



SCC Technical Admin. (TA) Agency Lead Meeting Thursday, October 1, 2026

Getting to Know You...

Would you rather feel like a potato or look like a potato?



Discussion Topics



UPDATES

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter



IN THE KNOW

- Upcoming LSA
- SCC HMIS Quarterly Compliance Checklist Due
- LifeMoves Guest Speaker: Erik Burton
- MCSV Working Group Spotlight
- Care Team vs. Assigned Staff



MEMOS

- Missed the DEW? Get the highlights!
- Recently Assessed & Not on CHQ
- Q & A Time
- Next Month's Meeting

UPDATES



COC UPDATES



CoC Updates



THE FY26 COC NOFO
WAS SUBMITTED ON
MONDAY!

- ✓ *Thank you for all for their hard work on this huge community effort.*
- ✓ *We will update you once we hear on the lawsuit appeal outcome and how the decision impacts the NOFO.*

2027 POINT-IN-TIME (PIT)
COUNT COMMUNITY
KICK-OFF – YOU'RE
INVITED!

Come hear about PIT Count efforts and how you can be involved

Tuesday, October 6, 1-2 PM on [Zoom](#)

WE NEED YOUR PUBLIC COMMENT ON HUD'S
PROPOSED SET ASIDE FOR TRANSITIONAL
HOUSING AND SUPPORTIVE SERVICES ONLY
FUNDING

Information sent to CoC/SPN on 9/30/26

[Federal Register notice to solicit public comment](#)

NAEH Guidance on responding:

https://endhomelessness.org/wp-content/uploads/2026/09/Notice-for-Incentives-Guidance_2026_01.pdf

NAEH holding office hours to discuss responses, answer questions, discuss strategy on Oct 1, 1 PM EST:

[Welcome! You are invited to join a meeting: HUD Notice: Public Comment Office Hours Pt. 2. After re...](#)

UPLFT Updates



Reminders for Requesting Passes:

- ✓ MUST be dated 9/18/2026 or onward
- ✓ Quarter: Oct-Dec
- ✓ Please check client HMIS profile to see if another agency has already requested one before submission.
- ✓ If requesting a badge, be sure a photo has been uploaded for your client



OSH Front Desk Pickup Hours:

- ✓ Pickup unavailable during 12-1pm.
- ✓ Current pickup hours: 9am-12pm, 1pm-4:30pm



Questions?

Email UPLIFT@osh.sccgov.org



October 2026

MON	TUES	WED	THURS	FRI
			1 <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	2
5	6	7	8 <u>10am SCC Clarity Office Hours</u>	9
12 BITFOCUS HOLIDAY!	13 <u>10am Data Think Tank</u>	14 <u>9:30am Service Providers Network Meeting</u>	15	16
19	20	21	22 <u>10am SCC Clarity Office Hours</u>	23
26 <u>2pm SCC Looker Office Hours</u>	27	28 <u>10am Homebase TA Office Hours</u>	29	30



HMIS NEWSLETTER



SEPTEMBER HMIS NEWSLETTER



YOUR HMIS NEWSLETTER

Santa Clara County

September 2026



Announcements

DEW: The New Face of Clarity

Bitfocus hosted a Data Engagement Workshop to walk Santa Clara County HMIS users through the updated Clarity user interface, launching **October 1, 2026**. For the workshop recap, click learn more below!

[Learn More](#)



September 2026 Feature Focus

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 has a blue overlay.

IN THE KNOW





UPCOMING LSA!

Upcoming LSA - Prep

The Longitudinal Systems Analysis (LSA) is HUD's annual system-level report that tracks households and individuals served across the entire CoC to feed national homelessness estimates.

