

A background image showing a person with dark skin and curly hair, wearing white headphones, sitting at a desk and working on a laptop. The person is looking down at the screen. The desk has a lamp and some papers. The image is overlaid with a semi-transparent white box containing the text.

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

Getting to Know You...

Which option do you prefer?

Text

Face Time

Phone Call



Discussion Topics



UPDATES

- ❖ CoC Updates
- ❖ HMIS Newsletter



IN THE KNOW

- ❖ Single, Family or Youth? Are You Using the Correct Assessment?
- ❖ SCC Security Checklist - DUE
- ❖ Upcoming DEW!
- ❖ NEW! MFA
- ❖ NEW! The Evolution of Clarity



MEMOS

- ❖ Vietnamese & Mandarin Assessors? (Poll)
- ❖ Data Misuse & Violation Form
- ❖ Recently Assessed & Not on CHQ
- ❖ Q & A Time
- ❖ Next Month's Meeting



UPDATES



COC UPDATES



CoC Updates



- ✓ Thank you for all involved in the CoC NOFO competition.
- ✓ We know it's a busy time and we appreciate your dedication!



- ✓ A reminder that local applications for new projects and draft esnap project applications are due **July 14**



- ✓ Please review funding process and timeline here: [FY2026 Competition Schedule.pdf](#) | [Powered by Box](#)



July 2026

MON	TUES	WED	THURS	FRI
		1	2 <u>10am SCC Clarity Office Hours</u> <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	3 4 of July Holiday Bitfocus Closed
6 <u>2pm SCC Looker Office Hours</u>	7	8 <u>9am SCC CoC - Two-Part SOGIE Training Series</u> <u>9:30am Service Providers Network Meeting</u>	9 <u>9am SCC CoC - Two-Part SOGIE Training Series</u>	10
13	14 <u>10am Data Think Tank</u>	15	16 <u>10am SCC Clarity Office Hours</u>	17
20 <u>9am SCC CoC VI-SPDAT Training</u> <u>2pm SCC Looker Office Hours</u>	21	22	23	24
27	28	29 <u>10am Homebase TA Office Hours</u>	30 <u>10am SCC Clarity Office Hours</u>	31



HMIS NEWSLETTER



JUNE HMIS NEWSLETTER



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

June 2026



Announcements

Upcoming DEW: The Getting Unstuck Guide - *Making Clarity Reports Work For You, Not Against You!*

By the end of this training, trainees will be able to maintain high-quality data and compliance standards by resolving report errors, aligning workflows with federal requirements, utilizing internal support channels to minimize downtime, and streamlining staff feedback loops for continuous system improvement.

[Click Here to Register](#)

A young woman with long, curly hair is sitting against a brick wall covered in colorful graffiti. She is wearing a dark jacket and blue jeans, looking off to the side with a thoughtful expression. The image has a blue tint and is framed by dark blue vertical bars on the left and right sides.

IN THE KNOW



**SINGLE,
FAMILY OR
YOUTH? ARE
YOU USING
THE CORRECT
ASSESSMENT?**



Using the Correct VI-SPDAT

THE CORE RULE

Target Audience
Unaccompanied
Youth (Aged 24 and
under).

Action
Always use the TAY-
VI-SPDAT (Youth
Version).

The Mistake to Stop
Do *not* use the Single
Adult tool just because
a youth is navigating
the system alone.



Using the Correct VI-SPDAT

WHY IT MATTERS

Using the Adult tool on a youth artificially deflates their score, locking them out of housing.

Adult Tool

Looks for long-term chronic homelessness and decades of medical history.

Youth Tool

Captures age-specific risks like foster care history, human trafficking/exploitation, survival sex, and running away.



Using the Correct VI-SPDAT

The Only Exception: Parenting
Youth



The Rule: If a youth (24 or under) has custody of their own children (18 or under), **pivot to the Family VI-SPDAT.**

They must be assessed as a family unit.



Using the Correct VI-SPDAT

Quick Reference Guide

Client Profile	Assessment Tool
Unaccompanied Youth (≤ 24 , No Kids)	Youth VI-SPDAT
Parenting Youth (≤ 24 , With Kids)	Family VI-SPDAT
Adults (25+)	Single Adult VI-SPDAT



Using the Correct VI-SPDAT

Which VI-SPDAT should I administer?

