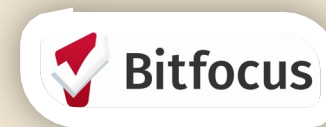


# SCC Technical Admin. (TA) Agency Lead Meeting



Thursday, October 3<sup>rd</sup>, 2024



# Getting to Know You!

Did you have a Beeper?



# Discussion Items

## UPDATES

- CoC Updates
- UPLIFT Updates
- HMIS Newsletter

## IN THE KNOW

- SCC User Satisfaction Survey 2024
- Federal Reporting – Upcoming LSA
- SCC HMIS Quarterly Compliance Checklist – DUE
- MyConnectSV 1 – Year Anniversary

## MEMOS

- Recently Assessed & Not CHQ
- Next Month's Meeting



The background is a solid dark brown color. It features decorative elements: three stylized leaves in shades of yellow, orange, and red are positioned along the top and bottom edges. In each of the four corners, there are clusters of small white dots of varying sizes. A large, light brown, curved shape is visible on the right side of the slide.

01

# UPDATES



# CoC Updates



# CoC Updates




## Supportive Housing Referral Updates

- Supportive Housing referral updates were shared at the last meeting (view [slides here](#))
- Service providers should attend the training on the new referral process.
  - Supportive Housing Referral Training: October 24, 1030am-12pm on teams ([link here](#) and on the CoC Calendar)

### Resources

- [Community Housing Queue Data Quality Improvement Plan & Resources](#)
- [Supportive Housing Referral Process reference sheet](#)

## PIT COUNT

- We are kicking off the Point-in-Time (PIT) Count planning process
  - Please join our first community PIT Count today meeting over zoom Wednesday 10/2, 11-12pm ([link here](#))
- 

MON	TUES	WED	THURS	FRI
	1	2	3 <u>HMIS Technical Administrator (TA)/Agency Lead Meeting</u>	4
7 <u>1pm SCC Looker Office Hours</u>	8 -	9 <u>9:30am Service Providers Network Meeting</u>	10 <u>10am SCC Clarity Office Hours</u>	11
14 <b>HOLIDAY – Indigenous Peoples Day</b>	15	16	17 <u>9am SCC CoC VI-SPDAT Training</u>	18
21	22	23 <u>11am 2nd Community Planning Meeting - 2025 Point-in-Time Count</u>	24 <u>10am SCC Clarity Office Hours</u> 3pm RRH & Employment Initiatives Meeting In-Person Charcot Training Center Suite #102 2310 N First St. San Jose, CA 95131	25
28 <u>2pm SCC Looker Office Hours</u>	29	30 <u>10am SCC TA Office Hours</u>	31	

