



Bitfocus



COUNTY OF
MARIN



Agency Leads Meeting: March 18, 2026

Agenda

- Announcements
 - License Updates
 - Federal Reporting Updates
 - SSN & Definitions
- Inactive Data Policy
- Marin Training Site
- SPM Comparison Chart Overview
- Open Communication

To Do:

Announcements



--->License Policy Update

Announcements



--->Federal Reporting: Point-in-Time (PIT) Count and Housing Inventory Count (HIC)

--->Deadline April 30, 2026 by 8pm PT

--->Thank you!

SSN Overview

| Characters Entered | Response Auto Populate* |
|--------------------------|--------------------------------------|
| All x's | Client Doesn't Know* |
| Some X's with one number | Approximate or Partial SSN Reported* |

- *Although this response will auto populate, you are still able to edit this.

Definitions Overview

| Response | HUD Definition |
|------------------------------|--|
| Client Doesn't Know | Means that the client does not know the information. |
| Client Prefers Not to Answer | Means the client knows the information but prefers not to provide the information to record in HMIS. |
| Data Not Collected | Means the worker did not record the information. This may be because the client was not available to provide the information, or the worker simply didn't ask. |

Inactive Data Policy



NEW! –Marin Training Site!

 **CLARITY**
HUMAN SERVICES

Username

Password

 **SIGN IN**

[FORGOT PASSWORD?](#)

MARIN TRAINING SITE
For training purposes only.

Please do not enter any real client data.

NEW! –Marin Training Site

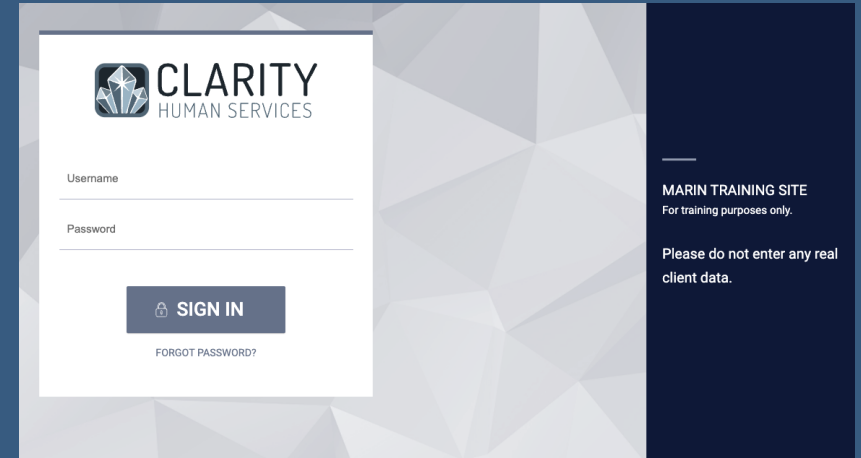
--->Username and Password

--->The same as your current login*

--->Let's all log in

---><https://marin-train.clarityhs.com/login>

*Access to the training site depends on when a user's account was created. If a user cannot log in, Agency Leads should submit a Help Desk ticket to request a new training account.



The screenshot shows a login interface for Clarity Human Services. On the left, there is a white login box with the Clarity Human Services logo at the top. Below the logo are two input fields labeled 'Username' and 'Password'. A dark blue 'SIGN IN' button is positioned below the password field, with a 'FORGOT PASSWORD?' link underneath it. To the right of the login box, on a dark blue background, is the text: 'MARIN TRAINING SITE For training purposes only. Please do not enter any real client data.'

IMPORTANT REMINDER

--->Do not enter any real client data.

System Performance Measures (SPM)

| HMIS PROJECT TYPES | SYSTEM PERFORMANCE MEASURE QUESTIONS | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
|--------------------|--------------------------------------|---|---|---|---|---|---|---|---|
| | 1 | Emergency Shelter | x | x | x | | x | | x |
| | 2 | Transitional Housing | x | x | x | x | x | | x |
| | 3 | PH - Permanent Supportive Housing (disability required for entry) | x | x | | x | x | | x |
| | 4 | Street Outreach | | x | | | | | x |
| | 5 | RETIRED | | | | | | | |
| | 6 | Services Only | | | | | | | |
| | 7 | Other | | | | | | | |
| | 8 | Safe Haven | x | x | x | x | x | | x |
| | 9 | PH – Housing Only | x | x | | x | x | | x |
| | 10 | PH – Housing with Services (no disability required for entry) | x | x | | x | x | | x |
| | 11 | Day Shelter | | | | | | | |
| | 12 | Homelessness Prevention | | | | | | | |
| | 13 | PH - Rapid Re-Housing | x | x | | x | x | | x |
| 14 | Coordinated Entry | | | | | | | | |

