ALAMEDA COUNTY HMIS USER MEETING

MAY 2023

AGENDA

Exit Destination
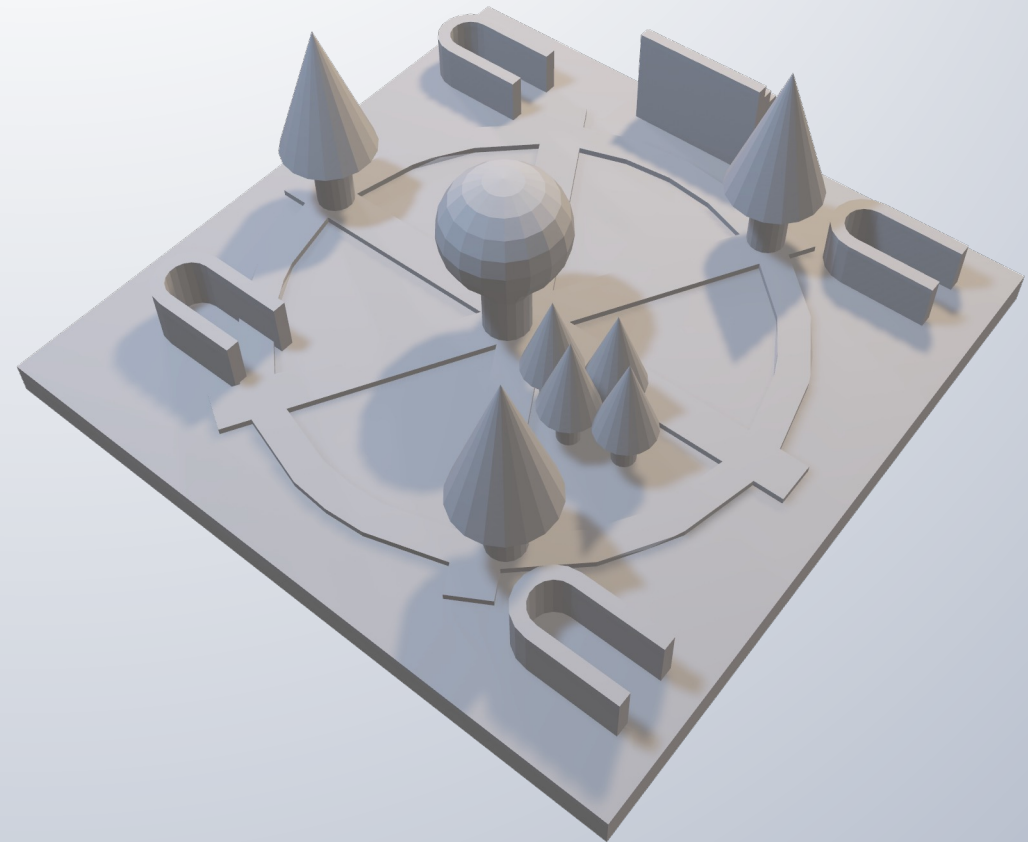
Move in Dates

Recap

EXIT DESTINATIONS

Why is Exit Destination Data Quality Important?

If exits are not recorded, the active list is inflated

Accurate **Exit Destinations** capture **Length of Time** measures– specifically length of enrollment and length of episode.

Increasingly, stakeholders want to understand not only how many households we connect to housing, but how fast and how efficiently can we do so

This can lead to fewer prioritization opportunities for those truly experiencing homelessness.

This can affect the client's eligibility for resources and program performance.

Length of time measures also help us get a sense for how households experience the system and how often they need services

Exit Destination Data Quality:
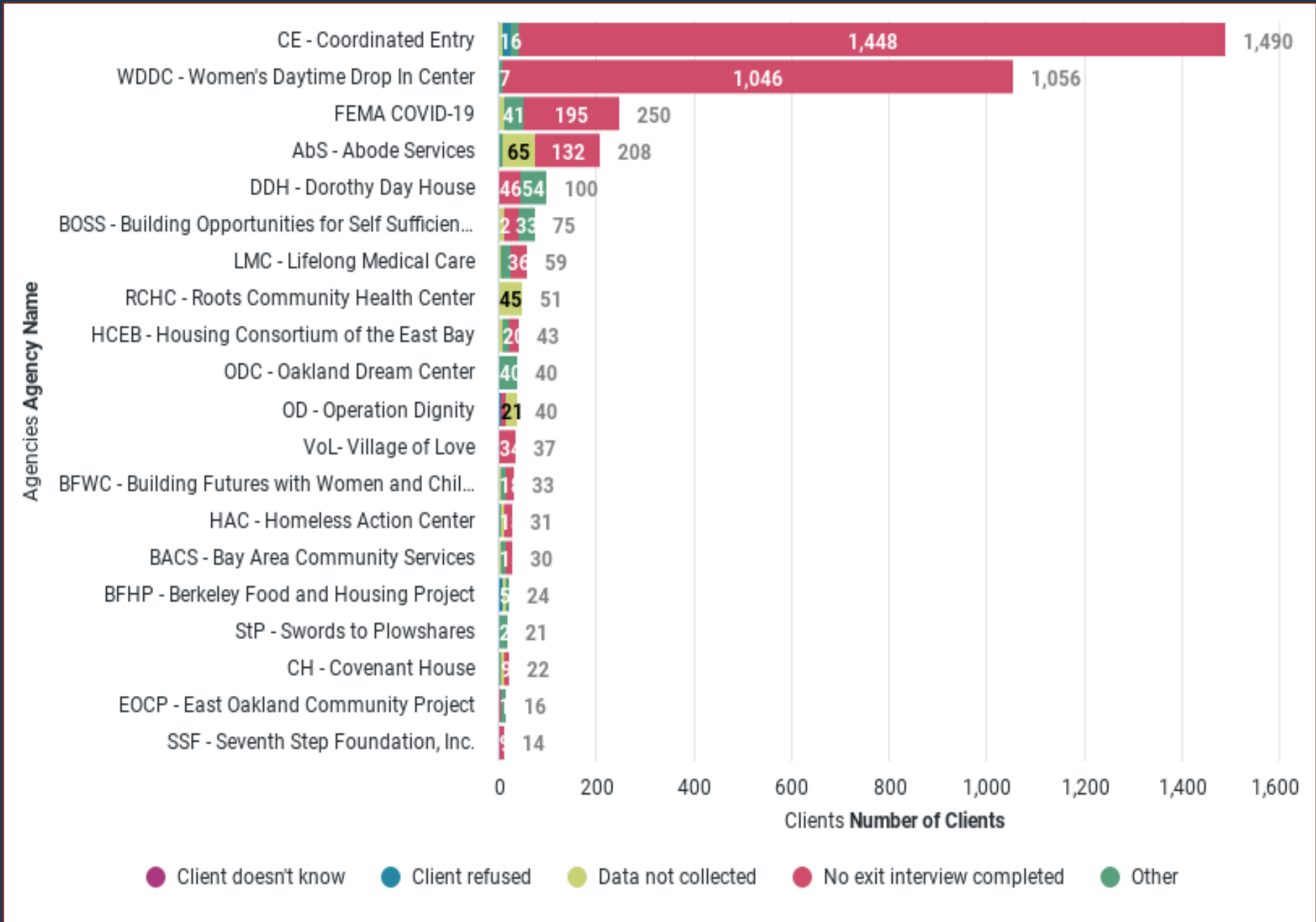
- Client Doesn't Know
- Client Refused
- Data Not Collected
- No Exit Interview Completed

