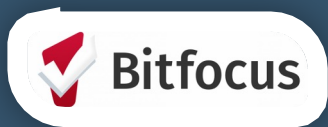# SCC Technical Admin. (TA) | Agency Lead Meeting
Thursday, March 6th, 2025

Getting to Know You

Would you rather never have to commute to work again or have a three-day weekend?

Discussion Topics

UPDATES
- CoC Updates
- UPLIFT Updates
- HMIS Newsletter

IN THE KNOW
- HIC/PIT DQ
- Annual SCC Client Consent Training
- Making Client Data Private

MEMOS
- Recently Assessed & Not on CHQ
- Office Hours
- Q & A Time
- Next Month's Meeting

UPDATES

COC UPDATES

CoC Updates

MyConnect SV videos and marketing materials are coming this month - look for them and share widely!

This will be an important tool that case managers and program participants can use to stay more connected to the housing process

Planning for the next Community Plan to End Homelessness is underway!

We will be gathering input for the community over the next few months to inform this plan

March 2025

MON	TUES	WED	THURS	FRI
3 2pm SCC Looker Office Hours	4	5	6 HMIS Technical Administrator (TA)/Agency Lead Meeting	7
10	11 10am Data Think Tank	12 9:30am Service Providers Network Meeting	13 10am SCC Clarity Office Hours	14
17 2pm SCC Looker Office Hours	18	19	20 1:00pm Performance Management Work Group 2:00pm NOFO Committee Meeting	21
24	25	26 10am SCC TA Office Hours	27 10am SCC Clarity Office Hours 3pm Rapid Rehousing & Employment Initiatives Meeting 2310 N. First St., LED Training Room (Charcot SCC Building)	28 9am SCC CoC VI-SPDAT Training
31 17 2pm SCC Looker Office Hours				

UPLIFT UPDATES

UPLIFT Updates – FY 2025 Q4 April – June
Starts – March 14, 2025

BEFORE

☑	You MUST exit any client that did not receive an UPLIFT pass (sticker) from your agency during Q3 Otherwise, there will likely be issues when requesting a pass in the next quarter
☑	Only clients who received a pass last quarter from your agency are considered "continuing clients" and can have a status assessment submitted ALL other clients must be exited and have a new enrollment form submitted for them dated for Q4

REMINDERS

☑	MUST be dated **3/14/25** or onward for **Apr - Jun**		
☑	Request either a "Sticker" **OR** "Badge and Sticker" when requesting a pass for a client the 1st time		
☑	**ONLY** request a "Badge and Sticker" if:	Enrolling a new client	A continuing client has lost their badge
☑	**Clients should be reusing their UPLIFT badges each quarter**		
☑	Please check client HMIS profile to see if another agency has already requested one during the time of		

UPLIFT Updates – FY 2025 Q4 April – June

ERROR REMINDER

We are continuing to track user errors

End Users lose UPLIFT access after 4 errors

Allocation surveys have been sent out;
Due 3/12
Final allocations sent 3/13

Email UPLIFT@hhs.sccgov.org if the program coordinator at your agency changed

HMIS NEWSLETTER

HMIS Newsletter

Santa Clara HMIS News

February 2025

Welcome to the Santa Clara HMIS February 2025 Newsletter!

In this edition you'll find the following:

- Check Out This Fun Poll: **What is your favorite way to spend a long weekend?**
- Federal Reporting – HIC/PIT Updates
- Understanding the Coordinated Entry (CE) & VI-SPDAT Process
- Dear Help Desk
- February 2025 Feature Updates
- Report Spotlight **– [HUDX-123-AD] Housing Inventory (HIC) Supplemental**
- Clients Assessed & Not on CHQ
- Meetings/Upcoming Events
- Bitfocus is Hiring!

IN THE KNOW

FEDERAL REPORTING
HIC/PIT DQ

HIC/PIT Data Quality Outreach

01 Emails with DQ changes will continue

02 Deadlines Provided; be sure to submit by then

03 Need Help? Contact Us ASAP

04 Join Office Hours or Schedule 1-1 when needed

HIC/PIT DQ – Missing Bed Nights

Project Type: Emergency Shelter – Night by Night

A **Bed-Night Date** indicates the client has utilized a bed in a *night-by-night emergency shelter* on that date

There **must be a record of a bed night** on the project start date into the shelter; any additional bed night dates must be after the Project Start Date and before the Project Exit Date.

