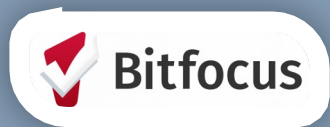




**SCC Technical Admin. (TA) | Agency Lead
Meeting**
Thursday, February 6th, 2025



Getting to Know You

What was something you've wanted to do, but haven't yet?



List Infographics



UPDATES

✓	CoC Updates
✓	UPLIFT Updates
✓	HMIS Newsletter



IN THE KNOW

✓	HIC/PIT Next Steps
✓	Public Alerts - What You Need to Know!
✓	How Do I Remove a Program Exit?
✓	Annual SCC Client Consent Training



MEMOS

✓	SCC HMIS Quarterly Compliance Checklist - DUE
✓	Recently Assessed & Not on CHQ
✓	Q & A Time
✓	Next Month's Meeting



UPDATES



COC UPDATES



CoC Updates – PIT Count **THANK YOU!**

This is a huge community effort, and we want to thank all our partners for being involved!



Over 800 volunteers signed up, including people with lived expertise of homelessness, outreach teams, homelessness partners, elected officials, and neighbors from all over the county



Thanks for making sure everyone counts!



Our new methodology meant new roles, approaches, technology, etc. We are always looking for ways to improve! If you were involved in PIT Count, please fill out our **survey!**



CoC Updates – 2024 NOFO Awards!



Awarded Over \$49M Across 37 Projects
Total Renewable Funding Increased By \$9 Million

Awarded 31 Coc Projects & 5 YHDP Projects

Lost 5 Renewal Projects (\$3,503,640)
Gained 6 New Projects (\$6,914,097)

Tier 2 Projects Awarded

1 Of 7 Of Projects
63% Of Funding Requested



Huge thank you to all involved in this critical community effort

CoC Board and NOFO committee will be analyzing our local scoring/ranking process and discussing how best to align it with community needs and priorities



If you are interested in shaping the local competition & scoring for CoC Program Funding, check out the monthly NOFO Committee meetings in 2025!

Click here to be added to calendar events or check the CoC listserv for meeting announcements.

The Next Meeting Is 2/20, 2-330pm



February 2025

MON	TUES	WED	THURS	FRI
3 <u>1pm SCC Looker Office Hours</u>	4	5	6 <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	7
10	11 <u>10am Data Think Tank</u>	12 <u>9:30am Service Providers Network Meeting</u>	13 <u>10am SCC Clarity Office Hours</u>	14
17 Bitfocus Closed President's Day Holiday Observed	18	19	20 <u>10:30am Performance Management Work Group</u> <u>2:00pm NOFO Committee Meeting</u>	21
24	25 <u>9am SCC CoC VI-SPDAT Training</u>	26 <u>10am SCC TA Office Hours</u>	27 <u>9:00am Advanced SOGIE Training – In-Depth Learning and Application</u> <u>10am SCC Clarity Office Hours</u> 3pm Rapid Rehousing & Employment Initiatives Meeting <u>2310 N. First St., LED Training Room (Charcot SCC Building)</u>	28



UPLIFT UPDATES



UPLIFT Updates – FY 2025 Q3 Jan – March



Once all remaining passes have all been processed



Please do not submit any further requests in HMIS (including replacement passes)



You can resubmit a new request when the pooled period starts on February 1st



We will contact listed case managers if any lost UPLIFT passes are found and turned into our office



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

VERY FEW UPLIFT PASSES ARE AVAILABLE FOR THIS QUARTER



HMIS NEWSLETTER



HMIS Newsletter





IN THE KNOW



FEDERAL REPORTING

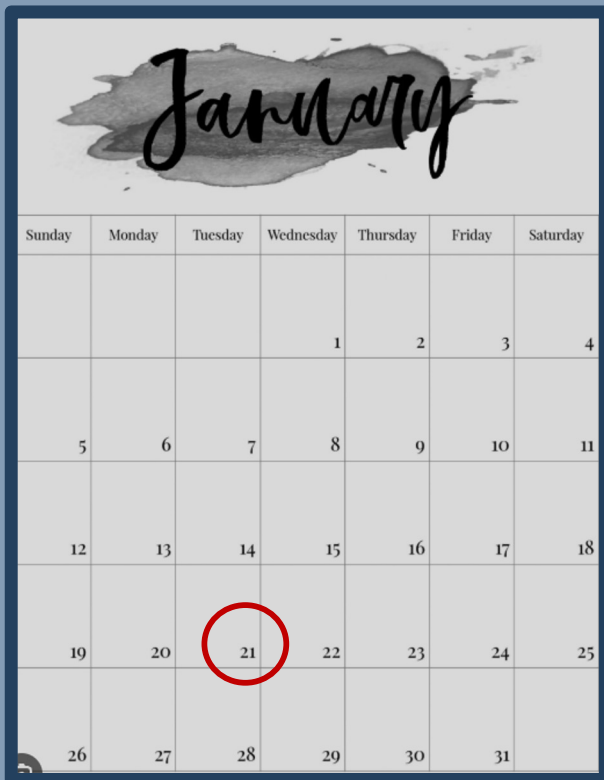
HIC/PIT Next Steps



HIC/PIT - NEXT STEPS



HIC/PIT Dates



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

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

The count of sheltered households is the night of **Tuesday, January 21st, 2025**



