	Data not collected

ASSESSOR QUESTION #3

3. Your lived experiences are valuable for the people you serve. What lived experiences apply to you? (Select all that apply)

A	I have lived experience of being unhoused
B	I have experience with the criminal legal system
C	I am an immigrant
D	I am a survivor of violence
E	I have had challenges with my mental health or with substance use
F	Does not apply
G	I do not want to answer this question

SCC Quarterly Compliance Certification Checklist



SCC HMIS Compliance Checklist

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

Thursday, April 30th

- Include all NEW 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 **01/01/2026 - 03/31/2026**
- 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



Importance of Email Address in HMIS



Importance of Email Address

The email address associated with an end-user profile in Clarity HMIS is crucial for security, communication, and operational efficiency. It enables automated password resets, sends alerts for client-related activities, and allows for two-factor authentication (2FA) to protect sensitive data.

Self-Service Password Resets: If a user forgets their password, they can use the "Forgot Password?" link on the login page to initiate an automated email process to reset it. This allows users to regain access without waiting for a system administrator to manually reset it.

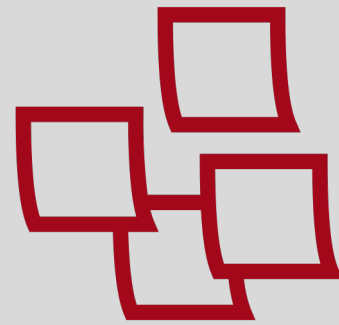
System Alerts and Notifications: Clarity uses the email address to send notifications regarding new messages in the system inbox. This includes important alerts about pending community queue updates or housing referrals, ensuring staff act quickly on client needs.

Coordination of Care: When a user is tagged in a client note, program note, or referral, they receive a notification via email, enabling immediate collaboration with other team members.

When receiving notifications, users should never discuss client names, dates of birth, or Social Security Numbers via unencrypted email, as this can violate privacy regulations.

It is generally recommended to use a work email address for HMIS accounts to ensure security and accessibility.





MEMOS



NEW! Help Desk Ticket Per Issue



Help Desk Tickets

! PLEASE DO NOT REPLY TO OR REOPEN OLD TICKETS



Each request MUST be submitted as a new ticket so it can be properly tracked and assigned

We are continuing to see users replying to or reopening old tickets. To help us support you faster and more efficiently, please submit all new requests by sending a new email to **sccsupport@bitfocus.com**.



**RECENTLY ASSESSED
& NOT ON CHQ**



RECENTLY ASSESSED & NOT ON CHQ

AGENCY NAME	
LifeMoves	24
HomeFirst	14
PATH	11
South County Community Services	8
County: SCVHHS - Ambulatory	7
Community Solutions	5
WeHOPE	5

AGENCY NAME	
The United Effort Organization	4
Bill Wilson Center	4
SVILC	3
Momentum for Health	2
Ujima Adult & Family Services	1
Telecare Corporation	1
Move Mountain View	1

AGENCY NAME	
County: SCVHHS - BHSB	1
County: Reentry Resource Center	1
San Jose State University Research Foundation (SJSU)	1
Community Services Agency of Mountain View	1
County: SSA - DEBS SSI Advocacy	1
City of San Jose	1

[CE Assessment Referral Errors: How to Guide](#)





Q & A



Next Month's
Thursday, May 7 , 2026

