Welcome to the Santa Cruz HMIS April 2024 newsletter!

In this edition you'll find the following:

- Upcoming Events
- Please Review Client Info
- How-To: Add Client Contact Info
- HMIS Policies & Procedures Reminder: 90-Day Assessment Policy
- Clarity Human Services Feature Update: Client Record URL now contains client's Unique Identifier
- Bitfocus is Hiring!

Upcoming Events

Upcoming Events

Housing for Health - HMIS Workgroup

Monday, June 24 | 1:00 - 2:30 p.m. | Register HERE

This monthly virtual meeting provides a regular opportunity for sharing related to HMIS implementation among all HMIS Leads and users. In this meeting, we discuss specific solutions to system issues end users may be experiencing, along with community-wide initiatives. We would love to have you join us! ***Please note that this meeting is required for HMIS Agency Leads.***

Clarity Human Services Office Hours

Tuesday, May 28 | 3:00 - 4:00 p.m. I Register HERE

We host office hours every fourth Tuesday of each month. Drop-in for as long or as short as you'd like to ask any and all questions related to HMIS or Clarity Human Services. All users are welcome. Please join us within the first 15 minutes or we will assume nobody will be joining us for Office Hours and we will close out the Zoom meeting.

Announcements

Please Review Client Information in the HMIS

As you are meeting with your participants, please take some time to review the participant's information to make sure their preferences are accurately reflected in the HMIS. With the updated Data Standards rollout on 10/1/23, HUD implemented new guidance to make the HMIS data standards more person-centered and inclusive.

As an HMIS user, it is important to make the time and space to review all of the participant's profile and enrollment information with them in order to be sure that their data in the HMIS is aligned with how they identify. Perhaps their pronouns, gender identity, race and ethnicity, or sexual orientation wasn't previously captured in a way that they closely identified with, and now that HUD has expanded many of the available response options for these fields, they may find their identity preferences can be more accurately captured. All HMIS users share the collective responsibility of updating client data to make sure participant preferences are accurate and up-to-date.

On the Client Profile, please be sure to review the following demographic data with your participant and update it as necessary:

- **Pronouns**
- **Gender**
- **Race and Ethnicity**
    - **Additional Race and Ethnicity Detail**

On the Client Profile, please be sure to review the following demographic data with your participant and update it as necessary:

- **Sexual Orientation**

How-to

Client Contact Tab

The “Contact” tab within the client record is where you will go to create and update a participant’s contact information (phone numbers and email address). Multiple contact records can be created in a client record, allowing you to save contact information for family members, case workers, primary care providers, employers, emergency contacts, and other important contacts.

Creating multiple contact records is important for coordinating care between providers, for connecting participants to resource and housing opportunities, getting in touch in the case of emergencies, and much more. For example, adding contact information for a participant’s primary care provider enhances case management and care coordination efforts between providers. Adding a primary care provider contact, if applicable, is especially important now because there are a lot of new benefits available through CalAIM for those who are experiencing homelessness and recipients of health care through Medi-Cal. These new resources are available through primary care providers, which is why adding this contact type for your participants, when applicable, is so important.

Contact information can change over time, so it is recommended to confirm contact information every time you engage with your participants. When you have conversations with your participants, remembering to update the contact tab will provide the most up-to-date information for the next provider to reach out to this person with an opportunity. Please don't miss this important step!

For the detailed steps on how to create, view, and modify contact records, please visit the Help Desk article, "**Client Contact Tab**."

Updates

HMIS Policies & Procedures Reminder

Current Living Situation & Status Update Assessments

This is a friendly reminder of the policy change to the collection of a participant's Current Living Situation (CLS) Assessment and Status Update Assessment. Here are the details:

- **A Current Living Situation Assessment is required at the time of program enrollment, and must be completed immediately after completing a client's program enrollment.** It's important to note that the Current Living Situation Assessment collects where the client anticipates staying *that night*, which is different from the Prior Living Situation questions, which ask where the participant stayed *the night before*, collected during the program enrollment.

- **Whenever a participant's situation changes, *or at least every 90 days*, another Current Living Situation Assessment must be completed. A Status Update Assessment must be completed at this time as well.**

Housing for Health Partnership "reset the clock" on this requirement to January 1, 2024 - meaning that compliance with this policy will be looked at from 1/1/24 going forward. That being said, it is April now, so 90-day assessments are now past due for participants who have been enrolled since January.

We encourage you to check out **this visual aid** to help you understand the expectations of this policy.

Policy Recommendations
Current Living Situation and Status Update Assessments

	All Funding Sources			
	At Program Enrollment		When Participant Situation Changes or At Least Every 90 Days	
	Current Living Situation Assessment	Status Update Assessment	Current Living Situation Assessment	Status Update Assessment
Coordinated Entry				
Services Only				
Street Outreach				
Emergency Shelter - Night-by-Night				
Emergency Shelter - Entry Exit				
Transitional Housing				
PH - Rapid Re-Housing				
PH - Permanent Supportive Housing				
PH - Housing with Services				
PH - Housing Only				

** The Current Living Situation Assessment collects where the client anticipates staying that night. This differs from the Prior Living Situation question collected at program enrollment which asks where the participant stayed the night before.*

November 2023 1

Clarity Human Services Updates

Client Record URL Now Contains Client's Unique Identifier

The URL for a client's record now contains the client's **Unique Identifier** (UID). Users can edit the URL to navigate to another client's record instead of returning to the search page.

If a client's record has been merged with another client's record, and a user enters the first client's UID into the URL:

- The system directs the client to the merged record.
- The URL is automatically changed to show the UID of the merged record.

The old URLs with the previous General ID will be maintained for at least six months after release.

News

Bitfocus is Hiring!!

Bitfocus hiring for multiple positions! Check out our job postings **here.**

Apply today!

Questions? Your HMIS Administrator is happy to help.

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