System Performance Measures Comparison Chart

System Performance Measures Summary Analysis

Reflects Performance **IMPROVEMENT**

Reflects Performance **DECREASE**



| Measure | Metric | Revised FY 2024 | FY 2025 | Change from Prior Year |
|--|---|-----------------|---------|------------------------|
| Measure 1: Length of Time Persons Experience Homelessness | Average Days people spend in Shelter (ES-EE, ES-NbN, SH, TH) | 192 | 214 | 22 |
| | Average Days people spend Experiencing Homelessness (ES-EE, ES-NbN, SH, TH and PH prior to "housing move-in") | 1,371 | 1,160 | -212 |
| Measure 2: Returns to Homelessness | Total percent of persons returning within 2 years | 16% | 14% | -2% |
| Measure 3: Number of Homeless Persons | Point-in-Time Count Total persons (sheltered and unsheltered) | 1090 | 293 | -797 |
| | Annual Count Total persons (unduplicated count; ES, SH, and TH) | 506 | 527 | 21 |
| Measure 4: Income Growth for Persons in CoC Program-funded Projects | Adults with increased Total Income | 48% | 43% | -5% |
| Measure 5: First time Homelessness | Persons experiencing homelessness for the first time (accessing ES-EE, ES-NbN, SH, TH, or PH) | 809 | 839 | 30 |
| Measure 7: Successful Placement in or Retention of Permanent Housing | People with successful exits from Street Outreach | 6% | 7% | 2% |
| | People with exits to permanent destinations from ES-EE, ES-NbN, SH, TH, RRH and PH (not moved into housing) | 64% | 64% | 0% |
| | People with successful Exits to or Retention of Permanent Housing (PSH and OPH, not RRH) | 97% | 99% | 1% |

→ Slight increase in average days people spend in shelter

→ Decrease in average days people spend experiencing homelessness

→ Slight decrease in returns to homelessness within 2 years

→ Significant decrease in Point-in-Time Count Total persons due to unsheltered count in 2024 but not in 2025 (every other year)

→ Slight increase in annual count of persons in shelter & transitional housing

→ Slight decrease in adults with increased total income for persons in CoC-funded projects

→ Slight increase in persons experiencing homelessness for the first time

→ Slight increase in successful exits from Street Outreach and successful exits to or retention of Permanent Housing (excluding RRH)



System Performance Measures Comparison Chart

→ Overall Performance Improvement for Exit Destination data quality across ALL applicable project types

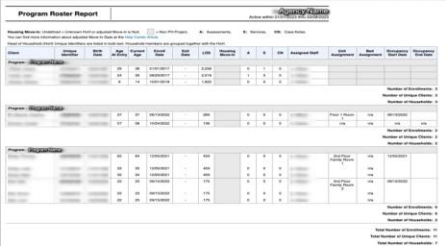
→ Significant decrease in the error rate for Street Outreach

→ This is largely due to more street outreach enrollments being included in this section. Street Outreach enrollments are *not* included here if the “Date of Engagement” field is left blank in the enrollment. This year we worked with Street Outreach providers to update this field so that more enrollments were included here.

→ Slight decrease to the error rate for clients exiting PSH and OPH projects

| Destination Data Quality (% Error Rate) | | | |
|--|-----------------|---------|------------------------|
| Project Type | Revised FY 2024 | FY 2025 | Change from Prior Year |
| Emergency Shelter and Safe Haven | 17% | 15% | -3% |
| Transitional Housing | 0% | 0% | 0% |
| PSH and OPH | 9% | 3% | -6% |
| Rapid Rehousing | 3% | 3% | 0% |
| Street Outreach | 29% | 1% | -27% |

SPM – Key Areas for Program Improvement

| SPM Measure | Potential Impact | How to Improve | Useful Reports |
|--|---|--|---|
| <p>Measure 1: Length of Time Persons Experience Homelessness</p> | <p>When enrollments aren't kept up-to-date, or data isn't entered in a timely manner, the average days people spend in shelter/experiencing homelessness can be skewed and reported inaccurately.</p> | <p>Ensure timely and accurate data entry with program enrollments, housing move-in dates, and program exits.</p> <ul style="list-style-type: none"> Record program enrollments, housing move-in dates, and program exits in real-time as they happen (or as close to that as possible). This also reduces the need to back-date client information. | <p>Report Library – [GNRL-106] Program Roster</p> <ul style="list-style-type: none"> Focus on Enroll Date, LOS (Length of Stay), Housing Move-in date (if applicable), and Exit Date  <ul style="list-style-type: none"> Report Parameters: Lookback period of 2 years to analyze your program's performance. |

SPM – Key Areas for Program Improvement

| SPM Measure | Potential Impact | How to Improve | Useful Reports |
|--|---|--|---|
| <p>Measure 4: Income Growth for Persons in CoC-funded Projects</p> | <p>When income updates aren't recorded accurately and completely, the ability to compare changes in income will be limited.</p> | <p>Ensure accuracy and completeness of income information: At Project Start, Annual Assessment, and Project Exit.</p> <ul style="list-style-type: none"> • Be sure to complete missing/past due Annual Assessments and any missing Income info at Project Start, Annual Assessment, and Project Exit. | <p>Report Library – [HUDX-225] HMIS Data Quality Report</p> <ul style="list-style-type: none"> • Focus on Q4 Income and Housing Data Quality” section – specifically at “Income and Sources” • Report Parameters: Lookback period of 2 years to analyze your program’s performance. <p>[GNRL-409] Annual Assessment Overview</p> <ul style="list-style-type: none"> • Use this report to review annual assessments status – including timely completion of assessments, overdue assessments, and data-related issues. |

