

# Alameda County User Meeting

AUGUST 2024



# Agenda

Announcements and Reminders

Score Card

Street Outreach Policy

Report Library

## Announcements and Reminders



# Score Card



# Year 1 Scorecard – FY 2024 Q4

Data Quality Category	Year 1 Goal (FY 2024)	FY2024 Q3 Actual	Goal Met or Exceeded	Goal Not Met
Timeliness	75% < 3 days	Project Start Data Entry – 84.2% Project Exit Data Entry – 73.0%	Exceeded Year 1 Project Start Goal (75%) By 9.2%	Year 1 Goal Not Met by 2.0%.
Completeness	5% Overall Score	Error Rate 14.1%		Year 1 Goal Not Met by 9.4%.
Accuracy	0% Error rate	Actual Error Rate Move-In Dates for PSH – 4.1% Move-In Dates for RRH – 2.5%		Total Clients PSH 8; Goal Not Met for PSH 4.0% Total Clients RRH 100; Goal Not Met for RRH 0.5%
Consistency	0% Error rate	Duplicates Created During the Measurement Period 88 Clients		Year 1 Goal Not Met by 4.2%
Utilization	80% Utilization Rate	Utilization Rate = Total beds/Total PIT Count 70.4%		Year 1 Goal Not Met by 9.6%



# Street Outreach Exit Protocol



## STREET OUTREACH EXITING PROTOCOL

- Exiting a client correctly ensures that the work being done by Street Outreach projects is reflected on the System Performance Report; exiting clients to ES, TH, or PH is considered a successful placement for SO projects!



# 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**





# STREET OUTREACH EXITING PROTOCOL

Project Type Client Enrolled In	When Client Should be Exit from SO	Exit Date to enter in HMIS	Exit Destination Selection in HMIS
Emergency Shelter	At entry into ES	Enrollment date at ES	Emergency shelter, including hotel or motel paid for voucher with emergency shelter
Transitional Housing	At entry to TH	Enrollment date at TH	Transitional housing for homeless persons (including homeless youth)
Rapid Re-Housing	At placement into unit	Housing Move-in date at RRH	Rental by client, with RRH or equivalent subsidy
Permanent Support Housing	At placement into unit	Housing Move-in date at PSH	Permanent housing (other than RRH) for formerly homeless persons
Other Permanent Housing	At placement into unit	Housing Move-in date at OPH	Permanent housing (other than RRH) for formerly homeless persons

## Best Practices for Exiting Clients



PRACTICE  
MAKES  
PERFECT

- >Consistency: Following the protocol consistently to ensure data accuracy
- >Training: Regular training for staff on exiting procedures
- >Documentation: Keep thorough records to support accurate data entry

