

June 2026 TA/Agency Lead Minutes



MEETING OBJECTIVES

UPDATES

- CoC Updates
- UPIFT 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

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

Agency Leads should have received an 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

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!

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



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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

UPCOMING EVENTS

June 2026				
MON	TUES	WED	THURS	FRI
1	9am SCC CoC W/SPDM Training	2	3	4 10am SCC Client Office Hours HMIS Technical Administration (TA) Agency Lead Meeting
8 2pm SCC Locker Office Hours	9 10am Data Think Tank	10 9:30am Service Provider Network Meeting	11	12
15	16	17	18 10am SCC Client Office Hours	19 Juneteenth Holiday Business Closed
22 2pm SCC Locker Office Hours	23 9am SCC CoC W/SPDM Training	24 10am Homebase TA Office Hours	25	26
29	30			

UPLIFT Updates Q1 FY 2027 July - September

- We will begin accepting requests on FRIDAY, JUNE 12TH
- *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 22nd
- *We are working with VTA to try to get them in sooner and will keep everyone updated.*

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.

REMINDERS FOR REQUESTING PASSES

- 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)



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to be reinstated scsupport@bitfocus.com

UPLIFT program coordinators only

Allocation surveys have been sent

Final allocations sent by 6/12

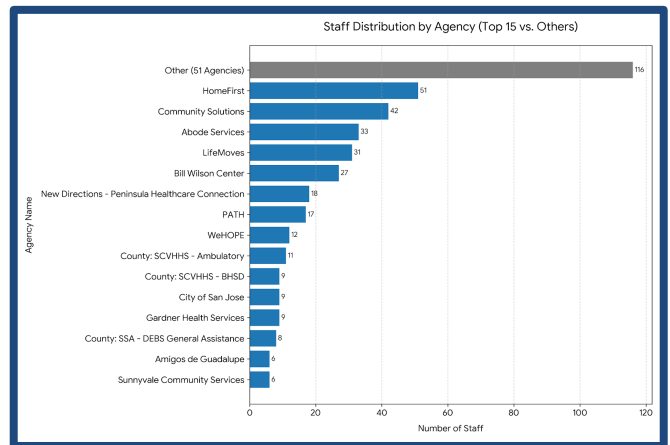
Email UPLIFT@osh.sccgov.org if the program coordinator at **HMIS Newsletter**

List of Agencies and number of End Users who have not completed training. If you need a list of end users at your agency please contact Bryanna Crosbie at bryannac@bitfocus.com

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?

- Training Completion Deadline May 19, 2026
- Tips
- Use same email as in HMIS
- HMIS Email should match BF training Email
- End Users Access Removed – Made Inactive
- Training Completion – End User should contact Help Desk

NEW! MYCONNECTSV RESOURCE

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 for further details about how we ensure your information is protected.

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EMAIL ADDRESS IN HMIS & BF TRAINING SITE

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 act.

ENHANCED SECURITY

- Your email enables ***Two-Factor Authentication (2FA)**, adding a critical layer of protection for sensitive client data.
 - **This will be changing to MFA, details to follow.*

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.

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

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 - Slides Provided Separately

AUTH0 - NEW MFA

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.

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



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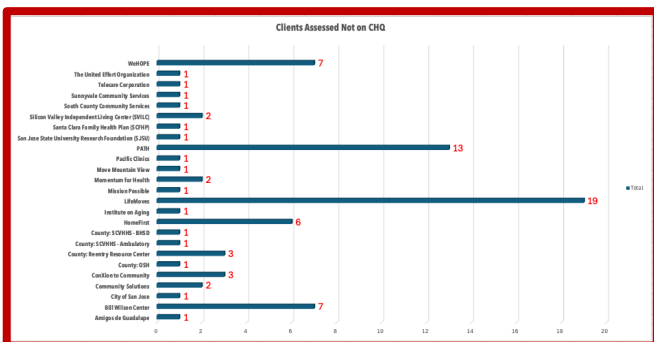
- You will now sign in using your HMIS email address instead of a separate username.
- Mandatory MFA Enrollment
- Every user must enroll in Multi-Factor Authentication (MFA) during their first sign-in.
- Supported MFA Methods
- Authenticator Apps: Bitfocus recommends *Google Authenticator* or *Microsoft 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.