SPM – Key Areas for Program Improvement

| SPM Measure | Potential Impact | How to Improve | Useful Reports | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|--|--------------|--|---------------------|-------------|-------|-----------------|--------------------|---|----|--|----|--------|------------------------------------|---|-----|---|-----|--------|--|---|-----|---|-----|---------|-----------------------------------|---|---|---|---|--------|------------------------------------|---|-----|----|-----|--------|--|---|-----|---|-----|---------|-----------------------------------|---|---|---|----|--------|
| Measure 7: Successful Placement in or Retention of Permanent Housing | <p>Exit destination is utilized in several of the SPM measures to show successful exits and show system flow.</p> <p>Missing or inaccurate destinations can cause inaccurate counts for:</p> <ul style="list-style-type: none"> Exits to permanent housing Returns to homelessness | <p>Select the most accurate exit destination as possible. Any temporary or permanent exit destination will positively impact program performance.</p> <p>The following destination response options negatively impact program performance, so avoid using these destination options when possible:</p> <ul style="list-style-type: none"> No exit interview completed Other Client doesn't know Client prefer not to answer Data Not Collected | <p>Report Library – [HUDX-225] HMIS Data Quality Report</p> <ul style="list-style-type: none"> Focus on Q4 Income and Housing Data Quality” section – specifically at “Destination” section <table border="1"> <caption>O4. Income and Housing Data Quality</caption> <thead> <tr> <th>Data Element</th> <th>Client Doesn't Know/Prefer Not to Answer</th> <th>Information Missing</th> <th>Data Issues</th> <th>Total</th> <th>% of Issue Rate</th> </tr> </thead> <tbody> <tr> <td>Destination (3.12)</td> <td>0</td> <td>10</td> <td></td> <td>10</td> <td>66.67%</td> </tr> <tr> <td>Income and Sources (4.02) at Start</td> <td>2</td> <td>105</td> <td>2</td> <td>109</td> <td>22.76%</td> </tr> <tr> <td>Income and Sources (4.02) at Annual Assessment</td> <td>0</td> <td>168</td> <td>0</td> <td>168</td> <td>100.00%</td> </tr> <tr> <td>Income and Sources (4.02) at Exit</td> <td>0</td> <td>9</td> <td>0</td> <td>9</td> <td>69.23%</td> </tr> <tr> <td>Non-Cash Benefits (4.03) at Start*</td> <td>1</td> <td>105</td> <td>15</td> <td>121</td> <td>25.26%</td> </tr> <tr> <td>Non-Cash Benefits (4.03) at Annual Assessment*</td> <td>0</td> <td>168</td> <td>0</td> <td>168</td> <td>100.00%</td> </tr> <tr> <td>Non-Cash Benefits (4.03) at Exit*</td> <td>0</td> <td>9</td> <td>1</td> <td>10</td> <td>76.92%</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Report Parameters: Lookback period of 2 years to analyze your program's performance. | Data Element | Client Doesn't Know/Prefer Not to Answer | Information Missing | Data Issues | Total | % of Issue Rate | Destination (3.12) | 0 | 10 | | 10 | 66.67% | Income and Sources (4.02) at Start | 2 | 105 | 2 | 109 | 22.76% | Income and Sources (4.02) at Annual Assessment | 0 | 168 | 0 | 168 | 100.00% | Income and Sources (4.02) at Exit | 0 | 9 | 0 | 9 | 69.23% | Non-Cash Benefits (4.03) at Start* | 1 | 105 | 15 | 121 | 25.26% | Non-Cash Benefits (4.03) at Annual Assessment* | 0 | 168 | 0 | 168 | 100.00% | Non-Cash Benefits (4.03) at Exit* | 0 | 9 | 1 | 10 | 76.92% |
| Data Element | Client Doesn't Know/Prefer Not to Answer | Information Missing | Data Issues | Total | % of Issue Rate | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Destination (3.12) | 0 | 10 | | 10 | 66.67% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Income and Sources (4.02) at Start | 2 | 105 | 2 | 109 | 22.76% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Income and Sources (4.02) at Annual Assessment | 0 | 168 | 0 | 168 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Income and Sources (4.02) at Exit | 0 | 9 | 0 | 9 | 69.23% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non-Cash Benefits (4.03) at Start* | 1 | 105 | 15 | 121 | 25.26% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non-Cash Benefits (4.03) at Annual Assessment* | 0 | 168 | 0 | 168 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non-Cash Benefits (4.03) at Exit* | 0 | 9 | 1 | 10 | 76.92% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Open Communication



Questions, Comments, or Concerns?



Next Agency Leads Meeting: May 20, 2026