



February 2025 TA/Agency Lead Minutes

MEETING OBJECTIVES

UPDATES

- CoC Updates
- UPIFT Updates
- HMIS Newsletter

IN THE KNOW

- HIC/PIT Next Steps
- Public Alerts – What You need to Know!
- How Do I Remove a Program Exit?
- Annual SCC Client Consent Training

MEMOS

- SCC HMIS Quarterly Compliance Checklist – DUE
- Recently Assessed & Not on CHQ
- Q & A
- Holiday Schedule
- Next Month’s Meeting

UPDATES

CoC Updates

PIT Counts

- This is a huge community effort, and we want to thank all our partners for being involved!
- Over 800 volunteers signed up, including people with lived expertise of homelessness, outreach teams, homelessness partners, elected officials, and neighbors from all over the county
- Thanks for making sure everyone counts!
- Our new methodology meant new roles, approaches, technology, etc. We are always looking for ways to improve! If you were involved in PIT Count, please fill out our [survey](#)!

2024 NOFO Awards

Awarded Over \$49M Across 37 Projects

Total Renewable Funding Increased By \$9 Million

Awarded 31 Coc Projects & 5 YHDP Projects

Lost 5 Renewal Projects (\$3,503,640)

Gained 6 New Projects (\$6,914,097)

Tier 2 Projects Awarded

1 Of 7 Of Projects

63% Of Funding Requested

Huge thank you to all involved in this critical community effort

CoC Board and NOFO committee will be analyzing our local scoring/ranking process and discussing how best to align it with community needs and priorities

If you are interested in shaping the local competition & scoring for CoC Program Funding, check out the monthly NOFO Committee meetings in 2025!

[Click here to be added to calendar events](#) or check the **CoC listserv for meeting announcements.**

The Next Meeting Is 2/20, 2-330pm

Upcoming Events

February 2025				
MON	TUES	WED	THURS	FRI
1 9am SCC Locker Office Hours	4	5	6 HMIS Technical Administrator (TA) Advisory Lead Meeting	7
10	11 10am Data Think Tank	12 9-10am Service Provider Network Meeting	13 10am SCC Client Office Hours	14
17 Biforce Closed President's Day Holiday Observed	18	19	20 10-10am Performance Management Work Group 2-20pm NOFO Committee Meeting	21
24	25 9am SCC CoC WLS/DMAT Training	26 10am SCC TA Office Hours	27 9-10am Advanced SOGIE Training - In Person Feedback and Application 10am SCC Client Office Hours 3pm Rapid Rehousing & Employment Initiatives Meeting 2:10 P.M. Fort St. LEO Training Bookings SCC Building	28

UPLIFT Updates

- Once all remaining passes have all been processed
- Please do not submit any further requests in HMIS (including replacement passes)
- You can resubmit a new request when the pooled period starts on February 1st
- We will contact listed case managers if any lost UPLIFT



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passes are found and turned into our office

- If a client no longer needs their pass and they have not used their sticker, please notify us immediately so we can reassign the sticker to another client in need

Very few UPLIFT passes are available for this quarter

HMIS Newsletter



IN THE KNOW

HIC/PIT - Next Steps

The 2025 HIC/PIT date was Wednesday, January 22nd and Thursday, January 23rd, 2025

The count of sheltered households is the night of Tuesday, January 21st, 2025

The HIC provides information on the number of unduplicated clients sheltered and housed on the night of the PIT count

All homeless-dedicated beds must be included, regardless of funding source or whether they use HMIS

This data is pulled directly from HMIS and is collected externally from non-participating programs

Project Types Include

- (ES) Emergency Shelter
- (TH) Transitional Housing
- Safe Haven
- (RRH) Rapid Rehousing
- (PSH) Permanent Sup. Housing
- (OPH) Other Permanent Housing

Data Includes

- BUI Utilization
- Federal Funding Source
- HMIS Participation
- Location Details for Programs
- Other Program Details

Data Quality Includes

- Demographic Data
- (DOB, Gender, Race/Ethnicity, Veteran Status)
- Enrollment Data
- (HoH, Move-in Dates, Bed Nights, Chronically Homeless, Disability)
- Total Count of Clients Served