*Data from Looker includes "The Last 12 months" from May 2023.

*Data includes Auto- Exit information.

*Agencies are top 20. Does not include all agencies in Alameda County.

HUD Data Standards Says…

"The client's Destination is about where they are staying, not necessarily about why they are staying there. The destination will depend on the specifics of the situation, but it is important to select a destination response that reflects the true nature of the situation."

Link to HUD Data Standards | HERE

Destinations | Pg. 92, Section 3.12

HOW TO IMPROVE AND ACCURATELY DESTINATION DATA QUALITY:
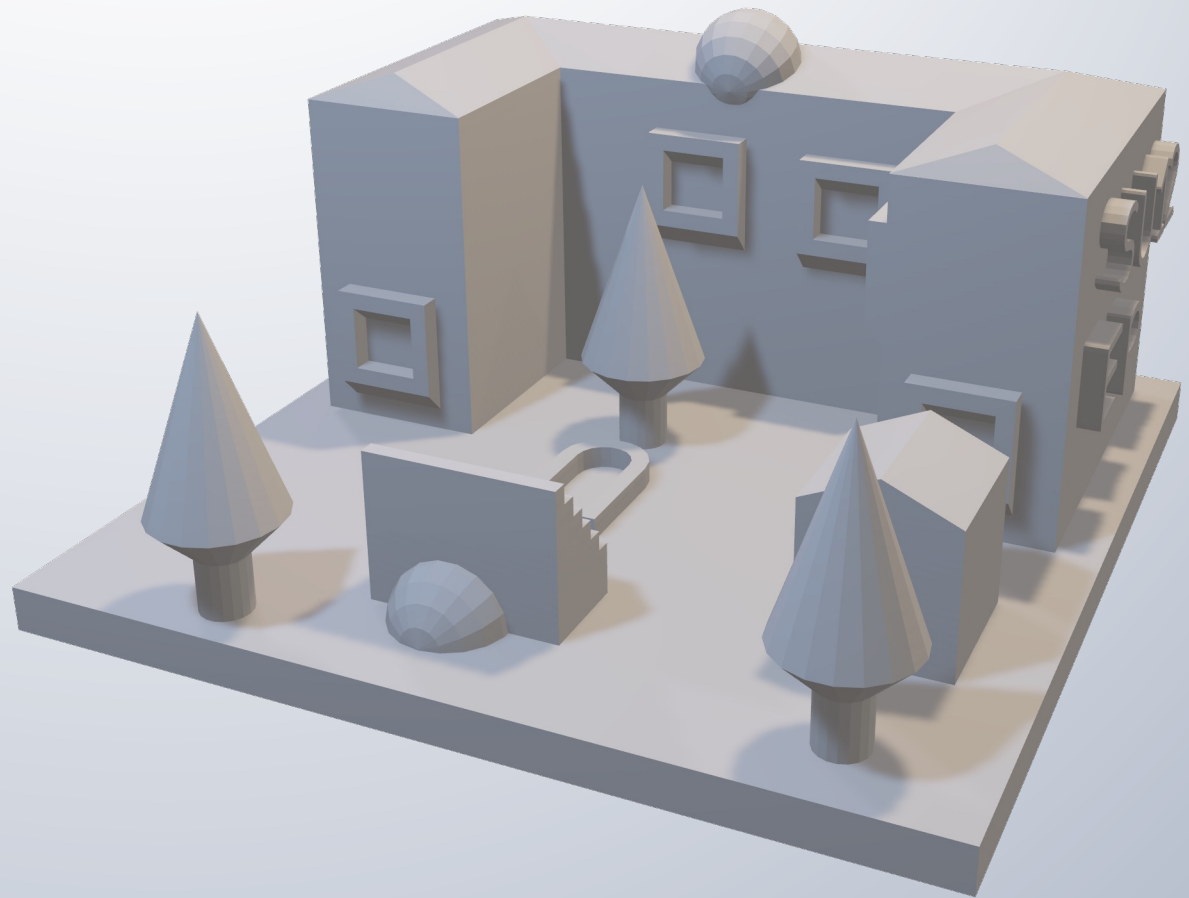

