Bitfocus

Santa Clara HMIS News
August 2024

Welcome to the Santa Clara HMIS August 2024 newsletter!

In this edition you'll find the following:

- Check Out this Fun Poll: **Do You Like to Cook On a Gas or Electric Stove?**
- **SCC User Satisfaction Survey 2024**
- **Staff Inbox & Secure Messaging** – Communicating with HMIS End Users
- **Understanding Bed Nights**
- Requesting Reports Assistance
- Report Spotlight - **Parameter Spotlight: Client ID Selection**
- **August Feature Focus**
- Clients Assessed & Not on CHQ
- Resource Highlight
- Clarity Connect (Reminder)
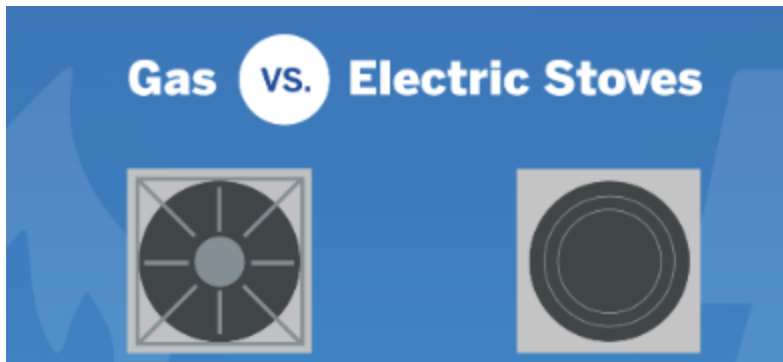- Meetings/Upcoming Events
- Bitfocus is Hiring!

Announcements

Check Out this Fun Poll
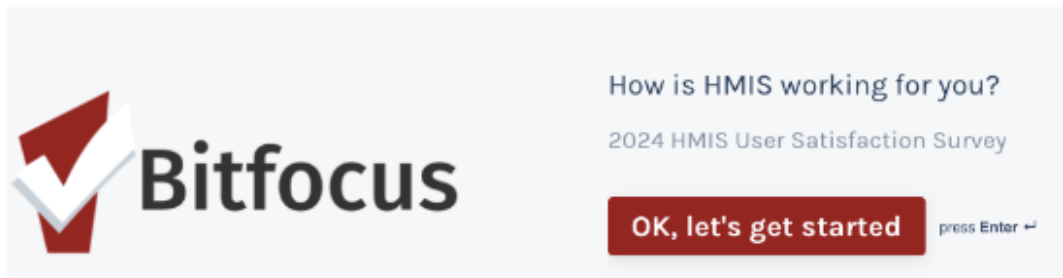
Do You Like to Cook On a Gas or Electric Stove?

Direct URL: **https://bitfocus.typeform.com/to/UicQbxJO**

We will share the results of this poll on next month's Newsletter.

Updates

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.

Your anonymous responses to our 14-question survey will help us to improve HMIS in Santa Clara County. We estimate that it will **take eight minutes or less to finish.**

Click Here to Take the Survey!

News

Staff Inbox & Secure Messaging – Communicating with HMIS End Users

Staff members can securely communicate with other End users who use HMIS via the internal messaging system. The ability to search messages provides an effective way to keep track of conversations and promote collaboration. In addition, all system-wide messages will be included in this inbox. This secure messaging system allows staff members to use real client names instead of Unique Identifiers. If you're a **MyConnectSV user** you may also communicate with your clients directly through the messaging system.

Additionally, if you ever need to communicate directly with **a TA/Agency Lead**, but do not have their direct email, you can always review the **Agency Lead Minutes** for Agency representatives and then send them a secure message with the Staff Inbox module in HMIS.

Continue reading

How-to

Understanding Bed Nights

If your Agency has **Emergency Shelter** programs that are **Night by Night (NbN),** then you must ensure that a Bed Night is recorded for clients.

Field Name	Response Category/ Data Type	Descriptions
Bed-Night Date	[Date]	A date on which the client has utilized a bed in a night-by-night shelter.

