✔ **Bitfocus**

Santa Clara HMIS News
December 2023

Welcome to the Santa Clara HMIS December 2023 newsletter!

In this edition you'll find the following:

- Happy Holidays!
- Check Out this Fun Poll: *What is your favorite hot drink of choice for the fall or year-round?*
- LSA Updates
- NEW MyConnectSV Feature
- Process Changes: SCC HMIS Quarterly Compliance Certification Checklist & Coordinated Entry Assessments Missing Referral to the CQ
- Report Spotlight: [GNRL-220] Program Details Report
- Bitfocus Holiday Schedule
- Meetings/Upcoming Events
- Bitfocus is Hiring!

Happy Holidays!

Happy Holidays! It's been a pleasure working alongside you this year.

Thank you for everything! May you and your loved ones have a

fantastic holiday season! See you next year!

Announcements

Check Out This Fun Poll

What is your favorite hot drink of choice for the fall or year-round?

Click on this link to complete the poll and check out the newsletter next month to see what your colleagues said! Please note that your individual response is anonymous.

URL for Poll: **https://bitfocus.typeform.com/to/OS8sSYpY**

Here are the results from last month's poll: *Buttered popcorn, kettle corn, flavored popcorn - what's your fave?*
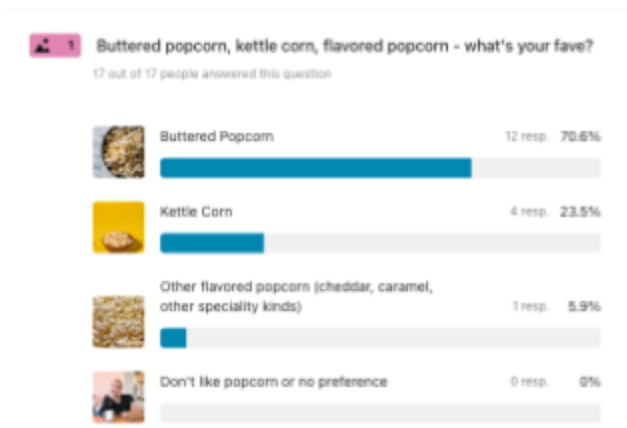
Take the poll!

Updates

LSA Updates

Currently we are continuing the data quality clean-up process, if you receive an email from us, please be sure and respond as soon as you are able to.

We are also experiencing some delays with HDX as they are experiencing some technical difficulties on their end, but should be resolved by LSA submission on **Wednesday, January 17, 2024**. We will however keep you all posted.

If you are interested in doing some QA of your data, you can run the following reports:

- Run the **[HUDX-225] HMIS Data Quality Report**
- Run the **[GNRL-106] Program Roster**
- Run the **[GNRL-220] Program Details Report**
- Review Bed Inventories and Utilization rates for accuracy. Ensure an accurate number of beds and units are listed throughout the year for your shelter and housing programs
- Utilization rates should be between 90-105%
- For Night-by-night (NbN) Shelters, please resolve any missing exits or abandoned enrollments

Want to know more about the LSA process, check out this cool graphic with LSA How To Guide!

News

New MyConnectSV Feature

New MyConnectSV Portal Features was released on Monday, December 11! Preliminary release—test these out and share your feedback with us to continue improving!

MASS MESSAGES & MASS REQUESTS

- Save time by sending messages or requests to multiple clients at one time
- Send requests based on clients with MyConnectSV accounts who are actively enrolled in program(s) at your agency, previously enrolled, or search for specific clients
- Accessible to all users with Portal training completed under the new Mass Sending option in the launch pad: [screenshot below]

AUTOMATIC INVITATION REMINDERS

- Invitations sent to clients to create a MyConnectSV portal account will **now expire 14 days after being sent.**
- Clients will now receive automatic reminder emails 6 days and 3 days before the invitation expires.

Mass MyConnectSV Requests

MyConnectSV requests or messages to multiple clients at one time are managed through the Mass Sending functionality, which is accessed through the navigation pad.

