



Napa County HMIS News December 2024

Welcome to the Napa County HMIS December 2024 newsletter!

In this edition you'll find the following:

- Season's Greetings & Help Desk Holiday Hours
- Community Poll
- Upcoming Events
- Special Announcements: Data Analysis Cohort
- Preparing for the 2025 Point-In-Time Count on 1/29/25
- Report Spotlight: Review Your Data for the 2025 Point-In-Time Count
- How-To: Manage Your Care Team



Updates

Season's Greetings & Help Desk Holiday Hours

 **Wrapping Up the Year with Gratitude and Cheer!** 

As we say goodbye to 2024, we want to take a moment to celebrate you! Your incredible dedication, collaboration, and hard work have made this year truly

special. We're so grateful for all that you've accomplished, and we can't wait to keep the momentum going as we leap into an exciting 2025 together!

Bitfocus will be closed from Wednesday, December 25, 2024 through January 1, 2025 to allow for our team to relax, recharge and enjoy quality time with their loved ones. This time off helps ensure that our team can return refreshed and ready to make 2025 our best year yet!

Thank you for being such an important part of our journey. Wishing you a joyful and peaceful holiday season! See you in the New Year! 🎄 ✨

A Special End of the Year Video

[Click here to watch!](#)



Help Desk Holiday Hours

As the holiday season approaches, we'd like to remind you of our adjusted Help Desk Hours.

The Help Desk will be closed on the following days:

- Christmas Day - December 25, 2024 🎄
- New Year's Day - January 1, 2025 ✨

From **Thursday December 26th to Tuesday December 31, 2024** the Help Desk will remain available but at limited capacity and will be processing tickets submitted by email to napa@bitfocus.com. On those days, please expect longer than usual response times. Please don't hesitate to reach out to Help Desk if you need any general support, and they will get back to you as soon as they are able to!

Important Note:

- All phone lines will be temporarily closed during this period. When you call, you will be prompted to leave a voicemail, which will automatically generate a support ticket.
- To assist you effectively, please leave a brief message with details of your need for support and a callback number.
- Tickets will be prioritized based on the urgency and the order in which the messages are received.

We'll be back to business-as-usual in the New Year on Thursday, January 2nd.

Thank you for your understanding and we wish you a safe and joyful holiday season!



News

Welcome to the Community Poll!

If you shop for holiday gifts, what's your preferred shopping method?



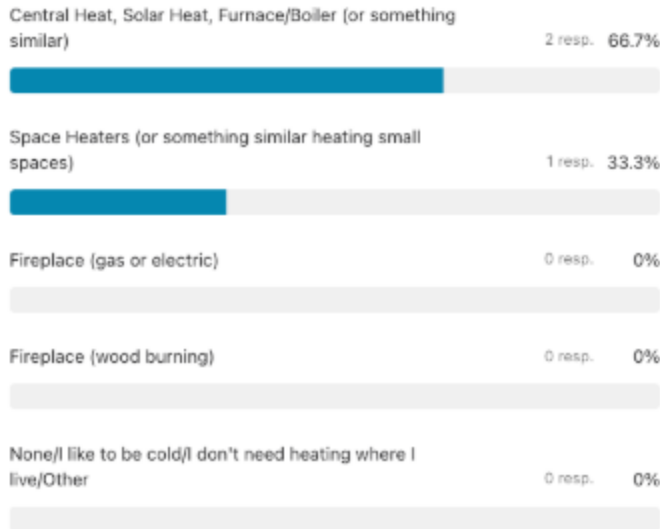
[Complete the poll!](#)

Check out the newsletter next month to see what your colleagues said! Please note that your individual response is anonymous.

Here are the results from last month's poll! Two people prefer central heat and one prefers space heaters. Thanks for taking the time to respond!

✓ 1 As temps are dipping, what's your preferred (or most common) way to heat your home/space?

