Alameda County

Monthly Liaison Meeting

February 2026

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Agenda

- Announcements
- SPM
- HIC/PIT
- Privacy & Security Training
- Event Reminders

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Announcements

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System Performance Measures (SPM)

What are System Performance Measures?

How Well a Community is Preventing and Ending Homelessness

Viewing the local homeless response system as a coordinated system of homeless assistance options instead of programs operating independently in a community

Allows Continuums of Care (CoCs) to regularly measure progress in meeting the needs of people experiencing homelessness in their community and to report progress to HUD

October 1 - September 30 reporting period. Plus, looking back two years.

7 Measures

Destination data quality

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Data Included in the SPMs

THE SEVEN MEASURES

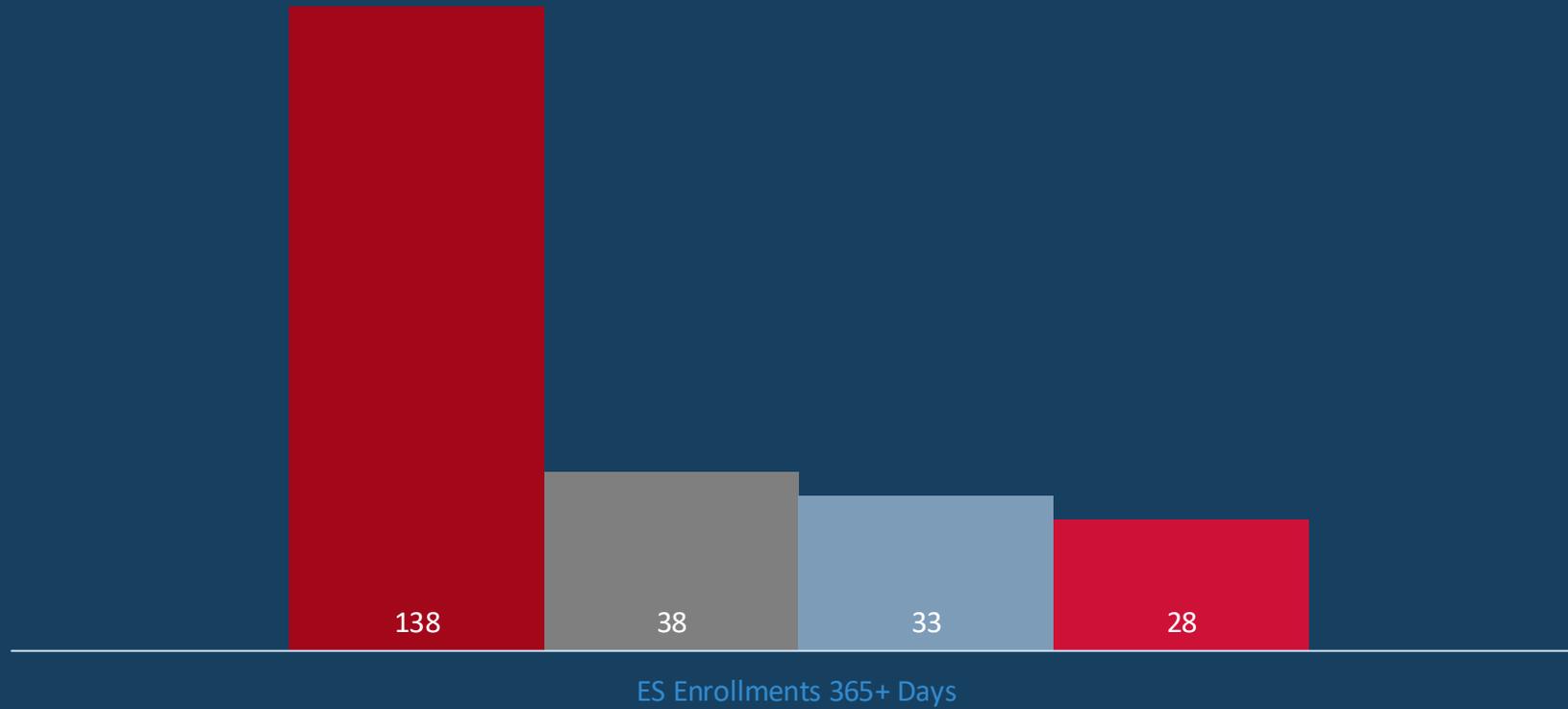| MEASURE 1	MEASURE 2	MEASURE 3	MEASURE 4	MEASURE 5	MEASURE 6	MEASURE 7
Length of time persons remain homeless	Extent to which persons who exit homelessness to permanent destinations return to homelessness within 6, 12, and 24 months	Number of homeless persons	Employment and income growth for homeless persons in CoC-funded projects	Number of persons who become homeless for the first time	Homeless prevention & housing placement of persons defined by Category 3 of HUD's homeless definition in CoC-funded projects	Successful placement from SO and successful placement in or retention of permanent housing

