

Alameda County User Meeting

SEPTEMBER 2024



Agenda

Announcements and Reminders

Important Updates

Street Outreach Policy

Report Library: Services

2024 HUD Data Standards



Announcements and Reminders



Don't Miss Out on Important Updates!

1. Check Your Spam/Junk Folders:

→ If you haven't received an invite for U&L, please check your spam or junk email folders. Sometimes, our emails may be filtered incorrectly.

2. Register Directly on the Website:

→ You don't need to wait for an email invite. Active users can register directly on our website at any time.

3. Stay Informed:

→ Ensure your email address is up-to-date to receive all communications. If you believe you are an active user and haven't been receiving updates, please reach out to support.



SURVEY REMINDER!

Services



Services Survey Reminder

We encourage each of you to take a few moments to complete the survey linked here: [Services Survey](#).

Your input will play a crucial role in shaping our services and ensuring that we meet the needs of our community.



Please note that users have until the end of September to complete the services survey!



Street Outreach Exit Protocol Reminder



STREET OUTREACH EXITING PROTOCOL

- If staff has 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.
 - 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



Best Practices for Exiting Clients

Exit Purpose: To determine the end of a client's participation period in a project. ALL projects need this data element for reporting.

- The exit date should coincide when the client is no longer considered a project participant.
- Projects must have a clear and consistently applied procedure to determine when a client is no longer considered a client.
- Destinations: To identify where a client will stay just after exiting a project for purposes of tracking and outcome measurements

Example: If a person checked into an overnight shelter on January 30, 2024, stayed overnight, and left in the morning, the exit date for that shelter stay would be January 31, 2024.



Report Library: Services



Select the Launch Pad
to access the Report
Library!



[GRNL-104] Services Summary Report

Purpose: This service-based report provides service counts and the number of unique clients who received selected services during the report date range.

Report Location: Service Based Reports → [GNRL-104] Service Summary [Service Based]

Who Can Run the Report: Anyone but the returned information will be limited based on the access rights of the users.

Service Based Reports

[EXPS-101] Funding Source Financial Detail

[EXPS-102] Service Expense Review

[GNRL-102] Client List

[GNRL-103] Service Census [Service Based]

[GNRL-104] Service Summary [Service Based]

Report Parameters



Choose which service item(s) to include.



Choose the service date range to include



Select Web Page, PDF, or Excel

Service Based Reports > [GNRL-104] Service Summary [Service Based]

Service: Service Item(s)

- All
- AC3 Test Service 2: AC3 Test Service Item 2
- AC3 Test Service: AC3 Test Service Item
- Assistance obtaining VA benefits: Educational assistance
- Assistance obtaining VA benefits: Employment and training services

Report Date Range

___/___/___ - ___/___/___

Report Output Format

Web Page PDF Excel

Report Details

The report generates the following data elements:

---> Service Name and Service Item Name

---> Unique Clients

---> Number of Services

---> Number of Service Days

Service Summary [Service Based]	**Alameda County CE Agency (Test) Date Range: 01/01/2024 thru 09/30/2024		
Case Management	Unique Clients	# of Services	# of Service Days
Case Management	0	0	0
Education	Unique Clients	# of Services	# of Service Days
Education	1	3	3
Employment and/or training services	Unique Clients	# of Services	# of Service Days
Employment and/or training services	1	1	1
ES NbN Service	Unique Clients	# of Services	# of Service Days
ES NbN Shelter Service	2	2	4
Legal Services	Unique Clients	# of Services	# of Service Days
Legal Fees	1	1	1

2024 HUD DATA STANDARDS



FY 2024 HMIS Data Standards Manual

A GUIDE FOR HMIS END USERS AND HMIS
LEADS/SYSTEM ADMINISTRATORS



U.S. Department of Housing and Urban
Development

VERSION 1.6
RELEASED: MAY 2023
UPDATED: JUNE 2024

2024 HMIS DATA STANDARDS


- HUD released the new HUD Data Standards in 2023.
- The requirements of these updated standards were programmed and in practice by all systems on October 1, 2023.
- Data points outlined by HUD are adhered to for systems and projects to be compliant.