3 out of 3 people answered this question



Upcoming Events

Napa CoC General Meeting

Thursday, February 5, 2:30-4:00 p.m. | Register [here](#)

NOTE: January 2, 2025 Meeting - cancelled

Monthly CoC meeting run by Napa County on the first Thursday of every month. After registering, you will receive a confirmation email containing information about joining the meeting.



News

Special Announcements: 2025 Data Analysis Cohort

Announcing our 2025 Data Analysis Cohort Schedule! Bitfocus is offering Beginner Cohorts for all levels of need. Check out some key details of the offerings below:

Beginner Cohort (5 weeks)

- Data Analysis Tools Orientation
- Building a Basic Query
- Pivoting, Custom Groups, and Merging
- Dashboards and Sharing*
- Open Workshop
- \$400 per participant
- *\$350 for embedded users not attending the session on dashboards

For more details check out our [flyer here](#) and for an overview of the courses explore [syllabus here](#).

[Check out the PDF!](#)



Bitfocus

Data Analysis Cohort 2025 Schedule

We are rolling out our schedule for the 2025 calendar year. We have scheduled two beginner back-to-back series that starts in March and June. See below for the dates and times that best suit your needs!

Beginner Series 1	Beginner Series 2
Thursdays: March 6 - April 3	Thursdays: June 5 - July 3*
10:30 AM - 12:00 PM ET	3:30 PM - 5:00 PM ET



News

Preparing for the 2025 Point-In-Time Count on 1/28/25-1/29/2025

Annual Point-in-Time (PIT) Count: Why It Matters

The annual PIT Count is essential for securing funding and creating policies to help resolve homelessness in Napa County. This year, Napa County's

unsheltered PIT Count will occur in the early morning of January 29, 2025.

Unsheltered PIT Count:

Volunteers from various government agencies, homeless services providers and community members will partner with guides who are currently experiencing homelessness to conduct an unsheltered (“street”) count in the early morning hours of the 29th, 2025.

Sheltered PIT/HIC Count:

It is critical that all emergency shelter and transitional housing projects in the HMIS reflect accurate enrollments, exits, and night-by-night services for the night of January 28th, 2025 as part of this annual count of households experiencing sheltered homelessness in Napa County.

What’s Required for Emergency Shelter and Transitional Housing Projects

- All emergency shelter and transitional housing projects in HMIS must reflect **accurate enrollments, exits, and night-by-night services** for the night of **January 28, 2025**.
- This ensures we capture an accurate count of sheltered households experiencing homelessness.

What About Permanent Housing Projects? Yes!

HUD also requires reporting the **unduplicated number of persons served** on the night of the PIT Count, January 28, 2025 for all bed types reported on the **Housing Inventory Count (HIC)**. This includes:

- Shelter
- Transitional Housing
- Permanent Housing

How to Provide Best Quality Data to HUD?

Agencies must review and ensure that all relevant client records are up-to-date and complete for the PIT count date. This includes the following are complete and up-to-date:

- Profiles
- Enrollments
- Exits

For all projects, please let us know if the number of available beds, units, and/or vouchers have increased or decreased over the past year.

What you need to do to by February 3, 2025

Ensure all clients served by your projects on January 28, 2025 are accurately represented in the HMIS. This includes all available demographic data, all enrollment/exit data, and accurate housing bed night services (for night-by-night emergency shelters). **If there are household move-in dates that you haven't recorded yet in your clients program enrollments, please be sure to add the move-in dates by the PIT count date.**

You can run the [\[GNRL-220\] Program Details Report](#) to review a spreadsheet containing all profile, enrollment data (including move-in dates for permanent housing projects), and exit data. The report also includes housing service start and end dates for each client which is especially important for night-by-night shelters to review and confirm.

