



## Marin County HMIS News November 2024

Welcome to the Marin County HMIS November 2024 newsletter!

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

- Community Poll
- Upcoming Events
- Special Announcements: New Senior Program Coordinator
- The Next Generation of Clarity Human Services
- Clarity Human Services Feature Updates
- Report Spotlight: Monthly Staff Report
- Clarity Toolbox: Understanding Chronic Homelessness



### News

## Welcome to Your Community Poll

As temps are dipping, what's your preferred (or most common) way to heat your home/space? Submit your answer [here!](#) Please note that your individual response is anonymous.



## Upcoming Events

### HMIS Agency Leads Meeting\*

Wednesday, January 15, 2-3 p.m. | \*Agency Leads Only: Register [HERE](#)

*\*Please note that this is a NEW Zoom series, so you will need to register again to get the new meeting series on your calendar.*

We are asking the designated HMIS Agency Leads and Security Officers to join this meeting on a bi-monthly basis. Of course, if you absolutely cannot make it, please send a representative. Workgroup participants will support communications between the county, Bitfocus and agency staff with regards to community initiatives, training, privacy, security, program and data management.



## Announcements

### Special Announcements: Congratulations to Nikolas Brady

Congratulations to Nikolas Brady who has recently been promoted to Senior Program Coordinator with County of Marin, Department of Health and Human Services in the Division of Homelessness and Coordinated Care!



# Clarity Human Services Updates

## New Clarity Human Services Interface

Have you started exploring the New Clarity Interface? Dive into this collection of articles to learn more about Program Enrollments, Assessments, Services & Notes.

### Program Enrollments

- [Creating and Managing Program Enrollments](#)
- [How Do I Exit a Client from a Program?](#)

### Assessments

- [Completing an Assessment in the Client Record](#)
- [How Do I Conduct a Current Living Situation Assessment?](#)
- [How Do I Conduct a Program Status/Annual Assessment?](#)
- [How Do I Conduct a Follow-up Assessment?](#)

### Services & Notes

- [Recording and Editing Service Items in the Client Record](#)
- [Additional Service Item Settings](#)
- [How Do I Create Client Notes?](#)

We will be working with Marin County on an implementation plan, but once the new UI is available in Clarity, you will be able to go back and forth between the new and existing user interfaces with the click of a button. Any features that are not yet available in the new user interface will automatically route you back to the existing interface to complete your work.

This is an ongoing discussion and we appreciate your partnership!

**Please Note:** If you do not have The Clarity Human Services New Interface enabled yet, some features may not appear in your current view.

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## Clarity Human Services Feature Updates

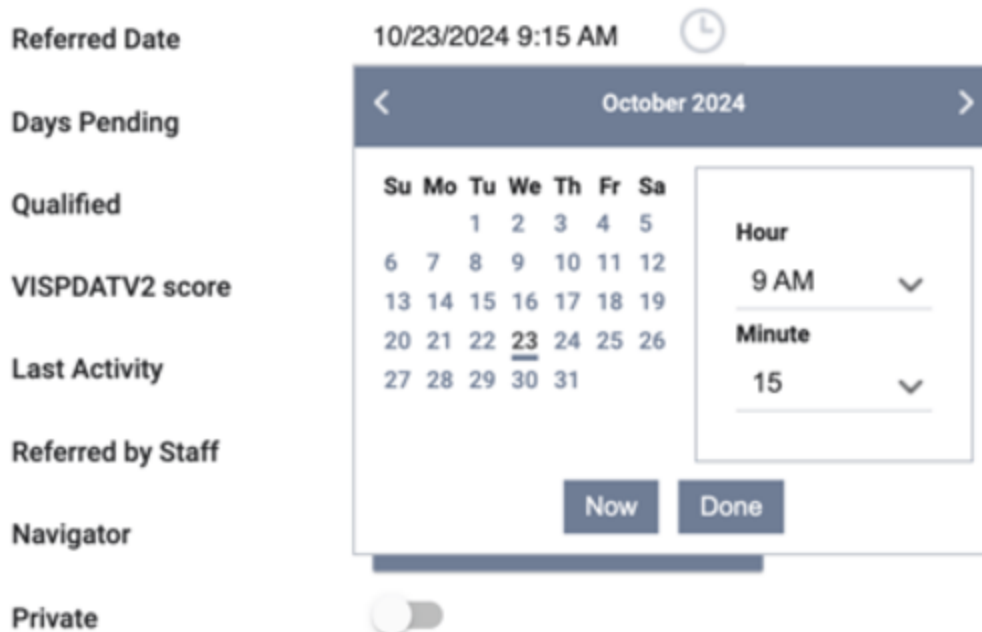
### Updated: Implement Time Data for Referrals

