

Alameda County Monthly HMIS User Meeting

July 2026



Agenda



Introductions



New Authentication Process



Data Quality Reports



Duplicate Clients



DQ Annual Assessments

Get your phone ready!





New Authentication Process

What is Auth0?

Auth0 is an upgrade to Clarity's Multi-factor Authentication platform. Auth0 is a modern, SOC 2-compliant identity platform. The change will bring enhanced security to Clarity and is intended to make our data more secure moving forward.

Supported authentication methods at launch include:

- One-time password via authenticator app (Google Authenticator or Microsoft Authenticator for iOS and Android devices are two popular options)
- Push notification via the Auth0 Guardian app
- Phone (SMS or voice)
- Email

Important Auth0 Dates

This month users will experience a new Multi-factor Authentication process on

Clarity Training Site on July 16th and Clarity Live Site on July 30th

Changes will include:

- A new login screen
- Required Multi-factor Authentication

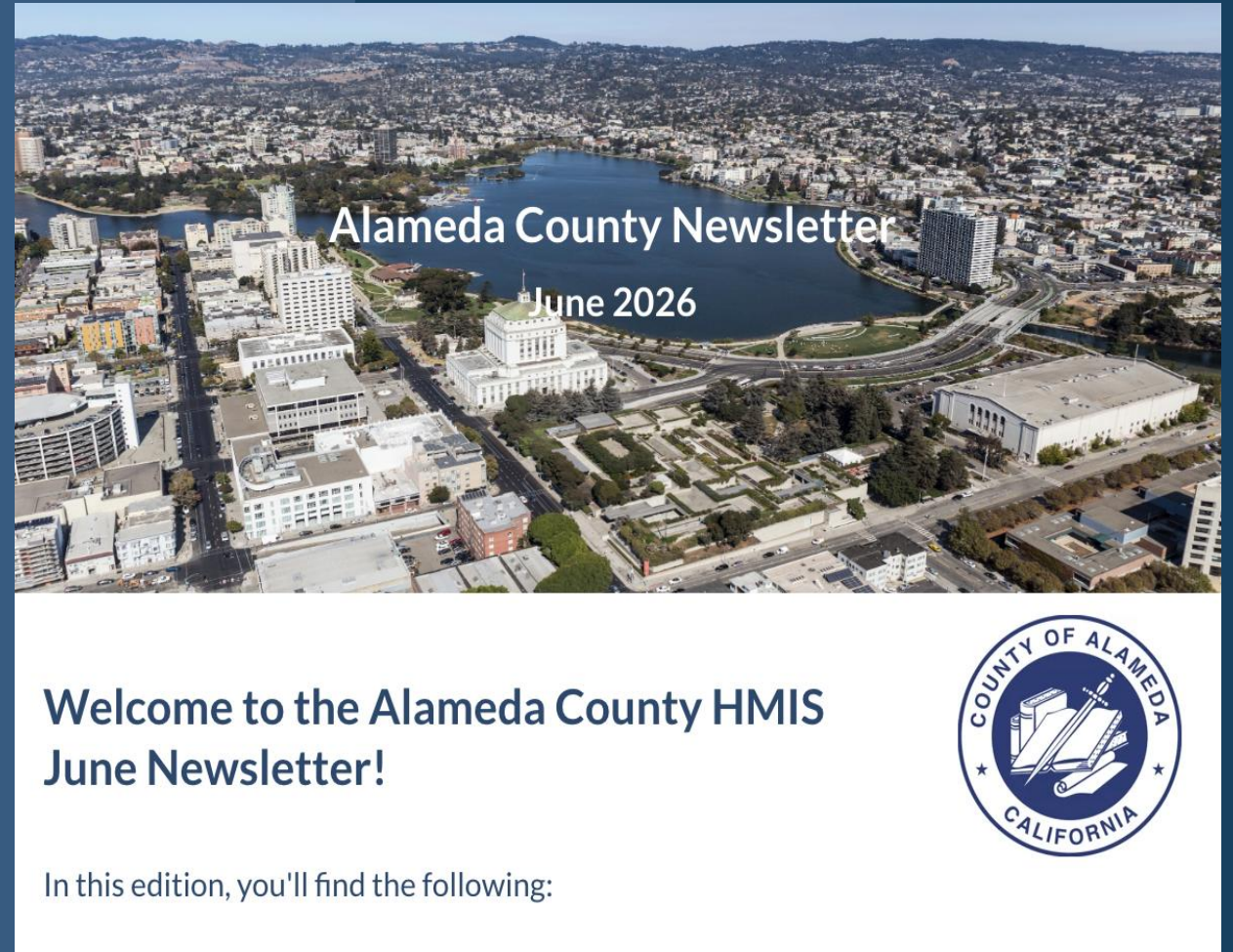
Bitfocus will host an optional Auth0 Office Hours on July 30th from 10-11 AM