# Report Library

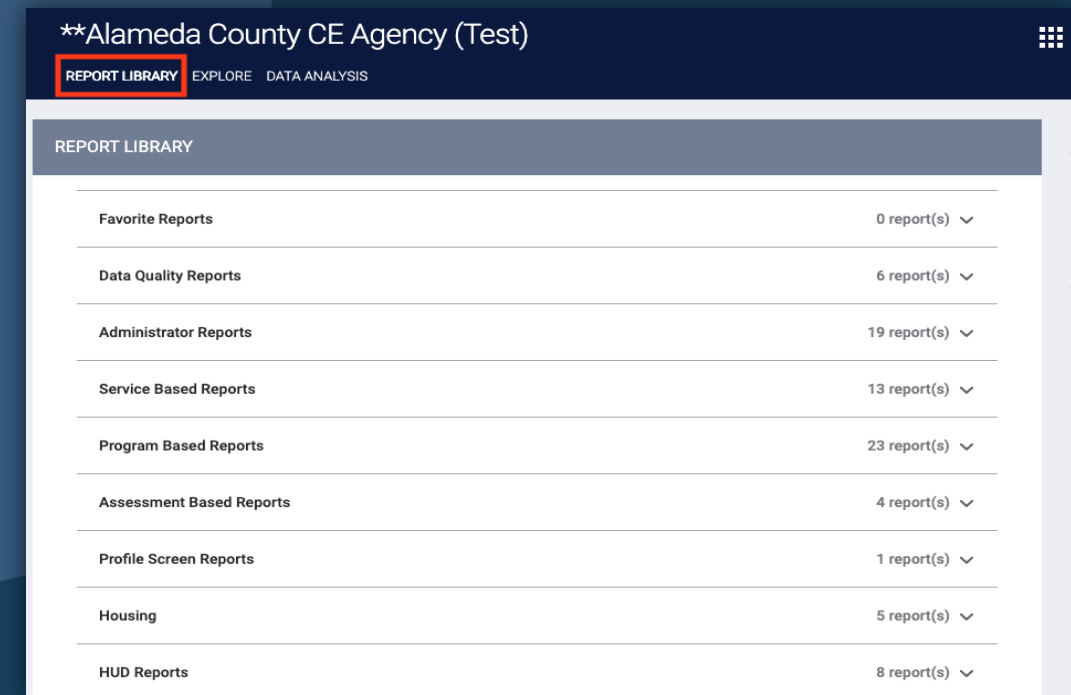
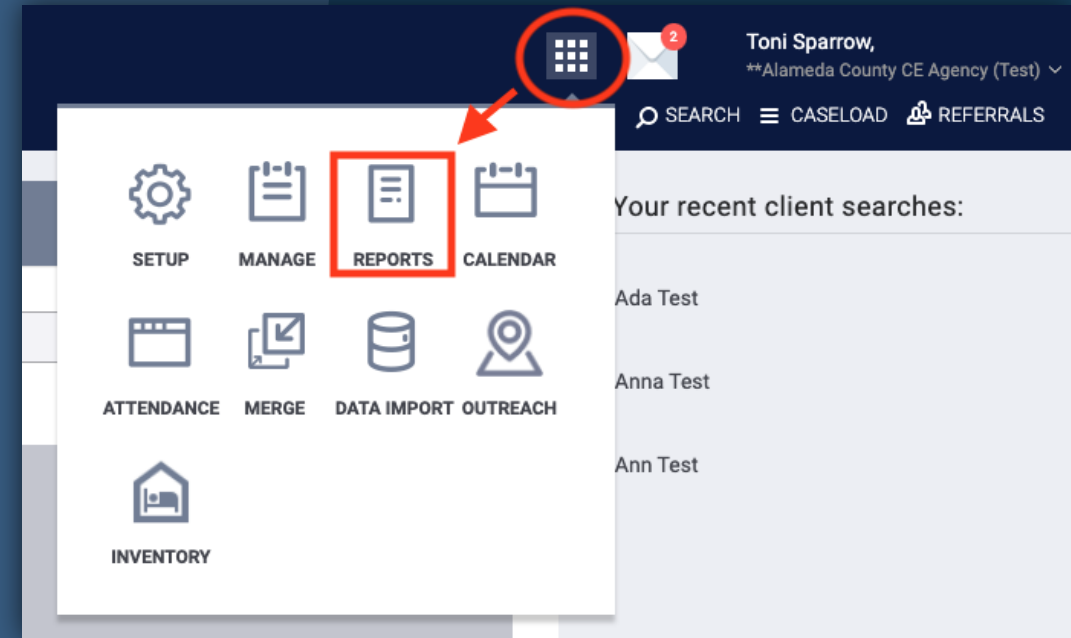
A collection of pre-built reports and templates within HMIS



# Report Library

What you'll find in the **Report Library**:

- > Data Quality Reports
  - > Administrator Reports
  - > Program Based Reports
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  - > Service Based Reports
- .....AND MUCH MORE



# Favorite Reports

You can mark a report as a **favorite** by clicking the star icon.

The "star" reports will display in the **Favorite Reports** section of the Library

Data Quality Reports 6 report(s) ^

---

[DQXX-102] Program Data Review ★ | ▶ RUN | 📅 SCHEDULE | MORE INFO ▾

[HUDX-227] Annual Performance Report [FY 2024] ★ | ▶ RUN | 📅 SCHEDULE | MORE INFO ▾



# Running Reports

---> Navigate to the **Report Library** and locate the report you would like to run.

