

# Alameda County HMIS

User Meeting

June 2024



# Agenda



## Announcements

- Inactive User - Threshold Change
- Newsletter
- Report Library Report Access
- Duplicate Client Notifications
- Street Outreach Guide



## Common Data Quality Fixes

# Announcements



# Monthly Newsletter



# Inactive User Threshold

What's changing?

Starting July 1<sup>st</sup>:

- If users have not logged in, their accounts will become inactive after **60 days**.
- If a user has been inactive (last login) for **90 days or more**, they must **complete the required training**.



Log in one-time monthly to your Clarity HMIS user account to avoid your account becoming inactive.



## Reporting Access

Users with specific access will now have access to run the following reports in the Report Library:

- [STFF-104] Staff Client Data Activity Report  
None
- [STFF-101] User Activity Report None



For users without access to certain reports, please reach out to your Agency Liaison



## Duplicate Client Notifications

Alameda will be reaching out to providers about Duplicate Client data quality.

- Providers will be working closely with Alameda County to work on minimizing duplicate clients in the system.
- Training on how to minimize duplicates can be found on the [Alameda County Website](#) under [“User and Liaison Training.”](#)

# Street Outreach Guide

## NEW! Street Outreach Guide

---> If staff has not made any contact with the client within **60 days** of the last contact date.

- The exit date should be set to the last date the client received services and not the date a staff is processing the exit. If the entry date is the last time staff had contact with the client, the exit date would be set to that entry date.
- Exit Destination would be set to "No Exit Interview Completed".

---> New: After 90 days without contact, clients will be auto-exited from Street Outreach Programs



**How do I fix my  
data quality?**

# Common Data Quality Fixes



# HMIS Data Quality Completeness

HMIS records include all data elements to create a full record **without** missing data:

- Data Not Collected = missing data
- Client Refused = missing data
- No Exit Interview = missing data
- No Annual/Status Assessment = missing data



# Timeliness

The period between when a client's data is collected/known, and when that information is entered into HMIS.

Allows HMIS data to be used for a “real-time” picture of homeless service system performance.

**Timeliness expectation = 3 days**



# Why It Matters

- Meeting data quality standards = **funding**
- Quality data informs **good policy**
- Tells the **true story** of homelessness in our community
- Demonstrates **results**
- Documents our **effort**



# Program Enrollment and Exit Screens

Common data quality issues and how to fix them



# Disability and Income

Disability and income information are reported on through many HUD reports.

A disabling condition is required for someone to meet the chronic homelessness definition.

Responding “Yes” for disabling condition or income will provide a list of specific disabling conditions and income sources.

The enrollment screen should reflect the reality at the time of enrollment. Updates should be recorded through status and annual assessments.

MONTHLY INCOME AND SOURCES

Income from Any Source  Yes Amount 1000.00

Earned Income

Unemployment Insurance

Supplemental Security Income (SSI)

Social Security Disability Insurance (SSDI)

VA Service-Connected Disability Compensation

VA Non-Service Connected Disability Pension

Private Disability Insurance

Worker's Compensation

Temporary Assistance for Needy Families (TANF)  Amount 200.00

General Assistance (GA)

Retirement Income from Social Security

Pension or Retirement Income from a Former Job

Child Support

Alimony and Other Spousal Support

Other Income Source

Total Monthly Income for Individual

## DISABLING CONDITIONS AND BARRIERS

### Disabling Condition

Yes ▼

### Physical Disability

Yes ▼ Long Term  Yes ▼

### Developmental Disability

No ▼

### Chronic Health Condition

No ▼

### HIV - AIDS

No ▼

### Mental Health Disorder

Yes ▼ Long Term  Yes ▼

### Substance Use Disorder

No ▼

### Domestic Violence Victim/Survivor

No ▼

# Housing Move-In Date

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.

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

25

< 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				

# Prior Living Situation

Understanding a client's living situation is critical to determining their eligibility for available community resources.