Continue reading

Updates

Process Changes: Coordinated Entry (CE) Assessments Missing Referral to the CQ

CURRENT PROCESS

- Email Sent informing you of clients missing referrals to the CQ
- You or the designated End User refers the clients to the CQ

NEW PROCESS

- Reminder of Assessments Missing Referral to CQ made monthly at the TA/Agency Lead Meeting
- You will run the report in DA Tab for list of clients
- You or the designated End User will refer clients to the CQ

IMPORTANCE OF REFERRING CLIENTS

- To ensure that the most vulnerable households experiencing homelessness do not miss out on supportive housing opportunities
- Coordinated entry is a consistent, community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation – this cannot happen if the assessment is not referred to the Community Housing Queue
- If the client is already on the Community Housing Queue, you'll see a note under the profile photo that reads
- "Client has an active entry on the Community Queue: Community Housing Queue"

Resource: CE Assessment Referral Errors: How to Guide

Continue reading

Report Spotlight

[GNRL-220] Program Details Report

The Program Details Report allows users to review all or selected parts of the enrollment, current living situation, status/annual assessment and/or exit screens related to specific programs. Additionally, the report provides some profile and Housing Service information, depending on the screen selected. Running this report regularly can assist in ensuring your data is accurate for federal reporting periods.

Report Location

This report can be found in the following locations in the Report Library:

Program Based Reports → [GNRL-220] Program Details Report [2023]

Administrator Reports → [GNRL-220-AD] Program Details Report [2023]

Format

This report is only available in Zip with xlsx files format When the report is ready you will see a number appear in the report queue in Clarity. When you click on it the Zip file will automatically download. Within the zip file will be individual reports for each program. The reports will contain each client active during the report period and all the fields you selected. For example, if you'd like a spreadsheet for all the enrollment screen responses for income or demographics for all of the clients active in your Emergency Shelter during the month of December, this is a great report to use!

Learn more about this report by reviewing **our HelpDesk article on it here!**

News

Bitfocus Holiday Schedule

Bitfocus' offices will be closed Monday, December 25, 2023 through January 1, 2024 to let our employees unplug, recharge, and celebrate the holidays with their loved ones - empowering our team to have the time away to ultimately bring their best to their work year-long.

Our Help Desk will remain open to address any urgent needs (at limited capacity and response times may be impacted) - with the exception of closing to recognize two federal holidays on Dec. 25 and Jan. 1, 2024. For customer questions or concerns that require immediate attention, please email our support team at **support@bitfocus.com**.

We look forward to returning full-force Tuesday, January 2, 2024 - thank you for your continued partnership, and Happy Holidays!

Upcoming Events

Meeting/Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting

When: Thursday, January 4, 2024

Time: 2:00 - 3:30 p.m.

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, January 9, 2024

Time: 10:00 – 11:00 a.m.

Where: Email Angiee@bitfocus.com for Zoom Link

Service Providers Network Meeting

When: Wednesday, January 10, 2024

Time: 9:30 – 11:00 a.m.

Where: County of Santa Clara - Adult Probation Office

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

San Jose, CA 95131

Performance Management Work Group Meeting (In-Person)

When: Thursday, January 18, 2024

Time: 1:00 - 2:30 p.m.

Where: Charcot Training Center

2310 N First St. San Jose, CA 95131

Register Here!

VI-SPDAT In-Person Training

When: Tuesday, January 23, 2024

Time: 9:00 a.m. – 1:00 p.m.

Where: **Register Here!**

Rapid Rehousing and Employment Initiatives Meeting (In-Person)

When: Thursday, January 25, 2024

Time: 3:00 - 4:30 p.m.

Where: Charcot Training Center Suite #102

2310 N First St. San Jose, CA 95131

SCC TA Office Hours

When: Wednesday, January 31, 2024

Time: 10:00 - 11:00 a.m.

Where: Zoom

Training

Check out January's training offerings.

SCC Clarity Office Hours

When: Thursday, January 4 and 18, 2024

Time: 10:00 -11:30 a.m.

Where: Zoom

SCC Looker Office Hours

When: Monday, January 22, 2024 *(January 8 Office Hours have been cancelled)*

Time: 1:00 - 2:00 p.m.

Where: Zoom

News

Bitfocus is Hiring!

Check out great career opportunities **here** as Bitfocus seeks to expand its reach!

Questions? Your HMIS Administrator is happy to help.

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

 Bitfocus