Initial Check	Secondary Condition	Age Group / Scenario	Correct Assessment Tool
In Custody	—	All ages in custody	JD-VI-SPDAT
Not in Custody	Has minor dependent(s) in household	Any age with a child under 18	VI-SPDAT for Families
Not in Custody	No minor dependents in household	Adults aged 25 or older	VI-SPDAT for Single Adults
Not in Custody	No minor dependents in household	Young Adults aged 18–24	TAY VI-SPDAT



SCC HMIS QUARTERLY COMPLIANCE CHECKLIST - DUE



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

Friday, July 31, 2026

- 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 04/01/2026 - 06/30/2026
- 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

UPCOMING DEW!



Upcoming DEW: The Getting Unstuck Guide - *Making Clarity Reports Work For You, Not Against You!*

By the end of this training, trainees will be able to maintain high-quality data and compliance standards by resolving report errors, aligning workflows with federal requirements, utilizing internal support channels to minimize downtime, and streamlining staff feedback loops for continuous system improvement.

Date: Thursday, July 23, 2026

Time: 10:00am - 12:00pm

[Register Here!](#)

NEW! MFA



New Multi-Factor Authentication (MFA) Platform Coming 7/28

Authentication is one of the most critical parts of any software platform. Moving to Auth0 allows us to deliver better support for modern security standards and better protect client data.

For more details check out this Help Desk article: [Auth0 for Clarity Human Services: Toolkit](#).

Your Rollout Timeline

To ensure your team is prepared, this transition will happen in two phases.

✓ Training Site Rollout: July 14th, 2026

✓ We recommend trying to log in to <https://scc-train.clarityhs.com/login> on or after this date so you are ready to go when the change goes live.

✓ If you have any issues with logging in or navigating the MFA process, please contact our HelpDesk team:
[**sccsupport@bitfocus.com**](mailto:sccsupport@bitfocus.com)

✓ Live Site Rollout: July 28th, 2026

How to Prepare

✓ **Ensure you're using a real, valid email address in Clarity.** If your email address is shared across multiple staff or user accounts, begin the process of creating individual accounts.

✓ **Whitelist the email address:** noreply@bitfocus.com. You or your IT team should whitelist this email address to ensure recovery is easy.

✓ **Identify which MFA method you will use:**

✓ One-time password via authenticator app (Google Authenticator or Microsoft Authenticator for iOS and Android devices are two popular options).

✓ Note: If users cannot use their phones to authenticate, you can use a desktop-based authenticator like [Proton](#).

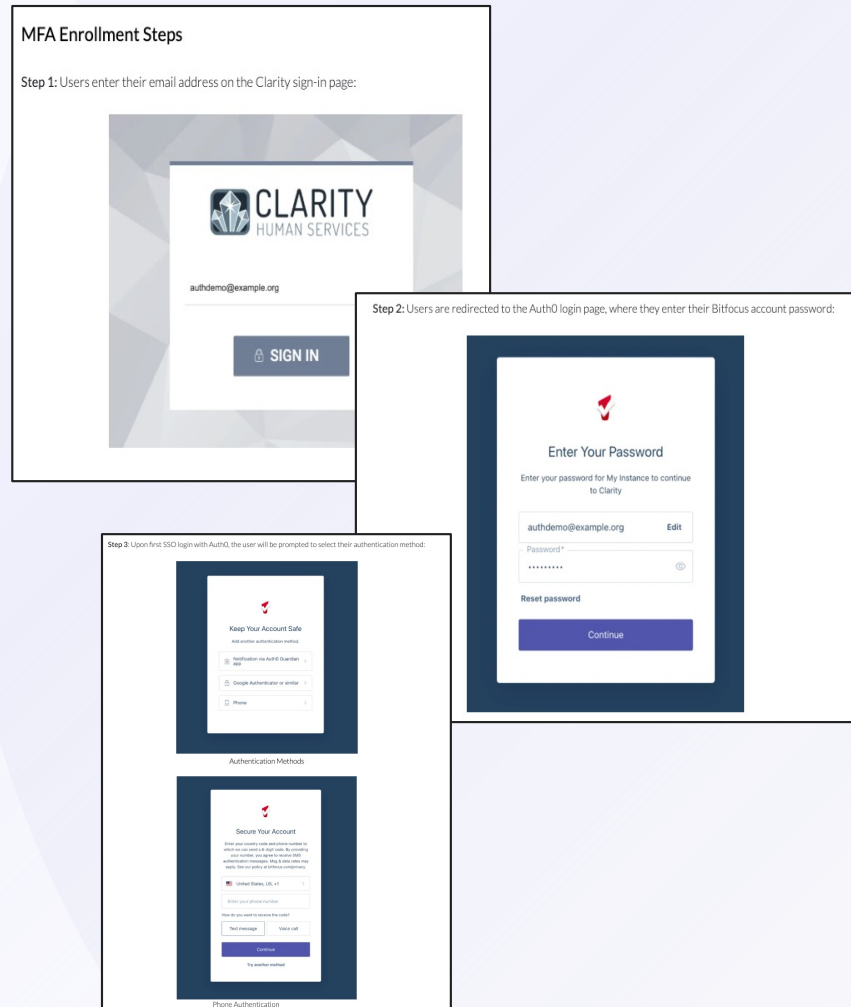
✓ Push notification via the Auth0 Guardian app

