

Welcome to the Santa Clara County HMIS February Newsletter!

In this edition you will find the following:

- Check Out this Fun Poll: [What is your favorite way to spend a long weekend?](#)
- Federal Reporting – HIC/PIT Updates
- Understanding the Coordinated Entry (CE) & VI-SPDAT Process
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- Clients Assessed & Not on CHQ
- Meetings/Upcoming Events
- Bitfocus is Hiring!

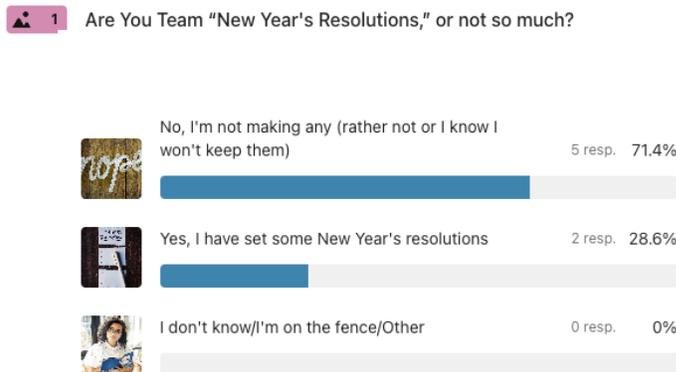
Check Out this Fun Poll

[What is your favorite way to spend a long weekend?](#)

Direct URL: <https://bitfocus.typeform.com/to/BLuYu9QY>

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

Here are the results of last month's poll [Are You Team "New Years Resolutions," or not so much?](#)



Federal Reporting – HIC/PIT Updates

The date for the HIC this year is **Tuesday, January 21st, 2025**. Reports run for Data Quality should focus on this date.

Please note that Data Quality Outreach has commenced to Agency Leads. We have been contacting you if you have **High/Low Utilization** for your programs – please be sure and check your emails and be sure and respond by deadline.

Here are some items to keep in mind when reviewing HIC/PIT Data
Project Types included on the HIC

- Emergency Shelter (ES)
- Transitional Housing (TH)

- Safe Haven
- Rapid Re-Housing (RRH)
- Permanent Supportive Housing (PSH)
- Other Permanent Housing (OPH)

Data Quality

Review relevant data on 01/21/2025

- Demographic data (DOB, Gender, Race & Ethnicity)
- Enrollment/Exit data (Head of Household [HoH]), Move-in Dates, Bed Nights, Chronically Homeless, Disability)
- Project Descriptor data – Review Bed and Unit Inventories and Project Types
- Utilization Rates – Do counts of clients housed seem too high (over 100%) or too low (under 65%)

Useful Reports

- [HUDX-225] HMIS Data Quality Report to review data quality
- [GNRL-220] Program Details Report to review all client-level data
- [GNRL-106] Program Roster to review enrollment, exit, and housing move-in dates
- [HSNG-108] Housing Census to review bed nights and maximum bed occupancy

Next Steps

- Communication from your Sys. Admin. Team (scc-admin@bitfocus.com) for any required data clean-up and/or questions
- Template for non-HMIS participating projects that don't collect data in the HMIS
- 1:1 Technical Assistance through the Help Desk via chat, email, phone, or zoom – sccsupport@bitfocus.com
- Standing Office Hours every other Thursday from 10am-11:30am
- Additional Resources: PIT and HIC Guides, Tools, and Webinars

