



Alameda County

Monthly User Meeting

January 2024

AGENDA

HIC/PIT

HMIS Outreach for Data Quality Support

Data Quality Reporting

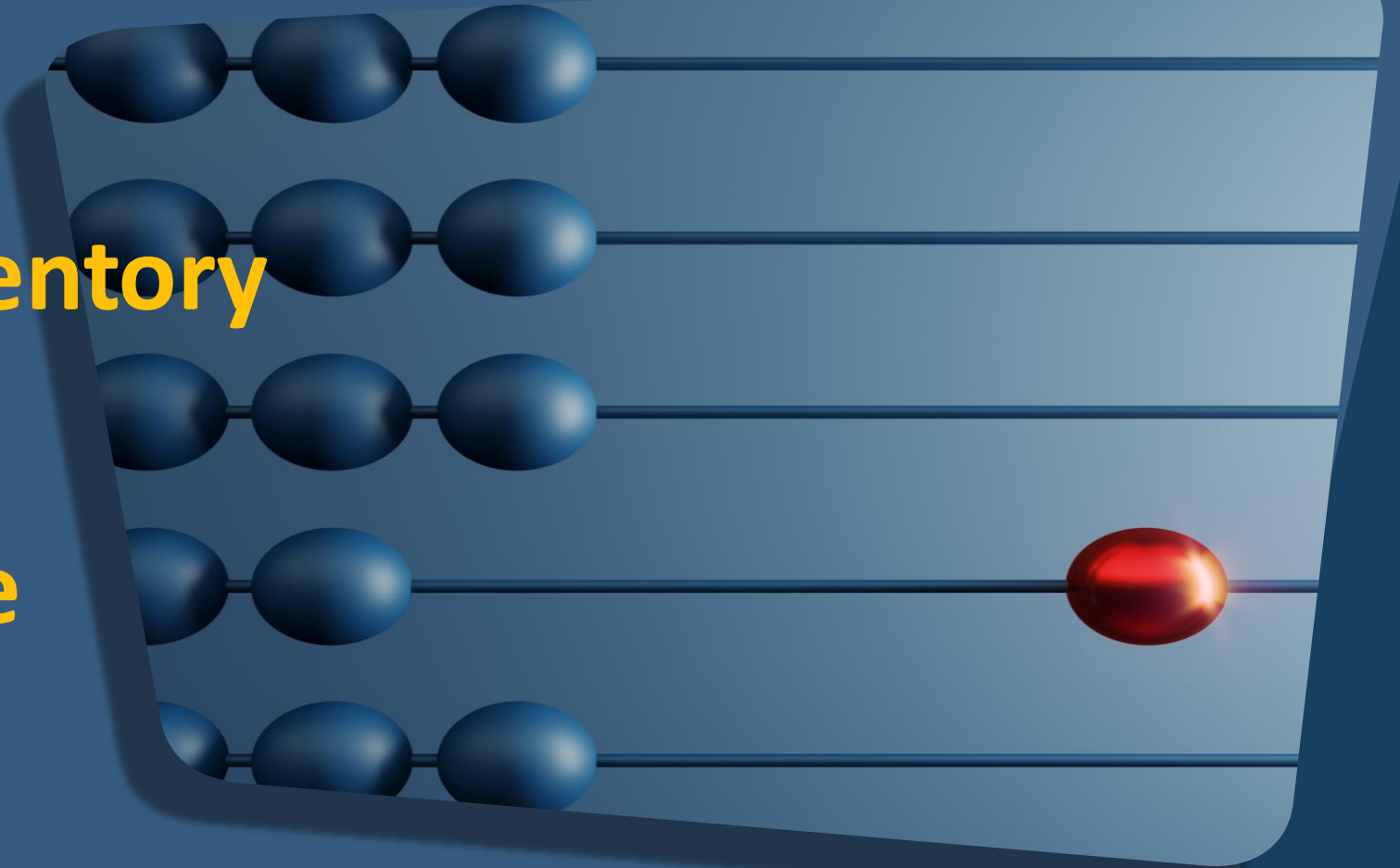
Data Quality Errors: HoH, Social Security, Overlapping Enrollments,
Move-In Date

Privacy and Security Training

Deceased Fields added to client profile. Live February 1

**HIC (Housing Inventory
Count)**

**PIT (Point in Time
Count)**



What is the HIC and PIT?

