



Santa Cruz HMIS News February 2025

Welcome to the Santa Cruz HMIS February 2025 newsletter!

In this edition you'll find the following:

- Community Poll
- Upcoming Events -HMIS Office Hours 3/24 and Next Connector Training
- Clarity Human Services Feature Updates on February 24, 2025
- Thank You 2025 PIT Count Volunteers & Next Connector Training
- Data Quality Dashboard and Report Content
- Federal Reporting Timeline: SPM and PIT/HIC
- Clarity Toolbox: Program Annual Assessments
- Clarity Toolbox: Manage Housing Move-In Dates
- Report Spotlight: [HDX-225] HMIS Data Quality Report



News

Welcome to your Community Poll

Check Out This Fun Poll:

If you could choose to stay on one time all year, would you prefer to have longer evenings in the Summer (Daylight Savings Time) or longer mornings in the

Winter (Standard Time)?

Take the poll!



Results from last month's poll: Thanks for taking the time to respond!



What do you think is the least kept New Year's resolution?

6 out of 6 people answered this question



Exercise More

3 resp. 50%



Travel More

2 resp. 33.3%



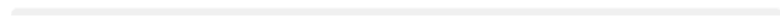
Eat Healthier

1 resp. 16.7%



Sleep More

0 resp. 0%



Upcoming Events

Upcoming Events

Housing for Health - HMIS Office Hours

Housing for Health and Bitfocus host office hours every **fourth Monday of each month** (in lieu of HMIS Workgroup meetings). Drop in for as long or as short as you'd like to ask any and all questions related to the HMIS. All users are welcome. Please join us within the first 15 minutes or we will assume nobody will be joining us for Office Hours.

Please register for the next Office Hours below.

- Monday, March 24 | Register [HERE](#)



Announcements

Mark Your Calendar for the Next Connector Training

We hope you can join us for the next Connector Training, **April 30** from **9:30 a.m. - 3:30 p.m.** at Santa Cruz County Sheriff Community Room, 5200 Soquel Ave, Santa Cruz.

For more information on Coordinated Entry, please visit [our site](#) and review [H4H Connector Expectations](#).

If your agency is interested in providing Connector services, please contact Monica Lippi, Housing for Health Manager, at Monica.Lippi@SantaCruzCountyca.gov.



Clarity Human Services Updates

Feature Updates: February 2025 Release Schedule

Here are some important highlights of specific areas of the system that have been updated as of February 24, 2025. Since this isn't a comprehensive overview, please refer to the [full article here](#) for complete details.

We know that keeping up with all the Clarity Human Services feature updates can feel a bit overwhelming but we've got you covered! If reading through all the details isn't your thing, why not watch instead? Check out our **Past Bitfocus Webinar** to catch up on the latest updates. Just a heads-up—you'll need to register first to access it. Happy watching! 🎥 ✨

- [Feature Focus 2/20/25](#)
- [Slide Deck to follow along!](#)

Watch the Video!

Feature Focus 2/20/25



Clarity Human Services Feature Updates

1. [Updated Social Security Number \(SSN\) Masking](#)

A) When an X is used to mask a number in the SSN, an * (asterisk symbol) is used instead of the X. For example, if a client's SSN is 999-99-8304, on the profile the user sees ***-**-8304 as seen in image below.

(Note: *this is a fake SSN used for explanation purposes only.*)