---> Click **Run**

Service Based Reports 13 report(s) ^

---

[EXPS-101] Funding Source Financial Detail	★   <b>▶ RUN</b>   📅 SCHEDULE   MORE INFO ▾
[EXPS-102] Service Expense Review	★   <b>▶ RUN</b>   📅 SCHEDULE   MORE INFO ▾
[GNRL-102] Client List	★   <b>▶ RUN</b>   📅 SCHEDULE   MORE INFO ▾

[GNRL-102] Client List

★ | **▶ RUN** |

📅 SCHEDULE | MORE INFO ▾



# Running Reports

→ Clicking **Run** will navigate you to the **Preview** tab where you will set the report parameters  
→ Click **SUBMIT**.

REPORT LIBRARY EXPLORE DATA ANALYSIS **PREVIEW**

REPORT LIBRARY

Service Based Reports > [GNRL-102] Client List

Service: Service Item(s) Choose...  
Service Item Category Test: Test

Veteran Status ✓ Choose...  
All  
No  
Yes  
Client doesn't know  
Client prefers not to answer  
Data not collected

Matching Criteria

Report Date Range

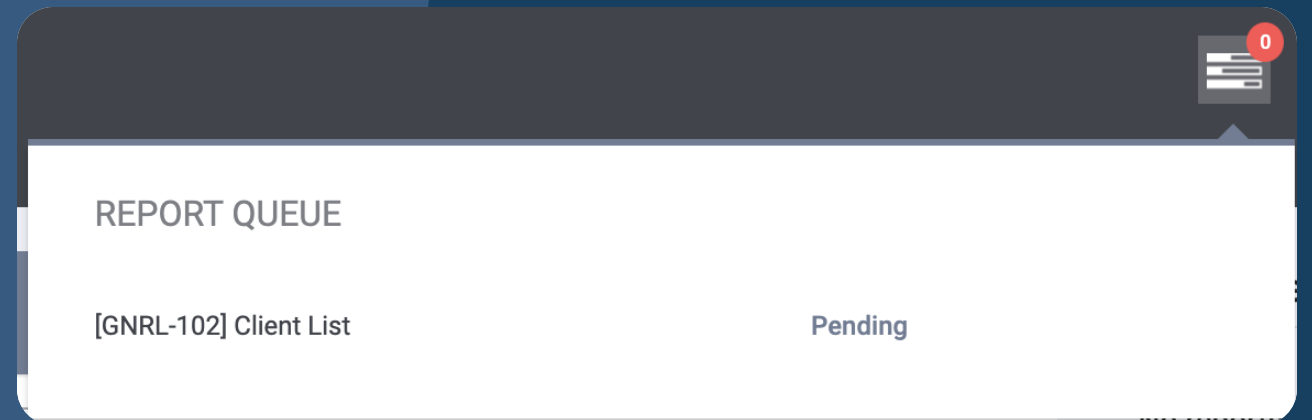
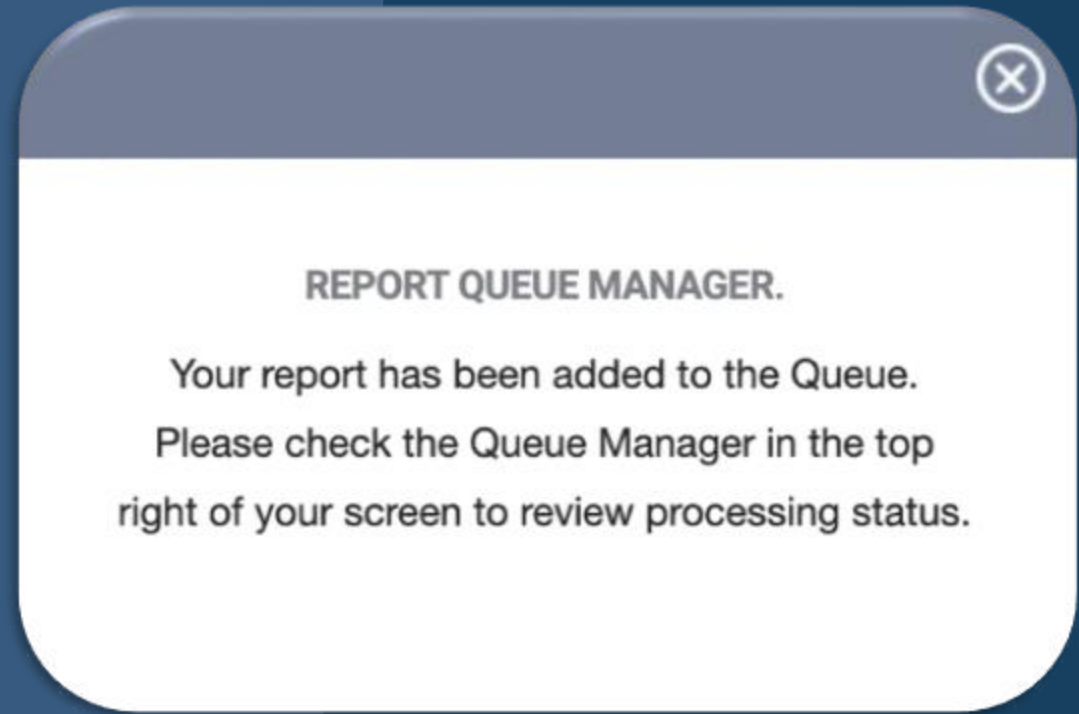
Report Output Format

