



## Santa Clara HMIS News

July 2024

Welcome to the Santa Clara HMIS July 2024 newsletter!

**In this edition you'll find the following:**

- SCC HMIS Quarterly Compliance Certification Checklist
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- Report Spotlight - [[HUDX-225](#)] [HMIS Data Quality Report](#)
- Clients Assessed & Not on CHQ
- Clarity Connect (Reminder)
- Meetings/Upcoming Events
- Check Out This Fun Poll – [Are you team wired, team wireless, or neither?](#)
- Bitfocus is Hiring!



## Announcements

# SCC HMIS Quarterly Compliance Certification Checklist

**DUE Wednesday, July 31!**

## NEXT STEPS

**1. As the Agency Lead/Security Officer you should** complete, sign and return the SCC HMIS Quarterly Compliance Checklist form to Bitfocus

**2. Download the Security Checklist forms on the [SCC HMIS website](#) or use the links provided below:**

- [Quarterly Compliance Certification Checklist and Instructions.](#)
- [Quarterly Compliance Self Certification Form](#) - this form does not need to be submitted to us - retain for your records.
- Complete the checklist for HMIS users and workstations on a quarterly schedule (see form for details)
- Please note for Q2 you are submitting ALL USERS that are active during [this quarter](#)

**3. Please be sure to run the report on the Data Analysis Tab in HMIS.**

- The ADDED DATE range has been set to the current date range
- *If you have NO End Users or the report returns NO DATA then you are all set - it means there were no End Users added during Q2*
- Need a refresher? Please use the following: [Quarterly Security Checklist Report: How to Guide](#)

**4. Non submission of Checklist will result in inactivation of staff at your agency until submission is received.**

**5. We ask that when you send your certification to our team, you also [complete this form](#), providing the names and email addresses of Non-HMIS Assessors at your agency. **These are staff who DO NOT have HMIS access but complete paper VI-SPDATs to clients.****

- Most of you will not have staff that do this, but we want to make sure to capture this information in order to ensure that any updates to VI-SPDATs are sent to them.



## Updates

### July 2024 Feature Updates

#### Updated: Size Limit for Uploaded Files

In all areas of the system where files or photos can be uploaded:

- The size of the file that can be uploaded has increased to 25 MB.
- Compressed files can now be uploaded.

This update applies to client files, client photos, staff photos, agency documents, vendor documents, ROIs, Encampment photos, and INVENTORY photos).

#### New and Updated Help Center Content

We've either updated or created the following articles in response to this Clarity Human Services update.

#### Updated Pages:

1. [How Do I Create a New Client Record?](#)
2. [Working with Files in the Client Record](#)
3. [Adding INVENTORY Photos](#)
4. [System Advanced Options: Location & Outreach](#)
5. [Audit Trails](#)
6. [Viewing Individuals in Outreach](#)
7. [Persons in Encampments](#)



## News

### Auto – Exit Feature

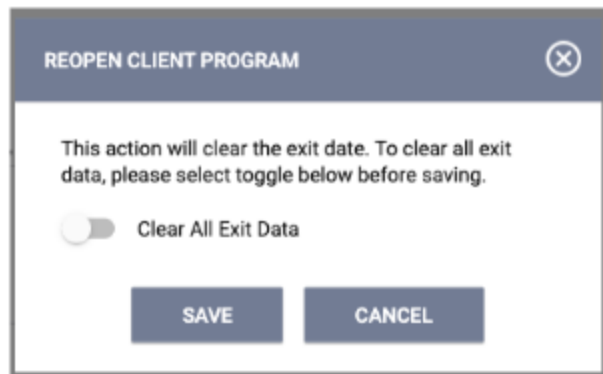
When Auto Exit is enabled, the system automatically records a **program exit** for enrollments under certain conditions this is called **Auto Exit Due to Inactivity**.

### Auto Exit Due to Inactivity

The system automatically records a program exit for an enrollment when none of the enrollment's household members have program-related activity (**Unit connections, services, Coordinated Entry Events/Results**, or program-level **assessments**, including Annual, Status, CLS, and Custom/CE assessments) within their enrollment records for the specified timeframe.

