

Icebreaker / Getting to Know You

- **Question:** Would you rather be unable to use search engines or unable to use social media?
- **Outcome:** The vast majority of attendees overwhelmingly voted to give up **social media**, agreeing that search engines are essential for daily life and work.

UPDATES	IN THE KNOW	MEMOS
➤ UPLIFT Updates ➤ HMIS Newsletter	➤ UPCOMING DEW! ➤ TRAINING SITE UPDATES ➤ NEW USER INTERFACE ➤ BF TRAINING HUB	➤ RECENTLY ASSESSED & NOT ON CHQ ➤ Q & A TIME ➤ NEXT MONTH'S MEETING

COC Updates	• No CoC updates at this meeting.
UPLIFT Updates	• Bus Passes: Requests must be dated September 18, 2026, or later for the Q4 (October–December) period. Ensure requests specify either a sticker or a badge + sticker, and check client HMIS profiles to avoid duplicate agency requests. • OSH Front Desk Hours: Closed for pickup from 12:00 PM – 1:00 PM. Open 9:00 AM – 12:00 PM and 1:00 PM – 4:30 PM. • Program Coordinators: Allocation surveys will be sent out the week of September 8, with final allocations sent by September 16. Notify uplift@osh.sccgov.org of any coordinator changes.
September Calendar Highlights	• Sept 7: Bitfocus closed for Labor Day. • Sept 9: SPIN Meeting. • Sept 10 & 24: General Clarity Office Hours. • Sept 14 & 28: Reporting / Looker Office Hours. • Sept 21: VI-SPDAT Training. • Sept 23 (1:00–3:00 PM PST): Data Engagement Workshop (New Clarity UI Training). • Sept 30: Home-Based TA Office Hours.
HMIS Newsletter	Check out the July Newsletter here!
IN THE KNOW	Upcoming DEW New Clarity User Interface (UI) Rollout • Transition Date: October 1, 2026. • Data Engagement Workshop: Wednesday, September 23, from 1:00 PM – 3:00 PM PST via Zoom. Open to all Santa Clara County HMIS end users (not just agency leads). Registration links are available in the August newsletter and chat.

		• Key Features: Redesigned look, streamlined navigation, reduced click fatigue, supercharged client search results (displaying PII, household members, and update dates upfront), and relocated sidebars.
Training Site Updates		• Training Sandbox / Practice Site: Updated to mirror the live site with the new interface. ○ End users can test workflows now by contacting sccsupport@bitfocus.com to reinstate/setup their accounts. ○ Note: Test clients were wiped during the site reset, so new dummy clients will need to be entered (do not enter real client PII). • Reporting Library: The reports section will temporarily retain the old UI look past October 1 until its migration phase is complete.
New User Interface	At a Glance: What to Remember	• This transition is more than just a software update—it's a celebration of our collective growth and community feedback. • Equip your team using your updated Admin Toolkit, packed with ready-to-use narrative and practical transition assets. • Much of the UI is live today! We continue rolling out features in phases, with bi-weekly help desk release notes.
	Empowering You	You are the bridge to a smooth transition. • We are here to support you with everything you need to guide your users through this exciting shift. • Your Admin Toolkit contains pre-written email announcements, FAQs, and workflow reference sheets designed to make leading your team effortless.
	How We're Keeping You Updated	To ensure you never miss a beat, check out the updates on the Help Center website. • Live Today: Explore new UI features in your training system right now. • In Your Inbox: Look out for regular email or Monthly Newsletters highlighting upcoming enhancements.
	Ready for October 1st?	Explore Live Capabilities today!
NEW! BF Training Hub	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. • Email Matching: Ensure end-user email addresses match exactly between HMIS and the Bitfocus Training Site. Mismatched emails or aliases cause training completion tracking failures on reports.

	Check spam folders for domain migration/account notifications.
Support Contact	Reach out to sccsupport@bitfocus.com or scc-admin@bitfocus.com for assistance.

MEMOS

Referrals Missing from Community Housing Queue	A review of visual agency data flagged a persistent issue: clients are being formally assessed with a VI-SPDAT score of 4 or higher, but their files are not being pushed into the active Community Housing Queue. Correction: Assessors must ensure that after filling out and saving an assessment, they flip the toggle switch to select "Refer Directly to Queue." Otherwise, the client remains invisible to housing resource matching teams. CE Assessment Referral Errors: How to Guide - SCC Community Queue Assessments Data Quality
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Next Meeting: Thursday, October 1, 2026

All slides, live hyperlinks, and printable notes from today's session are actively published on the agency website.

Attendees for the Meeting

Agency Name	Full Name
Abode Services	Aida Tesfai
Abode Services	Luis Gonzalez
Abode Services	Will Hoffer
Amigos de Guadalupe	Alejandra Cortes
Bible Way / Destiny	Aretha Cromwell
Bill Wilson Center	Clark M
Bill Wilson Center	Laura Foster
Bill Wilson Center	Randi Rosen
Bill Wilson Center	Sujata Panda
California Youth Outreach	Anthony Ortiz Jr.
California Youth Outreach	Julian Delgadillo
Catholic Charities	Jesse Aguirre
City of Morgan Hill	Brian Malicdem
City of San Jose	Marcell Leath
Community Services Agency of Mountain View	Ariana Gomez
ConXion to Community	Caroline Mireles-Sailor

County of Santa Clara: SCVHHS – Public Health	Mary Vollinger
County: OSH	Lauren Freeman
County: OSH	Leila Qureishi
County: OSH	Michelle Covert
County: SCVHHS - Ambulatory	Andrea Medellin
County: SCVHHS - BHSD	Kalie Brewster
County: SSA - DEBS General Assistance	Angelica Garay
County: SSA - DEBS SSI Advocacy	Cassandra Brenzel
Covenant House California	Andrew Ramaglia
Episcopal Community Services of San Francisco	Michael Hersher
Family Supportive Housing	Alex Le
Goodwill of Silicon Valley	Micheal Baca
HomeFirst	Alisha Parret
Indian Health Center	Leah Hodge
Institute on Aging	Christina Strine
Jewish Family Services of Silicon Valley	Tom Marx
LifeMoves	Carmen Kapanga
LifeMoves	LaCharde Walker
MasterCare Inc.	Sergio Santos
Nation's Finest	Ilaisaane Fifita
Nation's Finest	Kim Decker
North East Medical Services (NEMS)	Candido Anicete
Opportunities for Change	Rachel Songer
Pacific Clinics	Dominique Dumas
PATH	Aiko Yep
Pathway Society	Sara McCain
Pear Suite, Inc.	Kawehi Kea-Scott
Sacred Heart Community Service	Paulina Soto
Sacred Heart Community Service	Paulina Soto (inactive)
Salvation Army	Owen Persons
San Jose State University Research Foundation (SJSU)	Jesse Mejia
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	Myra Winthagen
Stanford Health Care - Department of Social Work and Case Management	Araceli Garcia
Starlight Community Services	Kutlo Rasetschwane
Sunday Friends Foundation	Angel Garcia-Martinez
Sunnyvale Community Services	Catherine Farry
The United Effort Organization	Carolyn Stratton