The Date field will be updated to a Date/time picker on the following pages:

- Client Referrals page → Referral Date field

- Client Assessments → Eligibility → Make Referral
- Client Assessments → Eligibility → Refer Directly to Community Queue
- Client Programs → Assessments → Eligibility → Make Referral
- Client Programs → Assessments → Eligibility → Refer Directly to Community Queue
- Referrals → Pending tab → Modify Referral → Referred Date field
- Referrals → Pending tab → Modify Referral → Status Date field
- Referrals → CQ tab → Modify Referral → Referred Date field
- Referrals → CQ tab → Modify Referral → Remove from CQ → Queue Removal Date date
- Referrals → Completed tab → Modify Referral → Referred Date field
- Referrals → Denied tab → Modify Referral → Referred Date field
- Referrals → Sent tab → Modify Referral → Referred Date field
- Referrals → Sent tab → Modify Referral → Status Date field

Once the update is made, the system will show the Date and Time in the Referral HISTORY section and in the listings where the referral date shows. You can modify the time and date within the current limitations of the referral modifiable dates functionality. The time will default to the nearest 15 minute time.



Some of the referral dates that are stored do not currently include a time component. With this update, the following referral dates are stored in the referrals table as datetime field types with the correct time component as the fields are created.

The time component will match what is seen when the user *creates* or *updates* the referral and in the Referrals history page for the following:

### On History Screen

The screenshot shows the 'HISTORY' page for 'Coast Road (He/Him/His)'. The 'HISTORY' tab is selected. The table below shows the following entries:

Service Name	Start Date	End Date	Status
Referral: Housing Queue Housing for Health Partnership referral to Community Queue	11/18/2024 12:00 PM		Pending
Housing Needs Assessment Housing for Health Partnership		11/03/2024	
Coordinated Entry Housing for Health Partnership	11/03/2024		Active
Street Outreach CE Housing Matters	10/21/2024	10/22/2024	

Legend: Program (light blue), Service (light green), Referral (light orange), Reservation (light purple), Assessment (light pink), Events (light grey).



## Report Spotlight

### [DQXX-103] Monthly Staff Report

The Monthly Staff Report provides three categories of information:

- General data quality
- Staff Activity (including the number of clients, [both existing and new] that each staff member worked with during the time frame of report)
- Data quality by data element (e.g. Date of Birth, Race and Ethnicity, Veteran Status, etc.) for all clients served

The report also includes staff from other agencies with "additional access" to the reporting agency data. Staff are pulled into this report based on client's open program enrollments and assigned staff.

#### Running the Report

#### Who Can Run the Report

Anyone can run the report but the returned information will be limited based on the access rights of the user.

#### Report Location

This report can be found in the following location in the [Report Library](#):

- Data Quality Reports → [\[DQXX-103\] Monthly Staff Report](#)

### Parameters

The following parameters are required to run the report:

<b>Report Date Range</b>	The range of activity dates to include in the report
<b>Report Output Format</b>	Web Page, PDF, or Excel

### Report Details

#### General Data Quality

This report shows data quality for clients that are included in the report.

<b>Monthly Staff Report</b>	<b>Sample Agency</b>
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This report is an automated monthly review of your staff participation in Clarity.

Please note, this is a courtesy email report. All data held within is viewable at any time by accessing the Reports Library within Clarity.

