



Marin County HMIS News September 2024

Welcome to the Marin County HMIS September 2024 newsletter!

In this edition you'll find the following:

- Upcoming Events
- Meet our Newest Deputy Project Administrator
- Special Announcement: The Next Generation of Clarity Human Services
 - Get Familiar with the New Look and Practice
- Clarity Human Services Feature Updates on October 7, 2024
 - "Client Activity" functionality updated - *Auto Exit Due to Inactivity*
 - Attendance Module Updates
- 2024 Federal Reporting Season
- Spotlight Clarity Connect Thank you



Upcoming Events

HMIS Agency Leads Meeting*

Wednesday, November 20, 2-3 p.m. | *Agency Leads Only: Register [HERE](#)

**Please note that this is a NEW Zoom series, so you will need to register again to get*

the new meeting series on your calendar.

We are asking the designated HMIS Agency Leads and Security Officers to join this meeting on a bi-monthly basis. Of course, if you absolutely cannot make it, please send a representative. Workgroup participants will support communications between the county, Bitfocus and agency staff with regards to community initiatives, training, privacy, security, program and data management.



News

Meet Jennifer Abarca, our Newest Deputy Project Administrator!

We're thrilled to introduce Jennifer Abarca who joins the Bitfocus Community Administration Team. She will be supporting several communities, including Santa Cruz, City of Boston, Marin and Napa by assisting in managing Clarity Human Services. Jennifer brings 8 years of experience in the non-profit sector, where she has worked in outpatient facilities, California State Prisons and housing care services.

She dedicated the last five years to case management, advocacy, and housing retention successfully maintaining housing for approximately 80 clients. Jennifer is excited to collaborate with these communities, using her diverse background to enhance support services for the vulnerable populations. She holds a bachelor's degree in Criminal Justice and Spanish from Sonoma State University.



Announcements

Special Announcement: The Next Generation of Clarity Human Services

We have some exciting news to share with you! Clarity is getting an exciting update to its look and feel and we are eager for you to take a look! As a reminder, the beta version of the new user interface will first focus on the main “client/program” area of the system: client profiles, household management, program enrollments, and services.

This update will mean that Clarity is much more mobile friendly for entering data via tablets or phones. It will also be easier to see the steps or “workflow” for entering data to help staff enter all required data along the way.

Get Familiar with the New Look and Practice

- **Watch the [15-minute recording](#)** to walk through the key changes in Clarity Human Services
- **Practice:** Use our [Interactive Common Functions Tool](#) to get hands-on experience
- **More Videos:** Get comfortable with the new design and features by following each of the practice steps below:
 - [Search for a client](#)
 - [Add a new client](#)
 - [Add a family member](#)
 - [Enroll a client](#)
 - [Add a family member to an enrollment](#)
 - [Provide a service to a client](#)
 - [Provide an assessment to a client](#)
 - [Exit a client](#)

Watch the Clarity Human Services: New Interface Training and **Review** the Screenshot Library.

- [Clarity Human Services: New Interface Training](#)
- [Screenshot Library](#)

We will be working with Marin County on an implementation plan, but once the new UI is available in Clarity, you will be able to go back and forth between the new and existing user interfaces with the click of a button. Any features that are not yet available in the new user interface will automatically route you back to the existing interface to complete your work.

This is an ongoing discussion and we appreciate your partnership!

Please Note: If you do not have The Clarity Human Services New Interface enabled yet, some features may not appear in your current view.



Clarity Human Services Updates

Feature Updates

Updated: "Client Activity" Functionality - *coming October 7*

We've made updates to the Auto Exit Due to Inactivity function. Now additional activities can help keep a client enrolled 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. **HMIS Connectors - please read this carefully as Auto Exits Due to Inactivity are in effect for the Coordinated Entry program.**

Program: Auto Exit Due to Inactivity

Currently, the system will automatically exit a client from a program if no one in the household has had any activity related to the program (such as Unit connections, services, Coordinated Entry Events/Results, or program-level assessments, including Annual Assessments, Status Update Assessments, Current Living Situation Assessments, and Custom/CE assessments) for a certain period of time. For clients who are enrolled in "Emergency Shelter – Entry Exit program," "Emergency Shelter – Night-by-Night" program where **Auto Exit** is based on the *Last Activity*, or similar program types, "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

When any of these activities happen, the “clock” will restart based on the date the location or contact was added/edited or the date the Coordinated Entry assessment was edited.

Continue reading



How-to

2024 Federal Reports: LSA and System Performance Measures are Approaching!

The 2024 federal reporting season is approaching! **Prep for two of HUD’s major CoC reports will begin in October:** the Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM).

The Bitfocus team may reach out to verify or correct data about your program and/or clients. Please look out for those emails and respond promptly. We truly appreciate all of the hard work your community does to maintain data that is complete, accurate, and timely!

What is the 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 10/1/23 to 9/30/24** (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 10/1/23 to 9/30/24** (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 10/1/23 to 9/30/24** (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!



Report Spotlight

Thank you to all who attended this year's Clarity Connect!



Questions? Your HMIS Administrator is happy to help.

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