WHAT'S CHANGING (FY26)	2. HOW TO PREPARE	3. COMMON PITFALLS TO AVOID
Refined DQ for 4-digit SSNs & Disability statuses Sex field will not be analyzed New DQ checks for missing Night-by-Night Bed Nights	Run <u>[HUDX-225]</u> (Keep error rate < 5%) Run <u>[GNRL-106]</u> to verify Heads of Household Run <u>[GNRL-220]</u> to clean missing DOBs & Exits	Utilization outliers (< 90% or > 105%) Overlapping bed nights in same project type Abandoned enrollments / Missing SSNs

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, October 30, 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 07/01/2026 – 09/30/2026
- 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



LIFEMOVES: Guest Speaker Erik Burton

IMPORTING CLARITY DATA VIA THE HUD CSV

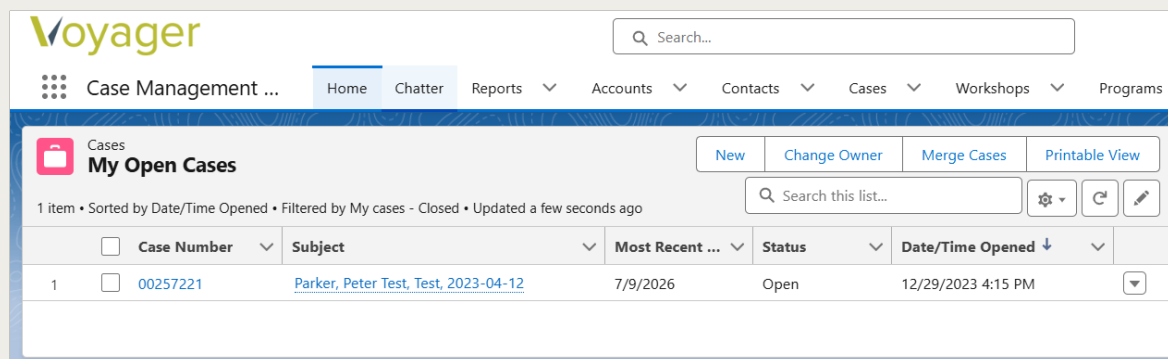
Contents are confidential and proprietary



What are we talking about?

- What is Voyager, and why do we use it?
- Managing data across two systems
- How the sync works
- Limitations and other considerations
- Looking forward

What is Voyager, and why use it?



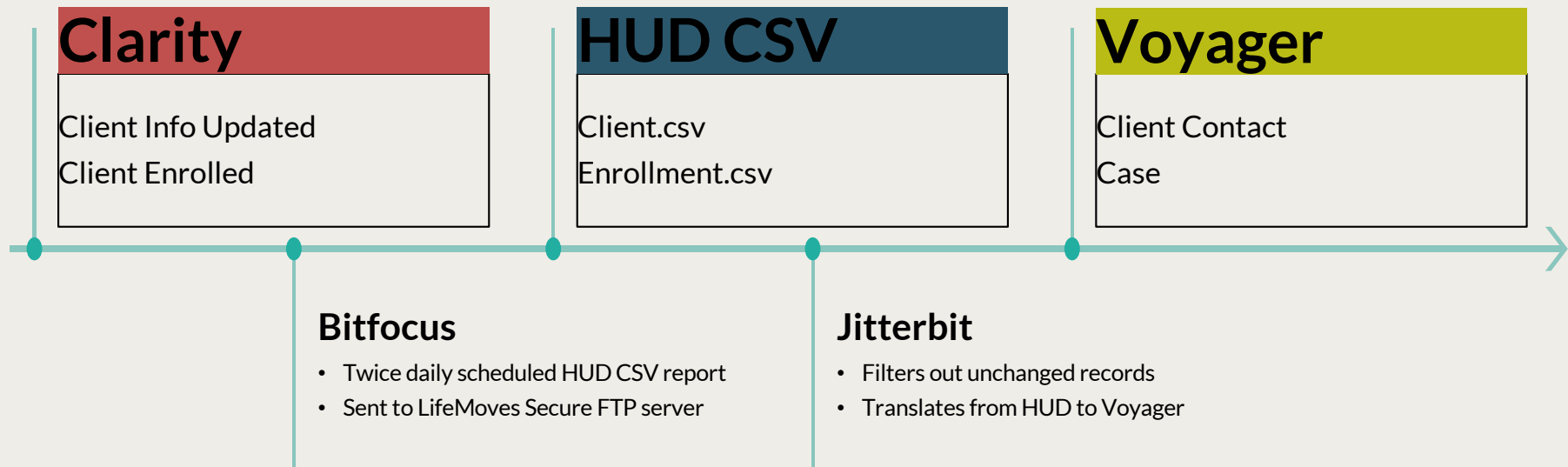
- Full case management system, built on Salesforce
- Used by staff across all LifeMoves Programs, in both Santa Clara and San Mateo counties
- Addresses needs that HMIS can't
- Builds on top of HMIS data, not in place of it