Ensure all clients served in shelter and housing projects on 1/21/2025 are accurately represented in the HMIS

Helpful 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 (from the bed & unit inventory configured for the program)
- [\[HUDX-123-AD\] Housing Inventory \(HIC\) Supplemental](#) - The Housing Inventory Count Supplemental report is



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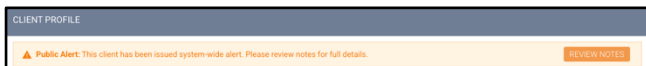
designed to be used as a tool to review housing inventory available in a community

DQ Outreach

- Communication from the Sys. Admin. Team for any required data clean-up and/or questions
- Template for non-HMIS participating projects that don't collect data in HMIS – *will be sent out soon! Check your email...*
- 1:1 Technical Assistance through the Help Desk via chat, email, phone, or Zoom
- SCC HMIS Office Hours, every other Thursday, from 10am-11:30am

Public Alerts – What You Need to Know!

- Public Alerts provide a way to direct End Users to important information within a client record by displaying an alert
- In the client record, Public Alerts appear as a gold banner across
- the top of the Client Profile
- *Public Alerts can only be edited/changed/modified by an End User from the same agency as the one who created it*



Key Points

1. Stick to facts
2. Protect Privacy
3. Use neutral language
4. Be clear and concise; a long note may not be read

How to Use Public Alerts

1. Indicate A Client's Contact Information Has Changed
2. Locate Clients to Offer a Service Or Referral ("Please Have Jane Doe Call Our Agency For Rental Assistance")
3. Indicate Housing Opportunity Is Available for A Client

4. Announce When a Client Has Lost an Item And/or An Item Belonging to The Client Has Been Found

What Not to Do

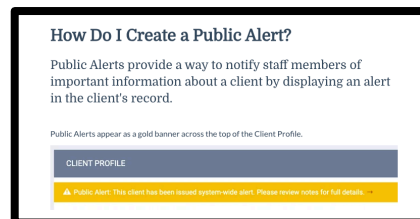
When writing Public Alerts avoid personal opinions, judgments, and/or assumptions about the client. Do not share unnecessary details about the client's personal life or sensitive topics they have not consented to. Avoid speculation, biased language, and anything that can compromise the client's privacy.

1. Share Physical Health or Behavioral Health Details About a Client
2. Share Criminal History Details About a Client
3. Share Information About Other Clients

Examples Not to Use

- *"Client Was Clearly Lying About Their Situation"*
- *"Client's Spouse Is the Real Problem"*
- *"Client Seemed Lazy and Unmotivated"*
- *"Client Is Banned Indefinitely from Services"*

Resources



How Do I Remove a Program Exit

Un-Exiting a Client

One of the most common tickets submitted to the Help Desk, are questions around how to un-exit a client from a previously closed program to make updates to the Exit Screen or Program Enrollment.

- Search For the Client That Needs The Changes
- Select The Appropriate Program (It's One That Has

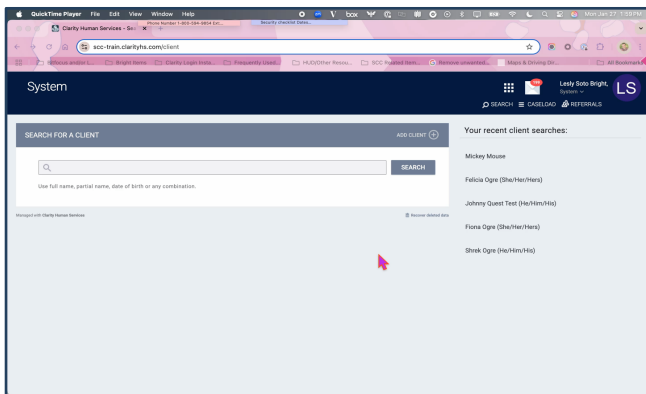


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an Exit Date)

- Once You Are in The Program Enrollment; Select The EXIT Icon To The Far Right

Please refer to the slide deck to view the video.