**October 2024**

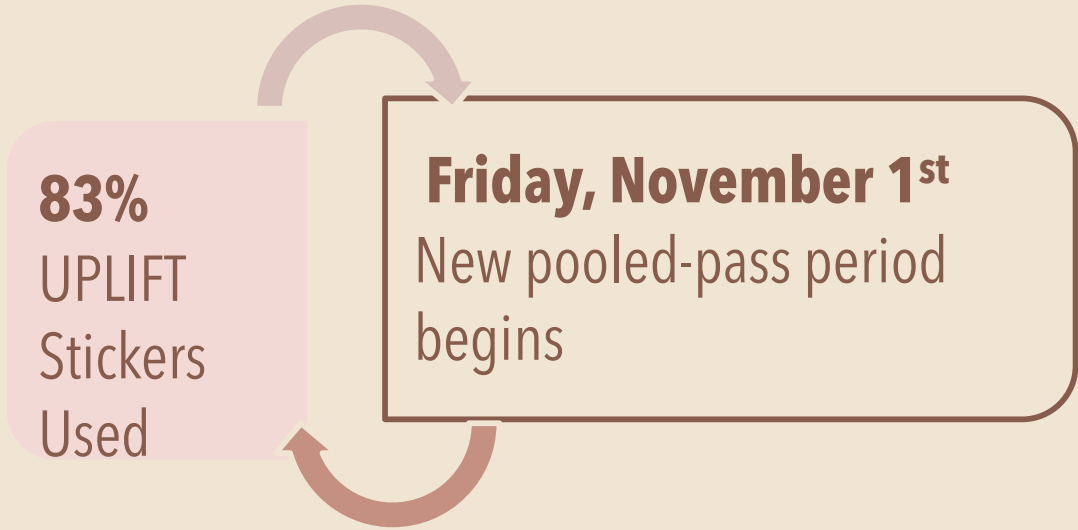


# UPLIFT Updates





# UPLIFT Updates





# HMIS Newsletter

# HMIS Newsletter



Welcome to the Santa Clara HMIS September 2024 newsletter!

In this edition you'll find the following:

- [SCC User Satisfaction Survey 2024](#)
- We're hiring!
- Results from Last Month's Poll
- Coordinated Entry (CE) Updates
- Federal Reporting – Upcoming LSA
- Report Spotlight – [\[GNRL-407\] Service Summary \[Program Based\]](#)
- Clients Assessed & Not on CHQ
- Resource Highlight
- Meetings/Upcoming Events
- Bitfocus is Hiring!

The background is a solid dark brown color. It features decorative elements: three stylized leaves in shades of light beige and pinkish-red are arranged horizontally at the top and bottom. In the four corners, there are clusters of small white dots of varying sizes. Large, soft-edged, light brown shapes resembling leaves or petals are positioned on the left and right sides, partially overlapping the dark background.

02

**IN THE KNOW**



# SCC User Satisfaction Survey 2024

We invite all Santa Clara County HMIS users to participate in this HMIS satisfaction survey, helping us to understand how you use HMIS and how we can improve your support.



How is HMIS working for you?

2024 HMIS User Satisfaction Survey

**OK, let's get started** press Enter ↵


Your anonymous responses to our 14-question survey will help us to improve HMIS in Santa Clara County.




# Federal Reporting – Upcoming LSA



# LSA – What is the LSA?



HUD's Longitudinal Systems Analysis (LSA) is a report submitted to HUD annually that includes a complex analysis across key projects participating in the Continuum of Care (CoC) Homelessness Management Information System (HMIS)



The LSA replaced the Annual Homeless Assessment Report's (AHAR) data component in the 2018 reporting year

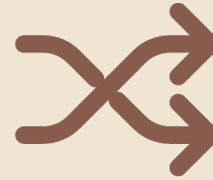




# LSA – How to Prepare

What Can Your Agency Do to Prepare for the LSA

The System Administration Team may reach out to verify or correct data about your program and/or clients



**Angie**



**Lesly**



**Ely**

**On Loan from  
Specialist Team!**

Please look out for those emails and respond promptly

We truly appreciate the hard work your community does to maintain data that is complete, accurate, and timely!



# LSA – Reports You Can Run



Run the [\[HUDX-225\] HMIS Data Quality Report](#)


Run the [\[GNRL-106\] Program Roster](#)

Run the [\[GNRL-220\] Program Details Report](#)


- 
- 
- 

Review Bed Inventories and Utilization rates for accuracy. Ensure an accurate number of beds and units are listed throughout the year for your shelter and housing programs

Utilization rates should be between 90-105%



For Night-by-night (NbN) Shelters, please resolve any missing exits or abandoned enrollments & be sure the [housing services are assigned](#)



