



Napa County HMIS News November 2024

Welcome to the Napa County HMIS November 2024 newsletter!

In this edition you'll find the following:

- Community Poll
- Upcoming Events
- Napa 2025 PIT Count Planning
- Clarity Human Services Feature Updates
- Clarity Toolbox: Understanding Chronic Homelessness
- How-To: Record and Edit Coordinated Entry Events



News

Welcome to the 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

Napa CoC General Meeting

Thursday, December 5, 2:30-4:00 p.m. | Register [here](#)

Monthly CoC meeting run by Napa County on the first Thursday of every month. After registering, you will receive a confirmation email containing information about joining the meeting.



News

Napa 2025 PIT Count Planning

It is that time of year again to begin PIT Count planning. Brandee Freitas sent out a calendar invite to those of you that participated in planning last year, but she would also like to send out a CoC-wide invite for anyone else that would like to participate. Please note, the planning group is different than signing up to volunteer (more info to come on that later).

Join the Planning Team:

If you would like more information on joining the planning team, please email Brandee (Brandee.Freitas@countyofnapa.org) and Jesus (jesus.tijero@countyofnapa.org).



Clarity Human Services 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.

Referred Date 10/23/2024 9:15 AM

Days Pending

Qualified

VISPDATV2 score

Last Activity

Referred by Staff

Navigator

Private

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 date/time 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

Service Name	Start Date	End Date
Referral: Housing Queue Housing for Health Partnership referral to Community Queue	11/18/2024 1:00 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 Mothers	10/21/2024	10/22/2024



Training

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.)

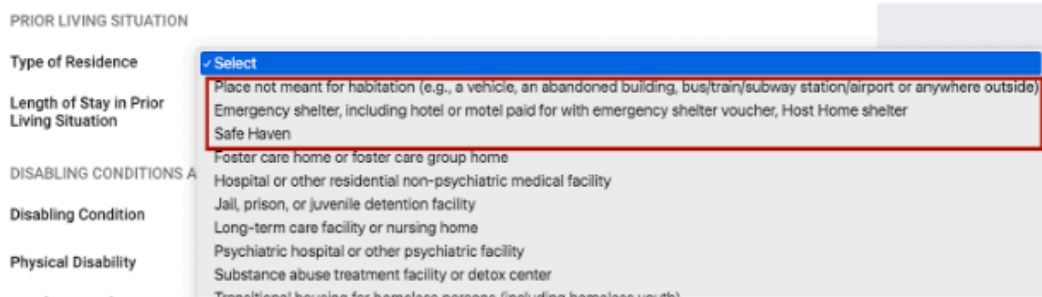
Chronic homelessness status is collected in the HMIS by 2 data elements on the program enrollment screen: all of the Prior Living Situation fields and the Disabling Condition field. Entering accurate information for these fields will help prioritize the provision of housing services to the clients with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



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

Length of Stay in Prior Living Situation

Approximate date this episode of homelessness started


Number of times on the streets, in ES, or Safe Haven in the past three years

Total number of months homeless on the streets, in ES, or Safe Haven in the past three years

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

Type of Residence	<div style="border: 1px solid blue; padding: 2px;"> ✓ Select </div>
Length of Stay in Prior Living Situation	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
DISABLING CONDITIONS A	Foster care home or foster care group home
	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

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?

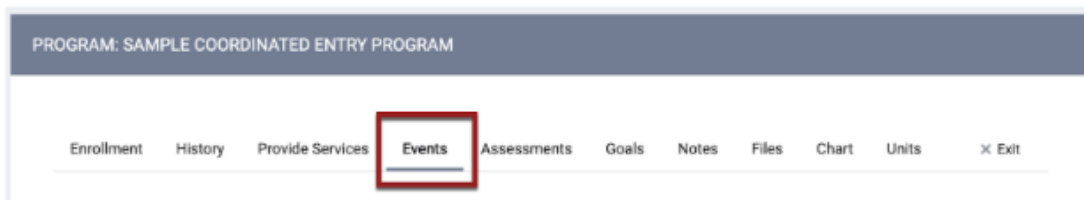
If you guessed “Emergency shelter,” you’re right! Even though this client recently had permanent housing a few months ago, this is *not* their prior living situation because in between the loss of their permanent housing location and their arrival at the transitional housing program, they were staying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



How-to

Record and Edit Coordinated Entry Events in the Client Record

The **Events** tab in a client's program enrollment provides a history of Coordinated Entry Events (CE Events) for that enrollment and allows staff to record Manual Coordinated Entry Events for the client.



