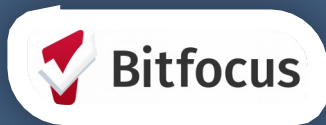


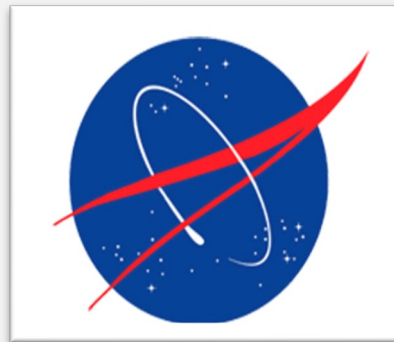


# SCC Technical Admin. (TA) Agency Lead Meeting Thursday, June 5th, 2025



# Getting to Know You...

*How fast can you guess the logos?*



# Discussion Topics



## UPDATES

- ❖ CoC Updates
- ❖ UPLIFT Updates
- ❖ HMIS Newsletter



## IN THE KNOW

- ❖ HIC/PIT – News!
- ❖ SCC Annual Client Consent Training – What Happens Next?
- ❖ *Email Notifications*
- ❖ Report Spotlight – [GNRL-409] *Annual Assessment Overview*
- ❖ *VI-SPDAT Updates!*
- ❖ *Program Restrictions*
- ❖ *Data Sharing*



## MEMOS

- ❖ MyConnectSV – Referral Notifications Live!
- ❖ Recently Assessed & Not on CHQ
- ❖ SCC Quarterly Compliance Checklist Q1
- ❖ Q & A Time
- ❖ Next Month's Meeting



**UPDATES**





# COC UPDATES





# MyConnectSV

- **Send And Respond To Messages** - Check in with clients securely
  - **Send Document Requests** for clients to upload files that will be attached to HMIS profile
  - **Request Location Updates** - Request client location at any time. View client provided locations if client has enabled location permissions
  - **Schedule Client Appointments**
  - **ROI Updates** - Request that clients complete ROIs
  - **Peer Support** is available for clients who need help using MyConnect
- [MyConnectSV@theunitedeffort.org](mailto:MyConnectSV@theunitedeffort.org)** or call (650) 209-0653





# MyConnectSV

## FOCUS GROUPS

- Partners at HomeBase have sent invitations for **Service Provider Focus Groups**
- Next focus group: **Tuesday, June 17th at 9:30am via zoom** – invitations have been sent
- **Service Providers Invited**
  - Amigos de Guadalupe
  - Bill Wilson Center
  - Compassion Center
  - Family Supportive Housing
  - HomeFirst
  - PATH
  - Pathway Society
  - Razing the Bar





*Thank You*



Alejandra Herrera Chavez, Program Manager  
Office of Supportive Housing | County of Santa Clara

**[Alejandra.Herrera@osh.sccgov.org](mailto:Alejandra.Herrera@osh.sccgov.org)**



# June 2025

MON	TUES	WED	THURS	FRI
2	3	4	5 <u>10am SCC Clarity Office Hours</u> <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	6
9 <u>2pm SCC Looker Office Hours</u>	10 <u>10am Data Think Tank</u>	11 <u>9:30am Service Providers Network Meeting</u>	12	13
16	17	18	19 <u>10am SCC Clarity Office Hours</u>	20
23 <u>2pm SCC Looker Office Hours</u>	24 <u>9am SCC CoC VI-SPDAT Training</u>	25 <u>10am Homebase TA Office Hours</u>	26 <u>3pm Rapid Rehousing &amp; Employment Initiatives Meeting</u> 2310 N First Street, San Jose CA LED Training Room (Charcot SCC Building)	27
30				



# UPLIFT UPDATES



# UPLIFT Updates – *FY 2025 Q1 July - September*

**QUARTER STARTS 6/13/2025**

## BEFORE THE QUARTER STARTS

- You **MUST** exit any client that did not receive an UPLIFT pass (sticker) from your agency last quarter. Otherwise, there will be issues when requesting a pass in the next quarter.
- Only clients who received a pass last quarter from your agency are considered “continuing clients” and can have a status assessment submitted. ALL other clients must be exited and have a new enrollment form submitted for them dated 6/13.



