

December 2025 TA/Agency Lead Minutes



MEETING OBJECTIVES

UPDATES

- CoC Updates
- UPIFT Updates
- HMIS Newsletter

IN THE KNOW

- Federal Reporting – What’s Next?
- Upcoming Security Checklist Q4 Deadline
- SCC User Satisfaction Survey

MEMOS

- Recently Assessed & Not on CHQ
- Missed the DEW? We Got You!
- Holiday Schedule
- Q & A
- Next Month’s Meeting

UPDATES

• 12/5

Submit [Intent to Apply Form](#) for each new/transition project you plan to apply for

• 12/10

Submit Local Application Form and attachments for each new/transition project, including draft HUD Esnaps Project Application by Noon

• 12/23

Submit draft HUD Esnaps Project Applications for each *renewing* PSH project (renewal grantees only)

NOTE for renewal grantees: E-snap applications are not available yet, so this deadline has changed. For renewal applicants, please keep Homebase in the loop on your submissions and any issues. Communication is the most important thing this year! Contact them at: sccnafa@homebaseccc.org

Materials for Applicants

CoC website

- [Recording of Competition Kick-off Meeting 11.25.25](#)
- [Competition Kick-off Slides](#)
- [Local Process Timeline](#)
- [Transitional Housing](#)
- [Street Outreach](#)
- [Supportive Services Only](#)
- (that isn't focused on street outreach)

Upcoming Events

December 2025				
MON	TUES	WED	THURS	FRI
1	2	3	4 10am SCC Clarify Office Hours HMIS Technical Administrator CVA Agency Lead Meeting	5
8 1pm SCC Looker Office Hours	9 Data Think Tank	10 9-30am Service Providers Network Meeting	11	12
15	16	17 Zoom Navigating Mainstream Benefits: Medicare, Medi-Cal, and Covered CA	18 10am SCC Clarify Office Hours Zoom Navigating Mainstream Benefits: Medicare, Medi-Cal, and Covered CA	19 9am SCC CoC VSPDAT Training
22 1pm SCC Looker Office Hours	23	24	25 Bitfocus Refresh & Renew Week	26
29 Bitfocus Refresh & Renew Week	30	31		

UPLIFT Updates

BEFORE 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.

REMINDERS Requesting Passes

- New Client = **Enrollment form** (program start date should say 12/12)
- Continuing client = **Status assessment** (make sure they received a pass last quarter under “Program Service History”)
- MUST be dated **12/12/2025 or onward**

December 2025 TA/Agency Lead Minutes



- Quarter: **Jan-Mar**
- 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 HMIS to see if another agency has already requested UPLIFT for the client before submission.

COMMON ERRORS

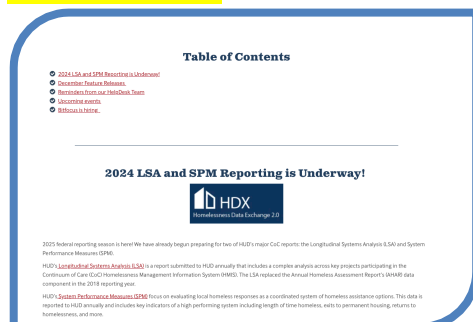
- No photo
- Wrong quarter
- Wrong enrollment/status assessment form
- Wrong date
- Unusable photo (face coverings, poor photo quality)
- No client name
- ROI (outdated, permission denied)

UPLIFT PROGRAM COORDINATORS

- Allocation surveys have been sent out; Due 12/10
- Final allocations sent 12/11
- Email UPLIFT@osh.sccgov.org if the program coordinator at your agency changed

No openings for new agencies currently
Questions? Email UPLIFT@osh.sccgov.org

HMIS Newsletter



IN THE KNOW

Federal Reporting - What's Next

- **Overlapping Enrollments**
 - Checking client **History Tab** before enrolling into NEW program
- **HoH Errors**
 - Ensure HoH is correct for program enrollment; should be an **Adult and active in Program**
- **BUI Accurate**
 - Utilization Rates are based on BUI set-up; ensure proper bed and unit inventory for programs
- **Program Closures**
 - Have your program(s) closed? Be sure and let us know
- **Funding Sources**
 - Need to update or change start/end date?
- **Bed Night Services**
 - Make sure clients in NbN programs have a Bed Night Service
- **Disability Status**
 - Review enrollment data to check if any unknown Disability data can be updated
- **PSH Living Situation**
 - Review enrollment data to check if any missing or invalid Prior Living Situation data can be updated
- **ES|TH|SH - Exit Destination**
 - Review enrollment data for this project type and household type to check if any missing or invalid Destination data can be updated