Considerations

- Any Services That Were Ended at Exit Will Retain Their End Date
- Reopening An Enrollment Only Reopens That Individual's Enrollment and Does Not Impact the Enrollment of Any Other Group Members
- If auto-exit is in use, time to auto-exit does not reset. If there is no new [client activity](#) the enrollment will auto-exit again the following day
- You Cannot Remove a Program Exit by Deleting The Program Exit Date And Saving The Screen. The System Will Highlight the Program Exit Date Field in Red And Will Not Allow You To Save The Updated Enrollment

Annual Consent Training 2025

- Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent Training
- The training is scheduled for **March**, and we will be providing further details in the coming weeks!
- Please be sure and let your staff know this is

forthcoming!

Next Steps

- All Staff will need to complete the training - *even if they just completed the 2024 version*
- Staff will need to log into the training website to access the training
- Staff will not be able to access the required Quiz until they have completed the 30-minute video
- An 80% or higher on the quiz is considered passing

MEMOS

SCC HMIS Quarterly Compliance Certification

Checklist **DUE - 01/31/2025**

Process

- Email reminder sent of upcoming deadline
- You will run report in DA Tab for list of End Users
- You will send list of certified End Users to Sys. Admin. Team per usual

Certification Was Due **Friday, January 31st!**

- Include all Active HMIS users at your agency on [the standard form found here](#)
- This means that your date range filter in the report on the DA tab will be 01/01/2024 - 12/31/2024
- The report has been preset with this date range; so just select your agency name
- Detailed steps on running the report can be found [here](#)

Non-HMIS End Users Assessors

Please provide the names and email addresses of Non-HMIS Users at your agency who provide VI-SPDATs to clients; we want to make sure to capture this information to ensure updates to VI-SPDATs are provided to them. [We have created a form for this here.](#)



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Questions email us scc-admin@bitfocus.com

Recently Assessed & Not On the CHQ

Report for this data was run on Monday, February 10th!
Please rerun as needed.

AGENCY NAME	CLIENT COUNT	AGENCY NAME	CLIENT COUNT
LifeMoves	15	Social Impact Team (SIT) Property Owners Downtown Association	1
HomeFirst	9	HealthRIGHT 360	1
Community Services Agency of Mountain View	3	County: SCVHHS - Ambulatory	1
PATH	3	County: SCVHHS - BHSD	1
Mission Possible	3	WeHOPE	1
Community Solutions	2	County: SSA - DEBS SSI Advocacy	1
ConXion to Community	2	Covenant House California	1
Roots Community Health Center	2		
CityTeam Ministries	1		
City of Morgan Hill	1		

Holiday Schedule

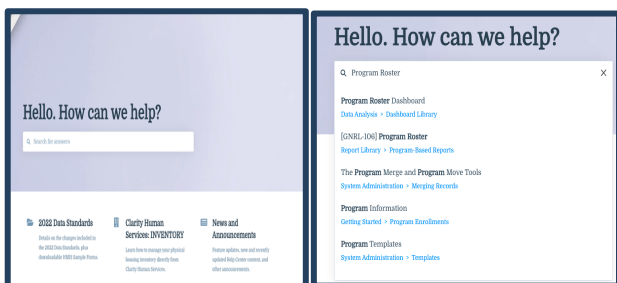
Monday, February 17th, 2025 - Presidents Day

Bitfocus Upcoming Holiday Schedule*

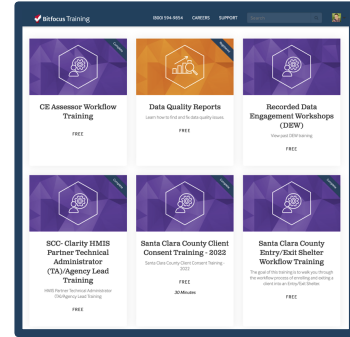
*During the Holiday Schedule, the Help Desk will operate with modified support which includes email tickets and chat. Calls will be directed to Voicemail - leaving a message will generate a ticket. Response time may be impacted.

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).

