

Alameda County Monthly User Meeting

April 2024



Agenda



Updates from ACHMIS Team



Inputting HMIS Data: Completeness and Accuracy by Project Type



Data Quality Errors: Duplicate Clients and Recording Disabilities



Questions

Updates from the Alameda County HMIS Team



Inputting HMIS Data: Completeness and Accuracy by Project Type

Street Outreach Projects

Entry/Exit Emergency Shelter and Transitional Housing

Permanent Housing: PSH and RRH

Universal Data Elements

Program-Specific Data Elements



Street Outreach Projects

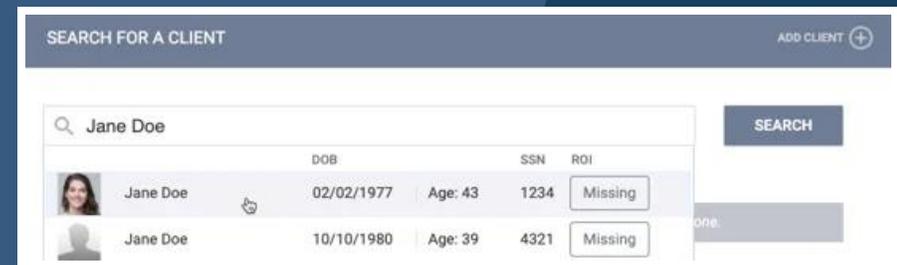
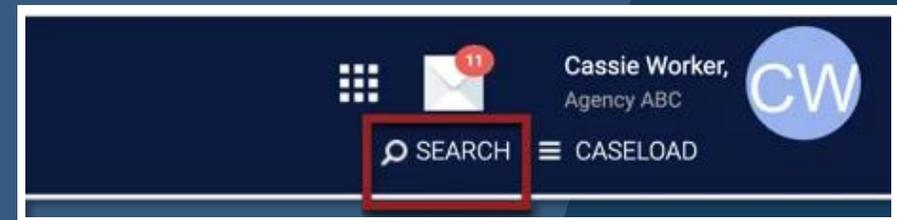
- **De-duplication of Client Records:**

- Coordinate efforts among outreach workers to avoid duplication.
- Use the client search functionality to manage the identification of clients.

- [How Do I Search for a Client?](#)

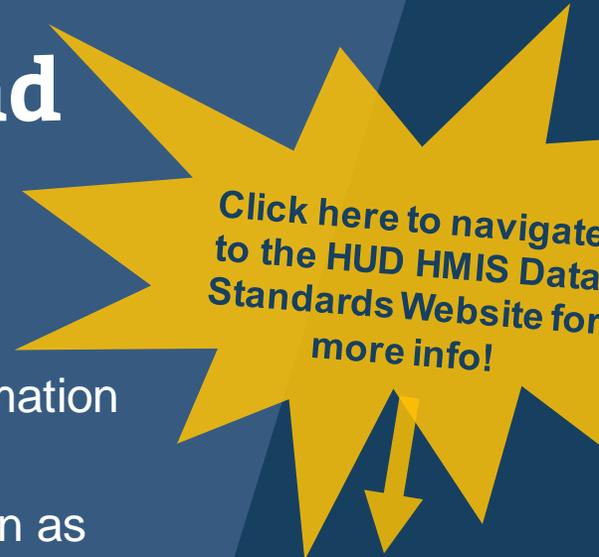
- **Contacts and Engagements:**

- Record client contact using "Current Living Situation" (4.12).
- Record "Date of Engagement" (4.13) when a deliberate assessment or case plan begins.



Entry/Exit Emergency Shelter and Transitional Housing

- **Data Collection:**
 - At the Project Start Date, record the [Universal Data Elements](#) and any other information required.
 - During the Project Enrollment, record any assessment or other updated information as required by the [Data Standards](#).
 - Record “Project Exit Date” and “Destination” at the Project Exit.



Day Shelter

- **Data Collection:**
 - Follow the requirements for Entry/Exit Shelters when collecting data for Day Shelters.



Permanent Housing: PSH and RRH

Permanent Housing Projects:

- Collect data on assistance provided before the client enters housing.

Project Start Date:

- Date of client admission into the project.
- Admission criteria met.
 - The client wants housing in the project.
 - The client can access services and housing.
 - Record Universal Data Elements and required information.