Universal Data Standards (UDEs)

- Name
- SSN
- DOB
- Race & Ethnicity
- Gender
- Veteran Status

CLIENT PROFILE

<u>Social Security Number</u>	XXX - XX - 9999
Quality of SSN	Full SSN Reported <input type="checkbox"/>
<u>Last Name</u>	Mini
<u>First Name</u>	Tulip
Quality of Name	Full name reported <input type="checkbox"/>
Quality of DOB	Full DOB Reported <input type="checkbox"/>
<u>Date of Birth</u>	03/02/1999 Adult. Age: 25
<u>Middle Name</u>	None <input type="checkbox"/>
<u>Gender</u>	Woman (Girl, if child) <input type="checkbox"/>
What is the client's current gender identity	Select <input type="checkbox"/>
<u>Race and Ethnicity</u>	Asian or Asian American <input type="checkbox"/>
Additional Race and Ethnicity Detail	
<u>Veteran Status</u>	No <input type="checkbox"/>



UNIQUE IDENTIFIER
36440C2DA

PROGRAM REFERRAL
Client has a pending program referral.
[VIEW DETAILS](#)

No Contact Information Add

UDEs (continued)

- Disabling Condition
- Project Start & Exit Date
- Destination
- Enrollment CoC
- Housing Move-In Date
- Prior Living Situation

Program Date	08/07/2024
Is the Client an Adult or Head of Household?	Yes (Automatically Generated Response)
PRIOR LIVING SITUATION	
Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus
Length of Stay in Prior Living Situation	One night or less
Approximate Date Homelessness Started	08/01/2024
Number of times on the streets, in ES, or Safe Haven in the past three years	One Time
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	One month (this time is the first month)
Resource Zone Assignment	East County (Dublin, Pleasanton, Livermore)
WHAT WAS THE ADDRESS OF THE LAST PLACE YOU LIVED OR STAYED FOR MORE THAN 30 DAYS THAT WAS EITHER YOUR OWN OTHER TEMPORARY PLACES LIKE HOSPITALS OR JAILS.)	
Prior Street Address	
Prior City	Oakland
Prior State	California
Zip Code of Last Address	
Prior Address Data Quality	Full address reported
DISABLING CONDITIONS AND BARRIERS	
Disabling Condition	No
Physical Disability	No
Developmental Disability	No
Chronic Health Condition	No
HIV - AIDS	No
Mental Health Problem	No

Data Quality Monitoring

Program-Specific Data Collection Points

Current Living Situation

- Emergency Shelter (Night by Night) (NbN)
- Street Outreach (SO)
- Coordinated Entry (CE)

Housing Move-In Date

- Permanent Housing (PH)
- Permanent Supportive Housing (PSH)
- Rapid Rehousing

Date of Engagement

- Emergency Shelter (NbN)
- Street Outreach (SO)

Questions?



Join us!

Alameda County Q&A Session

Every 2nd Tuesday of the month at 10:00 am

Register | [HERE](#)

Alameda County CE Q&A Session

Every 3rd Tuesday of the month at 10:40 am

Register | [HERE](#)

Alameda County User and Liaisons Meeting

Every 4th Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

Register | [HERE](#)



NOTE: THERE WILL BE NO USERS OR LIASION MEETING THE MONTHS OF NOVEMBER AND DECEMBER



For support:

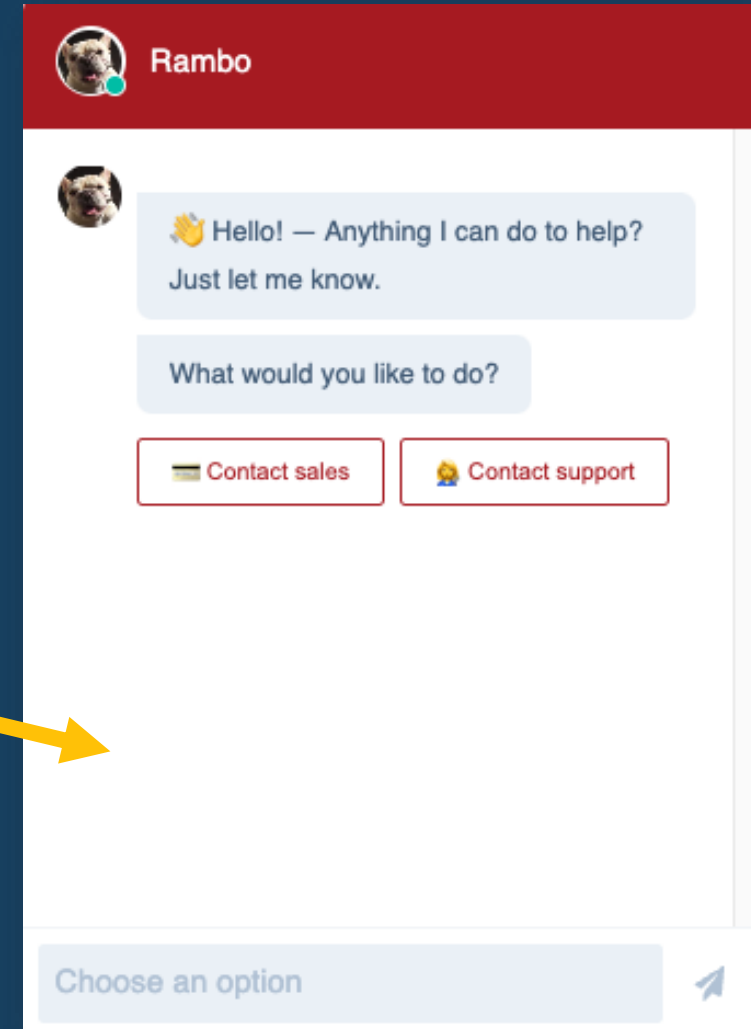
Alameda County HMIS Support Ticket:

Email: hmissupport@achmis.org

Bitfocus Help Desk:

For support that includes:

- New User Requests (Including CE)
- Password Reset
- Login Issues
- Chat



Alameda County Agency Liaisons Meeting

SEPTEMBER 2024



Agenda

Announcements and Reminders

Important Updates

Street Outreach Policy

Report Library: Services

2024 HUD Data Standards

Announcements and Reminders



Don't Miss Out on Important Updates!



1. Check Your Spam/Junk Folders:

→ If you haven't received an invite for U&L, please check your spam or junk email folders. Sometimes, our emails may be filtered incorrectly.

2. Register Directly on the Website:

→ You don't need to wait for an email invite. Active users can register directly on our website at any time.

3. Stay Informed:

→ Ensure your email address is up-to-date to receive all communications. If you believe you are an active user and haven't been receiving updates, please reach out to support.

SURVEY REMINDER!

Services



Services Survey Reminder

We encourage each of you to take a few moments to complete the survey linked here: [Services Survey](#).

Your input will play a crucial role in shaping our services and ensuring that we meet the needs of our community.



Please note that users have until the end of September to complete the services survey!



Street Outreach Exit Protocol Reminder



STREET OUTREACH EXITING PROTOCOL

- If staff has 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.
 - 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



Best Practices for Exiting Clients

Exit Purpose: To determine the end of a client's participation period in a project. ALL projects need this data element for reporting.

- The exit date should coincide when the client is no longer considered a project participant.
- Projects must have a clear and consistently applied procedure to determine when a client is no longer considered a client.
- Destinations: To identify where a client will stay just after exiting a project for purposes of tracking and outcome measurements

Example: If a person checked into an overnight shelter on January 30, 2024, stayed overnight, and left in the morning, the exit date for that shelter stay would be January 31, 2024.



Report Library: Services



Select the Launch Pad
to access the Report
Library!



[GRNL-104] Services Summary Report

Purpose: This service-based report provides service counts and the number of unique clients who received selected services during the report date range.

Report Location: Service Based Reports → [GNRL-104] Service Summary [Service Based]

Who Can Run the Report: Anyone but the returned information will be limited based on the access rights of the users.

Service Based Reports

[EXPS-101] Funding Source Financial Detail

[EXPS-102] Service Expense Review

[GNRL-102] Client List

[GNRL-103] Service Census [Service Based]

[GNRL-104] Service Summary [Service Based]



Report Parameters



Choose which service item(s) to include.



Choose the service date range to include



Select Web Page, PDF, or Excel

Service Based Reports > [GNRL-104] Service Summary [Service Based]

Service: Service Item(s)

- All
- AC3 Test Service 2: AC3 Test Service Item 2
- AC3 Test Service: AC3 Test Service Item
- Assistance obtaining VA benefits: Educational assistance
- Assistance obtaining VA benefits: Employment and training services

Report Date Range

___/___/___ - ___/___/___

Report Output Format

Web Page PDF Excel

Report Details

The report generates the following data elements:

---> Service Name and Service Item Name

---> Unique Clients

---> Number of Services

---> Number of Service Days

Service Summary [Service Based]	**Alameda County CE Agency (Test) Date Range: 01/01/2024 thru 09/30/2024		
Case Management	Unique Clients	# of Services	# of Service Days
Case Management	0	0	0
Education	Unique Clients	# of Services	# of Service Days
Education	1	3	3
Employment and/or training services	Unique Clients	# of Services	# of Service Days
Employment and/or training services	1	1	1
ES NbN Service	Unique Clients	# of Services	# of Service Days
ES NbN Shelter Service	2	2	4
Legal Services	Unique Clients	# of Services	# of Service Days
Legal Fees	1	1	1