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SPM Exit Destination Errors

Project Type Comparison by Fiscal Year

	ES	TH	PSH	RRH	SO
Previous FY	295	79	74	61	2251
Current FY	405	68	52	58	1936
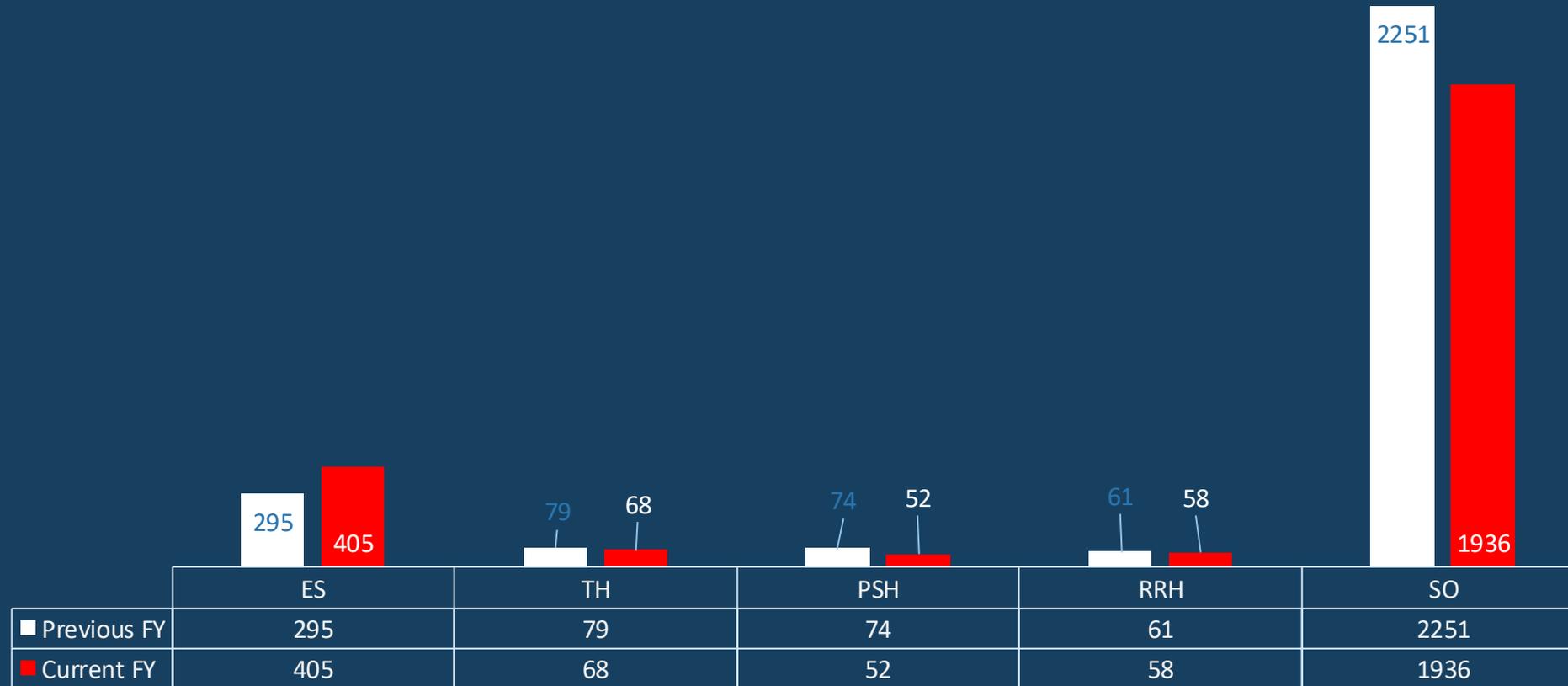
Long Stayer Enrollments

