

Alameda County Monthly HMIS Liaison Meeting

March 2026



**Get your phone
ready!**



Client Portal

**Threshold for
Inactivity**

Agenda

**Privacy &
Security
Training**

**HIC/PIT
Reminder**



Customer Portal



Customer Portal

Community
Roll Out!
COMING
SOON!

The screenshot shows the CLARITY HUMAN SERVICES Customer Portal. On the left is a dark sidebar with navigation items: Dashboard, Activity, Assessments, Calendar, Community Info, Documents, Location, Message Center, Privacy, Referrals, and Resource Directory. The main content area has a light blue header with the word "Welcome". Below this is a yellow notification box with a bell icon and text: "You have been referred to a program. Please [click here](#) to view the referral or contact a member of your Care Team if you have questions." Below the notification is a grey header for "AUSTIN AREA HEAT ADVISORY". The main text of the advisory reads: "Please be advised that today's temperatures will be reaching 100-105 degrees! We continue to work with the National Weather Service to monitor the situation. Cooling centers and seasonal shelters are open across the county. Please call our hotline to request a bed or for more information 888-888-8888." Below this is a line of text: "Please be aware of the danger from the stronger winds and dry lightning coming through ...". At the bottom left of the advisory section, it says "LAST UPDATED: 07/11/2024". At the bottom right, there is a "Read Full Article" link and a purple circular logo with "AA". On the right side of the portal, there are two buttons: "HOUSEHOLD" and "CARE TEAM", each with a corresponding icon and a list of user avatars below it.

Customer Portal

Clients Using the Portal = 166

Agencies engaged with the Portal = 8

Users engaged with the Portal = 20

Clients Using the Portal = 101

Agencies engaged with the Portal = 16

Users engaged with the Portal = 89

Clients Using the Portal = 2702

Agencies engaged with the Portal = 40

Users engaged with the Portal = 223

Memphis

Tampa

Santa Clara



Privacy and Security and Inactive User Threshold

User Request Processes



Reinstated (Inactive/Deactivated) User Accounts



---> Inactive User Threshold: 30 days

---> Agency Liaisons must request account reinstatement.

---> Users must log in on the same day they submit the account reinstatement request.

---> After 6 months of inactivity, users must redo the required training.

Housing Inventory Count (HIC)/Point in Time Count (PIT) Reminder



HIC Reporting Data Quality

Housing Inventory (HIC) Supplemental [FY 2026]

HIC Data Quality Review	
Number of Households with Undefined HoH	1
Number of Households with Missing Move-in Date	378
Clients with Multiple Overlapping Enrollments	746

- [GNRL-106] Program Roster
- Data Analysis: Overlapping Enrollments
- [EXIT-101] Potential Exits

PIT Reporting Data Quality

Race and Ethnicity (only adults)	Sheltered ES	Sheltered TH	Sheltered SH	Sheltered Total	Unsheltered Total	PIT Total
American Indian, Alaska Native, or Indigenous	17	9	0	26	0	26
American Indian, Alaska Native, or Indigenous & Hispanic/Latina/o	23	3	0	26	0	26
Asian or Asian American	78	7	1	86	0	86
Asian or Asian American & Hispanic/Latina/o	1	0	0	1	0	1
Black, African American, or African	779	271	12	1,062	0	1,062
Black, African American, or African & Hispanic/Latina/o	19	10	0	29	0	29
Hispanic/Latina/o	165	70	2	237	0	237
Middle Eastern or North African	11	2	0	13	0	13
Middle Eastern or North African & Hispanic/Latina/o	0	0	0	0	0	0
Native Hawaiian or Pacific Islander	27	10	0	37	0	37
Native Hawaiian or Pacific Islander & Hispanic/Latina/o	3	4	0	7	0	7
White	388	60	7	455	0	455
White & Hispanic/Latina/o	97	14	1	112	0	112
Multi-Racial & Hispanic/Latina/o	9	6	1	16	0	16
Multi-Racial (not Hispanic/Latina/o)	66	14	2	82	0	82
Client Doesn't Know/Prefers Not to Answer	14	6	0	20	0	20
Missing Information	1	2	0	3	0	3

- [HUDX-225] HMIS Data Quality Report
- [HUDX-227] Annual Performance Report
- Data Analysis: LSA Data Quality Errors

Questions?



Upcoming Events



JOIN US!

- **Alameda County HMIS Q&A Session**
April 14th at 10 AM
- **User and Liaison Meeting**
April 23rd at 10 AM and 11 AM
- **General Refresher Training**
April 28th @ 10a