Auth0 Best Practices

We recommend users take the following steps to prepare for Auth0

- Review your Clarity account email
- Explore the options for authentication
- Check in with your organization
- Add the recovery email to allow list noreply@bitfocus.com
- Review this month's newsletter FAQs





Data Quality Reports

Data Quality & Data Accuracy

What is data Quality?

Data quality looks at the ability of data to be reliable enough to serve a specific purpose. Data quality possesses certain characteristics that determine whether the quality is sufficient. There can be numerous ways to measure data quality, but typically certain categories are used.

What is data accuracy?

Data must be accurate to be high quality, accuracy means the data reflects the reality. Accuracy is evident when the data in HMIS reflects the actual characteristics and experiences of clients. Data could be complete yet remain inaccurate due to missing information and errors.

How to Support Data Quality Standards

Completeness	Consistency	Timeliness	Availability
Clarity records include all required data elements	Data is entered and stored in a uniform manner	Data is entered within 3 working days	Data is stored in Clarity and is the single source of truth

Run data quality reports at least once per month and complete all necessary steps to resolve data quality issues.

Data Quality Reports

There are a variety of reports available in Clarity HMIS to support data quality management. A few of the commonly used reports are:

- [HUDX-225] HMIS Data Quality Report
- [HUDX-227] Annual Performance Report
- [EXIT-101] Potential Exits
- [DQXX-102] Program Data Review





Duplicate Clients

Amanda

Duplicate Clients

How to Avoid Creating Duplicates

Perform Proper Searches Prior to Entering New Client
Search by:

- Date of Birth
- Social Security Number
- Partial Social Security Number
- First Name + Last Name
- First Three Letters of First Name + First
- Three Letters of Last Name
- Alternate Spellings

flowers				SEARCH
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aged with Clarity Human Services

Duplicate Clients Cont.

What To Do If You Discover Duplicate Clients

If you have discovered duplicate clients, please e-mail us at hmissupport@acgov.org with the following information:

- HMIS UID (for both clients)
- Note which profile is the “primary” profile

Since 06/22/2026 we have merged 131 duplicate clients.



Daisy Flowers



Daisy Flowers

How to Run a Report for Duplicate Clients

The screenshot shows the Bitfocus Report Library interface. At the top, there are navigation tabs: 'REPORT LIBRARY' (selected), 'EXPLORE', and 'DATA ANALYSIS'. Below this, the 'REPORT LIBRARY' section is displayed. It contains three main categories: 'Favorite Reports' (1 report(s)), 'Data Quality Reports' (5 report(s)), and 'Administrator Reports' (37 report(s)). Under 'Data Quality Reports', two reports are listed: '[DQXX-105-AD] Monthly Agency Utilization Report' and '[DQXX-110-AD] Duplicate Clients'. The second report is highlighted with a red rectangular box. To the right of each report name are icons for 'RUN', 'SCHEDULE', and 'MORE INFO'.

→ Click on Reports -> Data Quality Reports -> [DQXX-110 AD] Duplicate Clients

Who can run this report?
YOU! Everyone has access.