## REMINDERS FOR REQUESTING PASSESS

- New Client = **Enrollment form** (program start date should say 6/13)
- Continuing client = **Status assessment** (make sure they received a pass last quarter)
- MUST be dated **6/13/25**
- Quarter: Jul - Sep
- 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 – *FY 2025 Q1 July - September*

## COMMON ERRORS

- No photo
- Wrong quarter
- Wrong enrollment/status assessment form
- Wrong date
- Unusable photo (face coverings, poor photo quality)
- No client name
- ROI (outdated, permission denied)

## UPLIFT PROGRAM COORDINATORS ONLY

- Allocation surveys have been sent out; Due 6/11
- Final allocations sent 6/12
- Email [UPLIFT@hhs.sccgov.org](mailto:UPLIFT@hhs.sccgov.org) if the program coordinator at your agency changed





# HMIS NEWSLETTER



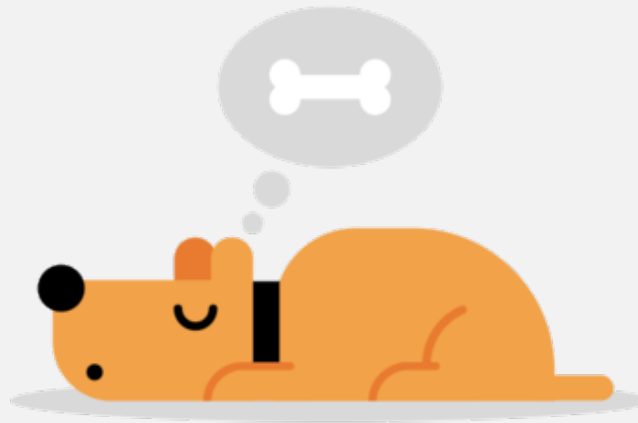
# HMIS Newsletter



In this edition, you will find the following:

- Fun Poll!
- SCC Client Consent Training: What Happens Next?
- Federal Reporting: HIC/PIT News!
- FAQs (\*NEW!\*)
- Report Spotlight: **[GNRL-409] Annual Assessment Overview**
- Program Restrictions
- Customer Portal: Referral Notifications Live!
- Reminders from Our Help Desk Team
- Clients Assessed & Not on CHQ
- Meetings & Upcoming Events
- Bitfocus is Hiring!