- A **Bed Night** helps to determine each bed-night utilized by a client in a night-by-night shelter
- A *Bed-Night Date* record indicates the client has utilized a bed in a night-by-night (NbN) shelter on that specific date
- All clients and their household members should have a bed night recorded, not just the Head of Household as is required by HUD data collection specifications
- There must be a record of a bed night on the '*Project Start Date*' into a night-by-night shelter; any additional bed night dates must be after the '*Project Start Date*' and before the '*Project Exit Date*'. If your Agency has **Emergency Shelter** programs that are **Night by Night (NbN),** then you must ensure that a Bed Night is recorded for clients.

Continue reading

How-to

Requesting Reports Assistance

Do you ever wonder what report you should be running or if you understand what the report has kicked back? We completely understand. You have a few options on how to get assistance with this minor challenge.

1. Join **HMIS Office** (Every other Thursday) or **Looker Office** (Every other Monday) Hours
2. Contact the Help Desk: **sccsupport@bitfocus.com**
3. Email Your Sys. Admin. Team at **scc-admin@bitfocus.com**

Be sure to also include the following:

1. Name of the report you are using (is it a canned HMIS/Pentaho report) or is it a Looker/Data Analysis report
2. What are the parameters you are using (what are the filters)
   1. Agency/Program Name
   2. Dates used

      3. Active/Inactive clients

      4. Is there a specific data element you are trying to pull, if so, what is it

      5. If the report is pulling data, you are not expecting, tell us what that data is (e.g., the number of clients within the report range for section x, y, z seems too high)

   3. Provide any other details you think would be helpful – remember we need your assistance in helping you figure it out; this will also minimize the back-and-forth emails

Report Spotlight

Parameter Spotlight: Client ID Selection

This article focuses on the Client ID Selection parameter, including its intended use, functionality, and important considerations to ensure that the client universe fits the reporting need. ***Please note that if you would like to continue using the previous methodology for running the reports highlighted below, simply select the Parameter: "Client ID" instead of "Personal ID".***

Overview
Personal ID allows for systemwide deduplication by utilizing guidance from Data Element 5.08 System Logic and Clarity algorithms, in addition to user-based linking/unlinking to ensure accurate counts of clients in reporting initiatives.

In all federal reports, the "Client ID Selection" parameter allows users to run reports to select the base Client Universe (Unique Identifier or Personal ID). To learn more about different Client IDs, review **Field Comparison: Client IDs.**

Client ID Selection
The "Client ID Selection" parameter determines how clients are counted in federal reports. This "Client ID Selection" parameter gives the flexibility to utilize Unique Identifier (default) or the Unduplicated Personal ID.
By default, "Clarity Unique Identifier" is selected and counts the clients by Unique Identifier.

However, if the "**HUD Unduplicated Personal ID**" option is selected, the results and accessible drilldowns may vary based on community sharing settings, access, and duplicate records identified by Clarity's deduplication algorithm and System Administrator **linked/unlinked profiles**.

Example

John Doe has 3 profiles with Unique Identifiers '123', '456', and '789'.
John Doe has 1 Personal ID '4EXAMPLE4J0X7L1F4B2IBOV6RW8SBJ7R'
Based on report logic and programming specifications, John Doe would be included in client counts **3** times if "**Clarity Unique Identifier**" is selected, and only **1** time if "**HUD Unduplicated Personal ID**" is selected.

Reporting Impact

The selected option in the "Client ID Selection" parameter can impact report results. Furthermore, it is important to be aware of additional considerations as outlined below.

Client Universe

It is important to note that the selected option from the "Client ID Selection" will shift the base universe of the report being ran and, if comparing side by side, has the chance to produce different counts. These counts are expected to differ as there may be clients deemed duplicative by Personal ID that are linked. This singular Personal ID has a one-to-many relationship with linked profiles (Unique Identifiers) so would count as more than one client when calculating a count of Unique Identifiers.

Reporting Nuances

- **Enrollment Selection**

For reports dependent on latest stay, the latest enrollment connected to the Personal ID will be utilized for reporting.
For reports utilizing additional enrollment records, all applicable enrollment records associated with the Personal ID will be utilized for reporting.

- **Client Information**

For Client Profile Demographics like Name, Date of Birth, Race Ethnicity, Gender, and Veteran Status - the selected "Client ID Selection" prompt can alter how results are returned in a report when "HUD Unduplicated Personal ID" is selected.

