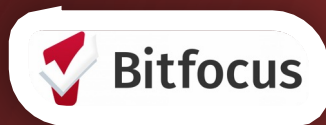


SCC Technical Admin. (TA) | Agency Lead Meeting

Thursday, December 5th, 2024



GETTING TO KNOW YOU

Is a Hot Dog a Sandwich?



DISCUSSION ITEMS

1

UPDATES

- A. CoC Updates
- B. UPLIFT Updates
- C. HMIS Newsletter

2

IN THE KNOW

- A. Veteran Queue
Referral Updates
- B. Federal Reporting -
Overlapping
Enrollments
- C. Got Mail? Using
HMIS Email Inbox
- D. Data Analysis (DA)
Cohort Opportunity

3

MEMOS

- A. Recently Assessed &
Not on CHQ
- B. Holiday Schedule
- C. SCC User
Satisfaction Survey
Results - Next
Month
- D. Next Month's
Meeting



01

UPDATES





CoC UPDATES



CoC Updates – CoC Membership Meeting

Meeting will include voting on Governance Charter edits and CoC Board nominations

**Thursday, December
12th, 9:00am-11:00am.**

You can register
here: [https://sccgov-
org.zoom.us/meeting/register/tJ
YrceiurT4iE9LW6dhywE67-
kr_zHVQtir5](https://sccgov-org.zoom.us/meeting/register/tJYrceiurT4iE9LW6dhywE67-kr_zHVQtir5)



**CoC Board nominations are due 12/10 via this
form: <https://forms.gle/QA8cQoGU4hMiJ8MA6>**

At-large Board members can be people with lived experience of homelessness and/or a service provider of the CoC.

CoC Board meetings are held quarterly on the third Wednesday in the 2nd month of the quarter at 2-4pm (2/19, 2-4pm is the first meeting of 2025).

Some special meetings may be convened. Board members are required to attend at least half of annual meetings. People with lived experience of homelessness that are not compensated through their job to serve on the Board will be compensated.

For questions, contact laura.urteagafuentes@hhs.sccgov.org. You can also learn more by reading the [CoC Governance Charter](#).

CoC Updates – PIT Count Updates

- A HUD -requirement, the Point-in-Time Count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January.
- The data is used by HUD to determine our community's funding allocations. We also use along with other data for our plans and strategies to end homelessness.
- Our Point-in-Time Count will be held 1/22 and 1/23
- We invite all to attend our community meetings that help plan this big community-wide effort
- Our next meeting is 12/11, 9-10am - [Register here](#)

Recordings to past meetings are available here: [2025 Point-in-Time Count - Office of Supportive Housing - County of Santa Clara](#)

CoC Updates – PIT Count Updates

New This Year!

- Jurisdictional Leads
- Surveying and counting at the same time
- New PIT Count vendor
- Known locations can be submitted to help with planning



More Information

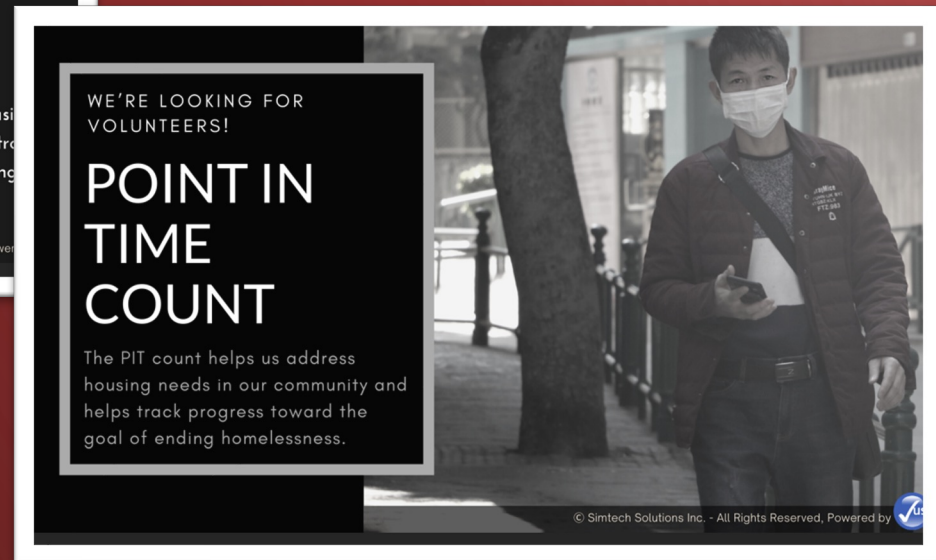
[2025 Point-in-Time Count - Office of Supportive Housing - County of Santa Clara](#)

CoC Updates – Call for PIT Count Volunteers



[FACEBOOK PIT VOLUNTEER GRAPHIC PACK](#)
[LINKEDIN PIT VOLUNTEER GRAPHIC PACK](#)