**IN THE KNOW**

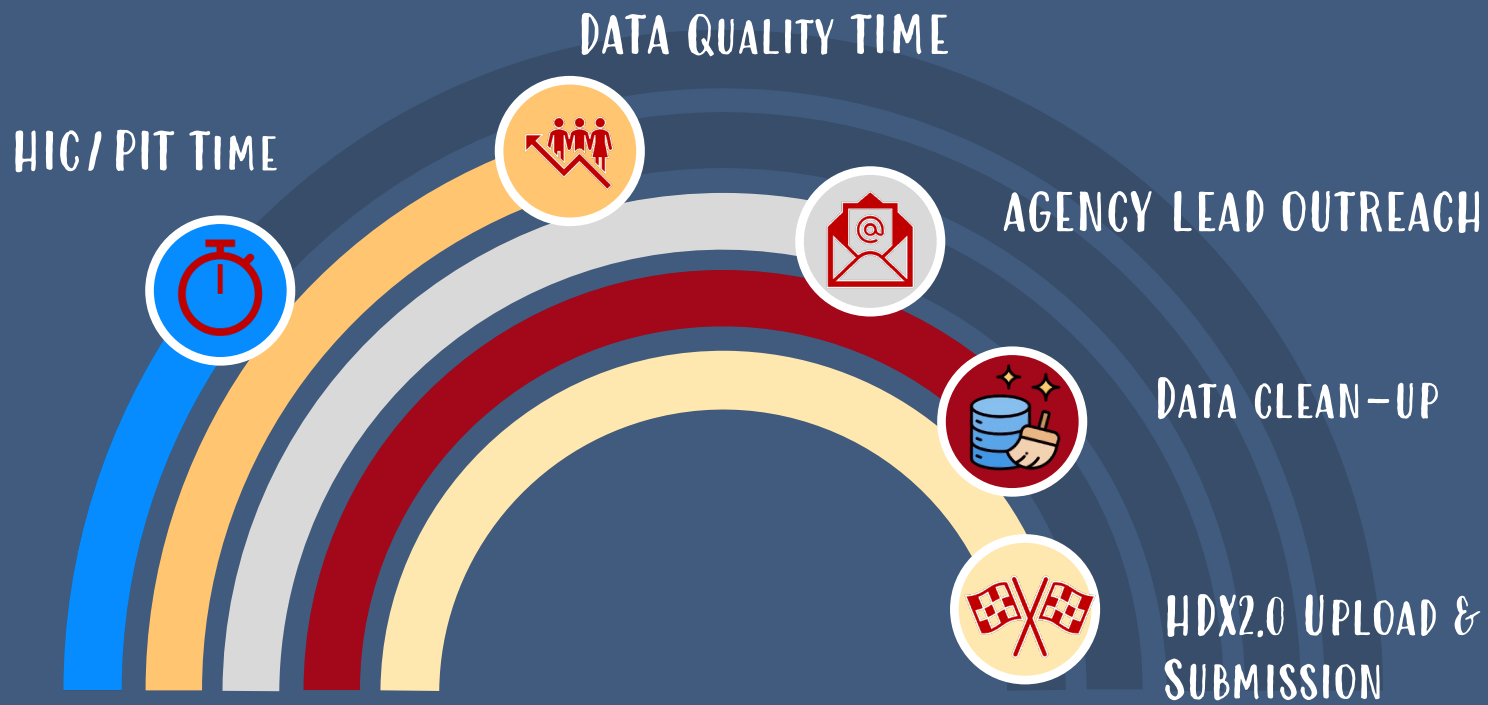


# **FEDERAL REPORTING**

## ***HIC/PIT NEWS!***



# HIC/PIT



DEADLINE: FRIDAY, JUNE 13<sup>TH</sup> 5PM



# ANNUAL CLIENT CONSENT TRAINING

*What Happens Next?*

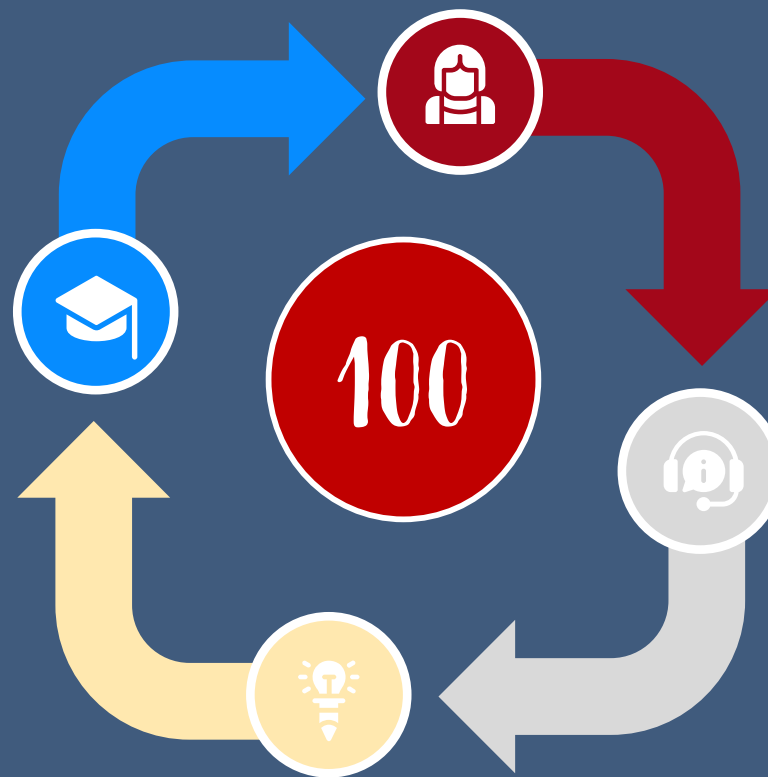


# Annual Client Consent Training

**Training Completion  
Deadline May 12, 2025**

## **Tips**

*Use same email as in HMIS  
Use same name as in HMIS  
Multi-tasking during training  
discouraged*



**End Users Access  
Removed - *Made  
Inactive***

**Training Completion -  
End User should  
contact Help Desk to be  
reinstated**

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



# EMAIL NOTIFICATIONS





# Email Notifications



An inbox can feel like a crowded room where every email competes for attention

## SHARING INFORMATION

Conveying important details about workflows, deadlines, or news.

## REQUESTING INFORMATION

Asking for clarification, guidance, or assistance from Bitfocus or other Agency Leads. Data Quality Outreach.

## ARRANGING MEETINGS

Scheduling meetings, conferences, or training.

## PROVIDING UPDATES

Keeping End Users informed about progress, changes, or outcomes.