## **TENTAIVE DATES – THESE MAY CHANGE!**

October 1<sup>st</sup>, 2025, Reporting Year Begins

November 1<sup>st</sup>, 2025, LSA Data Collection

Opens

November 14<sup>th</sup>, 2025, Data Quality Review

Due

November 18<sup>th</sup>, 2025, LSA Draft Deadline

Jan 11<sup>th</sup>, 2025, LSA Final Deadline for

Submission





**SCC HMIS Quarterly Compliance  
Checklist – *DUE 10.31.2024***

# SCC HMIS Quarterly Compliance Checklist DUE!

## 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

***Thursday, October 31<sup>st</sup>!***

- 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 **07/01/2024 - 09/30/2024**
- 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](mailto:scc-admin@bitfocus.com)

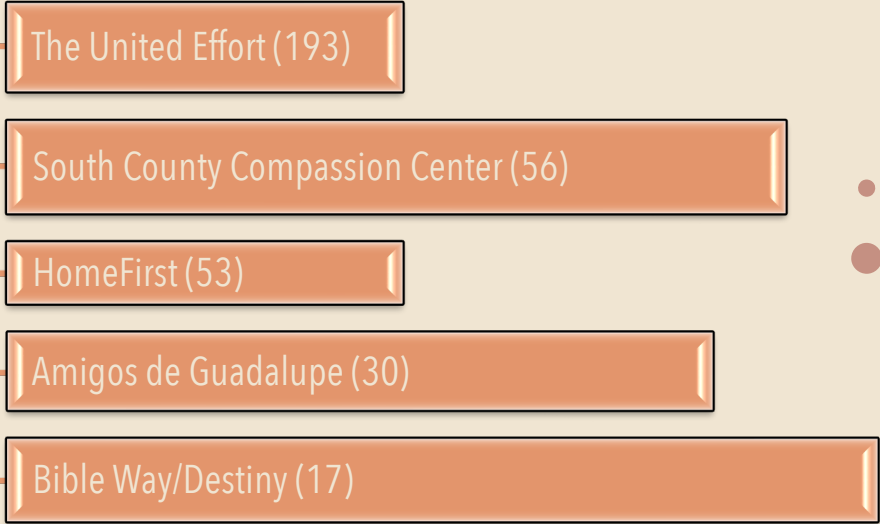


**MyConnectSV 01 – Year Anniversary!**

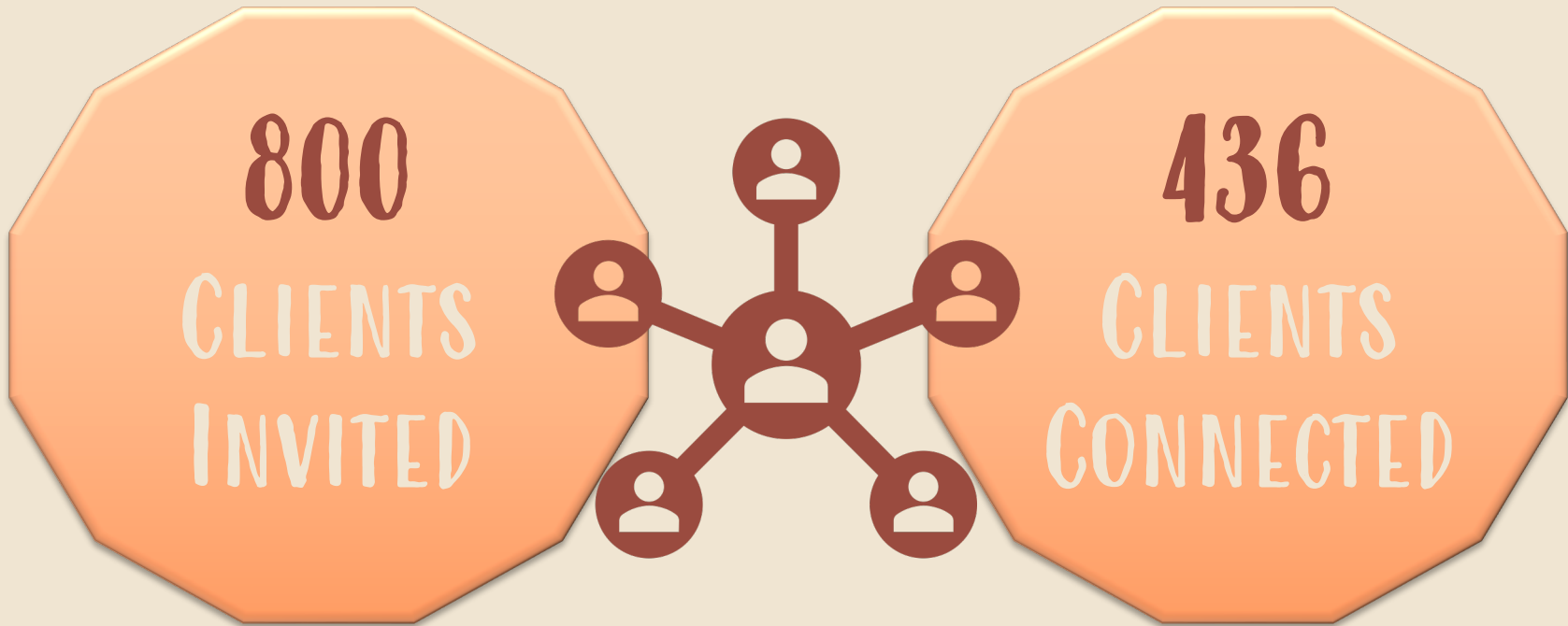
# MyConnectSV – Agency Details

**38**  
AGENCIES  
PARTICIPATING

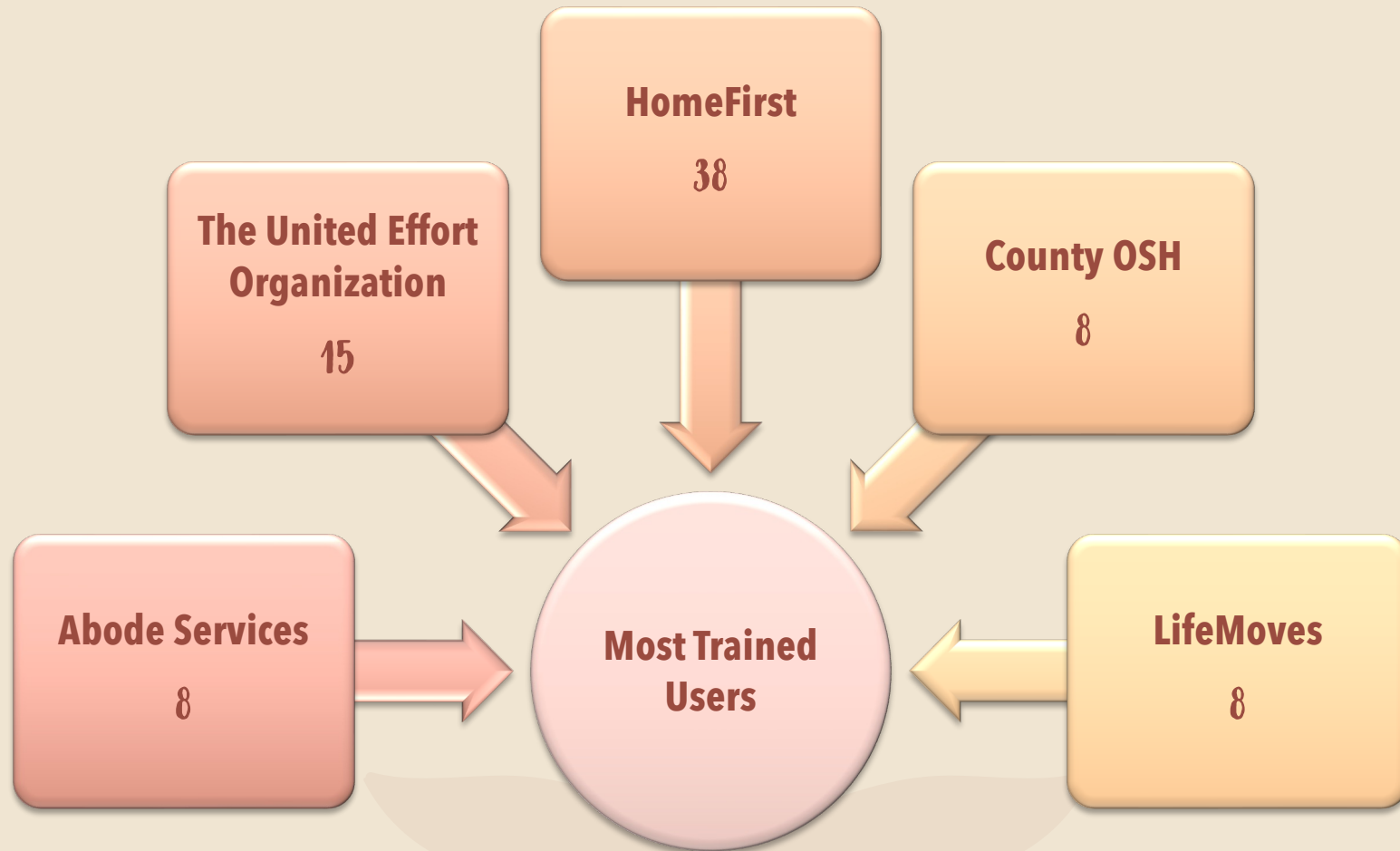
## Agencies with Most Connections



# MyConnectSV – Client Connections



# MyConnectSV – Trained Active Users





# New Features: Calendar and Appointments

Luke Skywalker Test

PROFILE HISTORY PROGRAMS SERVICES ASSESSMENTS NOTES FILES CONTACT LOCATION

CLIENT PROFILE

ADD PORTAL APPOINTMENT

WHEN

Start date/time 10/03/2024 10:00 AM