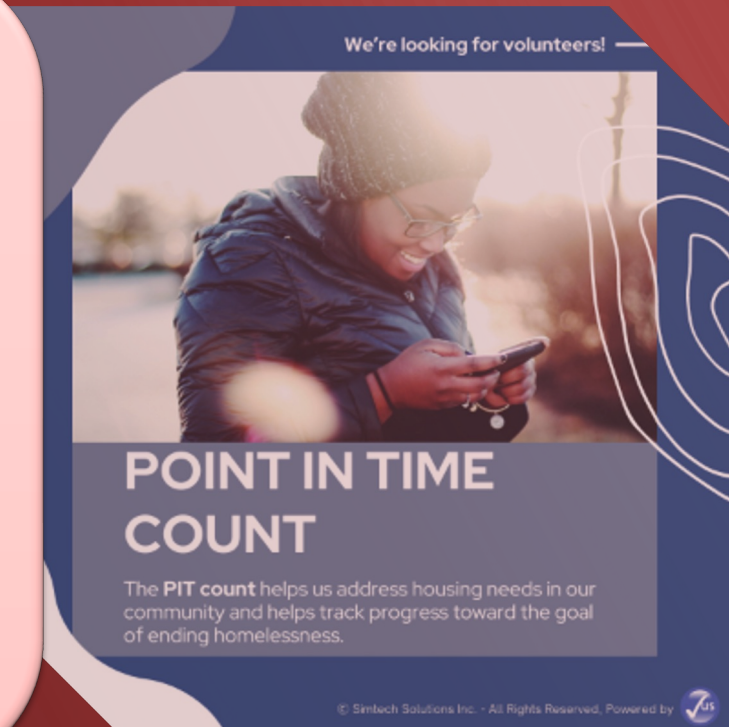
[PIT VOLUNTEER SAMPLE LANGUAGE PACK](#)
[TWITTER PIT VOLUNTEER GRAPHIC PACK](#)



CoC Updates – Call for PIT Count Volunteers

We Need Volunteers To Help Us Conduct The Count!

- Anyone can volunteer – no experience needed
- Volunteers will receive trainings & will be teamed up with others
- Volunteers with lived experience of homelessness will be compensated
- Agency leads – please work with your agency to sign up staff, especially your outreach teams!
- [Volunteer Registration Portal](#)



CoC Updates – Call for PIT Count Volunteers

Using the app, you can start entering location data of people experiencing homelessness using the Known Locations Survey (link to instructions below).

PIT Count planners will be able to use that data to prioritize regions for volunteer coverage, assign count teams to those areas, and ensure that volunteer resources are being used effectively.

[Downloading the Counting us App \(on your phone\)](#)

[Video Instruction about Known Location Surveys](#)

[Information about geographic sampling process](#)

There's a lot of great information about the count and our process on www.pointintime.info



December 2024

| MON | TUES | WED | THURS | FRI |
|--|------------------------------|--|--|-----|
| 2 | 3 | 4 | 5 <u>10am SCC Clarity Office Hours</u> <u>HMIS Technical Administrator (TA)/Agency</u> <u>Lead Meeting</u> | 6 |
| 9 <u>1pm SCC Looker Office Hours</u> | 10 <u>Data Think Tank</u> | 11 <u>9am PIT Community Meeting</u> <u>9:30am Service Providers Network</u> <u>Meeting</u> <u>10am SCC TA Office Hours</u> | 12 <u>9am CoC Membership Meeting</u> <u>3pm Rapid Rehousing & Employment</u> <u>Initiatives Meeting</u> <u>2310 N First St 1st Floor, Charcot Training</u> <u>San Jose, CA 95131`</u> | 13 |
| 16 | 17 | 18 | 19 <u>9am SCC CoC VI-SPDAT Training</u> <u>10am SCC Clarity Office Hours</u> | 20 |
| 23 <u>1pm SCC Looker Office Hours</u> | 24 | 25 | 26 | 27 |
| <i>Bitfocus Refresh & Renew Week</i> | | | | |
| 30 | 31 | 1 | 2 | |
| <i>Bitfocus Refresh & Renew Week</i> | | | | |