✓ Phone (SMS or voice)

✓ Although email cannot be the primary authentication method, it will be available as a supported method after the initial enrollment in the new multi-factor authentication platform. MFA will be required every 30 days after the initial authentication.

How to Prepare

To see a preview of what this new process will look like, please review our Help Center article [here](#).



NEW! THE EVOLUTION OF CLARITY

Client Search > Old Luke Skywalker (Test) > Profile

 **Old Luke Skywalker (test)**
You are currently viewing the Client Record pages for Old Luke Skywalker (test).

- Profile**
- Privacy
- Household
- History
- Programs
- Services
- Assessments
- Care Team
- Notes
- Alerts

Old Luke Skywalker (test)
Client profile information

Social Security Number ***-**-XXXX	Quality of SSN Client doesn't
First name Old Luke	Last name Skywalker (tes
Middle name No value	Suffix None
Quality of Name Full name reported	Quality of DOB Full DOB Rep
Date of Birth 08/26/1966	Age 59
Alias Bitfocus Test Client	
Sex Male	
Gender Culturally Specific Identity (e.g., Two-Spirit), Different Identity	

Clarity Human Services: The New Standard

A Major Milestone in the Evolution of Our User Experience

The Next Step

Transitioning from test-drive to a permanent, streamlined experience for all users.

The Official Transition Date

OCT 1

Official Go-Live

Retiring the Toggle

On October 1st, we will officially retire the "Switch Interface" toggle.

The new Clarity UI will become the permanent, standard experience for every user across our network.

One interface. One streamlined experience.

A Journey Guided by You

User-Led Feedback

Since the initial test-drive release, we have been meticulously gathering feedback from system administrators and end-users to refine the design, optimize layout efficiency, and ensure natural workflow logic.

The Path Forward

This transition isn't just a technical update; it's a collaborative milestone. We are completely committed to walking this change journey with you to ensure absolute production readiness and operational confidence.

| Core Design Principles

Fewer Clicks

Information is systematically brought to the forefront, reducing multi-screen navigation loops and accelerating daily data entry tasks.

Mobile-First

Responsive structural design that guarantees full system visual integrity and clarity across any active field device or tablet.

Fully Compliant

Strict compliance alignment engineered to easily meet WCAG 2.1 Level AA and Section 508 accessibility mandates.

Transition Schedule Overview

Phase	Milestone Event	Date
Training Rollout	Feature release available on all Training Sites	August 26
Production Sync	New features deployed to all Production Sites	September 9
Conferencing	Clarity Connect - In-depth System Training	Sept 17-19
The Milestone	Interface Toggle Retirement (New UI Permanent)	October 1

Our Commitment to Support

Walking the Journey Together

We recognize that moving platforms takes collective focus. We are providing extensive toolsets to guarantee uninterrupted workflows:

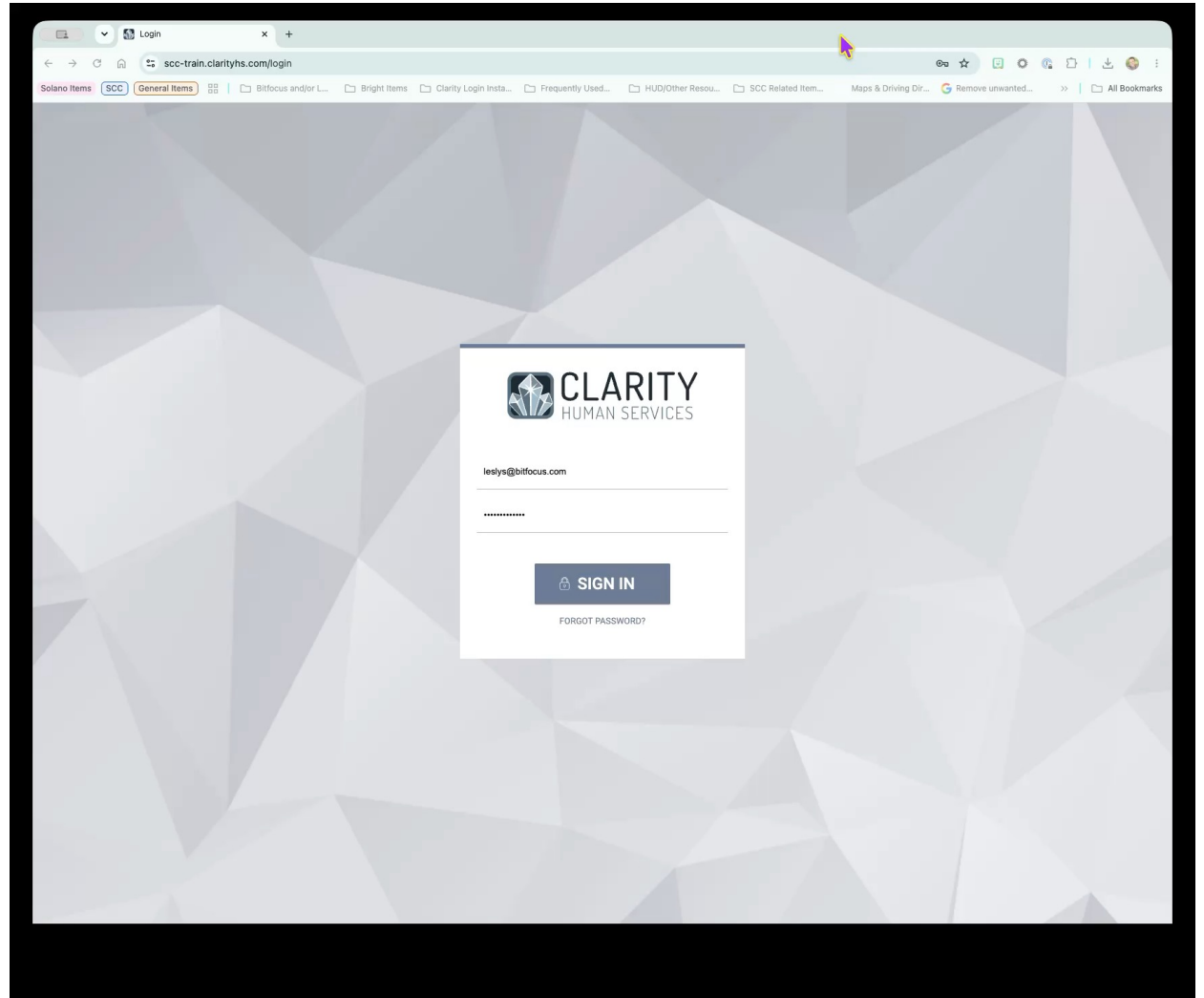
- Full Admin Rollout System Toolkits
- Bi-weekly detailed feature focus communications
- On-demand sandbox training environment access
- Direct priority technical helpdesk support tiers
- Bi-Weekly Office Hours



