



Santa Cruz HMIS News

May 2024

Welcome to the Santa Cruz HMIS May 2024 newsletter!

In this edition you'll find the following:

- Upcoming Events
- Announcement: Changes to H4H HMIS Workgroup
- Data Quality Dashboard and Report Content
- Clarity Human Services Feature Updates: May 2024
- Clarity Toolbox: Data Quality Fields
- Report Spotlight: Using the Report Library
- Bitfocus is Hiring!



Upcoming Events

Upcoming Events

Housing for Health - HMIS Office Hours

Monday, June 24 | 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). Drop-in for as long or as short as

you'd like to ask any and all questions related to the HMIS. All users are welcome. Please join us within the first 15 minutes or we will assume nobody will be joining us for Office Hours.



Announcements

Changes to H4H HMIS Workgroup

Housing for Health (H4H) has decided to cancel the monthly HMIS Workgroup meetings going forward - effective this month, as the May meeting would have fallen on Memorial Day. In its place, the regularly scheduled HMIS Workgroup meetings will be converted to an HMIS Office Hours styled call, and we will no longer be hosting the monthly Office Hours on the fourth Tuesday of each month.

The monthly HMIS Office Hours that will take the place of the HMIS Workgroup meetings will be for any and all HMIS users that have questions, concerns, or are experiencing issues related to the HMIS. To attend the Office Hours and have your HMIS items addressed by H4H and Bitfocus, you will need to use the same [registration link](#) that we previously hosted the HMIS Workgroup from.

Please note that H4H still plans to hold HMIS Workgroup meetings, but will move from regularly scheduled monthly calls to holding them only when there are important changes/updates to notify Users about. Additionally, instead of holding them remotely, H4H plans to **hold them in person**. Attendance at these in person *ad hoc* meetings will be **mandatory for all HMIS Agency Leads** and recommended, but not required, for non-Agency Lead HMIS users.

Lastly, the agency-level data quality dashboard and report content that we have been leading off the HMIS Workgroup meetings with will now be included in these monthly newsletters - keep reading for more details!

If you have any questions or concerns about these changes, please reach out to Loren White at loren.white@santacruzcountyca.gov.



News

Data Quality Dashboard and Report Content

Please see the pictures below for the agency-level data quality dashboard and report content updates. This will be a new monthly segment in each newsletter!

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.

