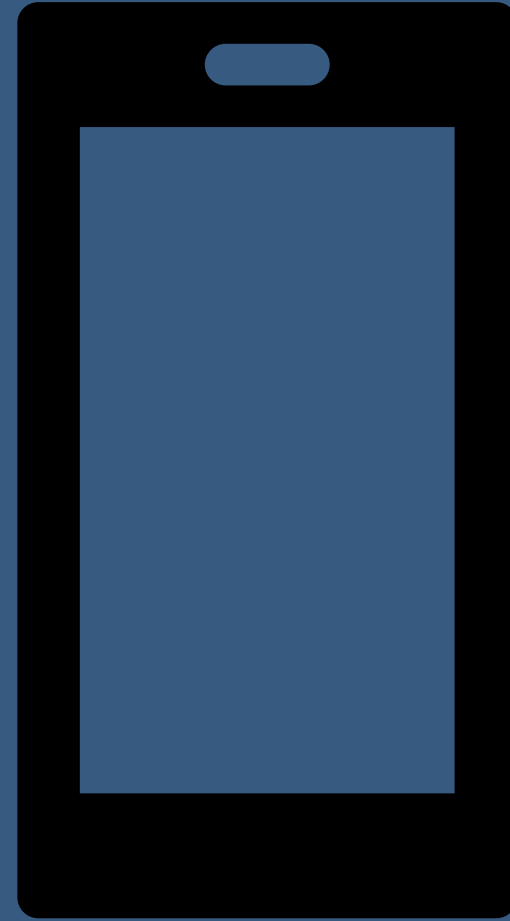


Alameda County User Meeting

June 2026



Game Time!



Agenda



Customer Portal Announcement



Deleting Services and Service Notes



Auth0 (MFA)



Exit Destinations - Street Outreach



Reports - How to use reports in your day to day.

Customer Portal Announcement



Deleting Services and Service Notes

Auth0

Multi-Factor

Authentication (MFA)



Auth0 (MFA)

What is Auth0?

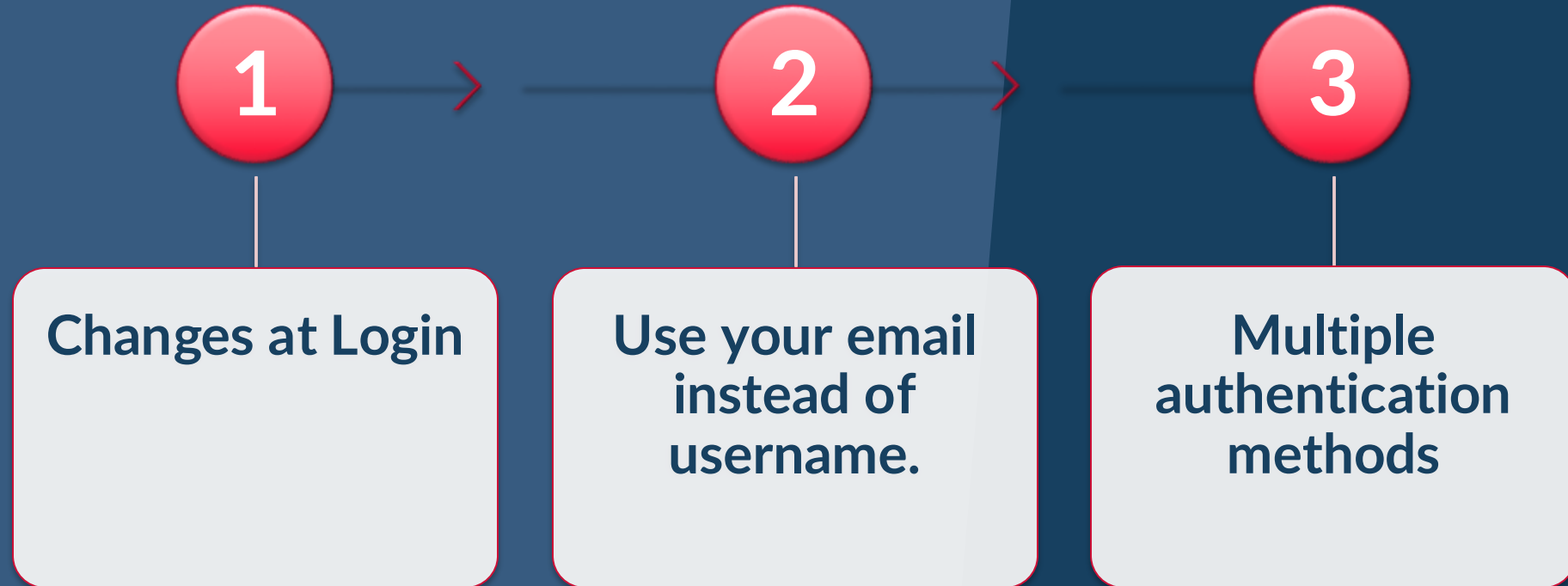
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Why the change?