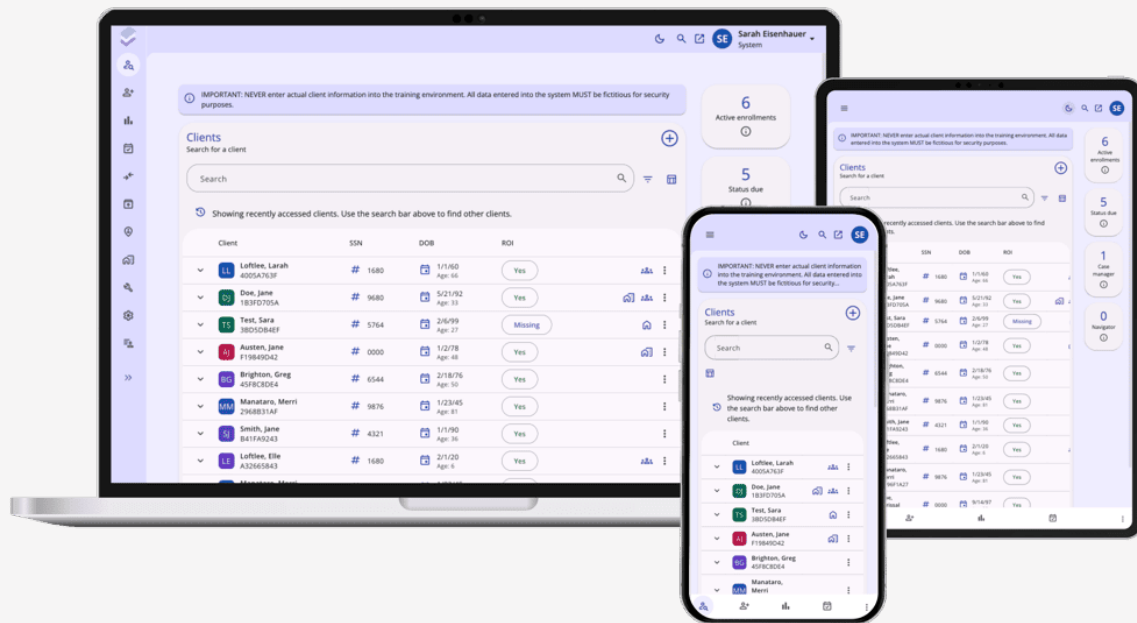
Prepare Your Team

1. Audit current enrollment workflows.
2. Leverage sandbox environments.
3. Distribute updating training assets.

Sneak Peek



Questions Specific to Rollout?



A photograph of a wooden desk with various items on it, including papers, a pen, a pair of glasses, a notebook, and a white cup. The image is overlaid with a semi-transparent blue filter. The word "MEMOS" is written in large, white, bold, sans-serif capital letters across the center of the image.

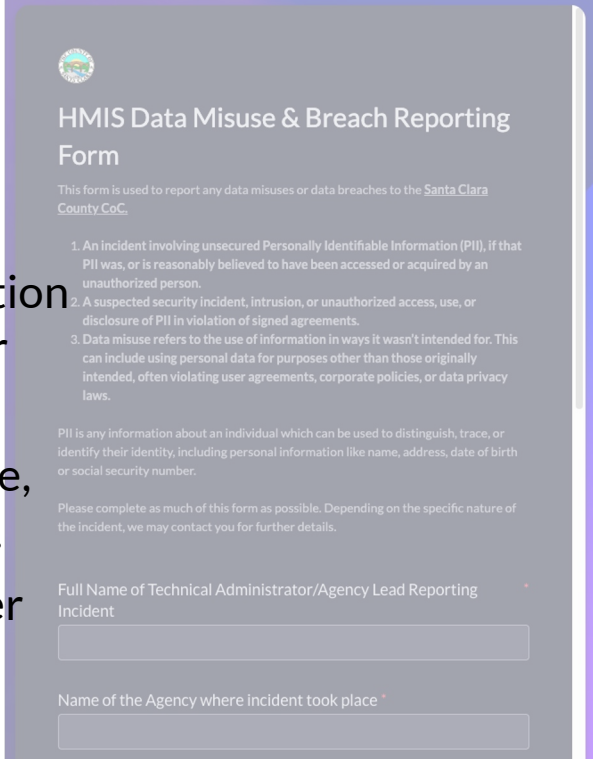
MEMOS



Data Misuse & Violation Form

What to Report

- Data Breaches:** Unsecured Personally Identifiable Information (PII) that has been (or is suspected to have been) accessed or acquired by an unauthorized person.
- Security Incidents:** Any unauthorized access, use, disclosure, or system intrusion that violates signed privacy agreements.
- Data Misuse:** Using personal information for purposes other than what it was originally intended for, violating user agreements, policies, or privacy laws.



