

Alameda County Monthly User Meeting

March 2024



Agenda



Updates from HMIS Team



Aging into Adulthood Notifications



Questions



Data Quality Review

Question: What is an “Aging into Adulthood” Notification ?



Question: What is an “Aging into Adulthood” Notification ?

Answer:

- As a client’s 18th birthday approaches, the system will provide notifications that the client is about to age into adulthood.
- The [HMIS Data Standards](#) specify that the following Data Elements **MUST BE UPDATED** when a child ages into adulthood (i.e., turns 18 years old) while enrolled in a program:
 - [4.02 Income and Sources](#)
 - [4.03 Non-Cash Benefits](#)

What to Expect While the Aging Client is Enrolled in a Program



Before Your Client Turns 18

As the client's 18th birthday approaches, the system will provide the following verbiage:

"This client is aging into adulthood in [X days]. Please update the required Income and Non-Cash Benefit information on or after their birthdate."

This Verbiage will be communicated through the following ways:

- > Through a banner on the clients Program Enrollment
- > Via email to the programs **Assigned Staff**
- > In a Clarity Inbox Message to the program's **Assigned Staff**

Alex Reynolds

SERVICES PROGRAMS PROFILE NOTES FILES CONTACT LEGALIZATION HISTORY REFERRALS ASSESSMENTS

Kelsey Main, AbS - Abode Services KM

DASHBOARD SEARCH CASELOAD

▲ This client is aging into adulthood in 7 days. Please update any required Income and Non-Cash Benefits information on or after their birthdate.

PROGRAM: ABS-SAF-ES-SUNRISE VILLAGE-PVT

0 DAYS ACTIVE PROGRAM

Program Type: Group (2)

Program Start Date: 03/18/2024

Assigned Staff: Kelsey Main

Head of Household: Olivia Reynolds

Program Group Members

Olivia Reynolds 03/18/2024 Active

Status Assessments +

Enrollment History Provide Services Assessments Goals Notes Files Chart X Exit

Enroll Program for client Alex Reynolds

Project Start Date 03/18/2024

DISABLING CONDITIONS AND BARRIERS

Disabling Condition No

Physical Disability No



These notifications will only be provided if all the following are true for the **Receiving Non-Cash Benefits** and/or **Client has Cash Income** fields:

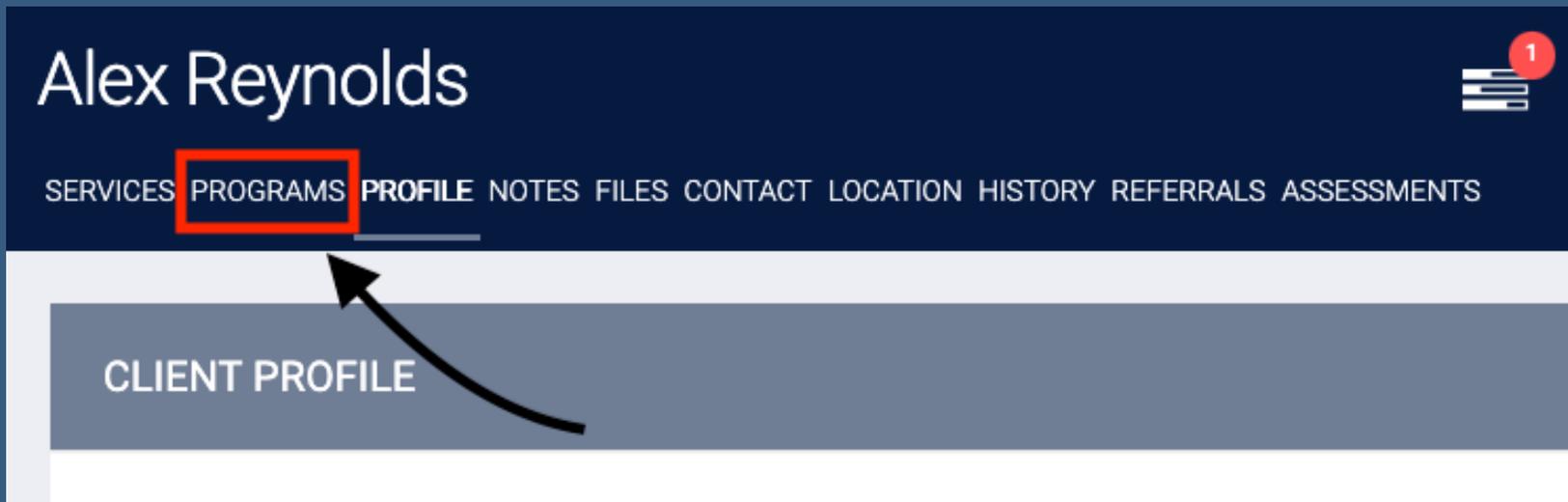
- **The field is displayed on the screen (ie., not hidden by custom display constraints).**
- **The Data Quality Check setting for the field is set to "Required."**
- **The field is empty (NULL)**

