



## King County HMIS News

September 2024

Welcome to the King County HMIS September 2024 newsletter!

**In this edition, you'll find the following:**

- Upcoming Events
- Clarity Human Services Feature Updates on October 7, 2024
  - "Client Activity" functionality updated
  - New Filter for [Inventory Module](#)
- 2024 Federal Reports Spotlight: LSA and System Performance Measures are Approaching!
- Meet Our New Team Member!



## Upcoming Events

### Upcoming Events

#### Coordinated Entry Monthly Assessor Credential Training (ACT)

Users must attend an ACT training before they gain assessor access in the HMIS.

- October 3 | 2-4 p.m. | [Register Here](#)

- November 5 | 9-11 a.m. | [Register Here](#)

### Inventory Enhancement: Weekly Office Hours

Come in with questions and leave with answers! We use this space to talk through specific user questions/scenarios related to Inventory and provide demonstrations.

- September-December | Weekly on Wednesdays | 1-2 p.m. | [Register Here](#)

Interested in additional inventory resources? [Click here!](#)



## Clarity Human Services Updates

### Updated: “Client Activity” Functionality - Coming in October

We’ve made updates to the Auto Exit Due to Inactivity function! Now additional activities can help keep a client in a Program that has Auto Exit Due to Inactivity enabled or active on a Community Queue that has Inactive Referral Expiration Threshold set for 1 day or more.

#### Program: Auto Exit Due to Inactivity

Currently, the system automatically records a program exit for an enrollment when none of the enrollment's household members have program-related activity (like **Unit** connections, **services**, **Coordinated Entry Events/Results**, or program-level **assessments**, including Annual, Status, CLS, and Custom/CE assessments) within their enrollment records for the specified timeframe. For clients who are enrolled in “Emergency Shelter – Entry Exit program,” “Emergency Shelter – Night-by-Night” program where **Auto Exit Benchmark** is set to *Last Activity*, or any other program types, “Client Activity” now also includes:

- Adding or editing a location for the client on the [Location tab](#)
- Adding or editing a contact for the client on the [Contact tab](#)
- Editing a Coordinated Entry assessment

For these activities, the “clock” will restart based on the date the location or contact was added/edited or the date the Coordinated Entry assessment was edited.

[Continue reading](#)



## Announcements

### 2024 Federal Reports Spotlight: LSA and System Performance Measures are Approaching!

The 2024 federal reporting season is approaching! Prep for two of HUD’s major CoC reports will begin in October: the Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM).

The Bitfocus team 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 of the hard work your community does to maintain data that is complete, accurate, and timely!

#### What is the LSA and 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 Continuum of Care (CoC) Homelessness Management Information System (HMIS). 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?

## You can review your data by doing the following:

1. Run the **[HUDX-225] HMIS Data Quality Report for the period 10/1/23 to 9/30/24** (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 10/1/23 to 9/30/24** (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 the Program?](#) If 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 10/1/23 to 9/30/24** (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 refused," or "Data not collected" values when possible. These elements impact measures around entries from homelessness.

- Exit destination: Avoid choosing "Client doesn't know," "Client refused," 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.
- There is overlap with the LSA and SPM timeline and relevant data. Your work on this will benefit both reports, and more broadly, your CoC.

**Thanks in advance** for your help ensuring that our community's data are as accurate as possible!



## News

### Meet Our New Team Member

As you may know, the Community Administration team at Bitfocus directly supports Seattle/King County's instance of Clarity Human Services. **Lauryn Searles has on-boarded to the Community Administration team, as Deputy Project Administrator**, and will be supporting your community moving forward!

#### Take a moment and get to know Lauryn:

"Hi all, I'm Lauryn (she/her)! I've been working in homeless services for 4+ years with CoC here in San Luis Obispo County, California. Most recently, I worked as the Coordinated Entry System Manager for the past 2+ years. In my spare time, I enjoy walking or running around my neighborhood listening to podcasts,

cooking yummy (vegan) meals and baking sourdough bread. I'm happy to be here at Bitfocus and I'm looking forward to working with you!"



**Questions? Your HMIS Administrator is happy to help.**

**Phone: 206.429.7979 x2**  
**Email: [kcsupport@bitfocus.com](mailto:kcsupport@bitfocus.com)**



Bitfocus, 5940 S Rainbow Blvd, Ste 400 #60866, Las Vegas, NV 89118, United States, 800-594-9854

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