Building on HMIS Data



Clarity	• Program Enrollment • Client Information
Voyager Case Management	• Case Notes • Services • Case Plans & Goals
Program-specific features	• Health & Wellbeing • Employment • Rental Assistance

Clarity to Voyager Sync





Limitations

- Data transfers are **one-way only**
- Scope is limited to and by the HUD CSV
- Clarity treated as Source of Truth for its data, which is locked in Voyager
 - Duplicate data entry **reduced, but not eliminated**
- Sync runs twice a day, keyed on **Date Updated**
- Deletes, merges, household splits, duplicate entries are.... challenging

Other considerations: Supportive Housing vs. Outreach

Supportive Housing

- Clients **promptly** enrolled in Clarity
- Simultaneous enrollments **limited**, mostly other LM programs
- High need for **internal** collaboration

Outreach

- Clients often **not** immediately enrolled in Clarity, *but*
- Simultaneous enrollments **frequent**, usually **non-LM** programs
- High need for **external** collaboration

One relies heavily on Voyager, the other mostly on Clarity

Looking forward

- Upgrading Voyager
- Leveraging new options in the HUD CSV
- Supplemental looker queries
- Two-way API integration?

Questions?



MCSV SPOTLIGHT

Participants Invited by Agency – All Time

Agency Name	Connected Invitation	Expired Invitation	Pending	Grand Total
The United Effort Organization	1701	443	15	2159
Community Hotline	773	637	42	1452
South County Compassion Center (Compassion Center)	301	132		433
HomeFirst	132	253	8	393
Bill Wilson Center	165	67	9	241
South County Community Services	73	59		132
Amigos de Guadalupe	73	40		113
Mission Possible	51	55		106
Family Supportive Housing	80	21	1	102
County: Reentry Resource Center	77	19		96
Bible Way / Destiny	47	24		71
LifeMoves	27	38	2	67
PATH	29	7	24	60
Goodwill of Silicon Valley	13	34		47
County: OSH	19	26		45
Pathway Society	10	16	4	30
Momentum for Health	7	21		28
County: SCVHHS - Ambulatory	9	15	3	27
Social Impact Team (SIT) Property Owners Downtown Association	10	11	1	22
Destination: Home	13	8		21
Move Mountain View	7	13		20
Parisi House on the Hill	12	7		19
Bay Area Community Health (BACH)	8	7		15
City of San Jose	4	9		13
Institute on Aging	8	2	2	12

System	5	6		11
Razing the Bar	10	1		11
Covenant House California	7	4		11
Community Solutions	7	4		11
San Jose State University Research Foundation (SJSU)	7	2		9
Roots Community Health Center	3	6		9
California Youth Outreach	5	2		7
UPLIFT	4	2		6
WeHOPE	2	2	1	5
Telecare Corporation	2	2	1	5
St. Andrew's Residential Programs for Youth (STAR)	3	2		5
County: SCVHHS - BHSD	4	1		5
Opportunities for Change	2		2	4
HealthRIGHT 360	2		1	3
Downtown Streets Team	2	1		3
Mental Health Systems (MHS)	2			2
International Children Assistance Network (ICAN)	1	1		2
Gardner Health Services	2			2
County: SCVHHS - BHSD - Access & Unplanned - IHOT		2		2
Abode Services	1	1		2
Sunnyvale Community Services	1			1
Santa Clara County Housing Authority (SCCHA)		1		1
North East Medical Services (NEMS)		1		1
Carry the Vision (CTV)		1		1