Please Note: No alert will be provided for clients who are already age 18 or older when they are enrolled in the program

Question: My Client has turned 18, how do I update their Enrollment?

Answer:

- From your Client's Profile:
 - Navigate to "**Programs**" at the top of the screen.



Question: My Client has turned 18, how do I update their Enrollment? Cont.

Answer:

- Click on the “**Edit Icon**” of your client’s active program enrollment

Alex Reynolds

SERVICES **PROGRAMS** PROFILE NOTES FILES CONTACT LOCATION HISTORY REFERRALS ASSESSMENTS DASHBOARD

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
AbS-SAF-ES-Sunrise Village-Pvt Emergency Shelter – Entry Exit AbS - Abode Services ⓘ	03/18/2024	Active	Group

Question: My Client has turned 18, how do I update their Enrollment? Cont.

Answer:

- Navigate to “Enrollment” within the clients Program Enrollment
- Fill out the correct information for “**Income from Any Source**” and “**Receiving Non-Cash Benefits**”

PROGRAM: ABS-SAF-ES-SUNRISE VILLAGE-PVT

Enrollment History Provide Services Assessments

Enroll Program for client Alex Reynolds

Project Start Date 03/18/2024 

MONTHLY INCOME AND SOURCES

Income from Any Source

NON-CASH BENEFITS

Receiving Non-Cash Benefits

✓ Select
No
Yes
Client doesn't know
Client prefers not to answer
Data not collected

NON-CASH BENEFITS

Receiving Non-Cash Benefits

HEALTH INSURANCE

Covered by Health Insurance

MEDICAID

✓ Select
No
Yes
Client doesn't know
Client prefers not to answer
Data not collected

Question: My Client has turned 18, how do I update their Enrollment? Cont.

Answer:

- Scroll to the bottom of your client's Program Enrollment
- Click "**Save & Close**"
- Your Client's information should be properly recorded in their Enrollment Screen



MONTHLY INCOME AND SOURCES	
Income from Any Source	Yes
Earned Income	<input checked="" type="checkbox"/> Amount 1000.00
Unemployment Insurance	<input type="checkbox"/>
Supplemental Security Income (SSI)	<input type="checkbox"/>
Social Security Disability Insurance (SSDI)	<input type="checkbox"/>
VA Service-Connected Disability Compensation	<input type="checkbox"/>
VA Non-Service Connected Disability Pension	<input type="checkbox"/>
Private Disability Insurance	<input type="checkbox"/>
Worker's Compensation	<input type="checkbox"/>
Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/>
General Assistance (GA)	<input checked="" type="checkbox"/> Amount 2700.00
Retirement Income from Social Security	<input type="checkbox"/>
Pension or Retirement Income from a Former Job	<input type="checkbox"/>
Child Support	<input checked="" type="checkbox"/> Amount 50.00
Alimony and Other Spousal Support	<input checked="" type="checkbox"/> Amount 22.00
Other Income Source	<input type="checkbox"/>
Total Monthly Income for Individual	3772.00
NON-CASH BENEFITS	
Receiving Non-Cash Benefits	Yes
Supplemental Nutrition Assistance Program (SNAP)	<input checked="" type="checkbox"/>

Questions?



