✔ **Bitfocus**

Alameda County News

Alameda County ACHMIS News: December 2023

Welcome to the Alameda County HMIS newsletter!

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

- Bitfocus closed December 25, 2023 – January 1, 2024
- Users and Liaisons Meeting
- Federal Reporting Season
- LSA How-To Videos
- LSA Preparation Training Session Recap
- Helpful Reports for the LSA
- New Privacy & Security Training
- Upcoming Training Dates

News

Bitfocus closed Dec. 25, 2023 – Jan. 1, 2024

Please note that Bitfocus offices will be closed for the holiday season from December 25, 2023, to January 1, 2024. During this time, Bitfocus HMIS Admins will be unavailable to address user requests. Rest assured, upon their return from the holiday break, they'll promptly attend to your emails.

In the interim, feel free to contact the **Bitfocus Helpdesk** or reach out to the **Alameda County help desk** for any assistance you may require. Thank you for your understanding.

Announcements

Users and Liaisons Meeting

Mark your calendars for January 24 as we resume our Users and Liaisons meeting. We're excited to reconnect after the November and December break! We're eager to have everyone back on board – see you there!

- We will be discussing the Agency Liaison Training; please see slide **HERE.**

Updates

Federal Reporting Season

HUD requires two major reports, the Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM), to be submitted annually. We are currently in the midst of working on the LSA submission, due on January 17, 2024.

We are currently working with HUD Technical Assistance partners to review and verify data required for LSA submission. The data submitted to HUD via this Longitudinal Systems Analysis (LSA) report is used for the Annual Homeless Assessment Report (AHAR) to Congress.

Here's what you can do:

- Please respond promptly to outreach emails received.
- Ensure all enrollments and exits have been entered.
- Review bed/unit utilization to ensure that it is between 65%-105%.
- Review data quality for each project type, paying special attention to:
    - HoH designation and family/group enrollments (any kids enrolled by themselves?)
    - Duplicate or erroneous enrollments (ask the ACHMIS team to delete!)
    - Missing data/no exit interview (high missing rates cause errors in reporting process)
    - Missing Exits/Abandoned Enrollments for Night-by-Night Emergency Shelters (causes LSA

News

Alameda County LSA How-To Videos

Explore these informative videos addressing common LSA Data Errors:

- **Overlapping Enrollments & How to Correct Errors**
- **Missing Head of Household & How to Assign a Head of Household**
- **Housing Move-In Dates & How to Correct Them**

Updates

LSA Preparation Training Session Recap

In our recent LSA Preparation Training, we covered essential topics:

- Dates and Deadlines for Reporting: Understanding reporting timelines for accurate submissions.
- Agency-Specific Reports: Identifying crucial reports for your agency to correct LSA Data Errors.
- Upcoming Specialist Meetings: How to schedule sessions with System Admin Specialists for personalized support.
- Q&A on LSA: An interactive session addressing queries about the LSA.

Missed the training? Not to worry! You can access the video recording and slides on our Alameda County HMIS website **HERE** to catch up on the valuable insights shared.

LSA/SPM Resources

Longitudinal Systems Analysis (LSA) Resources

The Longitudinal System Analysis (LSA) is a method for checking data quality over time. It involves collecting, cleaning, and aligning data from different periods or sources. By comparing and assessing this data, it identifies trends and issues, ensuring data accuracy and reliability. The process helps in making informed decisions and understanding changes over time.

Please refer to the resources below to assist with data cleanup for the LSA. Should you have any questions, please read out to the ACHMIS team at: **hmissupport@achmis.org**. Thank you!

LSA Helpful Resources:

LSA Preparation Training PowerPoint Presentation - 12/6/23
LSA Preparation Training Recording
LSA 2023 One-Pager Guide
HUD Exchange: Longitudinal System Analysis (LSA)

How-to

Helpful Reports for the LSA

Run the [HUDX-225] HMIS Data Quality Report for the period 10/1/22 to 9/30/23 (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 .**

Run the [GNRL-106] Program Roster for the period 10/1/22 to 9/30/23 (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 an Enrollment?** 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!

[GNRL-220] Program Details Report for the period **10/1/22 to 9/30/23** (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 prefers not to answer," or "Data not collected" values when possible. These elements impact measures around entries from homelessness.
- Exit destination: Avoid choosing "Client doesn't know," "Client prefers not to answer," or "Data not collected" values whenever possible. This element impacts measures around returns to homelessness.

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.

Training

New Privacy and Security Training

Exciting news! We're rolling out a new Privacy and Security training program for all end users in Alameda County. Here's the rundown:

- Privacy and Security training opens up on January 1st.

- January 1 to noon on February 29, 2023, is Privacy and Security Season.

- Complete training between January 1 and February 29.

- Notify your agency liaison when the training is done to start agreement renewal in the system.

Key Points:

- End users have a two-month window to complete the P&S training. Accounts of those who haven't completed the training will be deactivated by noon on Thursday, February 29, 2023

- By March 1, liaisons will receive a list of individuals at their agencies who haven't completed the training and have had their HMIS accounts disabled.

- We'll run weekly reports to track completion status.

Remember, please complete the Privacy and Security training by noon on February 29, or your HMIS account will be temporarily suspended until training and agreement completion.

Thank you for your cooperation and commitment to ensuring privacy and security within our system.

Training

Upcoming Training Dates

Q&A Office Hours for your HMIS Questions – January 9, 10-11 a.m.
Please register for our Q&A Office Hours **HERE**. These sessions are your chance to:

- Receive ongoing assistance.
- Ask any general questions.

- Get help with report-related queries.

Alameda County User Group Meeting - Thursday, January 24, from 10-11 a.m.

- A Zoom link will be sent out a few days prior to the meeting. For past meeting recordings and presentations, visit our 'Users & Liaisons Training Materials' page **HERE**.

Alameda County Liaisons Meeting - Thursday, January 24, 11 a.m. – 12 p.m.

- A Zoom link will be sent out a few days prior to the meeting. For past meeting recordings and presentations, visit our 'Users & Liaisons Training Materials' page **HERE**.

- We will be discussing the Liaison Training; please see slide **HERE.**

Questions? Your HMIS Administrator is happy to help.

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