HIC	PIT
<ul style="list-style-type: none">• Comparison of persons spending the night in beds and units to the number of beds and units available.• Beds and units must be dedicated to serving homeless people, or people who were homeless at project entry.• Project Types: Emergency Shelter, Safe Haven, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing, and Other Permanent Housing• There are special considerations for federal partner programs (VA, RHY, HUD PIH)	<ul style="list-style-type: none">• CoCs are required to conduct, at least every other year, a PIT count of persons experiencing homelessness.• The PIT Count is planned on a single night, typically during the last 10 calendar days of January. This year, the PIT will take place on January 25, 2024• Unsheltered and sheltered data are both reported on.

Unsheltered and Sheltered PIT Count

Unsheltered PIT Count	Sheltered PIT Count
<ul style="list-style-type: none">• The Unsheltered Count is of individuals and families “with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground”• Household Types:<ul style="list-style-type: none">• Households without children• Households with at least one adult and one child• Households with only children• CoCs must also report data by household type for Veterans and youth households.	<ul style="list-style-type: none">• The Sheltered Count uses HMIS data for Emergency Shelter, Transitional Housing, and Safe Haven projects.• The Sheltered Count includes all persons who entered on or before the date of the count and exited after the date of the count.• Important note: The Sheltered Persons Count on the HIC and PIT must be equal!

Alameda County – Privacy Security Training



Privacy and Security Training

- All users are required to complete the Alameda Privacy and Security Training by noon on 02/29.
- For users who have not completed the training by the deadline, the account will be made inactive, and the training will need to be completed to reinstate the user's account.
- Once you have completed the training, please notify your Agency Liaisons.
- Agency Liaisons will be notified of users who still have not completed the training.



**Deceased
Information**

**New Fields:
Client Profile**



New Fields: Deceased Information

Starting February 1:

On the client profile –

1. Update the Client Profile Page with deceased information.
2. Exit the client from all active program enrollments, for your agency in HMIS via the instructions below. If the client was recently referred to a program with your agency, deny their referral and exit the client from the Coordinated Entry Program.
 - a. If the client is actively enrolled in multiple programs, submit a ticket to HMISsupport@achmis.org to have the additional programs exited.
3. Enter a public alert into HMIS to inform other partner agencies within the CoC that the client has passed away and the date they passed away.

Client Profile Screen



Client is Deceased

⚠️ If the participant becomes deceased, please set the toggle to "ON" and completed the Estimated Date of Death and Note fields that appear.

Estimated Date of Death 01/01/2024

Note | _____

**Alameda County
HMIS
Outreach
for
Data Quality Support**



Data Quality Errors

- Head of Household (HoH)
- Social Security
- Overlapping Enrollments
- Move-In Date



Managing Households

- If the family composition changes, you may need to add or remove family members.
- Each Family member needs to have a record created before you can add the family members together.

Household Members	
Dwight Schrute	Father ★
Malia Mouse	Sister

A "Star" next to the Member Type indicates they are the Head of Household (HoH)

EDIT GLOBAL HOUSEHOLD

Member Type: Father

Head of Household: Dwight Schrute

Joined Household: 08/26/2022

Exited Household:

SAVE

Managing Households after Enrollment

If you need to add a household member after the HoH is already enrolled, select the Programs Tab, and then select the edit icon next to the program you would like to add the household member to.

The screenshot shows the 'Vulcan Science Academy' dashboard. The 'PROGRAMS' tab is highlighted in the top navigation bar. Below the navigation bar, there is a 'PROGRAMS' header with an 'ADD NEW PROGRAM' button. A search bar is present with a dropdown menu set to 'Any Type' and a 'SEARCH' button. Below the search bar is a table with the following data:

Program Name	Project Type	Template	Services
Test Program	Other	Bitfocus Coordinated Entry Program Test Template	0

The edit icon (a pencil) next to the 'Test Program' row is highlighted with a red box, and a small 'Edit' button is visible below it.

Regina Abadajos,
Vulcan Science Academy

SEARCH CASELOAD

0 DAYS
ACTIVE PROGRAM

Program Type:	Individual
Program Start Date:	03/20/2023
Assigned Staff:	Regina Abadajos
Head of Household:	Bitfocus Test

Program Group Members + Add

No active members

Once you are in the program enrollment, select the **"Add Icon"** to the right of your screen.

An additional screen will appear with the household members. Toggle on the household member you would like to add to the enrollment.