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Auth0 (MFA)

What to expect?






Auth0 Demo

Exit Destinations



Exit Destination

- > Required field found on the program exit screen
- > Select the most closely matching where the client will be staying after exiting the project
- > Used to determine a client's housing status after program exit
 - > Used in reporting to show the rate of "positive" exits in the system, returns to homelessness, etc.
- > If staff receive corrected information about a client's exit destination, destination responses may be corrected in ONE

Program Exit Date	11/21/2025 
Exit Reason	Unit Relinquished 
Destination	Emergency shelter, including hotel or motel paid for with emergency shelter 

Destination Responses

Homeless situations

Institutional Settings

Temporary Housing

Permanent Housing

! Data error

Deceased

Question asked

! Data error Question not asked

- Select
- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- ✓ Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital or other residential non-psychiatric medical facility
- Jail, prison, or juvenile detention facility
- Long-term care facility or nursing home
- Psychiatric hospital or other psychiatric facility
- Substance abuse treatment facility or detox center
- Transitional housing for homeless persons (including homeless youth)
- Residential project or halfway house with no homeless criteria
- Hotel or motel paid for without emergency shelter voucher
- Host Home (non-crisis)
- Staying or living with family, temporary tenure (e.g., room, apartment, or house)
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- Moved from one HOPWA funded project to HOPWA TH
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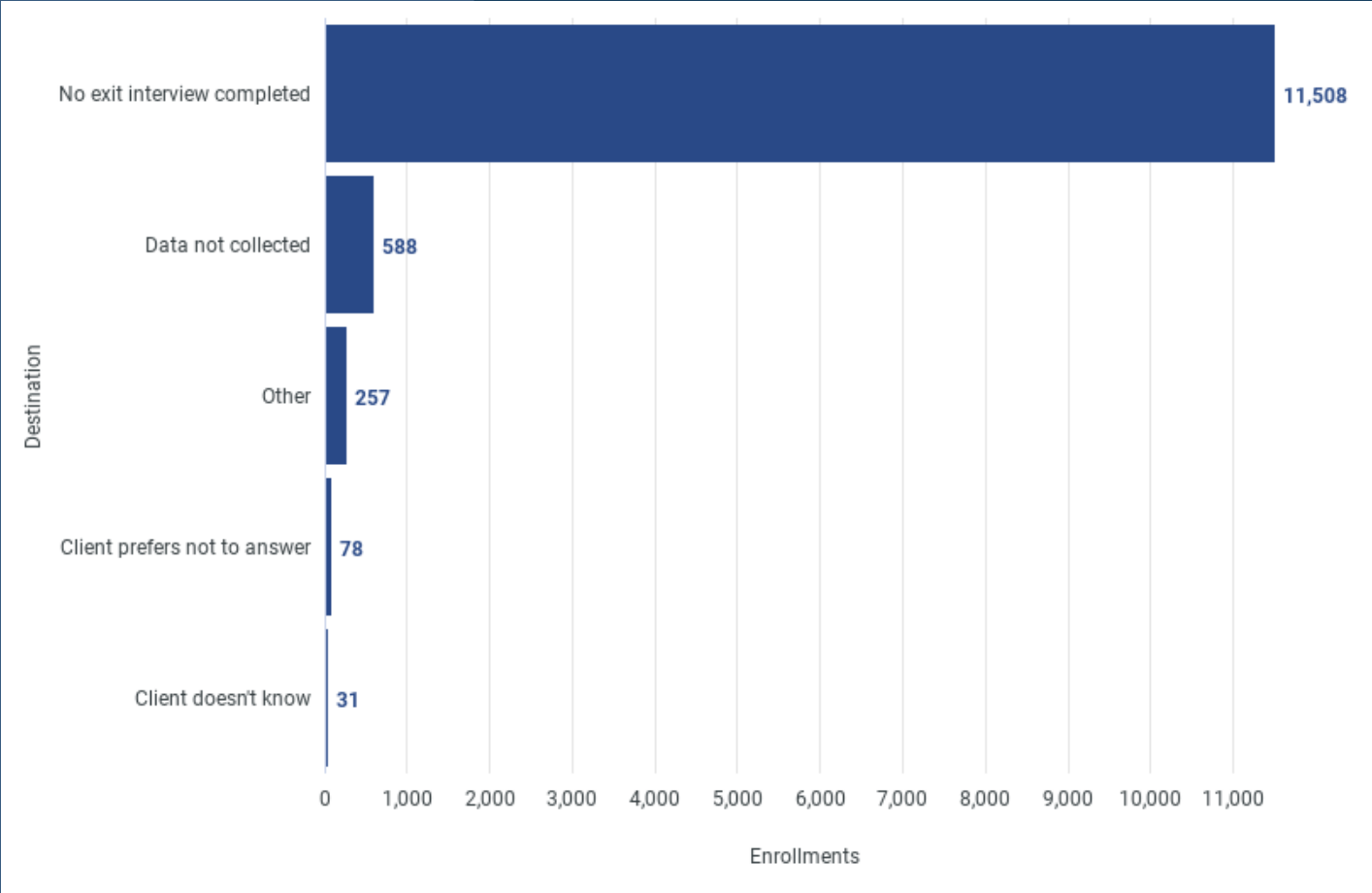
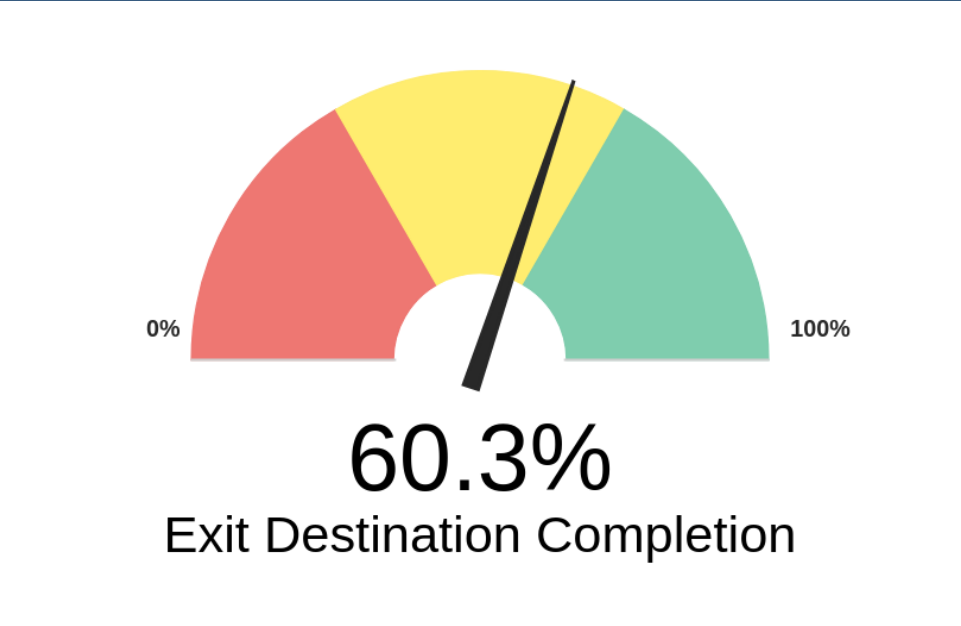
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Exit Destinations

Last 12 Months



Helpful Reports

- [\[HUDX-225\] HMIS Data Quality](#)
- [\[HUDX-227\] Annual Performance Report](#)





Common Questions & Correlated Reports

Who am I serving in my Program?

