 Bitfocus

Alameda County News

Alameda County ACHMIS News:
October 2024

Welcome to the Alameda County HMIS newsletter!

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

- Clarity Human Services Feature Updates: October 2024
- 2024 Federal Reports: LSA and SPM
- Privacy and Security Training
- Don't Miss Out on Important Updates!
- Upcoming Meetings

Clarity Human Services Updates

October Features Updates

Update: "Client Activity" Functionality

The **Auto Exit Due to Inactivity** function has been updated with more activities that keep a client in a **Program** that has **Auto Exit Due to Inactivity** enabled or active on a **Community Queue** that has **Inactive Referral Expiration Threshold** set for one day or more.

Program: Auto Exit Due to Inactivity

Currently, the system automatically records a program exit for an enrollment when none of the enrollment's household members have program-related activity (**Unit** connections, **services, Coordinated Entry Events/Result**s, or program-level **assessments**, including Annual, Status, CLS, and Custom/CE assessments) within their enrollment records for the specified timeframe. For clients who are enrolled in any program type with **Auto Exit Due to Inactivity** enabled, "Client Activity" now also includes:

- Adding or editing a location for the client on the **Location tab**
- Adding or editing a contact for the client on the **Contact tab**
- Editing a Coordinated Entry assessment

For these activities, the "clock" will restart based on the date the location or contact was added/edited or the date the Coordinated Entry assessment was edited.

Community Queue: Automated removal from the Community Queue due to Inactivity

Currently, the system automatically changes a referral status to "Expired" when there has been no client activity (referral check-in, services, assessments, program enrollments, status assessments, program exits, program notes, referral notes, or Coordinated Entry Events) once the client meets the **Inactive Referral Expiration Threshold**.

For clients who have a referral on a community queue, "Client Activity" now also includes:

- Adding or editing a location for the client on the **Location tab**
- Adding or editing a contact for the client on the **Contact tab**

- Editing a Coordinated Entry assessment

For these activities, the "clock" will restart based on the date the location or contact was added/edited or the date the Coordinated Entry assessment was edited.

Report Spotlight

2024 Federal Reports: LSA and SPM

HUD's **Longitudinal Systems Analysis (LSA)** is a report submitted to HUD annually that includes a complex analysis across key projects participating in the Continuum of Care (CoC) Homelessness Management Information System (HMIS). The LSA replaced the Annual Homeless Assessment Report's (AHAR) data component in the 2018 reporting year.

HUD's **System Performance Measures (SPM)** focus on evaluating local homeless responses as a coordinated system of homeless assistance options. This data is reported to HUD annually and includes key indicators of a high performing system including length of time homeless, exits to permanent housing, returns to homelessness, and more.

What Can Your Agency Do to Prepare for LSA and System Performance Measures?
You can review your data by doing the following:

1. **Run the [HUDX-225] HMIS Data Quality Report** for the period 07/01/2023 - 06/30/2024 (you'll find this report in the Clarity Human Services Report Library under HUD Reports). Correct records with errors, paying special attention to any element that shows over a 5% error rate (remember, clicking on a number will give you a list of clients being counted in that number). Want more information on what gets counted in this report? Check out our Help Center article: **[HUDX-225] HMIS Data Quality Report.**

2. **Run the [GNRL-106] Program Roster** for the period 07/01/2023 - 06/30/2024 (this report is under Program Based Reports) and make sure household groups are correct (households are separated by bold lines. Clients not separated by lines are grouped together in a household). If you notice that clients are missing, check out our Help Center article: **How do I add a new household member to the Program?** If clients are grouped together incorrectly, contact the Helpdesk to get them corrected. Some measures only count heads of household, so it's important that households be configured correctly!

3. **Run the [GNRL-220] Program Details Report** for the period 07/01/2023 - 06/30/2024 (this report is under Program Based Reports) and review the following:

   - Date of Birth: Some measures only count adults, so it's important that dates of birth be as accurate as possible.
   - Housing move-in date: Make sure this date is on or between the client's project start and exit dates, otherwise it will look like clients were never housed by your project!
   - Income and non-cash benefits: Be sure these are/were updated before client exit. Increase in income/benefits is one of the areas in which communities are measured.
   - Living situation (including prior residence and length of time homeless): Make sure these fields are as complete as possible with no "Client doesn't know," "Client refused," or "Data not collected" values when possible. These elements impact measures around entries from homelessness.
   - Exit destination: Avoid choosing "Client doesn't know," "Client refused," or "Data not collected" values whenever possible. This element impacts measures around returns to homelessness.

4. **Review Bed Inventories and Utilization rates for accuracy**. Ensure an accurate number of beds and units are listed throughout the year for your shelter and housing programs. Utilization rates should be between 90-105%. For Night-by-night (NbN) Shelters, please resolve any missing exits or abandoned enrollments.

What Else Should You Know About LSA and SPM Preparation?

The best people to review the data are program managers and key staff who work in the programs. We estimate it should take approximately 30 minutes for a staff member familiar with the programs to review the above elements.

There is overlap with the LSA and SPM timeline and relevant data. Your work on this will benefit both reports, and more broadly, your CoC.

Thanks in advance for your help ensuring that our community's data are as accurate as possible!

