May 2025 TA/Agency Lead Minutes

MEETING OBJECTIVES

UPDATES
- CoC Updates
- UPIFT Updates
- HMIS Newsletter

IN THE KNOW
- HIC/PIT
- SCC Annual Client Consent Training
- [CE] Coordinated Entry Program & Assessments
- Feature Updates

MEMOS
- Recently Assessed & Not on CHQ
- SCC Quarterly Compliance Checklist Q1
- Q & A Time
- Next Month's Meeting

UPDATES

CoC Updates
Community Plan to End Homelessness Planning
Planning for the next Community Plan to End Homelessness is in full swing!

Committee
The Steering Committee that will be guiding the planning process was kicked off in April!

Partners
Broad range of partners, including people with lived expertise, service providers, and government entities.

Details
We are looking forward to building on the successes of the last plan. More details to come!

Upcoming Events

UPLIFT Updates

FY 2025 Q4 April – June

THE POOLED PASS PERIOD STARTED TODAY, 5/1

- Around 150 passes are available
- Requests submitted by the 30th by agencies with allocation remaining are processed first
- For agencies who met their allocation limit: *if your client still needs a pass, you MUST update the enrollment date (new clients) or status assessment (continuing clients) to 5/1*

If you are unsure if your client is "new" or "continuing" please email UPLIFT-submitting the wrong form will result in your request not being received.

REMINDERS
- If a client no longer needs their pass and the sticker is still unused (not on a badge): notify us so we can reassign the sticker to another client in need
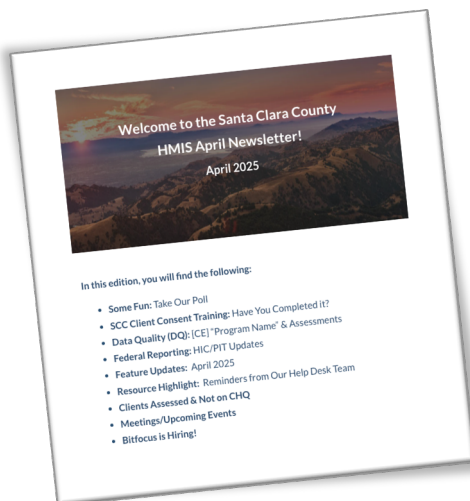
- If a replacement badge/pass is needed, make a request for a "Badge Only" on HMIS AND notify UPLIFT@hhs.sccgov.org

UPDATES
- Waitlist for potential new partner agencies
- No program expansion/additional sticker increase available currently

HMIS Newsletter

IN THE KNOW

HIC/PIT – DQ
1. Emails with DQ changes will continue
2. Deadlines Provided; be sure to submit by then
3. Need Help? Contact Us ASAP
4. Join Office Hours or Schedule 1-1 when needed

What to Keep in Mind
1. Overlapping Enrollments
2. Missing HoH
3. Move-In Dates

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
- End Users should have received a notification via email to commence the SCC Client Consent Training 2025
- Monday, May 12th EOB, is the deadline to complete the training – *this includes TA/Agency Leads and anyone who uses HMIS*
- End Users that DO NOT complete the training will have their access deactivated!

[CE] Coordinated Entry Program & Assessments
CE Agency
- Used ONLY To Administer
- VI-SPDAT Or CLS

Client Assessments
- Unhoused Clients
- VI-SPDAT
- Current Living Situation (CLS)

Access Roles
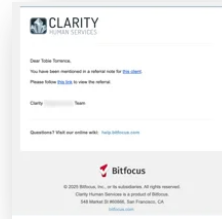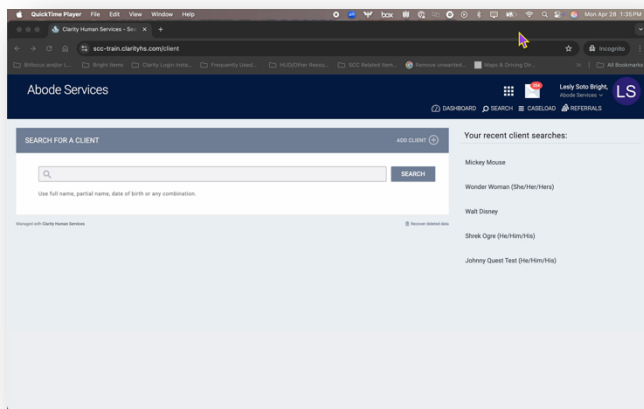- Only the Agency Lead or Agency Manager Access Role can complete this task
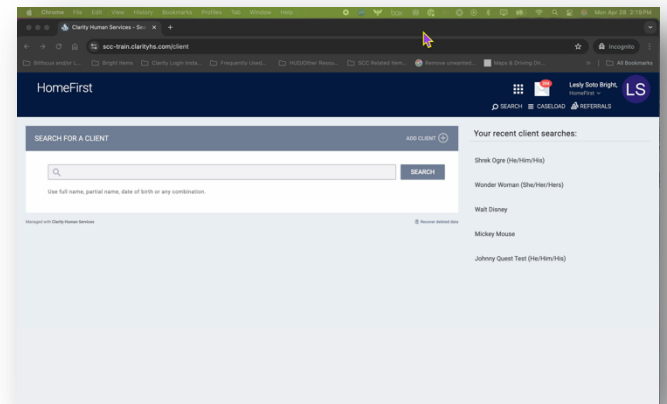
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Next Steps
- Review list
- Delete Enrollment(s)
- Revisit workflow with End Users