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# Running Reports

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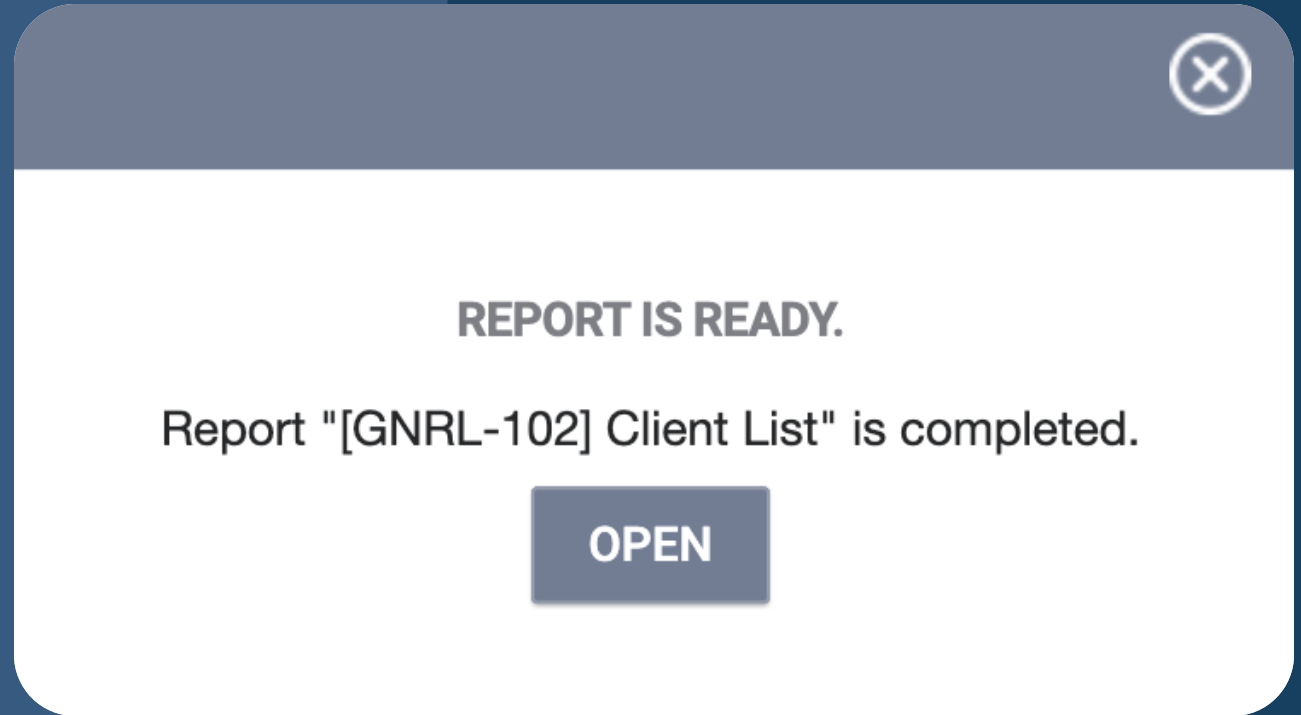
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# Running Reports

→ Once the report is finished, another popup appears, notifying you that the report is **ready**.