## OFFERING PROFESSIONAL ADVICE

Providing expert insights, recommendations, or solutions – Office Hours.



# Email Notifications – Potential Issues

## THE EMAIL ADDRESS IS INVALID

Typos, or address has changed or failed validation

## UNSUBSCRIBED

End User accidentally unsubscribed from a specific email type or from all emails from our domain

## SPAM/JUNK BOX

Emails frequently “ignored” may result in SPAM or JUNK

## SERVER ISSUES

End User or Agency has blocked our notifications

*Please note “ignored” emails will cause you to fall off the list!*



**REPORT SPOTLIGHT**  
*[GNRL-409] Annual Assessment  
Overview*



# Report Spotlight - [GNRL-409] Annual Assessment



This program enrollment-based report provides a comprehensive view of the Annual Assessment Statuses.



It tracks client progress regarding their annual assessments, providing insights into the timely completion of assessments, overdue assessments, and data-related issues to assist with data quality, compliance, and monitoring.



# Report Spotlight - *[GNRL-409] Annual Assessment*

Program Based Reports > [GNRL-409] Annual Assessment Overview

Project Type(s)

Choose...

All

Emergency Shelter – Entry Exit

Emergency Shelter – Night-by-Night

Transitional Housing

Program Status

Active Programs

Program(s)

Choose...

All

Bella Vista Abode

BHSD Casa De Novo Interim (IH)

Casa De Novo Interim (IH)

Annual Assessment Status(es)

Choose...

All

Completed

Completed Out of Range

Past Due

Due

Assessment Window Opening in 30 Days

Not Due

Enrolled Less than 1 Year

Data Issue

Exited Before HoH's 1st Anniversary

Report Start Date

05/01/2025



Report Output Format



Web Page



PDF



Excel



# Report Spotlight - [GNRL-409] Annual Assessment

## Annual Assessment Overview

Annual Assessment Status	Completed	Completed Out of Range	Past Due	Due	Assessment Window Opening in 30 Days	Not Due	Enrolled Less than 1 Year	Data Issue	Exited Before HoH's 1st Anniversary
# of Assessments	0	0	1	5	3	5	0	0	0

## Client Detail

Unique ID	Client Name	Relationship to HoH	Start Date	Exit Date	LOS	Expected Annual Assessment Count	Completed Annual Assessment Count	Last Annual Assessment Date	Last Annual Assessment Status	Next Annual Assessment Due	Next Annual Assessment Status	Assigned Staff	More Info
519784		Self	12/10/2024	-	162	0	0	-	-	12/10/2025	Not Due		More Info
20F330		Self	10/07/2024	-	226	0	0	-	-	10/07/2025	Not Due		More Info
9056B3		Self	07/01/2024	-	324	0	0	-	-	07/01/2025	Assessment Window Opening in 30 Days		More Info
A0C05F		Self	07/01/2024	-	324	0	0	-	-	07/01/2025	Assessment Window Opening in 30 Days		More Info
901F17		Self	07/01/2024	-	324	0	0	-	-	07/01/2025	Assessment Window Opening in 30 Days		More Info
40C8DA		Self	06/01/2024	-	354	0	0	-	-	06/01/2025	Due		More Info
8095B8		Self	01/24/2025	-	117	0	0	-	-	01/24/2026	Not Due		More Info
30AEEB		Self	05/01/2024	-	385	1	0	-	Past Due	05/01/2026	Not Due		More Info
B0FD92		Self	06/01/2024	-	354	0	0	-	-	06/01/2025	Due		More Info
E03EE9		Self	06/01/2024	-	354	0	0	-	-	06/01/2025	Due		More Info
301CF4		Self	06/01/2024	-	354	0	0	-	-	06/01/2025	Due		More Info
A02FBC		Self	06/01/2024	-	354	0	0	-	-	06/01/2025	Due		More Info
50C846		Self	05/16/2025	-	5	0	0	-	-	05/16/2026	Not Due		More Info

Number of Persons: 13



# VI-SPDAT UPDATES!



# VI-SPDAT – Family, Singles, & Youth!

## Additional Field

***Are there other adults (excluding the client) that are in this household?***

## Family VI-SPDAT

Use this version for households with at least 1 child under the age of 18.

**One assessment per household** - answer the questions for all members in the household.

## Single VI-SPDAT

Use this version for **each adult aged 25 or older** with no children under age 18 in the household.

