

Alameda County HMIS

Monthly User Meeting
August 2025

Agenda

- Announcements
- Covenant House Presentation
- RHY/YHDP Overview
- Alias Field
- Best Practices for Client Notes
- Data Quality Review – What is a positive Exit Destination?



Announcements





**Covenant
House®**

Covenant House Presentation

RHY (Runaway Homeless Youth) and YHDP (Youth Homeless Demonstration Program) Overview





Alias Field

Alias Field

- > Used when a client is known by another name.
- > Enter commas between names to enter multiple names.
- > Refrain from using descriptions, notes, etc.

Bitfocus Test

PROFILEPROGRAMSNOTESFILESHISTORYCONTACTLOCATIONREFERRALSASSESSMENTS

CLIENT PROFILE

Social Security Number	*** - ** - 4691	
Quality of SSN	Full SSN Reported	
Last Name	Test	
First Name	Bitfocus	
Quality of Name	Full name reported	
Quality of DOB	Full DOB Reported	
Date of Birth	01/01/1990	Adult. Age: 35
Middle Name	None	
Alias	Bit, B, BF	
Gender	Woman (Girl, if child)	
Sexual Orientation	Select	
Race and Ethnicity	American Indian, Alaska Native, or Indigenous	
Additional Race and Ethnicity Detail		
Veteran Status	No	

Best Practices for Entering Client Notes





Do...



Enter notes on time.



Connect! How is the note relevant to the client's goals, well-being, housing, or case management plan?



Stick to the facts.



Use clear and straightforward language.

Don't...



Delay documentation.



Using confusing or vague language.



Include personal opinions/judgements

Include unauthorized client information.



Incomplete notes.

Examples of Notes

"Client appeared agitated and frequently checked their watch, stating they had other obligations. The client changed the topic whenever the case manager attempted to discuss their treatment plan."

 **GOOD NOTE!**

OR

 **NEEDS WORK**

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Good note: "The case manager reviewed the client's resume with them and practiced interview questions. The client identified three potential job openings to apply for this week. A follow-up meeting is scheduled for next Monday to review their applications."

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Inadequate documentation can:



Legal liabilities for the provider.



Establish barriers for the client when procedures are duplicated.
Or create gaps in support.



Foster a lack of trust from the client.



Missed resource opportunities for the client.

Data Quality

Exit Destinations



Why is Exit and Destination Data Important?



Determines the effectiveness of your program and gaps in service



Documenting episodes of homelessness that can support clients through the Coordinated Entry process.



Directly impacts the goals of System Performance Measures and reporting.

- The housing move-in date refers to the date a household will physically begin sleeping in their new permanent unit.
- If no move-in date is logged, the client will appear homeless in all reporting.
- If the move-in date is before the program start date or after the program end date, the move-in date cannot be accredited to the program.
- The move-in date should not overlap with other housed or sheltered dates.

Housing Move-In Date

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date

PRIOR LIVING SITUATION

Type of Residence

Length of Stay in Prior Living Situation

Approximate date this episode of homelessness started

Calendar view for April 2024:

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Housing Move in Date is captured for residential programs only!

Exit Destinations- Positive Outcomes



- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Moved from one HOPWA-funded project to HOPWA PH
- Rental by client, no ongoing housing subsidy
- Rental by client, with ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Owned by client, no ongoing housing subsidy

Exit Destination – Data Quality Issues

- No Exit Interview Completed
- Client Doesn't Know
- Client Prefers Not to Answer
- Data Not Collected



Exit Destinations – Helpful Reports

[HUDX-227] Annual
Performance Report [FY
2024]

---> Report Library >

---> HUD Reports

Q23c. Exit Destination

Program Applicability: All Projects

Institutional Situations

Temporary Situations

Permanent Situations

Other Situations

No Exit Interview completed	2,219	1,770	427	11	11
Other	146	122	19	5	0
Deceased	21	21	0	0	0
Client Doesn't Know/Prefers Not to Answer	13	6	6	1	0
Data Not Collected	737	694	37	1	5
Subtotal	3,136	2,613	489	18	16
TOTAL	8,511	6,515	1,725	147	124
Total persons exiting to positive housing destinations	2,347	1,342	926	75	4
Total persons exiting to destinations that excluded them from the calculation	55	42	0	13	0
Percentage of persons exiting to positive housing destinations	27.76%	20.73%	53.68%	55.97%	3.23%



QUESTIONS?

Join us!

Alameda County Q&A Session

Every 2nd Tuesday of the month at 10:00 am

Register | [HERE](#)

Alameda County User and Liaisons Meeting

Every 4th Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

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Alameda County General Refresher Training

Tuesday, July 29th @ 10a

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For support:

Alameda County HMIS Support Ticket:

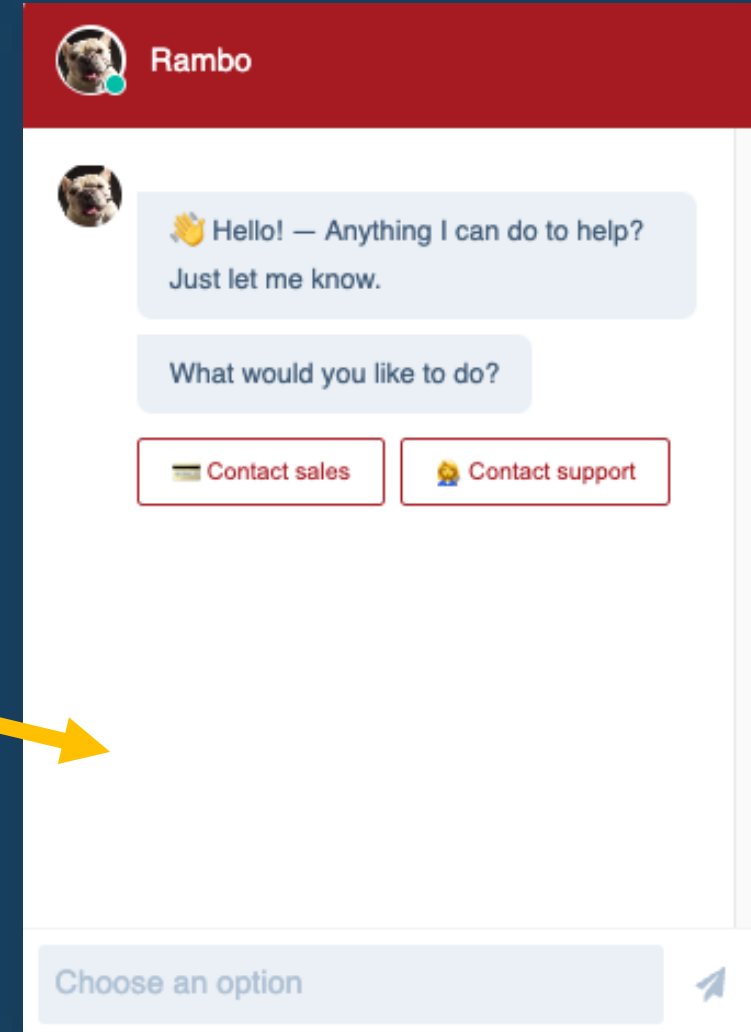
Email: hmissupport@achmis.org

Bitfocus Help Desk:

For support that includes:

- New User Requests (Including CE)
- Password Reset
- Login Issues
- Chat

Email: Alameda@bitfocus.com



Alameda County HMIS

Monthly Liaison Meeting
August 2025

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- RHY/YHDP Overview
- Best Practices for Client Notes
- Data Quality Review – What is a positive Exit Destination?



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