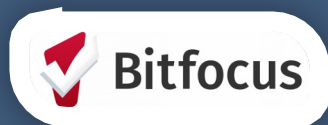




**SCC Technical Admin. (TA)  
Agency Lead Meeting  
Thursday, June 4, 2025**



# Getting to Know You...

*Do you prefer hot or iced coffee?*



# Discussion Topics



## UPDATES

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



## IN THE KNOW

- ❖ SCC Annual Client Consent Training – What Happens Next?
- ❖ NEW! MyConnectSV Resource
- ❖ Email Address in HMIS & BF Training Site
- ❖ VI-SPDAT Updates!
- ❖ New Clarity Experience
- ❖ Auth0 – New MFA



## MEMOS

- ❖ Recently Assessed & Not on CHQ
- ❖ Q & A Time
- ❖ Next Month's Meeting



**UPDATES**



# COC UPDATES



# CoC Updates



SCC is piloting a way for agencies to update their program details in the **MyConnectSV** Resource Directory



Agency Leads should have received and email asking them to update their programs listed in the **MyConnectSV** Resource Directory via a Google spreadsheet by **Monday, June 15**

## PARTICIPATING AGENCIES

- ✓ Bill Wilson Center
- ✓ Catholic Charities
- ✓ City Team Ministries
- ✓ ConXion to Community
- ✓ Family Supportive Housing
- ✓ JobTrain
- ✓ LifeMoves
- ✓ Sacred Heart Community Service
- ✓ Salvation Army
- ✓ South County Community Services
- ✓ United Effort Organization
- ✓ WeHope



# CoC Updates

## UPCOMING CONFLICT OF INTEREST POLICY UPDATE

- ✓ We will be updating the QAS to be clearer about conflict of interest related to completing assessments and verification of homelessness for people who are employed at your agency.
- ✓ If an employee at your agency needs to complete a housing agency and a verification of homelessness needs to be completed, then the employee should be referred to another service provider.
- ✓ More to come!



# CoC Updates

## FY 2026 COC NOFO RELEASED

- Deadline: August 26
- Tier 1 is 60% of Annual Renewal Demand
- CoC Bonus funding available for:
  - Supportive Services Only (including Street Outreach)
  - Transitional Housing
  - Rapid Rehousing
  - Permanent Supportive Housing
  - HMIS
  - SSO-Coordinated Entry
- DV Bonus funding available for:
  - Transitional Housing
  - Rapid Rehousing
  - SSO-Coordinated Entry

## NEXT STEPS

- More details coming soon as we digest and analyze the NOFO
- New applicants interested in applying should attend the required trainings on these dates below
- **To be added to the calendar events, fill out this form:**
- Trainings
- June 4, 3-5pm
- June 9, 3-5pm
- June 12, 1-2pm



# June 2026

MON	TUES	WED	THURS	FRI
1	2 <u>9am SCC CoC VI-SPDAT Training</u>	3	4 <u>10am SCC Clarity Office Hours</u> <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	5
8 <u>2pm SCC Looker Office Hours</u>	9 <u>10am Data Think Tank</u>	10 <u>9:30am Service Providers Network Meeting</u>	11	12
15	16	17	18 <u>10am SCC Clarity Office Hours</u>	19 <b>Juneteenth Holiday Bitfocus Closed</b>
22 <u>2pm SCC Looker Office Hours</u>	23 <u>9am SCC CoC VI-SPDAT Training</u>	24 <u>10am Homebase TA Office Hours</u>	25	26
29	30			



# UPLIFT UPDATES



# UPLIFT Updates – Q1 FY 2027 July – September

**QUARTER STARTS 06/01/2026**

## **We will begin accepting requests on FRIDAY, JUNE 12<sup>TH</sup>**

*Due to programs closing/clients moving in the new fiscal year, we are accepting requests a week earlier.*

## **We will not receive the passes from VTA until the following week, so the first batch of passes still may not be ready until the week of the 22<sup>nd</sup>**

*We are working with VTA to try to get them in sooner and will keep everyone updated.*

## **Pass Pickup Authorization Update**

*Will reach out to POCs asking to re-confirm who is allowed to pickup passes at their agency.*

*Can designate POCs only, certain staff, or anyone at agency with a staff ID.*

## **GENERAL REMINDERS**

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.