Calendar Year 2026

■ HCEB   ■ DDH   ■ BOSS   ■ Operation Dignity

138   38   33   28

ES Enrollments 365+ Days

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8

Alameda County SPM Summary

Performance Successes
Returns to Homelessness Decreased By 14.21%
Successful Placement in or Retention of Permanent Housing Increased 5%
Reduction in Returns to Homelessness by 6%
Improved Destination Data Quality for Permanent Supportive Housing, Rapid Rehousing and Street Outreach

Thank you for your efforts on supporting community members throughout Alameda County!

There are a few data points that we should continue to work on throughout the year.

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SPM Data Quality

➢ Exit Destination

➢Length of Time (LOT)

➢First Time Homelessness

➢Income Growth

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Exit Data

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.

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Exiting clients from a program

Identify where the client will be staying after being exited from your program (that night).

⬇

Enrollment data will auto-populate to the exit screen except the Exit Destination

⬇

The clients' Exit Destination must be entered at the time they are being exited from the program.

⬇

Data Not Collected, No Exit Interview Completed, and Other are considered "missing data"– avoid using when possible

| Project Exit Date | 12/15/2025 |
| Destination | Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/tr... |

DISABLING CONDITIONS AND BARRIERS

Physical Disability	Yes	Long Term	Yes
Developmental Disability	No		
Chronic Health Condition	Yes	Long Term	Yes
HIV - AIDS	No		
Mental Health Disorder	No		
Substance Use Disorder	No		

MONTHLY INCOME AND SOURCES

| Income from Any Source | No |

NON-CASH BENEFITS

| Receiving Non-Cash Benefits | No |

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Exit destination data is critical in determining program effectiveness and identifying service gaps in the system.

- "Where will the client be staying after exiting from the program (that night)?

- Homeless providers are empowered to use their best judgment and logic to fill data gaps due to unexpected program departures.

Conclusions must be based on first-hand knowledge or conversations with the client

Exit Destination

Project Exit Date	06/14/2024
Destination	Select

Determine the response value that best

Project Exit Date	06/14/2024
Destination	Rental by client, with ongoing housing subsidy
Rental Subsidy Type	Select

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Exit Destination Don'ts

Persons served in ES & SH

- Leavers
- Exits to Don't Know/Refused/Missing

Persons served in TH

- Leavers
- Exits to Don't Know/Refused/Missing

Persons in PSH & OPH

- Leavers
- Exits to Don't Know/Refused/Missing

Persons in RRH

- Leavers
- Exits to Don't Know/Refused/Missing

Persons in SO

- Leavers
- Exits to Don't Know/Refused/Missing

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The length of time (LOT) is the total amount of time a person experiences homelessness.

- LOT is one of the most critical signs that programs are working efficiently is that people who are experiencing homelessness are able to move quickly into permanent housing.

- Prior Living Situation and exit destination data impact length of time data.

- Be sure to review and update the Prior Living Situation to ensure accurate reporting.

- Errors for LOT can impact a client's homeless chronicity.

Length of Time (LOT)

First Time Homelessness looks at the number of persons who become homeless for the first time.

- There was an increase in ES and TH projects from the previous year.

- During program enrollment, ensure the accurate prior living situation is selected based on what is disclosed by the client.