The screenshot shows a form titled "HMIS Data Misuse & Breach Reporting Form" with a Santa Clara County CoC logo. It includes instructions on how to use the form and a list of three reportable incidents: 1. An incident involving unsecured PII, 2. A suspected security incident, and 3. Data misuse. It also defines PII and provides a note about the form's completion. At the bottom, there are two input fields: "Full Name of Technical Administrator/Agency Lead Reporting Incident" and "Name of the Agency where incident took place".

HMIS Data Misuse & Breach Reporting Form

This form is used to report any data misuses or data breaches to the [Santa Clara County CoC](#).

1. An incident involving unsecured Personally Identifiable Information (PII), if that PII was, or is reasonably believed to have been accessed or acquired by an unauthorized person.
2. A suspected security incident, intrusion, or unauthorized access, use, or disclosure of PII in violation of signed agreements.
3. Data misuse refers to the use of information in ways it wasn't intended for. This can include using personal data for purposes other than those originally intended, often violating user agreements, corporate policies, or data privacy laws.

PII is any information about an individual which can be used to distinguish, trace, or identify their identity, including personal information like name, address, date of birth or social security number.

Please complete as much of this form as possible. Depending on the specific nature of the incident, we may contact you for further details.

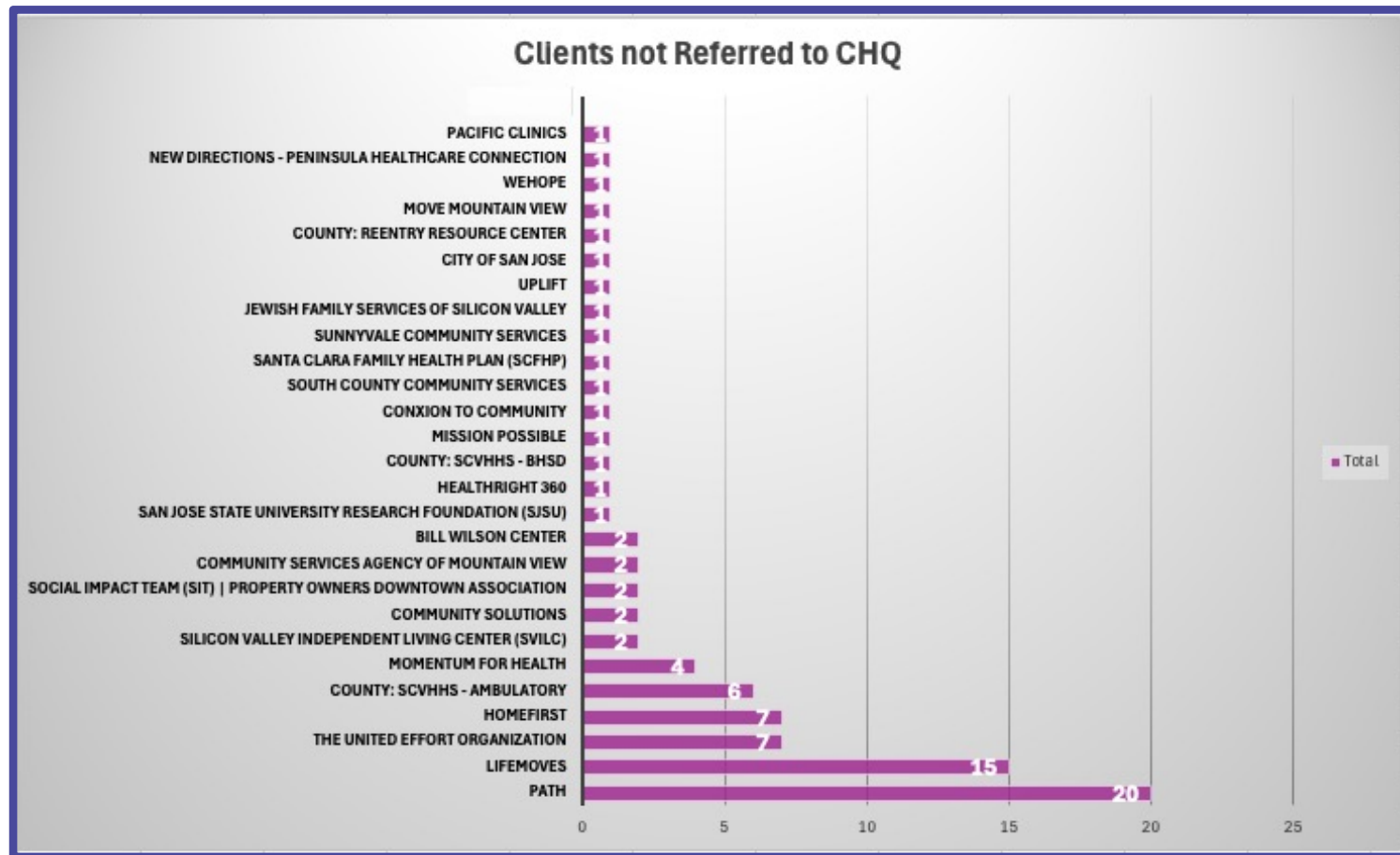
Full Name of Technical Administrator/Agency Lead Reporting Incident *