# UPLIFT Updates

## REMINDERS FOR REQUESTING PASSESS

- New Client = **Enrollment form**
- Continuing client = **Status assessment** (make sure they received a pass last quarter under "Program Service History")
- MUST be dated **6/12/2026 or onward**
- 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.

## 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

Final allocations sent by 6/12

Email [UPLIFT@osh.sccgov.org](mailto:UPLIFT@osh.sccgov.org) if the program coordinator at your agency changed.



# HMIS NEWSLETTER



# HMIS Newsletter



## **Urgent: Required HMIS Training Deadline**

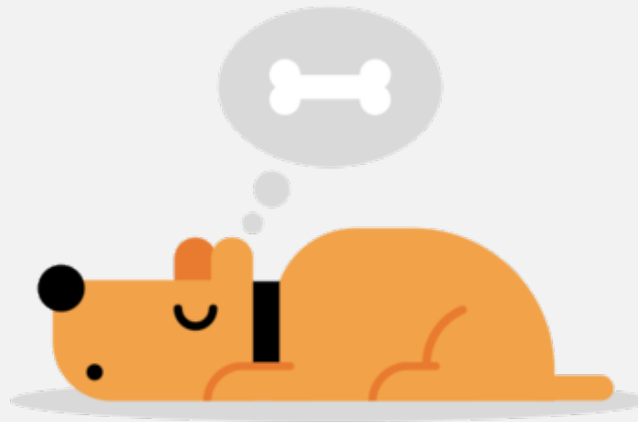
The deadline to complete the mandatory Client Consent 2026 and MyConnectSV Training was Tuesday, May 19, 2026. If you have not completed these trainings, your HMIS account will be inactivated until requirements are met – this means completion of both trainings. Learn more at the link below.

## **Your Privacy Matters - MyConnectSV Resource**

You're in the driver's seat. With MyConnectSV, you control who sees what. Our security features ensure that your account remains exclusive to you and that your data is shared only with the providers who need it to support you.

[Learn More](#)





