



## Santa Cruz HMIS News September 2023

Welcome to the Santa Cruz HMIS September 2023 newsletter!

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

- Upcoming Events
- 2024 HUD Data Standards Announcements: New Paper HMIS Forms and Final Reminder of Changes Happening 10/1/23
- August Poll Results
- HMIS Training Update: Upcoming Trainings
- Abandoned Enrollments 101: What are They and How to Fix Them
- Report Spotlight: [GNRL-106] Program Roster Report



### Upcoming Events

#### Upcoming Events

**Housing for Health - HMIS Workgroup**

**Monday, October 23 | 1:00 - 2:30 p.m. | Register [HERE](#)**

This monthly virtual meeting provides a regular opportunity for sharing related to HMIS implementation among all HMIS Leads and users. In this meeting, we

discuss specific solutions to system issues end users may be experiencing, along with community-wide initiatives. We would love to have you join us! ***Please note that this meeting is required for HMIS Agency Leads.***

### Clarity Human Services Office Hours

Tuesday, October 24 | 3:00 - 4:00 p.m. | Register [HERE](#)

We host office hours every fourth Tuesday of each month. Drop-in for as long or as short as you'd like to ask any and all questions related to HMIS or Clarity Human Services. All users are welcome. Please join us within the first 15 minutes or we will assume nobody will be joining us for Office Hours and we will close out the Zoom meeting.



## Announcements

### 2024 HUD Data Standards

#### Paper HMIS Forms

As you know, the 2024 Data Standards will be live in the HMIS on October 1, 2023! **Paper HMIS forms have been revised and will be available on the website [HERE](#) on 10/1. Please get rid of ALL old versions of these forms - both paper and electronic copies - and *ONLY* use the updated forms available on the website on 10/1.** The forms will be available on the website in PDF format, but they will also be available in a Word document format upon request.

Our recommendation will always be to enter data directly into the HMIS whenever possible. This is to improve data quality efforts in the HMIS and to reduce the burden of logging client data in multiple places (on a paper form and then translated into the HMIS). However, we know that sometimes direct data entry is not possible - especially when you are in the field meeting clients where they are at. This is why it is important to know where to find the right paper forms for your program. When completed correctly, the paper forms should be very close to an exact match when inputting this information into the HMIS.

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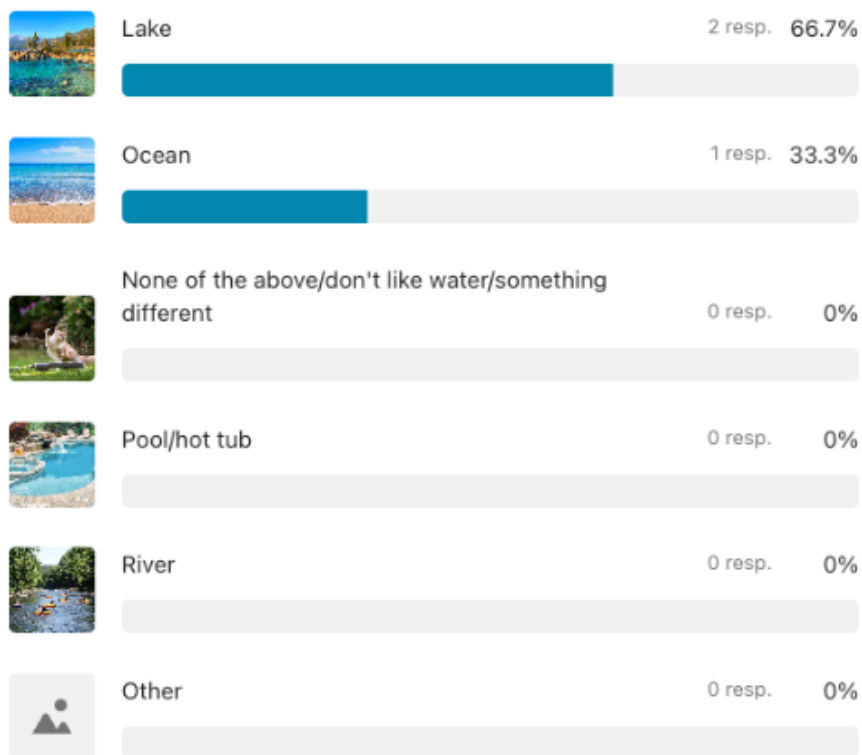
# News

## Here are the results from last month's poll:

With the soaring summer temps, what's your go-to when you're ready to take a dip - if you could only choose one?