UPLIFT UPDATES



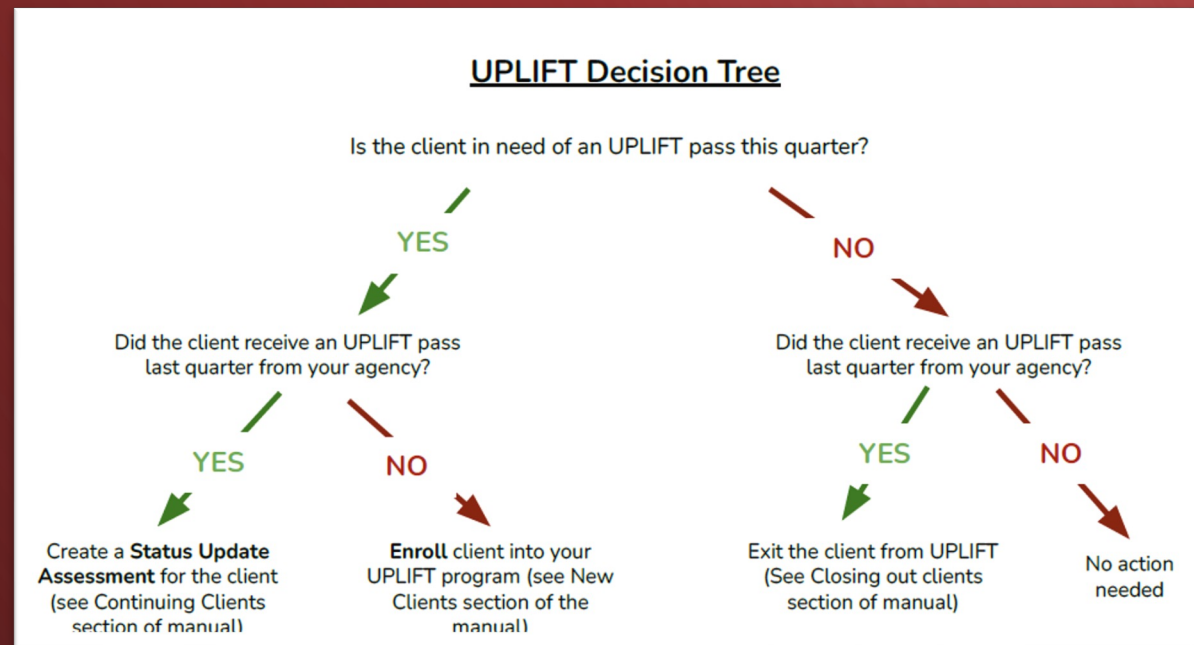
UPLIFT Updates – Q3, FY 2025 Jan. – Mar. Starts 12/31/2024

BEFORE Quarter Starts

You MUST exit any client that did not receive an UPLIFT pass (sticker) from your agency during Q2. 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 Q2.



UPLIFT Updates – Q3, FY 2025 Jan. – Mar. Starts 12/31/2024

PROGRAM COORDINATORS

Allocation surveys have been sent out; Due 12/11

Final allocations sent 12/12

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

REMINDER PASS REQUESTS

MUST be dated 12/13/23 or onward for Jan - Mar

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 same time

ERROR REMINDERS

We are continuing to track user **errors-Users lose UPLIFT access after 4 errors**



HMIS NEWSLETTER



HMIS Newsletter



Welcome to the Santa Clara HMIS November 2024 Newsletter!

We wish you a wonderful Thanksgiving holiday, filled with joy as you celebrate alongside your loved ones.

In this edition you'll find the following:

- Check Out This Fun Poll: [How soon do you decorate for the December holidays \(Christmas, Hanukkah, Kwanzaa, New Year's Eve/Day, etc.\)?](#)
- Veteran Queue Referral Updates
- Federal Reporting - Understanding Overlapping Enrollments
- Report Spotlight - LSA Data Quality Dashboards
- Clients Assessed & Not on CHQ
- Resource Highlight
- Bitfocus Upcoming Holiday Schedule
- Meetings/Upcoming Events



02

IN THE KNOW





VETERAN QUEUE REFERRAL UPDATES



Veteran Queue – Referral Updates

ELIGIBILITY FOR REFERRAL

Only clients who score **4 or higher** on the assessment, regardless of veteran status, should be referred to the queue

VETERANS

While historically, veterans were referred to the queue regardless of their score due to the By Name List logic, **all veterans are now eligible for services** regardless of their queue status

ACTION REQUIRED

Going forward, please ensure that only clients who meet the score threshold of **4 or higher** are referred to the queue, even if they are veterans



FEDERAL REPORTING OVERLAPPING ENROLLMENTS



LSA – Overlapping Enrollments

What are Overlapping Enrollments

A client's record in HMIS shows the client is in **more than one shelter or housing program at the same time**

A client may be enrolled in an Emergency Shelter and a PSH project while they await the PSH unit to be available; however, this stay should not be extended past the client's move-in date to PSH

A client can only sleep in one place at a time and the HMIS record should reflect this