December 2025 TA/Agency Lead Minutes



Upcoming Security Checklist Q4 Deadline

• Process

- ✓ Email reminder sent of upcoming deadline
- ✓ You will run report in DA Tab for list of End Users (CE program will receive a list)
- ✓ You will send list of certified End Users to Sys. Admin. Team per usual

• Certification Deadline **Friday, January 30**

- ✓ Include all ACTIVE 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 01/01/2025 – 12/31/2025
- ✓ 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.](#)

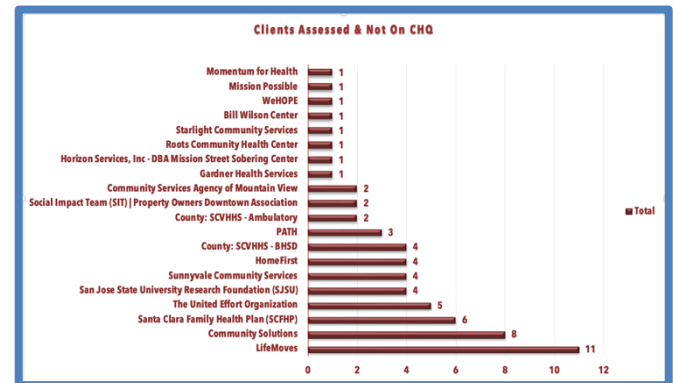
• Questions email us scc-admin@bitfocus.com

SCC User Satisfaction Survey 2025

- It's that time of year again, where we ask you and all End Users to submit feedback for our Annual SCC User Satisfaction Survey.
- We estimate that it will take 10 minutes or less to finish. We know and understand how busy you are, but getting your input is important and valuable.
- [Link to Survey can be found here!](#)

MEMOS

RECENTLY ASSESSED & NOT ON CHQ



Missed the DEW...We Got You!

The Datastrophes: From Messy to Manageable

November 19, 2025

Check out this DEW where we help you stop guessing and start analyzing! Are you unsure which reports are available for tracking and analyzing data quality in Clarity? We'll provide a detailed, hands-on review of the available data monitoring reports so you know exactly where to look and what to do next.

[Recording Found Here](#)

HOLIDAY SCHEDULE

Bitfocus Observed Holiday

Bitfocus Upcoming Holiday Schedule*

**During the Holiday Schedule, the Help Desk will operate with modified support which includes email tickets and chat.*

Calls will be directed to Voicemail – leaving a message will generate a ticket. Response time may be impacted.

Starting Thursday, December 25th, through Thursday, January 1st, 2026

There will be limited coverage from the Help Desk during

December 2025 TA/Agency Lead Minutes

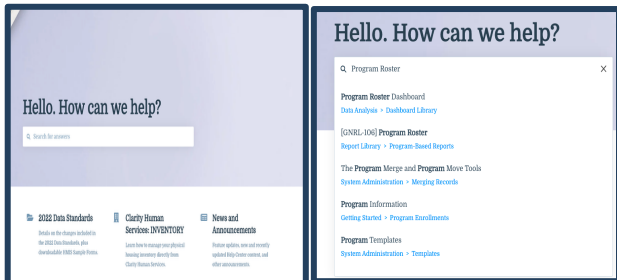


the refresh week.

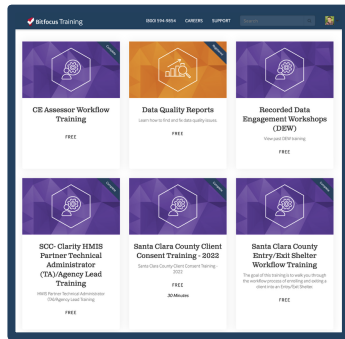
Christmas Day and New Year's Day Help Desk is Closed

Resources

Clarity Human Services Help Center



Link to page embedded in image!



Link to page embedded in image!

- Multiple Training Opportunities and Refreshers
- Select the training you want to watch
- Don't have enough time to watch it all - pick up next time where you left off

Office Hours

Where Are Office Hours Held? Office Hours are conducted from the comfort of your own office! Each Office Hours session is hosted online by your Santa Clara County Clarity System Administration team. You can connect using your computer (recommended so that you can see demos and post questions).

