✔️ **Bitfocus**

Welcome to the Santa Clara County HMIS April Newsletter!

April 2025

In this edition, you will find the following:

- **Some Fun:** Take Our Poll
- **SCC Client Consent Training:** Have You Completed it?
- **Data Quality (DQ):** [CE] "Program Name" & Assessments
- **Federal Reporting:** HIC/PIT Updates
- **Feature Updates:** April 2025
- **Resource Highlight:** Reminders from Our Help Desk Team
- **Clients Assessed & Not on CHQ**
- **Meetings/Upcoming Events**
- **Bitfocus is Hiring!**

VOTE

Check Out This Fun Poll!

If you enjoy (or make yourself) exercise, what's your favorite way/locale to stay active?

We will share the results of this poll on next month's Newsletter.

Cast Your Vote!

Last month's poll: Do you prefer a written calendar or an electronic calendar for personal/home use?

- 📱 50% of you prefer an electronic calendar
- ✍️ 33.3% of you prefer a written calendar
- 🔄 16.7% of you use both

Training

SCC Client Consent Training

Have You Completed it?

Complete it Here

Deadline for training completion is **Monday, May 12th, 2025,** EOB; please note that End Users who do not complete the training by the deadline will have their access removed until training completion.

If you have trouble accessing the training, please feel free to reach out to Bitfocus Help Desk at sccsupport@bitfocus.com.

Training Guidelines

Announcements

Data Quality (DQ): [CE] "Program Name" & Assessments – TA/Agency Lead Specific

We have been doing some DQ around the Coordinated Entry Programs at all Agencies due to an increased use of these programs where clients are enrolled, but there is no assessment provided. These are the programs set up at your agency as **[CE] "Program Name"** (e.g., **[CE] Abode Services**).
Please note that moving forward, we will be doing continuous data checks around these enrollments and will notify you of enrollments that need to be deleted.

The intended use of these programs is to provide the **VI-SDPAT** and/or **Current Living Situation** (CLS) Assessment to your clients and then refer (VI-SPDAT) the client to the Community Housing Queue (CHQ). Since there are no services under this coordinated entry program, there is no reason to enter a client for service administration or even as a "placeholder." In such cases, we are requesting that the Program Enrollment be deleted.

NEXT STEPS

1. TA/Agency Leads have been provided with a list of clients enrolled who do not have a VI-SPDAT and/or CLS assessment
2. Please delete those enrollments – TA/Agency Leads are the ONLY ones that can delete enrollments – please do not assign this task to an End User that is not a TA/Agency Lead
3. As a TA/Agency Lead, please be sure to inform you staff of the intended use of the [CE] Program
    1. Please be sure that End Users at your agency understand the Coordinated Entry process and the purpose of the [CE] "Agency Name" Program workflow
    2. The [CE] "Agency Name" Program should only be used when the client will not be enrolled at any of your other programs (some programs also have the VI-SPDAT as an option and it may be administered there), but does need a VI-SPDAT assessment; once

the client is enrolled the assessment is administered and then referred to the Community Housing Queue (CHQ)

3. Useful resources to share with End Users:
   - [What is Coordinated Entry?](#)
   - [Community Housing Queue Time Limit Due to Non-Engagement in HMIS (updated September 2024)](#)
   - [Keeping the Client "Active" via Client referral Check-In on the Community Housing Queue](#)

Need help deleting a program enrollment?

Click here for detailed instructions.

Federal Reporting

HIC/PIT Updates

We are waiting for HDX2.0 to open so that we can upload our HIC/PIT Data. If further Data Quality is needed, other than the items discussed below, we will be sure to reach out.

This year's HIC date was **Tuesday, January 21st, 2025**. Reports run for Data Quality should focus on this date.

Email communications have gone out asking Agency Leads to review data as it pertains to:

1. Emergency Shelters NbN missing bed nights
2. Overlapping Enrollments
3. Missing HoH
4. Missing Move-in Dates

Please review your emails and correspond as needed. If you have any questions or need guidance, refer to the **March Agency Lead slide deck**, which

provides further details on the data quality outreach taking place.

Useful Reports:

- **[HUDX-225] HMIS Data Quality Report** to review data quality
- **[GNRL-220] Program Details Report** to review all client-level data
- **[GNRL-106] Program Roster** to review enrollment, exit, and housing move-in dates
- **[HSNG-108] Housing Census** to review bed nights and maximum bed occupancy

Next Steps:

- Communication from your Sys. Admin. Team (scc-admin@bitfocus.com) for any required data clean-up and/or questions
- 1:1 Technical Assistance through the Help Desk via chat, **email,** phone, or Zoom
- Standing Office Hours every other Thursday from 10 am-11:30 am
- Additional Resources: **PIT and HIC Guides, Tools, and Webinars**

Feature Updates

Direct Notes to Multiple Users

Users with the appropriate access rights to create and edit notes can tag one or more end users in a note. A notification with a link to the tagged note and relevant client record will be sent to the user's email and/or Staff Inbox, depending on their preferences. This provides users with a way to communicate and coordinate care with other users directly for a client item, such as a referral or service.