Housing Move-In Date:

- Date client or household moves into any permanent housing.

Project Exit and Re-Enrollment:

- If the client loses housing and the project stops paying rental assistance:
 - Exit client with accurate Project Exit Date and Destination.
 - Create a new Project Start Date in a second enrollment for a client on the same or the next day.
 - Record the new housing move-in date in the second project record when a new unit is found.

Direct Transfer into PSH or RRH Project:

- If the client moves directly into PSH or RRH after permanent housing:
 - Project Start Date and Housing Move-In Date are the same date.



Universal Data Elements

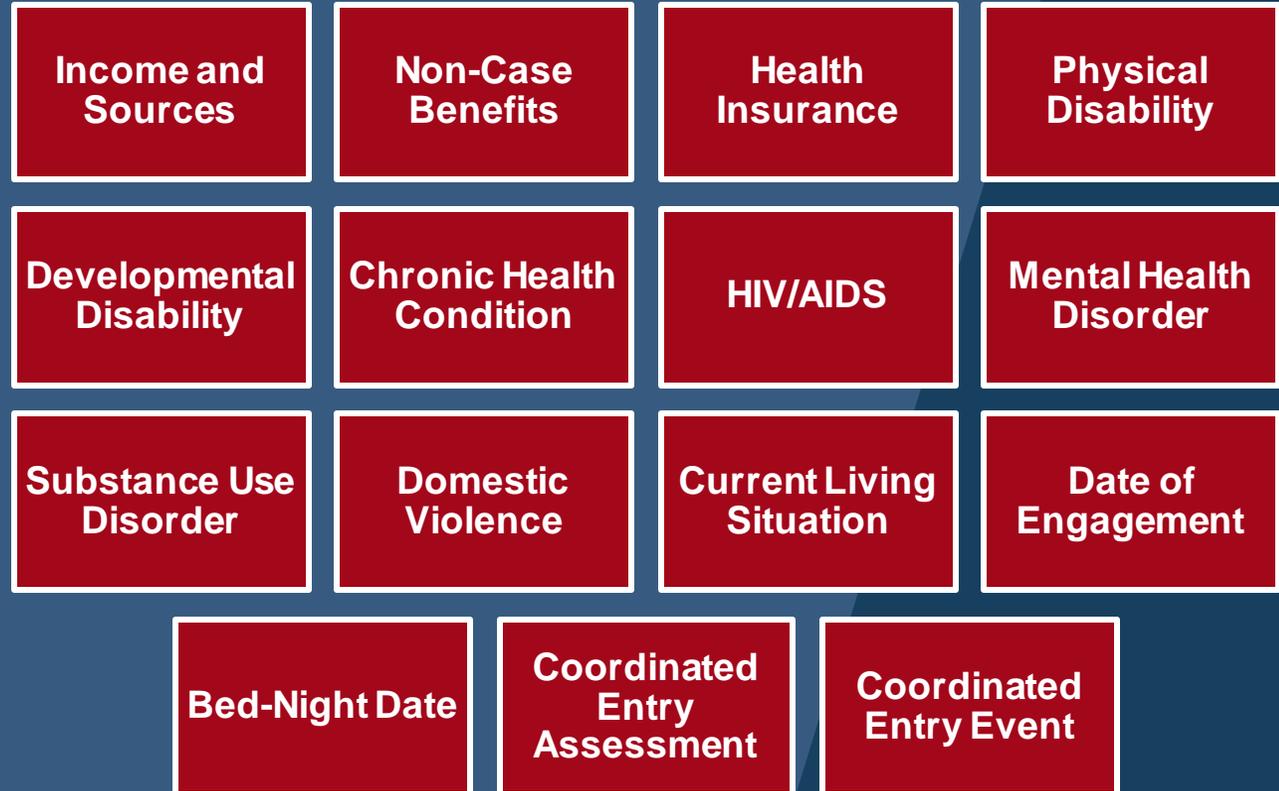
General Guidance:

- Universal Data Elements must be collected by all HMIS-participating projects, regardless of funding source.
- Elements 3.01 through 3.07 must be collected once per client, regardless of project stays.
 - If the data in these elements are incorrect or outdated at the Project Start in a new project, correct the data in the client record.
- Any remaining Universal Data Elements must be collected at least once per project stay.
 - The timing and subjects of data collection are specified in each data element.

