



# April 2025 TA/Agency Lead Minutes

## MEETING OBJECTIVES

### UPDATES

- CoC Updates
- UPIFT Updates
- HMIS Newsletter

### IN THE KNOW

- HIC/PIT DQ
- Annual SCC Client Consent Training
- SCC Quarterly Compliance Checklist Q1 (Jan – Mar)

### MEMOS

- ROI Reminders
- Help Desk vs. Sys. Admin.
- Recently Assessed & Not on CHQ
- Q & A
- Next Month’s Meeting

### UPDATES

#### CoC Updates

[MyConnect SV Video](#)

*This will be an important tool that case managers and program participants can use to stay more connected to the housing process*

#### Upcoming Events

April 2025				
MON	TUES	WED	THURS	FRI
2pm SCC Leader Office Hours	1	2 10am Santa Clara County Homelessness CoC - Fall Housing	3 11am Santa Clara County Homelessness CoC Services Older Adults Training HMIS Technical Administrator (TA) Update Lead Meeting	4
7	8 10am Data Think Tank	9 9-10am Service Providers Network Meeting 10am Santa Clara County Homelessness CoC - Fall Housing	10 10am SCC Clarity Office Hours	11
14 2pm SCC Leader Office Hours	15	16 10am Santa Clara County Homelessness CoC - Fall Housing	17 2:00pm NFOO Committee Meeting	18 9am SCC CoC W/SPDM Training
21	22	23 11-11:59am SCC Clarity Office Hours <b>PLEASE NOTE DATE &amp; TIME CHANGE</b>	24 1:00pm Performance Management Work Group 3pm Rapid Rehousing & Employment Initiative Meeting 2:10 N. First St. LED Training Room (Classroom SCC Building)	25
28 2pm SCC Leader Office Hours	29	30 10am SCC IT Office Hours		

## UPLIFT Updates

### FY 2025 Q4 April - June

#### IF YOUR AGENCY HAS MET ITS ALLOCATION LIMIT, THE REQUEST WILL BE REMOVED FROM HMIS

- Please do not submit any further requests in HMIS if your allocation limit was reached
- You can resubmit a new request when pooled period starts May 1<sup>st</sup>
- You can still order a replacement badge

#### REPLACING LOST PASSES

- If your agency does not have allocation remaining: You can request a replacement starting May 1st (Pooled pass period)
- If your agency has remaining allocation, you can order a replacement pass right now
- Be sure to email UPLIFT when requesting a replacement pass, otherwise it will get removed as a duplicate request

#### POOLED-PASS PERIOD REMINDERS

- Replacement/Pooled pass period begins May 1st, 2025
- Requests by agencies with remaining allocation submitted by 11:59pm April 30th will still be processed first
- All other requests must be dated for 05/01, will be processed on a first-come, first-served basis
- You may submit pooled-pass period requests the day before (April 30th), but they must be dated 05/01


#### IMPORTANT!

**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**



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## HMIS Newsletter



**Santa Clara HMIS News**  
**March 2025**

Welcome to the Santa Clara HMIS March 2025 Newsletter!

**In this edition you'll find the following:**

- Check Out This Fun Poll: [Do you prefer a written calendar or an electronic calendar for personal/home use?](#)
- Federal Reporting – HIC/PIT Updates
- Notes – Agency Level, Program Level and Service Level
- Release of Information (ROI) – Out With The Old In With The New!
- SCC Client Consent Training – Updates
- MyConnect SV – Video
- Report Spotlight - [\[OUTS – 108\] CE Demographics Report](#)
- Resource Highlight
- Clients Assessed & Not on CHQ
- Meetings/Upcoming Events
- Bitfocus is Hiring!

## IN THE KNOW

### HIC/PIT - DQ

### Outreach

01

Emails with DQ changes will continue

Deadlines Provided; be sure to submit by then

02

Need Help? Contact Us ASAP

03

Join Office Hours or Schedule 1-1 when needed

04

## Overlapping Enrollments

Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter (1) start-to-end date range (w/in report dates)	Emergency Shelter (2) start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter start-to-end date range (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter start-to-end date range (w/in report dates)	Safe Haven start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Safe Haven (1) start-to-end date range (w/in report dates)	Safe Haven (2) start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Safe Haven start-to-end date range (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Transitional Housing (1) start-to-end date range (w/in report dates)	Transitional Housing (2) start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible

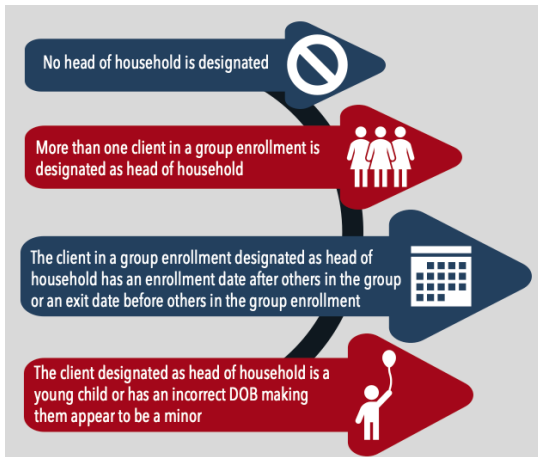
Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter start-to-end date range (w/in report dates)	Emergency Shelter Bed Night (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Emergency Shelter (1) Bed Night (w/in report dates)	Emergency Shelter (2) Bed Night (w/in report dates)	A bed night recorded in two different Emergency Shelter nbn projects on the same date for the same household is physically impossible and should be resolved 100% of the time
Emergency Shelter Bed Night (w/in report dates)	Safe Haven start-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Emergency Shelter Bed Night (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.

Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two days should be fixed; one or two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Transitional Housing start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter Bed Night (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Emergency Shelter start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two days should be fixed; one or two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
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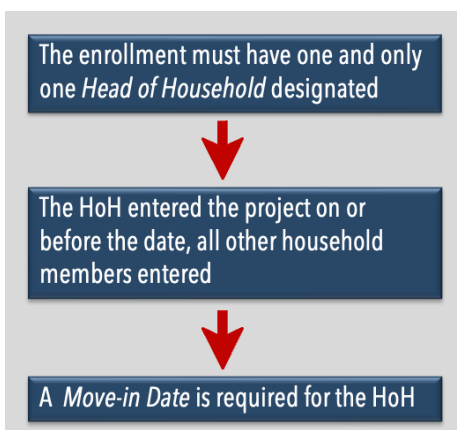


## Missing HoH



## Move-In Date

- Documents the date a household is admitted into a permanent housing project
- This date is critical to Housing Inventory Count (HIC) and Point-in-Time (PIT) counts
- Differentiates households which have already moved into permanent housing from households which are enrolled in a Permanent Housing project but are still experiencing literal homelessness (in Emergency Shelter, Safe Haven, Transitional Housing, or on the street) as they prepare to move into an available unit



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

## Annual Client Consent Training

- Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent Training
- The training was scheduled to release in March, but there are some updates taking place - **right now the date is sometime in April**
- Please be sure and let your staff know this is forthcoming and is required!
- *When the Training is released ALL HMIS END USERS will receive an email notification*
- End Users will have 3-weeks to complete the training

## SCC Quarterly Compliance Certification Checklist 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 Due **Wednesday, April 30<sup>th</sup>**

- Include all NEW HMIS users at your agency on [the standard form found here](#)
- This means that your date range filter in the report



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on the DA tab will be **01/01/2025 - 03/31/2025**

- 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.

Questions email us [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

## MEMOS

### ROI Reminders

#### Process

- Updating an Expired ROI
- Updating an ROI that has changes (client permissions are now different)

#### Expired ROI

- Upload the NEW ROI
- Recall that NO ROI means that a client will not be able to be housed
- Be sure the ROI has all the pages (uploaded) and items checked off

#### Replacing ROI

- The client has signed a new ROI and has granted different permissions
- Replace the existing ROI by updating the End Date of the pre-existing ROI to 1-day before the new/revised ROI
- NOTE the Agency Name of the "revised end date" ROI will now list your agency - this is OK
- Upload the NEW ROI as per usual

Questions email us [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

## Help Desk vs. Sys. Admin.

### Help Desk...How Can We Help?

sccsupport@bitfocus.com  
(408) 596.5866 x2

- First time HMIS access
- Reinstatement of HMIS access
- Confirmation of Training completion & Next Steps
- General Questions related to HMIS & Looker (Embedded included)
- Assistance with making clients anonymous or merging client records

### Sys. Admin...How Can We Help?

scc-admin@bitfocus.com  
(800) 594.9854

- NEW PROGRAMS
- PROGRAM CHANGES
- NEW AGENCY LEAD DESIGNATION
- FEDERAL REPORTING
- REPORT REQUESTS

## Recently Assessed & Not On the CHQ

Report for this data was run on Thursday, April 3rd! Please rerun as needed.

AGENCY NAME	AGENCY NAME	AGENCY NAME	AGENCY NAME
Bill Wilson Center	PATH	Institute on Aging	San Jose State University Research Foundation (SJSU)
9	3	2	1
LifeMoves	HomeFirst	Community Services Agency of Mountain View	Community Solutions
7	3	2	1
Mission Possible	City Team Ministries	Social Impact Team (SIT)	Silicon Valley Independent Living Center (SVILC)
6	3	1	1
County: SCVHHS - Ambulatory	The United Effort Organization	Property Owners Downtown Association	City of San Jose
5	2	1	1
WeHDPE	County: SCVHHS - BHSD	County: OSH	San Jose State University Research Foundation (SJSU)
4	2	1	1
		VAPAHCS	
		1	

## Resources

### Clarity Human Services Help Center

Hello. How can we help?

