



Santa Cruz HMIS News

November 2024

Welcome to the Santa Cruz HMIS November 2024 newsletter!

In this edition you'll find the following:

- Community Poll
- Upcoming Events
- Announcements
 - 2024 LSA How to Guide
 - New HMIS File Categories and File Names
 - Clarity Human Service Feature Updates
- Data Quality Dashboard and Report Content
- New Clarity Human Services Interface
- Report Spotlight: Monthly Staff Report



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

Upcoming Events

Housing for Health - HMIS Office Hours **Cancelled**

The HMIS Office Hours scheduled for Monday, December 23, 2024 from 1:00pm-2:30pm have been canceled. Housing for Health and Bitfocus will resume regular office hours in January. Happy holidays!

Please register for the next Office Hours below.

- Monday, January 27 | Register [HERE](#)



Announcements

2024 LSA How to Guide

Check out this helpful visual, The 2024 LSA How to Guide! It's packed with valuable information, including an overview of:

- What is the LSA
- 2024 LSA Timeline & Reporting Period

- LSA Flag Types
- LSA Resources

FEDERAL REPORTING: LSA

A How-To Guide



WHAT IS THE LSA?

The Longitudinal Systems Analysis (LSA) is a report that provides HUD and CoCs with information about how people experiencing homelessness use their system of care.



The LSA is a large CSV data file pulled from Clarity and uploaded to the HUD HDX, HUD's data submission site.

THE LSA FOCUSES ON THREE KEY PERFORMANCE MEASURES:

1. Returns to Homelessness
2. Exits to Permanent Destinations
3. Cumulative Days Homeless

WHAT IS THE LSA USED FOR?

Communities earn points based on their effectiveness in addressing homelessness, often measured through the LSA report. Influencing the allocation of funds according to their ranking in the system.

THE LSA TIMELINE

- 30 SEPT 2024
Reporting Year Ends
- 4 NOV 2024
LSA Data Collection Opens
- TIME TO ADDRESS FLAGS
- 9 JAN 2025
LSA Final Deadline

2024 LSA REPORTING PERIOD
10/1/23 - 9/30/24

COMMON DATA QUALITY ERRORS CAUGHT BY THE LSA:

HOUSEHOLD DATA

INVENTORY

OVERLAPPING ENROLLMENTS

\$ BETTER LSA DATA = MORE FUNDING OPPORTUNITIES \$

COMMUNICATION FROM THE HMIS TEAM:

To ensure data safety, we'll contact each agency based on flagged errors. We'll work on files securely through Box or use de-identified files via email.

LSA FLAG TYPES

ERROR FLAGS

Data error - something about the data is not possible (e.g., number of adults served is higher than total clients served in a shelter).

WARNING FLAGS

Warning - something about the data is unexpected, but still possible (e.g. the average household size is unusually high).

LSA RESOURCES



Check out the PDF

Direct links to the resources:

- [2024 LSA Toolkit](#)
- [LSA Tools - HUD Exchange](#)
- [Intro to submitting LSA](#)
- [LSA Common Flags](#)
- [Bitfocus Help Center](#)