Avoid Using When Possible:
- Client Doesn't Know
- Client Refused
- Data Not Collected
- Not Exit Interview Completed

Run Regular Reports to Check Data Quality:
- [OUTS-101] Program Outcome Measures
- [HUDX-227] Annual Performance Report [FY 2023]
- [HUDX-225] HMIS Data Quality Report [FY 2023]

HOUSING MOVE-IN DATES

Housing Move-In Date

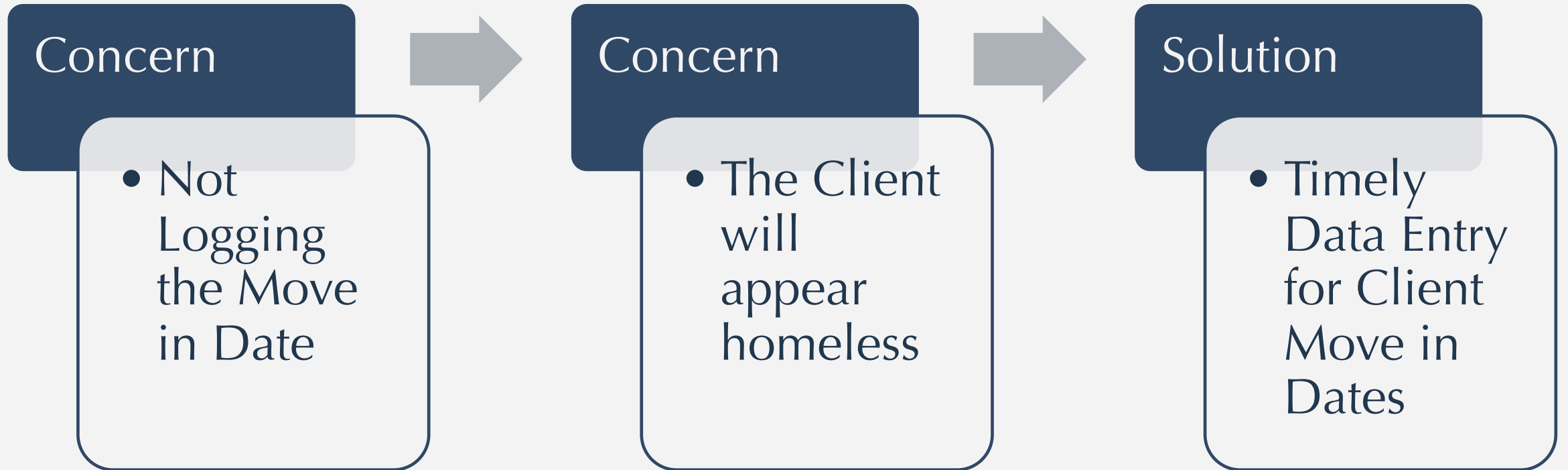Date client moves into a Housing for clients enrolled in a Permanent Housing Program.