*Note: The Household member must be added to the HoH before adding them to the enrollment

ENROLL ADDITIONAL MEMBERS

Bitfocus Baby Daughter

ENROLL

Entering Social Security Information

The Social Security Number (SSN) greatly facilitates the process of identifying clients who have been served and allows projects to avoid creating duplicate records. The SSN is helpful for deduplicating clients whose name and/or date of birth might be the same.

- When enrolling a client who already has a record in the HMIS, verify that the SSN in the system is accurate and correct it if it is not. Do not replace a 9-digit SSN with the 4-digit SSN on existing clients unless the client has requested this.
- For clients that do not have an SSN:
 - Enter “000-000-0000” for the SSN
 - Select “Client Doesn’t Know” for the data quality response.



Entering Social Security Information

For clients who wish to be de-identified in the system:

- Enter “000-000-0000” for the SSN
- Select “Client prefers not to answer” for the data quality of SSN.
- Enter Refused for the last name
- Temporarily enter “Refused” for first name, select “Client prefers not to answer” for Quality of Name
- For the Date of Birth, enter 01/01/___ and the year the client was Born, select “Approximate or partial DOB reported” for Quality of DOB
- Leave Middle Name and Suffix blank
- Enter Gender, Race and Ethnicity and Veteran status with real data
- Select Save
- Edit First Name: copy the UII for First Name.



For more information on how to de-identifying clients in the system, visit | [HERE](#)

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

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.



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 time: TBD

Register | [HERE](#)

[Alameda County User and Liaisons Meeting](#)

Every 3rd Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

Register | [HERE](#)



Stay tuned for more training
dates!
Coming soon!



For support:

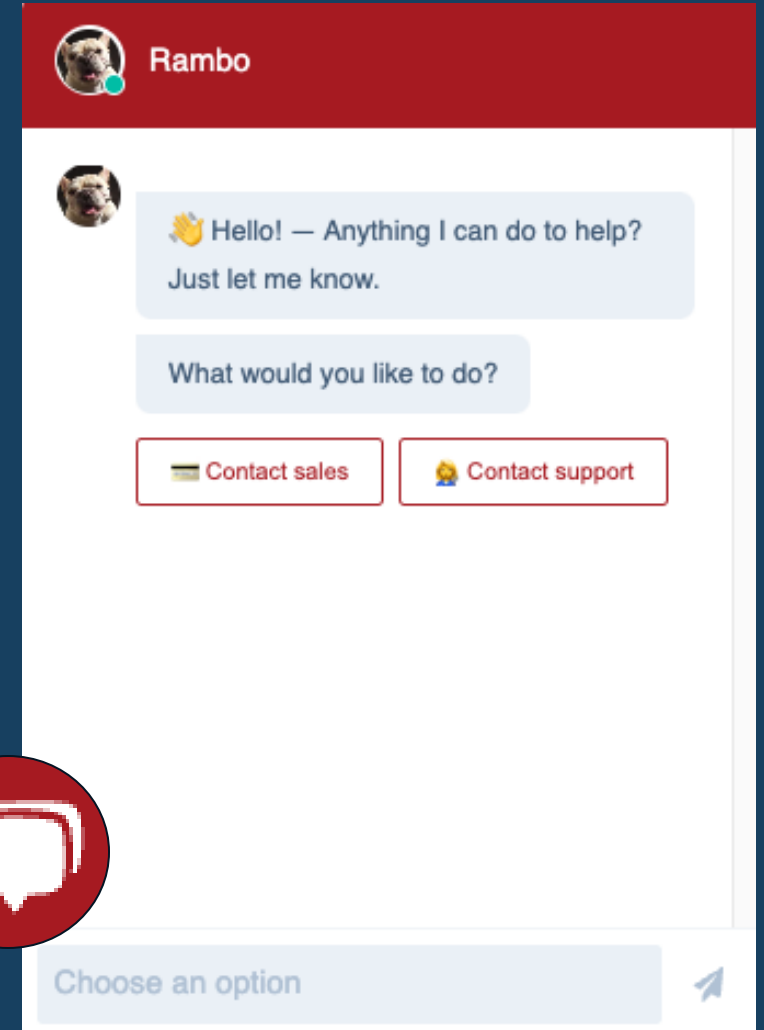
Alameda County HMIS Support Ticket:

Email: hmissupport@achmis.org

Bitfocus Help Desk:

For support that includes:

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





Alameda County

Monthly Agency Liaisons Meeting

January 2024

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Data Quality Reporting

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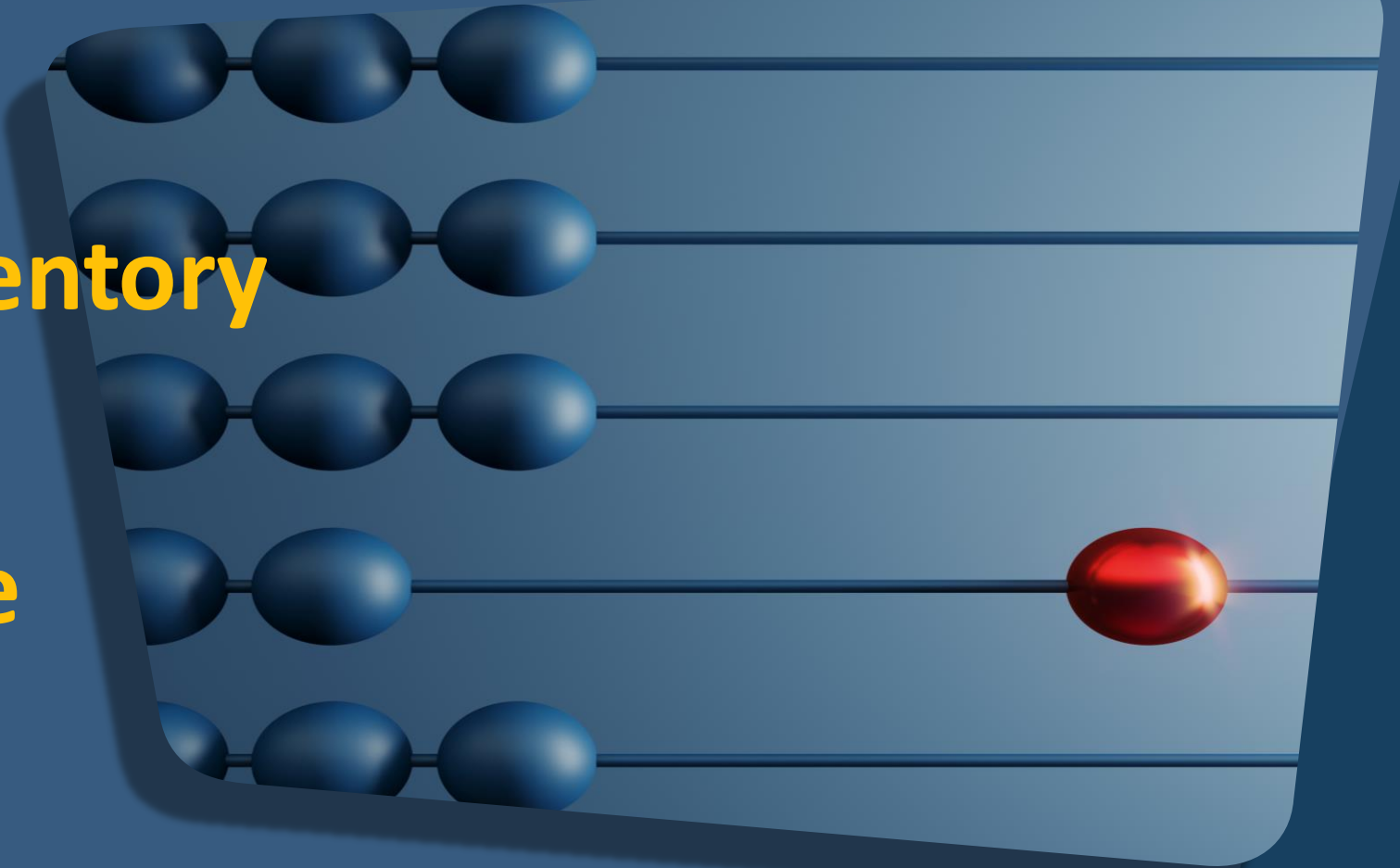
Privacy and Security Training

Deceased Fields added to client profile. Live February 1

Agency Liaisons Training

**HIC (Housing Inventory
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**PIT (Point in Time
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Unsheltered and Sheltered PIT Count

Unsheltered PIT Count	Sheltered PIT Count
<ul style="list-style-type: none">• The Unsheltered Count is of individuals and families “with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground”• Household Types:<ul style="list-style-type: none">• Households without children• Households with at least one adult and one child• Households with only children• CoCs must also report data by household type for Veterans and youth households.	<ul style="list-style-type: none">• The Sheltered Count uses HMIS data for Emergency Shelter, Transitional Housing, and Safe Haven projects.• The Sheltered Count includes all persons who entered on or before the date of the count and exited after the date of the count.• Important note: The Sheltered Persons Count on the HIC and PIT must be equal!