- **[GNRL-106] Program Roster**
 - Gives a snapshot of clients enrolled in the program at any given time
 - Provides high-level, overview data (entry/exit dates, move-in date, # of services, etc)
- **[EXIT-101] Potential Exits**
 - Catch any clients that have been on the program for a while without services or recent services
- **[OUTS-106] Client Demographics**
 - Review the demographics of program participants
- **[GNRL-220] Program Details Report**
 - Provides a full print out of clients' entire enrollment, status, and exit screens
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 - Good for manipulation in Excel

Data Quality Reports

Administrator Reports

Service Based Reports

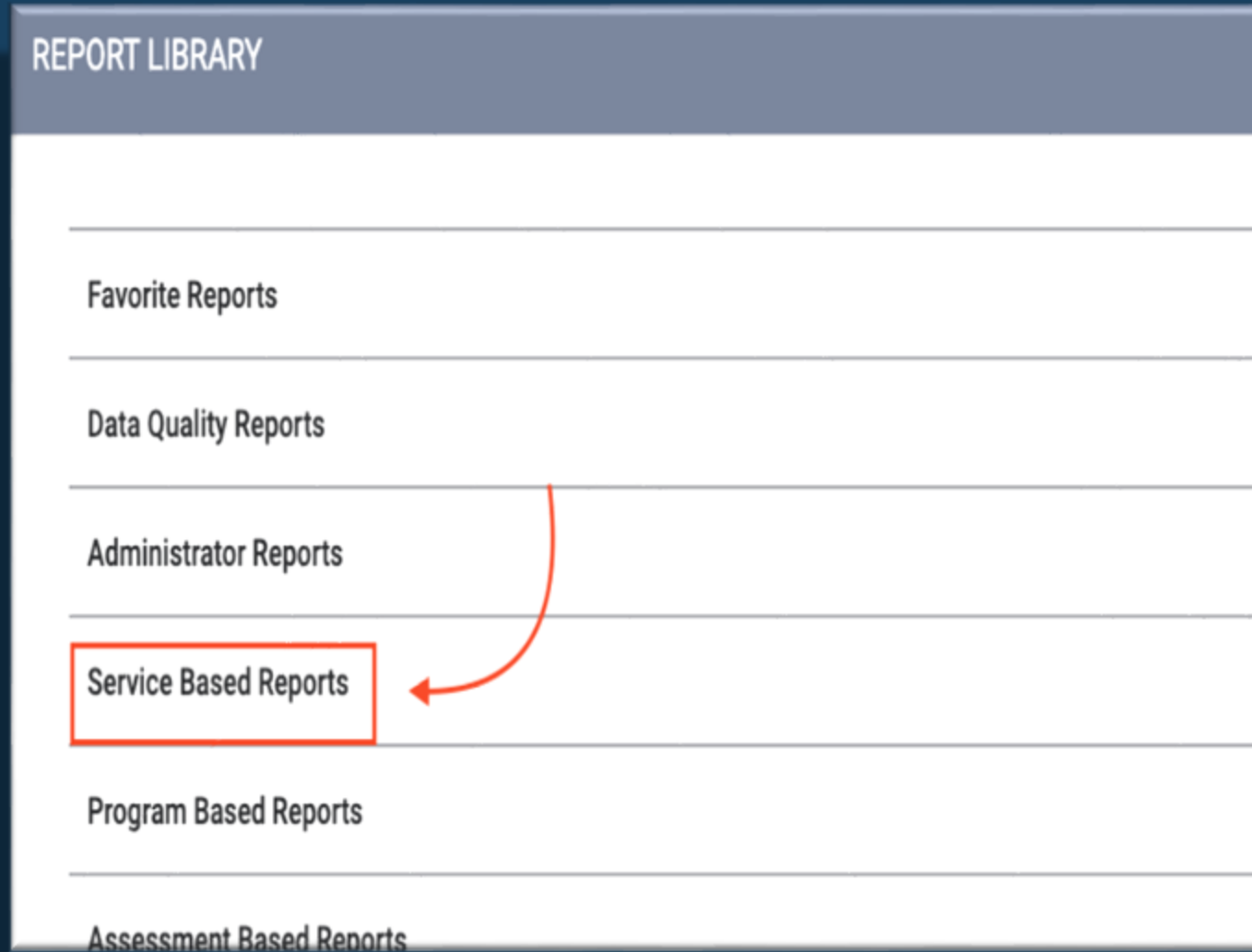
Program Based Reports

Assessment Based Reports

Profile Screen Reports

What Services were provided?

- **[GNRL-104] Service Summary**
 - Displays number of clients served and the number of services provided, broken out by each service item.
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 - Similar to the Service Summary, provides a daily breakdown of each service item provided
 - More detailed
- **[GNRL-400] Program Linked Service Review**
 - A review of services that are attached to client enrollments.
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What do we need to track for Coordinated Entry?