Name	SSN	DOB
Race/Ethnicity	Gender	Veteran Status
Disabling Condition	Residence Prior to Entry	Project Start Date
Relationship to HoH	Client Location	LOT Homeless

Program Specific Data Elements

- **Federal Partner programs have developed additional data elements specific to certain programs or components.**
 - Guidance on using these data elements can be found in the HMIS Federal Partner Program Manuals.
- **Program Specific Data Elements are required for different funding sources.**
 - Necessary to meet statutory and regulatory requirements of federally funded programs using HMIS.
 - "Common" Program Specific Data Elements are collected across most Federal Partner programs.



Data Quality Errors:

Duplicate Clients and Recording Disabilities



Duplicate Clients

What Are Duplicate Clients?

- Duplicate clients occur when two or more records are created for one client.

Duplicate client records can have the same:

- Name
- DOB
- SSN

The screenshot shows a search interface for clients. At the top, there is a search bar with the text "SEARCH FOR A CLIENT" and an "ADD CLIENT +" button. Below the search bar, the search term "Jackie Rob" is entered, and a "SEARCH" button is visible. The search results are displayed in a table with the following columns: Name, DOB, Age, SSN, and ROI. Two records are shown, both with identical information, indicating duplicates.

	DOB	Age	SSN	ROI
Robinson Jackie (Skip, Jacks, JJ)	02/02/1980	Age: 44	5432	Yes
Jackie Robinson (Skip, Jack, JJ)	02/02/1980	Age: 44	5432	Yes

Below the table, there is a help link: "? Help: How to search for a client".

Before creating a new client record, search for **Full or Partial Name, Date of Birth, Full or Partial Social Security** Number, or a combination of the mentioned collected data.

Duplicate Clients cont.

What to do if you find a Duplicate Client

All agencies and staff members using the HMIS system should search for the client's profile as part of the engagement process before creating a new record.

If an agency staff member discovers a duplicate client record, they should contact hmissupport@achmis.org



Recording a Client's Disabling Condition

When Recording a Client Disabling Condition

- If you select "YES", the client does have a disabling condition, **make sure to specify which disabling condition the client does have** out of the options to choose from.
- You will see a warning in the system if this information is not filled out correctly
- Once you have recorded all of the clients disabling information correctly, review and press "SAVE"



DISABLING CONDITIONS AND BARRIERS

Disabling Condition	Yes	▼
Physical Disability	Select	▼
Developmental Disability	Select	▼
Chronic Health Condition	Select	▼
HIV - AIDS	Select	▼
Mental Health Disorder	Select	▼
Substance Use Disorder	Select	▼

⚠ Disabling Condition is set to "Yes", but no disability type has been selected. Please update the Disabling Condition field or select at least one disability type, as appropriate.



DISABLING CONDITIONS AND BARRIERS

Disabling Condition	Yes	▼			
Physical Disability	Yes	▼	Long Term	Yes	▼
Developmental Disability	Yes	▼			
Chronic Health Condition	No	▼			
HIV - AIDS	No	▼			
Mental Health Disorder	Yes	▼	Long Term	Yes	▼
Substance Use Disorder	No	▼			
Domestic Violence Victim/Survivor	No	▼			

Questions?



Join us!

Alameda County Q&A Session

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

Register | [HERE](#)

Alameda County CE Q&A Session

Every 3rd Tuesday of the month at 10:40 am

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Alameda County User and Liaisons Meeting

Every 4th Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

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Stay tuned for more training
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Coming soon!



For support:

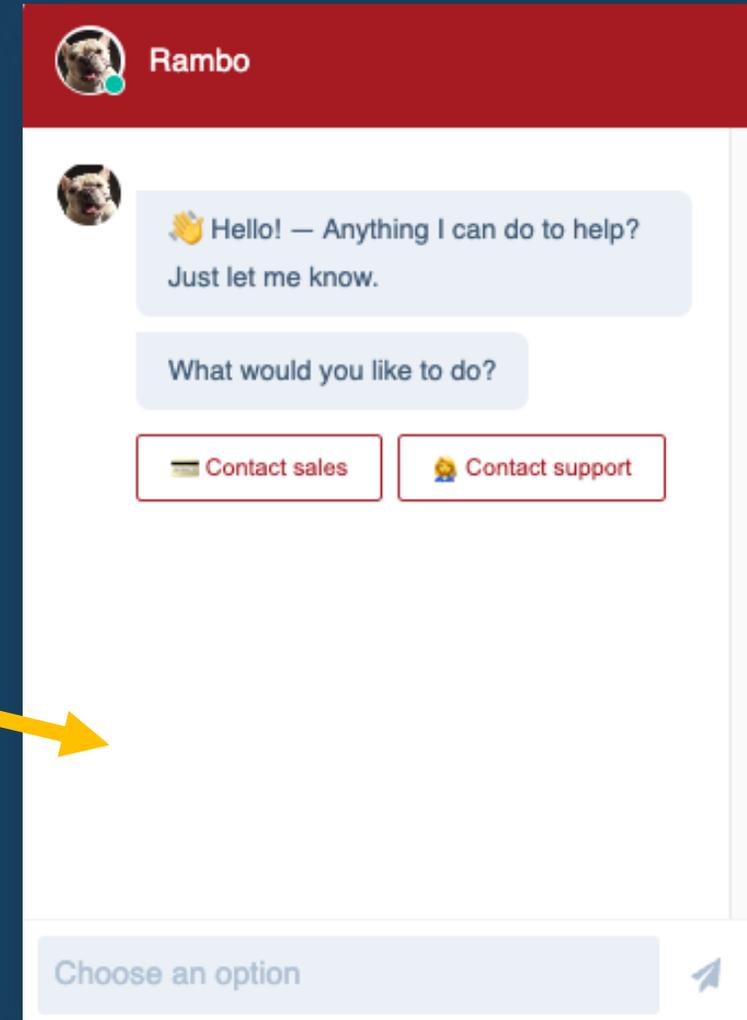
Alameda County HMIS Support Ticket:

Email: hmissupport@achmis.org

Bitfocus Help Desk:

For support that includes:

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



Alameda County Monthly Liaison Meeting

April 2024



Agenda

-  Updates from ACHMIS Team
-  Inputting HMIS Data: Completeness and Accuracy by Project Type
-  Data Quality Errors: Duplicate Clients and Recording Disabilities
-  How To Pull and Understand the APR
-  Questions

Updates from the Alameda County HMIS Team



Inputting HMIS Data: Completeness and Accuracy by Project Type

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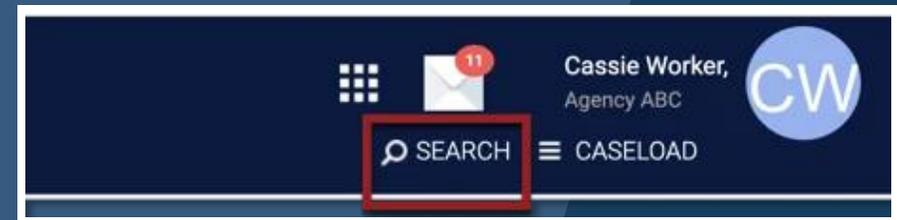
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Data Quality Errors:

Duplicate Clients and Recording Disabilities



Duplicate Clients

What Are Duplicate Clients?

- Duplicate clients occur when two or more records are created for one client.

What is the Impact of Having Duplicate Clients?

- Inflates the number of clients in the system.
- Negatively affects the integrity of the data collected in the system.
- Possible loss of funding and incorrect reporting.



The screenshot shows a web application interface for searching clients. At the top, there is a search bar with the text 'SEARCH FOR A CLIENT' and an 'ADD CLIENT +' button. Below the search bar, the search term 'Jackie Rob' is entered. A 'SEARCH' button is located to the right of the search bar. The search results are displayed in a table with columns for a profile icon, name, DOB, Age, SSN, and ROI. Two duplicate records are shown, both with a 'Yes' button in the ROI column. A help link is visible at the bottom of the results area.

	DOB	Age	SSN	ROI
 Robinson Jackie (Skip, Jacks, JJ)	02/02/1980	Age: 44	5432	<input type="button" value="Yes"/>
 Jackie Robbinson (Skip, Jack, JJ)	02/02/1980	Age: 44	5432	<input type="button" value="Yes"/>

[? Help: How to search for a client](#)

Duplicate Clients cont.

