

January 2025 TA/Agency Lead Minutes



MEETING OBJECTIVES

UPDATES

- CoC Updates
- UPIFT Updates
- HMIS Newsletter

IN THE KNOW

- A Year in Review
- SCC User Satisfaction Survey 2024 Results
- Federal Reporting – LSA Submission
- Federal Reporting – HIC/PIT

MEMOS

- 2025 Performance Management Work Group
- SCC HMIS Quarterly Compliance Certification Checklist – DUE 1/31
- Recently Assessed & Not on CHQ
- Holiday Schedule
- Next Month's Meeting

UPDATES

CoC Updates

The upcoming Point-in-Time Count will take place on the mornings of January 22nd and 23rd, 2025.

The bi-annual Point-in-Time Count, which is required by HUD, provides an opportunity to identify how many individuals are homeless in our community and some of their key characteristics.

PIT Count data are the primary data used for federal

funding allocations and national estimates of homelessness.

This year surveys will be conducted as a first option in data collection, rather than relying on a primarily observational approach, as was the case in previous counts.

If a survey is not possible, an observational count will be conducted.

This new methodology that is expected to provide a more accurate and detailed representation of the homeless population in Santa Clara County.

Please see the link below for the Volunteer Registration Portal. All volunteers should first register and then download the Counting Us App afterwards. If the Counting Us app asks for a setup key, please enter "SantaClara".

1. Sign up on the Volunteer Registration Portal: <https://santaclara.pointintime.info/>
2. Download the Counting us App (on your phone):
<https://play.google.com/store/apps/details?id=com.simtechsolutions.countingus&hl=en>
<https://itunes.apple.com/us/app/counting-us/id1073505838?mt=8>

After signing up to volunteer you will be able to drop location pins. Even if you are only dropping a location pin, you would need to sign up as a volunteer. There is a "Additional Comment" box at the end of the registration process where you can indicate that you are only dropping location pins.

Video Instruction about Location pins:

https://www.youtube.com/watch?v=Hdu6t75N_XQ

If you know of any locations for people who are



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experiencing homelessness - unsheltered or living in their cars, it would be helpful if you could drop a location pin so that we survey/count these individuals on the day of the PIT Count.



SANTA CLARA COUNTY CONTINUUM OF CARE
2025 PIT Count
Recruiting Volunteers!

People with lived experience get a \$150 gift card for each Count day volunteered.

The Point-in-Time (PIT) Count is a critical survey effort to count all Santa Clara County neighbors experiencing homelessness.

This is essential to better understand the experiences of unhoused people in our community, secure federal funding, and inform our local strategies to end homelessness.

For more information, visit: scc.hhs.sccgov.org/2025-PIT

January 22
January 23
Mornings

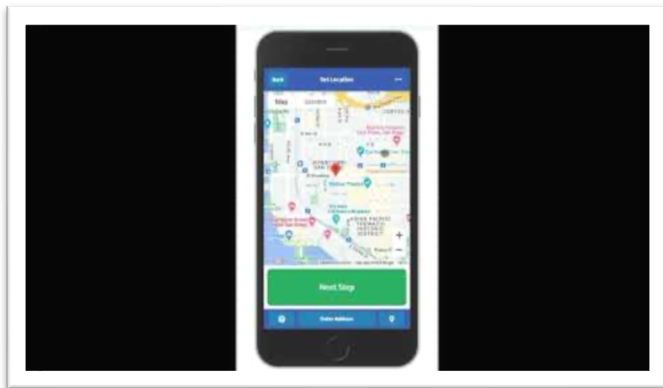
Sign Up Today!

- Register on the Volunteer Portal by visiting bit.ly/VolunteerPortal OR scanning the QR Code
- Follow next steps to download the Counting Us app

How Can You Support?

- Before the Count:** Share location pins of households experiencing homelessness to help us know where to send volunteers.
- During the Count (Jan 22-23):** Volunteer on one or both days to complete brief surveys of households experiencing unsheltered homelessness.