Looker Office Hours

When: Every other Monday of the month Time: 2:00pm-3:00pm

Zoom (click here to access)

Clarity (HMIS) Office Hours

When: Every other Thursday from 10:00am-11:30am

Zoom (click here to access)

Using the Help Desk

When requesting the following please be sure and contact the Help Desk:

1. End User Access
2. Update a user's access after completion of the VI-SPDAT required training
3. Verifying an end user has completed required training
4. Access to the SCC HMIS Training Instance/Sandbox
5. General Assistance with reporting

How To Contact the Help Desk

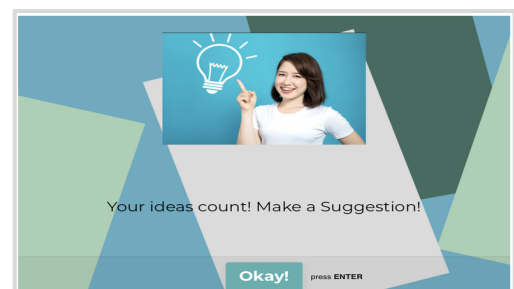
sccsupport@bitfocus.com

Or

(408) 596.5866 Ext. 2

SCC Virtual Suggestion Box

We value your opinion and insight. Please share with us your suggestions by using our new SCC Virtual Suggestion Box. You can access it by using the link above or directly from the HMIS Support page under the CONTACT tab and scrolling to the Virtual Suggestion Box option.



December 2025 TA/Agency Lead Minutes



Have ideas about an enhancement and/or addition to HMIS?
Have any general questions you'd like to ask?
Let us know! Drop it in the box!

Next Agency Admin Meeting - CANCELLED

Meeting Location: [Zoom Link](#)

When: **Thursday, January 1, 2026**

Time: 2:00pm – 3:30pm

Dates and locations for 2025 meetings are listed on the OSH website:

[CoC Events Calendar - Supportive Housing - County of Santa Clara](#)

Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com

Bitfocus System Administration Team: scc-admin@bitfocus.com

Your Sys. Admin. Team:



Bryanna Corsbie

bryannac@bitfocus.com

Senior Project Admin, Santa Clara County
San Jose, CA
800.594.9854



Lesly Soto Bright

leslys@bitfocus.com

Senior Project Admin, SCC
South Bay, CA
888.866.1533 x256

List of Participants

If you attended the meeting but are not listed, please let us know.

Agency	Representative
Abode Services	Aida Tesfai
Amigos de Guadalupe	Daniela Romero-Escorcia

Asian Americans for Community Involvement (AACI)	Leticia Barrera H
Bible Way / Destiny	Aretha Cromwell
Bill Wilson Center	Randi Rosen
Bill Wilson Center	Sujata Panda
California Youth Outreach	Anthony Ortiz Jr.
Catholic Charities	Jesse Aguirre
City of Morgan Hill	Brian Malicdem
City of San Jose	My Nguyen
City of San Jose	Nathaniel Montgomery
CityTeam Ministries	Christopher Chamberlain
Community Hotline	Harjeet Reehal
Community Solutions	Lindsay Mullins
ConXion to Community	Caroline Mireles-Sailor
County of Santa Clara: SCVHHS – Public Health	Alan Garate
County: OSH	Fang Zhu
County: OSH	Leila Qureishi
County: OSH	Taylor David
County: SSA - DEBS General Assistance	Angelica Garay
County: SSA - DEBS SSI Advocacy	Cassandra Brenzel
Destination: Home	Maureen Damrel
Downtown Streets Team	Maureen Damrel
Family and Children Services	My Nguyen
Goodwill of Silicon Valley	Micheal Baca
HomeFirst	Alisha Parret
Institute on Aging	Christina Strine

December 2025 TA/Agency Lead Minutes



International Children Assistance Network (ICAN)	Kit Nguyen
Jewish Family Services of Silicone Valley	Chemy Kasampula
LifeMoves	Carmen Kapanga
Move Mountain View	Taly Leibovici
Nation's Finest	Kim Decker
North East Medical Services (NEMS)	Candido Anicete
Pathway Society	Rita Anzualda
Razing the Bar	Molly Orsburn
Roots Community Health Center	Shamese Smalling
Sacred Heart Community Service	Paulina Soto
Sacred Heart Community Service	Paulina Soto (deleted)
Salvation Army	Owen Persons
Santa Clara County Office of Education (SCCOE)	Emiko Taylor
School Health Clinics of Santa Clara County	Jazmin Dominguez
School Health Clinics of Santa Clara County	Rose Anne Pierre
Social Impact Team (SIT) Property Owners Downtown Association	Chris Kendrix
Social Impact Team (SIT) Property Owners Downtown Association	Debra Rossi
South County Community Services	Jose Macias
South County Community Services	Silvia Jimenez

St. Andrew's Residential Programs for Youth (STAR)	Vicky Taylor
Stanford Health Care - Department of Social Work and Case Management	Priscilla Q3Checklist Lopez
Sunnyvale Community Services	Catherine Farry
The United Effort Organization	Carolyn Stratton
VAPAHCS	Maria Magallanes