Duplicate Client Records

- Duplicate client records can have the same:
 - **Name**
 - **DOB**
 - **SSN**

The screenshot shows a web application interface for searching clients. The header includes 'Agency A VoA', user 'Norens Saldívar', and a search bar. The main section is titled 'SEARCH FOR A CLIENT' and contains a search input field with 'emilio san' entered. Below the search bar is a table of results:

	Date of Birth	Last Four SSN	Last Updated
Emilio San	02/25/68	2211	02/03/20
Emilio Sanchez	02/25/68	2211	02/03/20

The table highlights that two different names share the same date of birth and last four digits of their Social Security Number. To the right of the search results is a sidebar titled 'Your recent client searched:' listing names like Emilio Sanchez, Emilio San, Mary Davis, Deadpool Test, and Ann Bo.

Before creating a new client record, search for **Full or Partial Name, Date of Birth, Full or Partial Social Security** Number, or a combination of the mentioned collected data.

Duplicate Clients cont.

What to do if you find a Duplicate Client

All agencies and staff members using the HMIS system should search for the client's profile as part of the engagement process before creating a new record.

If an agency staff member discovers a duplicate client record, they should contact hmissupport@achmis.org



Recording a Clients Disabilities

Recording a Client's Disabling Conditions

- Seek to understand if the client has one or more of the following disabling conditions
- Developmental disability* or
- AIDS or HIV; or
- A physical/mental/emotional impairment (including alcohol/drug abuse, PTSD, or brain injury) that:
 1. Is long-continuing
 2. Impedes the ability to live independently; and
 3. Could be improved by suitable housing.

DISABLING CONDITIONS AND BARRIERS	
Disabling Condition	Select <input type="text"/>
Physical Disability	Select <input type="text"/>
Developmental Disability	Select <input type="text"/>
Chronic Health Condition	Select <input type="text"/>
HIV - AIDS	Select <input type="text"/>
Mental Health Disorder	Select <input type="text"/>
Substance Use Disorder	Select <input type="text"/>
Domestic Violence Victim/Survivor	Select <input type="text"/>

Recording a Client's Disabilities cont.

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Mental Health Disorder	Yes	▼	Long Term	Yes	▼
Substance Use Disorder	No	▼			
Domestic Violence Victim/Survivor	No	▼			

[HUDX-227] Annual Performance Report



Q: What is the APR?

The APR provides a comprehensive view of client data and program outcomes, aiding in program evaluation and improvement.

Key Questions:

- Who have we served and for how long?
- What changes have we observed in our clients?
- What data are we missing?

****Recipients of HUD Continuum of Care (CoC) funding must submit an Annual Performance Report (APR) electronically to HUD every operating year****

- Data collection for the APR aligns with the latest Homeless Management Information System (HMIS) Data Standards.
- The [APR portal](#) provides valuable information for grantees.

Programming Specifications:

- Consolidated specifications for the APR and ESG-CAPER ([HUDX-228]) can be found [HERE](#).



Parameters

The following parameters are required to run this report:

- CoC Filter Category
- CoC
- Project Type(s)
- Program Status
- Program(s)
- Enrollment CoC Filter

Program-Based Funding Source (for Federal Partner funding sources)

- Federal Funding Source Criteria
- Federal Funding Status
- Federal Funding Source(s)

Legacy Feature: Service-Based Funding Source (for local, service-based, funding sources)

- Funding Criteria
- Funding Status
- Funding(s)
- Report Date Range
- Report Output Format
- Drilldown Output

The screenshot displays the HUD Reports interface for the HUDX-227 Annual Performance Report [FY 2023]. The interface includes several filter parameters:

- Switch Access Agency(-ies):** A dropdown menu with "System" selected.
- CoC Filter Category:** A dropdown menu with "Agency CoC" selected.
- CoC:** A dropdown menu with "Default" selected.
- Project Type(s):** A dropdown menu with "All" selected.
- Program Status:** A dropdown menu with "All Programs" selected.
- Program(s):** A dropdown menu with "All" selected.
- Apply Client Location Filter:** A dropdown menu with "No" selected.
- LEGACY FEATURE: SERVICE BASED FUNDING SOURCE:** A dropdown menu with "Choose..." selected.
- Funding Criteria:** A dropdown menu with "Choose..." selected.
- Report Date Range:** A date range selector with "Start" and "End" fields.
- Report Output Format:** Radio buttons for "Web Page" (selected), "PDF", "Excel", "CSV-Details", and "CSV-Upload".
- Drilldown Output Format:** Radio buttons for "Web Page" (selected) and "CSV".