Questions? Please contact: leila.gurshahi@hhs.sccgov.org
 Leila Gurshahi
 County of Santa Clara
 Office of Supportive Housing



Upcoming Events

January 2025				
MON	TUES	WED	THURS	FRI
		1 Bifocuss Closed	2 10am SCC Client Office Hours HMIS Technical Administration (TII) Agency Lead Meeting	3
4 1am SCC Locker Office Hours	5	6	7	8 9am PIT Community Meeting
9	10	11	12	13
14 Data Think Tank 9am SCC CAC VSP/PII Training	15 2pm Santa Clara County Homelessness Continuum of Care Sexual Orientation, Gender Identity, and Gender Expression (SOGIE) Training	16 2pm Performance Management Work Group	17	18
19	20 MLK Jr. Holiday Observed Bifocuss Closed	21	22	23 3pm Rapid Rehousing & Employment Initiatives Meeting 2210 N. First St., LED Training Room (Second SCC Building)
24	25	26	27	28
29	30	31		

UPLIFT Updates

REPLACEMENT/POOLED PASS PERIOD BEGINS

FEBRUARY 1ST, 2025

Replacement/Lost Passes

- If your agency has allocation remaining:** You can request a replacement now (will count towards your agency total)
- If your agency does *not* have allocation remaining:** You can request a replacement starting February 1st
- If a replacement badge is needed, make a request for a "Badge Only" on HMIS **AND** notify UPLIFT@hhs.sccgov.org.
- We will contact listed case managers if any lost UPLIFT passes are found and turned into our office

POOLED-PASS PERIOD REMINDERS

- If your agency has allocation remaining: Requests submitted by 11:59pm on January 31st will still be processed first
- If you *do not* have remaining allocation
 - DO NOT** submit your request before 01/30, or else it will be at risk of being removed when we clean HMIS requests
 - Must be dated for 02/01
- All other requests dated for 02/01 will be processed on a first-come, first-served basis.


IMPORTANT!

If a client no longer needs their pass and they have not used their sticker, please notify us immediately so we can reassign the sticker to another client in need



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HMIS Newsletter



Santa Clara HMIS News
December 2024

Welcome to the Santa Clara HMIS December 2024 Newsletter!

In this edition you'll find the following:

- Happy Holidays!
- Check Out this Fun Poll: [Tis the Season for Holiday shopping! What's your go-to method of purchasing holiday gifts?](#)
- Welcome - Bryanna Corsbie!
- Federal Reporting - LSA Updates
- HIC/PIT Volunteers Needed!
- **SCC HMIS Quarterly Compliance Certification Checklist** - Due January 2025
- Report Spotlight - [\[EXIT-101\] Potential Exits](#)
- Clients Assessed & Not on CHQ
- Bitfocus Upcoming Holiday Schedule
- Meetings/Upcoming Events
- Bitfocus is Hiring!

IN THE KNOW

A Year in Review - 2024 Accomplishments

2024 Accomplishments!

January

- SCC HMIS Quarterly Compliance Checklist & CE Assessment
- Missing Referrals to CHQ Process Changed

March

- SCC OSH Began the Coordinated Entry System Redesign Process
- Beta Testing underway with 6 CBO recruited to assist
- ROI Changes & CHQ - A client cannot be referred to a housing program unless ROI is valid
- Clients without a valid ROI will be removed from CHQ
- NEW Feature - MyConnectSV Resource Directory

May

DEW - System Overview: Tips & Tools for Navigating HMIS

Special Guest Speaker - Abode Services

MyConnectSV

220 Clients Connected

31 Agencies Participating

"Troubleshooting Login Issues" Cheat Sheet created for MyConnectSV Clients

Non Engagement Time Limit Changes - Keeping clients active on CHQ

Timeline for non-engagement changed from 390 days to 180 days to align with current CES redesign work

June

Updates - URL & UID

The URL for a client's record will now contain the clients UID

Users can edit the URL to navigate to another client's record

Gender Updates

Female - Woman

Male - Man

NoSingleGender - Non-Binary

Transgender - Remained the same

Questioning - Culturally Specific Identity

GenderNone - Questioning

Report Date Range - user

can type the dates into the date fields if desired instead of using the calendar option

July

August

DEW - Program Based Reports : Running Reports & Shortcuts

File Size Updates in Clarity

- Increased to 25 MN

(Client Files, Client Photos, Staff Photos, Agency Documents, Vendor Documents, ROI's)