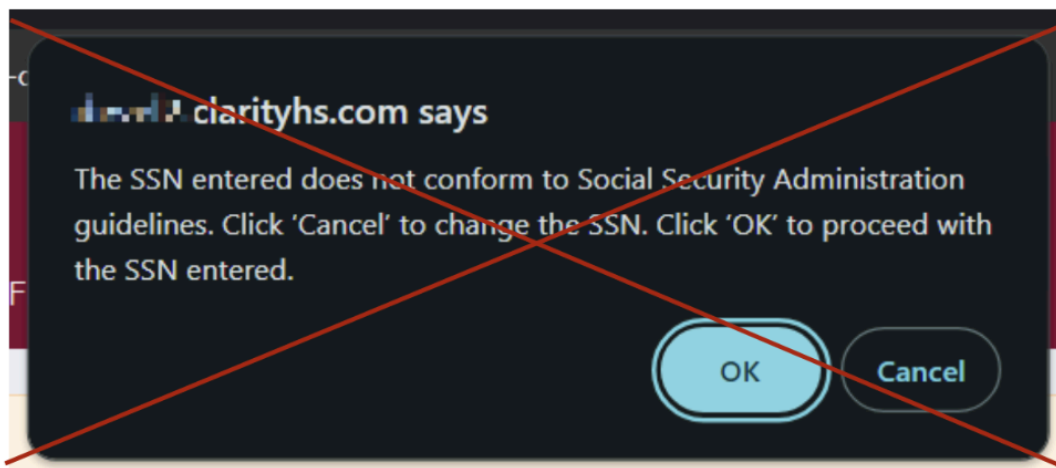
CLIENT PROFILE

Social Security Number *** - ** - 8304 ?

Quality of SSN Full SSN Reported

2. Updated Social Security Number "Invalid SSN" Pop-up Functionality

A) The Social Security Number (SSN) functionality has been updated to remove the invalid SSN pop-up when an X or x is entered. The pop-up that states 'The SSN entered does not conform to Social Security Administration guidelines...' **will no longer appear.**



We Welcome Your Ideas

We encourage you to suggest improvements and new features for our products. You can [create feature suggestions](#) or vote, watch, and comment on existing suggestions at ideas.bitfocus.com. Refer to our [Feature Suggestions](#) article for additional details.



Announcements

Thank You for 2025 PIT Count Volunteers!



2025 Point-In-Time Count



Thank you to our PIT Count volunteers for a successful Count. With over 180 registered volunteers and more than 130 participants on the morning of January 30, their dedication and commitment to helping us collect crucial data on our unhoused community members will have a lasting impact.




Updates

Data Quality Dashboard and Report Content

Please see the pictures below for the agency-level data quality dashboard and report content updates. This is updated monthly - check it out!

[Check out the PDF!](#)

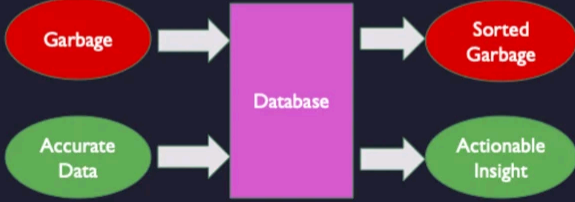


Data Quality

- Completeness – data is complete
- Timeliness – data is entered timely
- Accuracy - data is entered accurately
- Consistency – data is consistent , no contradictions of data

Why is Data important?

- Data is used to drive the decision-making process of how funding is allocated.



```

graph LR
    G([Garbage]) --> DB[Database]
    AD([Accurate Data]) --> DB
    DB --> SG([Sorted Garbage])
    DB --> AI([Actionable Insight])
  
```

*HUD Data Quality Toolkit



Announcements

Federal Reporting Timeline: SPM and PIT/HIC

As you may be aware, we are in the middle of Federal Reporting season! We are currently working on data quality review for three federal reports that are required by HUD: **System Performance Measures (SPM)**, **Point-in-Time Count (PIT)**, and **Housing Inventory Count (HIC)**. We wanted to give you a brief overview of the timeline and the information you should expect to receive from us.

Throughout the next couple months, there may be multiple data quality emails that will be sent out to your HMIS Agency Lead if any of your agency's programs are flagged in our different data quality reviews for these reports. These emails will be requesting review of specific data quality elements related to the SPMs and/or the PIT/HIC reports.

Here is our timeline:

SPM Data Quality Review & Clean up	PIT/HIC Data Quality Review & Clean Up
February 4 - March *	February 4 - April *

**We have not yet received a submission deadline from HUD for both SPM and the PIT/HIC, but we'll continue with our regular Data Quality Cleanup and Review Process.*

Please respond to our emails in a timely manner, and stay on top of any data review and corrections that may be requested for your agency's program(s). The SPMs have an earlier submission deadline than the PIT/HIC reports, so these data quality corrections are the priority, but please be mindful of the deadlines that will be noted in the individual emails and be sure to review the data and make any necessary corrections by the specified deadline.

These emails may come from Alexis, Melissa or Jennifer. We appreciate your support in reviewing and communicating about SPM and PIT/HIC data quality over the next couple months.



