

Alameda County Monthly User Meeting

February 2024



Agenda



Trainings



Report Library: APR, Data Quality, Roster Report



Overlapping Enrollments



Missing Move-In Dates

Training



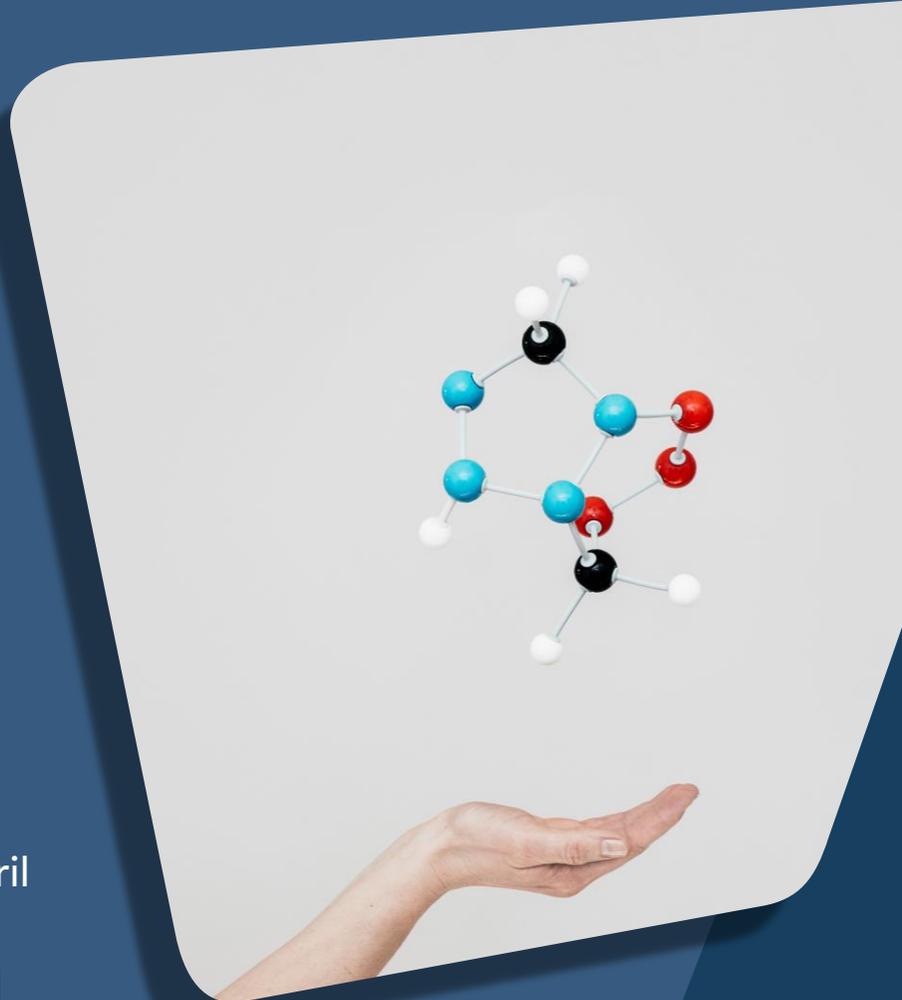
Trainings

▪ Alameda County Privacy and Security

- For ALL Users to complete by noon on 02/29
- Users who have not completed the training by the deadline will have their account made inactive and will need to complete the Alameda Privacy and Security to have their account reinstated.
- Agency Liaisons will be responsible for ensuring all users within their agency have completed the training before the deadline and will be responsible for reaching out to have user accounts reinstated.

▪ Alameda Coordinated Entry Training

- **Only for users who require access to CE.**
- Users who completed the training in the interim period will still need to complete the quizzes within their assigned module.
- The deadline for users who completed the quizzes in the interim period is April 1st.
- If you completed the training before December 2023, please contact Michael Drane (Email: MDrane@acgov.org)



