OC HMIS User Meeting Webinar Minutes
5/4/22

Contents

Agenda Items

Staffing Updates
- Elizabeth has been promoted to the HMIS Program Manager position. Congrats Elizabeth!
- The HMIS team is hiring for an HMIS Data Analyst.

Agency Set Up Dashboard
- This is a new dashboard that was created to give agencies a better overview of how their agency's projects have been set up. As well as their agency's funding sources and bed inventory.

- A Knowledge Based Article with video was created on how to run this dashboard with an explanation of the data elements.
  - Agency Set-Up Review Dashboard

LSA (Longitudinal System Analysis)
- The LSA FY 2021 Report is available on the OC HMIS site
  - The report includes data from ES, SH, TH, RRH, PSH, OPH projects and examines three Performance Measures: Days Homeless, Exits, and Returns to Homeless
  - LSA analyses system-wide data and the universe of measures is on a household level
  - LSA allows the CoC to identify pathways, combination of project types that a household is served before exiting the homeless system

Additional Release of Information
- The HMIS Help Desk updated a Knowledge Base Article with a video on how to add an additional release of information (ROI)
  - Accessing and Completing Release of Information (ROI) Page

Deleting Program Enrollments with Services
- The HMIS Desk updated a Knowledge Base Article with a video on how to delete a program enrollment with a service attached.
  - Deleting Program Enrollment

CES Assessment Workflow
- When a user wants to complete a CES Assessment, the user will need to first switch their agency access to either one of the CES Lead Agency, **County of Orange** or **Family Solutions Collaborative**.

- Next step would be to access the program enrollment and complete the CES assessment. The user must ensure they're under one of the CES Lead Agencies when submitting the assessment.
  - Do not open another tab and switch to any other agency. This will lead to having the referral/assessment completed by another agency that is not the CES Lead Agencies.

Clarity Updates
We wanted to share some Clarity updates that Bitfocus recently released that we think will be helpful to you!

- **Data Analysis Updates** - effective as of April 18, users will no longer be able to schedule looks and dashboards. Please submit a ticket to the HMIS Helpdesk to accommodate any new report scheduling.

- **Additional Suffix Picklist Value -** The Roman numeral "VI" has been added as a selection option in the Suffix picklist on the Client Profile Screen.

- **"Forgot Password" Response -** When a user clicks the FORGOT PASSWORD link and enters an email address, the system will now display the following message: "We have received your request. If you are an existing user, we will send you an email with a link to reset your password." Please clarify to new

users that this is a standard message and you may also refer them to the [Logging in for the First Time](#)

- **Service Transaction Date Validation Language**
  The system now checks to make sure that dates entered for service transactions (Start Date, End Date, Date, and Event Date) are between January 1, 1970 and January 1, 2038.

  If you enter a date that is before 01/01/1970, or after 01/01/2038, you will see a system warning message and you will not be able to submit the service transaction until you correct the date.

- Further details on all Clarity updates are provided in the [Clarity Human Services: May 2022 Feature Updates](#).

Data & Performance Management Committee Meeting Agenda
The agenda for this month's meeting is as follows:
- User Data Dashboard
- Rapid Re-Housing Project Performance Report

The meeting will take place on Thursday May 12th, 1:30 - 3:00.
- Click [here](#) to Join!
- Meeting ID: 810 9405 7685
- Passcode: 625080

Q&A
- Q: Does this mean we will no longer be getting monthly looker reports?
  - A: The agencies will still receive the monthly Annual Assessment Due and Client Turning 18 reports. Any scheduled reports that the HMIS Team has set up for your agency will still be in place. If there's a report you would like to receive on a regular basis, please [submit a support ticket](#) and the HMIS Team will support your request.

- Q: If a client originally had a VI-SPDAT, matched but not housed, how do we send the client back to the community queue? Through original VI-SPDAT or new CES assessment? What if the client was enrolled and exited from ICES?
  - A: If a client for any reason is not housed from the matched opportunity, that housing provider needs to deny the referral and send the client back to the Community Queue (CQ). If originally the client was sent to the CQ with their VI-SPDAT assessment and matched, the client would be sent back to CQ without having to complete a new assessment.

    If the client was exited from Individual CES and then re-enrolled at a later time, the agency must complete the new Individual CES Assessment to refer the client to the CQ.

- Q: Where do we input the OC Custom Questions for HMIS?
  - A: There are OC Custom questions for both CES and HMIS projects. The custom questions are available and entered on the enrollment screen.

- Q: Is it required to complete the Current Living Situation (CLS) for CES?
  - A: Yes, HUD requires the user to complete CLS at the time of client's entry into the CES projects. Please refer to: Completing Current Living Situation Assessments

- Q: I'm encountering an error message with income for a single household who receives child support but does not have full custody of the child? Is there a logic that flags the income field since this client is a single household without children therefore they shouldn't have child support income?
  - A: There's no logic on the screen to flag this as an error, please submit a HMIS support ticket so that our team could further investigate and provide support.

- Q: For the Data Quality reports, our clients are getting error flags for their SSN. Some of our clients only provide the last four digits so the approximate SSN is accurate to the data we have. Is there a way to fix this so that we don't receive flags for these errors?
  - A: The HMIS Data Quality Report are based on the HUD Data Standards, the HMIS Team provides these reports so that agencies are aware how their data is viewed by HUD.

    The HMIS Team could assist with adding a custom field, so that your agency could indicate this is accurate. This custom field could reduce your time reviewing the data after confirming it's accurate the first time. Please submit a HMIS support ticket so we could provide you with further assistance.

Future Meeting Information
June 2022 HMIS User Meeting Webinar
- Date: Wednesday, June 1st, 2022
- Time: 10:00AM - 11:00 AM
- Click here to join the meeting! No registration or RSVP is required.
- All User Meeting webinar recordings and meeting minutes are available on our website.
- Have an idea for a future agenda item? Submit a ticket via the HMIS Help Desk using the "HMIS – Users and Trainings" category with your ideas.