Clarity Human Services Updates

Clarity Toolbox: Program Annual Assessments

Why This Matters

Keeping up with *Annual Assessments* correspond with the [HUD HMIS Data Standards Data Collections stages](#) "Occurrence Point/Update" and "Annual Assessment." (Pg. 17-18). Annual Assessments are essential for tracking client outcomes. As we go through the **SPM Data Quality review**, staying on top of these updates is especially important to maintain clean, reliable data and support strong program performance.

Program Annual Assessments

Annual Assessments are required by HUD for clients enrolled in a program for more than 365 days. An **Annual Assessment must be completed annually**: no more than 30 days before or after the anniversary of the head of household's program enrollment.

Example One: Individual Enrollment

If **Participant A** enrolls in a program on **02/01/2024**, their annual assessment must be completed on **02/01/2025** *(or within a 30-day window before or after this date).

**Participant A
Enrolls 02/01/2024**

**Participant A
Annual Assessment 02/01/2025***

Example Two: Household Enrollment

- **Participant A** is the Head of Household and enrolls on **02/01/2024**.
- Later, **Participant B** joins the household and enrolls on **05/01/2024**.
- Even though **Participant B** has a different enrollment date, their annual assessment would **NOT** be due on **05/01/2025**
- Instead **Participant B's** annual assessment must be aligned with **Participant A's** enrollment anniversary date **02/01/2024** *(or within a 30-day window before or after this date).
- Therefore, **Participant B's** annual assessment must be completed on **02/01/2025** *(or within a 30-day window before or after this date).

**Participant B
Enrolls on 05/01/2024**

**Participant B
Annual Assessment on 02/01/2025 ***
Remember must align with HoH Anniversary Enrollment Date

Key Rule:

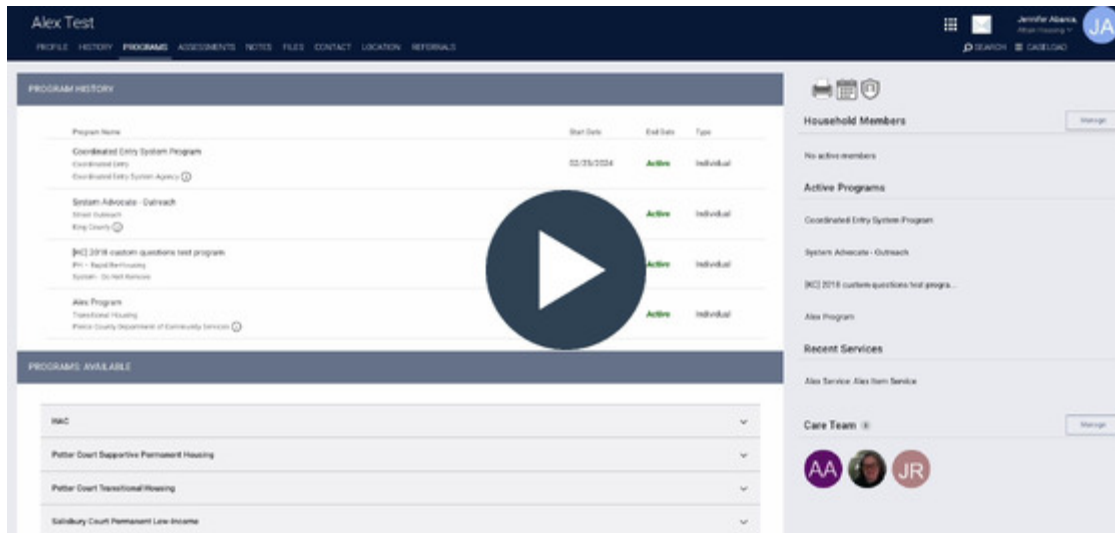
For Households, all members follow the Head of Household's annual assessment schedule, regardless of when they enrolled in the program.

Accessing the Status Assessment

To conduct an annual assessment:

- Navigate to the PROGRAMS Tab in the client record.
- Find the program enrollment you wish to add an annual assessment to, and click the edit icon to the left of the enrollment.
- Then select the client(s) for which you want to conduct the annual assessment.
- Once an annual assessment has been completed you will notice it shows up under the Assessment History section

Note: Users won't be allowed to enter more than one annual assessment on the same date.



What Happens if No Annual Assessments are Completed 🚨

If Annual Assessments are not completed at all or within 30 days of the enrollment anniversary, a program’s performance outcome measures can be negatively affected (e.g., see [\[HUDX-225\] HMIS Data Quality Report](#) section Q4).

How Does This Affect Me?

