



Santa Cruz HMIS News

May 2023

Welcome to the Santa Cruz HMIS May 2023 newsletter!

In this edition you'll find the following:

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- New List of Standard Services in the HMIS
- New Program Request Form
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- How To: Secure Messaging within the HMIS & Public Alerts
- Bitfocus is Hiring!



Upcoming Events

Upcoming Events

Housing for Health - HMIS Workgroup

Monday, June 26th | 1:00 - 2:30 p.m. | Register [HERE](#)

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!

Clarity Human Services Office Hours

Tuesday, June 27th | 3:00 - 4:00 p.m. | 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.



News

“Spring into Summer” HMIS User Survey

Earlier this month, we launched the [“Spring into Summer” HMIS User Survey](#) that was sent out to all active HMIS users. The goal of this survey is to assess your use of the HMIS and to identify possible gaps in support, training, and other resources. 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. We will also share the feedback we receive at a future HMIS Workgroup meeting.

The survey is anonymous, so your name, email address, or agency will not be attached to your answer in any way. The survey asks a few questions about your role solely to help us understand trends across different types of users. While the survey is voluntary, we are hoping to get as many responses as possible. **To sweeten the deal, you will have the option to be entered into a raffle for 3 \$25 gift cards.** This survey is designed to be anonymous, however, in order to enter you into the raffle, we need to know who you are! You also must complete the entire survey to be entered into the raffle.

We encourage you to take the time to respond thoughtfully to this survey. We are here for you and want to support you using HMIS in your work as best as

possible! But we cannot know where you need more support unless you bring that to our attention, so this survey is designed to do just that. Your feedback is very important to our ability to support you in the ways that you need it.

The deadline to respond is June 19th, 2023. You should have received an email blast from us with this information as well, and we will continue to send out weekly email reminders with the link to this survey. Please do not hesitate to reach out to us with any questions or concerns about the HMIS User Survey.



Updates

HMIS Reboot Updates

Upcoming Privacy & Security Trainings

Housing for Health will begin holding the first of two *mandatory, in-person* HMIS reboot trainings. This first training is on HMIS Privacy and Security and it is three hours long. It will cover all the privacy and security related requirements and protocols for HMIS Users and Agencies, as laid out in the new **Policies and Procedures** documents. If you have not already done so, please review this document ahead of the training.

The sign up sheet for the trainings can be accessed [here](#). Please note that each class has limited space so please sign up before the spaces fill up. *Completion of this training is mandatory, and you must complete an in-person training to avoid being locked out of the HMIS on July 31.*

Please reach out to Loren White at Loren.White@santacruzcounty.us if you have any questions or concerns related to the HMIS Reboot.

	Date	Time	Location
1 st Training	June 5th	1pm-4pm	18 W. Beach St. Watsonville Training Room 2 & 3
2 nd Training	June 6th	9am-12pm	HSA 1400 Emeline. Training Room 206 & 207
3 rd Training	June 6th	1pm-4pm	HSA 1400 Emeline. Training Room 206 & 207
4 th Training	June 15th	1pm-4pm	18 W. Beach St. Watsonville Training Room 2 & 3
5 th Training	June 16th	9am-12pm	18 W. Beach St. Watsonville Training Room 2 & 3
6 th Training	<i>TBD, July date if necessary</i>	<i>TBD</i>	<i>TBD</i>



Updates

New List of Standard Services in the HMIS

Bitfocus in partnership with the Housing for Health team recently updated and expanded the standard list of services available for most programs in the HMIS!

These services were added to standardize the way programs track the provision of participant services, facilitate programs' tracking of service provision in HMIS, and align with CalAIM service categories.

These services fall under four categories:

1. **Housing Transition Navigation Services:** used when a participant is unhoused
2. **Housing Tenancy and Sustaining Services:** used when a participant is in permanent housing
3. **Referrals:** used for all referral types
4. **Financial Assistance:** only used when the agency entering the service information is also the agency directly providing the financial assistance (i.e. cutting the check)

The new list of standard services have not, for the most part, been added to the PATH or SSVF HMIS programs given their specific funding requirements. The one exception is the addition of the “**Assistance Securing One-Time Housing Assistance Funds**” service option to be used by PATH and SSVF programs when the program requests financial assistance for participants from other agencies (i.e. the other agency cuts the check).

Please contact Bitfocus or Housing for Health if you have any questions regarding the new options!



News

New HMIS Program Request Form

We have rolled out a new form to make new program requests for the HMIS. You can find this form on the Santa Cruz [HMIS Support Website](#) under “New Program Request,” or with [this direct link](#) to the new form.

We will not accept the old program request form through Google Forms going forward; all new program requests from this point forward must be completed using the new program request form. Please note that only Agency Leads may request new programs within the HMIS.