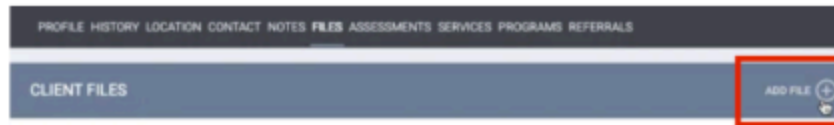
Announcements

New HMIS File Categories and File Names

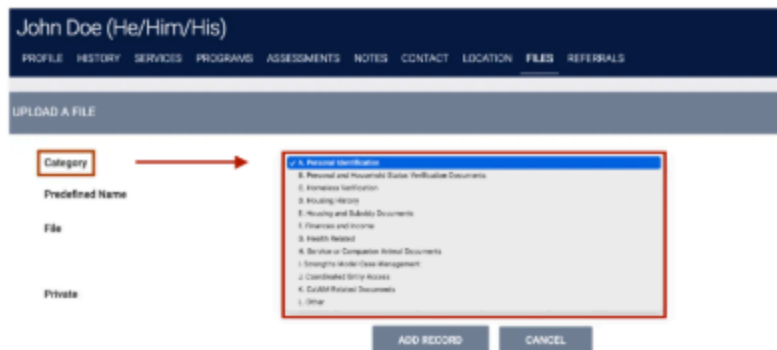
On November 7th, Housing for Health updated HMIS File Categories and File Names to simplify the file upload feature. Staff are encouraged to start uploading important client documents into HMIS. Previously uploaded files will remain in the client's file with the original naming convention, even if the naming conventions have changed. Updated categories and names are highlighted below.

First, navigate to the client's global Files Tab as shown in the image below.

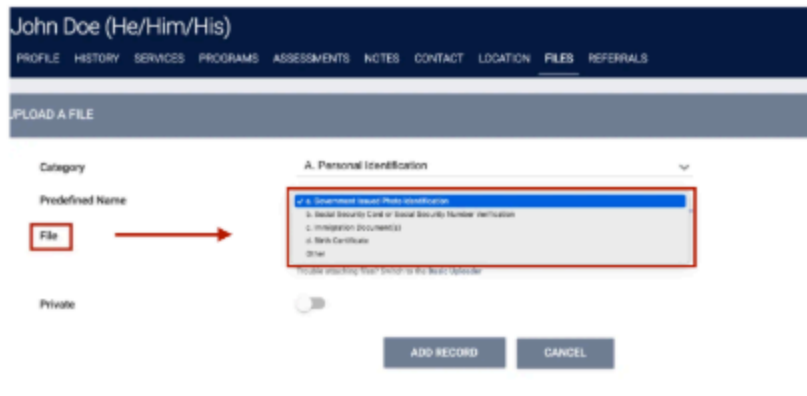
To upload a new file click "Add New File" as indicated in the image below.



After you click "Add File," you will select the most appropriate Category for the file.



Then select the most appropriate File Name.



Having important documents in a client's profile is not only useful but essential for the timely and effective coordination of services between agencies and programs. This helps ensure the referral and enrollment process goes as smoothly as possible. See our Help Desk article [Working with Files in the Client Record](#) for more information.



Clarity Human Services Updates

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.

The screenshot displays a user interface for managing referrals. On the left is a sidebar with the following labels: **Referred Date**, **Days Pending**, **Qualified**, **VISPDATV2 score**, **Last Activity**, **Referred by Staff**, **Navigator**, and **Private**. The main content area shows a date and time picker. At the top, it displays '10/23/2024 9:15 AM' with a clock icon. Below this is a calendar for 'October 2024' with days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates (1-31). The date '23' is highlighted. To the right of the calendar is a time selection dropdown with 'Hour' set to '9 AM' and 'Minute' set to '15'. At the bottom of the picker are 'Now' and 'Done' buttons. A toggle switch for 'Private' is visible at the bottom left of the main area.