[GNRL-405] Assessment Details Report

- Shows all data associated with client assessments
- Useful for those involved with Coordinated Entry/Assessors
- Run in the Coordinated Entry System Agency

[RFRL-103] Referral Statistics – Inbound

- Tracking the referrals that are coming into your agency and responding to Coordinated Entry if the referral is being accepted

Program Based Reports	19 report(s) ▼
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How do I check my agency's data quality?

- [DQXX-102] Program Data Review
- [DQXX-103] Monthly Staff Report
- [DQXX-110] Duplicate Clients



These reports are extremely useful and can help increase data quality by highlighting needed fixes!

Favorite Reports	
Data Quality Reports	6 rep
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Interpreting the Report

What this information means...

[GNRL-106] Program Roster

- Gives a snapshot of clients enrolled in the program at any given time
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Program Roster Report								Coordinat	
<p>Housing Move-in: Undefined = Unknown HoH or adjusted Move-in is Null, <input type="checkbox"/> = Non PH Project, A: Assessments, S: Services</p> <p>You can find more information about adjusted Move-In Date at the Help Center Article</p> <p>Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.</p>									
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	
Program: Coordinated Entry									
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Brown, Winter	EE2C34E9D	10/10/1999	26	26	02/13/2026	-	63		

What this information means...

Program Roster Report

← Report Name

Coordinated Entry for The CoC (CoC CE)

Active within 04/01/2016 thru 04/16/2026

← Reporting Parameters

Housing Move-in: Undefined = Unknown HoH or adjusted Move-in is Null, = Non PH Project, **A:** Assessments, **S:** Services, **CN:** Case Notes
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Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff	Unit Assignment	Bed Assignment	Occupancy Start Date	Occupancy End Date
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Number of Enrollments: 3

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Total Number of Enrollments: 3

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Completed Report Functions

- The ability to click on a number (in Web Page output) or download more data (in Excel or CSV output) to see the clients or data behind the numbers
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Age Range	# of Clients
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62+	0
No Answer	0
Total:	3

Select Number




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Mon May 18 06:55:17 PM 2026

Powered By  **CLARITY**^{1/1}
HUMAN SERVICES



QUESTIONS?

New Data Quality Dashboard Guideline

We will be sharing a new guideline for the Data Quality Dashboard with Agency Liaisons after this meeting.

Since some liaisons may not attend the Liaison Meeting, please let them know to expect this guideline and encourage them to review it once it is shared.

Upcoming Events



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June 9th at 10 AM
- **User and Liaison Meeting**
June 25th at 10 AM and 11 AM
- **General Refresher Training**
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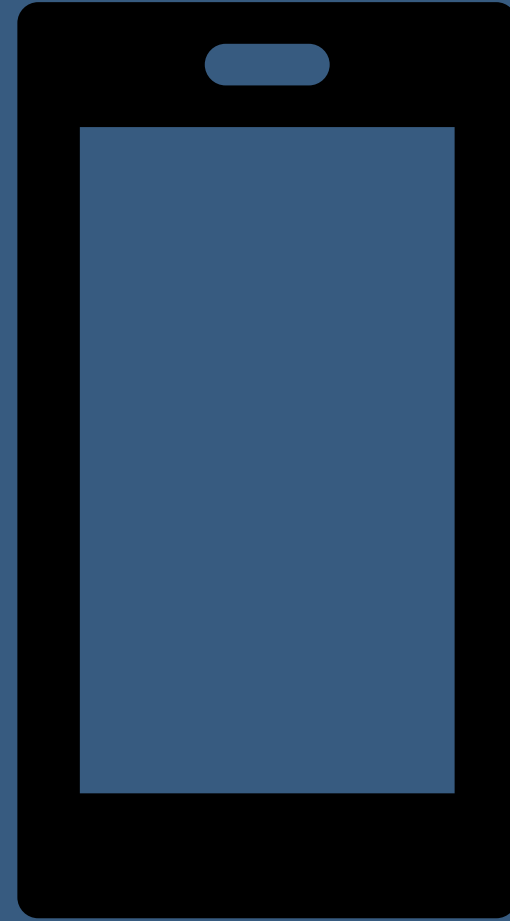


