



Welcome to the Santa Clara HMIS March 2023 newsletter!

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News

DUE ASAP: HIC/PIT Responses

Please note the submission deadline for the HIC/PIT report to HUD is **April 28, 2023**. If we have reached out to you, please be sure and reply ASAP to ensure that our submission is not late! If any data quality clean-up, program changes or back data entry is needed, this will take time and we want to stay ahead of the deadline at least by one week.

We also want to say **Thank You** for your patience and response to emails you have received. Federal Reporting is a stressful and time-consuming time for all, and we are grateful to have such a great team to work alongside and get it done! If you have any questions, please do not hesitate to reach out and ask!



Announcements

DUE March 29th: Santa Clara County Client Consent Training 2023

Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent Training, confirming their knowledge around privacy considerations for HMIS, client consent requirements, best practices for protecting personally identifiable information (or PII), and the features of Clarity Human Services software that helps in protecting privacy.

Please be sure you have completed the training by deadline of **March 29, 2023**, and have passed the quiz with a score of 80% or higher. End Users who do not complete the training by deadline will lose their HMIS access until training is complete. Here is the link to the training, should you need it: [Click here](#).

****Training Tips****

1. In order to access the training, you will need to log in.
2. You will not be able to access the required quiz until after you've watched the 30-minute video. If you open a new window in your browser or select one that is already open, or you fast forward the video, the system will recognize this as multitasking and you'll need to watch the video again.
3. Although **you do not need to confirm your completed training with Bitfocus**, if you have questions about your completion or you've missed the deadline and would like to be reactivated, please email HelpDesk at sccsupport@bitfocus.com.



Updates

DUE April 28th: Security Checklist – Quarter 1

Please note this is a gentle reminder that Quarter 1 Security Checklist will be due next month, and we want to give you plenty of notice. This means you will be responsible for providing a Quarter 1 checklist for End Users who gained access to HMIS for the first time during the January – March 2023 timeframe.

As usual, you will receive a list of ACTIVE End Users at your agency who fit this description. Please be sure and review the Security Checklist details here: [SCC HMIS Quarterly Compliance Certification Checklist](#). Please let us know if you have any questions.



Updates

General Reminders & Things You Should Know!

- **Interim VI-SPDAT Changes Rollout Feedback Survey**

Interim changes to the VI-SPDAT were rolled out in an effort to better align with the Santa Clara County CoC's priorities to accurately capture vulnerabilities, to simplify questions and have the intent of questions be clear, to address low rates of self-reporting of mental health and substance use conditions, and to minimize stigmatizing language within the assessment. As the SCC CoC prepares for larger Coordinated Entry Redesign they need your feedback on the successes and challenges with the rollout of these interim changes. Please help Santa Clara County learn more about what's working and not working by completing this survey: <https://www.surveymonkey.com/r/9PJZWTX>

- **Updated ROI Announcement**

As of Wednesday, March 29th, an updated Release of Information (ROI) will be used in Clarity's E-Signature ROI language. The form change allows for communication and information sharing with clients using the Customer Portal. See the highlighted phrase in the screenshot below. The new forms are posted **on our website under Forms and Manuals** and live in HMIS. Your agency may have some blank paper forms on file. Please make sure you locate and recycle all of your old ROI forms and **print this updated version.**

- **JD VI-SPDAT: Now available in 3 languages!**

The **Santa Clara County VI-SPDAT for Justice Dischargees** is now available in **Spanish**, **Vietnamese**, and **Chinese**. This assessment is only to be used for clients currently incarcerated and who are exiting through Custody Health and Rehabilitation Officers. For more information regarding the use of this assessment and training, please contact Juan Guel at **Juan.gueljr@hhs.sccgov.org**.

- **Report Update: CE APR**

In previous years, the CE APR was only available for Agency Managers through

the Administrator Reports folder. As of this month, a new Agency level version of the CE APR is available under the HUD Reports folder! More info on the CE APR can be found [HERE!](#)



Report Spotlight

Report Spotlight: [[DQXX-110](#)] [Duplicate Clients](#)

Type of Report: The Duplicate Clients report is a report using information from the client profile screen.