Data Quality Review

Alameda County HMIS Committee
FY 2024 Q2 Data Quality Report
October 2023 – December 2023

Alameda County Health Care Services Agency
Office of Homeless Care & Coordination
HMIS Lead



Data Quality Review

Year 1 Scorecard – FY 2024 Q2

Data Quality Category	Year 1 Goal (FY 2024)	FY2024 Q2 Actual	Goal Met or Exceeded	Goal Not Met
Timeliness	75% > 4 days	Project Start Entry Met 82.5% Project Exit Entry Not Met 51.5%	Exceeded Year 1 Project Start Goal (75%) By 7.5%	Year 1 Goal Not Met for Project Exit Entry Date By 23.5%
Completeness	5% Overall 15% Street Outreach	Error Rate 18.1% average for all Completeness elements	Year 1 Goal exceeded for Street Outreach by 3.9%.	Year 1 Goal Not Met for ES, TH, RRH, PSH, SSO by 3.1%.
Accuracy	0% Error rate	Error Rate 8.0% Move-In Dates for PSH, 40.0% Move-In Dates for RRH		Total Clients 375 Year 1 Goal Not Met for PSH, 30 Clients [8%] Year 1 Goal Not Met for RRH, 150 Clients [40%]
Consistency	0% Error rate	Actual Duplicates Created During the Measurement Period <i>n</i> =125 clients		Year 1 Goal Not Met by 7.5%
Coverage	80% Coverage Rate	Coverage Rate = 9157 total beds/7479 total PIT Count 81.7%	Exceeded Updated Project Target by 1.7%	



Questions?



Join us!

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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
dates!
Coming soon!



For support:

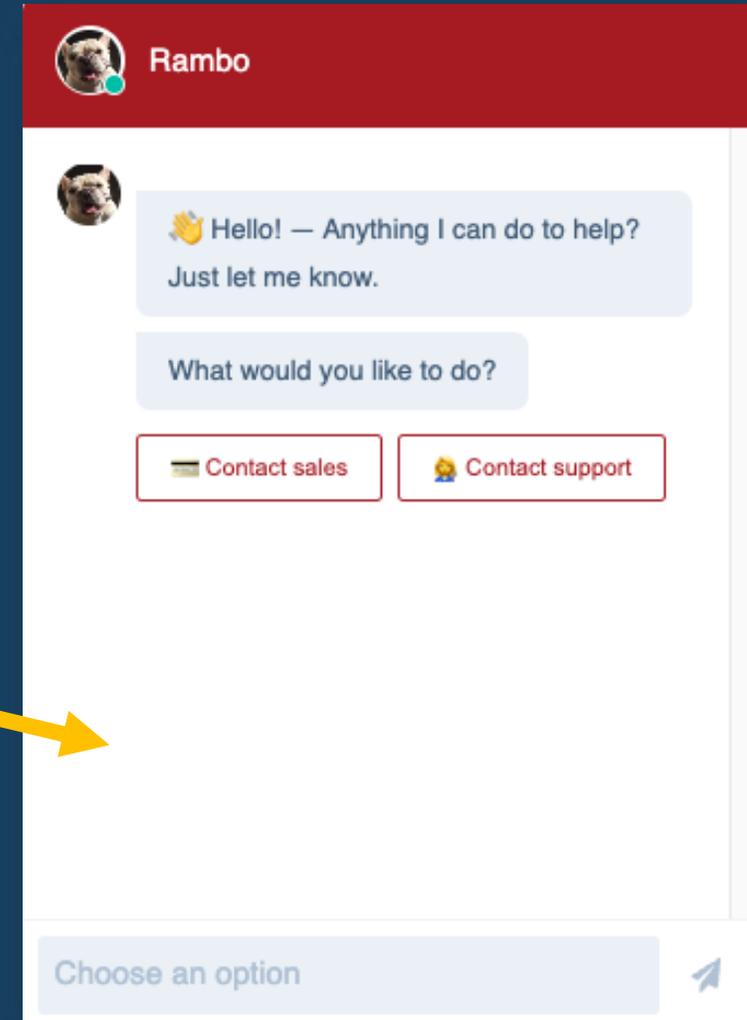
Alameda County HMIS Support Ticket:

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

March 2024



Agenda

- Updates from HMIS Team
- Aging into Adulthood Notifications
- Questions
- Data Quality Review

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Alex Reynolds

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Kelsey Main, AbS - Abode Services KM

DASHBOARD SEARCH CASELOAD

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PROGRAM: ABS-SAF-ES-SUNRISE VILLAGE-PVT

0 DAYS ACTIVE PROGRAM

Program Type: Group (2)

Program Start Date: 03/18/2024

Assigned Staff: Kelsey Main

Head of Household: Olivia Reynolds

Program Group Members

Olivia Reynolds 03/18/2024 Active

Status Assessments +

Enrollment History Provide Services Assessments Goals Notes Files Chart X Exit

Enroll Program for client Alex Reynolds

Project Start Date 03/18/2024

DISABLING CONDITIONS AND BARRIERS

Disabling Condition No

Physical Disability No



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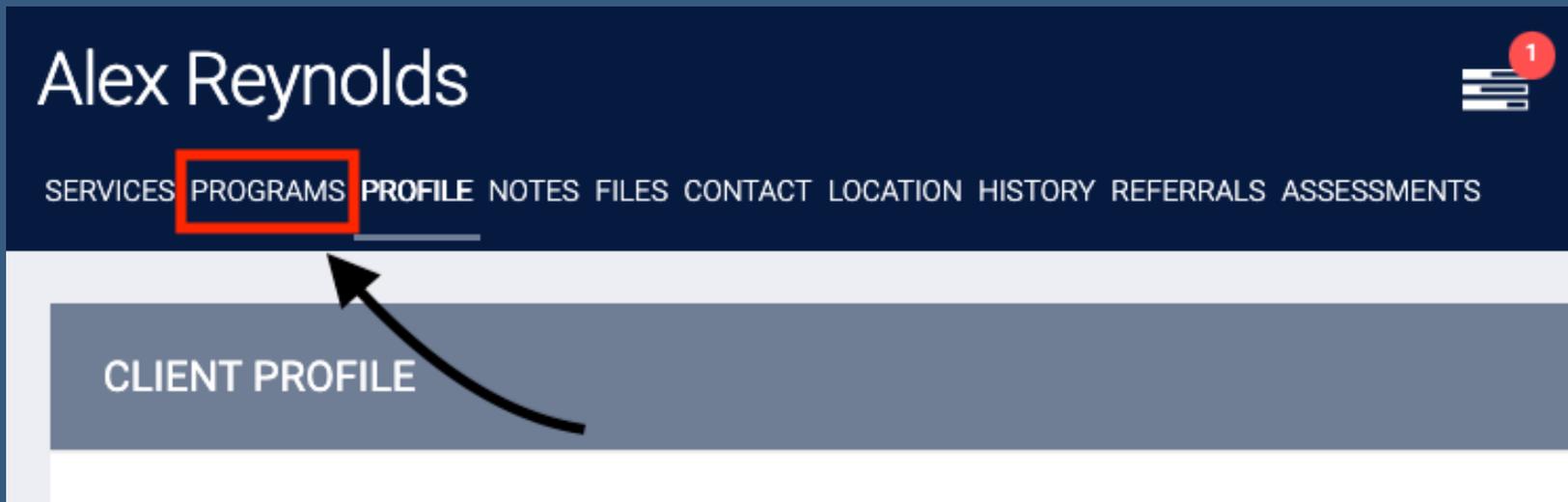
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Alex Reynolds

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PROGRAM HISTORY

Program Name	Start Date	End Date	Type
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Question: My Client has turned 18, how do I update their Enrollment? Cont.