Video Demonstration – Double Click on image to start

[CE] Program – End User Resources
- [What is Coordinated Entry?](#)
- [CHQ Time Limit- Non Activity](#)
- [Keeping the Client "Active"](#)
- [April Newsletter](#)
- [Office Hours](#)

Feature Focus
Tagging End Users in Notes
Users with the appropriate access rights to create and edit notes can tag one or more end users in a note

Client Program Notes	**Contact Notes**
Client Notes	**Referral Notes**
Location Notes	**Service Notes**

A notification with a link to the tagged note and relevant client record will be sent to the user's email and/or Staff Inbox, depending on their preferences

Video Demonstration – Double Click on image to start

What to Keep in Mind
If the user has full access to the item with a note, then their name will populate, and it is possible to tag them

If the user does not have edit access to the item with a note, and therefore cannot see the Notes field, it is *not possible to tag them*

SCC Quarterly Compliance Certification 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 Deadline *Wednesday, 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 **01/01/2025 – 03/31/2025**
- 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

MEMOS
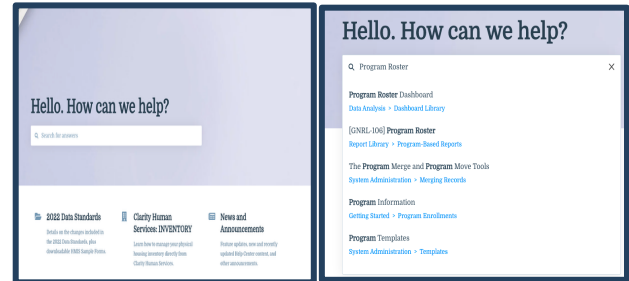## Recently Assessed & Not On the CHQ

Report for this data was run on Thursday, April 3rd! Please rerun as needed.
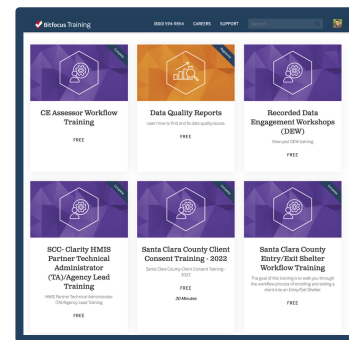
AGENCY NAME	
LifeMoves	9
HomeFirst	6
Social Impact Team (SIT) | Property Owners Downtown Association	6
Mission Possible	6
Family and Children Services	3
City of San Jose	3

AGENCY NAME	
Gardner Health Services	2
County: SCVHHS – BHSD	2
PATH	2
Bill Wilson Center	2
The United Effort Organization	2
WeHOPE	2
Family Supportive Housing	2

AGENCY NAME	
Horizon Services, Inc - DBA Mission Street Sobering Center	1
Roots Community Health Center	1
San Jose State University Research Foundation (SJSU)	1
County of Santa Clara: SCVHHS – Public Health	1
Momentum for Health	1

Resources
Clarity Human Services Help Center

Link to page embedded in image!

Link to page embedded in image!

