



SCC Technical Admin. (TA) Agency Lead Meeting Thursday, August 6, 2026

Getting to Know You...

Would you rather wear a bib every time you eat out or drink from a sippy cup every time, you're at a restaurant/bar/diner?



Discussion Topics



UPDATES

- HMIS Newsletter



IN THE KNOW

- SCC Security Checklist - DUE
- Missed the DEW! No Worries!
- MFA – Live!
- NEW! BF Training Hub
- Report Spotlight: ROI Dashboard
- Report Spotlight: Homeless Status Timeline Report



MEMOS

- NEW! The Evolution of Clarity
- Recently Assessed & Not on CHQ
- End users Needing to Update Access Role
- Q & A Time
- Next Month's Meeting

UPDATES



August 2026

MON	TUES	WED	THURS	FRI
3 NO SCC LOOKER OFFICE HOURS	4	5	6 <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	7
10	11 <u>10am Data Think Tank</u>	12 <u>9:30am Service Providers Network Meeting</u>	13 <u>10am SCC Clarity Office Hours</u>	14
17 <u>2pm SCC Looker Office Hours</u>	18	19	20	21
24	25	26 <u>9am SCC CoC VI-SPDAT Training</u> <u>10am Homebase TA Office Hours</u>	27 <u>10am SCC Clarity Office Hours</u>	28
31 <u>2pm SCC Looker Office Hours</u>				



HMIS NEWSLETTER



JULY HMIS NEWSLETTER



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

July 2026



Announcements

SCC HMIS Quarterly Compliance Certification Checklist
Due Date: Friday, July 31, 2026.
Agency leads must run the report in the "Data Analysis" tab to certify new end users.

[Learn More](#)



New Multi-Factor Authentication (MFA) Platform
Coming July 28th

A woman with dark hair is sitting at a wooden desk, working on a laptop. She is looking down at the screen. On the desk, there is a cup of coffee and some papers. To her left, there is a window with a view of a city. On the windowsill, there is a small potted plant and a candle. The entire image is covered with a teal overlay.

IN THE KNOW



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

**MISSED THE
DEW?
*NO WORRIES!***



Since you couldn't make it live, choose how you want to catch up...

🎬 "I'm a visual learner" → Check out the **Video Recording** of the workshop.

⚡ "Give me the quick version" → Skim the **Slide Deck** for high-level data quality and compliance tips.

💡 "I just have a specific question" → Search our **FAQ** for a quick check on what was covered.

👉 **[ACCESS ALL RESOURCES HERE](#)**



NEXT DEW

DATE: Wednesday, September 23, 2026

TIME: 1pm-3pm

TOPIC: The Evolution of Clarity!

MFA LIVE!



MFA & Login Updates: *What You Need to Know*

New Sign-In Flow	Log in using your email address (replaces usernames). You'll briefly redirect to Auth0 to complete sign-in.
Mandatory MFA	Everyone must enroll/re-enroll MFA in Auth0 on first sign-in. (<i>Legacy 2FA settings do not carry over</i>).
Manage Your Factors	Head to Account Settings → Security Settings to Enroll new factors or Delete existing ones to reset them.
30-Day Device Memory	The "Remember this device" option is now standardized to a 30-day window.
Backup Email	Your staff email is auto-enrolled as your backup MFA method. (<i>If you update your email address, re-enrollment is required</i>).
Clarity Shield / SSO	Bitfocus Support will contact custom SSO users directly to schedule migration.

💡 **Need step-by-step instructions or full FAQs?**

👉 **[Click Here to Access Full Workshop Materials & FAQ](#)**

Bitfocus Training

From simple, how-to trainings to robust courses and certifications, we're your one-stop-shop for everything Clarity Human Services and much more.



NEW! BF TRAINING HUB

We've Moved!

