



Welcome to the Santa Clara County HMIS Newsletter!

May 2025

In this edition, you will find the following:

- Fun Poll!
- SCC Client Consent Training: What Happens Next?
- Federal Reporting: HIC/PIT News!
- FAQs (*NEW!*)
- Report Spotlight: **[GNRL-409] Annual Assessment Overview**
- Program Restrictions
- Customer Portal: Referral Notifications Live!
- Reminders from Our Help Desk Team
- Clients Assessed & Not on CHQ
- Meetings & Upcoming Events
- Bitfocus is Hiring!









Check Out This Fun Poll!

Which key item would you bring to survive on a deserted island?

Cast Your Vote!

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

Here are the results of last month's poll *If you enjoy (or make yourself lol) exercise, what's your favorite way/locale to stay active?*

-  31.2% prefer to workout at home
-  31.2% prefer to workout outdoors
-  12.5% prefer to not workout
-  12.5% prefer to workout at a traditional gym
-  12.5% prefer something different
-  12.5% prefer a specialized fitness facility



Training

SCC Client Consent Training – What Happens Next?

100

*Approximately **100 End Users have not completed the training.**
Deadline for consent training completion was **5/12/2025***

Complete it Here

End Users that did not complete the training will have their access removed until training completion

- Once access is removed, please contact the Help Desk at sccsupport@bitfocus.com to be reinstated (after training completion)

- If you have trouble accessing the training, please feel free to reach out to **Bitfocus Help Desk at sccsupport@bitfocus.com**
- If you believe you completed the training, please contact the **Help Desk** for verification
 - If you used a **different email** to complete the training, then what is in **your HMIS profile** you will need to update the training email to match (this is the email we use for training verification)

Tips

- **Audio Playback:** Click the volume icon on each recording to listen to the content. If you prefer, you can follow along by reading the closed captions provided.
- **Stay Focused:** Avoid multitasking or navigating to other browser tabs. The training system may detect this behavior and prevent you from progressing to the next module.
- **Completion Confirmation:** There's no need to notify Bitfocus staff once you've completed the training. We'll automatically track progress and follow up with agency leads before the deadline if any completions are missing.
- **Quiz & Survey Information:** Each training module includes 1–2 brief quiz questions. Instead of a final exam, Santa Clara County is conducting a survey of HMIS users to understand whether the backgrounds of assessors reflect the communities served through the Coordinated Entry System. *All responses are anonymized and will not be linked to your name or identifying details.*



Federal Reporting

HIC/PIT News

- HDX 2.0 is now open, and we are in the process of uploading our HIC/PIT 2025 data!
- The deadline for report submission is **Friday, June 13, 2025, at 5:00 PM.**

- Thank you all for your valuable feedback during our Data Quality outreach. If we need any additional information, we'll be sure to follow up.



NEW! Frequently Asked Questions

Deciphering the ROI

A Client Consent to Data Collection and Release of Information (ROI) must be completed for each client who consents to have their personally identifying information (PII) entered in the Santa Clara County Clarity HMIS System. Each client must have a hard copy of the ROI uploaded to Clarity.

If the client cannot sign the ROI who can?

- A client may only sign the ROI for themselves and for their children who are under the age of 18.

Should a teenager who is part of a household sign their own ROI once they turn 18?

- The individual client who turned 18 years old should now sign their own ROI to replace the version signed by the parent/guardian when the individual was a minor. The client can remain part of the household in Clarity HMIS like any other adult household member.

If a parent of an adult disabled client needs to sign an ROI, would it be okay if that parent signs on their behalf? Would we need to provide anything like a Power of Attorney document?

- We need a signed legal document uploaded to the client's file which indicates the person completing/signing the ROI for the client is legally enabled to make those PPI/PHI decisions on behalf of the client.

Can the Case Manager working with the client sign the ROI on their behalf?

- We need a signed legal document uploaded to the client's file which indicates the person completing/signing the ROI for the client is legally enabled to make those PPI/PHI decisions on behalf of the client.

Is there a way to track verbal consent?

- Consent must be documented through a signed ROI. The ROI can be signed by a Client Representative and the relationship of the representative should be noted.