End date/time

WHERE

Geolocation

ADDITIONAL

Note

Current Instance time: 10/03/2024 9:56 AM

Hour 10 AM

Minute 00

Now Done

SAVE CANCEL

ATTENTION: This Client has been identified

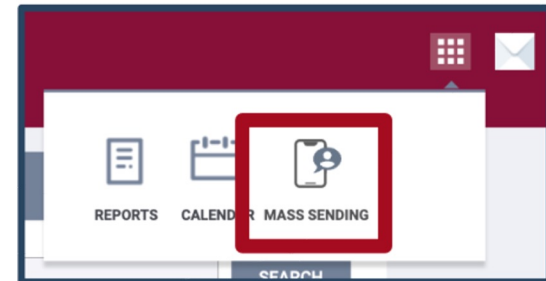
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

# New Features: Mass Requests

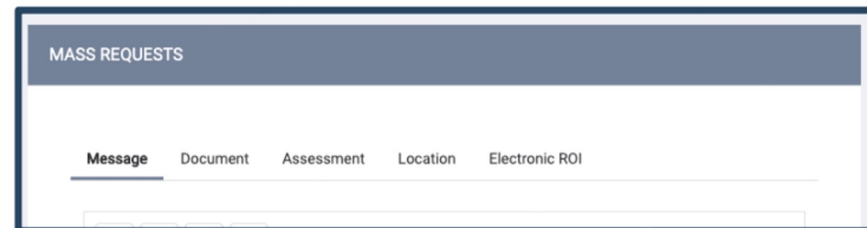
## NAVIGATION: Provider Instructions

### Mass MyConnectSV Requests

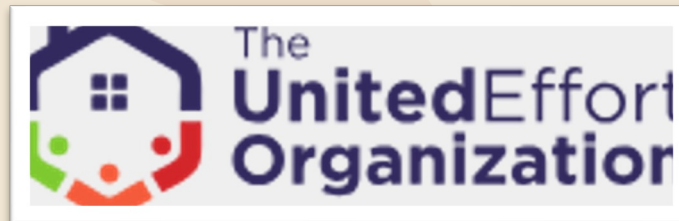
MyConnectSV requests or messages to multiple clients at one time are managed through the **Mass Sending** functionality, which is accessed through the **navigation pad**.