If the report utilizes the latest enrollment for the client universe, logic will return client profile demographics from the client profile associated with the enrollment.

Reports that Use the Latest Enrollment

1. [HUDX-224(-AD)] PATH Annual Report [FY 2024]
2. [HUDX-225(-AD)] HMIS Data Quality Report [FY 2024]
3. [HUDX-227(-AD)] Annual Performance Report [FY 2024]
4. [HUDX-228(-AD)] ESG CAPER [FY 2024]
5. [HUDX-230-AD] Shelter Count PIT [FY 2024]
6. [HUDX-235(-AD)] CE APR [FY 2024]

If the report is not limited to a single project stay, the client profile with the most recent updated date will be used.

Reports that Use All Project Stays

1. [HUDX-111(-AD)] HUD CSV / XML Program Data Export [FY 2024]
2. [HUDX-123-AD] Housing Inventory (HIC) Supplemental [FY 2024]
3. [HUDX-223-AD] System Performance Measures [FY 2024]
4. [HUDX-231(-AD)] LSA Export
5. [HUDX-234-AD] HMIS Statistics Report

Updates

August Feature Focus

**Updated:** Invalid Social Security Number (SSN) Warning

To assist with data entry, if you enter xxx-xx-xxxx for the Social Security Number field value, the Quality of SSN field will auto-populate with "Client doesn't know". This is to indicate a client does not know their SSN or that their profile is de-identified.

When a user enters an SSN for a client, the system will check to see if the SSN is valid as based on Social Security Administration guidelines. An SSN is considered **invalid** if any of the following are true.

1. The last four digits of the SSN are '0000'

2. The first three digits are '000', '666', or start with '9'

3. The middle digits (i.e., digits 4 and 5; the second grouping of digits) are '00'

4. The digits are repetitive, like 000-00-0000, 111-11-1111, 333-33-3333, etc.

5. The digits are sequential, like 123-45-6789 or 987-65-4321.

If you are entering an anonymous client record, a client who does not know their SSN or does not wish to share their SSN, please enter xxx-xx-xxxx.

If the SSN is invalid, the system displays the following pop-up: "'The SSN entered does not conform to Social Security Administration guidelines. Click 'Cancel' to change the SSN. Click 'OK' to proceed with the SSN entered." This pop-up appears before the "An existing client has been found matching the SSN entered" pop-up appears.
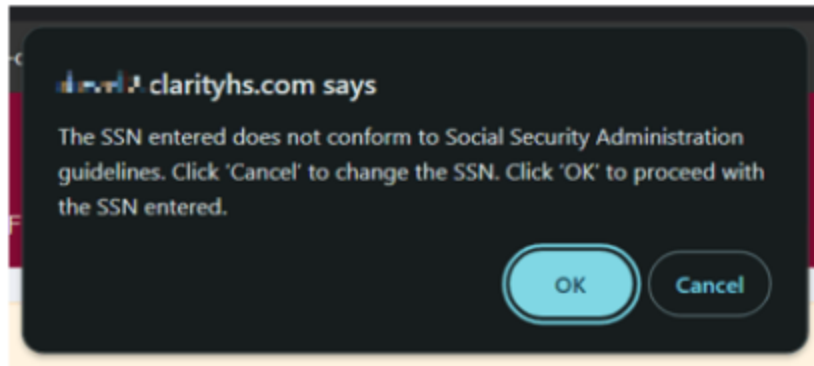
If the user clicks "Cancel"

- The pop-up disappears
- The user's mouse returns to the first digit of the SSN.
- The SSN field is underlined in red.
- The user can change the SSN and save the profile with the edited SSN.

If the user enters another invalid SSN, the pop-up appears again. This continues until a valid SSN (or one with 1-9 non-numeric characters) is entered.

If the user clicks "OK"

- The pop-up disappears.
- The SSN field is not underlined in red.
- The user can save the profile with the invalid SSN.

Updates

Clients Assessed and Not on the Community Housing Queue (CHQ) Dashboard – Update

List of Agencies with Clients Assessed and Not on the CHQ

Please note this report was run on Wednesday, August 28th, 2024.