Report Spotlight:

[GNRL-409] Annual Assessment Overview

Report Purpose & Summary	Who Can Run the Report	Report Location
<p>This program enrollment-based report provides a comprehensive view of the Annual Assessment Statuses.</p> <p><i>It tracks client progress regarding their annual assessments, providing insights into the timely completion of assessments, overdue assessments, and data-related issues to assist with data quality, compliance, and monitoring.</i></p>	<p>Anyone can run the report; however, the returned information will be limited based on the access rights of the user.</p>	<p>Program Based Reports → [GNRL-409] Annual Assessment Overview</p>

Want more details on this report?

Read Me!



Feature Spotlights:

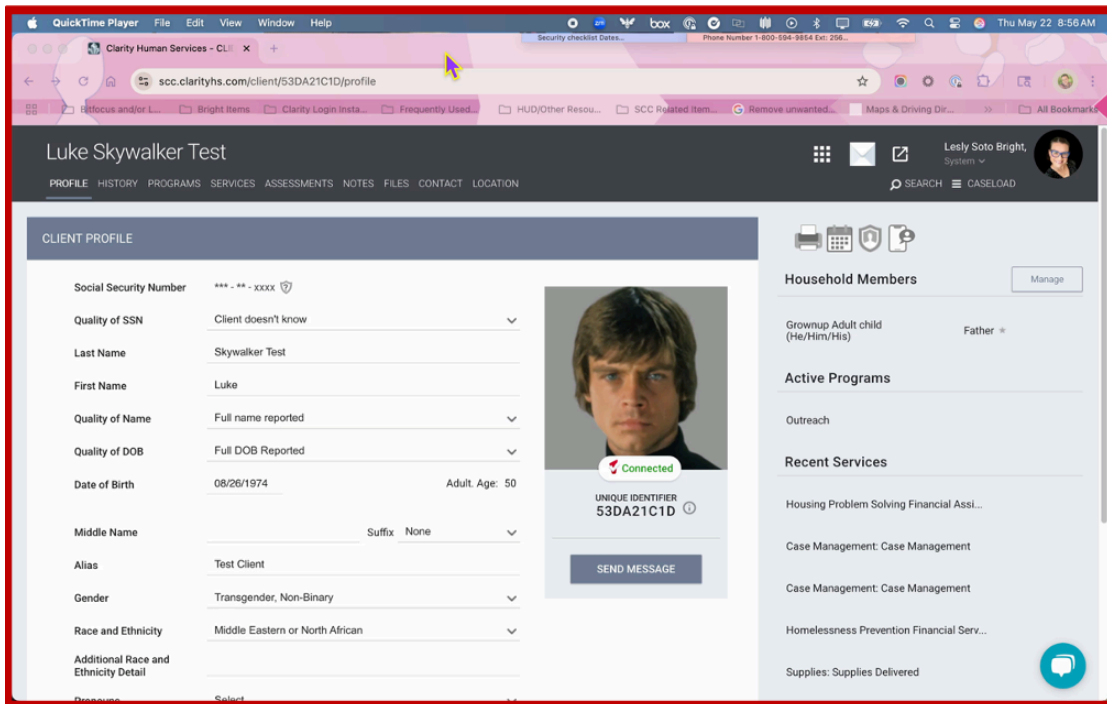
Program Restrictions

The Program Restrictions feature provides a way for end users to document when a client has been denied future services at one or more programs.

Program Setup: Program Restrictions

How Do I Create a Program Restriction?

PROGRAM RESTRICTIONS are located in the **Client Notes tab** and are available as a type of **Eligibility** requirement in all referral areas.



Customer Portal – Referral Notifications Live!

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.

Client Notifications

If the *Referral Notifications* field is enabled and the *Referral SMS/Email Notifications Frequency* is set to *Daily*, *Weekly*, or *Monthly*, a client with access to the Customer

Portal will receive an email or SMS notification at the frequency selected for a pending program referral.

Read more here!