Alameda County Liaisons Meeting

June 2026



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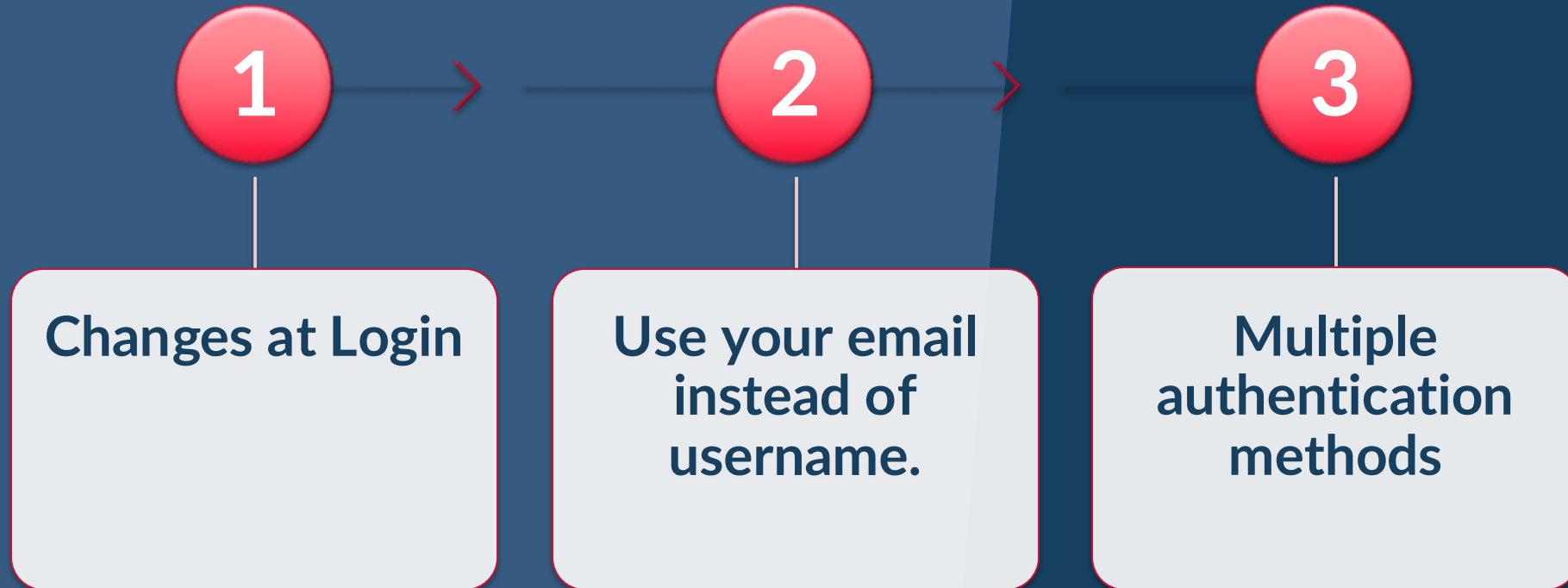
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