If you're responsible for a participant and their annual assessment isn't completed on time, you may have to go back and fill it in later, which can be a hassle. Staying organized and entering data accurately and on time helps avoid extra work down the line. Otherwise, you (or someone else) will have to scramble to fix it during a data quality review. Save yourself the headache and get it done right the first time. No one wants to be the person stuck entering a backlog of missed assessments a year later! Yikes!

🚨 **Missed Annual Assessment** → ❌ **Data Quality Report Issues** →

📉 **Program Performance Outcome Drops** → 😞💻 **Extra Work for Staff**



Updates

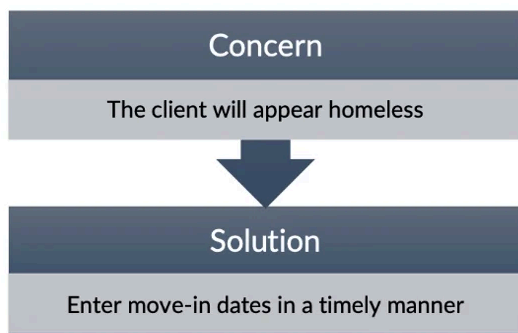
Clarity Toolbox: Managing Move-In Dates

The housing move-in date refers to the date a household will physically begin sleeping in their new permanent unit. This date is critical in differentiating

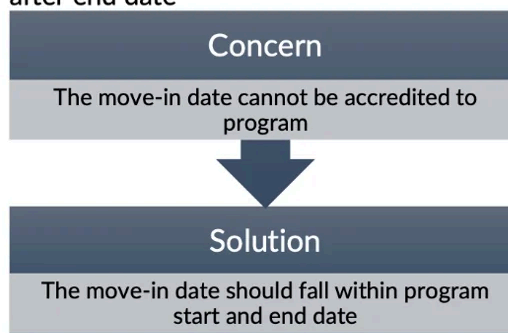
between those who are housed within a permanent housing program and those who are still working toward moving into their new home. When reviewing client program details, please be on the lookout for these common errors:

Continue reading

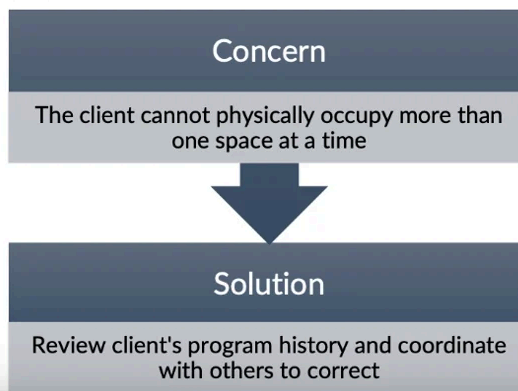
Common Error No.1 Not logging the move-in date.



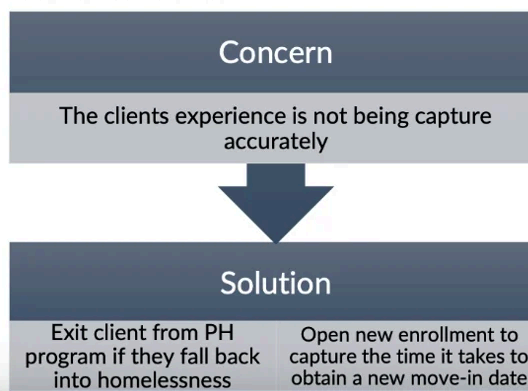
Common Error No. 2 Logging a move-in date that is before program start date or after end date



Common Error No. 3 The move-in date is overlapping with another 'sheltered' program



Common Error No. 4 The move-in date is changed because the client falls back into homelessness



Report Spotlight

[HUDX-225] HMIS Data Quality Report

Whether you're prepping for your APR or just want a comprehensive look at your program's data quality, [\[HUDX-225\] HMIS Data Quality Report](#) in the Clarity Report Library is a helpful tool!

The main reason we chose to highlight it in this newsletter is because it contains information on how your program's performance is impacted based on:

- Errors with Exit Destination.

- Missing Annual Assessments or Annual Assessments with errors or missing information about a client's income and non-cash benefits.
- Errors with Income and Non-Cash benefits on the program enrollment and/or program exit screens.

[Continue reading](#)

Questions? Your HMIS Administrator is happy to help.

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Email: santacruz@bitfocus.com



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