Report Library



Navigating to the Report Library



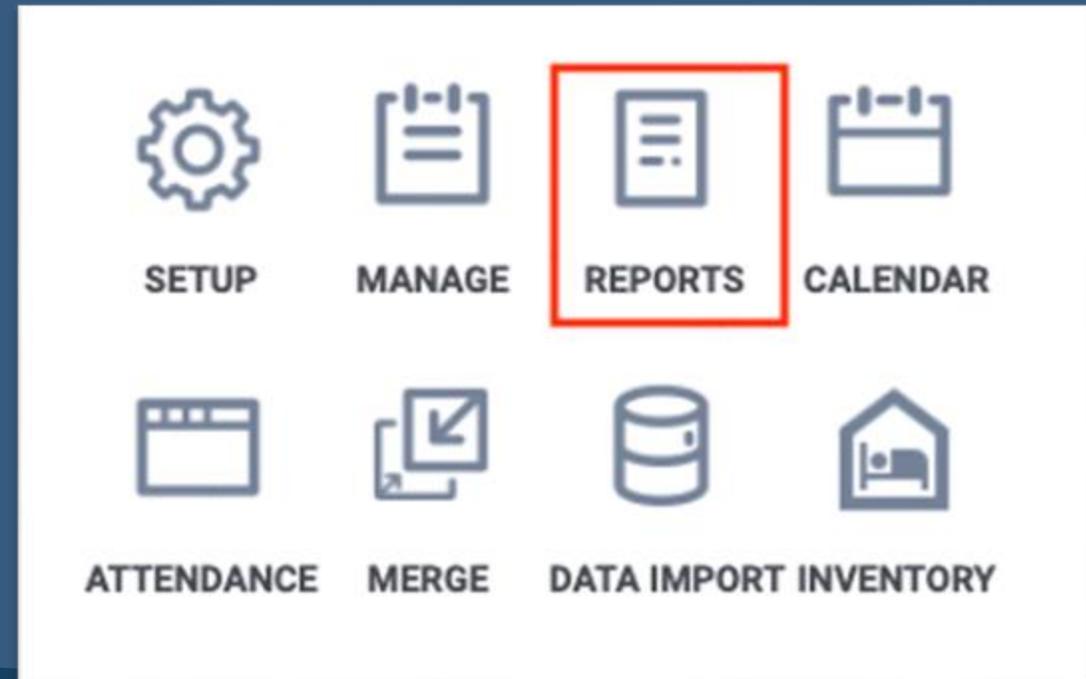
Any user can utilize reports.

Running reports regularly can help identify data quality errors and allow you to view your program and client's information in a snapshot.

1. Start by Selecting the Launchpad



2. Next, select the Reports Icon



Report Library Categories

- Favorite Reports
- Data Quality Reports
- Service Based Reports
- Program Based Reports
- Assessment Based
- Profile Screen Reports
- Housing
- HUD Reports
- Administrator Reports
- Agency Specific
- Community and Referrals
- Agency Management

REPORT LIBRARY	
Favorite Reports	Where You can Save Your Favorite Reports from Any Category
Data Quality Reports	Your go-to for Data Quality
Service Based Reports	When you are looking for all things Service related
Program Based Reports	** Probably your most used category
Assessment Based Reports	
Profile Screen Reports	
Housing	Housing Census Reports
HUD Reports	Reports Required for Specific HUD Funded Programs- Can be used by other programs as well
Administrator Reports	
Agency Specific	** Where to find the Seattle/King County Outcomes Report **
Community and Referrals	To see the CE referrals coming in to your agency
Agency Management	

Reports

Now you are in the Report Library!

- Select the drop-down arrow next to the category to view the reports under the category.
- You can also “Favorite” reports you use regularly by selecting the star icon.
- Selecting the drop-down arrow next to “More Info” will allow you to view a description of the report.

The screenshot displays the 'REPORT LIBRARY' interface. It features a list of report categories on the left and a detailed view of a specific report on the right. The categories and their counts are: Favorite Reports (4 report(s)), HUD Reports (7 report(s)), Data Quality Reports (6 report(s)), Administrator Reports (19 report(s)), and Service Based Reports (13 report(s)).

The 'Data Quality Reports' section is expanded, showing a list of reports. The first report, '[DQXX-102] Program Data Review', is highlighted. Its description reads: 'The report that provides information on program participation duration for active and inactive clients, while also reporting data quality scores for the chosen program. Program Data Review'. To the right of this report are three interactive icons: a star (Favorite), a play button (RUN), and a calendar (SCHEDULE). A red box highlights the star icon, and another red box highlights the 'LESS INFO ^' dropdown arrow. A red arrow points from the 'LESS INFO ^' dropdown to the description text.

Report Name	Actions
[DQXX-102] Program Data Review	★ RUN SCHEDULE LESS INFO ^
[DQXX-103] Monthly Staff Report	★ RUN SCHEDULE MORE INFO ^
[DQXX-110] Duplicate Clients	★ RUN SCHEDULE MORE INFO ^
[DQXX-121] Project Start Date > Project Exit Date	★ RUN SCHEDULE MORE INFO ^
[DQXX-122] Duplicate Assessments Report	★ RUN SCHEDULE MORE INFO ^
[GNRL-242] Client Project Stay Issues	★ RUN SCHEDULE MORE INFO ^

Important Reports

[GNRL-106] Program Roster (Program-Based Report)

- Who's stayed in the program?
- Lists program stay information for clients with the selected status in the selected program