Answer:

- Navigate to “Enrollment” within the clients Program Enrollment
- Fill out the correct information for “**Income from Any Source**” and “**Receiving Non-Cash Benefits**”

PROGRAM: ABS-SAF-ES-SUNRISE VILLAGE-PVT

Enrollment History Provide Services Assessments

Enroll Program for client Alex Reynolds

Project Start Date 03/18/2024 

MONTHLY INCOME AND SOURCES

Income from Any Source

NON-CASH BENEFITS

Receiving Non-Cash Benefits

✓ Select
No
Yes
Client doesn't know
Client prefers not to answer
Data not collected

NON-CASH BENEFITS

Receiving Non-Cash Benefits

HEALTH INSURANCE

Covered by Health Insurance

MEDICAID

✓ Select
No
Yes
Client doesn't know
Client prefers not to answer
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Question: My Client has turned 18, how do I update their Enrollment? Cont.

Answer:

- Scroll to the bottom of your client's Program Enrollment
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Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/>
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Retirement Income from Social Security	<input type="checkbox"/>
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NON-CASH BENEFITS	
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Coverage	80% Coverage Rate	Coverage Rate = 9157 total beds/7479 total PIT Count 81.7%	Exceeded Updated Project Target by 1.7%	



Data Quality Review

Year 1 Scorecard – FY 2024 Q2 Street Outreach Breakout

Data Quality Category	Year 1 Goal (FY 2024)	FY2024 Q2 Actual	Goal Met or Exceeded	Goal Not Met
Timeliness - ES, TH, RRH, PSH/SO	75% > 4 days	Project Start Entry Met	Exceeded Year 1 Project Start Goal (75%) By 8.65%	
Timeliness - SO	75% > 4 days	Project Start Entry Not Met 74%		Year 1 Goal Not Met for Project Exit Entry Date By 1%
Timeliness - ES, TH, RRH, PSH/SO	75% > 4 days	Project Exit Data Entry Not Met 74%		Year 1 Goal Not Met for Project Exit Entry Date By 1%
Timeliness – SO	75% > 4 days	Project Exit Data Entry Not Met 67.2%		Year 1 Goal Not Met for Project Exit Entry Date By 48%
Completeness - ES, TH, RRH	5% - ES, TH, RRH	Completeness Error Rate Not Met 13.6%		Year 1 Goal Not Met for ES, TH, RRH, PSH, SSO by 8.6% .
Completeness - SO	15% Street Outreach	Completeness Error Rate Not Met 23%		Year 1 Goal Not Met for Street Outreach by 8.0% .
Accuracy - PSH (CY 2023)	0% Error rate	Error Rate 3.2%		Year 1 Goal Not Met for PSH, 46 Clients
Accuracy - RRH (CY 2023)	0% Error rate	Error Rate 24.06%		Year 1 Goal Not Met for RRH, 344 Clients
Accuracy - PSH (Q2 2024)	0% Error rate	Error Rate 1.7%		Year 1 Goal Not Met for PSH, 28 Clients [1.7%]
Accuracy - RRH (Q2 2024)	0% Error rate	Error Rate 7.4%		Year 1 Goal Not Met for RRH, 122 Clients [7.4%]
Consistency	0% Error rate	Total Duplicates 7.5%		Year 1 Goal Not Met by 7.5% ,125 Clients
Coverage	80% Coverage Rate	81.7% Coverage Rate	Exceeded Updated Project Target by 1.7%	



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