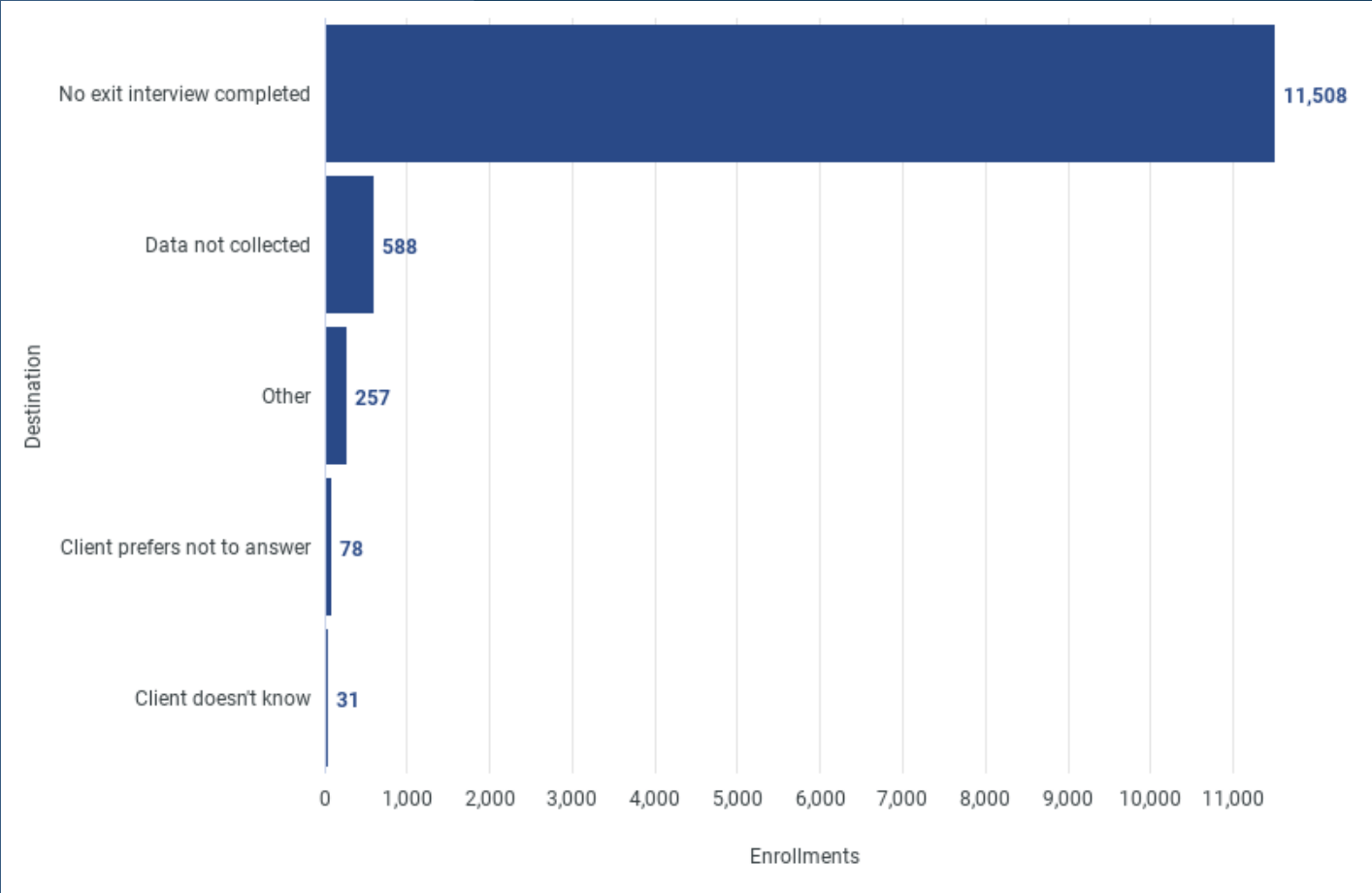
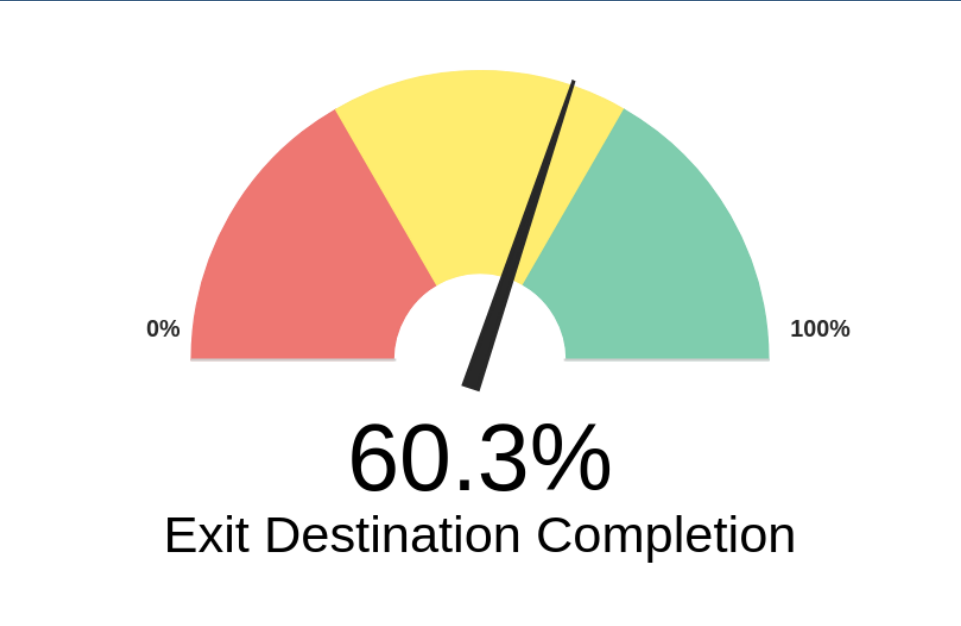
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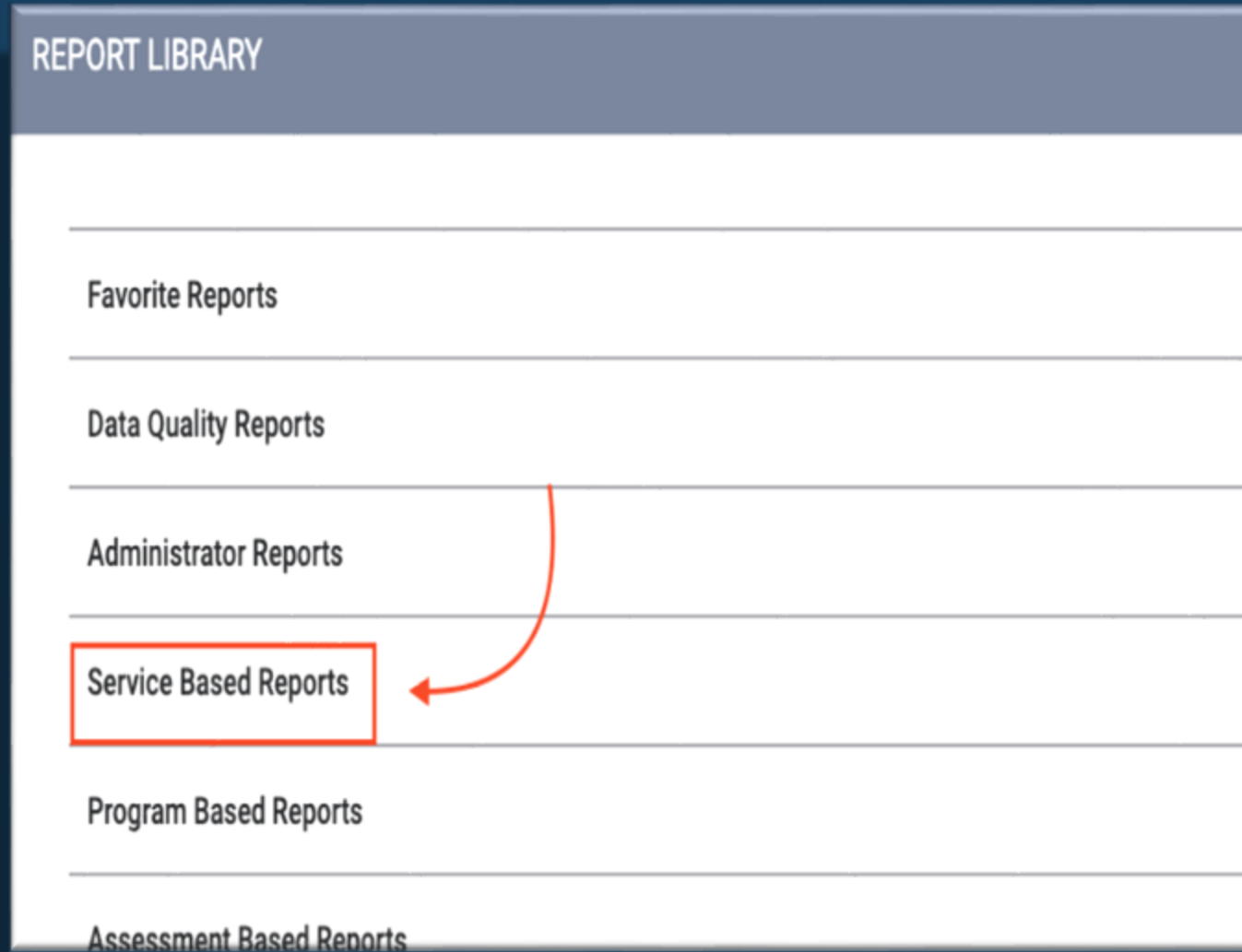
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Mon May 18 06:55:17 PM 2026

Powered By  1/1



QUESTIONS?

Data Quality Findings

Sayed's presentation.

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