The Housing Move In Date is critical to PIT and Housing Inventory. It differentiates those who have moved into PH from households who are enrolled in PH but are still literally homeless.
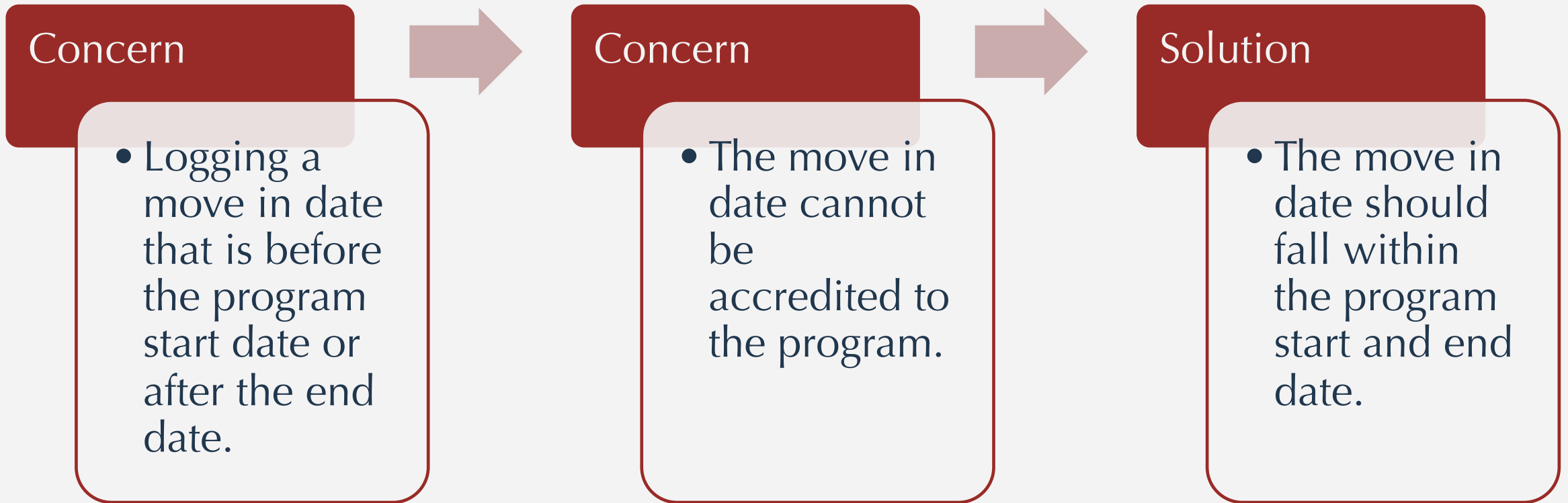
Hud defines the Housing Move In Date as the date the housed is physically sleeping in the unit; sometimes corresponds with the lease date.
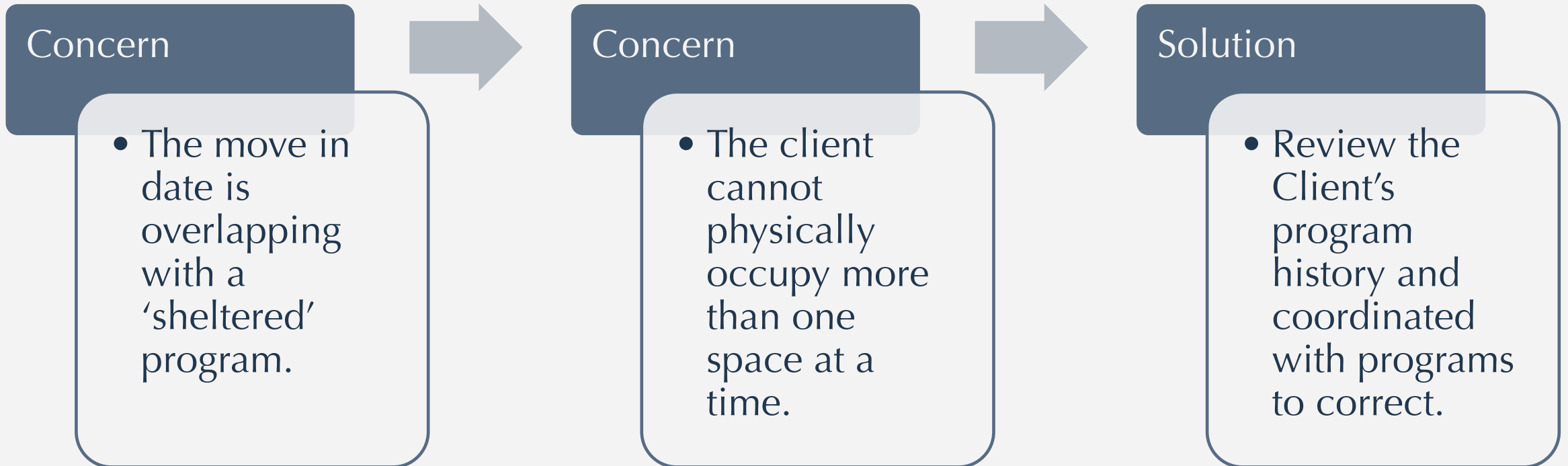
Housing Move-In Dates
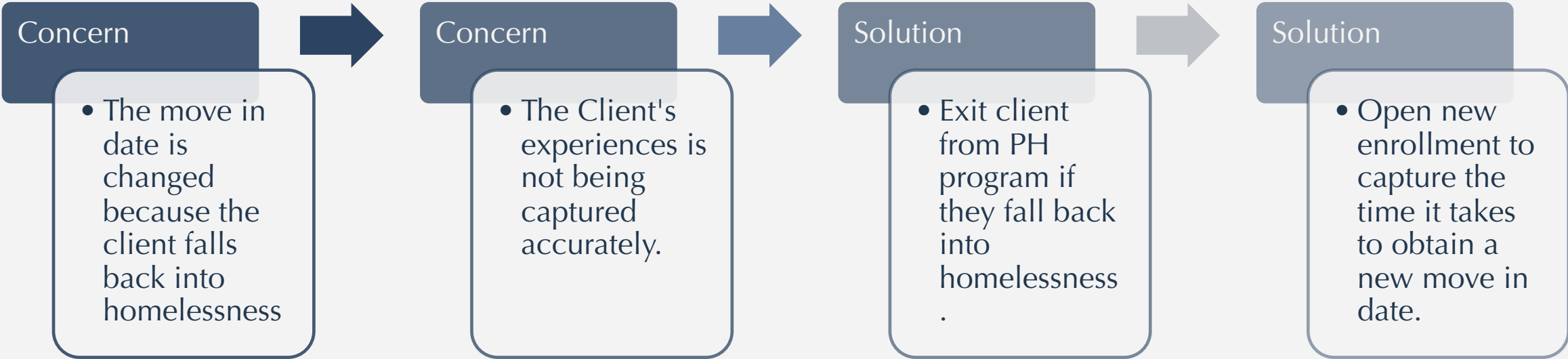# Problems and Solutions

Concern

- Not Logging the Move in Date

Concern

- The Client will appear homeless

Solution

- Timely Data Entry for Client Move in Dates

Housing Move-In Dates
Problems and Solutions

Concern

- Logging a move in date that is before the program start date or after the end date.

Concern

- The move in date cannot be accredited to the program.

Solution

- The move in date should fall within the program start and end date.

Housing Move-In Dates
Problems and Solutions

Concern

- The move in date is overlapping with a 'sheltered' program.

Concern

- The client cannot physically occupy more than one space at a time.

Solution

- Review the Client's program history and coordinated with programs to correct.

Housing Move-In Dates
Problems and Solutions

Concern
- The move in date is changed because the client falls back into homelessness

Concern
- The Client's experiences is not being captured accurately.

Solution
- Exit client from PH program if they fall back into homelessness.

Solution
- Open new enrollment to capture the time it takes to obtain a new move in date.

Helpful Ways To Check Move In Date Data Quality

Check Client's History when entering move in dates.