### Reopen Client Program

If a client has an enrollment reopened, that reopening does not reset the enrollment's time to auto-exit. If the client's household members receive **no new service, status assessment, enrollment-linked custom assessment, CLS, CE Event, CE Result, or project start date** (new HH member) then that reopened enrollment will again **auto-exit the following day**. Therefore, enrollments reopened (on specific date) will be auto-exited the next day. If you need the client to remain active/open, then you will need to ensure there is a program related activity added to the reopened client as outlined above to maintain the client active in the program.



## How-to

### Deleting Program Enrollments

Deleting Program Enrollments should only occur if the Program Enrollment was created in error, or the client was enrolled in the incorrect program or there is a duplicate enrollment within the same program.

Before deleting any program enrollments, or requesting deletion of a program enrollment, please check existing **SERVICES** and **ASSESSMENTS** under the enrollment.

If the Program Enrollment **does not display the trashcan icon** it means, *there are services attached* to this program and those services will need to be deleted first. This (see screenshot below) is an example of a Program Enrollment that has services attached - no trashcan icon; therefore, you are not able to delete the program until the services are deleted first.

Continue reading



## News

### Social Security Number Changes

Currently End Users have the option of entering a clients social security number (SSN) as all zeros (0) when the client does not know their SSN or if the client profile is changed to anonymous or entered as anonymous or if the client prefers not to disclose their SSN.

<b>Social Security Number</b>	000 - 00 - 0000
<b>Quality of SSN</b>	Client prefers not to answer <span style="float: right;">▼</span>

Starting on **Monday, August 12, 2024**, the use of zeros will no longer be permitted and instead will be entered as an **X** to align with HUD guidance and Federal Reporting purposes. This means that you will need to discontinue the use of zeros when entering NEW CLIENTS who may not want to disclose their SSN and instead use an **X**. You will **not** need to correct existing client records, however if you have a

data integration process with external software, you may want to confirm that this new format will import as expected.

NT PROFILE

Social Security Number      **XXX - XX - XXXX**

Quality of SSN

We will also be updating language on documents/resources and trainings. However, please feel free to reach out should you find something that has the old requirement and may need updating.



## Report Spotlight

### [HUDX-225] HMIS Data Quality Report

The [HUDX-225] HMIS Data Quality Report is a HUD report that reviews data quality across several HMIS data elements. An overview of the report is provided. Please refer to the [HMIS Reporting Terminology Glossary](#) for the complete programming specifications. Where necessary, key definitions from the [HMIS Data Dictionary](#) have been included.

The report is found in the HUD section of the Report Library. There is also an Admin version available in the Administrator section.