HIC/PIT DQ – Overlapping Enrollments
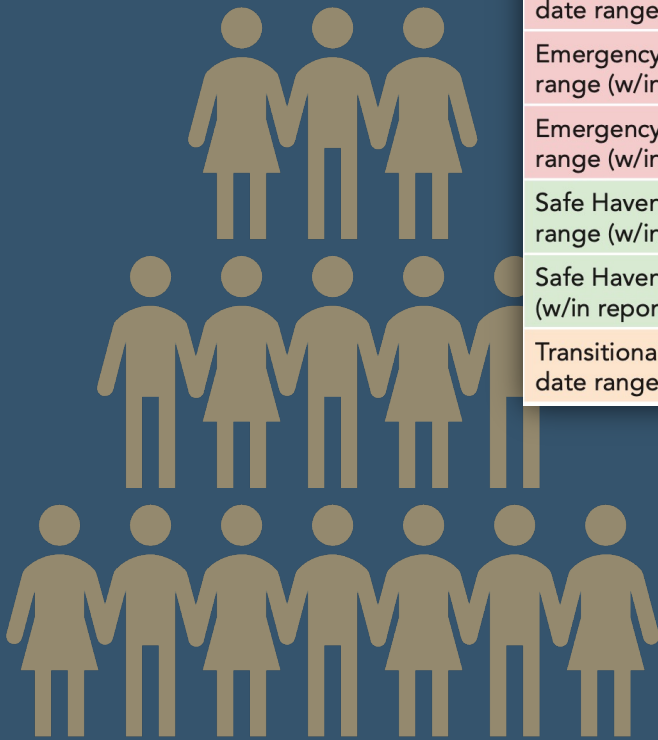
Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter (1) start-to-end date range (w/in report dates)	Emergency Shelter (2) start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter start-to-end date range (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter start-to-end date range (w/in report dates)	Safe Haven start-to-end date range	Any overlap by any number of
Safe Haven (1) range (w/in report dates)		
Safe Haven start-to-end date range (w/in report dates)		
Transitional Housing date range (w/in report dates)		

Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter start-to-end date range (w/in report dates)	Emergency Shelter Bed Night (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Emergency Shelter (1) Bed Night (w/in report dates)	Emergency Shelter (2) Bed...	A bed night recorded in two different...
Emergency Shelter Bed Night (w/in report dates)		
Emergency Shelter Bed Night (w/in report dates)		

Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two days should be fixed; one or two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Transitional Housing start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter Bed Night (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Emergency Shelter start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two days should be fixed; one or two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Transitional Housing start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter Bed Night (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.

HIC/PIT DQ – Missing HoH

No head of household is designated

More than one client in a group enrollment is designated as head of household

The client in a group enrollment designated as head of household has an enrollment date after others in the group or an exit date before others in the group enrollment
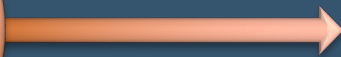
The client designated as head of household is a young child or has an incorrect DOB making them appear to be a minor

HIC/PIT DQ – Low/High Utilization

Less 65% Utilization → Utilization less than 65% needs an explanation or a revised BUI

Utilization may be impacted by missing Move-in Dates and Bed Nights

More 105% Utilization → Utilization over 105% needs an explanation or a revised BUI

HIC/PIT DQ – Move-in Dates

Documents the date a household is admitted into a permanent housing project

This date is critical to Housing Inventory Count (HIC) and Point-in-Time (PIT) counts

Differentiates households which have already moved into permanent housing from households which are enrolled in a Permanent Housing project but are still experiencing literal homelessness (in Emergency Shelter, Safe Haven, Transitional Housing, or on the street) as they prepare to move into an available unit

HIC/PIT DQ – Move-in Dates

The enrollment must have one and only one *Head of Household* designated

The HoH entered the project on or before the date, all other household members entered
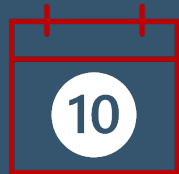
A *Move-in Date* is required for the HoH

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

ANNUAL CLIENT CONSENT TRAINING

Annual Client Consent Training

2025 — Each year HMIS users in Santa Clara County are required to retake and pass the Client Consent Training

TBD — The training was scheduled to release in March, but there are some updates taking place – right now the date is TBD