Run Regular Reports to see if move in dates have been entered on time.
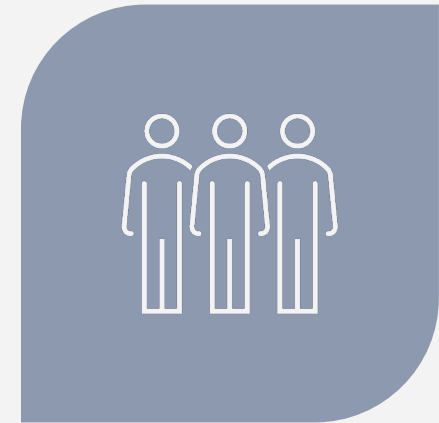
Connect with programs to correct data.

RECAP

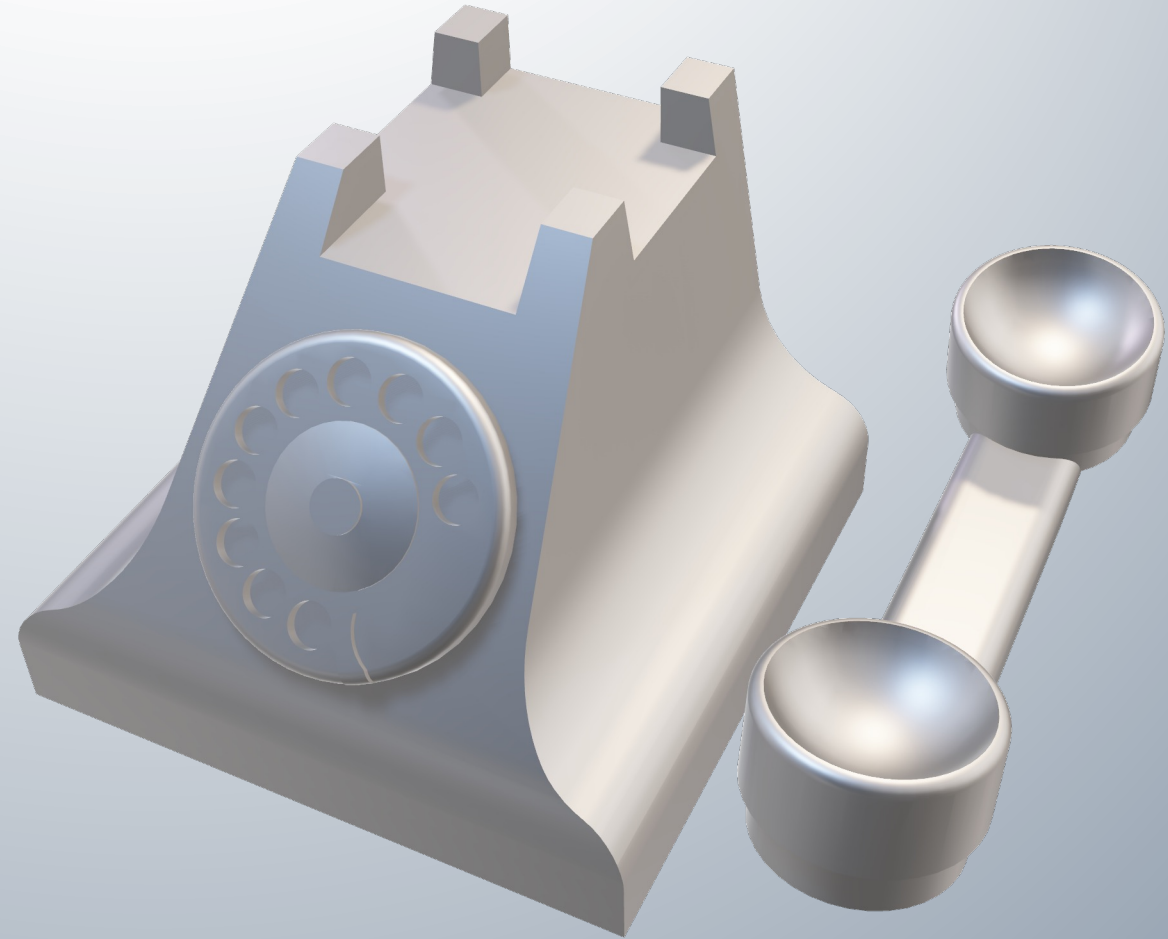ENTERING CLIENT
CONTACT
INFORMATION

ENTERING CLIENT
CONTACT
INFORMATION

MANAGING
HOUSEHOLDS

RECAP
CLIENT
CONTACT
INFORMATION

ENTERING CLIENT CONTACT INFORMATION

Enter Client Contact Information
(First contact, changes in contact)

Include multiple contacts information to connect with clients should a resource become available.

(Client Email/Phone), Case Manager, Friends, Family, Etc.)

Avoid using the Privacy Toggle as it prohibits information being shared across the system.

Keep contact information up to date by marking old information inactive.

ENTERING CLIENT CONTACT INFORMATION

Select an appropriate *Contact Type* and enter an email address, phone number, or both, for the contact.

You can turn off the *Active Contact* toggle if the contact is no longer accurate.

Select a *Date* to associate with the contact and, if applicable, add a *Note*.