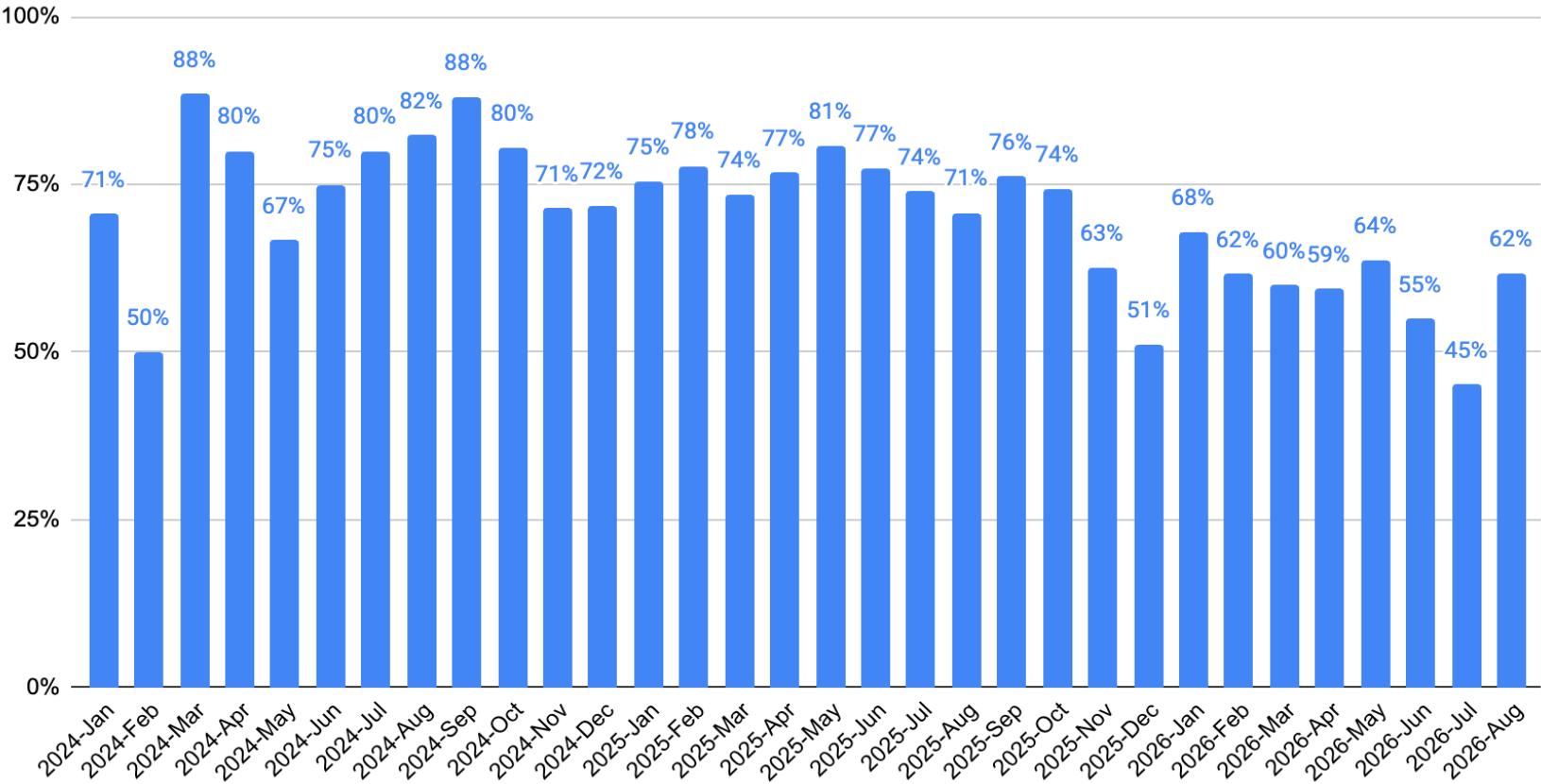
*Agencies in **green** sent at least one invite in the past month

→ Last month (August): 22 agencies sent at least one invite

→ This month (September) 23 agencies sent at least one invite

Connection Rate by Month

Percentage of invited participants who created a MyConnectSV account



Utilization by Feature:

Feature	Number of participant-initiated uploads or actions	Number of provider-initiated requests or actions	Number of uploads or actions resulting from a provider request	Total number of uploads (participant or provider-initiated)
Documents (Files)	<u>406 (+37)</u>	214 (+2)	118 (+1)	524 (+38)
Location	<u>279 (+9)</u>	9 (+0)	0	279 (+9)
Privacy (ROI)	<u>77 (+6)</u>	57 (+1)	11 (+0)	88 (+6)
Assessments	<u>n/a</u>	53 (+5)	37 (+6)	37 (+6)