<b>Your Agency Average Data Entry Timeliness (in days)</b>	0
<b>Your PNTA DQ Score</b>	1.0%
<b>Your Doesn't Know DQ Score</b>	2.0%
<b>Your Not Collected DQ Score</b>	11.0%
<b>Your Unique Client Count</b>	4

### User Activity

User activity is broken into four sections:

- Active Staff
- Active Staff - No Activity
- Inactive Staff with Actively Enrolled Clients
- Locked Users with Activity

Active Staff						
Name	Unique Clients	New Clients	AVG Timeliness (in days)	DQ % Doesn't Know	DQ % PNTA	DQ % Not Collected
[REDACTED]	3	1	0	0%	3.5%	9.5%
[REDACTED]	2	0	0	3.5%	0%	19.0%

Inactive Staff with Actively Enrolled Clients						
Name	Unique Clients	New Clients	AVG Timeliness (in days)	DQ % Doesn't Know	DQ % PNTA	DQ % Not Collected
[REDACTED]	1	0	0	0%	0%	6.0%
[REDACTED]	1	0	0	7.0%	0%	0%

- **Name:** Lists the names of the users who have accessed the system within the report dates
- **Unique Clients:** Unique number of clients currently receiving service within the report date range
- **New Clients:** Unique number of clients newly enrolled in a service or program within the report date range
- **Average Timeliness (in days):** Average number of days from program/service start date to the time the service/program was recorded
- **DQ % Doesn't Know:** Average percentage of Program Specific Data Elements answered "Client doesn't know"
- **DQ % PNTA:** Average percentage of Program Specific Data Elements answered "Client prefers not to answer" (PNTA)
- **DQ % Not Collected:** Average percentage of Program Specific Data Elements answered "Data not collected" or is NULL

### Data Element

The data in this chart returns the data quality error statistics for each of the data elements. The errors are pulled from the screens as indicated by the section headers.

The chart provides the amount and percentage of "Client doesn't know," "Client prefers not to answer" (PNTA), and "Data not collected"/NULL response options for all clients served during the report period.

Data Element	Total Doesn't Know	% Doesn't Know	Total PNTA	% PNTA	Total Not Collected	% Not Collected
<b>Profile Statistics</b>						
SSN (3.02.2)						
DOB (3.03.2)						
Race and Ethnicity (3.04)						
Gender (3.06)						
Veteran Status (3.07)						
<b>Program Entry Statistics</b>						
Enrollment CoC (3.16)						
Household Member Type (3.15)						
Prior Living Situation (3.917)						
Times on Streets, ES, SH						
Disabling Condition (3.08)						
Physical Disability (4.05.2)						
Development Disability (4.06.2)						
Chronic Health Condition (4.07.2)						
HIV / AIDS (4.08.2)						
Mental Health Disorder (4.09.2)						
Substance Use Disorder (4.10.2)						
Domestic Violence (4.11.2)						
Income and Sources (4.02.2)						
Non-Cash Benefits (4.03.2)						
Health Insurance (4.04.2)						
<b>Program Exit Statistics</b>						
Exit Destination (3.12)						
Income and Sources (4.02.2)						
Non-Cash Benefits (4.03.2)						
Health Insurance (4.04.2)						



## Clarity Human Services Updates

### Clarity Toolbox: Understanding Chronic Homelessness in HMIS

Understanding a participant’s [chronic homeless status in the HMIS](#) is a very complicated, and often confusing, topic. The Department of Housing & Urban Development (HUD) describes individuals as being “[chronically homeless](#)” when they meet the following conditions:

**A chronically homeless person:**

- Has a disabling condition; AND



- Currently experiencing literal homelessness: living in a place not meant for human habitation (on the streets, in an encampment, in a vehicle, etc) or in an emergency shelter; AND
- Has been homeless *continuously for at least 12 months*;
  - OR has been homeless *on at least 4 separate occasions for a combined total of 12 months in the last 3 years*.

**A break in homelessness is defined by:**

- 7 consecutive nights of being housed (which includes “couch surfing,” temporarily staying with friends or family, and motels paid for by the participant)
- 90+ days in an institution (e.g. jail, hospital, residential treatment program, psychiatric institution, etc.)

Chronic homelessness status is collected in the HMIS by 2 data elements on the program enrollment screen: all of the Prior Living Situation fields and the Disabling Condition field. Entering accurate information for these fields will help prioritize the provision of housing services to the clients with the greatest need.

