



# Bitfocus



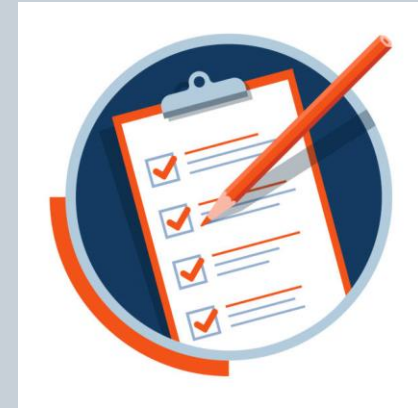
COUNTY OF  
**MARIN**

Agency Leads Meeting: May 21, 2025



# Agenda

- Announcements
  - Federal Reporting Season Updates
  - Annual HMIS User Survey – *coming soon*
  - Licensing Updates -Nik
- SPM Comparison Chart Overview
- Active Programs and Project Types Report -Laurel
- Report Spotlight
  - [\[STFF –103\] User Active Caseload](#)
  - [\[STFF-104\] Client Data Activity Report](#)
  - [\[GNRL-409\] Annual Assessment Overview - NEW](#)
- Open Communication



Federal  
Reporting



HMIS User Survey



Licensing Updates



# Announcements

# Federal Reporting - PIT/HIC Update

**Deadline is Friday 6/13 at  
5pm**

**2025 HIC/PIT Data Submission  
Guide**



Homelessness Data Exchange 2.0

# Annual HMIS User Survey – Coming in the Near Future



# Goal of Survey

Assess use of the HMIS and identify possible gaps in support, training, & other resources.

Use survey responses to address concerns brought to our attention.

Help create new resources.

Boost all users engagement and confidence using the HMIS.

**Response Rate Goal 75%**

**\*As an HMIS Agency Lead, we rely on your feedback, and your support with encouraging your staff to complete this annual survey.**





# Rollout Plan

Open for approximately 1 month between June – July

Weekly reminder emails sent to all users

Week 2 & 4 email reminders for Agency Leads



## Licensing Updates

- > Policy Update & Timeline
- > Q&A

## The Ask

- > Provide Roles and description of that role
- > Inform Nikolas of any users not utilizing their HMIS license



# SPM Comparison Chart

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

- While there are a lot of areas reflecting program **decrease** overall, the change is relatively low (so don't be alarmed!)
- **Slight increase** in average days people spend in shelter and experiencing homelessness
- Point-in-Time Count Total persons significant increase due to the unsheltered count in 2024 (every other year)
- **Slight decrease** in adults with increased total income for persons in CoC-funded projects
- **Slight decrease** in successful exits from Street Outreach

## System Performance Measures Summary Analysis



Reflects <b>Performance IMPROVEMENT</b>
Reflects <b>Performance DECREASE</b>

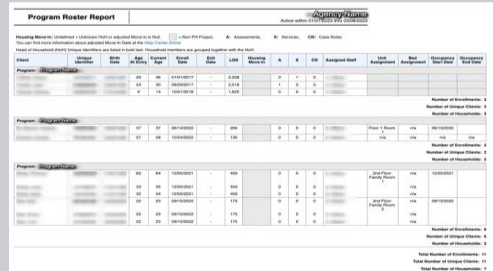
Measure	Metric	Revised FY 2023	FY 2024	Change from Prior Year
Measure 1: Length of Time Persons Experience Homelessness	Average Days people spend in Shelter (ES-EE, ES-NbN, SH, TH)	168	193	26
	Average Days people spend Experiencing Homelessness (ES-EE, ES-NbN, SH, TH and PH prior to "housing move-in")	1,289	1,305	15
Measure 2: Returns to Homelessness	Total percent of persons returning within 2 years	15%	16%	1%
Measure 3: Number of Homeless Persons	Point-in-Time Count Total persons (sheltered and unsheltered)	288	1090	802
	Annual Count Total persons (unduplicated count; ES, SH, and TH)	543	502	-41
Measure 4: Income Growth for Persons in CoC Program-funded Projects	Adults with increased Total Income	53%	47%	-6%
Measure 5: First time Homelessness	Persons experiencing homelessness for the first time (accessing ES-EE, ES-NbN, SH, TH, or PH)	634	804	170
Measure 7: Successful Placement in or Retention of Permanent Housing	People with successful exits from Street Outreach	7%	4%	-3%
	People with exits to permanent destinations from ES-EE, ES-NbN, SH, TH, RRH and PH (not moved into housing)	57%	64%	7%
	People with successful Exits to or Retention of Permanent Housing (PSH and OPH, not RRH)	97%	98%	1%