Social Security Changes - X's

took the place of 0 (zeros) to align with HUD guidance and Federal Reporting

September

CHQ DQ Improvement Plan & Resources Updates

Sharing quality improvement updates in a variety of ways

Providing Tools & Resources to ensure client eligibility

Providing Training as needed

Feature Updates

Preview Notes with Icon Pop-Up - notes now include an icon that allows users to see a preview of the note's content

October

NEW - Supportive Housing Referral Updates Training

New supportive housing referral process streamlines supportive housing referrals to better expedite housing placements

MyConnectSV 1 Year Anniversary

38 Agencies Participating

800 Clients Invited

436 Clients Connected

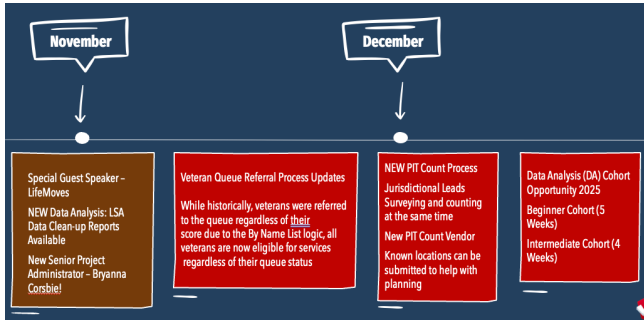
77 Trained Active End Users

MyConnectSV Features - Calendar & Appointments

Mass Requests - Make requests or message multiple clients at one time under the Mass Sending functionality found on the navigation pad



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SCC User Satisfaction Survey 2024

[Check out the slides HERE!](#)

Federal Reporting LSA Submission Thank You for all of you Data Quality and Responses to Our Emails!

We will be submitting the LSA for final review on January 9th, 2025!

Federal Reporting HIC/PIT



The 2025 HIC/PIT date will be Wednesday, January 22nd and Thursday, January 23rd, 2025

The count of sheltered households will be the night of Tuesday, January 21st, 2025

Housing Inventory Count (HIC) & Point-in-Time (PIT) count will take place on the same night in January

This year there will be an unsheltered count

These reports are submitted to HUD annually as part of the Annual Homeless Assessment Report (AHAR) Single-day snapshot of homelessness in a Continuum of Care (CoC)

The HIC provides information on the number of unduplicated clients sheltered and housed on the night of the PIT count

All homeless-dedicated beds must be included, regardless of funding source or whether they use HMIS

This data is pulled directly from HMIS and is collected externally from non-participating programs

Project Types Include

- (ES) Emergency Shelter
- (TH) Transitional Housing
- Safe Haven
- (RRH) Rapid Rehousing
- (PSH) Permanent Sup. Housing
- (OPH) Other Permanent Housing

Data Includes

- BUI Utilization
- Federal Funding Source
- HMIS Participation
- Location Details for Programs
- Other Program Details

Data Quality Includes

- Demographic Data
- (DOB, Gender, Race/Ethnicity, Veteran Status)
- Enrollment Data
- (HoH, Move-in Dates, Bed Nights, Chronically Homeless, Disability)



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➤ Total Count of Clients Served

Ensure all clients served in shelter and housing projects on 1/21/2025 are accurately represented in the HMIS

Helpful Reports

- [\[HUDX-225\] HMIS Data Quality Report](#) to review data quality
- [\[GNRL-220\] Program Details Report](#) to review all client-level data
- [\[GNRL-106\] Program Roster](#) to review enrollment, exit, and housing move-in dates
- [\[HSNG-108\] Housing Census](#) to review bed nights and maximum bed occupancy (from the bed & unit inventory configured for the program)
- [\[HUDX-123-AD\] Housing Inventory \(HIC\) Supplemental](#) - The Housing Inventory Count Supplemental report is designed to be used as a tool to review housing inventory available in a community

DQ Outreach

Communication from the Sys. Admin. Team for any required data clean-up and/or questions

Template for non-HMIS participating projects that don't collect data in HMIS - *will be sent out soon! Check your email...*