Agency Name	No. Of Clients
HomeFirst	8
LifeMoves	7
Bill Wilson Center	5
County: Reentry Resource Center	4
San Jose State University Research Foundation (SJSU)	3
WeHOPE	3
County: SCVHHS - Ambulatory	3
Community Services Agency of Mountain View	3
Community Solutions	2
Silicon Valley Independent Living Center (SVILC)	1
PATH	1
Covenant House California	1
County: SCVHHS - BHSD - AOA - FDR	1
County: SCVHHS - Custody Health	1
County: OSH	1
Social Impact Team (SIT) | Property Owners Downtown Association	1
The United Effort Organization	1
County: SSA - DEBS SSI Advocacy	1
Midtown Family Services	1
Horizon Services, Inc - DBA Mission Street Sobering Center	1

Spotlight

Resource Highlight - SCC HMIS Webpage

Did you know there is an entire website dedicated to all things SCC HMIS!

News

Clarity Connect

Join us for our 7th annual Clarity Connect Conference this September in Las Vegas September 17-19, 2024! We'll have three full days of peer networking, interactive learning labs, and rich session content (new this year: beginner & advanced tracks!) This year we're introducing a new track format: Foundations and Advanced.

The Foundations Track will provide guests who are newer to HMIS, Clarity Human Services, or a particular feature or functionality with the fundamentals needed to get rolling. **The Advanced Track** will dive deeper into tips, tricks, and nuances for some of our more seasoned Clarity users.

Register Here!

All tickets include registration, breakfast and lunches all three days, and access to all main event sessions, workshops, learning labs, and the networking happy hour.

Cancellation Policy
After purchasing tickets, you have until thirty (30) days before the start of the conference for a full refund. Please submit for a full refund before August 16, 2024. No refunds will be accepted after the cutoff date. You may transfer tickets to another colleague at any time. Please contact Diane Quaresma (dianeq@bitfocus.com) with any questions or transfers.

Upcoming Events

Meeting/Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting

When: Thursday, September 5, 2024

Time: 2:00 - 3:30 p.m.

Where: Zoom

This meeting, formerly known as the Agency Admin meeting, will discuss the reports and data collection requirements in HMIS. This naming convention change does not alter the content, requirements, or attendees of the meeting. Please send an agency representative

to this meeting who is responsible for supporting staff in their HMIS data collection responsibilities.

Data Think Tank

When: Tuesday, September 10, 2024

Time: 10:00 – 11:00 a.m.

Where: Email **Angiee@bitfocus.com** for Zoom Link

Service Providers Network Meeting

When: Wednesday, September 11, 2024

Time: 9:30 – 11:00 a.m.

Where: **Join Zoom Meeting**

Coordinated Entry Work Group

When: Thursday, September 12, 2024

Time: 1:00 p.m. – 2:30 p.m.

Where: Register Here!

SCC TA Office Hours

When: Wednesday, September 25, 2024

Time: 10:00 a.m. - 11:00 a.m.

Where: **Zoom**

SCC CoC VI-SPDAT In-Person Training

When: Thursday, September 26, 2024

Time: 9:00 a.m. – 1:00 p.m. (In-Person)

In-Person: 110 W Tasman Drive, San Jose, CA 95134

Where: **Register Here!**

Rapid Rehousing and Employment Initiatives Meeting (In-Person)

When: Thursday, September 26, 2024

Time: 3:00 p.m. - 4:30 p.m.

Where: Charcot Training Center Suite #102

2310 N First St. San Jose, CA 95131

Training

Check out the September training offerings.

SCC Clarity Office Hours

When: Thursday, September 12 and 26, 2024

Time: 10:00 -11:30 a.m.

Where: **Zoom**

SCC Looker Office Hours

When: ~~Monday, September 2~~ - Labor Day Holiday (Cancelled)

Monday, September 16 and 30, 2024

Time: 1:00 - 2:00 p.m.

Where: **Zoom**

Updates

Bitfocus is Hiring!

Check out great career opportunities **here** as Bitfocus seeks to expand its reach!

Questions? Your HMIS Administrator is happy to help.

Phone: 408.596.5866 Ext. 2
Email: sccsupport@bitfocus.com

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