In particular, you should review:

- **Move-in Dates** - For Housing programs, it is critical that clients have an **accurate move-in date** to show if they were in housing on the date of the PIT count.
- **Bed nights:** For night-by-night shelters, confirm attendance services, it's critical that clients have bed night services entered for the count period.
- **Review Demographics:**
 - Date of Birth (Even approximate dates of birth ensure that adults and children are categorized correctly.)
 - Gender
 - Ethnicity
 - Race
- **Chronically Homeless** - Missing answers to Living Situation questions at enrollment can result in inaccurate counts. Even one missing answer will result in a client not being counted in this category.
- **Disability** - HUD is particularly interested in counts of those who have mental health and/or substance abuse disabilities.
- **Veteran Status**
- **Total counts of people enrolled** - Do your counts seem too low or too high?

Want more information?

Learn more about the PIT Count and HIC processes by visiting [HUD's information regarding the PIT/HIC count.](#)



Updates

Review Your Data for the 2025 Point-In-Time Count

Review Your Data for the Point-In-Time Count

The Napa County Sheltered Point-in-Time (PIT) Count will take place on the night of **January 28, 2025**. To ensure accurate reporting, we need your help in reviewing and updating your program data.

Here's what you need to do:

- **Verify your data:** Check that all enrollments (including housing move-in dates), exits and services for the night of January 28, 2025 are complete and accurate.
- **Enter data in HMIS:** Make sure this information is entered into HMIS no later than February 3, 2025.
- **Run your Reports:**

Use the report listed below to review your data as soon as your January 28, 2025 are entered.

Step 1 Check Occupancy

The purpose of this report is to get a detailed day-by-day view of your occupancy for housing programs on the night of **January 28, 2025** with important key points in these areas:

- Emergency Shelter - Night-by-Night includes bed nights
- Permanent Housing Programs - Housing Move-In Dates are considered
- For Program Bed Inventory of all programs - the maximum bed occupancy is displayed

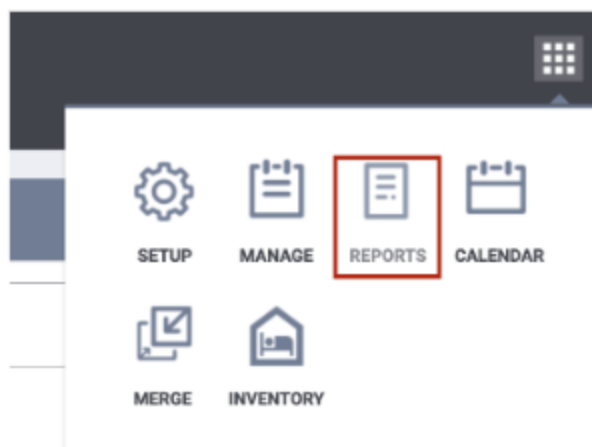
Check your occupancy by running the [\[HSNG-108\] Housing Census Report](#) for one night: January 28, 2025. This report can be found in the "Housing" section

of the Report Library.

Here's how to run the report:

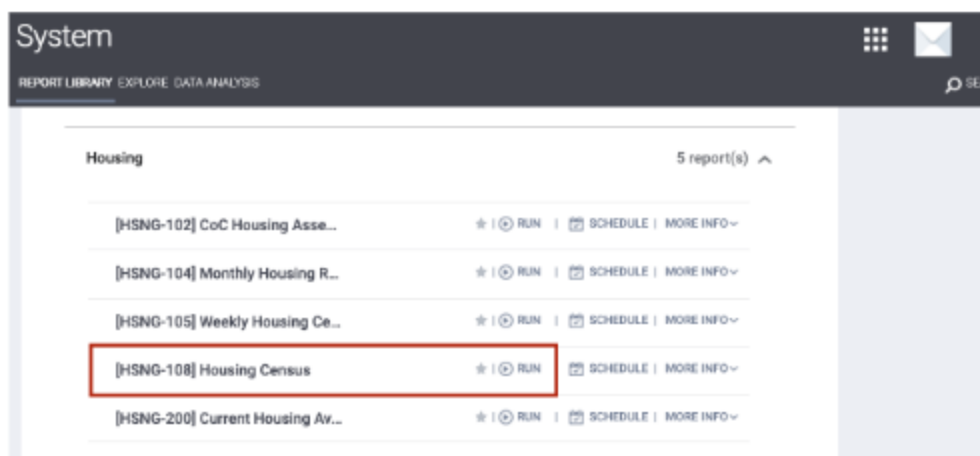
- **Log in to Clarity Human Services:**

1. Click on the “**Launchpad**” at the top right of the screen, to the left of the mail icon.
2. From the launchpad, click on “**Reports.**”