Program Roster Report										CE - Coordinated Entry						
										Active within 01/01/2023 thru 03/15/2023						
Housing Move-in: Undefined = Unknown HoH or adjusted Move-in is Null, <input type="checkbox"/> = Non PH Project, A: Assessments, S: Services, CN: Case Notes You can find more information about adjusted Move-In Date at the Help Center Article																
Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.																
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff	Unit Assignment	Bed Assignment	Occupancy Start Date	Occupancy End Date
<i>Program: Alameda County Coordinated Entry</i>																
Wilson, Jane	6C131F663	05/29/1998	24	24	01/19/2023	-	56		0	0	0	S. Holmes				
Tina, Turner	2A2B1594A	01/25/1992	31	31	02/14/2023	-	30		1	0	0	D. CHANGE				
Child, Tina's	BE5176D3C	03/12/2008	14	15	02/14/2023	-	30		1	0	0	D. CHANGE				
Test, Stacy	01D66CF0D	09/12/2000	22	22	02/16/2023	-	28		0	0	0	S. Holmes				
Test, Bitfocus	1A7270C26	01/01/1990	33	33	02/21/2023	-	23		0	0	0	R. Abadajos				
Jones, Bob	C45F3D5AE	02/02/1980	43	43	02/21/2023	-	23		0	0	0	R. Abadajos				
Bomba, Sean Paul	FB352490A	02/27/1988	35	35	02/27/2023	-	17		1	0	0	D. CHANGE				
Bomba, Clyde	CB2AC871C	03/06/1984	38	39	02/27/2023	-	17		0	0	0	D. CHANGE				
Drop, One	5A782B159	04/05/2006	16	16	02/27/2023	-	17		0	0	0	D. CHANGE				
													Number of Enrollments: 9			
													Number of Unique Clients: 9			
													Number of Households: 6			

Important Reports

[HUDX-225] HMIS Data Quality Report (HUD Reports) (HUD Reports)

- Who needs support around data entry?
- Comprehensive data review

HMIS Data Quality Report [FY 2020]		CA-501 - San Francisco CoC: Demo Agency			
		CoC Category Filter: Agency CoC Report period 12/01/2019 - 11/30/202			
Q1. Report Validation Table					
Program Applicability: All Projects					
Total number of persons served			10		
Number of adults (age 18 or over)			8		
Number of children (under age 18)			2		
Number of persons with unknown age			0		
Number of leavers			2		
Number of adult leavers			2		
Number of adult and head of household leavers			2		
Number of stayers			8		
Number of adult stayers			6		
Number of veterans			2		
Number of chronically homeless persons			3		
Number of youth under age 25			2		
Number of parenting youth under age 25 with children			0		
Number of adult heads of household			8		
Number of child and unknown-age heads of household			1		
Heads of households and adult stayers in the project 365 days or more			2		
Q2. Personally Identifiable Information (PII)					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.1)	0	0	0	0	0%
Social Security Number (3.2)	0	0	4	4	40%
Date of Birth (3.3)	0	0	1	1	10%
Race (3.4)	0	0	0	0	0%
Ethnicity (3.5)	1	0	0	1	10%
Gender (3.6)	0	0	0	0	0%
Overall Score				4	40%

Q3. Universal Data Elements							
Program Applicability: All Projects							
Data Element	Error Count	% of Error Rate					
Veteran Status (3.7)	0	0%					
Project Start Date (3.10)	0	0%					
Relationship to Head of Household (3.15)	1	10%					
Client Location (3.16)	0	0%					
Disabling Condition (3.8)	1	10%					
Q4. Income and Housing Data Quality							
Program Applicability: All Projects							
Data Element	Error Count	% of Error Rate					
Destination (3.12)	0	0%					
Income and Sources (4.2) at Start	5	55.56%					
Income and Sources (4.2) at Annual Assessment	2	100%					
Income and Sources (4.2) at Exit	0	0%					
Non-Cash Benefits (4.3) at Start	5	55.56%					
Non-Cash Benefits (4.3) at Annual Assessment	2	100%					
Non-Cash Benefits (4.3) at Exit	0	0%					
Q5. Chronic Homeless							
Program Applicability: ES, SH, Street Outreach, TH & PH(All)							
Starting into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.9.17.3) Missing	Number of times (3.9.17.4) DK/R/missing	Number of months (3.9.17.5) DK/R/missing	% of records unable to calculate
ES, SH, Street Outreach	1			0	0	0	0%
TH	2	0	0	0	0	0	0%
PH (all)	4	0	1	0	0	0	25%
Total	7						14.29%

Q6. Timeliness			
Program Applicability: All Projects			
Time for Record Entry	Number of Project Start Records	Number of Project Exit Records	
0 days	6	2	
1-3 days	1	0	
4-6 days	0	0	
7-10 days	0	0	
11+ days	0	0	
Q7. Inactive Records: Street Outreach and Emergency Shelter			
Program Applicability: Street Outreach & ES-Night By Night			
Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES-NbN)	0	0	0%
Bed Night (All clients in ES-NbN)	0	0	0%
Programs Included in Dataset			
Agency	Program Name		
Demo Agency	Arches Navigation Center		
Demo Agency	Coordinated Entry Access Point		
Demo Agency	Denali Transitional Housing		
Demo Agency	Evergreen Family Individual Room Shelter		
Demo Agency	Housing Ladder		
Demo Agency	Problem Solving		
Demo Agency	Street Outreach Program		
Demo Agency	Yellowstone Congregate Shelter		
Demo Agency	Zion Housing		

Important Reports

[HUDX-227] Annual Performance Report (HUD Reports)

The APR is a series of tables with questions about service levels and outcomes for the funded projects.