**IN THE KNOW**

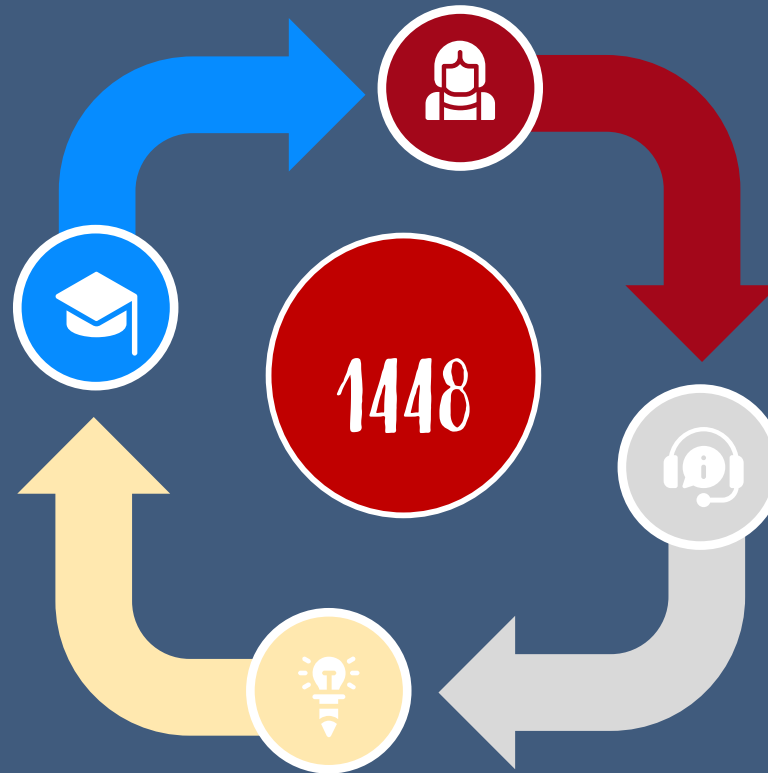


**ANNUAL CLIENT CONSENT  
TRAINING & MCSV**  
*What Happens Next?*



# Annual Client Consent & MCSV Training

**Training Completion  
Deadline May 19, 2026**



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

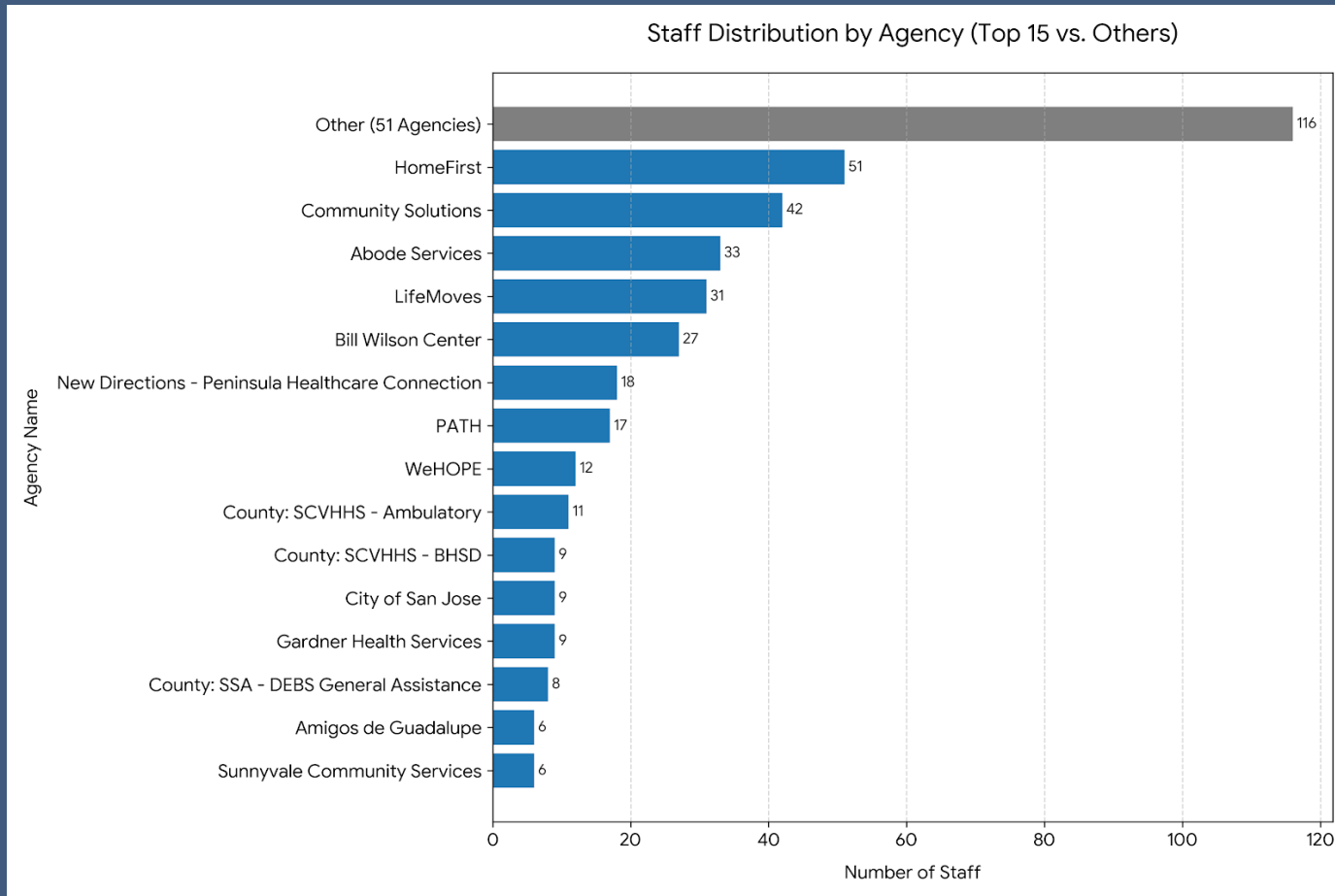
**Training Completion -  
End User should  
contact Help Desk to be  
reinstated**