- **Find the Report:**

1. Locate [HSNG-108] Housing Census under the “Housing Reports” section and click Run.



- **Setup the Report**

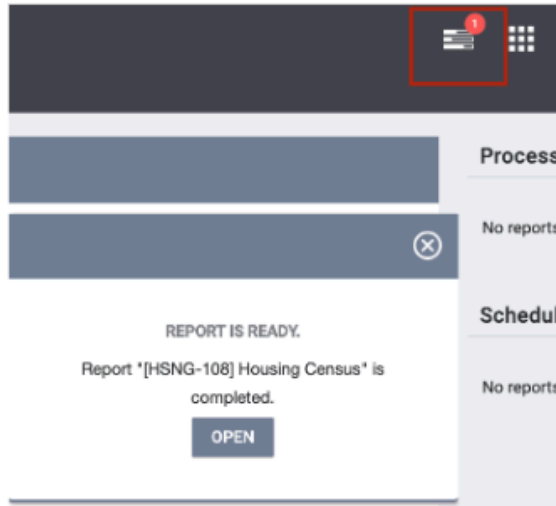
1. Select the project type and program name. You may select multiple programs. Data for each program will display separately on the

- report.
- 2. Under Veteran Status, select All Clients.
- 3. Enter **January 28, 2025** for both the start and end date
- 4. Select your preferred Report Output Format
 - i. "PDF," or "Excel." (good for saving or printing)
 - ii. "Web Page" will allow you to click on the client name or ID and automatically open up the client profile within Clarity Human Services.

The screenshot shows a web interface for generating a report. At the top, there is a navigation bar with 'System' and tabs for 'REPORT LIBRARY', 'EXPLORE', 'DATA ANALYSIS', and 'PREVIEW'. Below this, the breadcrumb path is 'Housing > [HSNG-108] Housing Census'. The main form area contains several sections: 'Project Type(s)' with a dropdown menu showing 'All', 'Emergency Shelter - Entry Exit', 'Emergency Shelter - Night-by-Night', and 'Transitional Housing'; 'Program Status' with a dropdown set to 'All Programs'; 'Program(s)' with a list containing 'Program 1 Transitional Housing' and 'Program 2 Emergency Shelter'; 'Veteran Status' with a dropdown set to 'All'; a section for 'Whom do you want to generate the report for?' with radio buttons for 'persons' (selected) and 'households'; 'Report Date Range' with two date pickers both set to '01/28/2025'; and 'Report Output Format' with radio buttons for 'Web Page' (selected), 'PDF', and 'Zip with XLSX'. A note at the bottom states: 'Note: If the report contains more than 10,000 rows, the Report Output Format will be automatically changed to Zip with XLSX'. A 'SUBMIT' button is located at the bottom right of the form.

- Click the "Submit" button.

- 1. Once your report is finished processing, it will show you a notification in the top right of your screen, next to the Launchpad icon.



💡 Pro tip: If it's taking a while to process your report, refresh the page to check if your report is ready.