- Snapshot of clients served.
- Demographic information
- Data Quality Errors
- Current Living Situation
- Income and Sources
- Disabling Conditions
- Length of Stay
- Progress captured for the duration of enrollments.
- Exit Destinations
- And more...

HUD Annual Performance Report [FY 2022]		Demo Agency		
		Date Range: 07/01/2021 thru 06/30/2022		
		Agency cat. filter: Agency CoC		
		Client Location filter: No		
		Funding Criteria: Not Based on Funding Source		
As of 10/1/2017, HUD CoC grantees are now required to submit APR through the Sage HMIS Reporting Repository. You can find instructions for generating the report and submitting to Sage at the Clarity Help Center .				
Q4a. Project Identifiers in HMIS				
Organization Name	Organization ID	Project Name	Project ID	HMIS Project Type
Demo Agency	81	Zion Housing	219	3
Q5a. Report Validations Table				
Program Applicability: All Projects				
Total number of persons served				8
Number of adults (age 18 or over)				5
Number of children (under age 18)				3
Number of persons with unknown age				0
Number of leavers				0
Number of adult leavers				0
Number of adult and head of household leavers				0
Number of stayers				8
Number of adult stayers				5
Number of veterans				1
Number of chronically homeless persons				5



Overlapping Enrollments



OVERLAPPING ENROLLMENTS

What is an overlapping enrollment?

A client's record in HMIS shows the client is a household in more than one shelter or housing program at the same time.

A client can only sleep in one place at a time. HMIS should reflect this.

HUD Guidance:

Overlapping stays in a housing (tracked by move-in date) or emergency services (tracked by bed night for night by night, enrollment/exit for Entry/Exit) program cannot overlap by the same day.

HOW THIS COULD APPEAR IN THE DATABASE SCENARIOS:

An agency enrolls a client into a shelter, and there is an existing enrollment in another shelter or program.

- Contact Agency/Staff to exit. The agency must exit a day before the enrollment date into the new shelter.

Move-in Date for the Housing Program is during a stay in a shelter

- Contact Shelter/Staff to exit. Cannot have move-in dates that fall within another program.



CHECKING FOR OVERLAPPING ENROLLMENTS

To check for overlapping enrollments, you can use the client History tab and the [\[GNRL-106\] Program Roster report](#) to do a regular audit of enrollments.

Potential Issues	Potential Fixes
Duplicate enrollments	Review and delete duplicate enrollment
Missing exits	Input correct exit dates for enrollments
Incorrect exit dates	Correct exit dates for enrollments

REMINDER: HUDs definition of “Housing Move-in Date” is the date that the client **PHYSICALLY** moves in (becomes housed).



OVERLAPPING ENROLLMENTS BY PROJECT TYPE:

- Overlapping enrollments by program type is a very common data quality error.
- An example of an overlapping enrollment by program type is:
 - *The client was in the New Beginning Center ES from 3/1/20 to 6/1/20. They entered MHA Mainstream for PH on 5/1/20, but their move-in date was either 5/1/20 or 6/1/20.*
 - This counts as overlapping enrollment because they were in the shelter while also being scheduled for permanent housing at MHA Mainstream.

CHECKING FOR OVERLAPPING ENROLLMENTS

READ MORE ABOUT
OVERLAPPING
ENROLLMENTS [HERE!](#)

TO CORRECT THE DUPLICATE ENROLLMENTS:

- Select the Preferred Enrollment:
 - Pick the enrollment with more detailed information.
- Update Chosen Enrollment:
 - Add missing data from the duplicate enrollment.
 - Transfer any services to the chosen enrollment.
- Confirm and Delete:
 - Review changes made.
 - Contact the Helpdesk to delete the duplicate enrollment.

TO CORRECT THE EXIT DATES:

- Navigate to Client Profile
- Click on “History”
- Select the Program with the incorrect Exit Date
- Click on the “X” at the top right-hand corner of the Programs history page.
- Correct the exit date for the enrollment.
- Scroll down to the bottom of the page and click “Save Changes”
- Make sure to review the changes that you made.

In general, we do not expect overlapping days in the project among and between the following project types: **Emergency shelter, Safe haven, or Transitional housing**



Move-in Dates



Move-in Dates

The Housing Move-in Dates are required by all housing programs.

- “Move-in” means a lease arrangement has been made, the client has a key or entry ability to the unit, and the client has physically slept in the unit. This date may or may not align with the lease date.
- Must be recorded at the point the household moves into a permanent living situation.