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

**Tips**  
*Use same email as in HMIS  
HMIS Email should match BF  
training Email*



# Annual Client Consent & MCSV Training



# **NEW! MyConnectSV RESOURCE**



# Your Privacy Matters!

## Your Privacy Matters

### *MyConnectSV: Privacy & Security Features*

MyConnectSV includes multiple features to keep your information protected. These features help ensure that only you can log into your MyConnectSV account, and that any data you share can only be accessed by providers in the community who should be able to. Keep reading for more details:

- Multi-factor Authentication** Any time you log into your MyConnectSV account on a new computer, phone, or tablet, you'll have to enter in a special code that's been emailed to you, along with your password. This multi-factor authentication adds an additional level of security to make sure only you are logging into your account.
- Automatic Logout** If you forget to log out, don't worry – MyConnectSV will log you out automatically after 20 minutes of inactivity. You'll get a pop-up window two minutes before this happens.
- Encrypted Data** All your data in MyConnectSV is encrypted, which means it's been scrambled into a secret code. Only MyConnectSV and Clarity HMIS have the special digital key to read it, keeping your private information and files safe from hackers.
- Third-Party Security Reviews** Each year, MyConnectSV and Clarity HMIS get a long-term checkup where outside experts review de-identified records over several months to prove we are consistently following strict rules to keep your data safe and secure.

*In order to be invited to MyConnectSV, you must have an active and signed HMIS Release of Information (ROI) on file. However, you have a right to revoke your consent at any time. Revoking your consent does not disqualify you from receiving services. For more information, you can review your current ROI in the **Privacy** section of MyConnectSV.*

*Want to learn even more? Check out [trust.bitfocus.com](http://trust.bitfocus.com) for further details about how we ensure your information is protected.*



# EMAIL ADDRESS IN HMIS & BF TRAINING SITE



# Email Notifications



The email address linked to your Clarity HMIS profile is your lifeline for security and efficient care coordination. To keep things secure and accessible, we strongly recommend using your **official work email address**.

## INSTANT PASSWORD RESETS

Locked out? Use the "Forgot Password?" link to get back in immediately via an automated email. No more waiting for a system admin to manually reset it for you!

## FASTER CLIENT CARE

Get real-time alerts for housing referrals or updates to the community queue. When you are tagged in a note or referral, you'll know instantly so you can take action.

## ENHANCED SECURITY

Your email enables **\*Two-Factor Authentication (2FA)**, adding a critical layer of protection for sensitive client data.

## TRAINING VERIFICATION

To ensure your training is properly recorded for compliance, please use the same email address associated with your HMIS account. Do not use a personal email address, as this will prevent us from verifying your completion status.

*\*This will be changing to MFA, details to follow.*



# Email Notifications – Keep it Private!

While email notifications help us stay connected, **never** include sensitive information in an unencrypted email. This includes:

**Client Names**

**Dates of Birth (DOB)**

**Social Security Numbers (SSN)**

## **Pro Tip**

If you receive a notification that you've been tagged in a note, log into Clarity directly to view the details and respond securely.



# VI-SPDAT UPDATES



# JD-VI-SPDAT - The Changes!

4. What do you think is the primary event or condition that led to your homelessness prior to your incarceration

- |   |  |
|---|--|
| <input type="checkbox"/> Aging out of foster care                           | <input type="checkbox"/> Landlord raised rent or foreclosure |
| <input type="checkbox"/> Alcohol or drug use                                | <input type="checkbox"/> Lost job                            |
| <input type="checkbox"/> Argument with family/friend who asked you to leave | <input type="checkbox"/> Mental health issues                |
| <input type="checkbox"/> Divorce/separation/break up                        | <input type="checkbox"/> Spousal/partner violence            |
| <input type="checkbox"/> Eviction   | <input type="checkbox"/> Other (Please specify)              |
| <input type="checkbox"/> Family violence                                    | <input type="checkbox"/> Other                               |
| <input type="checkbox"/> Illness/medical problem                            | <input type="checkbox"/> Client Doesn't Know                 |
| <input type="checkbox"/> Incarceration                                      | <input type="checkbox"/> Client prefers not to answer        |