- 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

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

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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 user's access after completion of the VI-SPDAT required training
3. Verifying an end user has completed required training
4. Access to the SCC HMIS Training Instance/Sandbox
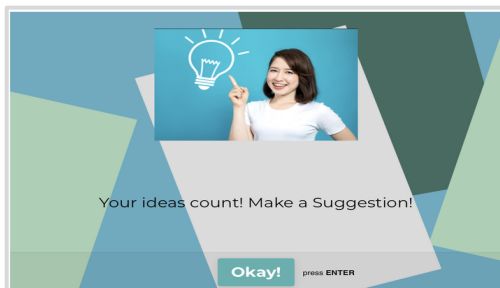5. General Assistance with reporting

How To Contact the Help Desk

sccsupport@bitfocus.com
Or
(408) 596.5866 Ext. 2

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, June 5th, 2025
Time: 2:00pm – 3:30pm

Dates and locations for 2025 meetings are listed on the OSH website:

CoC Events Calendar - Supportive Housing - County of Santa Clara

Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com
Bitfocus System Administration Team: scc-admin@bitfocus.com

Your Sys. Admin. Team:

Bryanna Corsbie
bryannac@bitfocus.com
Senior Project Admin, Santa Clara County
San Jose, CA
800.594.9854

Lesly Soto Bright
leslys@bitfocus.com
Senior 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.

Agency Name	Agency Representative
Abode Services	Aida Tesfai
Amigos de Guadalupe	Aurora Olivares
Bible Way / Destiny	Aretha Cromwell
Bill Wilson Center	Laura Foster

Bill Wilson Center	Randi Rosen	Family and Children Services	Selina Ardon
Bill Wilson Center	Sujata Panda	Family Supportive Housing	Alex Le
California Youth Outreach	Anthony Ortiz Jr.	Gardner Health Services	Jovani Quinones
California Youth Outreach	Julian Delgadillo	Goodwill of Silicon Valley	Micheal Baca
Carry the Vision (CTV)	Renee Ridgway	HomeFirst	Alisha Parret
Catholic Charities	Michael Strom	Housing Choices Coalition	Nooria Alam
City of Campbell	Christopher Miranda	Institute on Aging	Christina Strine
City of San Jose	Marcell Leath	International Children Assistance Network (ICAN)	My Linh Ha-Do
City of San Jose	My Nguyen	JobTrain	Brodie Storey
City of San Jose	Nathaniel Montgomery	JobTrain	Syed Ali
CityTeam Ministries	Christopher Chamberlain	LifeMoves	Juan Hernandez
Community Hotline	Harjeet Reehal	LifeMoves	Liz Lucas
Community Solutions	Lindsay Mullins	Nation's Finest	Ilaisaane Fifita
ConXion to Community	Caroline Mireles-Sailor	Nation's Finest	Kim Decker
County of Santa Clara: SCVHHS – Public Health	Alan Garate	New Directions - Peninsula Healthcare Connection	Meyerlyn Sanchez
County of Santa Clara: SCVHHS – Public Health	Chris Cheung	North East Medical Services (NEMS)	Candido Anicete
County: OSH	Fang Zhu	PATH	Aiko Yep
County: OSH	Juan Hernandez	Roots Community Health Center	Shamese Smalling
County: OSH	Leila Qureishi	Salvation Army	Owen Persons
County: OSH	Taylor David	San Jose State University Research Foundation (SJSU)	Jesse Mejia
County: SCVHHS - Ambulatory	Andrea Medellin	Santa Clara County Office of Education (SCCOE)	Emiko Taylor
County: SCVHHS - Ambulatory	Rebecca Siqueiros	Santa Clara County Office of Education (SCCOE)	Philip Truong
County: SCVHHS - BHSD	Kalie Brewster	School Health Clinics of Santa Clara County	Rose Anne Pierre
County: SSA - DEBS General Assistance	Stacy Diaz	Social Impact Team (SIT) | Property Owners Downtown Association	Chris Kendrix
County: SSA - DEBS SSI Advocacy	Cassandra Brenzel		
Downtown Streets Team	Justin Damrel		
Elevate Community Center	Keegan Pincombe		
Emergency Rental Assistance (ERA)	Kristen Constanza		
Family and Children Services	My Nguyen		

Social Impact Team (SIT) | Property Owners Downtown Association	Debra Rossi
South County Compassion Center (Compassion Center)	Silvia Jimenez
St. Andrew's Residential Programs for Youth (STAR)	Vicky Taylor
St. Joseph's Family Center	Jose Macias
Starlight Community Services	Kutlo Rasetshwane
Sunnyvale Community Services	Catherine Farry
Superior Court of CA, County of Santa Clara	Roxanna Frias
The United Effort Organization	Carolyn Stratton
VAPAHCS	Maria Magallanes
WeHOPE	Anita Blount