ADD CONTACT
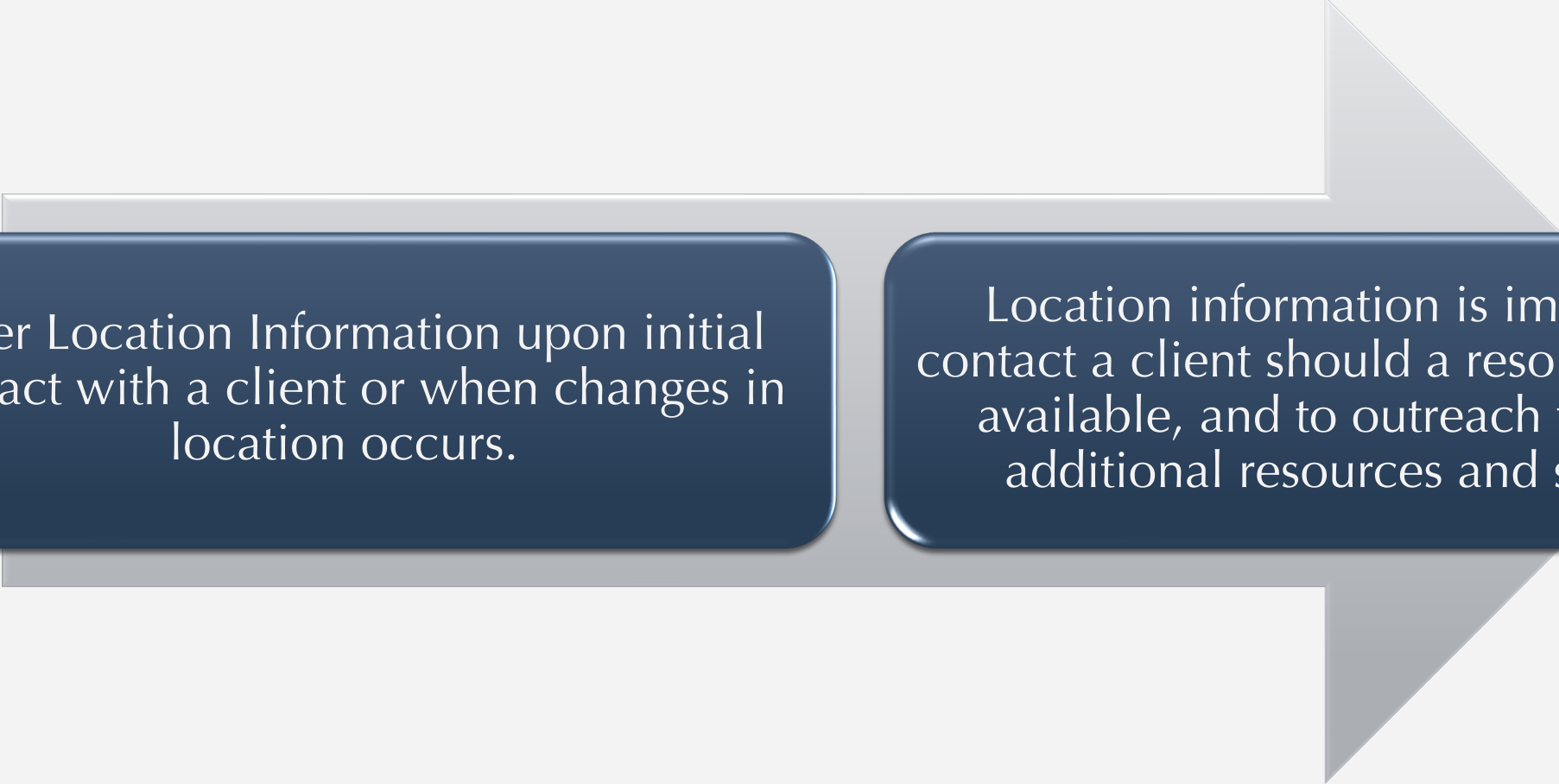
Contact Type	Client
Email	abc@123.com
Phone (#1)	510-000-000
Phone (#2)	XXX-XXX-XXXX
Active Contact	
Private	
Contact Date	05/01/2023
Note	B I ≔ ≔

SAVE CHANGES   **CANCEL**

RECAP LOCATION INFORMATION

ENTERING CLIENT LOCATION INFORMATION

Enter Location Information upon initial contact with a client or when changes in location occurs.

Location information is important to contact a client should a resource become available, and to outreach to provide additional resources and supports.

ENTERING CLIENT LOCATION INFORMATION

Enter Addresses, Cross Streets, or Monuments to record Client Location

Avoid using Privacy Toggle as it limits client information being shared across the system
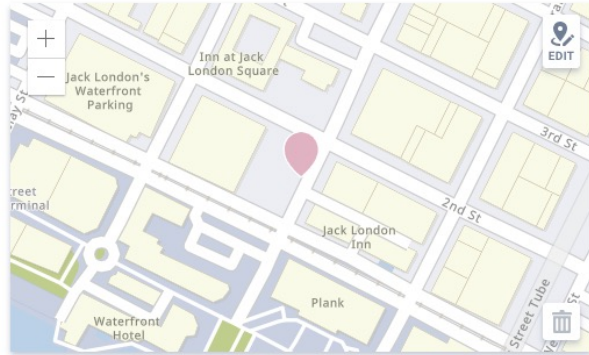
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ADD CLIENT LOCATION

Address Type	Home
Name	Client's New Apartment
Address	

Address (line 2)