# NEW CLARITY EXPERIENCE

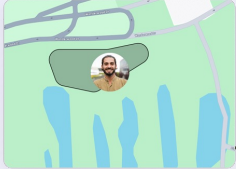


Introducing a New Interface

# Clarity Human Services

▼  **John Paige**  
47E7D749F

- Referrals
- Services
- Inventory



- Solutions Emergency Shelter  
Institute for Human Services  
Emergency Shelter - Entry Exit
- Case Review  
Case Management System  
4/29/24  
4 months ago  
Active
- 001 Unit  
Adults - 804  
Available  
Standalone Site Building  
143 S Liberty St, Jacksonville, FL

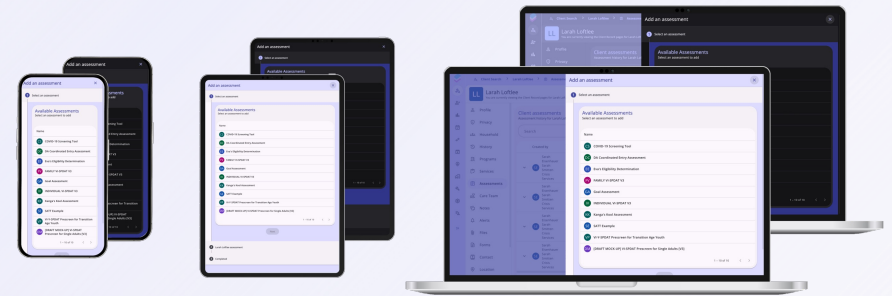
▼ **Secure Stable Housing**  
Housing  
Find and secure permanent housing with the nex...  
8/20/25  
in 1 month  
Completed High Case Manager



# What is the new Clarity User Interface?

This new user interface is simply upgrading the visual layout and menus you interact with every day in Clarity Human Services.

- ✓ **A Better Experience:** Designed to be clean, professional, and easy on the eyes.
- ✓ **Faster & More Reliable:** Powered by a super-responsive, modern infrastructure that improves loading speeds and system stability.



# A Top-Notch User Experience

- ✓ **Modern Look:** Delivers a sleek, intuitive workspace shaped directly by years of community feedback.
- ✓ **Minimize Clicks:** Key client details are placed front and center, removing friction from your daily data entry.
- ✓ **Mobile First Design:** Fully responsive layouts empower your outreach teams to use Clarity seamlessly on phones and tablets in the field.
- ✓ **Inclusive Access:** Complete 508-compliance ensures an accessible, equitable experience for all community users.



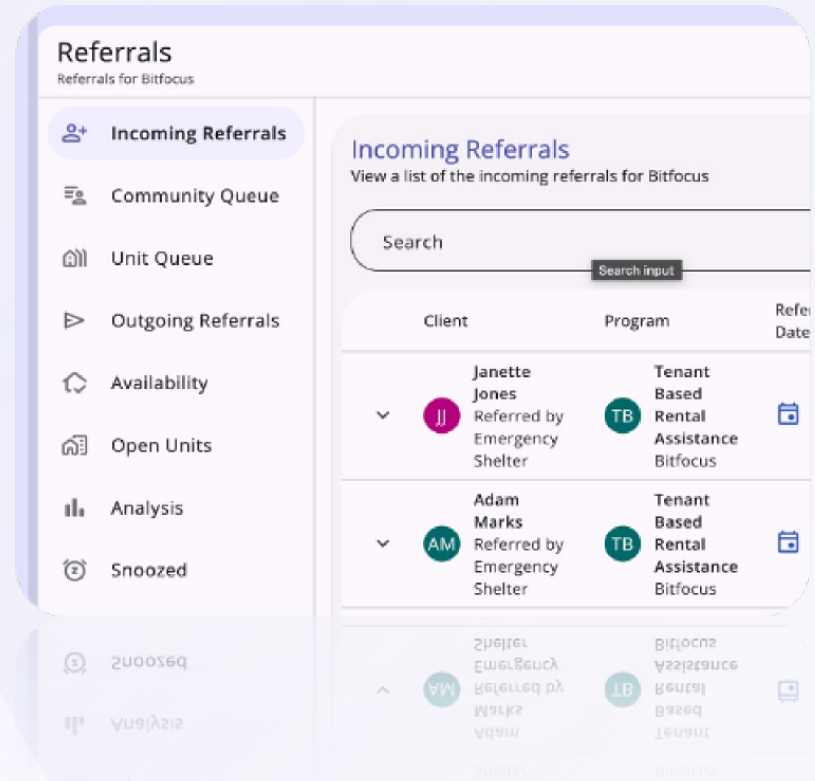
# Built on a super responsive infrastructure