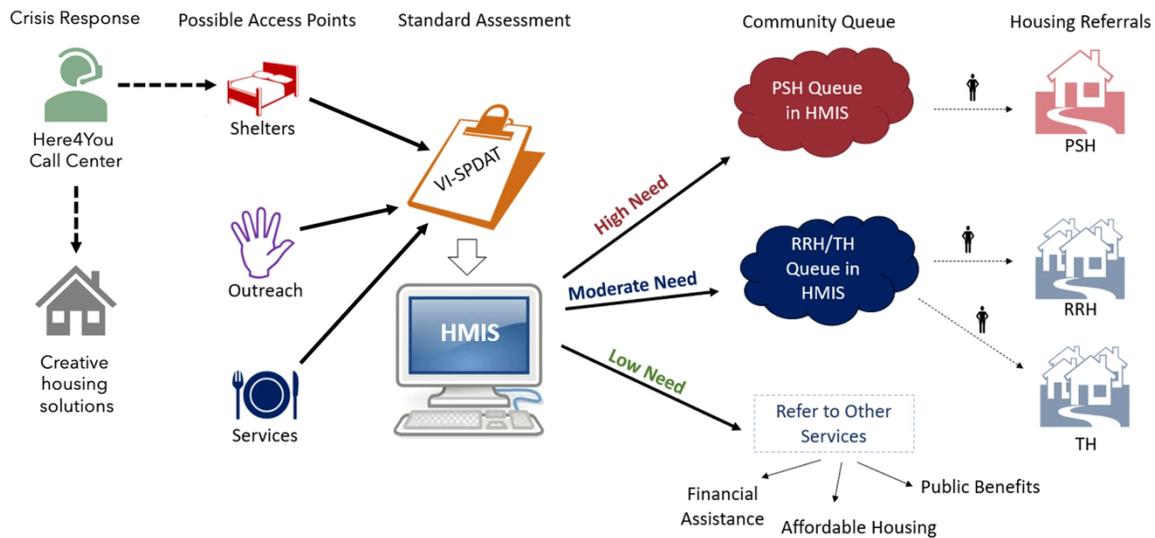
Understanding the Coordinated Entry (CE) & VI-SPDAT Process

What is Coordinated Entry?

Coordinated Entry (CE) (also known as Coordinated Assessment) is a consistent, community wide intake process to match people experiencing homelessness to community resources that are the best fit for their situation. In Santa Clara County's Coordinated Entry system, all homeless individuals and families will complete a standard assessment survey (the VI-SPDAT) that considers the household's situation and identifies the best type of housing intervention to address their situation. Permanent housing programs, including permanent supportive housing and rapid rehousing, will fill spaces in their programs from a community queue of eligible households generated from the standard assessment. This coordinated process will reduce the need for people to traverse the county seeking assistance at every provider separately.

The Coordinated Entry process is integrated into the Clarity HMIS. The VI-SPDAT assessment is part of the standard HMIS intake and can be entered directly into HMIS and referrals to permanent housing are made through the HMIS software.

How it Works



How to Gain Access to the VI-SPDAT

If you will be administering the VI-SPDAT assessment to clients OR conducting VI-SPDAT data entry, you will be required to complete the live SCC VI-SPDAT Training held monthly by the Office of Supportive Housing. Your manager or supervisor can advise you if you are not sure whether you need to complete this training. Note that completion of this training is required before you can gain access to the VI-SPDAT in the HMIS.

To register for the SCC CoC VI-SPDAT training click [here](#). Registration opens up the day after the most recent training ended.

Referrals to the Queue:

1. When a homeless client meets with an HMIS-participating agency, staff should check Clarity to see if the client has any version of the VI-SPDAT conducted (singles, family, youth, justice discharge).
2. If they do NOT have a VI-SPDAT OR the most recent VI-SPDAT is over 365 days ago, then a VI-SPDAT should be conducted with the client, and it should be entered into Clarity. The version of the VI-SPDAT should be based on the household type.
 - a. If the client has a score of 4, regardless of Veteran status, they should be referred to the Community Housing Queue
 - b. If the client has a score lower than 3, no referral to the queue is needed
3. If they have a VI-SPDAT within the last 365 days, no VI-SPDAT should be conducted unless there has been a significant change in the client's circumstances. "Significant change".
4. Definition of Significant Change Housing

- a. In addition, individuals/households may complete an update whenever they experience a life event or change in circumstances that substantially impacts their vulnerability. This may include, but is not limited to, a significant change in:
 - i. Health or disabling condition
 - ii. Ability to care for oneself or dependents
 - iii. Family composition, and/or
 - iv. Exposure to imminent danger or risk of severe physical harm.
5. The client's VI-SPDAT score – clients who score 4 or higher on the VI-SPDAT should be referred to the Community Housing Queue immediately after assessment.
6. Assessors should never refer clients to the queue named "Administration Only/CET"; only Client Engagement team staff should refer clients to this queue.
7. It is the assessor's responsibility to remove a client that they referred to the Community Housing Queue from the Queue if they know a client:
 - Has self-resolved and is no longer experiencing homelessness
 - Has relocated out of Santa Clara County, or
 - Is deceased
8. End users should never refer clients to a program with an expired VI-SPDAT.