LSA – Overlapping Enrollments

| Project Type 1 | Dates | Project Type 2 | Dates | Overlap | Potential Data Quality Issue |
|--------------------------------|-----------------------------------|------------------------------------|---------------------------------------|-----------------------|------------------------------|
| Emergency Shelter – Entry Exit | Entry: 1/1/2021 Exit: 1/7/2021 | Emergency Shelter – Entry Exit | Entry: 1/5/2021 Exit: 1/15/2021 | 1/5/2021 - 1/7/2021 | Yes |
| Emergency Shelter – Entry Exit | Entry: 1/1/2021 Exit: 1/7/2021 | Emergency Shelter – Entry Exit | Entry: 1/7/2021 Exit: 1/15/2021 | No overlapping nights | No |
| Emergency Shelter – Entry Exit | Entry: 1/1/2021 Exit: 1/7/2021 | Emergency Shelter – Night-by-Night | Bed nights: 1/4/2021 | 1/4/2021 – 1/5/2012 | Yes |
| Emergency Shelter – Entry Exit | Entry: 1/1/2021 Exit: 1/7/2021 | Transitional Housing | Entry: 1/5/2021 Exit: Still Active | 1/5/2021 – 1/7/2021 | Yes |

LSA – Overlapping Enrollments

USING THE HISTORY TAB

The History Tab when filtered to show only programs, will list all the programs the client is or was previously enrolled in

The screenshot shows a software interface with a 'HISTORY' tab highlighted in red. Below the tab is an 'Advanced search options' section with a 'Hide' button and an upward arrow. The search filters include: 'Search' (text input), 'Category' (dropdown menu set to 'Any category'), 'Agency' (dropdown menu set to 'Any agency'), 'Start Date' (calendar icon), 'End Date' (calendar icon), and 'Coordinated Entry' (toggle switch). A red dashed box highlights the 'Agency' and 'Type' dropdown menus, with 'Type' set to 'Programs'. Below the filters are 'Clear' and 'SEARCH' buttons. The main content area displays a table of enrollment records:

| Service Name | Start Date | End Date |
|---|------------|--------------|
| [CCP Housing Maintenance] Solaire PBV Santa Clara County Housing Authority (SCCHA) ⓘ | 01/05/2024 | Active |
| Ochoa Winter Family Shelter Program St. Joseph's Family Center | 12/21/2023 | 03/08/2024 ⓘ |

LSA – Overlapping Enrollments

USING THE PROGRAMS TAB

The Program History Tab will display the **project type** the client is enrolled in. In the blue box you can see the project types for the programs for this clients' enrollments

| PROGRAM HISTORY | | | |
|---|------------|------------|-------|
| Program Name | Start Date | End Date | Type |
| [CCP Housing Maintenance] Solaire PBV PH – Permanent Supportive Housing (disability required for entry) Santa Clara County Housing Authority (SCCHA) ⓘ | 01/05/2024 | Active | Group |
| Ochoa Winter Family Shelter Program Emergency Shelter – Entry Exit St. Joseph's Family Center | 12/21/2023 | 03/08/2024 | Group |

LSA – Overlapping Enrollments

ENROLL THE CLIENT

**NOTIFY THE OVERLAPPING
AGENCY OF THE CLIENT NOW
BEING HOUSED AT YOUR AGENCY**

**ADD A NOTE TO THE PROGRAM
ENROLLMENT**

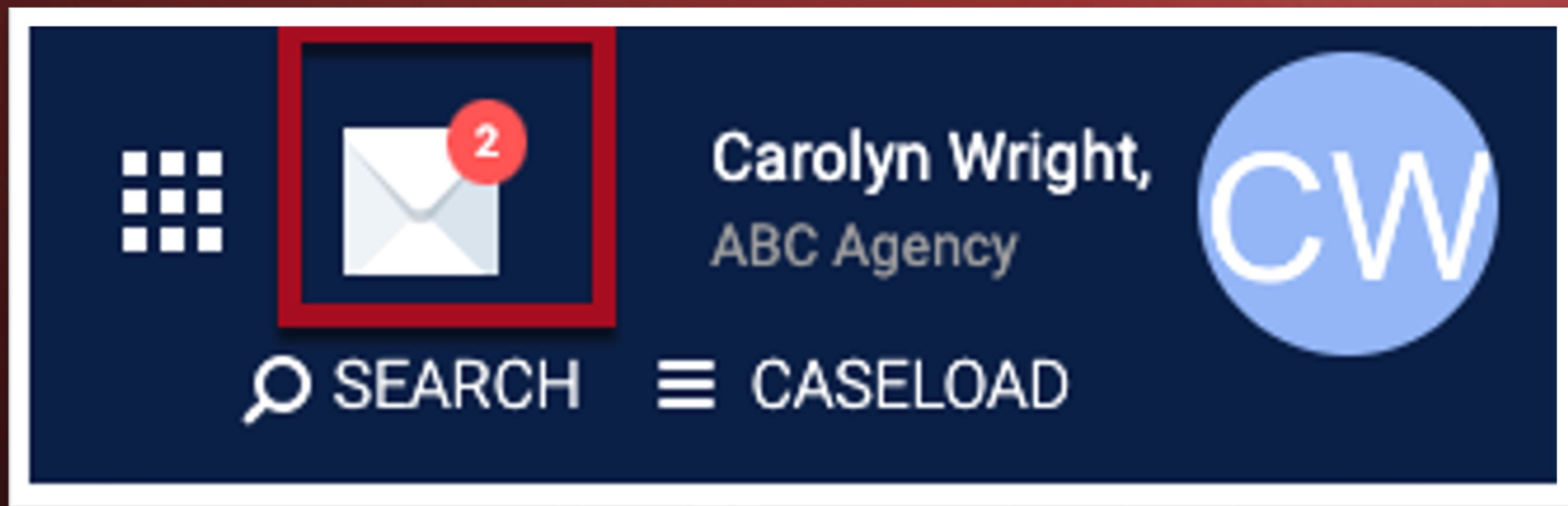
***NEED ASSISTANCE? Contact the Sys. Admin.
Team at scc-admin@Bitfocus.com***