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

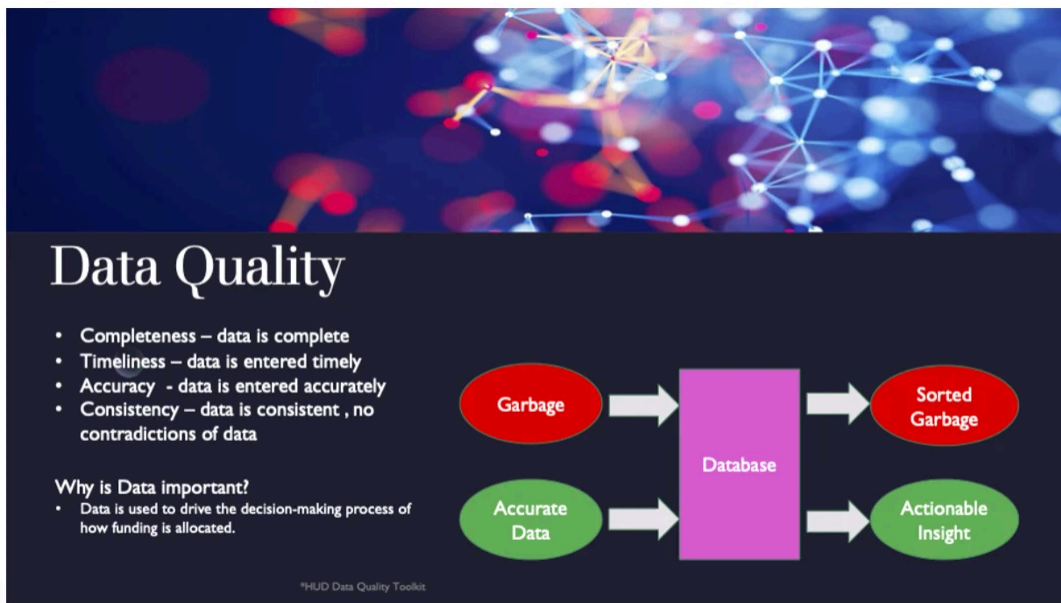
Service Name	Start Date	End Date
Referral: Housing Queue Housing for Health Partnership referral to Community Queue	11/18/2024 11:00 AM	Pending
Housing Needs Assessment Housing for Health Partnership		11/03/2024
Coordinated Entry Housing for Health Partnership	11/03/2024	Active
Street Outreach CE Housing Matters	10/31/2024	10/31/2024



Announcements

Data Quality Dashboard and Report Content

Please see the pictures below for the agency-level data quality dashboard and report content updates. This is updated monthly - check it out!



Check out the PDF!



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?](#)



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:

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

Report Details

General Data Quality

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

Monthly Staff Report	Sample Agency
<p>This report is an automated monthly review of your staff participation in Clarity.</p> <p>Please note, this is a courtesy email report. All data held within is viewable at any time by accessing the Reports Library within Clarity.</p>	
Your Agency Average Data Entry Timeliness (in days)	0
Your PNTA DQ Score	1.0%
Your Doesn't Know DQ Score	2.0%
Your Not Collected DQ Score	11.0%
Your Unique Client Count	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
Profile Statistics						
SSN (3.02.2)	1	100%	1	100%	1	100%
DOB (3.03.2)	1	100%	1	100%	1	100%
Race and Ethnicity (3.04)	1	100%	1	100%	1	100%
Gender (3.06)	1	100%	1	100%	1	100%
Veteran Status (3.07)	1	100%	1	100%	1	100%
Program Entry Statistics						
Enrollment CoC (3.16)	1	100%	1	100%	1	100%
Household Member Type (3.15)	1	100%	1	100%	1	100%
Prior Living Situation (3.917)	1	100%	1	100%	1	100%
Times on Streets, ES, SH	1	100%	1	100%	1	100%
Disabling Condition (3.08)	1	100%	1	100%	1	100%
Physical Disability (4.05.2)	1	100%	1	100%	1	100%
Development Disability (4.06.2)	1	100%	1	100%	1	100%
Chronic Health Condition (4.07.2)	1	100%	1	100%	1	100%
HIV / AIDS (4.08.2)	1	100%	1	100%	1	100%
Mental Health Disorder (4.09.2)	1	100%	1	100%	1	100%
Substance Use Disorder (4.10.2)	1	100%	1	100%	1	100%
Domestic Violence (4.11.2)	1	100%	1	100%	1	100%
Income and Sources (4.02.2)	1	100%	1	100%	1	100%
Non-Cash Benefits (4.03.2)	1	100%	1	100%	1	100%
Health Insurance (4.04.2)	1	100%	1	100%	1	100%
Program Exit Statistics						
Exit Destination (3.12)	1	100%	1	100%	1	100%
Income and Sources (4.02.2)	1	100%	1	100%	1	100%
Non-Cash Benefits (4.03.2)	1	100%	1	100%	1	100%
Health Insurance (4.04.2)	1	100%	1	100%	1	100%

Questions? Your HMIS Administrator is happy to help.

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