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

MAKING CLIENT DATA PRIVATE

Implications of Making Client Data Private

When a client record or component of the record is made private, ONLY STAFF MEMBERS WHO HAVE THE CREATING AGENCY AS THEIR HOME AGENCY (OR AS THE AGENCY THEY ARE SWITCHED INTO) WILL BE ABLE TO SEE THE INFORMATION
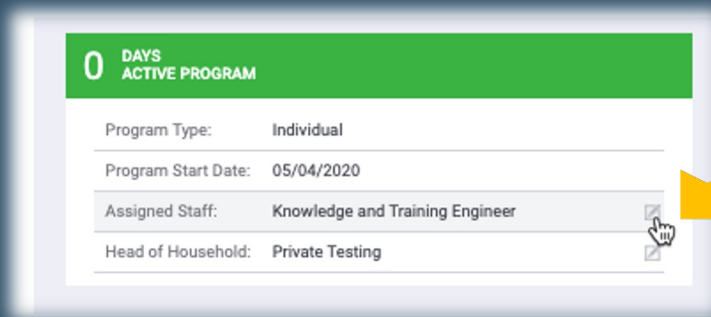
Implications of Making Client Data Private

The record will now be private and **will not appear in search results** for staff members at other agencies

Note that you cannot set client records to "Private" if they include services recorded by multiple agencies
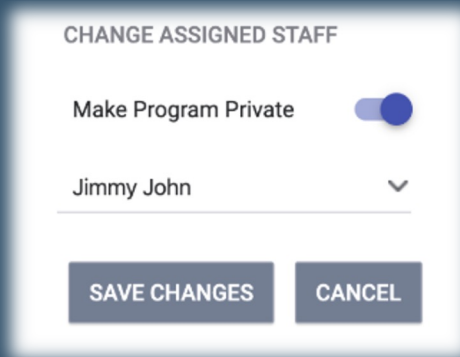
Implications of Making Client Data Private

A Program Enrollment is made private by navigating to the enrollment in the client record and selecting the edit icon next to *Assigned Staff*

The enrollment will be private and **will not display to outside staff on either the HISTORY or PROGRAMS tabs**

The enrolling staff member (Assigned Staff) will not be visible to outside staff

Making an enrollment private also makes all program-level services, notes, files, forms, and assessments private

Implications of Making Client Data Private

1,632
Total Enrollments set to Private – Ever

27
Total Enrollments set to Private in 2024

15
Total Enrollments set to Private in 2025

Please remind End Users that SCC OSH does not recommend setting ANY CLIENT DATA to PRIVATE

MEMOS

RECENTLY ASSESSED
& NOT ON CHQ

RECENTLY ASSESSED & NOT ON CHQ

Agency Name	Client Count
HomeFirst	16
LifeMoves	11
WeHOPE	8
Community Services Agency of Mountain View	5
PATH	4
CityTeam Ministries	3
VAPAHCS	2
County: SCVHHS - Ambulatory	2
HealthRIGHT 360	2
Social Impact Team (SIT) | Property Owners Downtown Association	1

Agency Name	Client Count
Catholic Charities	1
Gardner Health Services	1
Bill Wilson Center	1
Silicon Valley Independent Living Center (SVILC)	1
Community Solutions	1
County: SCVHHS - BHSD	1
Mission Possible	1
West Valley Community Services	1
Move Mountain View	1
Amigos de Guadalupe	1

Office Hours - Reminder

Clarity Human Services HMIS Office Hours

Every other week on Thursday from 10:00am-11:30am

Office Hours are available via Zoom!

Upgrade Your Skills!

Dear Lesly,

We invite you to join us for our Office Hours.
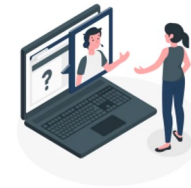
What are "Office Hours?"
We know that lots of issues and questions can arise when using Clarity (HMIS). **Office Hours are a great opportunity to get your questions answered,** see demos of anything you can't figure out or can't remember how to do, find out how to fix things that might have gotten messed up, and participate in discussions with other users around solutions to common challenges.

Clarity Human Services Looker Office Hours

Mondays every other week!

Looker Office Hours are available via Zoom!

Dear HMIS End User,

We invite you to join us for our Office Hours.

What Are "Office Hours?"
We know that lots of issues and questions can arise when using Clarity (HMIS) and Looker. Office Hours are a great opportunity to get your questions answered, see demos of anything you can't figure out or can't remember how to do, find out how to fix things that might have gotten messed up, and participate in discussions with other users around solutions to common challenges.
Looker Office Hours

- Ongoing support
- Space to ask general questions
- Receive assistance on questions you may have about a Looker related report or a report you want to create

Q & A

Next Month's

Thursday, April 3rd , 2025