For more information, please see the following links:

<https://scc.bitfocus.com/coordinated-entry>

<https://help.bitfocus.com/using-the-vi-spdats-v3-and-vi-f-spdats-v3>

[Step by Step Coordinated Entry Workflow](#)

[Coordinated Assessment FAQ for Providers who Administer the VI-SPDAT](#)

Dear Help Desk

Running into technical issues and not sure who to call? Don't worry - we're here to help!

The Help Desk is a skilled support team that can provide you with 1:1 technical assistance for many different items related to the HMIS. If you forgot how to do something in the HMIS, the Help Desk can help!

- ⇒ *Forgot how to add a household member to an enrollment? Help Desk knows!*
- ⇒ *Say you don't understand what "Prior Living Situation" or any other field in the HMIS is referring to or are unclear on what the response options mean. Help Desk knows!*
- ⇒ *Maybe you are trying to find the best report to run from the Report Library, but you don't know which one is best to capture the information you are looking for. Consult the Help Desk!*



User Account Management

Modification Requests: If you require a new access role, complete any required training and connect with your TA/Agency Lead to approve the change and request. Have your TA/Agency Lead then contact the Help Desk at sccsupport@bitfocus.com

Modification Requests: If your position or tasks have changed and you require access to other HMIS features, connect with your HMIS Agency Lead. Your Agency Lead must approve changes to your HMIS access and contact the **Help Desk at sccsupport@bitfocus.com** to make the appropriate changes to your HMIS account.

*Gaining access to MyConnectSV is a perfect example of an Access Role change. However, End Users will need to meet the **End User Training Requirements – for this specific access role.***

1. Staff must already have access to Clarity HMIS
2. Staff must complete required on-demand training with 100% quiz score
3. After completing the MyConnectSV provider training, please email Bitfocus Help Desk at sccsupport@bitfocus.com to have your access role updated!

February 2025 Feature Updates

Updated Social Security Number (SSN) Masking

With this update, the user is able to tell when an X or x is used in a SSN as a placeholder for an unknown number and when a known number in a SSN is hidden from view.

- ⇒ 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. (Note: this is a fake SSN used for explanation purposes only.)
- If an X or x is entered by the user for any of the first 5 digits of the SSN, the system still masks the first 5 digits of the SSN on the client profile with an *. For example, if the client's SSN is xxx-99-8304, the SSN appears on the client profile as ***-**-8304.
 - If an X or x is entered by the user for any of the last 4 digits of the SSN, the system still shows the last 4 digits of the SSN on the client profile as it is currently shown. For example, if the client's SSN is 999-99-83xx, the SSN appears on the client profile as ***-**-83xx.
 - This update does not change what the user sees when they hover over the SSN and click on the "Edit" link. All digits of the SSN are visible when they click on "Edit."

CLIENT PROFILE

Social Security Number *** - ** - 8304 ⓘ

Quality of SSN Full SSN Reported ▼

Updated: Social Security Number "Invalid SSN" Pop-up Functionality

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 'The SSN entered does not conform to Social Security Administration guidelines...' will no longer appear in the following cases:

- ⇒ When a user enters an X or x for any digit of a client's social security number and does not enter any other non-numeric characters for any digit of the SSN.
 - If the user enters an X or x for all 9 digits of the SSN
 - If the user enters an X or x for one or more than one digit of the SSN and numerals for the remaining 8 digits of the SSN
- ⇒ When a user enters an X or x for some digits of the SSN, and a different non-numeric character (such as an r or a T) for the other digits of the SSN.
- ⇒ When a user enters a combination of Xs or xs, numeric characters, and non-numeric characters (such as an r or a T) for the digits of the SSN.

