



## Santa Cruz HMIS News August 2024

Welcome to the Santa Cruz HMIS August 2024 newsletter!

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

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- HUD Notice of Funding Opportunity (NOFO) for FY24-25



### Upcoming Events

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## Housing for Health - HMIS Office Hours

Monday, September 23 | 1:00 - 2:30 p.m. | Register [HERE](#)

Housing for Health and Bitfocus host office hours every **fourth Monday of each month** (in lieu of HMIS Workgroup meetings). **For September's Office Hours, we will be re-purposing the time to discuss updates you will see soon to the HMIS screens and forms.** Please see the next section of this newsletter for more details.



## Announcements

### Special Announcement: The Next Generation of Clarity Human Services

We have some exciting news to share with you! Clarity is getting an exciting update to its look and feel and we are eager for you to take a look! Clarity Human Services will be launching the "Next Generation of Clarity Human Services" - which is a brand new User Interface (UI) beta - on September 17 at [Clarity Connect](#).

As a reminder, the beta version of the new user interface will first focus on the main "client/program" area of the system: client profiles, household management, program enrollments, and services. This update will mean that Clarity is much more mobile friendly for staff entering data via tablets or phones. It will also be easier to see the steps or "workflow" for entering data to help users enter all required data along the way. For more information on the UI beta, please [click here](#).

For those of you who joined us for August's Office Hours, you saw a demo of the new User Interface. Thank you again for your partnership to provide us with valuable insight on what you believe our developers should be focusing on to improve our software. Your perspective is very important!

**The plan is to go-live with turning on the new user interface on October 1, 2024.**

You will be able to go back and forth between the new and existing user interfaces with the click of a button. Any features that are not yet available in the new user interface will automatically route you back to the existing interface to complete

your work. Additionally, we have also implemented some updates to the HMIS screens and forms that you will see at this same time.

We will be discussing this at the [September HMIS Office Hours on 9/23/24](#). Please join us then to be part of this discussion!



## Clarity Human Services Updates

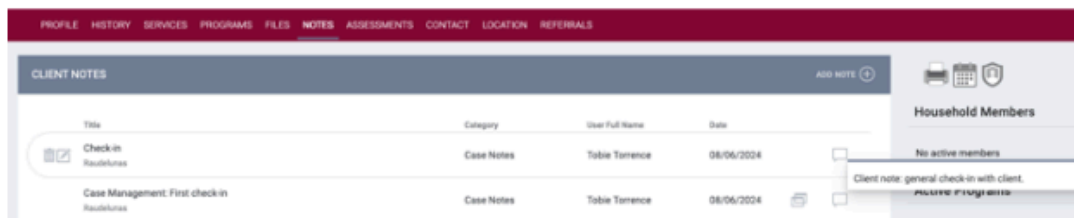
### Feature Updates

#### Updated: Preview Notes with Icon Pop-up - coming in September

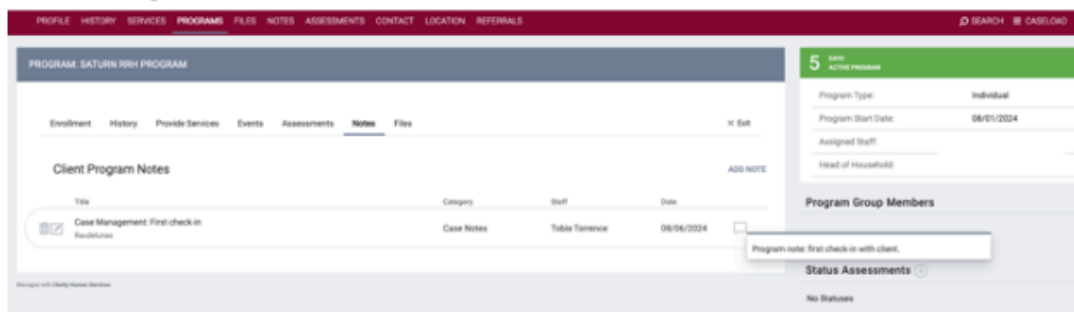
**Notes** now include an icon that allows you to see a preview of the note's content. This update aims to give you a more accessible view of notes in a client's profile, both at the client and program levels.

To access the preview, hover the mouse cursor over the "Notes" icon.

#### Client Notes:



#### Client Program Notes:



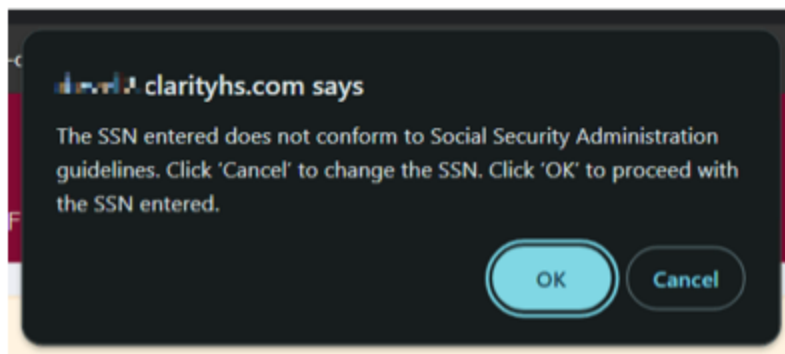
The Notes icon is visible based on [sharing settings](#) and [access rights](#).