Purpose of the Report: The report is designed to identify potential duplicates in Clarity Human Services client records. Identifying duplicate client entries helps to maintain good data quality and ensure a client is not entered into HMIS more than once. It also helps reduce overlapping enrollments. If there are clients who do appear as duplicates be sure and verify other identifiers, and if these help distinguish between clients that you have identified as not being a duplicate be sure and note that in the clients profile, for example adding a middle name initial or an alias the client likes to use.

Report Location: This report is found in the Data Quality section of the Report Library. Additionally, there is an Administrator version available in the Administrator section.


Who Can Run the Report: Anyone can run the report to find duplicate client matches created within an agency or across agencies to which the user has access. To identify matches across the entire Clarity instance, the Administrator version should be run by a System Administrator and those with necessary access roles.

Report Details: The algorithm used to identify client matches uses the following:

- Name
- Social Security Number
- Date of Birth

| Duplicated Client List | | | | Bitfocus System Agency | | | |
|------------------------|---------------|-------------|------------|------------------------|--------------|------------------------|--|
| Unique ID | Name | SSN | DOB | Added Date | Staff | Agency Name | |
| B11297945 | Tester, Loren | xxx-xx-0000 | 10/10/1985 | 06/08/2016 | Craig, Loren | Bitfocus System Agency | |
| Y BCF3EC2C0 | Test, Loren | xxx-xx-0000 | 10/10/1985 | 11/30/2016 | Craig, Loren | Bitfocus System Agency | |
| A06FD0F0B | Test, Loren | xxx-xx-0000 | 10/10/1985 | 02/02/2017 | Craig, Loren | Bitfocus System Agency | |

Total records: 3

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Report Spotlight

Useful Tips – Agency Leads Designating a New Agency Lead

If you need to designate a New Agency Lead for your Agency, because someone may be stepping down or leaving your agency, here are the next steps that should happen:

1. Agency Leads should have access to HMIS and have the capability and capacity to do Data Quality
2. Ensure completion of the following trainings
 - Online **Clarity General Training** (prerequisite for account creation)
 - Pre-recorded **SCC HMIS Client Consent Training** (prerequisite for account creation and is required on an annual basis)
 - Live **SCC VI-SPDAT Training* hosted by SCC**. Please note this training is required if you will be administering the VI-SPDAT

assessment at your agency.

3. Completion of the **SCC Clarity HMIS Partner Technical Administrator/Agency Lead Training**.
4. Attend the Monthly Agency Admin. Meeting that occurs the first Thursday of each month from 2:00pm - 3:30pm
 - Register in advance for this meeting:
<https://bitfocus.zoom.us/meeting/register/tJAsc-Gpqj8vE9c7PNw65jvXGVI3yrOJaCPe>
5. Bookmark the following SCC HMIS Website: **<https://scc.bitfocus.com/>**
6. Bookmark the following Agency Leads Resource page: **<https://scc.bitfocus.com/agency-admin-info>**
7. Bookmark the Bitfocus Training Website: **<https://training.bitfocus.com/>**
(This will require sign-in.)

Help Desk information for General Inquiries and End User set-up:

scccupport@bitfocus.com



Upcoming Events

Meetings and events with you in mind

- HMIS Agency Administrator Meeting
- Live Session: RRH Workshop
- Data Think Tank
- Service Providers Network Meeting
- YHDP Round 4&5 Community Calls
- NOFO Committee Meeting No. 5
- SCC CoC VI-SPDAT Training
- SCC Performance Management Work Group (PMWG)

- SCC TA Office Hours
- Rapid Rehousing and Employment Initiatives Meeting

Check out the meeting details.



Training

Check out this month's training offerings.

SCC Clarity Office Hours

When: Thursday, April 13th and 27th, 2023

Time: 10-11:30 a.m.

Where: [Zoom](#)

SCC Looker Office Hours

When: Monday, April 3rd and 17th, 2023

Time: 1-2 p.m.

Where: [Zoom](#)



News

Bitfocus is Hiring!

Check out great career opportunities [here](#) as Bitfocus seeks to expand its reach!

We're Hiring!

Questions? Your HMIS Administrator
is happy to help.

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



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