Account Migration	Progress and history carried over automatically. Activate your account using the invitation email from learn@bitfocus.com .
Updated Domain	The old site (training.bitfocus.com) shut down on July 17th and now automatically redirects to learn.bitfocus.com .
Action Items	Check spam for the invite email if you haven't logged in yet. Update your browser bookmarks to the new domain.
Support Contact	Reach out to sccsupport@bitfocus.com or scc-admin@bitfocus.com for assistance.



REPORT SPOTLIGHT

ROI Dashboard (DA Tab Access Only)

The Dashboard

Purpose: Displays active clients who have missing or expired ROIs.

Logic: Identifies the agency associated with the client's most recent enrollment where ROI status was not checked.

DQ Checks: Quarterly – these should align with Security Checklist Timeline

Data Analysis Tab

Active Enrollees without an Active 'Yes' Permission ROI Dashboard  

	Client Full Name	Unique Identifier	Private (Yes / No)	Consent Refused (Yes / No)	Added Date	Permission	Start Date	End Date	Deleted (Yes / No)	Active Enrolling Agency Name(s)	Active Enrolling Program Name(s)	List of Assigned Staff
1			No	No	2026-06-18	No	2026-06-18		No	WeHOPE	Dignity on Wheels - Milpitas	Esiquiel Gonzalez
2			No	No						WeHOPE	Dignity on Wheels - City of San Jose	Guadalupe Lara
3			No	No	2024-03-28	No	2024-03-28		No	Community Hotline	Community Hotline Project	Mitra Bahrani
4			No	No	2026-06-18	No	2026-06-18		No	WeHOPE	Dignity on Wheels - Milpitas	Esiquiel Gonzalez
5			No	No						South County Community Services	Our New Place	Veronica Guzman
6			No	No	2025-06-18	No	2025-06-18		No	Santa Clara County Housing Authority (SCCHA)	[CCP Housing Maintenance] Agrihood Senior PBV	Will Hoffer
7			No	No	2024-10-16	No	2023-01-26	2026-10-26	No	South County Community Services	Our New Place	Veronica Guzman
8			No	No	2025-05-16	No	2024-04-15	2028-04-15	No	South County Community Services	Our New Place	Veronica Guzman

CE and ECM ONLY Agencies will receive a list via email.

Anatomy of the Dashboard

Active Enrollees without an Active 'Yes' Permission ROI Dashboard

	Client Full Name	Unique Identifier	Private (Yes / No)	Consent Refused (Yes / No)	Added Date	Permission	Start Date	End Date	Deleted (Yes / No)	Active Enrolling Agency Name(s)	Active Enrolling Program Name(s)	List of Assigned Staff
1	00000		No	No	2026-06-18	No	2026-06-18	🗑	No	WeHOPE	Dignity on Wheels - Milpitas	

CLIENT FULL NAME <i>Client Name</i>	UID <i>Unique ID of the client</i>	PRIVATE (YES/NO) <i>Is the client set to Private?</i>	CONSENT REFUSED (YES/NO) <i>Under PRIVACY, is the client toggle set to CONSENT REFUSED</i>	ADDED DATE <i>When the ROI was added</i>	PERMISSION <i>Client Permission to add ROI (Yes/No)</i>
START DATE <i>Start date of ROI</i>	END DATE <i>End date of ROI</i>	DELETED (YES/NO) <i>ROI deleted</i>	ACTIVE ENROLLING AGENCY <i>Agency completing recent enrollment</i>	ACTIVE ENROLLING PROGRAM <i>Program client enrolled in</i>	LIST OF ASSIGNED STAFF <i>End User who enrolled client</i>

Where is the Dashboard?



