



Santa Clara HMIS News

October 2023

Welcome to the Santa Clara HMIS September 2023 newsletter!

In this edition you'll find the following:

- Check Out This Fun Poll: [As many holidays approach, what's your favorite fall to winter-time holiday?](#)
- Data Standards FY 2024 - Race & Ethnicity
- Report Spotlight - Available Reports
- 2023 User Satisfaction Survey
- [SCC HMIS Quarterly Compliance Certification Checklist - DUE](#)
10/31/2023
- [MyConnectSV Launch!](#)
- Common Error Review: Group Enrollments
- Work Readiness Assessment (WRA)
- Federal Reporting
- Meeting/Upcoming Events - Upcoming Holiday
- Bitfocus is Hiring



Announcements

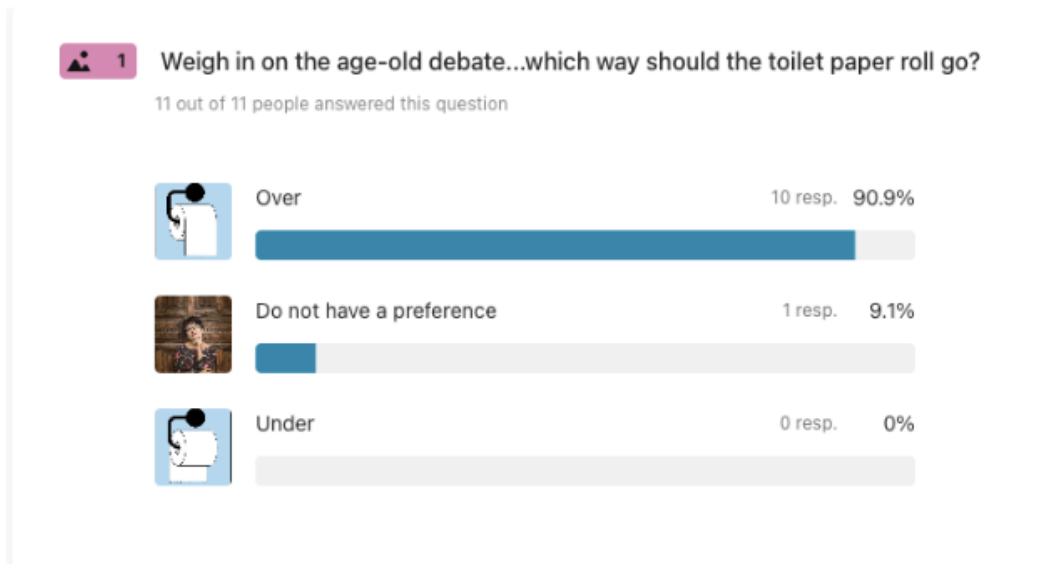
Check Out This Fun Poll

Check Out This Fun Poll: *As many holidays approach, what's your favorite fall to winter-time holiday?*

Click on the following link to complete the poll: **[“As many holidays approach, what’s your favorite fall to winter-time holiday?”](https://bitfocus.typeform.com/to/yD29aOJr)** 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/yD29aOJr>

Here are the results from last month’s poll: Weigh in on the age-old debate... which way should the Toilet Paper Roll go?



Take the poll!



Updates

Data Standards FY 2024 - Race & Ethnicity

Something we would like you to review are the Race and Ethnicity changes in the HMIS profile. It's important that you ask your clients to confirm their Race and Ethnicity now that the new fields are implemented. The new multi-select option provides them with an opportunity to have a more accurate representation in their HMIS record. As you meet with current clients, please ask this question again and update their HMIS profile if changes are needed.

Unsure what the categories mean or how to describe them to clients? Please review the Race & Ethnicity: **How to record Race & Ethnicity in HMIS Crosswalk** found [here](#)!



Report Spotlight

Available Reports Canned Reports & Custom Canned Reports

Thank you for your patience while we update reports in Clarity! Below are more details around how to identify updated reports and when to expect yours to be ready. If you run into any problems or have questions, please don't hesitate to email Angie at angiee@bitfocus.com.

<p>BETA</p> <p>All Bitfocus-maintained reports with the phrase "BETA" required 2024 Data Standards updates and now conform to the new data requirements</p>	<p>RETIRED</p> <p>All Bitfocus-maintained reports with the phrase "RETIRED" still require 2024 Data Standards updates and will be updated during the month of October.</p>	<p>Reports with no phase indication (Beta/Retired) are up-to-date and required no changes</p>	<p>To learn more about Pentaho reports visit HelloDesk's article on our Report Library</p>
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CUSTOM REPORT: UP-TO-DATE	CUSTOM REPORT: OCTOBER UPDATE	CUSTOM REPORT: END OF QUARTER UPDATE
[SCC-100] CCP Housing Retention	[SCC-107] ES/TH Utilization Report - FY2024 Updates	[SCC-106] RRH Utilization Report - FY2024 Updates
[SCC-105] UPLIFT Badge Report	[SCC-112] HP Outcomes Report - FY2024 Updates	[SCC-108] SCC System Wide Utilization - FY2024 Updates
[SCC-110] HP Utilization Report		[SCC-113] System Housing Retention - FY2024 Updates
[SCC-111] CCP Housing Retention [Program Specific]		[SCC-115] PSH Transfers - FY2024 Updates
[SCC-114] Employment Outcomes Report		[SCC-117-AD] System Performance Measures Report [FY 2022] - FY2024 Updates
[SCC-116] PSH Housing Retention		



Updates

Santa Clara County 2023 User Satisfaction Survey - Thank You!