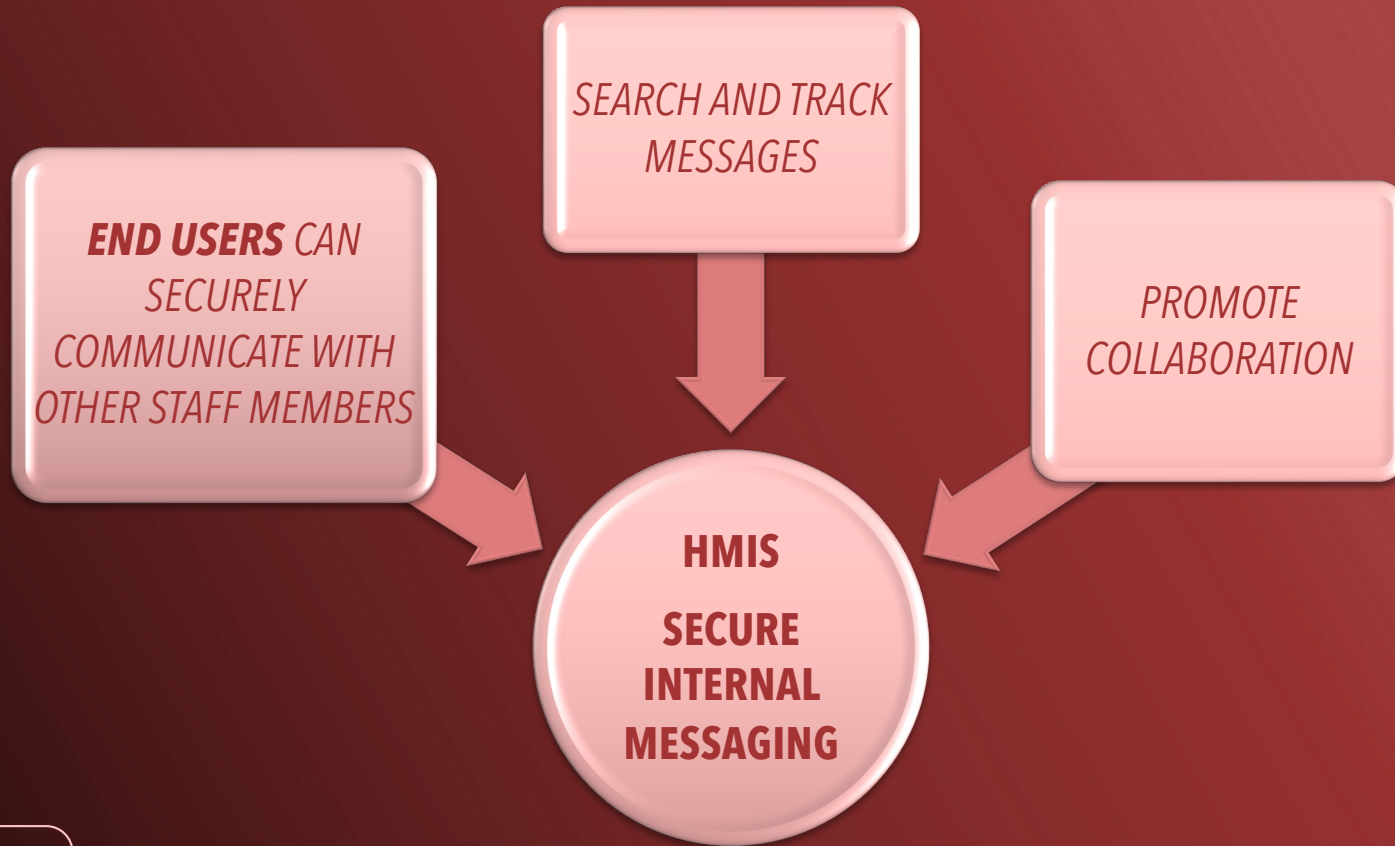
**GOT MAIL?
USING HMIS EMAIL
INBOX**



Using HMIS Email Inbox



Using HMIS Email Inbox



Using HMIS Email Inbox

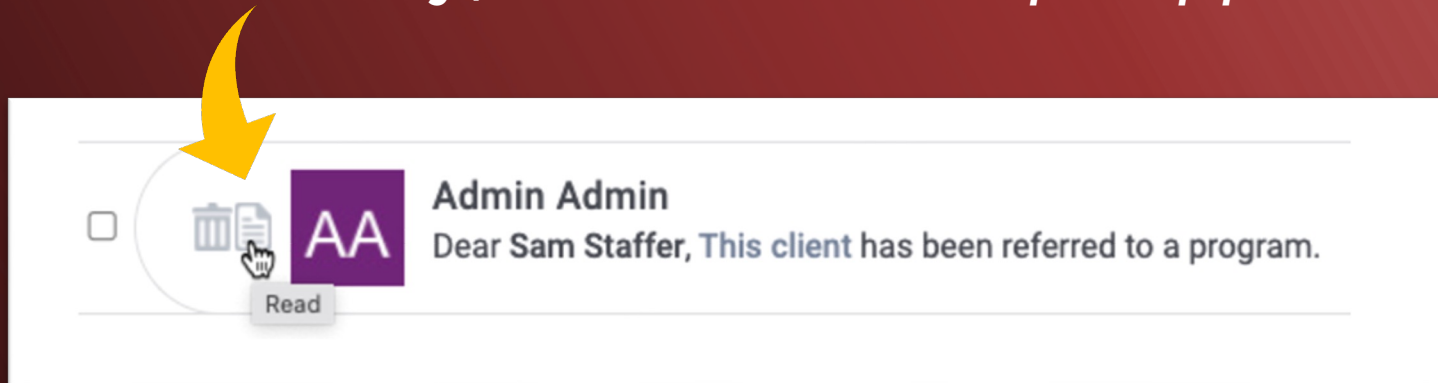
The screenshot displays an email inbox interface. At the top left, the word "INBOX" is visible. On the top right, there is a "NEW MESSAGE" button with a speech bubble icon. Below the header is a search bar with a magnifying glass icon and a "SEARCH" button. The main content area shows "Unread Messages" with a count of 2 and icons for a checkbox, envelope, and trash. Two email entries are listed:

- Admin Admin** (AA icon): Dear Sam Staffer, This client has been referred to a program. Mar 27, 2024
- Admin Admin** (AA icon): Dear Sam Staffer, The following programs have been automati... Jul 26, 2023

On the right side, there is a "Message Status" sidebar with two buttons: "Unread Messages" and "Read Messages". The "Unread Messages" button is highlighted with a red border.