How to Run the Report

1. Access the Report:

- Log into Clarity Human Services.
- Navigate to the Report Library.
- Locate [HUDX-227] Annual Performance Report [FY2020].

2. Select CoC Filter Category:

- Agencies in CoC: Pull data from agencies in selected CoC(s).
- Agencies with Programs in CoC: Pull data from programs in selected CoC(s).
- Agencies with Sites in CoC: Pull data from sites in selected CoC(s).
- Agencies with Bed Inventory in CoC: Pull data from inventories in selected CoC(s).

3. Choose CoC & Program Settings:

- Choose the relevant CoC (default to Agency CoC).
- Select relevant program type(s), status (Active, Inactive, or All), and program(s).
- Apply Client Location filter (default to "no").
- Legacy Feature: Select "Not Based on Funding Source" unless instructed otherwise.

How to Run the Report cont.

4. Set Date Range & Output Format:

- Enter desired start and end dates.
- Choose output format (Web Page allows drill down).

5. Run the Report:

- Click OK to run the report.

HUD Reports > [HUDX-227] Annual Performance Report [FY 2023]

Switch Access Agency(-ies)

CoC Filter Category

CoC

Project Type(s)

Program Status

Program(s)

Apply Client Location Filter

LEGACY FEATURE: SERVICE BASED FUNDING SOURCE

Funding Criteria

Report Date Range -

Report Output Format Web Page PDF Excel CSV-Details CSV-Upload

Drilldown Output Format Web Page CSV

Drilling Down on Data Quality Issues

The APR can Identify and Investigate Data Quality Issues

Drill Down Functionality

- Focus: Information Missing, Data Issues, Error Counts, Unknown Household Type, Missing Annual Assessments, Review Unexpected Length of Stays (i.e., 4+years for non-PH clients), Persons who were exited without move-in, Review Other Exit Destinations

Drill Down Varies by Table

- Each drill-down contains at least: A Unique ID (Link), Name, Last 4 of SSN, DOB, and Program Name

Q16. Cash Income - Ranges
Program Applicability: All Projects

	Income at Start	Income at Latest Annual Assessment for Stayers	Income at Exit for Leavers
No Income	145	0	3
\$1 - \$150	4	0	0
\$151 - \$250	1	0	0
\$251 - \$500	7	0	0
\$501 - \$1,000	10	0	3
\$1,001 - \$1,500	5	0	0
\$1,501 - \$2,000	2	0	0
\$2,001+	2	0	1
Client Doesn't Know/Client Refused	20	0	1
Data Not Collected	56	0	0
Number of adult stayers not yet required to have an annual assessment		57	
Number of adult stayers without required annual assessment		170	
Total Adults	252	227	8

HUD Annual Performance Report [FY 2023]
Q16. Cash Income - Ranges
Number of adult stayers without required annual assessment - Income at Latest Annual Assessment for Stayers

List of Clients

Unique Identifier	Name	SSN	Date Of Birth	Program Name	Age	Household Type	Relationship to HOH	Leaver/Stayer	Program Stage
0887C4C3F	Peral, Rose	xxx-xx-1111	01/01/1980	Clarity General Housing Project	43	With at least one adult and one child	Self (head of household)	Stayer	AA is missing
A96C29B06	Linn, Melissa	xxx-xx-4568	12/12/1997	Clarity General Housing Project	24	Without children	Self (head of household)	Stayer	AA is missing
901BF2D85	Wilson, Russell	xxx-xx-1212	01/01/1990	Clarity General Housing Project	32	Without children	Self (head of household)	Stayer	AA is missing
8E31062B7	Jones, Training Tom	xxx-xx-6456	01/01/1949	Clarity General Housing Project	73	Without children	Self (head of household)	Stayer	AA is missing
86D45587	Refused, 39GD45587	xxx-xx-0000	01/01/1980	Clarity General Housing Project	43	Without children	Self (head of household)	Stayer	AA is missing

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