HIC/PIT Data Includes

BUI Utilization

Federal
Funding Source

HMIS
Participation

Location Details
for Programs

Other Program
Details



HIC/PIT Data Quality

Demographic Data

(DOB, Gender,
Race/Ethnicity, Veteran
Status)

Enrollment Data

(HoH, Move-in Dates, Bed
Nights, Chronically
Homeless, Disability)

**Total Count of Clients
Served**

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



HIC/PIT 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



HIC/PIT Data Quality 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



PUBLIC ALERTS – WHAT YOU NEED TO KNOW!



PUBLIC ALERTS

What is a Public Alert?

Who here has created a Public Alert(s)?



Who has only seen/read Public Alerts?

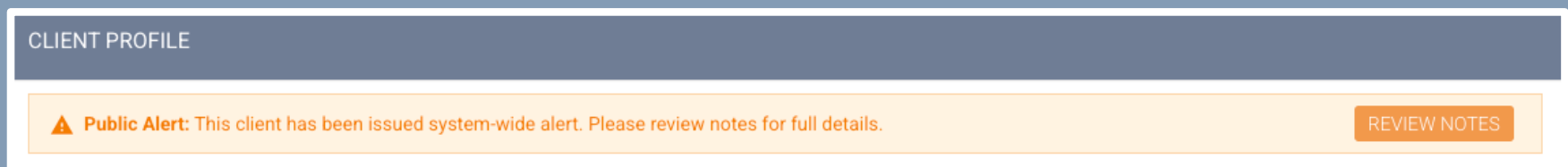


PUBLIC ALERTS

Public Alerts provide a way to direct End Users to important information within a client record by displaying an alert

In the client record, Public Alerts appear as a gold banner across the top of the Client Profile

Public Alerts can only be edited/changed/modified by an End User from the same agency as the one who created it



CLIENT PROFILE

Public Alert: This client has been issued system-wide alert. Please review notes for full details.

[REVIEW NOTES](#)



KEY POINTS

01.

Stick to facts

03.

Use neutral language

02.

Protect Privacy

04.

Be clear and concise; a long note may not be read



HOW TO USE PUBLIC ALERTS



Indicate A Client's
Contact
Information Has
Changed



Locate Clients To
Offer A Service Or
Referral ("Please
Have Jane Doe Call
Our Agency For
Rental Assistance")



Indicate Housing
Opportunity Is
Available For A
Client



Announce When A
Client Has Lost An
Item And/Or An
Item Belonging To
The Client Has
Been Found



WHAT NOT TO DO

When writing Public Alerts avoid personal opinions, judgments, and/or assumptions about the client. Do not share unnecessary details about the client's personal life or sensitive topics they have not consented to. Avoid speculation, biased language, and anything that can compromise the client's privacy.



WHAT NOT TO DO

Share Physical Health Or
Behavioral Health Details
About A Client



Share Criminal History
Details About A Client



Share Information About
Other Clients



EXAMPLES NOT TO USE

"Client Was Clearly Lying About Their Situation"

"Client's Spouse Is The Real Problem"



"Client Seemed Lazy And Unmotivated"

"Client Is Banned Indefinitely From Services"

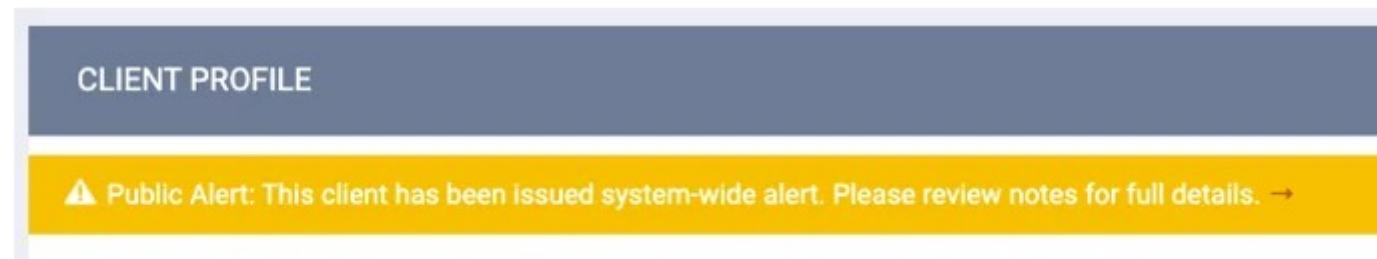


CREATING PUBLIC ALERTS

How Do I Create a Public Alert?