## Youth VI-SPDAT


Use this version for transition age youth (age 18-24) & **provide an assessment for each additional Youth** in household





# VI-SPDAT – The Changes!

1


 If there are other adults who will be living in the household with the client, please toggle "Are there other adults (excluding the client) in this household"?

2

Are there other adults (excluding the client) that are in this household?



3

 You have selected the toggle on for "Are there other adults (excluding the client) that are in this household?" Please enter the number of adults.



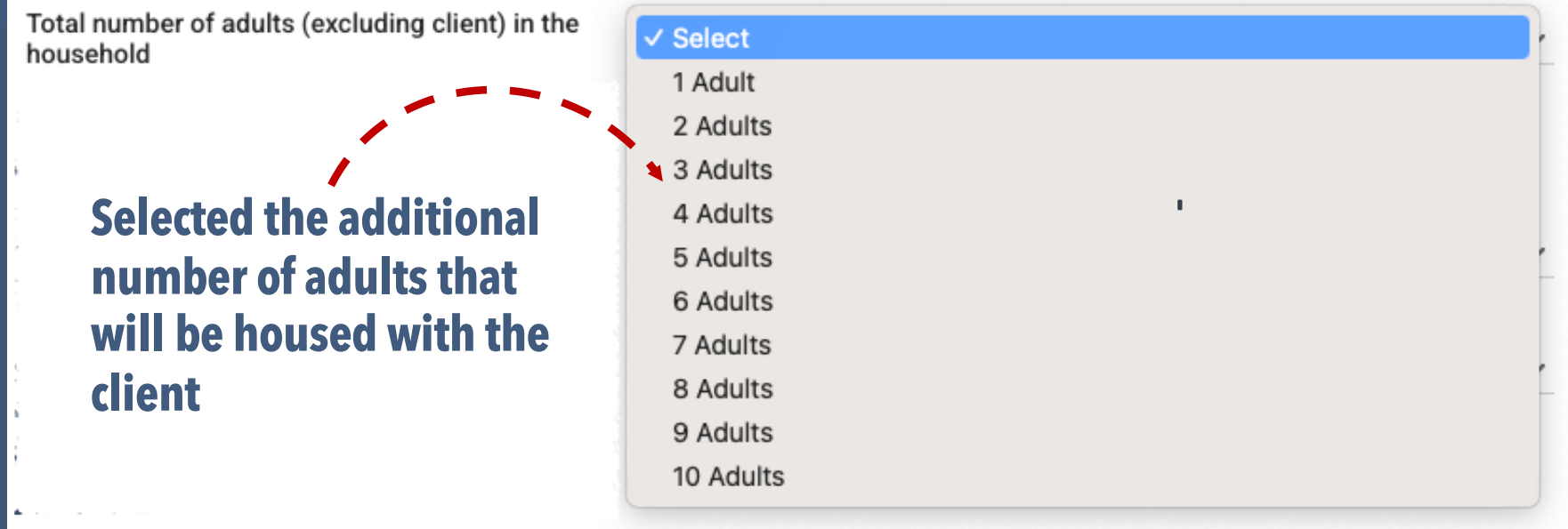
# VI-SPDAT – The Changes!

Total number of adults (excluding client) in the household





**Selected the additional number of adults that will be housed with the client**

✓ Select

- 1 Adult
- 2 Adults
- 3 Adults
- 4 Adults
- 5 Adults
- 6 Adults
- 7 Adults
- 8 Adults
- 9 Adults
- 10 Adults



# VI-SPDAT – The Changes!

Total number of adults (excluding client) in the household	4 Adults			▼
Adult: 1 Full Name	Person One	Adult: 1 DoB	05/15/1989	
Adult: 2 Full Name	Person Two	Adult: 2 DoB	01/02/2000	
Adult: 3 Full Name	Person Three	Adult: 3 DoB	08/26/1978	
Adult: 4 Full Name	Person Four	Adult: 4 DoB	11/16/1942	



# PROGRAM RESTRICTIONS



# Program Restrictions

## Program Restrictions

*Provides a way for end users to document when a client has been denied future services at one or more programs*

The screenshot shows a web browser window displaying the Clarity Human Services client profile for 'Luke Skywalker Test'. The browser's address bar shows the URL 'scc.clarityhs.com/client/53DA21C1D/profile'. The page has a dark header with the client's name and a navigation menu including PROFILE, HISTORY, PROGRAMS, SERVICES, ASSESSMENTS, NOTES, FILES, CONTACT, and LOCATION. The main content area is titled 'CLIENT PROFILE' and contains a form with various fields. On the right side, there is a sidebar with sections for 'Household Members', 'Active Programs', and 'Recent Services'. The client's profile picture is a placeholder image of a young man.