Understanding the Prior Living Situation fields is key to understanding how chronic homelessness is documented in the HMIS. These fields seek to understand the client’s living situation *immediately before their program enrollment date*.

In Clarity Human Services, the Type of Residence field is where you enter an individual’s prior living situation. To determine a client’s “Type of Residence” ask them, “Where did you stay or sleep last night?”

The Length of Stay in Prior Living Situation field is where you enter the length of time spent in that situation.


- The first three responses in the Type of Residence picklist are the ones that indicate possible chronic homelessness (Place not meant for habitation, Emergency shelter, or Safe Haven).

PRIOR LIVING SITUATION

Type of Residence	<input checked="" type="checkbox"/> Select Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter Safe Haven Foster care home or foster care group home
Length of Stay in Prior Living Situation	
DISABLING CONDITIONS A	Hospital or other residential non-psychiatric medical facility
Disabling Condition	Jail, prison, or juvenile detention facility Long-term care facility or nursing home
Physical Disability	Psychiatric hospital or other psychiatric facility Substance abuse treatment facility or detox center Traditional housing for homeless persons (including homeless youth)

If you select one of those three responses, then you'll need to complete additional fields. The responses to these fields will be used to determine whether the individual meets the timeframe requirements for the "chronically homeless" definition.


PRIOR LIVING SITUATION

Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/tr
Length of Stay in Prior Living Situation	Select
Approximate date this episode of homelessness started	__/__/____ 
Number of times on the streets, in ES, or Safe Haven in the past three years	Select
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	Select

The next six responses for Type of Residence indicate that the individual has been living in an institutional situation.

Type of Residence	<input checked="" type="checkbox"/> Select Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter Safe Haven Foster care home or foster care group home Hospital or other residential non-psychiatric medical facility Jail, prison, or juvenile detention facility Long-term care facility or nursing home Psychiatric hospital or other psychiatric facility Substance abuse treatment facility or detox center
Length of Stay in Prior Living Situation	
DISABLING CONDITIONS A	
Disabling Condition	
Physical Disability	

If you select one of those six responses, then you'll need to select whether the stay in the institution was less than 90 days. If the response is "Yes," you'll need to complete additional fields. The responses to those fields will be used to determine whether the individual's living situation prior to the institutional stay meets the "chronically homeless" definition.

Type of Residence	Jail, prison, or juvenile detention facility
Length of Stay in Prior Living Situation	One night or less
Length of Stay Less Than 90 Days	Yes
On the night before - stayed on the streets, ES or Safe Haven	Yes
Approximate date this episode of homelessness started	11/01/2023 
Number of times on the streets, in ES, or Safe Haven in the past three years	Three Times
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	More than 12 Months

Now, let's look at a couple examples for accurately reporting a client's "Type of Residence."

### Example 1:

A client was evicted from their permanent housing last week, and they have been staying in their vehicle ever since. They come to you, a case manager at a shelter, in hopes of getting enrolled into the shelter program. Luckily, there's space in this shelter program, and you work with them to complete the program enrollment information in the HMIS.

**Pop Quiz:** What would this client's "Type of Residence" be for the shelter program enrollment?

If you guessed "Place not meant for habitation," you're right! Even though this client recently had permanent housing, this is *not* their prior living situation because in between the loss of their permanent housing location and their arrival at the shelter, they were staying in their vehicle, and as such, they are currently considered by HUD to be "literally homeless."

### Example 2:

A client lost their permanent housing subsidy a few months ago, quickly fell behind on rent, and had to move out because they couldn't afford the rent without a subsidy. This client is now staying in a shelter program, and recently got approved for a transitional housing program. This client will stay in the shelter program until they move into the transitional housing program.

**Pop Quiz:** What would this client's "Type of Residence" be for the transitional housing program enrollment?

If you guessed "Emergency shelter," you're right! Even though this client recently had permanent housing a few months ago, this is *not* their prior living situation because in between the loss of their permanent housing location and their arrival at the transitional housing program, they were staying in a shelter program, and as such, they are currently considered by HUD to be "literally homeless."

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

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