- ✓ Clarity's modern architecture uses the latest technologies
- ✓ Its modular design supports faster, more consistent development
- ✓ The API-based infrastructure allows for easier growth and customer interoperability

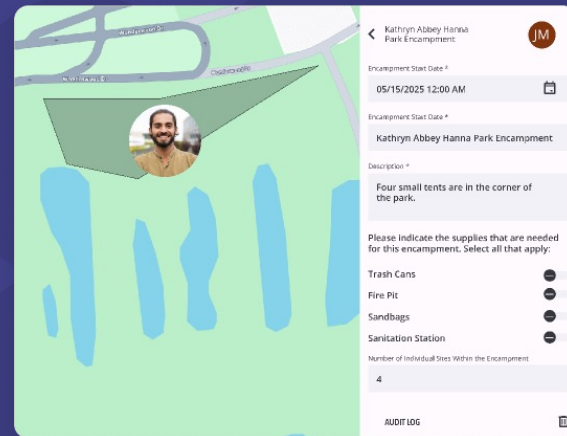
# What's available in the new interface?

✓ All **Client Module & Coordinated Entry** features will be available in the new interface by Fall 2026. This includes:

- ✓ Client and household management
- ✓ Programs
- ✓ Assessments
- ✓ Services
- ✓ Case management tools
- ✓ Contacts and Locations
- ✓ Privacy
- ✓ Full Assessor, Matchmakers & Provider workflows
- ✓ All Referral Methods
  - ✓ Direct referrals
  - ✓ Eligibility Determination referrals
  - ✓ Community Queue
  - ✓ Unit Queue
- ✓ CE Events
- ✓ And more!



# Questions?



# AUTH0 – NEW MFA



# New Security Upgrade Clarity HMIS

We are upgrading the **Clarity Human Services** authentication platform to **Auth0** on **July 28th, 2026**.

*This migration is a major step in enhancing the security and protection of client data, providing a more modern and seamless login experience.*



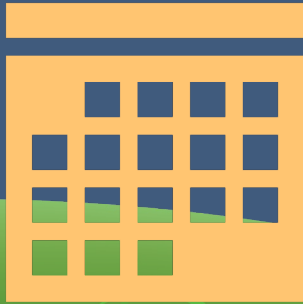
# Data Sharing – Protecting Client Data

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.



# Important Dates



- **July 14, 2026:** Training Site Rollout
- **July 28, 2026:** Live Site Rollout



# What is Changing?

## Email Based Login

You will now sign in using your **HMIS email address** instead of a separate username.

## Mandatory MFA Enrollment

Every user must enroll in Multi-Factor Authentication (MFA) during their first sign-in.

## Supported MFA Methods

**Authenticator Apps:** Bitfocus recommends *Google Authenticator* or *Microsoft Authenticator*. For desktop users, *Proton* is a supported option.

## Supported Methods

**Push Notifications:** Via the *Auth0 Guardian* app.

- **Phone:** SMS or Voice options.
- **Email:** Available as a secondary option *after* initial enrollment.



# How to Prepare

## Audit Staff Emails

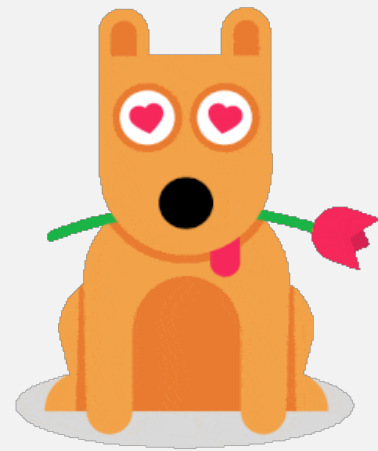
Ensure every active user in your agency has a **valid, unique email address** on file in Clarity.