MEMOS

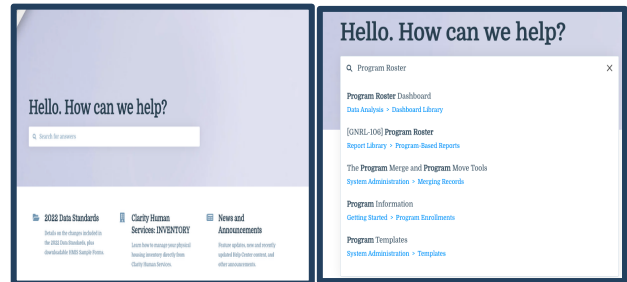
RECENTLY ASSESSED AND NOT ON CHQ



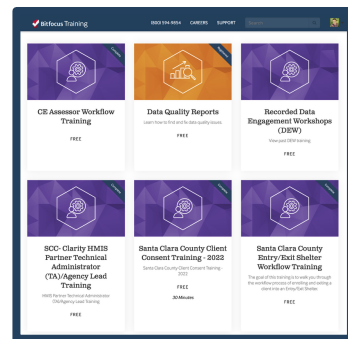
CE Assessment Referral Errors: How to Guide

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).

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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

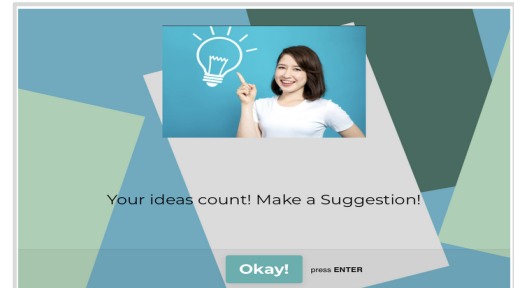
How To Contact the Help Desk

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.



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

Meeting Location: [Zoom Link](#)

When: **Thursday, July 2, 2026**

Time: 2:00pm – 3:30pm

Dates and locations for 2026 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

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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 Name	Agency Representative
Abode Services	Aida Tesfai
Abode Services	Luis Gonzalez
Abode Services	Will Hoffer
Amigos de Guadalupe	Aurora Olivares
Asian Americans for Community Involvement (AACI)	Leticia Barrera H
Bill Wilson Center	Laura Foster
Bill Wilson Center	Randi Rosen
Bill Wilson Center	Sujata Panda
California Youth Outreach	Anthony Ortiz Jr.
City of Morgan Hill	Brian Malicdem
City of San Jose	Marcell Leath
City of San Jose	Nathaniel Montgomery
Community Services Agency of Mountain View	Ariana Gomez
Community Solutions	Lindsay Mullins
County of Santa Clara: SCVHHS – Public Health	Alan Garate
County: OSH	Juan Hernandez
County: OSH	Leila Qureishi
County: OSH	Michelle Covert
County: OSH	Taylor David

County: SCVHHS - BHSD	Jeremy Golden
County: SCVHHS - BHSD	Kalie Brewster
County: SSA - DEBS General Assistance	Angelica Garay
Destination: Home	Maureen Damrel
Downtown Streets Team	Maureen Damrel
Escuela Popular	Maria Caballero
Family Supportive Housing	Alex Le
Goodwill of Silicon Valley	Micheal Baca
HomeFirst	Alisha Parret
Institute on Aging	Christina Strine
International Children Assistance Network (ICAN)	Kit Nguyen
Jewish Family Services of Silicon Valley	Tom Marx
JobTrain	Brodie Storey
LifeMoves	Carmen Kapanga
LifeMoves	Juan Hernandez
Move Mountain View	Avir Kishan
Nation's Finest	Ilaisaane Fifita
Nation's Finest	Kim Decker
New Directions - Peninsula Healthcare Connection	Meyerlyn Sanchez
Opportunities for Change	Rachel Songer
Pathway Society	Rita Anzualda
Pathway Society	Sara McCain
Pear Suite, Inc.	Kawehi Kea-Scott
Sacred Heart Community Service	Kristen Constanza
Salvation Army	Owen Persons

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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	Myra Winthagen
Stanford Health Care - Department of Social Work and Case Management	Ashley Hartoch
Sunday Friends Foundation	Angel Garcia-Martinez
Sunnyvale Community Services	Catherine Farry
The United Effort Organization	Carolyn Stratton