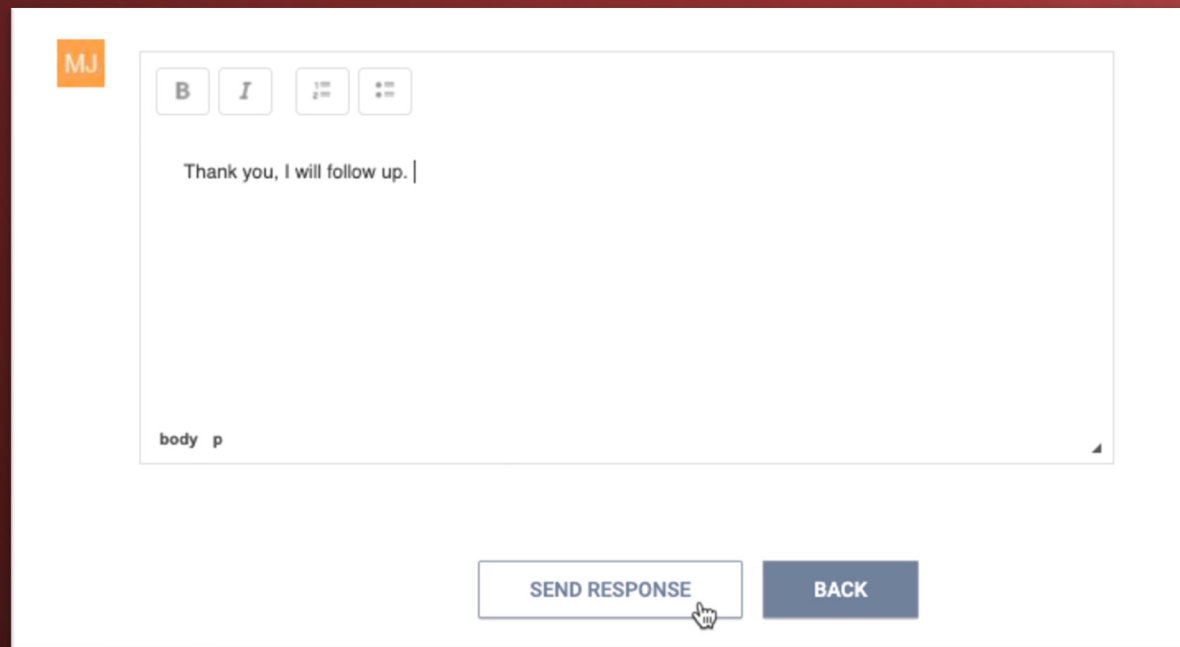
Using HMIS Email Inbox

To read a message, click the icon that looks like a piece of paper



Using HMIS Email Inbox

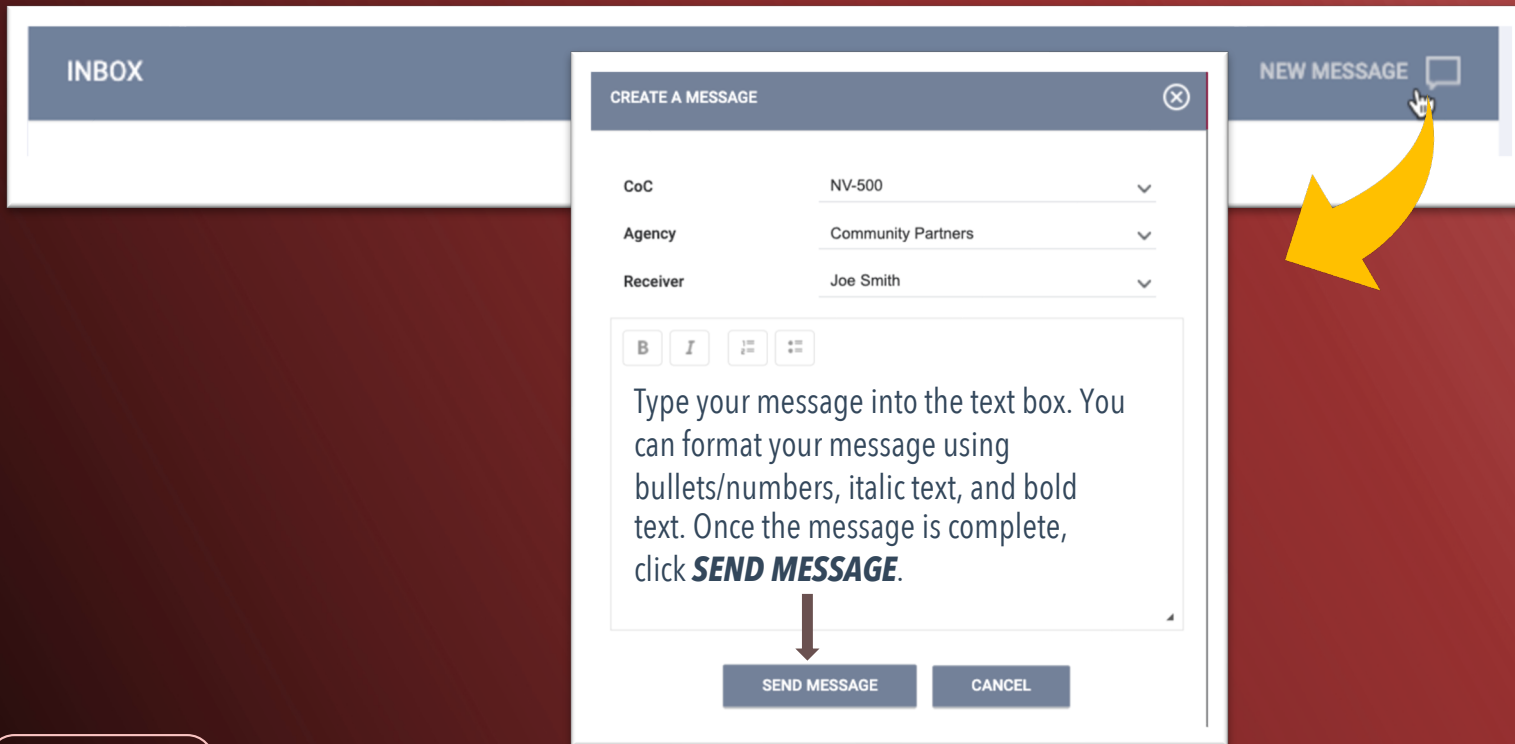
To reply to a message, type your response into the text box and click SEND RESPONSE. To return to the inbox screen without responding (or after sending your response), click BACK



The screenshot shows a mobile application interface for replying to an email. At the top left, there is an orange square icon with the letters 'MJ'. Below this is a text input area with a toolbar containing four icons: a bold 'B', an italic 'I', a bulleted list icon, and a numbered list icon. The text input area contains the text "Thank you, I will follow up. |". At the bottom left of the text area, the text "body p" is visible. Below the text area are two buttons: a white button with the text "SEND RESPONSE" and a blue button with the text "BACK". A mouse cursor is pointing at the "SEND RESPONSE" button.