Recording Manual CE Events

The **Coordinated Entry Events** section of the *Events* tab displays a list of Manual CE Events that have been enabled and configured for the program. Events configured as “Inferred” will not be listed.

The screenshot shows a software interface for a program titled "PROGRAM: SAMPLE COORDINATED ENTRY PROGRAM". At the top, there is a navigation menu with the following items: Enrollment, History, Provide Services, Events (which is currently selected and underlined), Assessments, Goals, Notes, Files, Chart, Units, and a button labeled "x Exit". Below the navigation menu, the main content area is titled "Coordinated Entry Events". It contains a list of four events, each with a down arrow icon to its right, indicating a drop-down menu:

- Referral to Prevention Assistance project
- Referral to scheduled Coordinated Entry Crisis Needs Assessment
- Referral to scheduled Coordinated Entry Housing Needs Assessment
- Referral to post-placement/follow-up case management

To record a Manual CE Event, click the down arrow next to the Event, complete the fields as appropriate, and click *SUBMIT*.

***Note:** For Coordinated Entry Event categories 10-15. The drop-down list for **Location of Crisis Housing or Permanent Housing Referral** field will only include programs with **Project Receives CE Referrals** = Yes as of the date of the referral.

The record can be edited later in the CE Event History to update fields such as Referral Result.

Referral to a Housing Stability Voucher

Date: 10/21/2022

Referral Result: Select

Event Note:

B I [List Icons]

SUBMIT

Editing CE Events

The HISTORY section of the *Events* tab displays a list of manual and inferred CE Events that have been recorded for that enrollment. Refer to our [History Tab article](#) for details on the icons that may be displayed for each record.

Staff with the [appropriate access](#) can edit an Event by clicking its *Edit* icon here on the *Events* tab or on the client's [HISTORY tab](#).

HISTORY

Advanced search options View

Name	Category	Date	Type	User Creating
Referral to a Housing Stability Voucher	Referral to a Housing Stability Voucher	10/03/2022	Manual	Sam Staffer

The HISTORY: EDIT EVENT page appears.

HISTORY: EDIT EVENT

Event Name: Referral to a Housing Stability Voucher

Event Category: Referral to a Housing Stability Voucher

Event Type: Manual

Agency: ABC Agency (Entered by: Sam Staffer)

Date: 10/20/2022

Referral Result: Select

Private:

PROGRAMS

Agency Name	Start Date	End Date	Type
Sample Coordinated Entry Program	ABC Agency	10/20/2022	Individual

NOTES

SAVE CHANGES CANCEL

Audit Log

Deleting CE Events

Staff with the [appropriate access](#) can delete an Event by clicking its trash can icon.

HISTORY

Advanced search options View

Name	Category	Date	Type	User Creating
Referral to scheduled Coordinated Entry Housing Needs Assessment	Referral to scheduled Coordinated Entry Housing Needs Assessment	10/04/2022	Manual	Sam Sample
Referral to Prevention Assistance project	Referral to Prevention Assistance project	10/04/2022	Manual	Sam Sample

Recover Deleted Data

Staff with the [Restore Deleted Data access permission](#) can restore deleted CE Events by clicking *Recover Deleted Data* at the bottom of the page, turning on the toggle for the CE Event(s) to restore, and clicking *RESTORE*.

Coordinated Entry Event History

Records of the CE Events for the enrollment are displayed in the HISTORY section at the bottom of the *Events* tab page.

- Manual Events will be editable by staff with the appropriate access.
- The system will update Inferred Event records based on inferred triggers, such as when there is a result date and referral result.
 - Updates to linked referrals will be reflected as appropriate within the read-only record.
 - The Audit Log will include all changes to Inferred Events. The staff associated with the log entry will be the user updating the referral that resulted in the update to the Inferred Event.
 - Inferred Event information can be manually updated by staff dependent on Access Role permissions.
- An information icon will appear next to any Inferred Events in the client record that are not currently being updated in response to inferred triggers. A user hovering over the information icon will see a tooltip explaining why inferred updates are not being reflected in the record:

Reason the system is not updating the Inferred Event record	Tooltip text
Inferred Event record was manually updated	"Event information no longer inferred due to manual updates."
Referral associated with an Inferred Event was deleted	"Event information no longer inferred due to associated referral deletion."

Questions? Your HMIS Administrator is happy to help.

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