Name of the Agency where incident took place *

**RECENTLY
ASSESSED
& NOT ON
CHQ**



Not in CHQ



UPDATING END USER ACCESS



End User Needing Updates

Agency	Count of Staff
HomeFirst	230
Abode Services	64
LifeMoves	56
County: OSH	45
Bill Wilson Center	29
PATH	26
County: SSA - DEBS General Assistance	24
WeHOPE	22
Community Solutions	20
Community Hotline	19
Sacred Heart Community Service	18
Institute on Aging	16
Amigos de Guadalupe	15
County: SCVHHS - Ambulatory	14
Sunnyvale Community Services	11
County: SCVHHS - BHSD	11
New Directions - Peninsula Healthcare Connection	10
City of San Jose	9
County of Santa Clara: SCVHHS - Public Health	9
County: SSA - DEBS SSI Advocacy	9

VAPAHCS	8
Telecare Corporation	8
West Valley Community Services	8
County: SSA - DEBS Vocational Services	6
Silicon Valley Independent Living Center (SVILC)	6
Goodwill of Silicon Valley	6
Jewish Family Services of Silicon Valley	5
Community Services Agency of Mountain View	5
Family and Children Services	5
County: SSA - Department of Family and Children's Services (DFCS)	5
Gardner Health Services	4
Pacific Clinics	4
Catholic Charities	4
California Youth Outreach	4
CityTeam Ministries	4
Social Impact Team (SIT) Property Owners Downtown Association	3
Covenant House California	3
St. Andrew's Residential Programs for Youth (STAR)	3
Mental Health Systems (MHS)	3
County: Reentry Resource Center	3
International Children Assistance Network (ICAN)	3
South County Community Services	3
Move Mountain View	3
Stanford Health Care - Department of Social Work and Case Management	3

Salvation Army	3
School Health Clinics of Santa Clara County	3
Pear Suite, Inc.	3
Nation's Finest	3
Housing Choices Coalition	2
Santa Clara County Office of Education (SCCOE)	2
Asian Americans for Community Involvement (AACI)	2
Latinas Contra Cancer (LCC)	2
Healing Grove Health Center	2
Razing the Bar	2
Bay Area Community Health (BACH)	2
EAH Housing - Resident Services	2
Axis Senior Resource DBA Axis Case Management	2
Horizon Services, Inc - DBA Mission Street Sobering Center	2
The United Effort Organization	1
Emergency Rental Assistance (ERA)	1
County: Public Defender Office	1
Starlight Community Services	1
Escuela Popular	1
Sunday Friends Foundation	1
Roots Community Health Center	1
Episcopal Community Services of San Francisco	1
ConXion to Community	1
Support Systems Homes, Inc/CADS, Inc	1
Teen Challenge	1



The background of the slide is a photograph of an audience from behind, with several people raising their hands in a gesture of participation or asking a question. The image is overlaid with a semi-transparent blue filter. The text 'Q & A' is centered in a large, white, serif font.

Q & A





Next Month's Meeting

Thursday, August 6, 2026