## Updated: Invalid Social Security Number (SSN) Warning - August 2024

When you enter a SSN for a client, the system will check to see if the SSN is valid based on Social Security Administration guidelines. An SSN is considered invalid if any of the following are true:

- The last four digits of the SSN are '0000'
- The first three digits are '000', '666', or start with '9'
- The middle digits (i.e., digits 4 and 5; the second grouping of digits) are '00'
- The digits are repetitive, like 000-00-0000, 111-11-1111, 333-33-3333, etc.
- The digits are sequential, like 123-45-6789 or 987-65-4321.

If the SSN is invalid, the system displays the following pop-up: *“The SSN entered does not conform to Social Security Administration guidelines. Click ‘Cancel’ to change the SSN. Click ‘OK’ to proceed with the SSN entered.”* This pop-up appears before the *“An existing client has been found matching the SSN entered”* pop-up appears.



### If you click “Cancel”:

- The pop-up disappears
- Your mouse will return to the first digit of the SSN.
- The SSN field is underlined in red.
- You can change the SSN and save the profile with the edited SSN.
- If you enter another invalid SSN, the pop-up appears again. This continues until a valid SSN (or one with 1-9 non-numeric characters) is entered.

### If you click “OK”:

- The pop-up disappears.
- The SSN field is not underlined in red.
- You can save the profile with the invalid SSN.

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## Updated: Allow Entry of Non-Numeric Characters for Unknown/Refused SSN Digits - August 2024

Clarity will now allow you to enter a non-numeric character for any digits of a client's Social Security Number (SSN) that is unknown or refused by the client, and the system will automatically convert those non-numeric characters to an "x."

- If a non-numeric character is entered for all 9 digits of the SSN, the "Quality of SSN" field defaults to "Client doesn't know" but is editable.
- If any digit in the SSN has a non-numeric character (such as xxx-45-6789, 123-xx-6789, 12x-x5-6789, 123-45-x789, etc.), and there are no more than 8 non-numeric characters in the SSN, the "Quality of SSN" field defaults to "Approximate or partial SSN reported" but is editable.

If you enter in all 0's for a client's SSN, the system will automatically replace the 0's with x's when you save the client's profile, and the "Quality of SSN" field also defaults to "Client doesn't know," but is editable.



## Updates

### Important Reminders: Entering Client Data

#### Expired ROIs

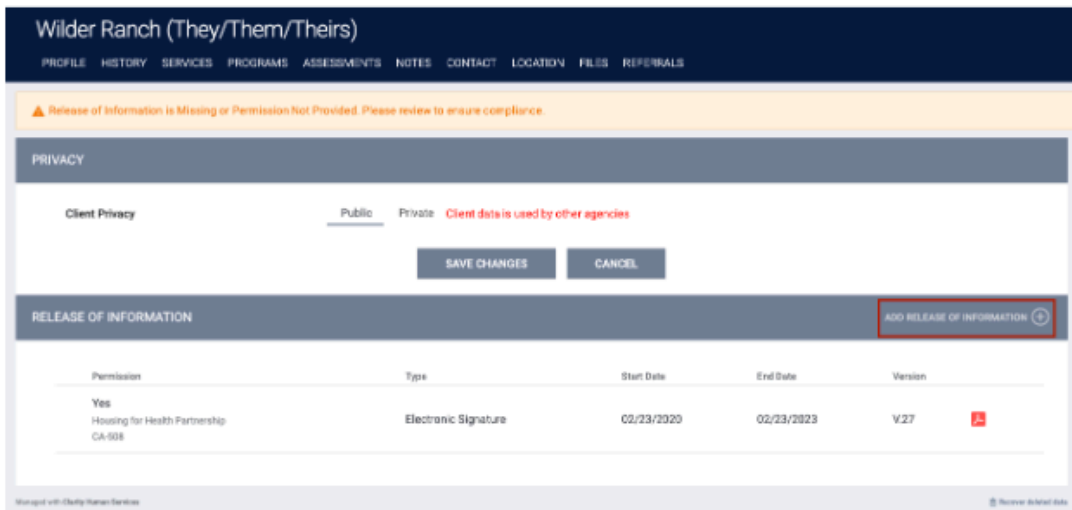
This is an important reminder that client data should **NOT** be entered in the HMIS for anyone who has an expired ROI. We are noticing that client data has been entered in these cases. Please be sure you are protecting your participant's data by entering a new ROI record when it is expired or missing. This is a responsibility that all HMIS users share in the common goal of serving

unhoused participants on their journey to end homelessness. Please see step-by-step instructions on how to enter a new ROI record below:

To access ROI information within an existing client record, click the **Client Privacy** shield icon, which navigates you to the **Privacy** page.