First Time Homelessness
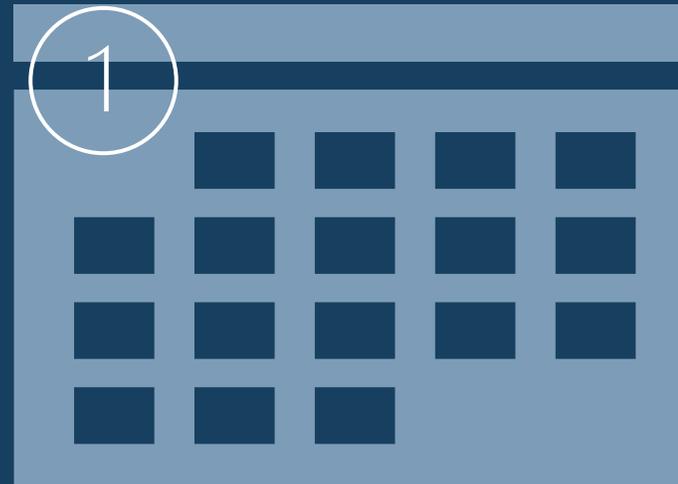
Employment and Income growth are key in supporting housing sustainability for clients.

- During program enrollment review income information to ensure it's accurate and up to date .

- Annual assessments and program exits should reflect the most recent income information for the client.

- Allow sufficient time prepare for annual assessments and program updates such as enrollments and exits, this will ensure information is entered timely.

Income Growth
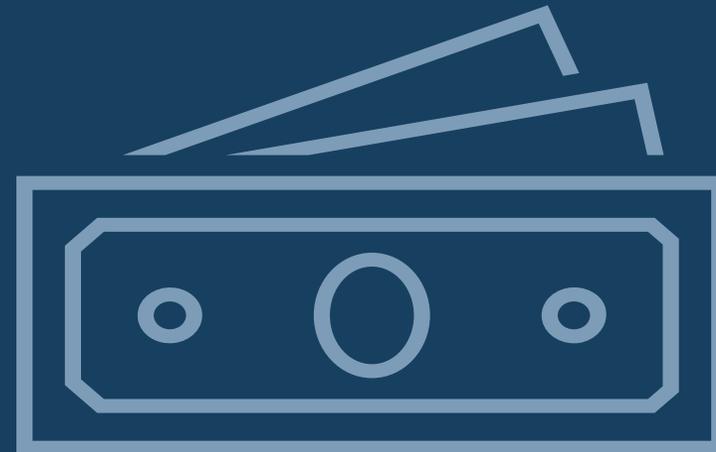
Helpful Reports

How To Complete Data Corrections

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Program Roster Report

Housing Move-in: Undefined = Unknown HoH or adjusted Move-in is Null,   ☐ = Non PH Project,   **A:** Assessments,   **S:** Services,   **CN:** Case Notes

You can find more information about adjusted Move-In Date at the Help Center Article

Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.

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
Program: Carlton																
King, Burger	**4FA53CD68**	05/05/1991	31	33	07/12/2022	-	833	undefined	0	0	1	W. Bussey* G. Scott* E. Doll				
Holmes, Sherlock	**A78645709**	05/05/1950	72	74	01/06/2023	-	655	undefined	0	0	0	D. Gore*				

Number of Enrollments: 2
Number of Unique Clients: 2
Number of Households: 2

Total Number of Enrollments: 2
Total Number of Unique Clients: 2
Total Number of Households: 2

[GNRL-106] Program Roster

Review your Active Clients for the period of October 1, 2024, to September 30, 2025.

✓ DOB – Are there any Issues with Group Enrollments, (i.e., baby in the program) or incorrect date of birth.

✓ Check Length of Stay – Is anyone that should be exited?

✓ Missing Annual Assessments? Enter those 30 days before or after the client's anniversary date.

[Exit-101] Potential Exits

Run for the cut-off date of [date] for those who haven't been potentially active in your program for the last six months.

✓ Review for missing data:

   ✓ Missing Data = Data Not Collected, Client Refused, Client prefers not to answer

✓ Review potential exits

[DQXX-102] Program Data Review

✓ Review for missing data, making sure that there is less that

✓ Missing = "Data not Collected, "Client Refused", "Client prefers not to answer"

✓ Also, collect this data

HIC and PIT

What is the HIC and PIT?