DATA ANALYSIS

Built In Reports	11 report(s) ▾
Santa Clara County HMIS Reports 45 report(s) ▲	
Home	
Expiring ROI's Dashboard	⌂ RUN
Services and Case notes	⌂ RUN
CCP Reports	
CCP Clients with open enrollments missing annual assessment	⌂ RUN
CCP Data quality by user	⌂ RUN
CCP Data Quality Dashboard	⌂ RUN
CCP Expiring ROI's Dashboard	⌂ RUN
CCP Housing Move-In Date vs PSH Service Discrepancies	⌂ RUN
CCP Non Cash Benefit Data Quality Errors	⌂ RUN
CCP Outreach Time and Activity Tracking	⌂ RUN
Coordinated Entry Data Quality	
SCC Community Queue and Assessments Data Quality Dashboard (2020)	⌂ RUN
CSJ	
Program Performance	⌂ RUN
Data Analysis Tab	
Active Enrollees without an Active 'Yes' Permission ROI Dashboard	⌂ RUN

REPORT SPOTLIGHT

Homeless Status Timeline Report [CLNT-127]

Homeless Status Timeline Report [CLNT-127]

What It Does	Provides a visual, month-by-month timeline of a client's HMIS enrollments to help review chronic homelessness documentation.
Access & Location	Run directly from any client's Profile screen (accessible to any staff with client access).
