Alameda County News

Alameda County ACHMIS News: November 2023

Welcome to the Alameda County HMIS newsletter!

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

- No Users and Liaisons Meeting in November and December!
- End-Of-Year Survey
- Privacy & Security Training Deadline
- Upcoming Training Dates
- Federal Reporting Season

News

No Users and Liaisons Meeting in November and December!

Meetings Will Resume January 24, 2024.

Our most recent Users and Liaisons Meeting was held in October. We will not be hosting any more Users and Liaison meetings for November and December of this year.

We will resume these gatherings on January 24, 2024. We look forward to seeing you there!

Announcements

End-Of-Year Survey: Due December 9, 2023

We Want to Hear from You!

Please take a few moments to complete our *End-of-Year HMIS Survey* <u>HERE</u>, by December 9.

As the year comes to a close, we're conducting this end-of-year survey to understand your satisfaction with our HMIS System, as well as how our training sessions and meetings have been serving your agency's needs.

Your feedback is invaluable in helping us make improvements and plan for the upcoming year. By sharing your insights and opinions, you're not only helping us, but you're also contributing to the betterment of our entire community.

We look forward to your feedback and thoughts. Thank you for being a part of our community, and for helping us strive for excellence together!

Updates

Privacy & Security Training Deadline

Complete Training Between January 1 – February 29

We'd like to highlight the upcoming renewal of the Privacy and Security training for the year 2024. In line with a new policy, we are now aiming to have all end users complete this training at the beginning of each calendar year. This training is of utmost importance in maintaining the security and confidentiality of our systems and data.

Please take note of the following key dates:

- **Training Period: January 1 – February 29, 2024**

Even if you completed the P&S training on December 31, 2023, you will still need to complete it again in 2024. Before the training, we will send the list of active HMIS users to your agency liaisons to verify that your HMIS email matches your email address used on the **Bitfocus Training Site**. The deadline for completing the P&S training is February 29, 2024.

- **On March 1, 2024,** all active users will be required to sign the User Agreement within HMIS.

If you have not completed the P&S training by the deadline, your account will be temporarily made inactive, and you will need to notify your agency liaison upon completion for reactivation.

We appreciate your commitment to upholding the privacy and security of our systems. If you have any questions or encounter any issues during the training, please do not hesitate to contact us.

Thank you for your attention, and let's ensure a secure and successful 2024!

News

Upcoming Trainings!

LSA Preparation Training Session – December 6, 11 a.m. – 12 p.m.

Join us this month and register **HERE** for our training session regarding the annual upcoming LSA reporting for HUD.

What will be covered:

- Dates and deadlines for reporting.
- Reports to run for your agency.
- Upcoming meetings with your System Admin Specialists.
- A chance to ask questions about the LSA.

Keep up to date on all things LSA by checking out our **LSA FAQ/Trouble Shooting** Help Desk article!

Q&A Office Hours for your HMIS Questions – December 12, 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.

Join us for our monthly Clarity HMIS Q&A Sessions via Zoom, hosted by your Alameda HMIS and Bitfocus Teams, every second Tuesday of the month. You're welcome to pop in, ask your question, and leave once you've got the information you need. Or stay for the entire session to share your insights and solutions with others. We're excited to have you participate!

Updates

2023 Federal Reports: LSA and System Performance Measures are Underway!

Bitfocus and the Alameda HMIS team are preparing the data for both of HUD's major CoC reports: the Longitudinal Systems Analysis (LSA) and System Performance Measures (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 Alameda Continuum of Care. 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?
Our teams 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 the hard work Alameda HMIS users do to maintain data that is complete, accurate, and timely!

You can review your data by doing the following:

1. **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 .**

2. **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!

3. **Run the [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.

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.

- The Bitfocus and Alameda HMIS team have begun reviewing this year's data and we will be reaching out to agencies to verify or correct data as part of that process. Be on the lookout for those emails!

Thanks in advance for your help to ensure that our community's data is as accurate as possible!

Questions? Your HMIS Administrator is happy to help.

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