Using HMIS Email Inbox

To create a message, click *NEW MESSAGE*



The screenshot displays the HMIS Email Inbox interface. On the left, there is a header labeled 'INBOX'. On the right, there is a header labeled 'NEW MESSAGE' with a small square icon next to it. A yellow arrow points from the 'NEW MESSAGE' button to the 'CREATE A MESSAGE' dialog box. The dialog box has a title bar 'CREATE A MESSAGE' with a close button (X). It contains three dropdown menus: 'CoC' with the value 'NV-500', 'Agency' with the value 'Community Partners', and 'Receiver' with the value 'Joe Smith'. Below these is a text area with a placeholder message: 'Type your message into the text box. You can format your message using bullets/numbers, italic text, and bold text. Once the message is complete, click **SEND MESSAGE**.' Above the text area are four icons: a bold 'B', an italic 'I', a list icon, and a grid icon. At the bottom of the dialog box are two buttons: 'SEND MESSAGE' and 'CANCEL'.



DATA ANALYSIS (DA) COHORT OPPORTUNITY



DA Cohort Opportunity

Bitfocus is excited to share the 2025 Data Analysis Training Cohort schedule.

Next year, we will continue to offer our beginner data analysis cohort to help customers build a working knowledge of Clarity Human Services' data analysis tools.

We are also introducing an intermediate track for users who want to advance their knowledge.



DA Cohort Opportunity

An illustration of a group of diverse people standing on a long, ascending staircase. Each person is engaged in a different activity, such as reading, talking, or working on a laptop, symbolizing a journey or a cohort. The staircase is composed of light-colored rectangular blocks.

We will kick off the new year with an Intermediate Cohort beginning on **Thursday, January 23rd.**

Check out our flyer to see a full schedule of sessions for the year. *Please contact your Sys. Admin Team to sign up or answer any questions.*

DA Cohort Opportunity

Beginner Cohort (5 weeks)

- Data Analysis Tools Orientation
- Building a Basic Query
- Pivoting, Custom Groups, and Merging
- Dashboards and Sharing*
- Open Workshop

\$400 PER PARTICIPANT
***\$350 FOR EMBEDDED USERS NOT ATTENDING THE SESSION ON DASHBOARDS**

DA Cohort Opportunity

Intermediate Cohort (4 weeks)

- Introduction to Custom Syntax
- Functions and Operators
- Advanced Visualizations
- Open Workshop

**\$500 PER
PARTICIPANT**



03

MEMOS



**RECENTLY ASSESSED
& NOT ON CHQ**



Recently Assessed

| Agency Name | # Clients |
|---|-----------|
| LifeMoves | 9 |
| The United Effort Organization | 6 |
| HomeFirst | 5 |
| PATH | 4 |
| San Jose State University Research Foundation (SJSU) | 4 |
| Bill Wilson Center | 3 |
| Social Impact Team (SIT) Property Owners Downtown Association | 3 |
| County: OSH | 2 |
| Roots Community Health Center | 2 |

| Agency Name | #Clients |
|---|----------|
| Community Services Agency of Mountain View | 2 |
| CityTeam Ministries | 1 |
| Catholic Charities | 1 |
| Amigos de Guadalupe | 1 |
| ConXion to Community | 1 |
| Mission Possible | 1 |
| County: SCVHHS - Ambulatory | 1 |
| WeHOPE | 1 |
| County: SCVHHS - BHSD - Access & Unplanned - colleQTive | 1 |
| County: SSA - DEBS SSI Advocacy | 1 |

HOLIDAY SCHEDULE



Holiday Schedule



Bitfocus Upcoming Holiday Schedule*

**During the Holiday Schedule, the Help Desk will operate with modified support which includes email tickets and chat. Calls will be directed to Voicemail – leaving a message will generate a ticket. Response time may be impacted.*

Starting Wednesday, December 25th,
through Wednesday, January 1st, 2025
There will be limited coverage from the
Help Desk during the refresh week.

**Christmas Day and New Year's Day
Help Desk is Closed**

User Satisfaction Survey



How is HMIS working for you?

2024 HMIS User Satisfaction Survey

OK, let's get started

press **Enter** ↵

*Thank you for those of you who completed the Survey!
Results will be shared next Month!*



NEXT MONTH'S MEETING

THURSDAY, JANUARY 2ND, 2025

As the holiday season approaches, we want to take a moment to extend our warmest wishes to you and your family. We deeply appreciate your continued partnership and the shared commitment to our unified goal of ending homelessness.