CLIENT PROFILE	
Social Security Number	*** - ** - xxxx
Quality of SSN	Client doesn't know
Last Name	Skywalker Test
First Name	Luke
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported
Date of Birth	08/26/1974
	Adult. Age: 50
Middle Name	Suffix None
Alias	Test Client
Gender	Transgender, Non-Binary
Race and Ethnicity	Middle Eastern or North African
Additional Race and Ethnicity Detail	
Procedure	Select

**Household Members**

Member	Relationship
Grownup Adult child (He/Him/His)	Father *

**Active Programs**

- Outreach

**Recent Services**

- Housing Problem Solving Financial Assi...
- Case Management: Case Management
- Case Management: Case Management
- Homelessness Prevention Financial Serv...
- Supplies: Supplies Delivered

# DATA SHARING



# Data Sharing – Protecting Client Data

Protecting client data in HMIS is crucial for maintaining client trust, ensuring legal compliance, and safeguarding against potential harm.

HMIS contains sensitive personal, medical, and financial information about individuals experiencing homelessness, making it a high-risk target for data breaches and privacy violations.



# Data Sharing – Protecting Client Data

KNOWLEDGE  
TEST TIME!





# Data Sharing – Protecting Client Data

A client walks into your agency and is requesting assistance. You inform them of the next steps and requirements of your program. You discuss with the client the ROI and ask they initial the items after they have read them. The client returns the ROI to you, and you notice the following item has not been signed off?

## **Box 1 Identifying information**

How do you proceed with this client?



# Data Sharing – Protecting Client Data

You have a client that is concerned with their legal status in the United States. She is wondering how her sharing information with you may result in her being deported.

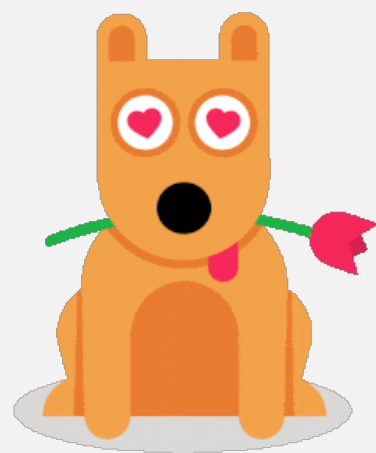
**What is your response to this client?**



# Data Sharing – Protecting Client Data

What are actions/steps that should be taken to help minimize and/or to prevent a data breach?





**MEMOS**



# **MYCONNECTSV – REFERRAL NOTIFICATIONS LIVE!**



# MyConnectSV – Referral Notifications Live!

## REFERRAL NOTIFICATIONS

With this update, client users of **MyConnectSV** will receive an email or SMS notification at set intervals that they have a pending program referral and there will be a banner visible in their account's Dashboard until the referral is accepted, denied, expired or deleted.

## CLIENT NOTIFICATIONS

If the *Referral Notifications* field is enabled and the *Referral SMS/Email Notifications Frequency* is set to *Daily*, *Weekly*, or *Monthly*, a client with access to the Customer Portal will receive an email or SMS notification at the frequency selected for a pending program referral.



# SCC Quarterly Compliance Certification Checklist



# SCC HMIS Compliance Checklist



**4/30/2025**

*Notifications went out;  
please submit checklist  
to have End Users  
Reinstated*