Note: When a user enters any other non-numeric character (other than X or x), the system automatically converts non-numeric characters to X's.

[Report Spotlight - \[HUDX-123-AD\] Housing Inventory \(HIC\) Supplemental](#)

This report is intended to be used by Agency Leads or those with the appropriate access role rights.

Report Purpose & Summary

The Housing Inventory Count Supplemental report is designed to be used as a tool to review housing inventory available for people experiencing homelessness. The report offers a point-in-time look at utilization while also being used as a visual tool to accompany LSA review for HIC reporting submissions. Logic in this report heavily relies on mimicking the LSA where relevant, while also including additional data points to aid in reporting review and analysis.

Report Location

Due to the nature of this report and the information available in the drill downs, it is included in the Administrator section of the Report Library.

Parameters

The following parameters are required to run the HIC.

CoC	Choose which CoC to report on.
Agency Status	Choose Agency Status: All Agencies, Active Agencies, Inactive Agencies
Agency Filter Category	<p>There are four levels of CoC filtering available. Only one option may be selected:</p> <ul style="list-style-type: none"> • Agency CoC: HIC will only pull from Agencies with the selected CoC(s) • Program CoC: HIC will only pull from Programs/Projects with the selected CoC(s)***Recommended*** • Sites CoC: HIC will only pull from Sites with the selected CoC(s) • Inventory CoC: HIC will only pull from Bed Inventories with the selected CoC(s). Note: Choosing this option will limit to only those projects with Bed Inventories
Agency(ies)	Choose which agency(ies) to include: All, Single Select, or Multi-Select (Hold Control/Command or Hold Shift to select multiple options sequentially.)
Project Type(s)	Choose which project type(s) to include: All, Single Select, or Multi-Select (Hold Control/Command or Hold Shift to select multiple options sequentially.)
Program Status	Choose Program Status: All Programs*, Active Programs, Inactive Programs *Recommended: Selecting "All Programs" is recommended to ensure projects that may have closed during the reporting year are included.
Program(s)	Choose which program(s) to include: All, Single Select, or Multi-Select (Hold Control/Command or Hold Shift to select multiple options sequentially.)
Apply Enrollment CoC Filter	<p>Selecting this option will only include households where the HoH has the selected CoC as the Enrollment CoC <i>Note: For the household to be counted as occupying a bed, the Head of Household's latest Enrollment CoC must match a Bed Inventory CoC Code for the project if Apply Enrollment CoC Filter is "Yes'." **Recommended to align with LSA**</i> For Permanent Housing - Rapid Re-Housing (13) Project Type, this condition is required even if Apply Enrollment CoC Filter is "No."</p>
RRH Inventory Based On	<ul style="list-style-type: none"> • Project Stays: Inventory is auto-calculated using active project stays on the selected PIT date (active project stays must have a housing move-in date for PH programs) • Program Inventory: Bed and Unit Inventory information is used <ul style="list-style-type: none"> ○ Records must match the following conditions: <ul style="list-style-type: none"> ■ CoC must match the CoC selected in the report parameters ■ AND Inventory Start Date must be before or on the selected PIT Date

	<ul style="list-style-type: none"> ■ AND Inventory End Date must be null or after the selected PIT Date
Client ID Selection	Select "Clarity Unique Identifier"(default) or "HUD Unduplicated Personal ID". To learn more about the impacts of this parameter, review Parameter Spotlight: Client ID Selection .
HIC Year	Year for the report; usually the current year
PIT Date	For official HUD HIC reporting, this should be the CoC-determined point-in-time date, during the last ten days of January of the reporting year
Last Year's PIT Date	Select the PIT Date for the previous year. This parameter is used to determine Newly Closed and Newly Opened Projects.
Report Output Format	<ul style="list-style-type: none"> ● Web Page ● PDF ● Excel

Report Details

Programming Specifications

HUD has not provided official programming specifications. Communities and vendors work off the HIC and PIT Data Collection for CoC and ESG Programs notice. Refer to the latest version for the latest information.