HIC	PIT
• Comparison of persons spending the night in beds and units to the number of beds and units available. • Beds and units must be dedicated to serving homeless people, or people who were homeless at project entry. • Project Types: Emergency Shelter, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing, and Other Permanent Housing • There are special considerations for federal partner programs (VA, RHY, HUD PIH)	• CoCs are required to plan and conduct, at least every other year, a PIT count of persons experiencing homelessness. • The PIT Count is planned on a single night, typically during the last 10 calendar days of January. It was held on 1/22/2026. • Unsheltered and sheltered data are both reported on.

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Data Review for the PIT and HIC?

Helpful reports to review Data Quality:

⟶ [HUDX-227-AD] Annual Performance Report [FY 2026]

⟶ [GNRL-220] Program Details Report

⟶ [HSNG-108] Housing Census

⟶ [HUDX-123] Housing Inventory (HIC) Supplemental [FY 2026]

⟶ [HUDX-230] Shelter Count PIT [FY 2026]

> **Pro Tip**
> Use Report Output Format = Web Page so you can drill down and troubleshoot!

| Have there been any updates to your Agency's funding sources? | ➜ | Have there been updates to your program's Bed and Unit Inventory - types of beds or households served? | ➜ | Have there been any changes to your program like Project Type, Housing Type, geocode/address/ zip code? | ➜ | Is your Agency entering data in 3-7 days depending on the project type? That way, the correct data will be pulled. |

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Data Quality Errors

➢ Head of Household (HoH)

➢ Overlapping Enrollments

➢ Housing Move-In Date

➢ Date of Birth

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Managing Households

--→ If the family composition changes, you may need to add or remove family members.

--→ Each Family member needs to have a record created before you can add the family members together.

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Household Members — Manage

Dwight Schrute — Father ★

Malia Mouse — Sister

A "Star" next to the Member Type indicates they are the Head of Household (HoH)

EDIT GLOBAL HOUSEHOLD

Member Type	Father
Head of Household	Dwight Schrute
Joined Household	08/26/2022
Exited Household	

SAVE

Managing Households after Enrollment

⋯→ If you need to add a household member after the HoH is already enrolled, select the Programs Tab, and then select the edit icon next to the program you would like to add the household member to.

Once you are in the program enrollment, select the "Add Icon" to the right of your screen.

An additional screen will appear with the household members. Toggle on the household member you would like to add to the enrollment.

*Note: The Household member must be added to the HoH before adding them to the enrollment

OVERLAPPING ENROLLMENTS

What is an overlapping enrollment?

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

A client can only sleep in one place at a time. HMIS should reflect this.

HOW THIS COULD APPEAR IN THE DATABASE SCENARIOS:

An agency enrolls a client into a shelter, and there is an existing enrollment in another shelter or program.
- Contact Agency/Staff to exit. The agency must exit a day before the enrollment date into the new shelter.

Move-in Date for the Housing Program is during a stay in a shelter
- Contact Shelter/Staff to exit. Cannot have move-in dates that fall within another program.

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CHECKING FOR OVERLAPPING ENROLLMENTS

To check for overlapping enrollments, you can use the client History tab and the [GNRL-106] Program Roster report to do a regular audit of enrollments.

Potential Issues	Potential Fixes
Duplicate enrollments	Review and delete duplicate enrollment
Missing exits	Input correct exit dates for enrollments
Incorrect exit dates	**Correct exit dates for enrollments**

REMINDER: HUDs definition of "Housing Move-in Date" is the date that the client **PHYSICALLY** moves in (becomes housed).

OVERLAPPING ENROLLMENTS BY PROJECT TYPE:

- Overlapping enrollments by program type is a very common data quality error.
- An example of an overlapping enrollment by program type is:

  - *The client was in the New Beginning Center **ES** from 3/1/25 to 6/1/25. They entered MHA Mainstream for **PH** on 5/1/25, but their move-in date was either 5/1/25 or 6/1/25.*

  - **This counts as overlapping enrollment because they were in the shelter while also being scheduled for permanent housing at MHA Mainstream.**

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CHECKING FOR OVERLAPPING ENROLLMENTS

READ MORE ABOUT OVERLAPPING ENROLLMENTS HERE!