1:1 Technical Assistance through the Help Desk via chat, email, phone, or Zoom

SCC HMIS Office Hours, every other Thursday, from 10am-11:30am

MEMOS

2025 Performance Management Work Group January 16th at 1pm via Zoom

SPM 8: Process and Data Quality Measures

SPM 7: Successful Housing Placement

SCC HMIS Quarterly Compliance Certification Checklist **DUE - 01/31/2025**

Process

- Email reminder sent of upcoming deadline
- You will run report in DA Tab for list of End Users
- You will send list of certified End Users to Sys. Admin. Team per usual

Certification Due **Friday, January 31st!**

- Include all Active HMIS users at your agency on [the standard form found here](#)
- This means that your date range filter in the report on the DA tab will be 01/01/2024 - 12/31/2024
- The report has been preset with this date range; so just select your agency name
- Detailed steps on running the report can be found [here](#)

Non-HMIS End Users Assessors

Please provide the names and email addresses of Non-HMIS Users at your agency who provide VI-SPDATs to clients; we want to make sure to capture this information to ensure updates to VI-SPDATs are provided to them. [We have created a form for this here.](#)

Questions email us scc-admin@bitfocus.com

Recently Assessed & Not On the CHO

Report for this data was run on Thursday January 2nd.

Please rerun as needed.

Agency	# Clients	Agency	# Clients
HomeFirst	15	UPLIFT	2
PATH	9	West Valley Community Services	2
St. Joseph's Family Center	7	San Jose State University Research Foundation (SJSU)	1
LifeMoves	7	Roots Community Health Center	1
County: SCVHHS - Ambulatory	4	Unity Care Group	1
Community Services Agency of Mountain View	4	VAPAHCs	1
HealthRIGHT 360	4	Amigos de Guadalupe	1
WeHOPE	2	ConXion to Community	1
The United Effort Organization	2	California Youth Outreach	1
County: SCVHHS - BHSD - AOA - FDR	2	Move Mountain View	1
Bill Wilson Center	2		



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Holiday Schedule

Monday, January 20th - MLK Jr. Day

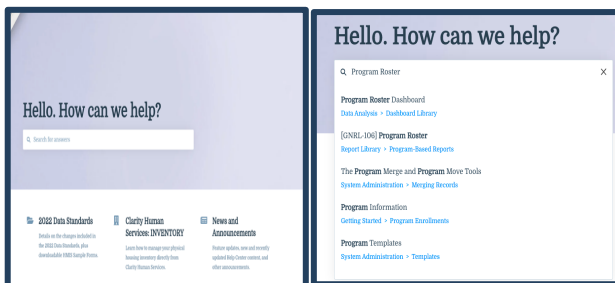
Bitfocus Upcoming Holiday Schedule*

*During the Holiday Schedule, the Help Desk will operate with modified support which includes email tickets and chat. Calls will be directed to Voicemail - leaving a message will generate a ticket. Response time may be impacted.

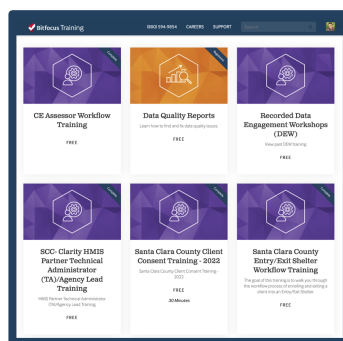
Resources

Resources

Clarity Human Services Help Center



Link to page embedded in image!



Link to page embedded in image!

- Multiple Training Opportunities and Refreshers
- Select the training you want to watch
- Don't have enough time to watch it all - pick up next time where you left off

Office Hours

Where Are Office Hours Held? Office Hours are conducted from the comfort of your own office! Each Office Hours session is hosted online by your Santa Clara County Clarity System Administration team. You can connect using your computer (recommended so that you can see demos and post questions).

Looker Office Hours

When: Every other Monday of the month Time: 2:00pm-3:00pm

[Zoom \(click here to access\)](#)

Clarity (HMIS) Office Hours

When: Every other Thursday from 10:00am-11:30am

[Zoom \(click here to access\)](#)

Using the Help Desk

When requesting the following please be sure and contact the Help Desk:

1. End User Access
2. Update a user's access after completion of the VI-SPDAT required training
3. Verifying an end user has completed required training
4. Access to the SCC HMIS Training Instance/Sandbox
5. General Assistance with reporting

How To Contact the Help Desk

sccsupport@bitfocus.com

Or

(408) 596.5866 Ext. 2

SCC Virtual Suggestion Box

We value your opinion and insight. Please share with us your suggestions by using our new SCC Virtual Suggestion Box.