We'd like to thank all HMIS End Users who were able to complete the User Satisfaction Survey. We had a RECORD number of responses this year and we really appreciate all of you taking your time to help us improve processes and remove any potential challenges being experienced. We hope this survey will guide us in creating a better experience for you.

This year we learned more about which reports you're running and the additional support and training your staff would like around running reports! We can't wait to get started on designing more training opportunities in 2024. In the meantime, please check out our existing on-demand trainings around this:

- **General Training:** [Running Data Quality Reports](#)
- **Data Engagement Workshops:** This community specific training series includes everything from entering client data to using the Data Analysis

tab. [See the whole series here.](#)



Report Spotlight

SCC HMIS Quarterly Compliance Certification Checklist - DUE 10/31/2023

Here is what you need to do if you have not submitted your checklist:

1. As the Agency Lead/Security Officer you should complete, sign and return the SCC HMIS Quarterly Compliance Checklist form to Bitfocus.
2. Download the Security Checklist forms on the [SCC HMIS website](#) or use the links provided below:
 - [Quarterly Compliance Certification Checklist and Instructions](#)
 - [Quarterly Compliance Self Certification Form](#) - this form does not need to be submitted to us - retain it for your records.
3. Complete the checklist for HMIS users and workstations on a quarterly schedule (see form for details).
4. Please note you only need to submit the checklist for End Users who accessed HMIS for the first time during this quarter.
 - If there is an active End User at your agency not listed here it is possible, they obtained access previously through another SCC Agency.
 - If you would like to add them to your list, please feel free to do so.
5. Non submission of Checklist will result in inactivation of staff at your agency until submission is received



News

MyConnectSV Launch!

Don't forget that throughout the month of October, providers using MyConnectSV to send client requests will be entered into raffle!

What can you win?

- Send at least one invite and be entered to win a \$50 gift card.
- Send at least 10 invites and be entered to win a \$75 gift card.

How can I learn more about MyConnectSV?

Checkout the provider resources and trainings [here](#).

How can my client learn more about MyConnectSV?

- Invite them to the MyConnectSV Launch party on November 7 in St. James Park! [Click here to check out the details](#).
- Share MyConnectSV.org with them so that they can learn how to use the new tool and what the benefits are for them!

Join us in celebrating the launch of MyConnectSV.org!



**TUESDAY,
NOVEMBER 7TH**
11AM - 3PM

at Northeast corner of
ST JAMES PARK





How-to

Common Error Review: Group Enrollments

We have seen a larger number of errors regarding group enrollments recently. When you enroll a group but fail to complete the enrollment screen for the additional household members this is flagged in the HUDX-225 as a HoH error. When you add household members in HMIS incorrectly, this will also create errors in the enrollment. Below are steps to review to ensure you know how to prevent these errors.

First follow the guidance in the first Help Center article that will connect clients to one another in the household on the profile level:

[How Do I Create a Household and Manage Members?](#)

But, if you do add a client to an existing household, you should not proceed to enroll the client/new profile as you would normally enroll a client. Instead, you should follow the guidance in the second article:

[How Do I Add a New Household Member to an Enrollment?](#)

And if you run into any issues or have any questions, you can contact the HelpDesk by chat, phone, or even email!



Announcements

Work Readiness Assessment (WRA)

The Work Readiness Assessment was created in Santa Clara County in partnership by JobTrain to coordinate and refer individuals to job seeker and/or

career training services. The purpose of this assessment is to assist individuals with the tools they need to become financially self-sustainable.

If you are an Agency that would like to use the WRA assessment tool please check out this [FAQ](#) for next steps and staff requirements.



Updates

Federal Reporting - Upcoming LSA

The 2023 federal reporting season is approaching! Prep for two of HUD's major CoC reports will commence soon: the Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM).

HUD's Longitudinal Systems Analysis (LSA) is a report submitted to HUD annually that includes a complex analysis across key projects participating in the Continuum of Care (CoC) Homelessness Management Information System (HMIS). The LSA replaced the Annual Homeless Assessment Report's (AHAR) data component in the 2018 reporting year.

HUD's System Performance Measures (SPM) focus on evaluating local homeless responses as a coordinated system of homeless assistance options. This data is reported to HUD annually and includes key indicators of a high performing system including length of time homeless, exits to permanent housing, returns to homelessness, and more.

[Continue reading](#)



Upcoming Events

Meeting/Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting**When:** Thursday, November 2, 2023**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.

Service Providers Network Meeting**When:** Wednesday, November 8, 2023**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**Coordinated Entry Work Group****When:** Thursday, November 9, 2023**Time:** 1:00 – 2:30 p.m.**Where:** [Zoom](#)**Data Think Tank****When:** Tuesday, November 14, 2023**Time:** 10:00 – 11:00 a.m.**Where:** Email Angiee@bitfocus.com for Zoom Link**VI-SPDAT In Person Training****When:** Wednesday, November 15, 2023**Time:** 9:00 a.m. – 1:00 p.m.**Where:** [Register Here!](#)**SCC TA Office Hours****When:** Wednesday, November 29, 2023**Time:** 10:00 - 11:00 a.m.**Where:** [Zoom](#)

Rapid Rehousing and Employment Initiatives Meeting (In-Person)

When: Thursday, November 23, 2023

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

Where: Charcot Training Center Suite #102
2310 N First St. San Jose, CA 95131



Training

Check out this month's training offerings.

SCC Looker Office Hours

When: Thursday, November 13 and 27, 2023

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

Where: [Zoom](#)

SCC Clarity Office Hours

When: Thursday, November 9 and 23, 2023

Time: 10:00 - 11:30 a.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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