## IT Whitelisting

Contact your IT department and ask them to whitelist the recovery email address: [noreply@bitfocus.com](mailto:noreply@bitfocus.com).

**Need More Info?** For a deep dive into the new platform, check out the [Bitfocus Help Desk Toolkit](#)





**MEMOS**

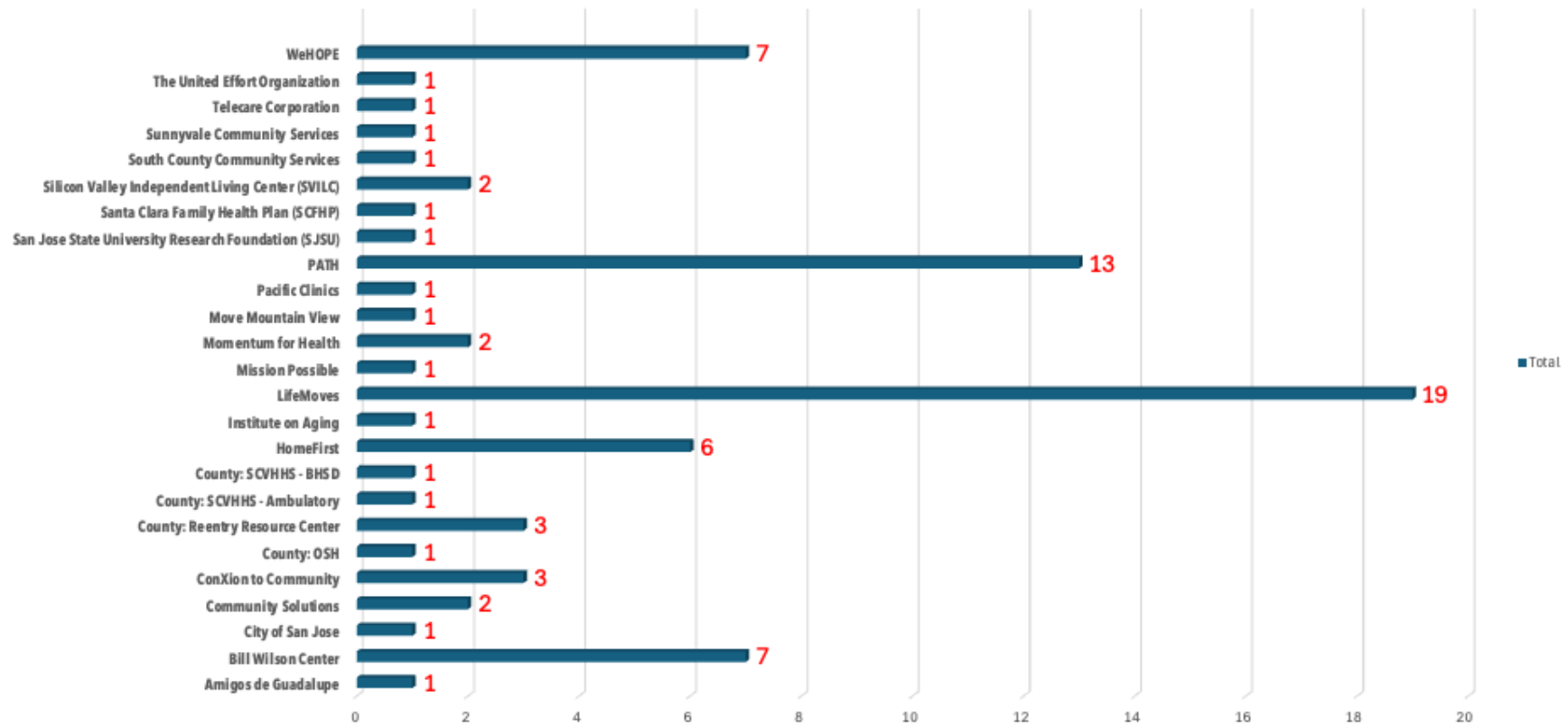


**RECENTLY ASSESSED  
& NOT ON CHQ**



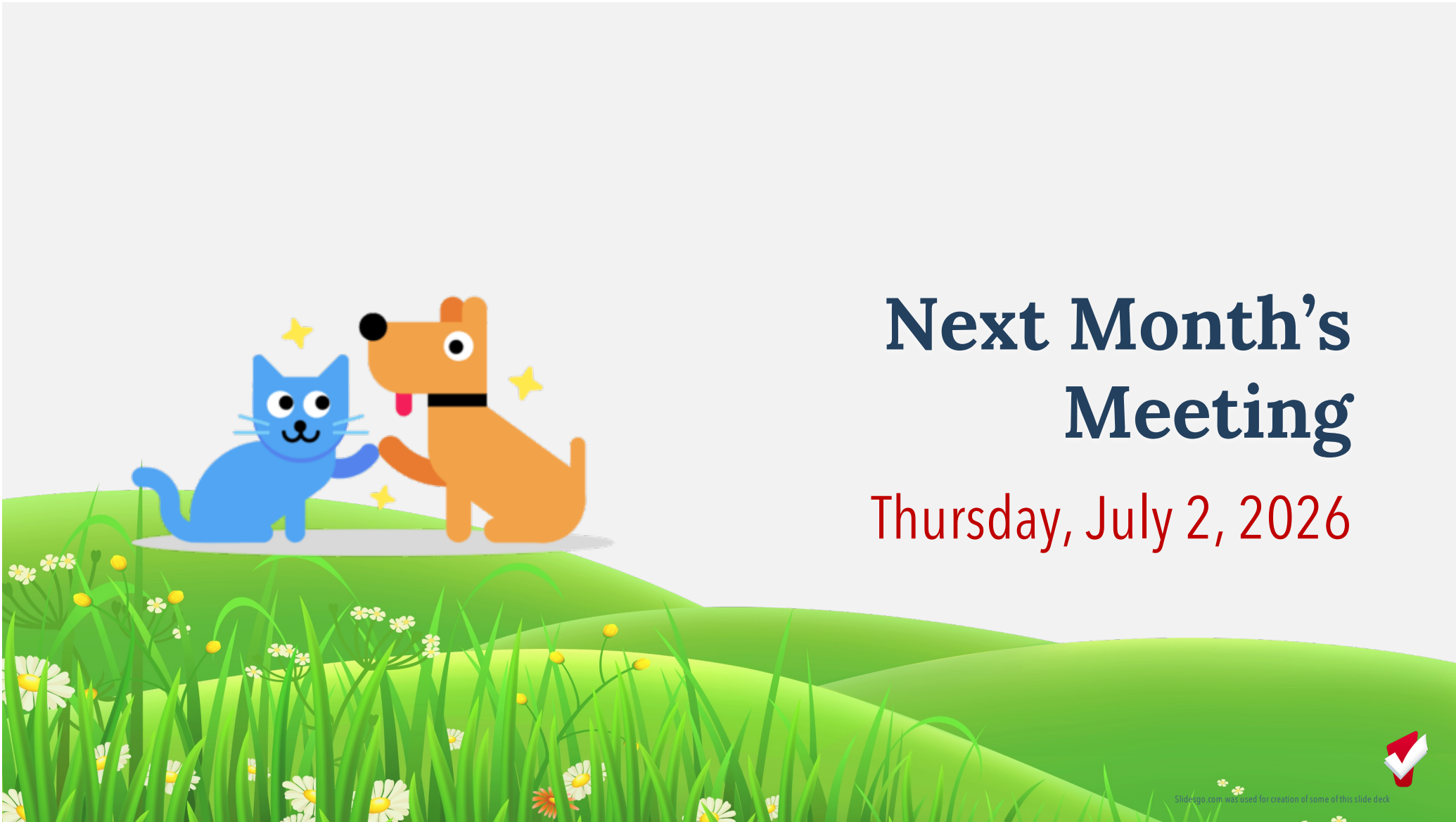
# RECENTLY ASSESSED & NOT ON CHQ

Clients Assessed Not on CHQ



# Q & A





# Next Month's Meeting

Thursday, July 2, 2026