MESSAGES	1,672 messages from participants to providers (+162)	1,051 messages from providers to participants : • 988 individual (+73) • 63 mass messages (+2)
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CALENDAR	2 (6 appointment slots have been posted by Clarity users)
RESOURCE DIRECTORY, COMMUNITY INFO, ACTIVITY	<i>Reporting is still under development for these view only features</i>

MyConnectSV Speaker Spotlight

Edgar Sorto

Title: Resource & Peer Support Specialist

Subject: How we leverages MyConnectSV to assist clients!



Name	Type	Start Date	End Date
Blake Fokus Pathways Peace	Enrollment	9/13/24 1 years 6 months 13 days ago	Active
Blake Fokus Bitfocus Agency	Manual	3/23/26 3 days ago	Active

ASSIGNED STAFF VS. CARE TEAM

Assigned Staff vs. Care Team

FEATURE	ASSIGNED STAFF	CARE TEAM
SCOPE & LOCATION	Linked directly to a specific program enrollment.	Located at the Client Profile level (visible across all active care activities).
HOW THEY ARE ADDED	Selected during or within an active program enrollment.	Automatically includes all active Assigned Staff PLUS any extra staff manually added to the team.
PURPOSE	Tracks which case managers/staff are directly responsible for managing an active enrollment or caseload.	Provides a single unified directory for cross-agency or cross-program communication and collaboration (e.g., in-app messages, notifications).
EDITING & MANAGEMENT	Managed directly inside the program enrollment page. Removed automatically when a program is exited or unassigned.	Manually added members can be edited/deleted at any time. Assigned Staff cannot be manually removed from the Care Team tab without updating/exiting the enrollment.

Assigned Staff

Assigned Staff
Staff members assigned to this program enrollment

Name

 Blake Fokus	
 Stella Stafford	

 Remove From Assigned Staff

Stella Stafford
Clarity Agency

DO NOT use real client data in this system. This is a training environment.

Clients
Search for a client

Search

Showing recently accessed clients. Use the search bar above to find other clients.

3
Active enrollments

0
Status due

*The **Assigned Staff** tab displays a list of all staff members currently assigned to a client's enrollment.*

*The user who initially creates a program enrollment is automatically added to the **Assigned Staff** list.*

DEMO: Finding the Care Team Tab

The screenshot displays the Bitfocus Agency interface for a client named Benton Ross. The top navigation bar includes a search icon, the text 'Client Search > Benton Ross > Profile', and a user profile for Blake Fokus. The main header shows the client's name 'Benton Ross' and a sub-header 'You are currently viewing the Client Record pages for Benton Ross.' A 'Public Alert' button is visible in the top right. The left sidebar contains a list of tabs: Profile, Privacy, Household, History, Programs, Services, Assessments, Care Team (highlighted), Notes, Alerts, Files, and Forms. The main content area shows the 'Benton Ross' profile with various fields: Social Security Number (***-**-1686), Quality of SSN (Full SSN Reported), First name (Benton), Last name (Ross), Middle name (No value), Suffix (None), Quality of Name (Full name reported), Quality of DOB (Full DOB Reported), Date of Birth (01/07/1988), Age (38), Consent Refused (No), Race and Ethnicity (American Indian, Alaska Native, or Indigenous), Additional Race and Ethnicity Detail (No value), Veteran Status (Yes), and a link to 'Veteran Information'. The right sidebar lists several categories with counts: Household (3), Active programs (1), Active services (1), Recent Services and Events (11), Active Contacts (1), and Care Team (1). A double arrow icon is at the bottom of the right sidebar.

Client Search > Benton Ross > Profile

Blake Fokus
Bitfocus Agency

BR Benton Ross
You are currently viewing the Client Record pages for Benton Ross.