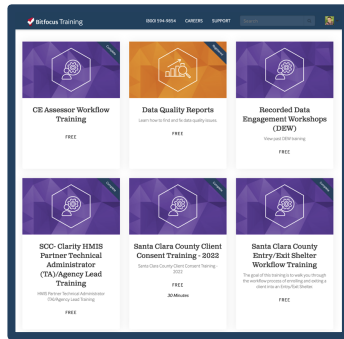
Program Roster

- Program Roster Dashboard
- Data Analysis > Dashboard Library
- [GNRL-106] Program Roster
- Report Library > Program Based Reports
- The Program Merge and Program Move Tools
- System Administration > Merging Records
- Program Information
- Getting Started > Program Enrollments
- Program Templates
- System Administration > Templates



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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
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

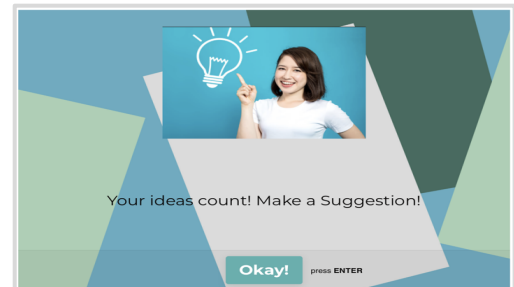
[sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)

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, May 1st, 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](#)



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### Bitfocus Contact Information

Support Team: [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)  
 Bitfocus System Administration Team: [scc-admin@bitfocus.com](mailto:scc-admin@bitfocus.com)

### Your Sys. Admin. Team:



**Bryanna Corsbie**  
[bryannac@bitfocus.com](mailto:bryannac@bitfocus.com)  
 Senior Project Admin, Santa Clara County  
 San Jose, CA  
 800.594.9854



**Lesly Soto Bright**  
[leslys@bitfocus.com](mailto: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	Full Name
Abode Services	Sean Kilger
Amigos de Guadalupe	Alejandra Cortes
Amigos de Guadalupe	Dina Aguilar
Bible Way / Destiny	Aretha Cromwell
Bill Wilson Center	Laura Foster
Bill Wilson Center	Randi Rosen
Bill Wilson Center	Sujata Panda
California Youth Outreach	Anthony Ortiz Jr.
Carry the Vision (CTV)	Renee Ridgway
Catholic Charities	Michael Strom
City of Campbell	Christopher Miranda
City of San Jose	Marcell Leath
City of San Jose	Nathaniel Montgomery

CityTeam Ministries	Christopher Chamberlain
ConXion to Community	Caroline Mireles-Sailor
County of Santa Clara: SCVHHS - Public Health	Alan Garate
County: OSH	Fang Zhu
County: OSH	Jazmine Wong
County: OSH	Juan Hernandez
County: OSH	Leila Qureishi
County: OSH	Taylor David
County: Reentry Resource Center	Christian D'Alfonso
County: Reentry Resource Center	Juan Guel Jr.
County: SCVHHS - Ambulatory	Andrea Medellin
County: SCVHHS - Ambulatory	Rebecca Siqueiros
County: SCVHHS - Ambulatory	Sia Bandabaila
County: SCVHHS - BHSD	Jeremy Golden
County: SCVHHS - BHSD	Kalie Brewster
County: Valley Health Plan	Geralyn Glenn
Downtown Streets Team	Justin Damrel
Elevate Community Center	Keegan Pincombe
Emergency Rental Assistance (ERA)	Paulina Soto
Family Supportive Housing	Alex Le
Goodwill of Silicon Valley	Micheal Baca
HomeFirst	Alisha Parret
Housing Choices Coalition	Nooria Alam
Institute on Aging	Christina Strine
International Children Assistance Network (ICAN)	Kit Nguyen
International Children Assistance Network (ICAN)	My Linh Ha-Do
JobTrain	Syed Ali

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LifeMoves	Carmen Kapanga
LifeMoves	Juan Hernandez
Midtown Family Services	Stuart Richardson
Nation's Finest	Ilaisaane Fifita
Nation's Finest	Kim Decker
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	Dolores Garcia
San Jose State University Research Foundation (SJSU)	Jesse Mejia
Santa Clara County Office of Education (SCCOE)	Emiko Taylor
Santa Clara County Office of Education (SCCOE)	Philip Truong
School Health Clinics of Santa Clara County	Nancy Cervantes
School Health Clinics of Santa Clara County	Rose Anne Pierre
Social Impact Team (SIT)   Property Owners Downtown Association	Chris Kendrix
St. Andrew's Residential Programs for Youth (STAR)	Vicky Taylor
St. Joseph's Family Center	Jose Macias
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
West Valley Community Services	Ellen Trieu