**1** With the soaring summer temps, what's your go-to when you're ready to take a dip - if you could only choose one?

3 out of 3 people answered this question



Only three responses on this poll?! Y'all are a tough crowd - we hoped you'd love this one! We are taking a break from polls for this month as we focus on the HMIS data standards updates. Be on the lookout for more polls coming soon! We would love to get some more engagement on these fun additions to the newsletter. 😊



# Updates

## HMIS Training Update

### In-Person Privacy & Security Training

The quarterly in-person HMIS Privacy and Security training will be held at **18 W Beach St in Watsonville Tuesday, 10/3 9 a.m.-12 p.m.** If you are a new or existing user that has not yet taken this in-person training please contact Loren White at [loren.white@santacruzcountycalifornia.gov](mailto:loren.white@santacruzcountycalifornia.gov) and he can help register you for the training.

### In-Person General HMIS Trainings

The in-person General HMIS Trainings will be split into two parts. These trainings will begin in mid-October and run until the Holiday break in late December. Please keep an eye out for an email with dates and registration instructions for the first training module. It is expected to be sent out next week. The second module times have not yet been finalized but you should be receiving the dates and registration instructions next month.

Note that these trainings will be done in the HMIS training site. Instructions to access the site will be sent out 10/2. **You will need to set up your training site account prior to attending the training.** Due to limited availability of desktops in the County's computer labs you may be asked to bring a work laptop if you have one.

### In-Person HMIS Manager/Lead Trainings

Content for the in-person HMIS Manager/Lead trainings has not yet been finalized, but the trainings are expected to launch sometime in the early new year (2024). This will be the last of the in-person HMIS trainings that are currently planned, and will only be required for those HMIS Users that are either Agency Leads or hold HMIS Manager licenses. More information to follow on this.

Please contact Loren White at [loren.white@santacruzcountycalifornia.gov](mailto:loren.white@santacruzcountycalifornia.gov) if you have questions about any of the in-person HMIS trainings.



## News

### Abandoned Enrollments 101: What are They and How to Fix Them

#### What are Abandoned Enrollments?

Abandoned enrollments are open enrollments for clients who are no longer being served by your program(s). Abandoned enrollments cause several data quality issues, such as:

1. They artificially inflate your utilization rates and make it appear that your program is over capacity.
2. They artificially inflate the average length of time clients spend in your program, making it appear that clients are served by your program and/or the system for far longer than is the case.
3. They can make it appear that your program is full and cannot receive new referrals.
4. They can cause you to not get credit for positive exit outcomes.

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## Report Spotlight

### [GNRL-106] Program Roster

The [\[GNRL-106\] Program Roster report](#) is a simple yet powerful tool that provides a user-friendly list of clients and households enrolled in your programs, as well as additional useful information about those clients. You can also run a Program Roster for clients who were enrolled in the past but have exited your program.

[GNRL-106] Program Roster allows you to easily answer questions such as:

- **Are all clients currently being served enrolled in the program?** (Do they show up on the report?)

- How long have clients been enrolled?
- Are there households who have left the program but still show up on the roster and need to be exited?
- Are household members grouped together correctly? (Clients are grouped by household.)

Program Roster Report		SAMPLE REPORT TEST Client Data				Sarah Agency		Status: Active		
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Assessments	Services	Assigned Staff
<b>RRH Program</b>										
Benetar, Pat	5CAB8E679	09/09/1972	43	44	04/19/2016	-	393	0	0	S. Holmes
Jeft, Joan	0E3CE834D	12/25/1952	63	64	04/19/2016	-	393	2	1	S. Holmes
<b>Total : 2</b>										
<b>List of Programs</b>										
RRH Program										
<b>List of Program Types</b>										
PH - Rapid Re-Housing										
<b>Program Applicability List</b>										
Homeless Prevention and Rapid ReHousing [HPRP]										

**This report contains:**

- List of clients under each program - grouped by households so that all family members are together.
- Client name, unique ID, DOB, age at entry, current age, enroll date, exit date.
- LOS - length of stay in your program by number of nights.
- Assessments - number of annual or status assessments that have been completed.
- Services - number of services provided to this client during their time in the program.
- Assigned staff - agency’s HMIS user affiliated with client record.
- List of programs included in the report.
- List of program types included in the report (e.g., emergency shelter, services only, etc.)
- Program applicability list - like program types and designated by HUD data standards.

**To run the [GNRL-106] Program Roster:**

1. Log in to Clarity Human Services and navigate to the Report Library (**Reports** under the Launcher menu in the upper right corner).
2. Locate [**GNRL-106**] **Program Roster Report** under the **Program Based Reports** section.
3. Under **Program(s)** select one or more programs for which to run the report.
4. Under **Program Status** indicate whether you wish to run the report for Active clients or one of the Exited time periods ("Exited within 3 months", etc.).
5. Under **Report Output Format** select Web Page, PDF or Excel (choosing Web Page will allow you to click on the client's name or ID and automatically open up the client profile in Clarity Human Services).

Click the **OK** button.

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

**Phone: 831-713-2288**

**Email: [santacruz@bitfocus.com](mailto:santacruz@bitfocus.com)**



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

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