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You can access it by using the link above or directly from the [HMIS Support](#) page under the CONTACT tab and scrolling to the Virtual Suggestion Box option.



Have ideas about an enhancement and/or addition to HMIS?

Have any general questions you'd like to ask?
Let us know! Drop it in the box!

Next Agency Admin Meeting

Meeting Location: [Zoom Link](#)
When: Thursday, February 6th, 2025
Time: 2:00pm - 3:30pm

Dates and locations for 2025 meetings are listed on the OSH website:

[CoC Events Calendar - Supportive Housing - County of Santa Clara](#)

Bitfocus Contact Information

Support Team: sccsupport@bitfocus.com
Bitfocus System Administration Team: scc-admin@bitfocus.com

Your Sys. Admin. Team:



Angie Evans
angieevans@bitfocus.com
Senior Project Admin, Santa Clara County
South Bay, CA
800.594.9854 x274



Bryanna Corsbie

bryannac@bitfocus.com
Senior Project Admin, Santa Clara County
San Jose, CA
800.594.9854



Lesly Soto Bright

leslys@bitfocus.com
Deputy Project Admin, SCC
South Bay, CA
800.594.9854 x256

List of Participants

If you attended the meeting but are not listed, please let us know.

Agencies Agency Name	Agency Rep.
Amigos de Guadalupe	Aurora Olivares
Asian Americans for Community Involvement (AACI)	Leticia Barrera H
Bible Way / Destiny	Aretha Cromwell
Bill Wilson Center	Randi Rosen
Bill Wilson Center	Sujata Panda
California Youth Outreach	Anthony Ortiz Jr.
City of Morgan Hill	Brian Malicdem
City of San Jose	Marcell Leath
City of San Jose	My Nguyen
CityTeam Ministries	Christopher Chamberlain
Community Solutions	JaVonne Lewis
Community Solutions	Lindsay Mullins
County: OSH	Fang Zhu
County: OSH	Juan Hernandez
County: OSH	Leila Qureishi
County: OSH	Michelle Covert
County: SCVHHS - Ambulatory	Andrea Medellin

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County: SCVHHS - Ambulatory	Sia Bandabaila
County: SCVHHS - BHSD - AOA - FDR	Jeremy Golden
County: SSA - DEBS SSI Advocacy	Cassandra Brenzel
Downtown Streets Team	Justin Damrel
Elevate Community Center	Keegan Pincombe
Emergency Rental Assistance (ERA)	Paulina Soto
Family and Children Services	My Nguyen
Gardner Health Services	Jovani Quinones
Housing Choices Coalition	Nooria Alam
Institute on Aging	Christina Strine
International Children Assistance Network (ICAN)	Kit Nguyen
International Children Assistance Network (ICAN)	My Linh Ha-Do
JobTrain	Monica Marquez
LifeMoves	Carmen Kapanga
Midtown Family Services	Stuart Richardson
Nation's Finest	Ilaisaane Fifita
Nation's Finest	Kim Decker
North East Medical Services (NEMS)	Candido Anicete
Pathway Society	Rita Anzualda
Roots Community Health Center	Emil Stephens
Roots Community Health Center	Shamese Smalling
Sacred Heart Community Service	Paulina Soto
Salvation Army	Cesar Esquivel
San Jose State University Research Foundation (SJSU)	Jesse Mejia

Santa Clara County Office of Education (SCCOE)	Emiko Taylor
School Health Clinics of Santa Clara County	Nancy Cervantes
School Health Clinics of Santa Clara County	Rose Anne Pierre
School Health Clinics of Santa Clara County	Tran Tran
Social Impact Team (SIT) Property Owners Downtown Association	Chris Kendrix
St. Joseph's Family Center	Jose Macias
Sunnyvale Community Services	Catherine Farry
The United Effort Organization	Wei E
Unity Care Group	Deepa Bhat
West Valley Community Services	Adam Ross