Housing Census	Andrea B. Testy Tester Agency Veteran Status: All Report generate for: persons Report Date Range: 01/28/2025 - 01/28/2025
Awesome RRH Max Occupancy: Varies	
Date	# Clients
01/28/2025	1
01/28/2025	1
Total Clients Served	1
Total Bed Nights Provided	2
Test MH Program AB Max Occupancy: 0 beds	
Date	# Clients
01/28/2025	1
01/28/2025	1
Total Clients Served	1
Total Bed Nights Provided	2

The Housing Census Report will tell you how many beds the project in the HMIS are set up to provide and how many people were served on that night. If the numbers don't match up, you may have an explanation, like the program just opened or had some units offline for repairs. If the reason is that exits or entries have not been entered, make sure they get entered immediately, and back-date them so they are counted on the day of the HIC. You can check who is missing by using the drill down in the report, or when you run the next report.



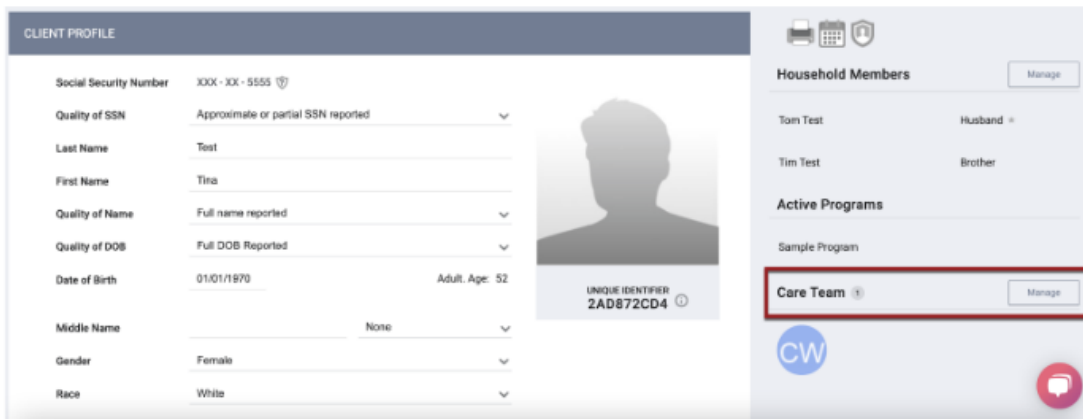
How-to

Manage your Care Team

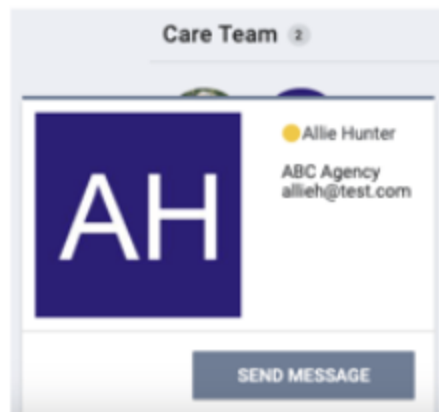
Overview

The Care Team section in a clients Profile

The client PROFILE in Clarity Human Services includes a **Care Team** section that includes all **Assigned Staff** from the client's active program enrollments, along with any staff members who are manually added to the team because they are involved with the client's care but aren't included in the Assigned Staff list.



In the **Care Team** section, click on the initials/photo of a Care Team member to view their name, agency, and contact information. Click *SEND MESSAGE* to send them a message.

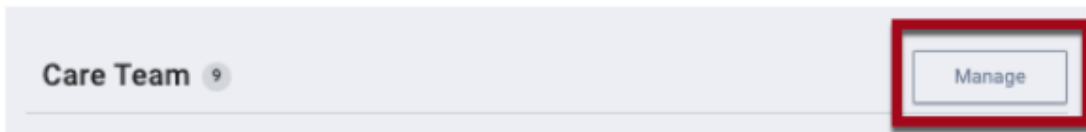


The colored dot next to the Care Team member's name indicates the following:

- Green: the Care Team member is online
- Orange/Yellow: the Care Team member is currently idle
- Grey: the Care Team member is offline
- No color: the Care Team member's account has been deactivated

Manage the Care Team

Click *Manage* to access the CARE TEAM MANAGEMENT page.



The CARE TEAM MANAGEMENT page lists all **Active Care Team** members and **Inactive Care Team** members.