News

Privacy and Security Training

All users are required to complete Alameda Privacy and Security Training within the timeframe of **January 2 - February 28, 2025**

Alameda: Privacy & Security Training

Alameda: Privacy & Security Training

FREE

For users who have not completed the training by the deadline, the account will be made inactive, and the training will need to be completed to reinstate the users' account.

Curriculum | About this course

Course Overview

▼ **HMIS Basics** ✔

  ✓ 📄 HMIS Basics

  ✓ ☑ HMIS Basics Knowledge Check

▼ **Privacy & Security** ✔

  ✓ 📄 Privacy & Security (Part 1)

  ✓ ☑ Knowledge Check (1)

  ✓ 📄 Privacy & Security (Part 2)

  ✓ ☑ Knowledge Check (2)

  ✓ 📄 Privacy & Security (Part 3)

  ✓ ☑ Knowledge Check (3)

  ✓ 📄 Privacy & Security (Part 4)

  ✓ 📄 What is Next

Once you have completed the training, please notify your Agency Liaisons. Agency Liaisons will be notified of users who still have not completed the training.

What is Next

→ Click the blue arrow labeled "Details" to download the lesson slides
details
🔗 1   **What is Next?**
download
Congratulations! You have completed the ACHMIS Privacy & Security Training!
Next, please complete the *Clarity Human Services: General Training* course. After completion of that course you will be given instructions for receiving your HMIS login credentials.
If you have any questions, please contact your agency's ACHMIS Agency Liaison.

Report Spotlight

Don't Miss Out on Important Updates!

Your Feedback Needed!

We have wrapped up the **Alameda County HMIS User and Liaisons** meetings for 2024 and want to thank each of you for participating and engaging in the monthly meetings.

As we move into the new year, we want to gather your feedback on how we can continue this momentum. Please select the button below so we can gather your thoughts by completing the **Alameda County HMIS User Survey.**

Thank you for your participation and commitment to improving our HMIS services. Together, we can make a difference!

NOTE: THERE WILL BE NO USERS AND LIAISON MEETING THE MONTHS OF NOVEMBER AND DECEMBER.

Upcoming Events

Stay Informed!

Don't forget to check out what's coming up in Alameda County by visiting the **Alameda County HMIS website**! Jump over to the "**Events**" Page to see how you can learn more about Clarity HMIS.

Upcoming Events

Alameda County 2024 Training Calendar
Download a copy of the Alameda County 2024 Training Calendar | HERE

HMIS Monthly User Group Meeting: Register | HERE
4th Thursday of every Month

Excluding November and December

10 am -11 am

HMIS Monthly Agency Liaison Meeting: Register | HERE
4th Thursday of every Month

Excluding November and December

11 am - 12 pm

Alameda HMIS Q&A - Every Second Tuesday at 10am Register | HERE
We know that lots of issues and questions can arise when using Clarity HMIS. The HMIS Q&A Sessions are a great opportunity to get your questions answered, see demos of anything you can't figure out or can't remember how to do, find out how to fix things that might have gotten messed up and participate in discussions with other users around solutions to common challenges.

Clarity HMIS Q&A provides opportunities for:

- Ongoing support
- Space to ask general questions
- Receive assistance on questions you may have about reports
- Other questions as they arise

Clarity HMIS Q&A is conducted every second Tuesday of the month from the comfort of your own office via Zoom! Each session is hosted online by your Alameda HMIS and Bitfocus Teams. You can connect using your computer (recommended so that you can see demos and post questions) by registering **here**. Please feel free to submit your questions ahead of time so we can provide a more in-depth response by filling out the question form **here**.

You are welcome to drop in, ask your question, and leave when you get your answer. Of course, you are also welcome to stay for the entire session and offer your own insight into the questions of others.

We look forward to seeing you there!

Alameda HMIS Coordinated Entry Q&A - Every Third Tuesday at 10:40am Register | HERE
Please note: The Invite states the meeting will start at 10:30a, but this meeting will begin at 10:40a.

This Q&A session is specific to users with access to Coordinated Entry.

Coordinated Entry Q&A provides opportunities for:

- Questions about CE Workflow as it relates to Clarity HMIS
- Space to ask general questions about Coordinated Entry.
- Troubleshoot questions you have around Clarity HMIS for CE.
- Demo CE Workflows

From there, use the links to register for upcoming trainings and events by entering your information. Don't forget to add it to your calendar! Adding events to your calendar will make sure you never miss out and you stay up to date. Check back regularly as new events are being added.

Alameda Monthly User and Liaison Meeting

Date & Time   Aug 22, 2024 10:00 AM

                   Sep 26, 2024 10:00 AM

                   Oct 24, 2024 10:00 AM

                   Nov 28, 2024 10:00 AM
                   Time shows in Pacific Time (US and Canada)

Meeting Registration

First Name*   Last Name*

[First Name]   [Last Name]

Email Address*

[join@company.com]

Information you provide when registering will be shared with the account owner and host and can be
used and shared by them in accordance with their Terms and Privacy Policy.

Upcoming Meeting/Events

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

*NOTE: THERE WILL BE NO USERS AND LIAISON MEETING THE MONTHS OF NOVEMBER AND
DECEMBER*

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

NOTE: THERE WILL BE NO HMIS Coordinated Entry Q&A Session THE MONTH OF NOVEMBER

Questions? Your HMIS Administrator is happy to help.

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

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