Report Details		HMS Data Quality Report (FY 2023)				
County Health Services Department - Training Support - 02000 CAC Category Filter: Program CAC Date Range: 01/01/2023 thru 03/31/2023						
<b>Q1. Recent Validation Table</b>						
Program Applicability: All Programs						
Category	Count of Clients for (S)	Count of Clients	Count of Clients			
Total number of persons served	2,823	2,849				
Number of adults age 18 or over	2,647	2,670				
Number of children (under age 18)	201	242				
Number of persons with unmet need	39	58				
Number of women	120	111				
Number of adult women	120	126				
Number of adult and head of household women	143	140				
Number of women	1,970	1,989				
Number of adult women	2,141	2,157				
Number of veterans	417	418				
Number of chronically homeless persons	417	418				
Number of youth under age 25	380	394				
Number of parenting youth under age 25 with children	3	3				
Number of adult heads of household	1,180	1,182				
Number of child and adolescent age heads of household	33	33				
Needs of households and adult women to be unmet 300 days or more	1,187	1,177				
<b>Q2. Personally Identifiable Information (PII)</b>						
Program Applicability: All Programs						
Data Element	Count of Errors	Information Missing	Date Issues	% of Error Rate		
Name (3-E)	0	1	1	4.90%		
Client Security Number (3-Z)	0	5	5	38.40%		
Date of Birth (3-B)	0	1	1	4.90%		
Race (3-F)	2	2		8.7%		
Ethnicity (3-D)	2	2		8.7%		
Gender (3-G)	0	3		1.1%		
Client Code				38.90%		
<b>Q3. Universal Data Elements</b>						
Program Applicability: All Programs						
Data Element	Count of Errors	% of Error Rate				
Telephone Number (3-T)	2	8.7%				
Project Entry Date (3-A)	0	0%				
Relationship to Head of Household (3-W)	4	6.7%				
Client Location (3-1C)	2	8.0%				
Disabling Condition (3-M)	2	4.90%				
<b>Q4. Income and Housing Data Quality</b>						
Program Applicability: All Programs						
Data Element	Count of Errors	% of Error Rate				
Destination (3-1D)	11	30.43%				
Income and Sources (4-2) at Start	0	11.76%				
Income and Sources (4-2) at Annual Assessment	0	3%				
Income and Sources (4-2) at Exit	18	48.15%				
Non-Cash Benefits (4-3) at Start	0	11.76%				
Non-Cash Benefits (4-3) at Annual Assessment	0	3%				
Non-Cash Benefits (4-3) at Exit	15	48.15%				
<b>Q5. Chronic Homeless</b>						
Program Applicability: ES, EH, Street Outreach, TH & PH (AC)						
Starting Program Type	Count of Initial Records (3-11-A)	Missing Time as Housing (3-11-B)	Approximate Date Started (3-11-C)	Number of Times (3-11-E)	Number of Months (3-11-F)	% of records unable to calculate
			DIR/Notating	DIR/Notating	DIR/Notating	
EH, Street Outreach	10			1	1	10%
TH	8	0	0	8	0	0%
PH (all)	5	0	0	5	0	0%
Total	23					10%
<b>Q6. Timeliness</b>						
Program Applicability: All Programs						
Time for Element Entry	Number of Program Entry Records	Number of Program Exit Records				
0 days	14	0				
1-3 days	3	0				
4-6 days	1	0				
7-10 days	2	0				
11+ days	18	0				
<b>Q7. Inactive Records: Street Outreach and Emergency Shelter</b>						
Program Applicability: Street Outreach & ES-Agile By Region						
Data Element	# of Records	# of Inactive Records	% of Inactive Records			
Contact Info and Needs of Household in Street Outreach or ES-Agile	2	0	100%			
Bed Nights per month in ES-Agile	2	0	0%			

## Drilldown Functionality

Drilldown functionality is available for each section of the report and contains a list of clients with Unique Identifier, Client Name, SSN, Date of Birth, Program, Start Date, End Date, and Assigned Staff.

**HMIS Data Quality Report (FY 2022)**  
**Q6. Income and Housing Data Quality**  
 Income and Sources (4.3) at Annual Assessment - Error Count

List of Clients							
Unique Identifier	Name	SSN	Date Of Birth	Program	Start Date	End Date	Assigned Staff
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

# of Persons: 7  
# of Households: 7

Note: \* denotes Inactive Assigned Staff

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## Updates

### Reminder: 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 July 30, 2024.

Agency Name	Count of Clients
HomeFirst	15
LifeMoves	13
County: SCVHHS - Custody Health	7
ConXion to Community	4
Social Impact Team (SIT)   Property Owners Downtown Association	3
County: Reentry Resource Center	3
Amigos de Guadalupe	3
California Youth Outreach	2
WeHOPE	2
Roots Community Health Center	2
Family Supportive Housing	2
UPLIFT	2
San Jose State University Research Foundation (SJSU)	1
CityTeam Ministries	1
Silicon Valley Independent Living Center (SVILC)	1
VAPAHCS	1
The United Effort Organization	1
Bill Wilson Center	1
Move Mountain View	1
County: SSA - Department of Family and Children's Services (DFCS)	1
PATH	1
Mental Health Systems (MHS)	1





## Spotlight

### Clarity Connect

Join us for our 7th annual Clarity Connect Conference this September in Las Vegas! We'll have three full days of peer networking, interactive learning labs, and rich session content. **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 cut-off date. You may transfer tickets to another colleague at any time. Please contact Diane Quaresma ([dianeq@bitfocus.com](mailto:dianeq@bitfocus.com)) with any questions or transfers.*



Register today!



