Bitfocus

Alameda County News

Alameda County ACHMIS News:
June 2024

Welcome to the Alameda County HMIS newsletter!

In this month's edition, we will cover the following topics:

- Exit Destination Guide
- Street Outreach Exiting Protocol
- NEW! Re-opening an Enrollment
- Update! Inactive User Threshold
- Annual & Status Assessments
- Report Spotlight: [DQXX-103] Monthly Staff Report
- Upcoming Events!

Announcements

Exit Destination Guide

An "exit destination" of a client is critical in both determining the effectiveness of your program and identifying service gaps in the system. Increasingly, stakeholders want to understand not only how many homeless program participants move into housing, but also how fast and efficiently.

Alameda County HMIS has provided a guide to help users determine the exit destination for clients, and how the categories for exit destinations can affect the outcome for clients and program measures.

On the **Alameda County HMIS website**, the **HUD HMIS Exit Destination Guidance** has been updated to help you better understand client's exit destinations.

Updates

Street Outreach Exiting Protocol

A client's "exit destination" is critical in determining the effectiveness of your For street outreach programs there will be an updated process for exiting clients. This process will be implemented beginning **August 1, 2024.** It is important for client exits to be entered for timeliness, and for data quality purposes so there is a better understanding how clients are connected to community supports. Guidance for Street Outreach exiting processes wil be posted on the **Alameda County Website** for you to reference.

If staff have 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 a 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".

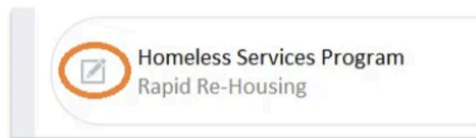**New: After 90 days without contact, clients will be auto-exited from Street Outreach Programs**

News

NEW! Re-opening an Enrollment

Ever wonder how you can re-open a client's enrollment in Clarity HMIS when they have already exited your program? If so, Alameda County HMIS has created a helpful job aid to walk you through the steps. This job aid will walk you through the steps of reopening your client's enrollment so that you may correct data, review data quality, update information. This guide will be available to you under **"Guides"** in the **Training Materials** folder on the **Alameda County HMIS website**.

Reopening an Enrollment

First, search for your client and then go into your client's program enrollment by clicking the edit button on the Programs Tab.

Homeless Services Program
Rapid Re-Housing

Once you are in the program enrollment, click on "Exit" on the right hand of the screen.
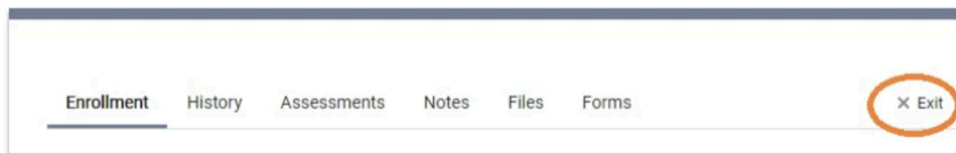
Enrollment   History   Assessments   Notes   Files   Forms   × Exit

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

Updates

Inactive User Threshold

Starting July 1, 2024, the inactive user threshold will change from 90 days to 60 days. The system will automatically default users accounts to inactive who have not logged in within 60 days.

For a user's account reinstated:

- The Agency Liaison will need to request reactivation.
- Users who have not logged in for 90+ days will need to retake the required training:
    - **Clarity Human Services: General Training**
    - **Alameda: Privacy & Security Training**

For questions about how to reinstate your account, please visit the **Alameda County HMIS website**, or contact Bitfocus at **alameda@bitfocus.com**.

Updates

Annual & Status Assessments

Annual & Program Status Assessments correspond with the HUD HMIS Data Standards Data Collections stages "Occurrence Point/Update" and "Annual Assessment."

Permanent Housing Programs (PSH) participating in the NOFA competition require that all programs enter program data into Alameda County Clarity HMIS to complete annual assessments for clients enrolled for more than 365

days. The annual assessment must be completed within 30 days of the enrollment anniversary.

Status Assessments

The status assessment option provides a place to document changes to client information that happen outside of the annual assessment window. Some funders may also require status assessments for a certain period (for example, a status assessment after a client has been enrolled for 90 days) ESG Homeless Prevention programs must record status assessments every 90 days. Check with your funders if you aren't sure whether status assessments are required for your programs.

It is important to note that status assessments cannot take the place of annual assessments, even if they are completed on the yearly anniversary date of the program enrollment. Any reports that include data related to annual assessments will be looking specifically for the data entered on the annual assessment screens.

Continue reading

Report Spotlight

[DQXX-103] Monthly Staff Report

Report Purpose & Summary

The Monthly Staff Report provides three categories of information:

- **General data quality**
- **User Activity** (including the number of clients, [both existing and new] that each staff member worked with during the time frame of report)
  - User activity may include a list of staff from other agencies – these are usually from Alameda County, Bitfocus Help Desk Staff and/or funders – whenever access is granted to your agency. **If you see staff that should not have access, please contact Alameda County HMIS support at hmissupport@achmis.org.**

- **Data quality by data element** (e.g. Date of Birth, Race and Ethnicity, Veteran Status, etc.) for all clients served

The report also includes staff from other agencies with "additional access" to the reporting agency data. Staff are pulled into this report based on client's open program enrollments and assigned staff.

Report Location

This report can be found in the following location in the Report Library:

Data Quality Reports → **[DQXX-103] Monthly Staff Report**

Continue reading

Training

Upcoming Meeting/Training Dates

Make sure you don't miss out on any of the wonderful events hosted by Alameda County HMIS at Bitfocus! You will see demos, learn about what's new, and hear announcements for what's to come! These events are for anyone who would like to join, please make sure to register in advance. We look forward to seeing you there!

HMIS Monthly User & Liaison Group Meeting

4th Tuesday of the month
User Group Meeting: 10:00 – 11:00 a.m.
Liaison Group Meeting: 11:00 a.m. – 12:00 p.m.
Register | HERE

Alameda HMIS Q&A Session

2nd Tuesday of the month @ 10:00 a.m.
Register | HERE

Alameda HMIS Coordinated Entry Q&A Session

3rd Tuesday of the month @ 10:40 a.m.

Register | HERE

Alameda County – HMIS General Refresher Training

July 30 @ 10:00 a.m.

Register | HERE

Questions? Your HMIS Administrator is happy to help.

Phone: 408.426.5046
Email: alameda-admin@bitfocus.com

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