2024 HUD DATA STANDARDS



FY 2024 HMIS Data Standards Manual

A GUIDE FOR HMIS END USERS AND HMIS
LEADS/SYSTEM ADMINISTRATORS



U.S. Department of Housing and Urban
Development

VERSION 1.6
RELEASED: MAY 2023
UPDATED: JUNE 2024

2024 HMIS DATA STANDARDS


- HUD released the new HUD Data Standards in 2023.
- The requirements of these updated standards were programmed and in practice by all systems on October 1, 2023.
- Data points outlined by HUD are adhered to for systems and projects to be compliant.

Universal Data Standards (UDEs)

- Name
- SSN
- DOB
- Race & Ethnicity
- Gender
- Veteran Status

CLIENT PROFILE

<u>Social Security Number</u>	XXX - XX - 9999
Quality of SSN	Full SSN Reported <input type="button" value="v"/>
<u>Last Name</u>	Mini
<u>First Name</u>	Tulip
Quality of Name	Full name reported <input type="button" value="v"/>
Quality of DOB	Full DOB Reported <input type="button" value="v"/>
<u>Date of Birth</u>	03/02/1999 Adult. Age: 25
<u>Middle Name</u>	None <input type="button" value="v"/>
<u>Gender</u>	Woman (Girl, if child) <input type="button" value="v"/>
What is the client's current gender identity	Select <input type="button" value="v"/>
<u>Race and Ethnicity</u>	Asian or Asian American <input type="button" value="v"/>
Additional Race and Ethnicity Detail	
<u>Veteran Status</u>	No <input type="button" value="v"/>



UNIQUE IDENTIFIER
36440C2DA

PROGRAM REFERRAL
Client has a pending program referral.
[VIEW DETAILS](#)

No Contact Information Add

UDEs (continued)

- Disabling Condition
- Project Start & Exit Date
- Destination
- Enrollment CoC
- Housing Move-In Date
- Prior Living Situation

Program Date	08/07/2024
Is the Client an Adult or Head of Household?	Yes (Automatically Generated Response)
PRIOR LIVING SITUATION	
Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus
Length of Stay in Prior Living Situation	One night or less
Approximate Date Homelessness Started	08/01/2024
Number of times on the streets, in ES, or Safe Haven in the past three years	One Time
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	One month (this time is the first month)
Resource Zone Assignment	East County (Dublin, Pleasanton, Livermore)
WHAT WAS THE ADDRESS OF THE LAST PLACE YOU LIVED OR STAYED FOR MORE THAN 30 DAYS THAT WAS EITHER YOUR OWN OTHER TEMPORARY PLACES LIKE HOSPITALS OR JAILS.)	
Prior Street Address	
Prior City	Oakland
Prior State	California
Zip Code of Last Address	
Prior Address Data Quality	Full address reported
DISABLING CONDITIONS AND BARRIERS	
Disabling Condition	No
Physical Disability	No
Developmental Disability	No
Chronic Health Condition	No
HIV - AIDS	No
Mental Health Problem	No

Data Quality Monitoring

Program-Specific Data Collection Points

Current Living Situation

- Emergency Shelter (Night by Night) (NbN)
- Street Outreach (SO)
- Coordinated Entry (CE)

Housing Move-In Date

- Permanent Housing (PH)
- Permanent Supportive Housing (PSH)
- Rapid Rehousing

Date of Engagement

- Emergency Shelter (NbN)
- Street Outreach (SO)

Questions?



Join us!

Alameda County Q&A Session

Every 2nd Tuesday of the month at 10:00 am

Register | [HERE](#)

Alameda County CE Q&A Session

Every 3rd Tuesday of the month at 10:40 am

Register | [HERE](#)

Alameda County User and Liaisons Meeting

Every 4th Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

Register | [HERE](#)



NOTE: THERE WILL BE NO USERS OR LIASION MEETING THE MONTHS OF NOVEMBER AND DECEMBER



For support:

Alameda County HMIS Support Ticket:

Email: hmissupport@achmis.org

Bitfocus Help Desk:

For support that includes:

- New User Requests (Including CE)
- Password Reset
- Login Issues
- Chat