SSN Best Practices

Do's:

- Double check the number before entering
- Check client's "Files" to see if someone has entered a physical SSN card picture

Don'ts:

- Make a number up (when unknown always use 999-99-9999)
- Use a parent's SSN for the child(ren)



HMIS Data Quality Report

HUD Reports

10 report(s) ^

[HUDX-111] HUD CSV / XML Program Data Export [FY 2026]	★ RUN SCHEDULE MORE INFO ^
[HUDX-123] Housing Inventory (HIC) Supplemental [FY 2026]	★ RUN SCHEDULE MORE INFO ^
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[HUDX-231] LSA Export - Project-Focused LSA [FY 2025]	★ RUN SCHEDULE MORE INFO ^
[HUDX-235] CE APR [FY 2026]	★ RUN SCHEDULE MORE INFO ^
[HUDX-236] LSA - Project Descriptor HDX Upload Test [FY 2025]	★ RUN SCHEDULE MORE INFO ^

→ Click on Reports -> HUD Reports -> [HUDX-225] HMIS Data Quality Report [FY 2026]

Who can run this report? YOU!

Everyone has access.

HMIS Data Quality Report Cont.

HMIS Data Quality Report [FY 2026]

System
CoC Category Filter: Agency CoC
Client ID Selection: Clarity Unique Identifier
Date Range: 01/01/2026 thru 07/15/2026

Q2. Personally Identifiable Information (PII)

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	25	13	30	68	0.31%
Social Security Number (3.02)	1437	630	348	2415	11.13%
Date of Birth (3.03)	6	16	167	189	0.87%
Race and Ethnicity (3.04)	157	144		301	1.39%
Overall Score				2733	12.60%

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Social Security Number Data Issues

- 1437 Clients that Don't Know/ Prefers Not to Answer
- 630 Clients with Missing Social Security Numbers
- 348 Clients with Data Issues for the Social Security Numbers
- Resulting in 11.13% of the overall issues for Personally Identifiable Information (PII)
- These results are for ALL agencies, starting 01/01/26 to 07/15/26



Data Quality Annual Assessments

Suzanne

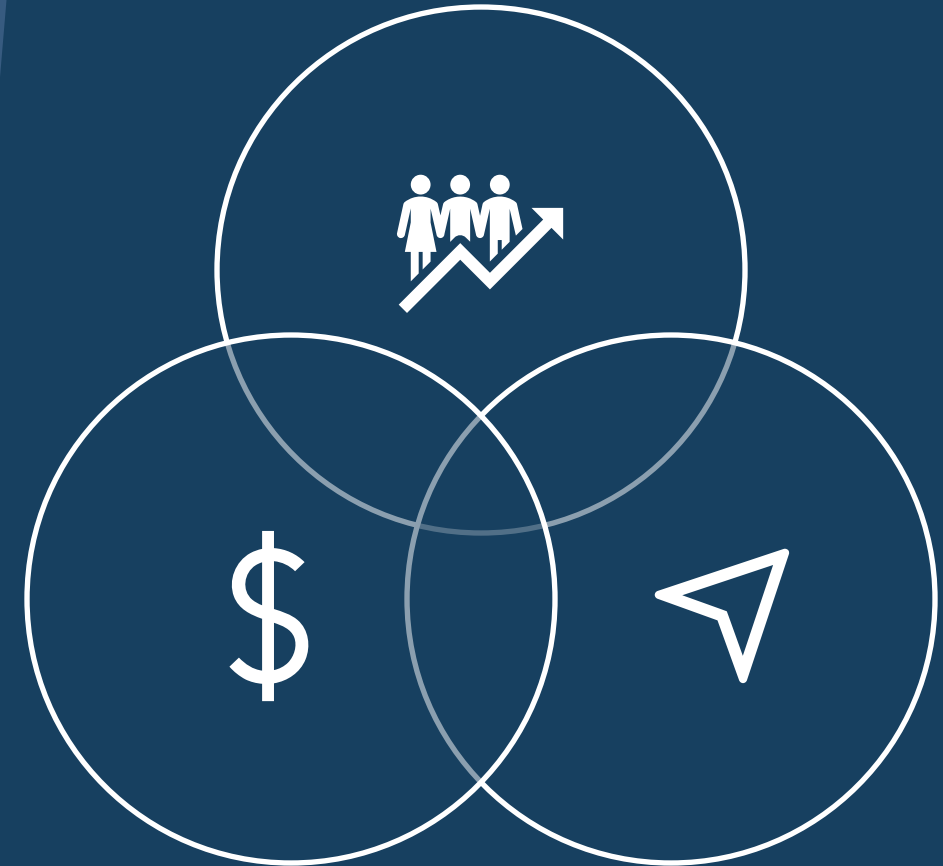
Annual Assessments – Why?