## Running Reports

- > Ensure you understand your purpose to generate the appropriate report.
- > Note that while all users can run reports, they can only access data for the services they are authorized for.
- > Verify the parameter options carefully.
- > Run the report in "web" mode to utilize the drill-down function.

# Questions?



# Join us!

## [Alameda County Q&A Session](#)

Every 2<sup>nd</sup> Tuesday of the month at 10:00 am

Register | [HERE](#)

## [Alameda County CE Q&A Session](#)

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Alameda Users 10a-11a

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Stay tuned for more training  
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Coming soon!



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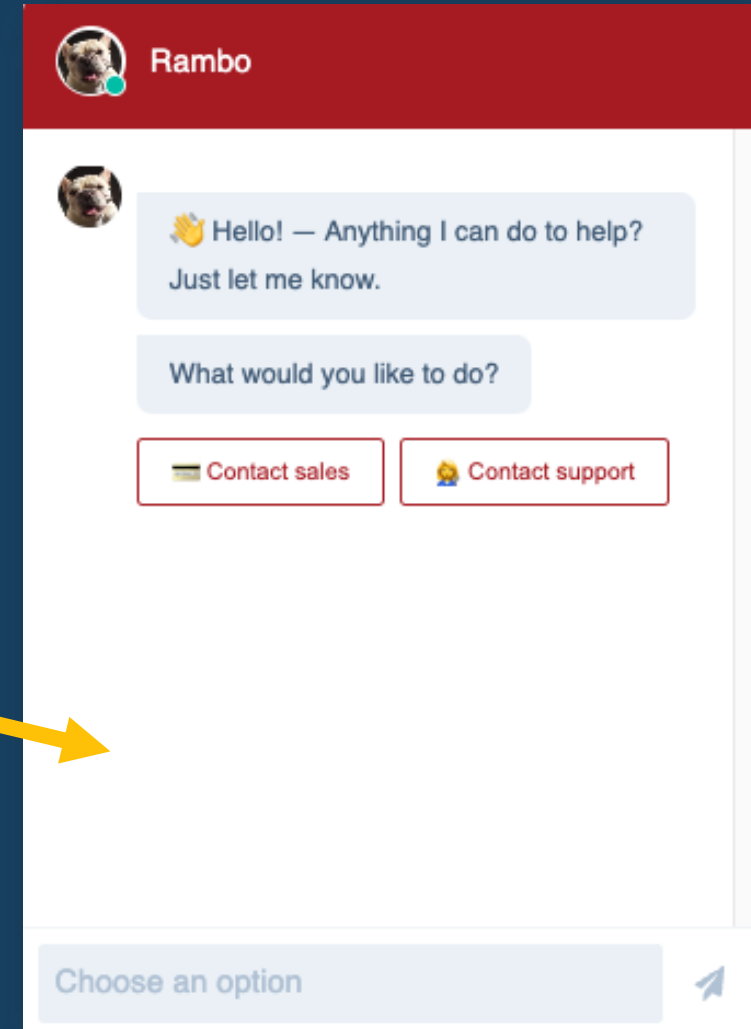
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# Alameda County Liaisons Meeting