Questions?



Join us!

[Alameda County Q&A Session](#)

Every 2nd Tuesday of the month at 10:00 am

Register | [HERE](#)

[Alameda County CE Q&A Session](#)

Every 3rd Tuesday of the month, at 10:40 am

Register | [HERE](#)

[Alameda County User and Liaisons Meeting](#)

Every 4th Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

Register | [HERE](#)



Stay tuned for more training
dates!
Coming soon!





For support:

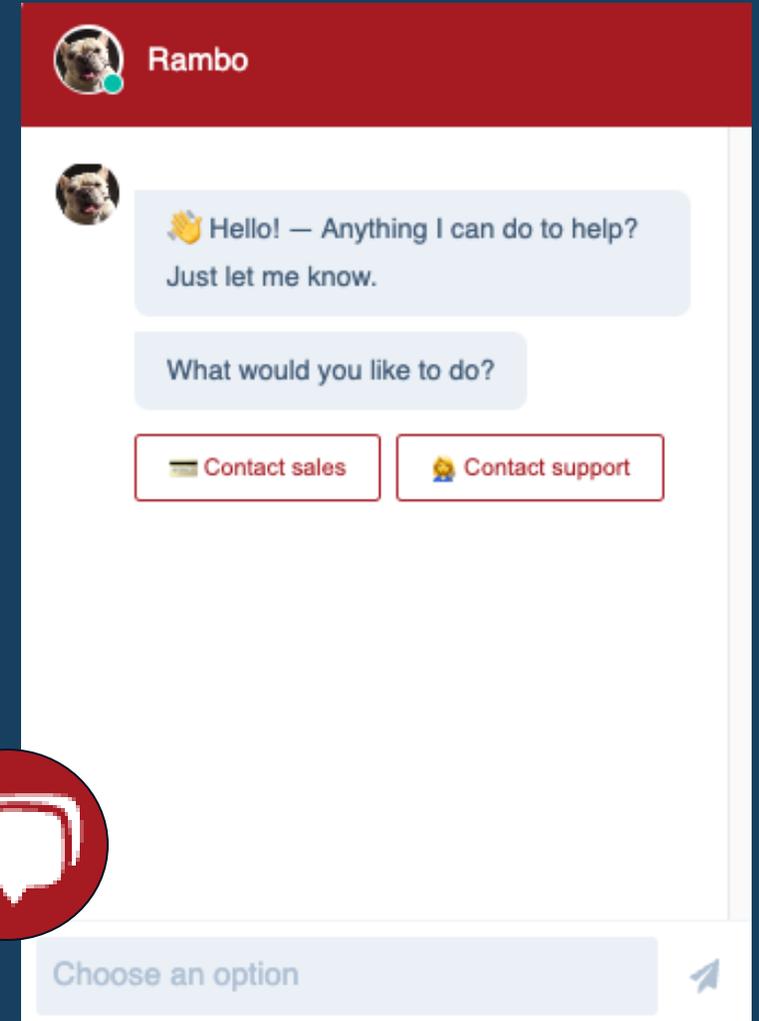
Alameda County HMIS Support Ticket:

Email: hmissupport@achmis.org

Bitfocus Help Desk:

For support that includes:

- New User Requests (Including CE)
- Password Reset
- Login Issues
- Chat



Alameda County Monthly Liaisons Meeting

February 2024



Agenda



Trainings



Report Library: APR, Data Quality, Roster Report



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Missing Move-In Dates

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Bitfocus

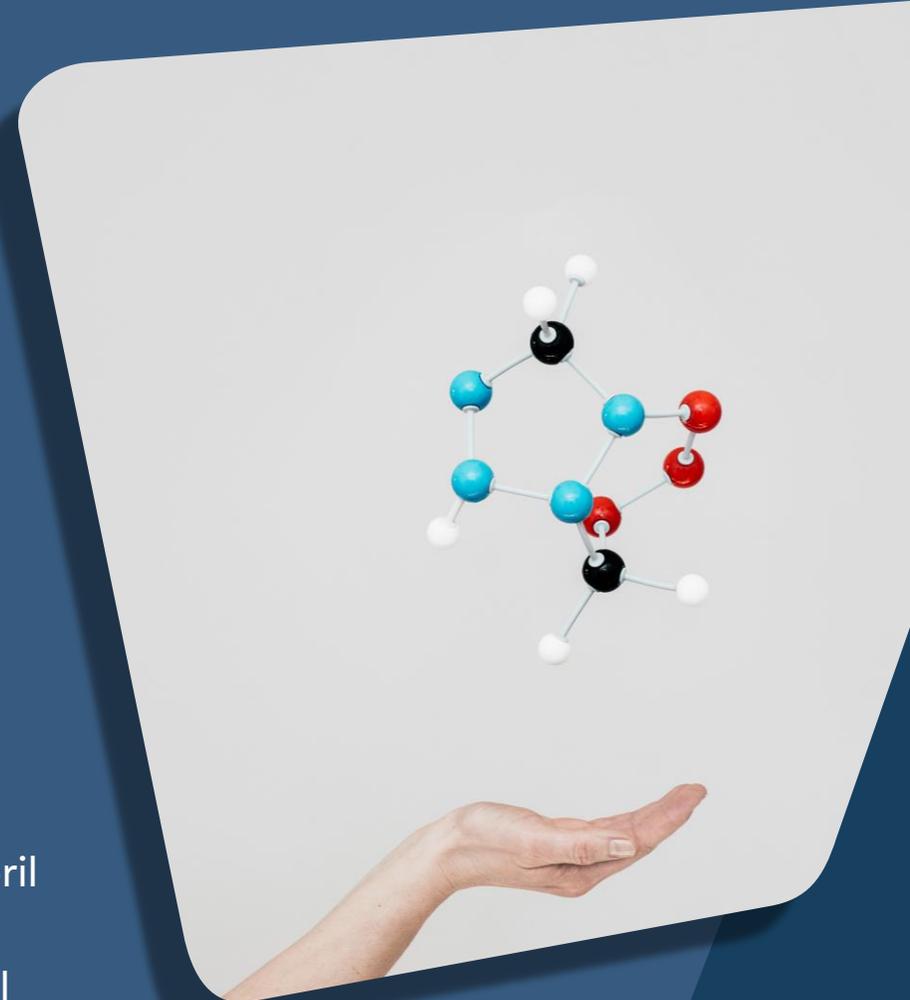
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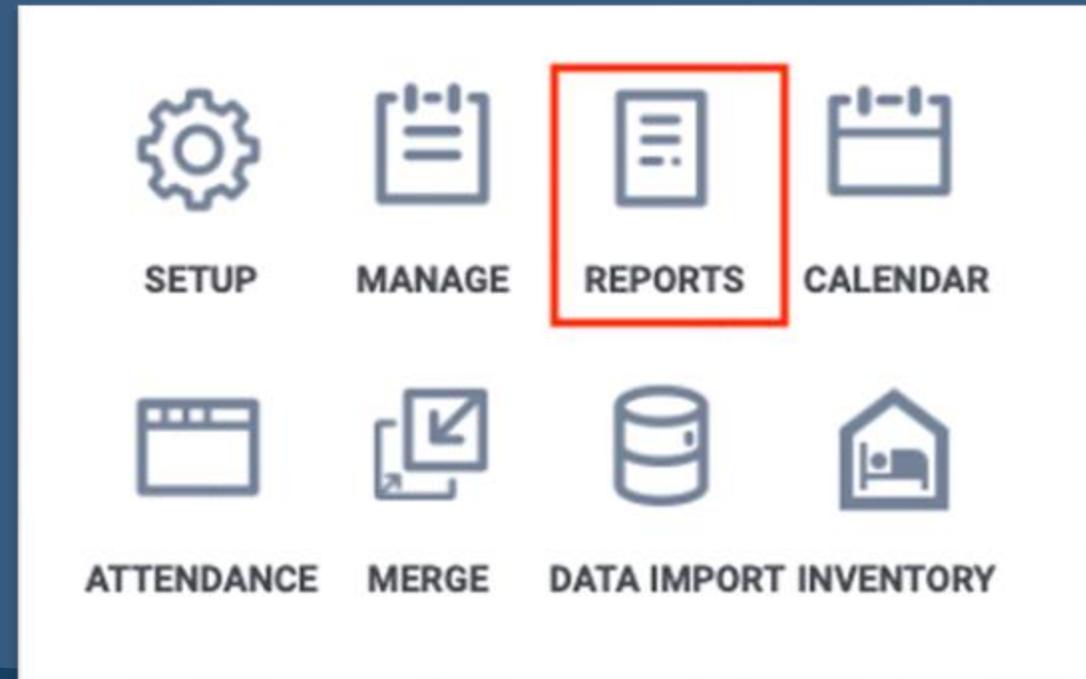
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Important Reports

[GNRL-106] Program Roster (Program-Based Report)

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- Lists program stay information for clients with the selected status in the selected program

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Housing Move-in: Undefined = Unknown HoH or adjusted Move-in is Null, <input type="checkbox"/> = Non PH Project, A: Assessments, S: Services, CN: Case Notes You can find more information about adjusted Move-In Date at the Help Center Article Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.																
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff	Unit Assignment	Bed Assignment	Occupancy Start Date	Occupancy End Date
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Test, Bitfocus	1A7270C26	01/01/1990	33	33	02/21/2023	-	23		0	0	0	R. Abadajos				
Jones, Bob	C45F3D5AE	02/02/1980	43	43	02/21/2023	-	23		0	0	0	R. Abadajos				
Bomba, Sean Paul	FB352490A	02/27/1988	35	35	02/27/2023	-	17		1	0	0	D. CHANGE				
Bomba, Clyde	CB2AC871C	03/06/1984	38	39	02/27/2023	-	17		0	0	0	D. CHANGE				
Drop, One	5A782B159	04/05/2006	16	16	02/27/2023	-	17		0	0	0	D. CHANGE				