Public Alert

Profile

Privacy

Household

History

Programs

Services

Assessments

Care Team

Notes

Alerts

Files

Forms

Benton Ross
Client profile information

Social Security Number
***-**-1686

Quality of SSN
Full SSN Reported

First name
Benton

Last name
Ross

Middle name
No value

Suffix
None

Quality of Name
Full name reported

Quality of DOB
Full DOB Reported

Date of Birth
01/07/1988

Age
38

Consent Refused
No

Race and Ethnicity
American Indian, Alaska Native, or Indigenous

Additional Race and Ethnicity Detail
No value

Veteran Status
Yes

Veteran Information
Year Entered Military Service (Year)

Household
View clients that are currently in the same household 3

Active programs
View programs that the client is currently enrolled in 1

Active services
View services that the client is currently receiving 1

Recent Services and Events
View services and events that the client has recently received 11

Active Contacts
View active contacts for this client 1

Care Team
View care team for this client 1

>>

DEMO: Adding Care Team



Profile

Privacy

Household

History

Programs

Services

Assessments

Care Team

Notes

Alerts

Files

Forms

Contact

Location

Client Search

Benton Ross

Care-Team



 Blake Fokus
Bitfocus Agency

Active Care Team

Manage agency-level Care Team for Benton Ross.

BF

Blake Fokus Pathways Peace

Enrollment

9/13/24

1 years 6 months 13 days ago

Active

BF

Blake Fokus Bitfocus Agency

Manual

3/23/26

3 days ago

Active

1 - 2 of 2

Inactive Care Team

BF

Blake Fokus Bitfocus Agency

Enrollment

5/27/22

3 years 9 months 30 days ago

9/13/24

1 years 6 months 13 days ago

BF

Blake Fokus Bitfocus Agency

Enrollment

1/28/26

1 months 29 days ago

3/1/26

25 days ago

Sean Viale

7/14/23

7/24/23

Household

View clients that are currently in the same household

3

Active programs

View programs that the client is currently enrolled in

1

Active services

View services that the client is currently receiving

1

Recent Services and Events

View services and events that the client has recently received

11

Active Contacts

View active contacts for this client

1

Care Team

View care team for this client

1

>>

MEMOS



DEW: NEW FACE OF CLARITY



Missed the DEW? Get the Highlights



New Clarity User Interface September 23, 2026

A description of the resource being shared. Just a couple of sentences should be just right.

[Slide Deck, Recording and Notes](#)

A huge thank you to everyone who attended! We were thrilled by the great turnout, and your insightful questions made for a wonderfully engaging discussion.

WORKSHOP RECAP

September 23, Bitfocus hosted a Data Engagement Workshop to walk Santa Clara County HMIS users through the updated Clarity user interface, launching October 1, 2026.

SANDBOX ACCESS

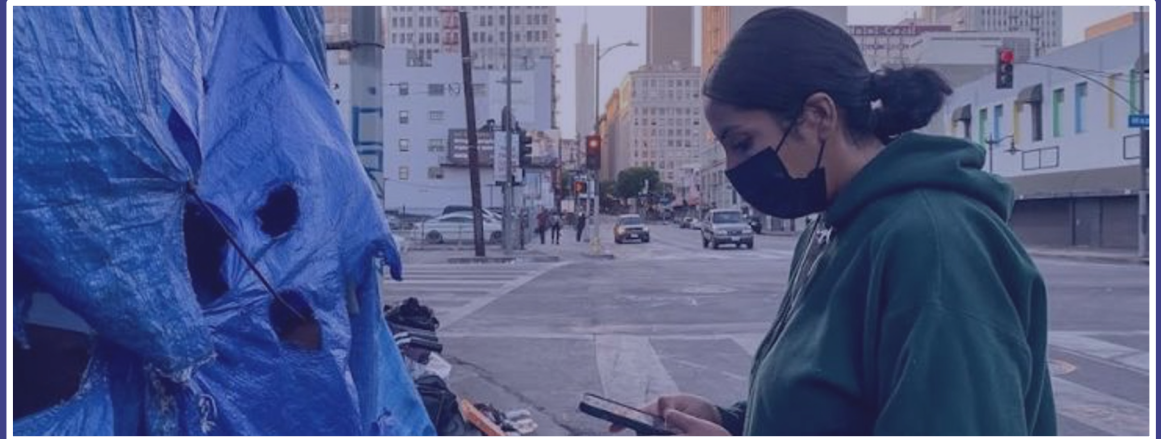
Test the updated UI before the launch by requesting sandbox access via the Help Desk (no real client data permitted).