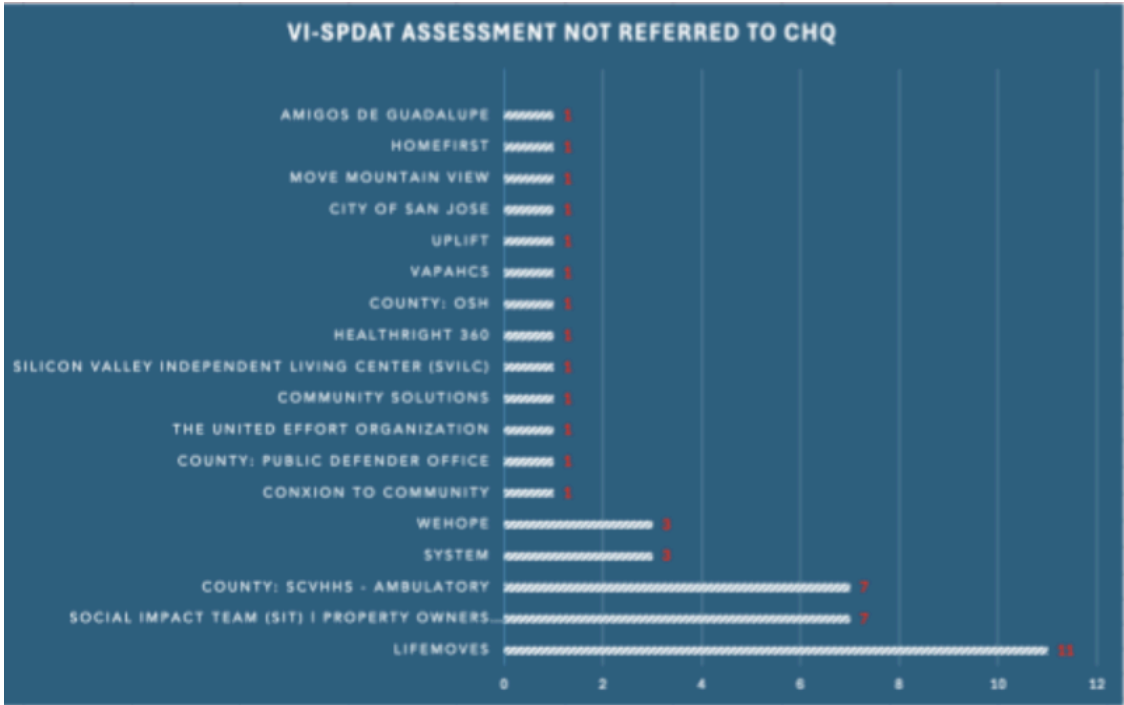


Reminders from Our Help Desk

- To protect client privacy, please use only the **Clarity Unique Identifier (UID)** – not personal information (like name, SSN, or DOB) – when contacting the Help Desk or submitting any files, requests, or screenshots. Be sure to **block out any PII**, as using the UID helps keep data secure.
- Please create a **new ticket (sccsupport@bitfocus.com)** for each new issue or **question**, instead of replying to old or resolved tickets. This helps us track and address your requests more effectively.



Clients Assessed & Not on CHQ



Please note this report was run on Thursday, May 29th, 2025. [Click here](#) for directions to run this report yourself.



Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting

When: Thursday, June 5, 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.

Data Think Tank

When: Tuesday, June 10, 2025

Time: 10:00 am-11:00 am

Where: **Zoom**

Service Providers Network Meeting

When: Wednesday, June 11, 2025

Time: 9:30 am – 11:00 am

Where: Adult Probation Office

2314 North 1st Street, 2nd Floor (Orientation Room)
San Jose, CA 95131

SCC CoC VI-SPDAT In Person Training

When: Tuesday, June 24, 2025

Time: 09:00 am – 1:00 pm (In-Person)

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

Where: **Register Here!**

SCC TA Office Hours

When: Wednesday, June 25, 2025

Time: 10:00 am-11:00 am

Where: [Zoom](#)

Rapid Rehousing and Employment Initiatives Meeting (In-Person)

When: Thursday, June 26, 2025

Time: 3:00 pm-4:30 pm

Where: Charcot Training Center Suite #102

2310 N First St. San Jose, CA 95131

Bitfocus Office Hours/Training**SCC Clarity Office Hours**

When: Thurs, June 5 + 19, 2025

Time: 10:00 am-11:30 am

Where: [Zoom](#)

SCC Looker Office Hours

When: Mon, June 9 + 23, 2025

Time: 2:00 pm-3:00 pm

Where: [Zoom](#)

**News****Bitfocus is Hiring!**

Check out all the great career opportunities at Bitfocus!

[Click here to learn more!](#)

Questions? Your HMIS Administrator
is happy to help.

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



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