## Upcoming Events

### Meeting/Upcoming Events

**HMIS Technical Administrator (TA)/Agency Lead Meeting**

**When:** Thursday, August 1, 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.*

## Santa Clara County Homelessness Continuum of Care Substance Use Treatment Services: Engagement, Treatment, and Recovery

**When:** Tuesday, August 6, 2024

**Time:** 10:00 a.m. – 12:00 p.m.

**Where:** [Zoom Meeting](#)

### Data Think Tank

**When:** Tuesday, August 13, 2024

**Time:** 10:00 – 11:00 a.m.

**Where:** Email [Angiee@bitfocus.com](mailto:Angiee@bitfocus.com) for Zoom Link

### Service Providers Network Meeting

**When:** Wednesday, August 14, 2024

**Time:** 9:30 – 11:00 a.m.

**Where:** [Join Zoom Meeting](#)

### Rapid Rehousing and Employment Initiatives Meeting (In-Person)

**When:** Thursday, August 22, 2024

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

**Where:** Charcot Training Center Suite #102  
2310 N First St. San Jose, CA 95131

### SCC CoC VI-SPDAT In-Person Training

**When:** Thursday, August 29, 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!](#)

### SCC TA Office Hours

**When:** Wednesday, August 28, 2024

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

**Where:** [Zoom](#)



## Training

## Check out the August training offerings.

### SCC Clarity Office Hours

**When:** Thursday, August 1, 15, 29, 2024

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

**Where:** [Zoom](#)

### SCC Looker Office Hours

**When:** Monday, August 5 and 19, 2024

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

**Where:** [Zoom](#)



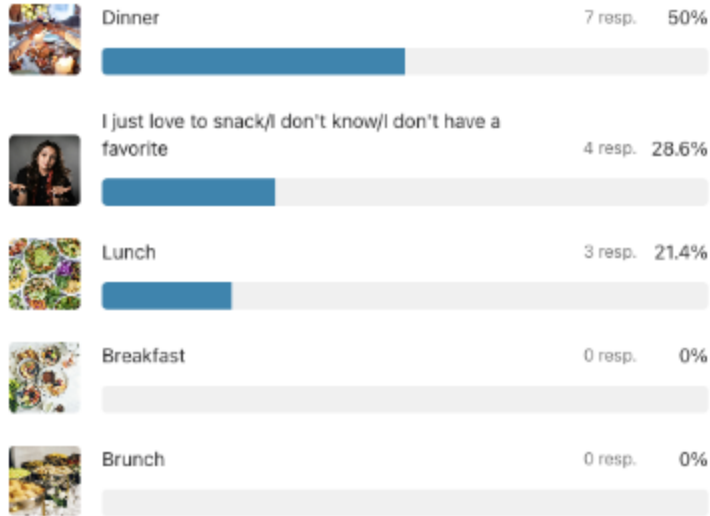
News

## Check Out This Fun Poll: [Are you team wired, team wireless, or neither?](#)

Here's the URL for the poll: <https://bitfocus.typeform.com/to/ltXox0Be>

Here are the results from [last month's poll](#): What is your favorite meal of the day?

 1 What is your favorite meal of the day?



## Updates

### Bitfocus is Hiring!

Check out great career opportunities [here](#) as Bitfocus seeks to expand its reach!

**We're Hiring!**

Questions? Your HMIS Administrator is happy to help.

Phone: 408.596.5866 Ext. 2  
Email: [sccsupport@bitfocus.com](mailto:sccsupport@bitfocus.com)



Bitfocus, 5940 S Rainbow Blvd, Ste 400 #60866, Las Vegas, NV 89118, United States, 800-594-9854

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