How to Read It	Color-Coded Timeline: <i>Squares represent enrollment types per month</i> Green = Shelter/Outreach Blue = Permanent Housing Grey = Transitional SUMMARY Row: <i>Highlights HUD status per month</i> Y (Homeless) N (Not Homeless) (Unable to Determine) Interactive Drilldowns: <u>Click any underlined result</u> to inspect the underlying service/living situation record.
Pro-Tip	Frequent "?" results indicate data entry gaps (e.g., missing bed-nights) to fix before running HUD reports.

MEMOS



Clarity Redesign Summary & Reminder

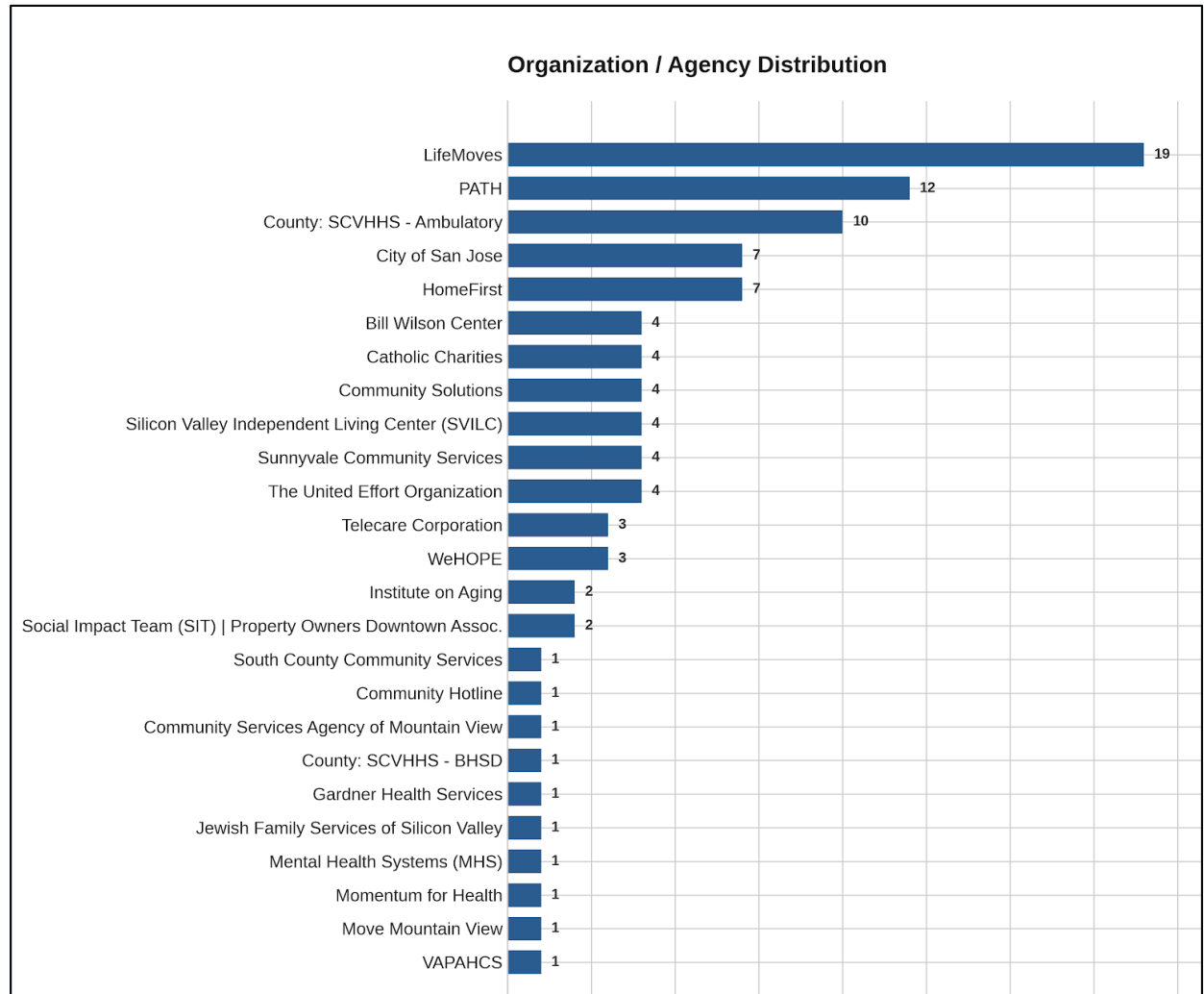
- **The Upgrade:** *A mobile-first, vertical layout featuring a 25-client recent cache, expandable profile cards, mobile GPS pinning, and visual ROI alert flags.*
- **Timeline:** *Practice in Training starting **Aug 26** → Production Sync on **Sept 9** → Permanent Cutover on **Oct 1**.*
- **Demos:** *Available during HMIS and Looker/Report Office Hours.*
- **Resources:** [Learn more about new Clarity Interface Updates here!](#)

