Bitfocus

Welcome to the Santa Clara County HMIS Newsletter!

June 2025

In this edition, you will find the following:

- Our fun travel poll:
- Federal Reporting – HIC/PIT Submitted!
- VI-SPDAT Changes – Other Adults!
- New Program Requests Funding Source
- NEW! FAQs
- Data Breaches – "Not Your Client? Not Your Click?"
- Resource Highlight – Reminders from Our Help Desk Team
- Clients Assessed & Not on CHQ
- Meetings/Upcoming Events
- Bitfocus is Hiring!

Check Out This Fun Poll!

If you could travel to any continent, what would it be?

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

Here are the results of last month's poll -
Which key item would you bring to survive on a deserted island?

- ⛺ 37.5% prefer a magically appearing shelter that adapts to any weather
- 🗺️ 37.5% prefer a map of the island + surrounding ocean with hidden resources marked
- 🛠️ 12.5% prefer a multi-tool
- 💧 12.5% prefer an unbreakable self-filtering water bottle that never runs out
- ☀️ 0% prefer solar panels

Cast Your Vote!

Federal Reporting – HIC/PIT Submitted!

Great news – we were able to submit our report on time!

A huge thank you to everyone who contributed to data quality cleanups and provided notes on high and low utilization. Your collaboration made all the difference – we truly couldn't have done it without your participation!

VI-SPDAT Changes – Other Adults!

VI-SPDAT Changes – *Other Adults!*

WHY THE CHANGE

When administering the VI-SPDAT, have you ever encountered a client who wants their adult family members to be included in their potential housing? The newly added **"Other Adults"** questions in the VI-SPDAT assessments (Families, Singles & Youth) are designed to capture that vital information. Nothing is more frustrating than securing housing for a client, only for them to decline it because they want to stay with their family.

WHAT YOU NEED TO DO

When administering the assessment, be sure to enter any additional adults the client identifies as part of their intended household. For Single and Youth assessments, make sure each "other adult" also completes their own VI-SPDAT, just in case circumstances change. For Families with Children assessments, please continue as usual.

Contact the Help Desk at sccsupport@bitfocus.com
Check out the Agency Leads Minutes for further details HERE!

New Program Requests Funding Source

New Program Requests Funding Source(s)

When requesting a new program addition to your agency, please be mindful when selecting the program's Funding Source.

We understand there are many options to choose from, but it's important to select the correct source rather than defaulting to **"Local or Other Funding Source"** without

certainty. While those may sometimes be accurate, using them without confirmation can affect future reporting and compliance.

If you're unsure which funding source to select, please note that in the additional comments section of the request form or consult with your Grants or Contract Manager for guidance. Our goal is to help ensure your programs are set up accurately from the start—choosing the correct Funding Source plays a key role in supporting both program success and contractual requirements.

NEW! Frequently Asked Questions

Report Requests – What Information Should I Include?

We know you're all working hard to maintain data quality and ensure contractual compliance—and we understand that running reports and interpreting them can sometimes be overwhelming.

No worries, we're here to help! That said, when requesting assistance, please be sure to include the following key details. Doing so helps us provide accurate and timely support and saves everyone from unnecessary back-and-forth caused by missing information.

For example, simply saying "I ran a report and don't understand why this client isn't being pulled" doesn't give us enough to go on. The more the better!

Here's what to include in your request:

1. **The report name** you are using
2. **Report parameters** (Program, Date Range, Filters, etc.)
3. **What you're trying to find out** or the **expected outcome**
4. If something seems off, **let us know what you noticed**, and be sure to include specifics

The more context you provide upfront, the quicker and more effectively we can help.

Data Breaches

⚠️ Not Your Client? Not Your Click!

Working with client records is a privilege—not a right. Accessing records that do not pertain to your role or caseload is a serious violation of both the End User/Assessor Agreement and the SCC Privacy Statement.

We understand it may be tempting to look up a friend, family member, or someone connected to your personal life. But remember: **if they're not your client, it's not your click.**

Accessing records without authorization is a data breach and a breach of trust. Think about it—if it were your personal information being viewed without your knowledge or consent, how would you feel?