For an overview of how the HIC and PIT are pulled from Clarity Human Services, refer to the logic outlined below.

Program Selection

Programs that meet the following conditions are selected for the report:

- ⇒ Project Type must be one of the following:
 - Emergency Shelter – Entry Exit (0)
 - Emergency Shelter – Night-by-Night (1)
 - Transitional Housing (2)
 - PH – Permanent Supportive Housing (disability required for entry)(3)
 - Safe Haven (8)
 - PH – Housing Only (9)
 - PH – Housing with Services (no disability required for entry)(10)

- PH – Rapid Re-Housing (11) with an RRH Subtype of “RRH: Housing with or without services”
- ⇒ AND Continuum Project must equal Yes
- ⇒ AND the program is/was operating within the selected [HIC Year]

Note: *Rapid Re-Housing program bed counts are inferred based on clients actively in residence at the program when RRH Inventory Based On is Program Stays. Veteran and Youth Beds are inferred based on the following logic as opposed to dedicated bed setup like in other project types:*

Veteran Beds: A client must be in a household where the Head of Household is 18+ and the Head of Household Veteran Status is Yes.

Youth Beds: A client must be in a Youth household. Youth Households are defined utilizing the logic in the HMIS Reporting Glossary. The oldest member of the household is restricted to be ≥ 12 AND ≤ 24 .

Be sure and check out the link in the title for further details on this super useful report!

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 Thursday, February 27th, 2025. [Click here](#) for directions to run this report yourself.

Agency Name	Client Count
HomeFirst	14
LifeMoves	7
WeHOPE	7
PATH	4
CityTeam Ministries	3
Community Services Agency of Mountain View	3
Mission Possible	2
County: SCVHHS - Ambulatory	2
Bill Wilson Center	2
HealthRIGHT 360	2
VAPAHCS	1
Silicon Valley Independent Living Center (SVILC)	1
Catholic Charities	1
County: SCVHHS - BHSD	1
Social Impact Team (SIT) Property Owners Downtown Association	1
Covenant House California	1
Community Solutions	1
Move Mountain View	1
Gardner Health Services	1

Resource Highlight - [Bitfocus Training Site](#)

Ever feel like you could use a refresher on a training you've already completed? No worries – you can find it on the Bitfocus Training site! Plus, if you're looking for additional training on workflows, managing client records, or ensuring data quality, check out the Santa Clara County training content for more helpful resources!

Meeting/Upcoming Events

HMIS Technical Administrator (TA)/Agency Lead Meeting

When: Thursday, March 6th, 2025

Time: 2:00-3:30pm

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: Thursday, March 11th, 2025

Time: 10:00am-11:00am

Where: **Zoom**

Service Providers Network Meeting

When: Wednesday, March 12th, 2025

Time: 9:30am – 11:00am

Where: [Zoom](#)

Coordinated Entry Work Group

When: Thursday, March 13th, 2025

Time: 1:00pm-2:30pm

Where: [Zoom](#)

2025 PMWG

When: Thursday, March 20th, 2025

Time: 1:00pm-2:00pm

Where: [Zoom](#)

2025 NOFO Committee Meeting

When: Thursday, March 20th, 2025

Time: 2:00pm-3:30pm

Where: [Zoom](#)

SCC TA Office Hours

When: Wednesday, March 26th, 2025

Time: 10:00am-11:00am

Where: **Zoom**

SCC CoC VI-SPDAT In Person Training

When: Friday, March 28th, 2025

Time: 09:00am – 1:00pm (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, March 27th, 2025

Time: 3:00pm-4:30pm

Where: Charcot Training Center Suite #102

2310 N First St. San Jose, CA 95131

Bitfocus Office Hours/Training

SCC Clarity Office Hours

When: Thursday, March 13th and 27th, 2025

Time: 10:00am-11:30am

Where: **Zoom**

SCC Looker Office Hours

When: Monday, March 3rd, 17th and 31st, 2025

Time: 2:00pm-3:00pm

Where: [Zoom](#)