**RECENTLY
ASSESSED
& NOT ON
CHQ**



Not in CHQ

Report is available in:
Report Library ->DA tab ->SCC HMIS Reports->
SCC Community Queue and Assessments Data
Quality Dashboard (2020)



END USERS NEEDING To UPDATE ACCESS ROLE



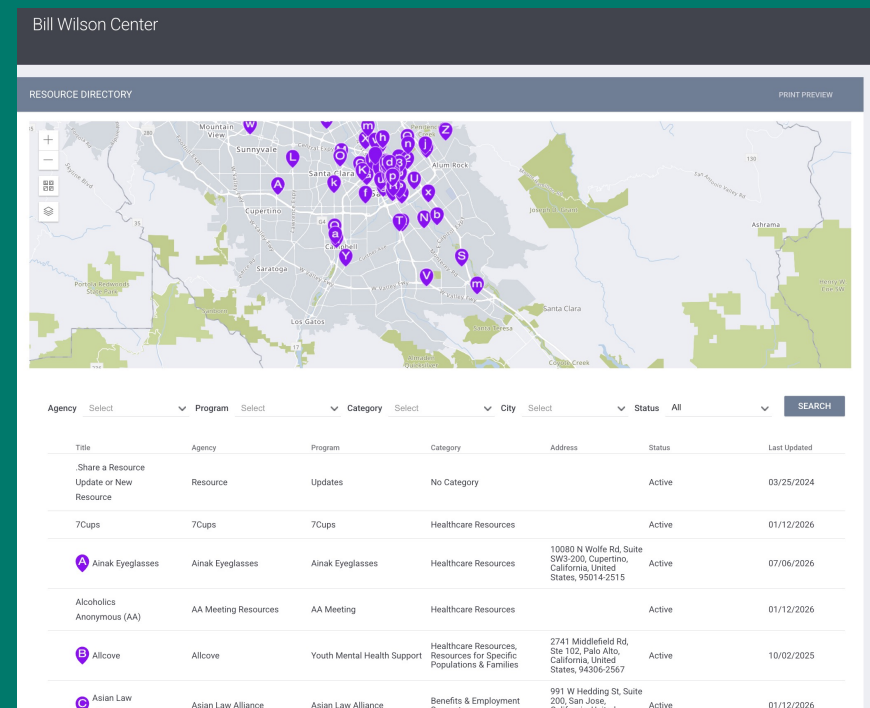
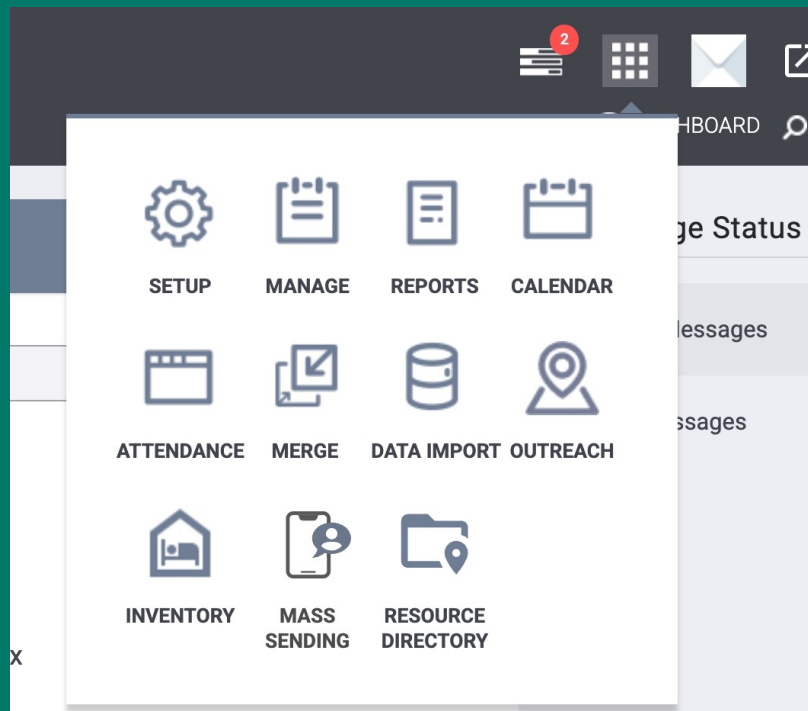
MyConnectSV Portal Access Role Updates Needed

Agency Name	Count of Staff
HomeFirst	219
LifeMoves	48
County: OSH	45
Bill Wilson Center	28
WeHOPE	20
Community Solutions	19
Sacred Heart Community Service	18
County: SSA - DEBS General Assistance	16
Amigos de Guadalupe	15
County: SCVHHS - Ambulatory	15
Abode Services	14
County: SCVHHS - BHSD	12
Sunnyvale Community Services	11
West Valley Community Services	7
New Directions - Peninsula Healthcare Connection	7
County of Santa Clara: SCVHHS - Public Health	5

County: SSA - Department of Family and Children's Services (DFCS)	5
Community Hotline	5
Institute on Aging	5
California Youth Outreach	4
Silicon Valley Independent Living Center (SVILC)	4
Family and Children Services	4
Bay Area Community Health (BACH)	3
County: Reentry Resource Center	2
Axis Senior Resource DBA Axis Case Management	2
Asian Americans for Community Involvement (AACI)	2
Jewish Family Services of Silicon Valley	2
County: SSA - DEBS Vocational Services	2
Goodwill of Silicon Valley	1
PATH	1
Community Services Agency of Mountain View	1
Law Foundation of Silicon Valley	1
County: SSA - DEBS SSI Advocacy	1
Telecare Corporation	1



Access Role Update Feature Highlight





Q & A





Next Month's Meeting

Thursday, September 3, 2026