TO CORRECT THE DUPLICATE ENROLLMENTS:

- Select the Preferred Enrollment:
  - Pick the enrollment with more detailed information.
- Update Chosen Enrollment:
  - Add missing data from the duplicate enrollment.
  - Transfer any services to the chosen enrollment.
- Confirm and Delete:
  - Review changes made.
  - Contact the Helpdesk to delete the duplicate enrollment.

TO CORRECT THE EXIT DATES:

- Navigate to Client Profile
- Click on "History"
- Select the Program with the incorrect Exit Date
- Click on the "X" at the top right-hand corner of the Programs history page.
- Correct the exit date for the enrollment.
- Scroll down to the bottom of the page and click "Save Changes"
- Make sure to review the changes that you made.

In general, we do not expect overlapping days in the project among and between the following project types: **Emergency shelter or Transitional housing**

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Move-in Dates

The Housing Move-in Dates are required by all housing programs.

- "Move-in" means a lease arrangement has been made, the client has a key or entry ability to the unit, and the client has physically slept in the unit. This date may or may not align with the lease date.

- Must be recorded at the point the household moves into a permanent living situation.

- Missing housing move-in dates result in length of stay errors for.

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Housing Move-In Date

- The housing move-in date refers to the data 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.

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

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				

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Date of Birth

Client date of birth should be collected for all clients at project start

- Clients with missing DOBs are not included in the PIT count.

- Please review "clients with unknown age" field on the Shelter PIT report to identify clients that require DOB updates.

- Clients that are unsure of the year or day of birth, should have an approximate DOB listed.

- If age and DOB is unknown Client doesn't know can be selected.

Shelter PIT Report

	Sheltered ES	Sheltered TH	Sheltered Total
White & Hispanic/Latina/o	0	0	0
Multi-Racial & Hispanic/Latina/o	0	0	0
Multi-Racial (not Hispanic/Latina/o)	0	0	0
Chronically Homeless (parenting youth households)	Sheltered ES	Sheltered TH	Sheltered Total
Total number of households	0	N/A	0
Total number of persons	0	N/A	0

HOMELESS SUBPOPULATIONS

Additional Homeless Populations	Sheltered ES	Sheltered TH	Sheltered SH	Sheltered Total
Adults with a Serious Mental Illness	0	0	0	0
Adults with a Substance Use Disorder	0	0	0	0
Adults with HIV/AIDS	0	0	0	0
Adult Survivors of Domestic Violence (optional)	0	0	0	0

SHELTERED PIT: PERSONS BY PROGRAMS

Agency ID	Agency Name	Program ID	Program Name	Total PIT	Number of Clients with Unknown Age	Number of Families with at least one adult age 18+ and at least one child under age 18	Number of Families with all members under age 18	children < age 18	adults age 18-24	adults age 25+	Unaccom-panied Under Age 18	Single Adult Age 18-24	Single Adult Age 25+
Emergency Shelter – Entry Exit													
20	Sara's Training Agency	60	Nature Valley Shelter	1	0	0	0	0	0	0	0	0	1

Total Persons Served: 1
PIT Total Persons Served: 1

Quality of DOB	Approximate or partial DOB reported ⌄
Date of Birth	01/01/2002 Adult. Age: 24

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Privacy & Security Training

- All users are required to complete the Alameda Privacy and Security Training by noon on **February 28, 2026**.

- Once you have completed the training, please notify your Agency Liaisons.

- For users who have not completed the training by the deadline, the account will be made inactive, and the training will need to be completed to reinstate the user's account.

- Agency Liaisons will be notified of users who still have not completed the training.

Alameda: Privacy & Security Training

Alameda: Privacy & Security Training

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QUESTIONS?

Upcoming Events

- Alameda County HMIS Q&A Session

  March 10th at 10 AM

- User and Liaison Meeting

  March 26th at 10 AM and 11 AM

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Community Support

- Bitfocus Community Administration Team

  alameda-admin@bitfocus.com

- Bitfocus Help Desk Team

  support@bitfocus.com

- Alameda County HMIS Team

  hmissupport@acgov.org

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