*HUD Data Quality Toolkit

```

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

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Clarity Human Services Updates

May Updates

We have three exciting feature updates we'd like to share with you in this month's newsletter!

Personal ID "Fuzzy Matching"

The [March 2024 Feature Updates article](#) introduced a process for automatically identifying and deduplicating records whenever a client record is created, recovered, or updated. The system searches for any client records with

Personal Identifying Information (PII) that exactly matches the PII in the new/recovered/updated record but have a different **Personal ID**. Prior to this month's update, if no exact matches were found, the system would stop searching.

With this update, if no **exact** matches are found, the system will now look for records that are **likely** a match, according to parameters established using the Levenshtein "fuzzy matching" algorithm. This method provides highly accurate identification of records that should be deduplicated because they are associated with the same client.

Coordinated Entry Event "Note" Icon

The icon that appears in the client's **HISTORY tab** for any services or referrals that have notes associated with them will now also appear for Coordinated Entry events that have notes associated with them.



The icon will also appear in the **Events tab** of a Coordinated Entry program enrollment. Users can hover over the icon to view the text of the note.

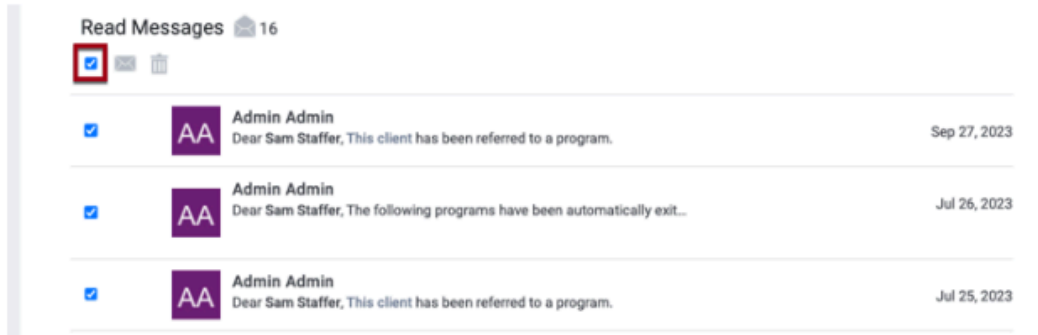
Bulk Management of Clarity Inbox Messages

The **Clarity Inbox** now includes the ability to select multiple messages so that more than one message at a time can be deleted, marked as "Read," or marked as "Unread."

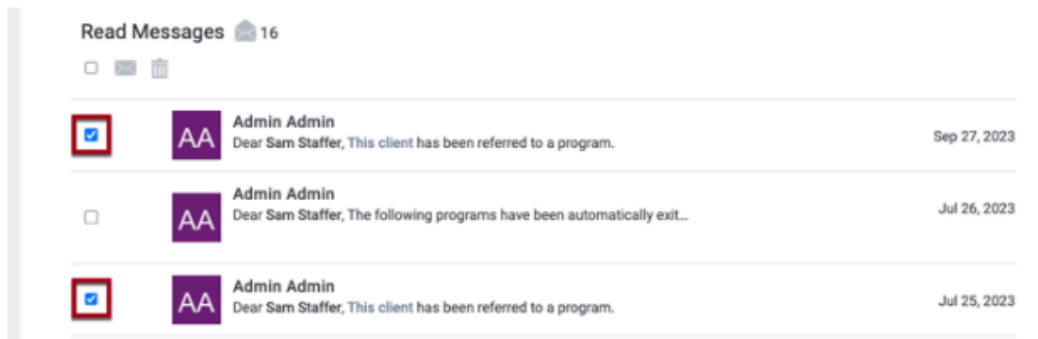
As part of this update, the **Unread Messages** and **Read Messages** are now displayed on separate pages instead of on the same page. The new **Message Status** sidebar allows you to choose which list to view.



To select all messages in the list, check the box at the top of the list.



To select multiple messages in the list, check the box next to the individual messages.



To delete the selected messages, click the trash can icon.

To mark the selected **Unread Messages** as “Read” and move them to the **Read Messages** section, click the open envelope icon at the top of the list.

To mark the selected **Read Messages** as “Unread” and move them to the **Unread Messages** section, click the closed envelope icon at the top of the list.



Training

Clarity Toolbox

Data Quality Fields: What They Are and Why They Matter

When you create a new client in HMIS, you're asked to fill out three data quality fields - Quality of Social Security Number, Quality of Name, and Quality of Date of Birth.

CREATE A NEW CLIENT

Social Security Number

1. Quality of SBN

Last Name

First Name

2. Quality of Name

3. Quality of DOB

Date of Birth

Each of these fields has five possible response options:

- A "full" value option for the field in question
- An "approximate or partial" value option for the field in question
- "Client doesn't know"
- "Client prefers not to answer"
- "Data not collected"

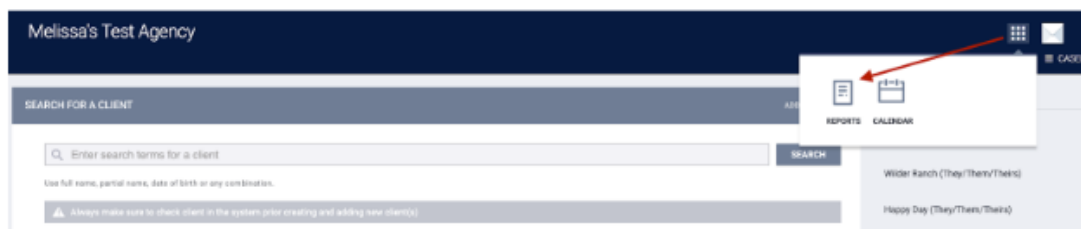
Continue reading



Report Spotlight

Using the Report Library

The [Report Library](#) contains all Bitfocus-maintained reports developed using the [Pentaho platform](#). To access the *Report Library*, click the *Reports* icon from the *Launchpad*.



The *Report Library* contains sections for each report category. Selecting the down arrow to the report categories (right) expands that report section to show the reports within it.

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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.

Phone: 831-713-2288

Email: santacruz@bitfocus.com



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