2024 HIC and PIT Data Collection Notice

Changes for the HIC include:

- > New Funding Sources: HUD: Unsheltered Special NOFO & HUD: Rural Special NOFO
- > CoCs should collect data on Stability Vouchers funded through HUD's Office of Public and Indian Housing (PIH) in HMIS

Changes for the PIT include:

- > New Race and Ethnicity data element-respondents can select as many as apply.
- > New Gender data element-respondents can select as many as apply.
- > For people who identify as having "More Than One Gender"- CoCs should provide a breakdown of which Genders were selected.

[For more info see: 2024 HIC and PIT Data Collection Notice](#)

How can Agencies prepare for the PIT and HIC?

Run Reports to review Data Quality:

- [HUDX-227-AD] Annual Performance Report [FY 2024]
- [GNRL-220] Program Details Report
- [HSNG-108] Housing Census
- [HUDX-123-AD] Housing Inventory (HIC) Supplemental [FY 2024]
- [GNRL-106] Program Roster

Use Report Output Format = Web Page so you can drill down and troubleshoot!

Have there been any updates to your Agency's funding sources?



Have there been updates to your program's Bed and Unit Inventory - types of beds or households served?



Have there been any changes to your program's other PDDEs, such as Project Type, Housing Type, geocode/address/Zipcode?



Is your Agency entering data in 3-7 days depending on the project type? That way, the correct data will be pulled.

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- Once you have completed the training, please notify your Agency Liaisons.
- Agency Liaisons will be notified of users who still have not completed the training.
- Agency Liaisons can check the status of their staff's completion in Clarity HMIS :
 - Data Analysis > Alameda Clarity System Reports > [Alameda County Privacy and Security](#)



**Deceased
Information**

**New Fields:
Client Profile**



New Fields: Deceased Information

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Client Profile Screen

The screenshot shows a user interface for a client profile. At the top, there is a toggle switch labeled 'Client is Deceased' which is currently turned on (blue). Below this is a warning box with a yellow triangle icon containing an exclamation mark. The text in the warning box reads: 'If the participant becomes deceased, please set the toggle to "ON" and completed the Estimated Data of Dead and Note fields that appear.' Below the warning box, there are two input fields. The first is labeled 'Estimated Date of Death' and contains the date '01/01/2024'. To the right of the date is a calendar icon with the number '25' on it. The second field is labeled 'Note' and is currently empty.

For more information visit the Alameda County HMIS website: [Deceased Client Data Policy](#)

New Agency Liaisons Training

For all new Agency Liaisons, please review the [Agency Liaison](#) training slides to see the roles and responsibilities.

HMIS Agency Liaison Training

Alameda County



**Alameda County
HMIS
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Dwight Schrute	Father ★
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EDIT GLOBAL HOUSEHOLD

Member Type: Father

Head of Household: Dwight Schrute

Joined Household: 08/26/2022

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Managing Households after Enrollment

If you need to add a household member after the HoH is already enrolled, select the Programs Tab, and then select the edit icon next to the program you would like to add the household member to.

The screenshot shows the 'Vulcan Science Academy' dashboard. The navigation menu includes: OVERVIEW, SERVICES, FUNDING, PROGRAMS (highlighted with a red box), ACCOUNTS, ASSESSMENTS, SITES, STAFF, SHARING, and DATA ANALYSIS. Below the navigation is a 'PROGRAMS' header with an 'ADD NEW PROGRAM +' button. A search filter is set to 'Any Type' with a 'SEARCH' button. A table lists programs with columns for Program Name, Project Type, Template, and Services. The first row is 'Test Program' with Project Type 'Other', Template 'Bitfocus Coordinated Entry Program Test Template', and Services '0'. An edit icon (pencil) is highlighted with a red box, and an 'Edit' button is visible below it.

Program Name	Project Type	Template	Services
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Regina Abadajos,
Vulcan Science Academy

SEARCH CASELOAD

0 DAYS
ACTIVE PROGRAM

Program Type: Individual

Program Start Date: 03/20/2023

Assigned Staff: Regina Abadajos

Head of Household: Bitfocus Test

Program Group Members + Add

No active members

Once you are in the program enrollment, select the **"Add Icon"** to the right of your screen.

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For more information on how to de-identifying clients in the system, visit | [HERE](#)

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