Location Date 05/01/2023
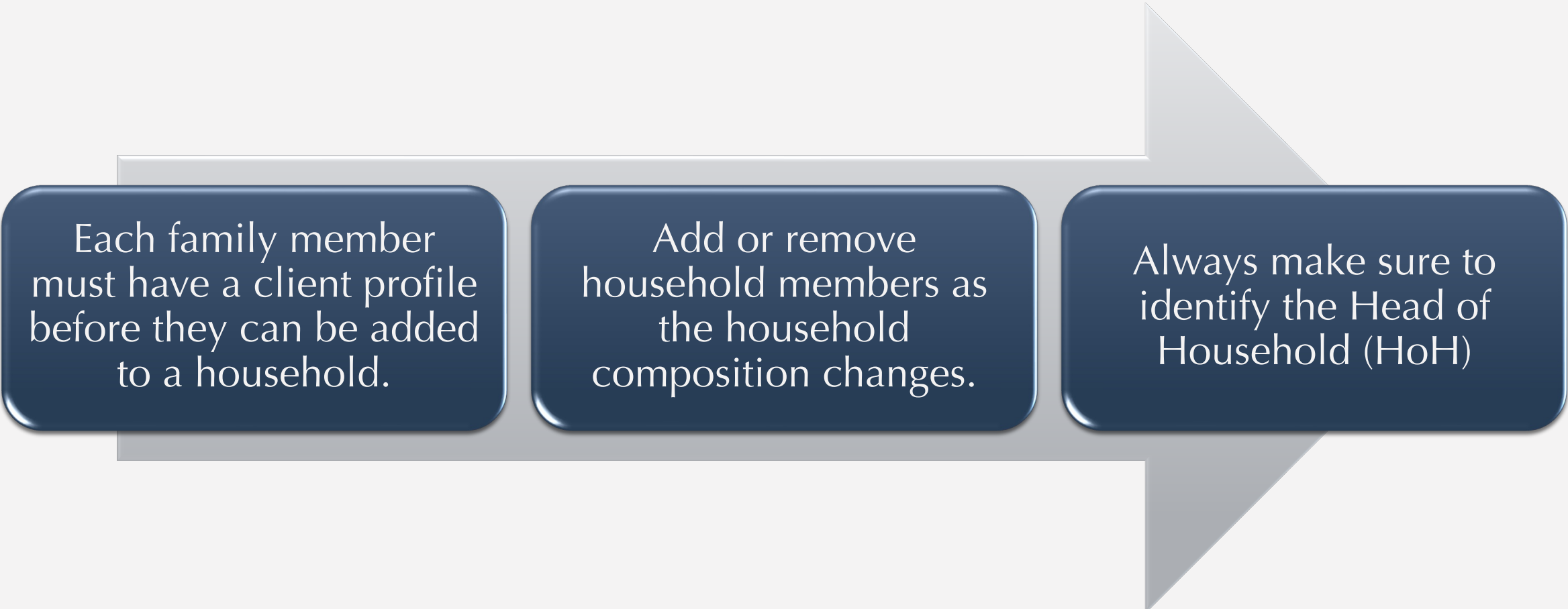
Active Location

Private

Note

RECAP
MANAGING
HOUSEHOLDS

MANAGING HOUSEHOLDS

Each family member must have a client profile before they can be added to a household.

Add or remove household members as the household composition changes.

Always make sure to identify the Head of Household (HoH)

MANAGING HOUSEHOLDS

Household Members

Manage

Bitfocus Baby — Daughter

Select the "Manage" button to manage Household Members.

Household Members

Bitfocus Test — Mother ★

Bitfocus Ba

Select the edit icon under Household Members

Identify the Head of Household

Update information or toggle on exit

EDIT GLOBAL HOUSEHOLD

Member Type	Daughter
Head of Household	Bitfocus Test
Joined Household	03/23/2023
Exited Household	

SAVE

MANAGING HOUSEHOLDS

Household Members

Bitfocus Test   Mother ★

Bitfocus Baby   Daughter

The "Star" indicates who has been identified as the Head of Household (HoH)

MANAGING HOUSEHOLDS

- Toggle on "Exited Household to remove a member from the Household.

- Enter the Date the household member left the household.

- Select "Save."

EDIT GLOBAL HOUSEHOLD

Member Type	Daughter
Head of Household	Bitfocus Test
Joined Household	03/23/2023
Exited Household	05/01/2023

SAVE

QUESTIONS?