Number of Enrollments: 9

Number of Unique Clients: 9

Number of Households: 6

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		Report period 12/01/2019 - 11/30/202			
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Number of parenting youth under age 25 with children			0		
Number of adult heads of household			8		
Number of child and unknown-age heads of household			1		
Heads of households and adult stayers in the project 365 days or more			2		
Q2. Personally Identifiable Information (PII)					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.1)	0	0	0	0	0%
Social Security Number (3.2)	0	0	4	4	40%
Date of Birth (3.3)	0	0	1	1	10%
Race (3.4)	0	0	0	0	0%
Ethnicity (3.5)	1	0	0	1	10%
Gender (3.6)	0	0	0	0	0%
Overall Score				4	40%

Q3. Universal Data Elements							
Program Applicability: All Projects							
Data Element	Error Count	% of Error Rate					
Veteran Status (3.7)	0	0%					
Project Start Date (3.10)	0	0%					
Relationship to Head of Household (3.15)	1	10%					
Client Location (3.16)	0	0%					
Disabling Condition (3.8)	1	10%					
Q4. Income and Housing Data Quality							
Program Applicability: All Projects							
Data Element	Error Count	% of Error Rate					
Destination (3.12)	0	0%					
Income and Sources (4.2) at Start	5	55.56%					
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Program Applicability: ES, SH, Street Outreach, TH & PH(All)							
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TH	2	0	0	0	0	0	0%
PH (all)	4	0	1	0	0	0	25%
Total	7						14.29%

Q6. Timeliness			
Program Applicability: All Projects			
Time for Record Entry	Number of Project Start Records	Number of Project Exit Records	
0 days	6	2	
1-3 days	1	0	
4-6 days	0	0	
7-10 days	0	0	
11+ days	0	0	
Q7. Inactive Records: Street Outreach and Emergency Shelter			
Program Applicability: Street Outreach & ES-Night By Night			
Data Element	# of Records	# of Inactive Records	% of Inactive Records
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Programs Included in Dataset			
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Demo Agency	Zion Housing		

Important Reports

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- Snapshot of clients served.
- Demographic information
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- Progress captured for the duration of enrollments.
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Demo Agency	81	Zion Housing	219	3
Q5a. Report Validations Table				
Program Applicability: All Projects				
Total number of persons served				8
Number of adults (age 18 or over)				5
Number of children (under age 18)				3
Number of persons with unknown age				0
Number of leavers				0
Number of adult leavers				0
Number of adult and head of household leavers				0
Number of stayers				8
Number of adult stayers				5
Number of veterans				1
Number of chronically homeless persons				5

Overlapping Enrollments



OVERLAPPING ENROLLMENTS

What is an overlapping enrollment?

A client's record in HMIS shows the client is a household in more than one shelter or housing program at the same time.

A client can only sleep in one place at a time. HMIS should reflect this.

HUD Guidance:

Overlapping stays in a housing (tracked by move-in date) or emergency services (tracked by bed night for night by night, enrollment/exit for Entry/Exit) program cannot overlap by the same day.

HOW THIS COULD APPEAR IN THE DATABASE SCENARIOS:

An agency enrolls a client into a shelter, and there is an existing enrollment in another shelter or program.

- Contact Agency/Staff to exit. The agency must exit a day before the enrollment date into the new shelter.

Move-in Date for the Housing Program is during a stay in a shelter

- Contact Shelter/Staff to exit. Cannot have move-in dates that fall within another program.



CHECKING FOR OVERLAPPING ENROLLMENTS

To check for overlapping enrollments, you can use the client History tab and the [\[GNRL-106\] Program Roster report](#) to do a regular audit of enrollments.

Potential Issues	Potential Fixes
Duplicate enrollments	Review and delete duplicate enrollment
Missing exits	Input correct exit dates for enrollments
Incorrect exit dates	Correct exit dates for enrollments

REMINDER: HUDs definition of “Housing Move-in Date” is the date that the client **PHYSICALLY** moves in (becomes housed).



OVERLAPPING ENROLLMENTS BY PROJECT TYPE:

- Overlapping enrollments by program type is a very common data quality error.
- An example of an overlapping enrollment by program type is:
 - *The client was in the New Beginning Center ES from 3/1/20 to 6/1/20. They entered MHA Mainstream for PH on 5/1/20, but their move-in date was either 5/1/20 or 6/1/20.*
 - This counts as overlapping enrollment because they were in the shelter while also being scheduled for permanent housing at MHA Mainstream.