D  
U  
E

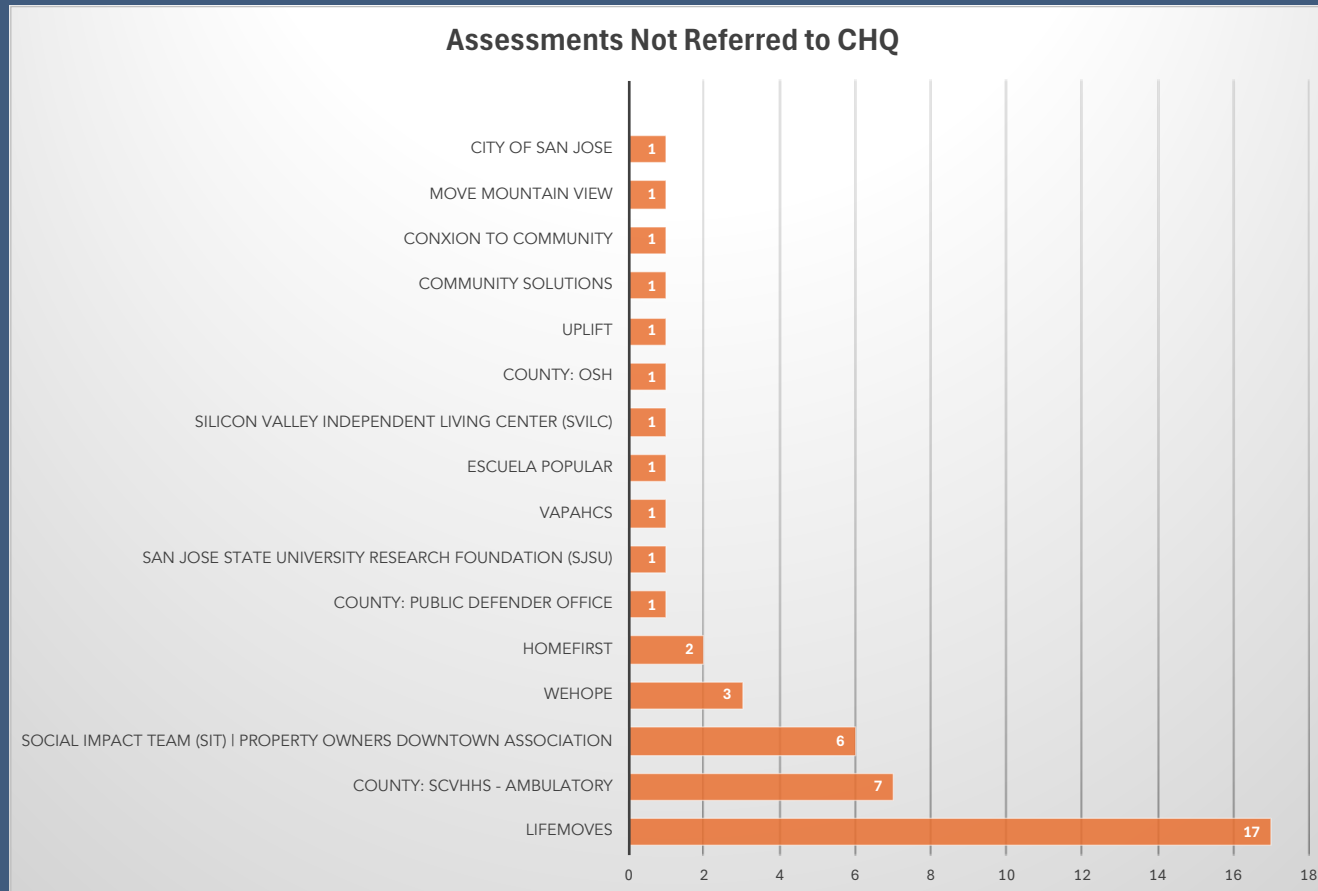


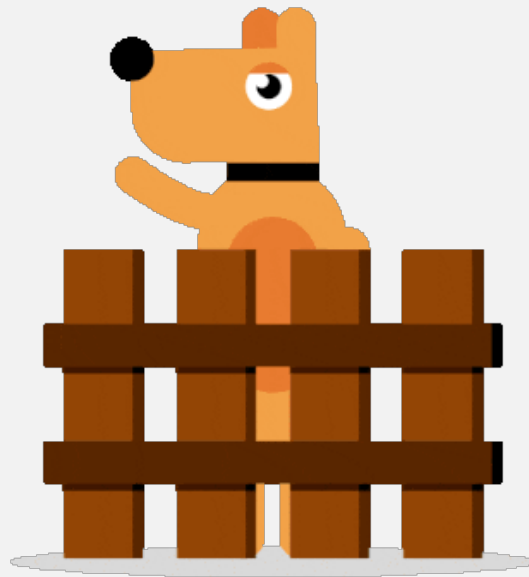


**RECENTLY ASSESSED  
& NOT ON CHQ**



# RECENTLY ASSESSED & NOT ON CHQ





Q & A



# Next Month's Meeting

~~Thursday, July 3rd, 2025~~

**CANCELLED**