- Team members move from the **Active** list to the **Inactive** list when they have an End Date that is before today's date.

The listing for each Care Team member includes their name, agency, start date, and end date (if applicable). Additionally, the **Type** column indicates whether they were added to the Care Team manually or through a program enrollment.

 A screenshot of the 'CARE TEAM MANAGEMENT' page. At the top right, there is a link 'ADD CARE TEAM MEMBER' with a plus icon. Below this is a section titled 'Active Care Team'. It contains a table with the following data:

Care Team Member	Type	Start Date	End Date
Cassie Worker ABC Agency	Enrollment	04/21/2022	

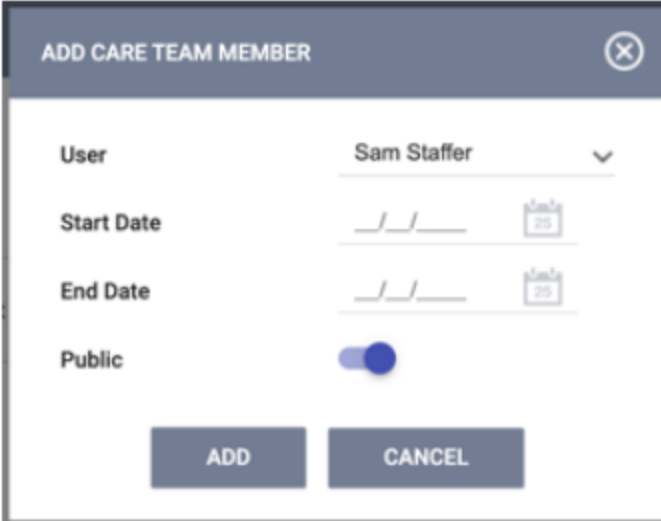
 The 'Type' column header and the 'Enrollment' value in the first row are highlighted with a red rectangular box.

Add a New Care Team Member

To add a new *Care Team* member, click **ADD CARE TEAM MEMBER**.



The **ADD CARE TEAM MEMBER** pop-up appears.



The screenshot shows a modal window titled "ADD CARE TEAM MEMBER" with a close button in the top right corner. The form contains the following fields:

- User:** A dropdown menu with "Sam Staffer" selected.
- Start Date:** A date input field with a calendar icon.
- End Date:** A date input field with a calendar icon.
- Public:** A toggle switch that is currently turned ON (blue).



At the bottom of the form are two buttons: "ADD" and "CANCEL".

- In the **User** field, select the name of the staff member to add to the team from the drop-down list.
- Enter a **Start Date**.
- The **End Date** field is optional.
- The **Public** toggle is turned ON by default.
 - When the **Public** toggle is ON, the Care Team member will be visible to any user with access to view that client record.
 - Turn the **Public** toggle OFF if you want the Care Team member to be visible only to users at the same agency.

Click **ADD** to add the staff member to the Care Team.

Delete/Edit a Care Team Member


To edit a staff member who was manually added to the Care Team, click the *Edit* icon next to their name.


CARE TEAM MANAGEMENT				ADD CARE TEAM MEMBER +
Active Care Team				
Care Team Member	Type	Start Date	End Date	
Cassie Worker ABC Agency	Enrollment	04/21/2022		
 Sam Staffer ABC Agency	Manual	12/01/2022		

The **EDIT CARE TEAM MEMBER** pop-up appears. Edit the fields as needed, then click **UPDATE**.

EDIT CARE TEAM MEMBER ✕

User Sam Staffer ▼

Start Date 12/01/2022 

End Date 

Public

UPDATE **CANCEL**

To delete a manually-added Care Team member, click the trash can icon next to their name.

Note: Only manually-added Care Team members can be edited/deleted. You will not be able to edit/delete a Care Team member who is an Assigned Staff member for an active enrollment.

Questions? Your HMIS Administrator is happy to help.

Phone: 888-505-1832
Email: napa@bitfocus.com



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