CHECKING FOR OVERLAPPING ENROLLMENTS

READ MORE ABOUT
OVERLAPPING
ENROLLMENTS [HERE!](#)

TO CORRECT THE DUPLICATE ENROLLMENTS:

- Select the Preferred Enrollment:
 - Pick the enrollment with more detailed information.
- Update Chosen Enrollment:
 - Add missing data from the duplicate enrollment.
 - Transfer any services to the chosen enrollment.
- Confirm and Delete:
 - Review changes made.
 - Contact the Helpdesk to delete the duplicate enrollment.

TO CORRECT THE EXIT DATES:

- Navigate to Client Profile
- Click on “History”
- Select the Program with the incorrect Exit Date
- Click on the “X” at the top right-hand corner of the Programs history page.
- Correct the exit date for the enrollment.
- Scroll down to the bottom of the page and click “Save Changes”
- Make sure to review the changes that you made.

In general, we do not expect overlapping days in the project among and between the following project types: **Emergency shelter, Safe haven, or Transitional housing**



Overlapping Enrollments Report

The screenshot shows a software interface with a top navigation bar containing 'System', 'REPORT LIBRARY', 'EXPLORE', and 'DATA ANALYSIS'. The 'DATA ANALYSIS' menu item is highlighted with a red box. A red arrow points from this menu item to a dropdown menu on the right. This dropdown menu contains icons for 'SETUP', 'MANAGE', 'REPORTS', 'CALENDAR', 'ATTENDANCE', 'MERGE', 'DATA IMPORT', 'OUTREACH', and 'INVENTORY'. The 'REPORTS' icon is highlighted with a red box. A second red arrow points from the 'REPORTS' icon to a table of reports. The table has a header 'Built In Reports' (highlighted with a red box) and a sub-header 'Home'. The table lists various reports, with the last one, 'LSA Data Cleanup: Overlapping Enrollments', highlighted with a red box. A red arrow also points from the 'Built In Reports' header to this specific report.

Built In Reports		15 reports
Home		
APR Submission Preparation		▶ RUN
Coordinated Entry: Configuration and System Review		▶ RUN
Coordinated Entry: Currently on a Community Queue		▶ RUN
Coordinated Entry: Enrollment Overview		▶ RUN
Coordinated Entry: Length of Time Overview		▶ RUN
Coordinated Entry: Referrals - Accepted and Completed Referrals		▶ RUN
Coordinated Entry: Referrals - Denied and Expired Referrals		▶ RUN
Coordinated Entry: Referrals and Outcomes		▶ RUN
Data Quality Dashboard		▶ RUN
LSA Data Cleanup: Funding Source and Configuration Issues		▶ RUN
LSA Data Cleanup: Length of Stay and Utilization Overview		▶ RUN
LSA Data Cleanup: Overlapping Enrollments		▶ RUN

Overlapping Enrollments Report

LSA Data Cleanup: Overlapping Enrollments 4m ago ↻

Analysis Period Overlapped Program CoC Overlapped Agency Name ↕ Overlapped Program Name ↕ Overlapped Project Type Overlapping Enrollment CoC

is from 2022/10/01 until 2023/10/01 is not Bitfocus is not System or Bitfocus System or Bitfocu... is any value is Emergency Shelter – Entry Exit or PH – H... is not Bitfocus

Overlapping Agency Name Overlapping Program Name ↕ Overlapping Project Type

is any value is any value is Emergency Shelter – Entry Exit or PH – H...

Filter the report parameters by:

- Analysis Period (Report Period)
- Overlapped Agency
- Overlapped Project
- Project Type
- Agency Name

Next Steps:

- Work with each other to correct overlaps
- Review your agency and/or program data quality
- Talk with your teams to make sure they are reviewing the client's history, so they know what to look for to avoid overlapping enrollments.
- Run reports regularly to minimize the amount of overlapping enrollments.

Move-in Dates



Move-in Dates

The Housing Move-in Dates are required by all housing programs.

- “Move-in” means a lease arrangement has been made, the client has a key or entry ability to the unit, and the client has physically slept in the unit. This date may or may not align with the lease date.
- Must be recorded at the point the household moves into a permanent living situation.



Questions?



Join us!

[Alameda County Q&A Session](#)

Every 2nd Tuesday of the month at 10:00 am

Register | [HERE](#)

[Alameda County CE Q&A Session](#)

Every 3rd Tuesday of the month at 10:40 am

Register | [HERE](#)

[Alameda County User and Liaisons Meeting](#)

Every 4th Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

Register | [HERE](#)



Stay tuned for more training
dates!
Coming soon!





For support:

Alameda County HMIS Support Ticket:

Email: hmissupport@achmis.org

Bitfocus Help Desk:

For support that includes:

- New User Requests (Including CE)
- Password Reset
- Login Issues
- Chat