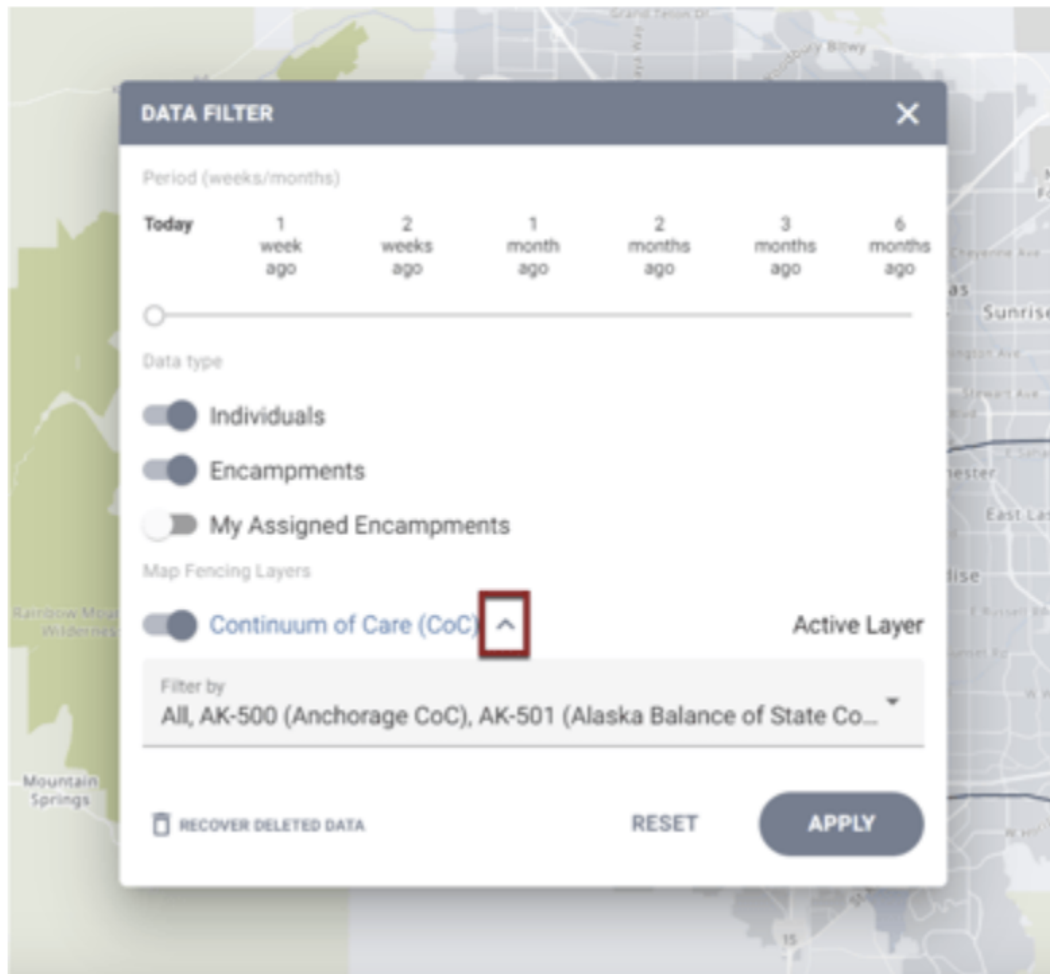
Clarity Human Services Updates

Clarity Human Services Feature Updates

Outreach

The [Outreach map](#) can now be filtered by individual layers within [Map Layer Groups](#). This function is accessed by a new down/up arrow next to the group name on the [Data Filter pop-up](#).

When the user opens the drop-down, all the options in the picklist are selected. The user can select multiple layers, even from different Map Layer Groups.



How-to

Clarity Human Services Feature Updates

In [last month's newsletter](#), we discussed the importance of creating and updating client contact information within the **“Contact” Tab** in the HMIS. We recommended using the [secure messaging](#) feature within the HMIS to reach out to other staff listed in the client’s **“Care Team”** if you do not have the permission to update the client contact information.

We also mentioned the possibility of setting a public alert on the client’s record to make note that the contact information had been (or needs to be) updated.

[Continue reading](#)

News

Bitfocus is Hiring

Do you enjoy developing and maintaining comprehensive partnerships with customers at multiple

We're Hiring!

levels, anticipating needs and providing solutions as a critical part of a region's homelessness response systems? If this sounds like the ultimate environment to you, check out our open career opportunities [here](#).

Questions? Your HMIS Administrator is happy to help.

Phone: 831-713-2288

Email: santacruz@bitfocus.com



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