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



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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

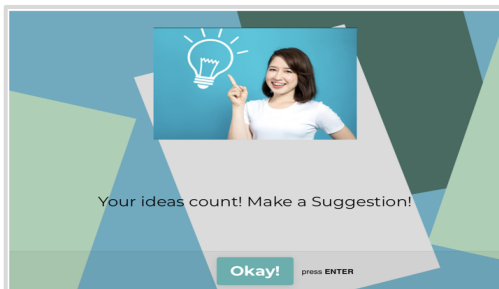
sccsupport@bitfocus.com

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, March 6th, 2025

Time: 2:00pm – 3:30pm

Dates and locations for 2025 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



Lesly Soto Bright

leslys@bitfocus.com

Senior Project Admin, SCC
South Bay, CA
800.594.9854 x256

List of Participants

If you attended the meeting but are not listed, please let us know.

Agency Name	Agency Rep.
Abode Services	Aida Tesfai
Abode Services	Luis Gonzalez
Abode Services	Sean Kilger
Abode Services	Will Hoffer
Amigos de Guadalupe	Aurora Olivares
Asian Americans for Community Involvement (AACI)	Leticia Barrera H
Bible Way / Destiny	Aretha Cromwell
Bill Wilson Center	Laura Foster
Bill Wilson Center	Randi Rosen



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Bill Wilson Center	Sujata Panda
Carry the Vision (CTV)	Renee Ridgway
Catholic Charities	Michael Strom
City of San Jose	Marcell Leath
City of San Jose	My Nguyen
Community Services Agency of Mountain View	John Hill
Community Solutions	Lindsay Mullins
ConXion to Community	Caroline Mireles-Sailor
County of Santa Clara: SCVHHS – Public Health	Chris Cheung
County: OSH	Fang Zhu
County: OSH	Jazmine Wong
County: OSH	Juan Hernandez
County: OSH	Leila Qureishi
County: OSH	Taylor David
County: Reentry Resource Center	Juan Guel Jr.
County: SCVHHS - BHSD	Jeremy Golden
County: SCVHHS - BHSD	Kalie Brewster
Destination: Home	Maureen Damrel
Downtown Streets Team	Justin Damrel
Downtown Streets Team	Maureen Damrel
Elevate Community Center	Keegan Pincombe
Emergency Rental Assistance (ERA)	Paulina Soto
Family and Children Services	My Nguyen
Family Supportive Housing	Alex Le
Gardner Health Services	Jovani Quinones
Goodwill of Silicon Valley	Micheal Baca
HomeFirst	Alisha Parret
Housing Choices Coalition	Nooria Alam
Institute on Aging	Christina Strine
International Children Assistance Network (ICAN)	My Linh Ha-Do

JobTrain	Monica Marquez
LifeMoves	Cynthia Mar
LifeMoves	Jamela Brown
LifeMoves	Juan Hernandez
Mental Health Systems (MHS)	Mike Michel
Midtown Family Services	Stuart Richardson
Mission Possible	Emeka Ibeabuchi
Nation's Finest	Ilaisaane Fifita
New Directions - Peninsula Healthcare Connection	Meyerlyn Sanchez
North East Medical Services (NEMS)	Candido Anicete
Pathway Society	Rita Anzualda
Razing the Bar	Molly Orsburn
Roots Community Health Center	Emil Stephens
Roots Community Health Center	Shamese Smalling
Sacred Heart Community Service	Paulina Soto (deleted)
Salvation Army	Cesar Esquivel
San Jose State University Research Foundation (SJSU)	Jesse Mejia
Santa Clara County Office of Education (SCCOE)	Emiko Taylor
School Health Clinics of Santa Clara County	Rose Anne Pierre
St. Andrew's Residential Programs for Youth (STAR)	Vicky Taylor
Starlight Community Services	Kutlo Rasetshwane
Superior Court of CA, County of Santa Clara	Roxanna Frias
The United Effort Organization	Carolyn Stratton
Unity Care Group	Deepa Bhat
VAPAHCS	Maria Magallanes

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West Valley Community Services	Adam Ross
West Valley Community Services	Ellen Trieu