Why are annual assessment in HMIS important?

They are vital for tracking a client's progress over time and ensuring continuous federal funding compliance.

Capture updated snapshots of income, insurance, and non-cash benefits

- Federal Compliance & Funding
- Outcome Tracking & Progress
- Comprehensive Household Data



Data Quality: Annual Assessments

How Do I know if I need to Conduct an Annual Assessment?

[GNRL-409] Annual Assessment Overview

This program enrollment-based report provides a comprehensive view of the Annual Assessment Statuses. It tracks client progress regarding their annual assessments, providing insights into the timely completion of assessments, overdue assessments, and data-related issues to assist with data quality, compliance, and monitoring.

The Annual Assessment Overview table, displays the count of Annual Assessment Statuses.

Annual Assessment Overview									
Annual Assessment Status	Completed	Completed Out of Range	Past Due	Due	Assessment Window Opening in 30 Days	Not Due	Enrolled Less than 1 Year	Data Issue	Exited Before HoH's 1st Anniversary
# of Assessments	15	2	8	0	0	4	0	1	1

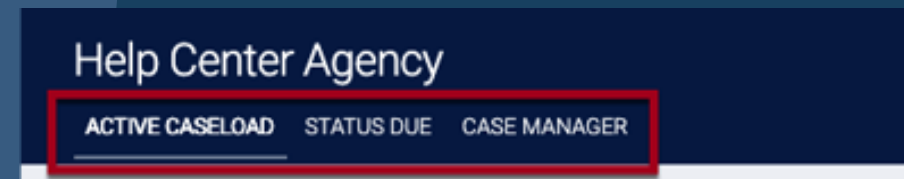
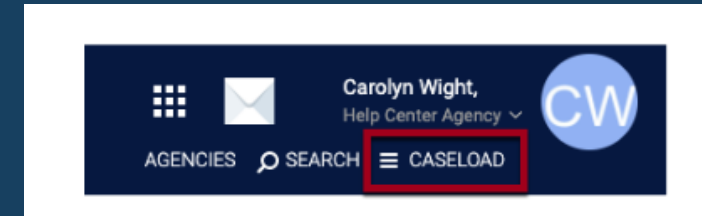
Data Quality: Annual Assessments Cont.

How Do I know if I need to Conduct an Annual Assessment?

To review assessment due

- Click Caseload
- Click the STATUS DUE tab to see a list of enrollments in your caseload grouped by program, for which annual assessments are required.

The assessment appears in this list ten days before it is due and will remain in the list until the assessment is completed.



STATUS DUE				
Program: Sample Program				
Client	Start Date	Last Status Date	Assessment Due	Household Members
Tracey Test	01/07/2022	01/07/2022	04/07/2022	1

Data Quality: Annual Assessments Cont.

How Do I Conduct a Program Annual Assessment?

To conduct an annual assessment

- Navigate to either the PROGRAMS tab or HISTORY tab in the client record
- Find the program enrollment you wish to add an annual assessment to
- Click the edit icon to the left of the enrollment

The screenshot displays the Marlin Clownfish software interface. At the top, the header shows 'Marlin Clownfish' and navigation tabs: PROFILE, HISTORY, PROGRAMS, SERVICES, ASSESSMENTS, NOTES, REFERRALS, LOCATION, and FILES. The 'PROGRAMS' tab is selected, showing 'PROGRAM: ZAZU'S FOOD PANTRY'. Below this, a sub-menu includes Enrollment, History, Provide Services, Assessments (highlighted with a red box), Goals, Notes, Files, Chart, and Forms. The 'Assessments' section lists four items: 'Status Update Assessment' (highlighted with a red box), 'Annual Assessment', 'Dance ability', and 'Supplies Given'. Each item has a 'START' button. To the right, a sidebar shows '21 DAYS ACTIVE PROGRAM' and program details: Program Type: Group (2), Program Start Date: 10/18/2017, Assigned Staff: Zoey Keeper, and Head of Household: Marlin Clownfish. At the bottom right, there is a 'Program Group Members' section and a 'Status Assessments' section with a 'STATUS' button.