ALAMEDA COUNTY HMIS LIAISON MEETING

MAY 2023

AGENDA

Exit Destination

Move in Dates

Reporting

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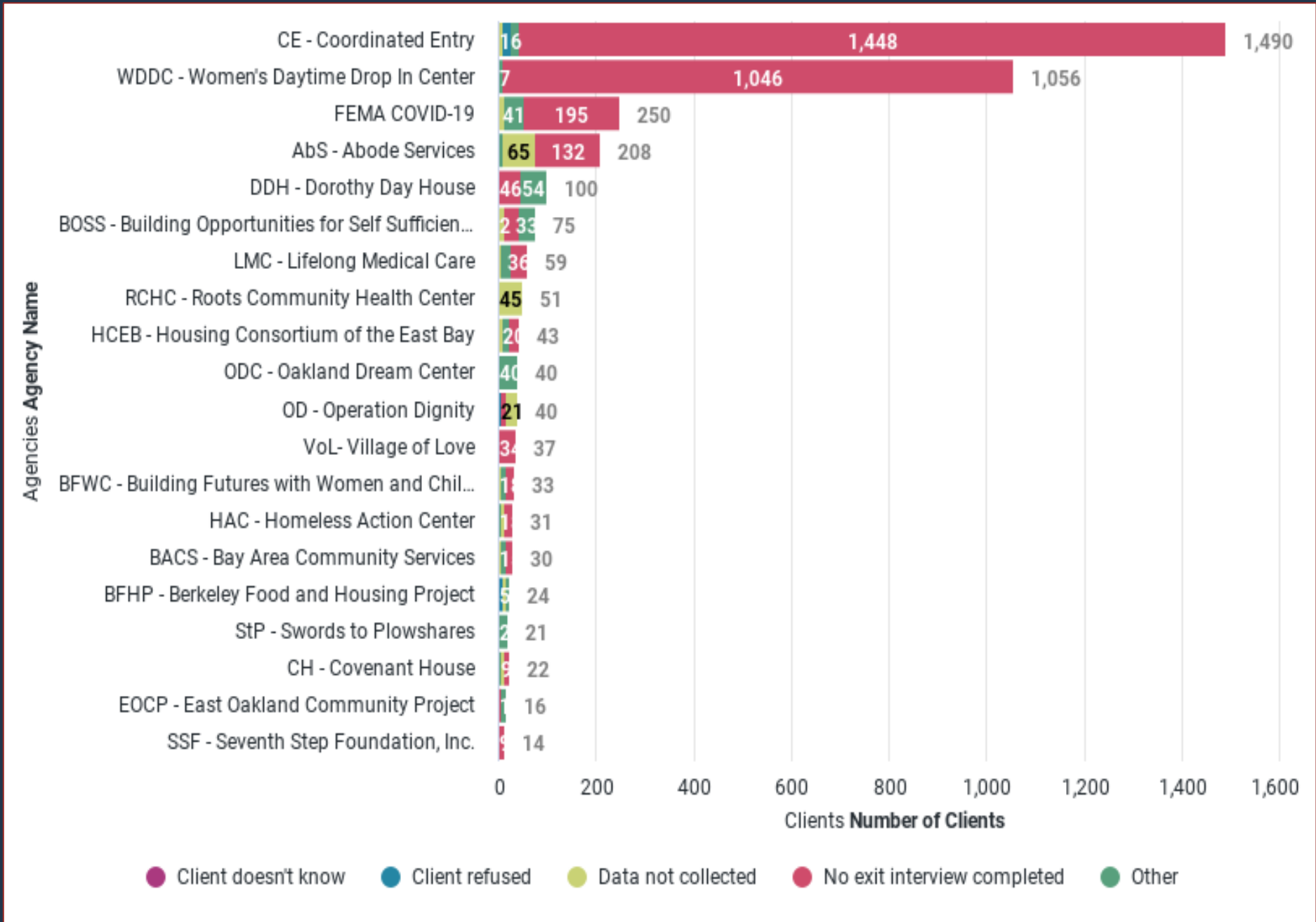
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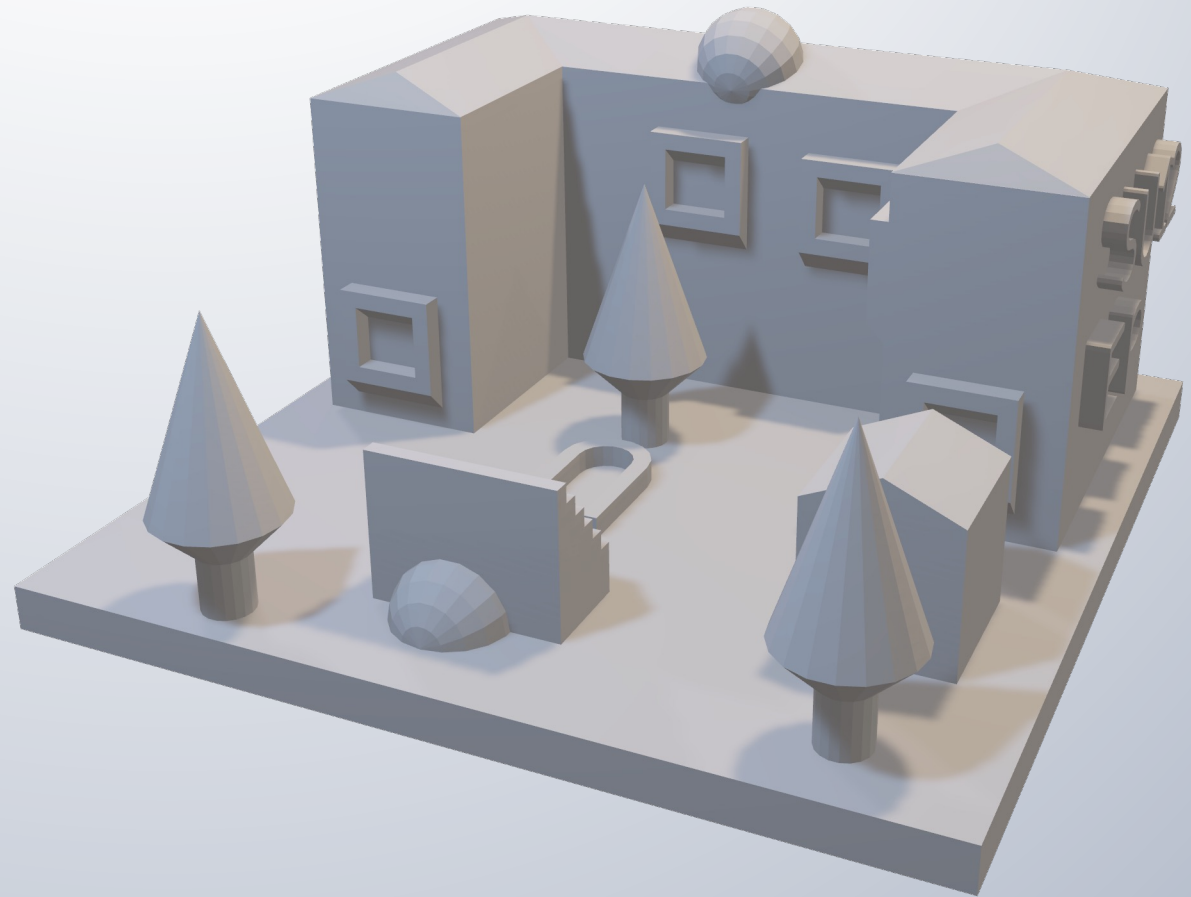# HOW TO IMPROVE AND ACCURATELY DESTINATION DATA QUALITY:

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How to Improve Move-In Date Data Quality

- Timely data entry for client Move-In Dates.

- Ensure the Move-In Date falls within the program start and end date of enrollment.

- Review client's program history and coordinated with programs to correct data quality for overlapping enrollments.

- Run regular reports to check data quality.

Helpful Reports:

- [HUDX-227] Annual Performance Report

- [GNRL-106] Program Roster

- [GNRL-220] Program Detail Report [2022]

QUESTIONS?