Prior Living Situation must be recorded for every client at program enrollment.

"Where did the client stay last night?"

PRIOR LIVING SITUATION

Type of Residence	Select	▼
Length of Stay in Prior Living Situation	Select	▼

PRIOR LIVING SITUATION

Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/tr	▼
Length of Stay in Prior Living Situation	Two to six nights	▼
Approximate date this episode of homelessness started	02/15/2024	
Number of times on the streets, in ES, or Safe Haven in the past three years	Two Times	▼
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	One month (this time is the first month)	▼

# Exit Destination

Exit destination 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 judgement and logic to fill data gaps due to unexpected program departures.

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

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	▼

# Clarity Demo and Q&A Review

# Join us!

## [Alameda County Q&A Session](#)

Every 2<sup>nd</sup> Tuesday of the month at 10:00 am

Register | [HERE](#)

## [Alameda County CE Q&A Session](#)

Every 3<sup>rd</sup> Tuesday of the month at 10:40 am

Register | [HERE](#)

## [Alameda County User and Liaisons Meeting](#)

Every 4<sup>th</sup> Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

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Stay tuned for more training dates!  
Coming soon!

# For support:

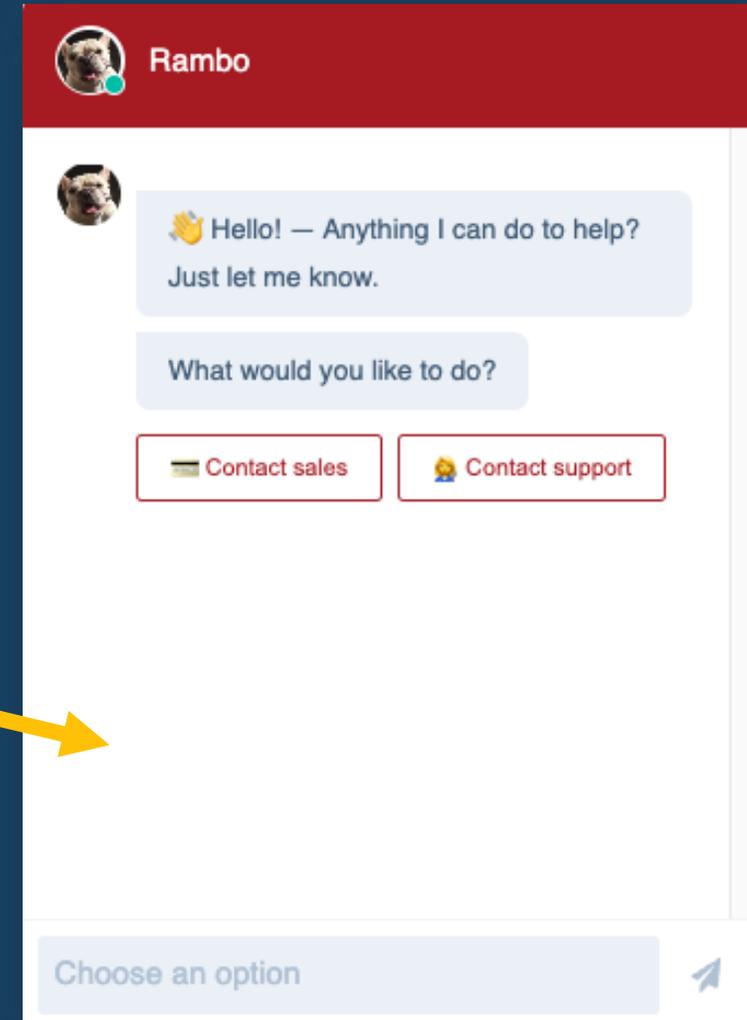
## Alameda County HMIS Support Ticket:

Email: [hmissupport@achmis.org](mailto:hmissupport@achmis.org)

## Bitfocus Help Desk:

For support that includes:

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



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Agency Liaison Meeting

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