Annual Assessment Resources

Alameda HMIS Guide:
[HMIS Annual Assessment Guide](#)

Bitfocus Help Center:
[How to Conduct Annual Assessments](#)



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alameda-admin@bitfocus.com

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Join us!

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Thank you!

Alameda County Monthly HMIS Liaison Meeting

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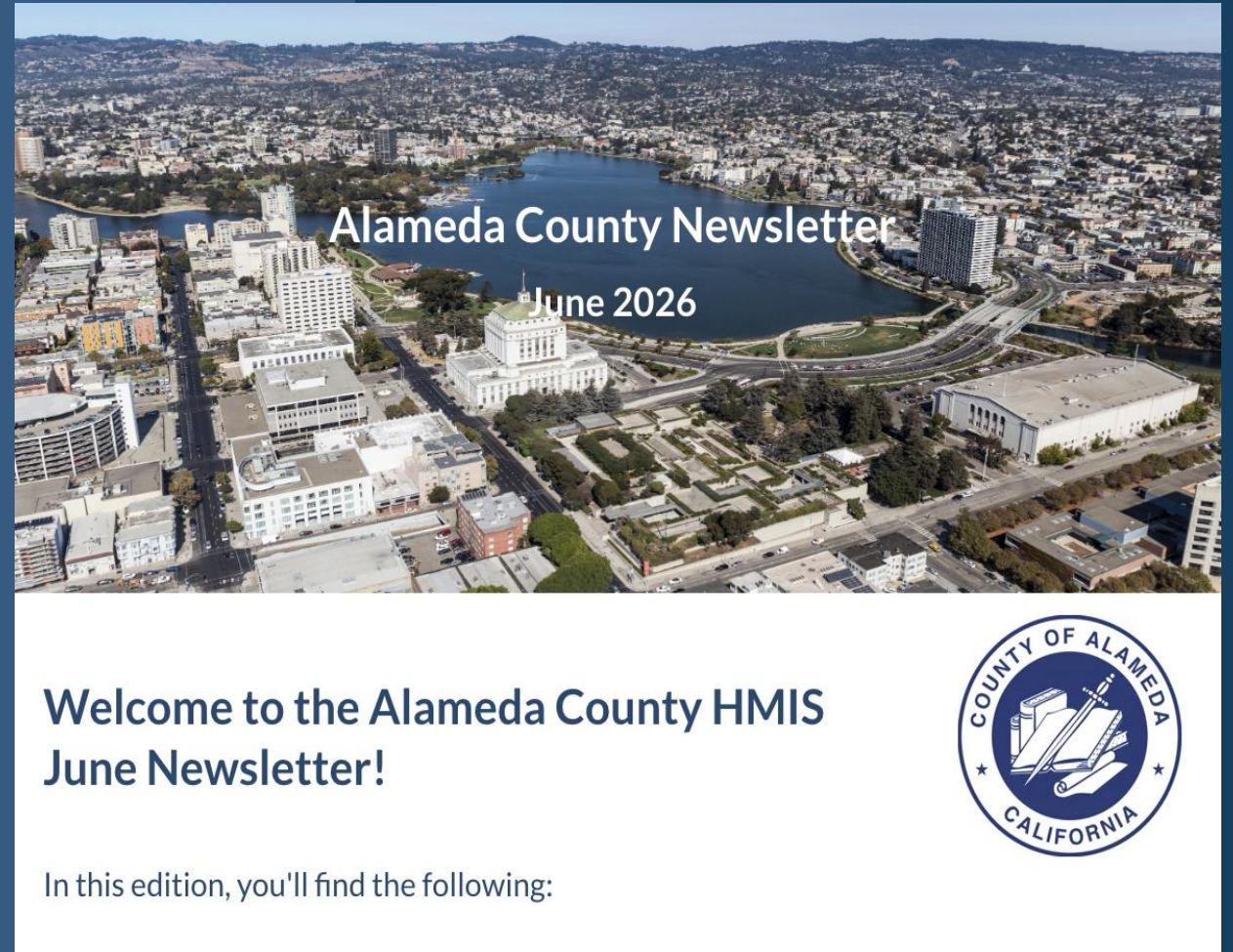
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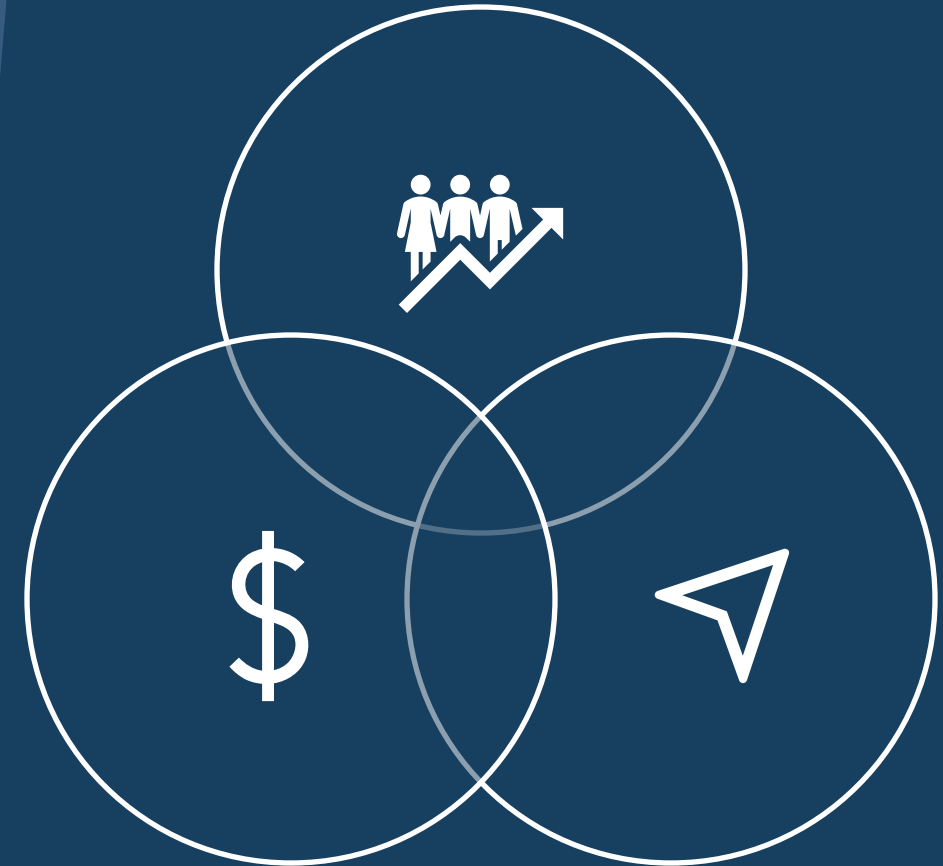
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Data Quality: Annual Assessments

Data Analysis-Alameda Clarity System Reports: Data Quality ->

REPORT LIBRARY		EXPLORE	DATA ANALYSIS
Housing Problem Solving			⌵ RUN
Data Quality			
Alameda County Data Accuracy Dashboard			⌵ RUN
Alameda County Data Completeness Dashboard			⌵ RUN
Alameda County Data Timeliness Dashboard			⌵ RUN

Due Annual Assessments - past 2 years							Total Past Due
Clients Unique Identifier	Clients Client Full Name	Enrollments Enrollment ID	Programs Name	Annual Access Status	Targeted Annual Assessment Date		

Includes details about Annual Assessment status and the Targeted Annual Assessment Date.

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