After clicking **Mass Sending**, choose either Message or the type of mass request you'd like to send (Document, Assessment, Location, or Electronic ROI). Details on specific types of requests are included in the next section (Feature Review).



# New Resources - *Peer Support*



# New Resources - *Troubleshooting Guide*

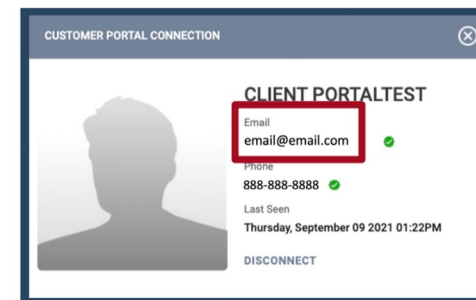
## TROUBLESHOOTING LOGIN ISSUES

If a participant reports that they are having difficulty logging into their MyConnectSV account, you can start by trying the following:



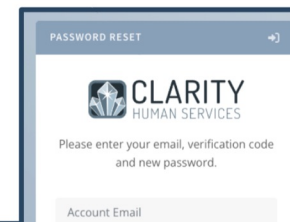
Navigate to the client's profile in Clarity and confirm they have a **Connected** icon above their unique identifier.

Clicking on the **Connected** button will display a summary of **MyConnectSV** account information including the **email address** associated with the **MyConnectSV** account. Confirm they are using this exact email address to log in. If they need to change their email address, click **Disconnect** and send a new invitation to their new email address.



### Resetting Account Password

If a client forgets their **MyConnectSV** password, they can easily reset it by visiting [portal.clarityhs.com](https://portal.clarityhs.com) and clicking the "Forgot Password?" link under "Sign In." On the next screen, enter the email address connected to the **MyConnectSV** account; the client will receive an email with a verification code, which they will enter on the next screen and set a new password.



The background is a solid dark brown color. It features decorative elements: three stylized leaves in shades of yellow, orange, and red are arranged horizontally at the top and bottom. In each of the four corners, there are three small white dots of varying sizes, arranged in a triangular pattern. A large, light brown, curved shape is visible on the right side of the page.

03

# MEMOS

# Recently Assesses & Not on CHQ

Agency	No. Clients
LifeMoves	10
HomeFirst	9
County: SCVHHS - Ambulatory	8
Social Impact Team (SIT)   Property Owners Downtown Association	4
Community Services Agency of Mountain View	4
County: Reentry Resource Center	4
PATH	4
County: OSH	3
California Youth Outreach	2
UPLIFT	2
ConXion to Community	1

Agency	No. Clients
Move Mountain View	1
Mission Possible	1
Community Solutions	1
Parisi House on the Hill	1
CityTeam Ministries	1
Roots Community Health Center	1
County: SCVHHS - BHSD - AOA - FDR	1
Unity Care Group	1
Downtown Streets Team	1
WeHOPE	1
West Valley Community Services	1
Amigos de Guadalupe	1
Institute on Aging	1

Report for this data was run on Monday September 30<sup>th</sup>. Please rerun as needed.

The background is a solid dark brown color. It features several decorative elements: two pairs of stylized leaves (one pair at the top center, one pair at the bottom center) in shades of light brown and reddish-brown. There are also several small circles of varying sizes and colors (light brown, reddish-brown) scattered around the edges. A small circular icon with a white 'x' and three dots is located in the top-left and bottom-right corners. A single leaf is positioned on the left and right sides.

# Next Month's Meeting

Thursday, November 7<sup>th</sup>, 2024