OFFICE HOURS: Drop into bi-weekly Zoom Q&A sessions every other Monday and Thursday from 10:00 AM – 11:30 AM.

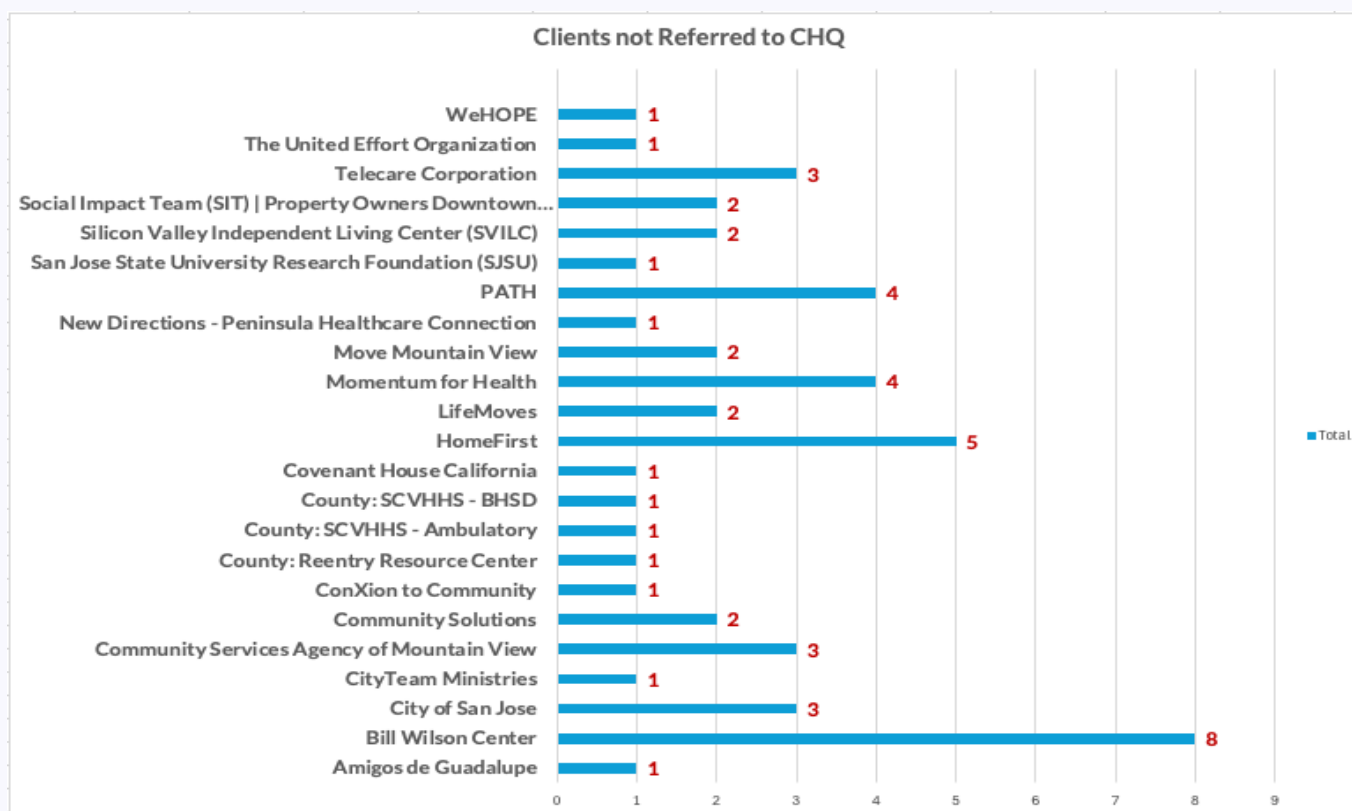
SUPPORT CHANNELS: Access video walkthroughs at learn.bitfocus.com, review articles at help.bitfocus.com, or reach out to sccsupport@bitfocus.com.



**RECENTLY
ASSESSED
& NOT ON
CHQ**



Clients Assessed Not in CHQ



[CE Assessment Referral Errors: How to Guide - SCC Community Queue Assessments Data Quality](#)





Q & A





Next Month's Meeting

Thursday, November 5, 2026