In the **RELEASE OF INFORMATION** section, any previously recorded ROI records are listed. To add a new record, click **ADD RELEASE OF INFORMATION**.



### Federal/State Benefits Naming Convention

Another responsibility all HMIS users share is making sure to capture a participant’s data accurately. We know it’s very confusing that California State’s implementation of some federally-funded programs are named differently - this includes programs related to income, non-cash benefits, and health insurance. While the [HMIS paper forms](#) provide more context on the naming conventions, we are aware that the HMIS screens currently do not. We are working to update the HMIS screens to help make the naming conventions less confusing, and this is part of the screen updates you will see on October 1.

As a helpful reminder, we have listed the state-specific naming conventions for the following federally-funded programs you see on the Program Enrollment, Status Update/Annual Assessment, and Exit screens:

In the **Monthly Income and Sources** section:

- **Temporary Assistance for Needy Families (TANF)** is the federal program name for California's **CalWORKs** program. If the participant receives CalWORKs funds, please select TANF in the Monthly Income and Sources section.
- **Social Security Income (SSI)** is for participants who are disabled *without* a significant work history.\*
- **Social Security Disability Insurance (SSDI)** is for participants who are disabled *with* a significant work history.\*

In the **Non-Cash Benefits** section:

- **Supplemental Nutrition Assistance Program (SNAP)** is the federal program name for California's **CalFresh** program. If the participant receives CalFresh benefits, please select Supplemental Nutrition Assistance Program (SNAP) in the Non-Cash Benefits section.
- Just like in the Income section above, **TANF** is the federal program name for California's **CalWORKs** program. Any time you see TANF, this is referring to CalWORKs: TANF Childcare Services, TANF Transportation Services, Other TANF-Funded Services.

In the **Health Insurance** section:

- **Medicaid** is the federal program name for California's **Medi-Cal** program. If the participant has Medi-Cal health insurance, please select Medicaid in the Health Insurance Section.

\*While the names for these federal programs do not have CA-state specific names, we know that the difference between SSI and SSDI is often confusing to both HMIS users and participants. Participants may not always know which one they are receiving, so it is always important to confirm this with your participants.



## Announcements

## “Spring into Summer” HMIS User Survey - Raffle Winners

The deadline to respond to the [“Spring into Summer” HMIS User Survey](#) was July 19, 2024, and the survey is now closed. **Congratulations to the 3 raffle winners who won gift certificates to the Homeless Garden Project! Our three raffle winners are: Rebecca Cooper with People First, Jessica Mills-Denti with Front St, and Juan Garcia with Housing Choices!**

We had a total of **49 responses** and we thank each and every one of you who took the time to provide your feedback in this survey. We appreciate your feedback and we can't wait to start reviewing it! We will use your survey responses to address any concerns brought to our attention, create new resources, and hopefully to boost your engagement and confidence using the HMIS.

Please do not hesitate to reach out to us or H4H staff with any questions or concerns about the HMIS User Survey.



### Updates

#### Data Quality Dashboard and Report Content

Please see the pictures below for the agency-level data quality dashboard and report content updates. This is updated monthly - check it out!



**Data Quality**

- Completeness – data is complete
- Timeliness – data is entered timely
- Accuracy - data is entered accurately
- Consistency – data is consistent , no contradictions of data

**Why is Data important?**

- Data is used to drive the decision-making process of how funding is allocated.

©HIO Data Quality Toolkit

```

    graph LR
      G([Garbage]) --> DB[Database]
      AD([Accurate Data]) --> DB
      DB --> SG([Sorted Garbage])
      DB --> AI([Actionable Insight])
  
```

Continue reading

### Contract Metrics

Additionally, we would like to share some more information on the Contract Metrics for this Fiscal Year. Please see the pictures below and continue reading for more information.



Continue reading



## Spotlight

### HUD Notice of Funding Opportunity (NOFO) for FY24-25

It is that time of year again! The U.S. Department of Housing and Urban Development's (HUD) Notice of Funding Opportunity for the FY2024 and FY2025 Continuum of Care (CoC) Competition and Renewal and Replacement Non-Competitive Award of Youth Homelessness Demonstration Program Grants (CoC/YHDP NOFO) was released on July 31, 2024. [The NOFO can be found here.](#)

An estimated **\$6.88 million** is available for one-year grants in Santa Cruz County. The HUD deadline is October 30, 2024, although earlier internal deadlines will also apply.

On July 22, 2024, HUD released a separate competitive one-time Continuum of Care Builds Notice of Funding Opportunity (CoCBUILDS NOFO). [The CoCBUILDS NOFO can be found here.](#)

**More information**, including local meetings and internal deadlines can be found on [the Housing for Health Partnership site here.](#)

**Questions? Your HMIS Administrator is happy to help.**

**Phone: 831-713-2288**

**Email: [santacruz@bitfocus.com](mailto:santacruz@bitfocus.com)**



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