Learn More About Direct Notes to Multiple Users

Customer Portal - Release of Information *(Forthcoming!)*

With this update, client users of the MyConnectSV can receive an email or SMS notification at set intervals that they have an expiring or expired Release of Information (ROI) and there will be a banner visible in their account's Dashboard until the ROI is updated. Also, client users can sign a new ROI without provider request if their ROI is due to expire or has already expired.

Learn More About the Customer Portal ROI

Customer Portal - Referral Notifications *(Forthcoming!)*

With this update, client users of the Customer Portal will receive an email or SMS notification at set intervals that they have a pending program referral and there will be a banner visible in their account's Dashboard until the referral is accepted, denied, expired or deleted.

Learn More About the Customer Portal Referral Notifications

Resource Spotlight

Reminders from Our Help Desk

Personally Identifiable Information (PII) Reminder: Client Confidentiality/Privacy:

As part of our ongoing efforts to maintain the confidentiality of Personally Identifiable Information (PII) (Ex. name, SSN, DOB, etc.) we kindly remind you to use only the Clarity Unique Identifier (UID) when submitting any requests/emails/chats/tickets/reports/unsecured files, etc. to our Help Desk. The UID can be found on the client's profile screen within our system.

1. Additionally, please ensure to block out PII from any screenshots, reports, or files you send to us.
2. Using the UID instead of personal information helps us ensure your data remains secure and protected.

ROI Upload Reminder:

The way your system is set up, there's only one ROI needed per client, and the system will not allow overlapping ROIs. If you want to upload the new consent for a client that already has an ROI, you will need to end the existing one for a day before the new one is signed. Once you have done that, you can upload the new ROI.

Support Tip: Please Create a New Ticket for Each New Request

To help us serve you better and ensure each support need is easy to track and review later, we kindly ask that you create a new ticket for each new issue or question, rather than replying to an old or resolved ticket.

How To Create a New Ticket:

Simply send a new email to **sccsupport@bitfocus.com**. This will help our team respond more efficiently and ensure your request gets the attention it deserves.

Reminder: How Do I Remove a Program Exit?

Clients Assessed & Not on CHQ

*Please note this report was run on Tuesday, April 29th, 2025. **Click here** for directions to run this report yourself.*

List of Agencies with Clients Assessed and Not on the Community Housing Queue:

AGENCY NAME

LifeMoves	9
HomeFirst	6
Social Impact Team (SIT) | Property Owners Downtown Association	6
Mission Possible	6
Family and Children Services	3
City of San Jose	3

AGENCY NAME

Gardner Health Services	2
County: SCVHHS - BHSD	2
PATH	2
Bill Wilson Center	2
The United Effort Organization	2
WeHOPE	2
Family Supportive Housing	2

AGENCY NAME

Horizon Services, Inc - DBA Mission Street Sobering Center	1
Roots Community Health Center	1
San Jose State University Research Foundation (SJSU)	1
County of Santa Clara: SCVHHS – Public Health	1
Momentum for Health	1

Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting

Date: Thursday, May 1, 2025

Time: 2:00-3:30 pm

Where: Zoom

This meeting, formerly known as the Agency Admin meeting, will discuss the reports and data collection requirements in HMIS. This naming convention change does not alter the content, requirements, or attendees of the meeting. Please send an agency representative to this meeting who is responsible for supporting staff in their HMIS data collection responsibilities.

SCC Homelessness CoC Serving Older Adults Training

Date: Thursday, May 1, 2025

Time: 11:00 am-12:30 pm

Where: Zoom

Data Think Tank

Date: Tuesday, May 13, 2025

Time: 10:00am-11:00am

Where: Zoom

Service Providers Network Meeting

Date: Wednesday, May 14, 2025

Time: 9:30am – 11:00am

Where: Zoom

2025 NOFO Committee Meeting

Date: Thursday, May 15, 2025

Time: 2:00 pm-3:30 pm

Where: Zoom

2025 PMWG

Date: Thursday, May 15, 2025

Time: 1:00 pm-2:00 pm

Where: Zoom

Rapid Rehousing & Employment Initiatives Meeting

Date: Thursday, May 22nd, 2025

Time: 3:00pm - 4:30pm (In-Person)

Where: 2310 N. First St. LED Training Room (Charcot SCC Building)

SCC CoC VI-SPDAT In-Person Training

Date: Wednesday, May 28, 2025

Time: 9:00 am – 1:00 pm (In-Person)

Where: In-Person @ 2310 N First St., San Jose, CA 95131

Register Here!

SCC TA Office Hours

Date: Wednesday, May 28, 2025

Time: 10:00am-11:00am

Where: Zoom

Bitfocus Office Hours/Training

SCC Clarity Office Hours

Date: Thursday, May 8 & 22, 2025

Time: 10:00am-11:30am

Where: Zoom

SCC Looker Office Hours

Date: Monday, May 12th & 26th, 2025

Time: 2:00 pm-3:00 pm

Where: Zoom

News

Bitfocus is Hiring!

Check out all the great career opportunities at Bitfocus!

We're Hiring!

Click here to learn more!

Questions? Your HMIS Administrator is happy to help.

Phone: 408.596.5866 Ext. 2
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