Our clients trust us with sensitive information, and that trust is not easily earned— especially for those who have already experienced trauma or instability. Once broken, it's even harder to rebuild.

Let's not put that trust, or your job, at risk.
Unauthorized access has serious consequences, including disciplinary action or termination.

So please, **if they're not your client, it's not your click**, follow the rules, and help us protect client confidentiality. It's not just a guideline—it's your responsibility.

Resource Highlight

Reminder from Our Help Desk Team

Have you ever reopened a previously closed Help Desk ticket to ask a completely different question—only to notice you're not getting a timely response? That's because once a ticket is closed, it's considered resolved and is no longer actively monitored in the same way.

Recycling old tickets can cause delays. For any new questions or issues, please submit a brand-new ticket rather than reopening an old one. This ensures your request is properly tracked and prioritized, helping us get back to you faster.

When it comes to support requests—**new inquiry, new ticket**! Let's work together to minimize turnaround time and keep things running smoothly.

Please create a new ticket (sccsupport@bitfocus.com) for each new issue or question.
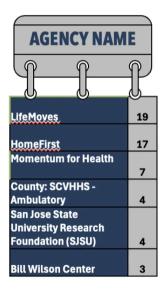
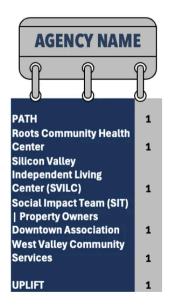# Clients Assessed and Not on the CHQ Dashboard

List of Agencies with Clients Assessed and Not on the CHQ

*Please note this report was run on Monday, June 30, 2025. **Click here** for directions to run this report yourself.*

RECENTLY ASSESSED & NOT ON CHQ

AGENCY NAME

LifeMoves	19
HomeFirst	17
Momentum for Health	7
County: SCVHHS - Ambulatory	4
San Jose State University Research Foundation (SJSU)	4
Bill Wilson Center	3

AGENCY NAME

Gardner Health Services	2
The United Effort Organization	2
WeHOPE	2
City of San Jose	1
Community Services Agency of Mountain View	1
ConXion to Community	1
Move Mountain View	1

AGENCY NAME

PATH	1
Roots Community Health Center	1
Silicon Valley Independent Living Center (SVILC)	1
Social Impact Team (SIT) | Property Owners Downtown Association	1
West Valley Community Services	1
UPLIFT	1

Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting

When: Thursday, July 3, 2025 - **CANCELLED**

Data Think Tank July 8, 2025

Time: 10:00am-11:00am

Where: **Zoom**

Service Providers Network Meeting

When: Wednesday, July 9, 2025

Time: 9:30am – 11:00am

Where:

     Adult Probation Office

     2314 North 1st Street, 2nd Floor (Orientation Room)

     San Jose, CA 95131

Coordinated Entry Work Group (CEWG)

When: Thursday, July 10, 2025

Time: 1:00pm – 2:30pm

Where: **Register Here**

NOFO Committee Meeting

When: Thursday, July 17, 2025

Time: 10:00am-11:00am

Where: **Zoom**

SCC CoC VI-SPDAT In Person Training

When: Friday, July 25, 2025

Time: 09:00am – 1:00pm (In-Person)

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

Where: **Register Here!**

SCC TA Office Hours

When: Wednesday, July 30, 2025

Time: 10:00am-11:00am

Where: **Zoom**

Rapid Rehousing and Employment Initiatives Meeting (In-Person)

When: Thursday, July 24, 2025

Time: 3:00pm-4:30pm

Where: Charcot Training Center Suite #102

2310 N First St. San Jose, CA 95131

Bitfocus Office Hours/Training

SCC Clarity Office Hours

When**:** Thursday, July 3, 17 and 31, 2025

Time: 10:00am-11:30am

Where: **Zoom**

SCC Looker Office Hours

When: Monday, July 7 and 21, 2025

Time: 2:00pm-3:00pm

Where: **Zoom**

Questions? Your HMIS Administrator is happy to help.

Phone: 408.596.5866 Ext. 2
Email: **sccsupport@bitfocus.com**

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