Public Alerts provide a way to notify staff members of important information about a client by displaying an alert in the client's record.

Public Alerts appear as a gold banner across the top of the Client Profile.



USE THE EMBEDDED LINK TO BE DIRECTED TO CHECKOUT THE JANUARY NEWSLETTER



HOW DO I REMOVE A PROGRAM EXIT



UN-EXITING A CLIENT

One of the most common tickets submitted to the Help Desk, are questions around how to un-exit a client from a previously closed program to make updates to the Exit Screen or Program Enrollment.



UN-EXITING A CLIENT

Search For The Client That Needs The Changes



Select The Appropriate Program (It's One That Has An Exit Date)



Once You Are In The Program Enrollment; Select The EXIT Icon To The Far Right



HOW TO UN-EXIT A CLIENT

The screenshot shows a web browser window displaying the Clarity Human Services client search interface. The browser's address bar shows the URL `scc-train.clarityhs.com/client`. The page header includes the word "System" on the left and the user's name "Lesly Soto Bright, System" with a profile icon "LS" on the right. Below the header, there is a search section titled "SEARCH FOR A CLIENT" with an "ADD CLIENT +" button. A search input field contains a magnifying glass icon, and a "SEARCH" button is to its right. Below the input field, a note reads: "Use full name, partial name, date of birth or any combination." To the right of the search section, there is a list titled "Your recent client searches:" containing the following entries: "Mickey Mouse", "Felicia Ogre (She/Her/Hers)", "Johnny Quest Test (He/Him/His)", "Fiona Ogre (She/Her/Hers)", and "Shrek Ogre (He/Him/His)". At the bottom of the search section, there are two small links: "Managed with Clarity Human Services" and "Recover deleted data". A red mouse cursor is positioned over the "SEARCH" button.



CONSIDERATIONS

Any Services That Were Ended At Exit Will Retain Their End Date

Reopening An Enrollment Only Reopens That Individual's Enrollment And Does Not Impact The Enrollment Of Any Other Group Members

If auto-exit is in use, time to auto-exit does not reset. If there is no new **client activity** the enrollment will auto-exit again the following day

You Cannot Remove A Program Exit By Deleting The Program Exit Date And Saving The Screen. The System Will Highlight The Program Exit Date Field In Red And Will Not Allow You To Save The Updated Enrollment



ANNUAL CLIENT CONSENT TRAINING 2025



ANNUAL SCC CLIENT CONSENT TRAINING

2025

Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent Training

MARCH

The training is scheduled for **March**, and we will be providing further details in the coming weeks!



Please be sure and let your staff know this is forthcoming!



NEXT STEPS



All Staff will need to complete the training – even if they just completed the 2024 version



Staff will not be able to access the required Quiz until they have completed the 30-minute video



Staff will need to log into the training website to access the training



An 80% or higher on the quiz is considered passing



ACCESS WILL BE REMOVED FROM STAFF WHO DO NOT COMPLETE THE TRAINING BY DEADLINE (USUALLY 3 WEEKS)



MEMOS



**SCC HMIS QUARTERLY
COMPLIANCE CERTIFICATION
CHECKLIST
DUE 01/31/2025**



SCC HMIS Compliance Checklist

Certification Due

Friday, January 31st!

- Include all Active HMIS users at your agency on [the standard form found here](#)
- The report has been preset with the correct 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 CHQ**



RECENTLY ASSESSED & NOT ON CHQ

AGENCY NAME	CLIENT COUNT
LifeMoves	15
HomeFirst	9
Community Services Agency of Mountain View	3
PATH	3
Mission Possible	3
Community Solutions	2
ConXion to Community	2
Roots Community Health Center	2
CityTeam Ministries	1
City of Morgan Hill	1

AGENCY NAME	CLIENT COUNT
Social Impact Team (SIT) Property Owners Downtown Association	1
HealthRIGHT 360	1
County: SCVHHS - Ambulatory	1
County: SCVHHS - BHSD	1
WeHOPE	1
County: SSA - DEBS SSI Advocacy	1
Covenant House California	1





Q & A



Next Month's

Thursday, March 6th, 2025