August 2024



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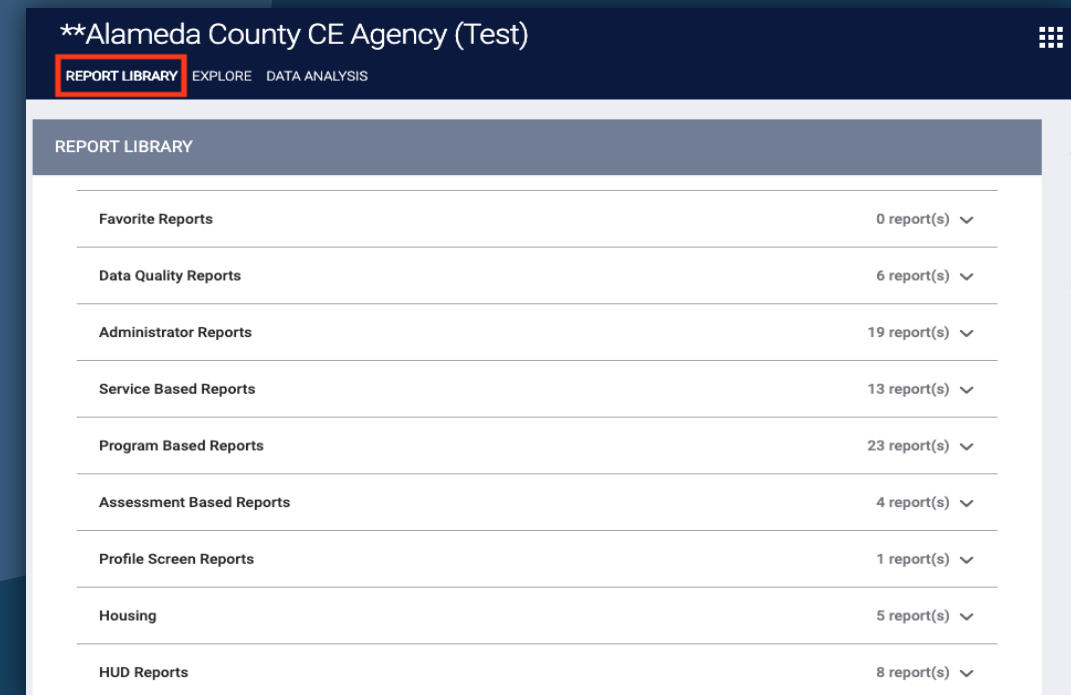
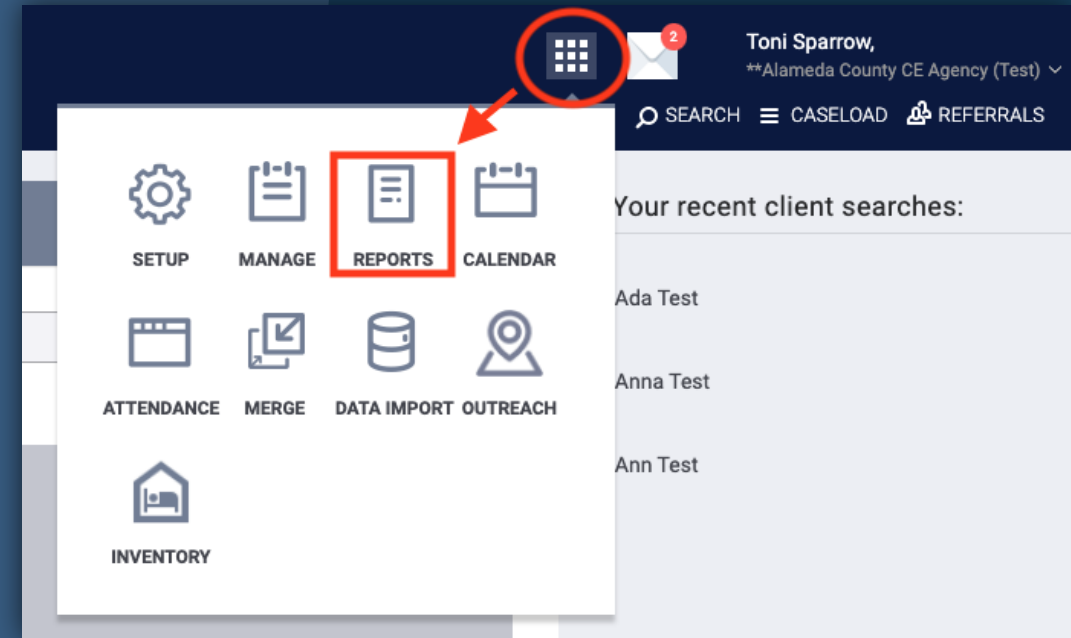
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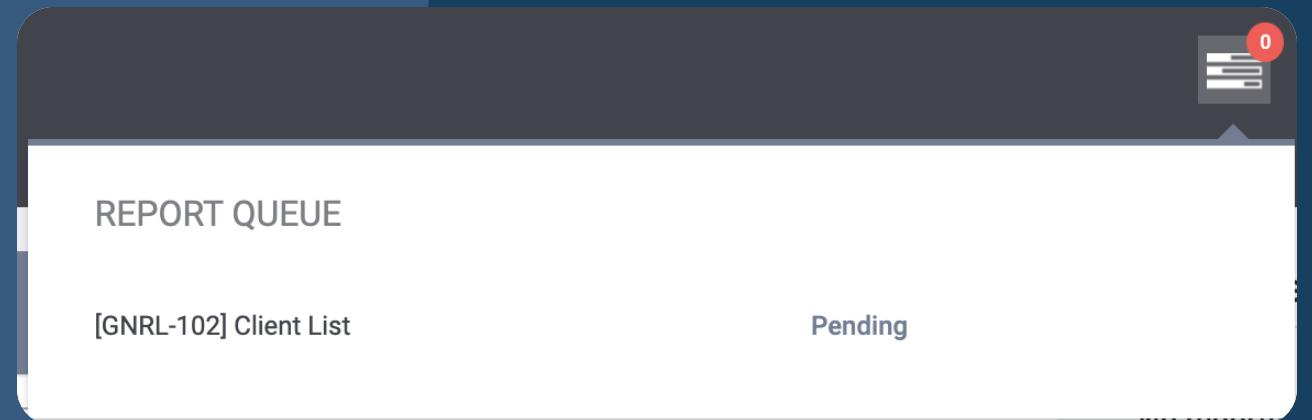
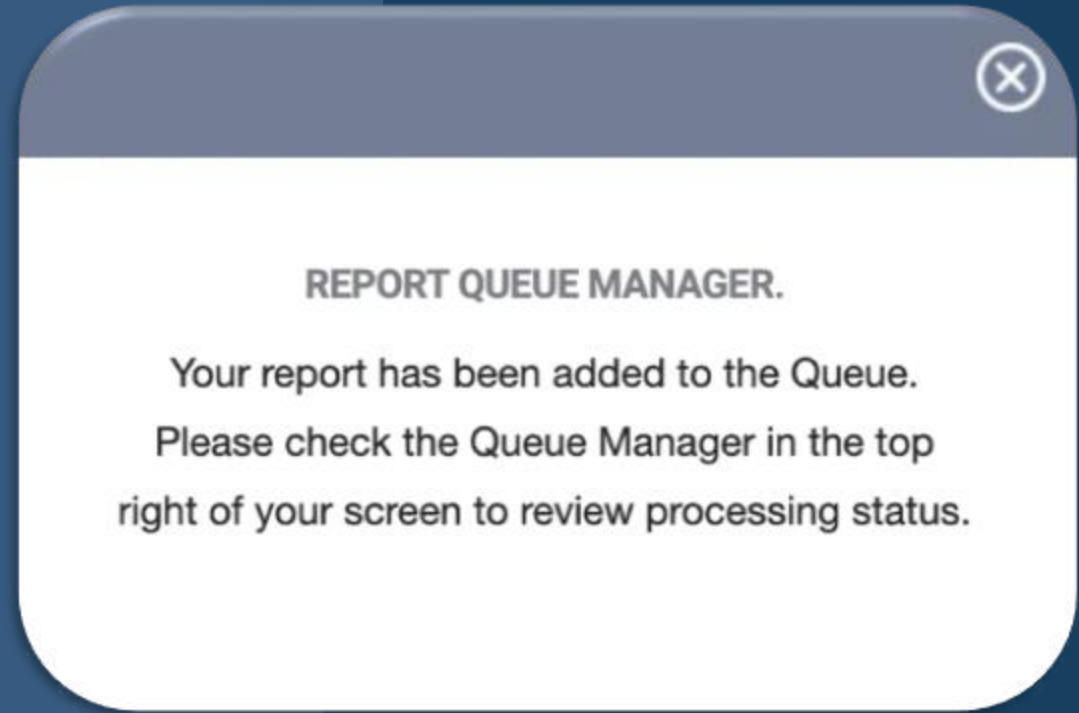
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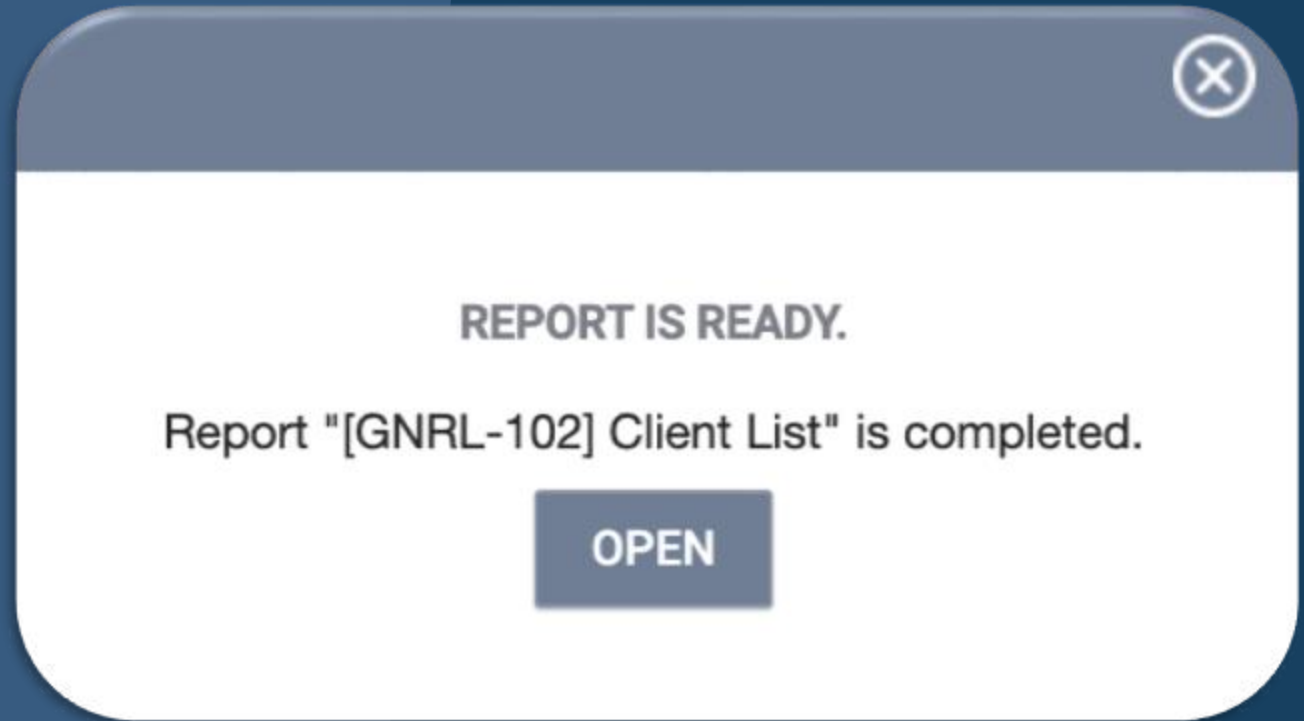
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# [GNRL-102] Client List

## ---> Report Purpose & Summary

---> This is a service-based report that lists details of all clients, according to veteran status, who have received selected service item(s) for a specified period of time.

## ---> Drilldown Functionality

---> Clicking the Unique Identifier or Client Name will display the client's demographic information from their Client Profile screen. Data elements missing from the client profile will appear in red text

Client List		Agency Name	
		Date Range: 02/01/2016 thru 02/01/2021	
		Veteran Status: All	
		Matching Criteria: In Any of the selected services	
Responsible Staff	Client Name	Data Quality	Unique Identifier

Total: 67  
Average Data Quality: 92%

Client List Report	
DATA QUALITY ANALYSIS - Details	
Client: Test, Test	
Data Quality Average : 62.5%	
8 total fields / 5 completed	
Unique ID	
Quality of Name	Full name reported
Social Security Number	xxx-xx-xxxx
Quality of Social Security Number	Approximate or partial SSN reported
Date of Birth	
Quality of Date of Birth	Full DOB Reported
Gender	Not Entered
Race and Ethnicity	Not Entered
Veteran	Not Entered

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