# System Performance Measures Comparison Chart

Destination Data Quality (% Error Rate)			
Project Type	Revised FY 2023	FY 2024	Change from Prior Year
Emergency Shelter and Safe Haven	19%	18%	-1%
Transitional Housing	3%	0%	-3%
PSH and OPH	4%	9%	5%
Rapid Rehousing	6%	3%	-3%
Street Outreach	84%	32%	-52%

- **Low error rate** for Destination Data Quality across all project types – a higher error rate for Street Outreach projects is to be expected
- **SIGNIFICANT decrease** in the error rate for Street Outreach – great work!
- Slight **increase** to the error rate for clients exiting PSH and OPH projects

# SPM – Key Areas for Program Improvement

SPM Measure	Potential Impact	How to Improve	Useful Reports
Measure 1: Length of Time Persons Experience Homelessness	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>Ensure timely and accurate data entry with program enrollments, housing move-in dates, and program exits.</p> <ul style="list-style-type: none"> <li>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.</li> </ul>	<p><b>Report Library – <a href="#">[GNRL-106]</a></b>  <b><a href="#">Program Roster</a></b></p> <ul style="list-style-type: none"> <li>Focus on Enroll Date, LOS (Length of Stay), Housing Move-in date (if applicable), and Exit Date</li> </ul>  <ul style="list-style-type: none"> <li><b>Report Parameters:</b>  Lookback period of 2 years to analyze your program's performance.</li> </ul>

# SPM – Key Areas for Program Improvement

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Measure 4: Income Growth for Persons in CoC-funded Projects	When income updates aren't recorded accurately and completely, the ability to compare changes in income will be limited.	<p>Ensure accuracy and completeness of income information: At Project Start, Annual Assessment, and Project Exit.</p> <ul style="list-style-type: none"><li>Be sure to complete missing/past due Annual Assessments and any missing Income info at Project Start, Annual Assessment, and Project Exit.</li></ul>	<p><b>Report Library – <a href="#">[HUDX-225] HMIS Data Quality Report</a></b></p> <ul style="list-style-type: none"><li>Focus on Q4 Income and Housing Data Quality” section – specifically at “Income and Sources”</li></ul> <table><tr><th colspan="6">Q4. Income and Housing Data Quality</th></tr><tr><th colspan="6">Program Applicability: All Projects</th></tr><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><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></table> <ul style="list-style-type: none"><li><b>Report Parameters:</b> Lookback period of 2 years to analyze your program's performance.</li></ul>	Q4. Income and Housing Data Quality						Program Applicability: All Projects						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%
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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"><li>Exits to permanent housing</li><li>Returns to homelessness</li></ul>	<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"><li>No exit interview completed</li><li>Other</li><li>Client doesn't know</li><li>Client prefer not to answer</li><li>Data Not Collected</li></ul>	<p><b>Report Library – <a href="#">[HUDX-225] HMIS Data Quality Report</a></b></p> <ul style="list-style-type: none"><li>Focus on Q4 Income and Housing Data Quality” section – specifically at “Destination” section</li></ul> <table><caption>Q4. Income and Housing Data Quality</caption><tr><th colspan="6">Program Applicability: All Projects</th></tr><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><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></table> <ul style="list-style-type: none"><li><b>Report Parameters:</b> Lookback period of 2 years to analyze your program’s performance.</li></ul>	Program Applicability: All Projects						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%
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# Marin Active Programs and Project Types Report Overview

-by Laurel te Velde



User Active  
Caseload



Staff Client Data Activity



Annual Assessment  
Overview - *NEW*



# Report Spotlight

# [STFF – 103] User Active Caseload

## [STFF –103] User Active Caseload

Provides detail of current caseload for a user and the activities.

A staff is considered assigned to an enrollment if:

- they *created* the enrollment
- were *assigned* to the enrollment within Clarity



# [STFF – 104] Staff Client Data Activity Report

## [STFF-104] Client Data Activity Report

Provides program review of staff/user record activity in Clarity

Ex: Last time staff updated the client's profile

Staff Client Data Activity Report

Staff members are listed below  
Date Range: 08/01/2024 thru 05/01/2025

Abadajos, Regina

Data Type	Client Name	Unique Identifier	Date/Time
No data to display...			

Abarca, Jennifer

Data Type	Client Name	Unique Identifier	Date/Time
Profile Edited	Test, Lark	8530209E8	03/22/2025 1:22 PM
Profile Edited	Test, Lark	8530209E8	03/22/2025 1:22 PM
Profile Edited	Test, Fred	51B70E4A9	03/22/2025 1:21 PM
Profile Edited	Test, Georgie	394F9CA84	03/22/2025 1:21 PM
Profile Edited	Test, Client	4E2A098C9	05/16/2025 2:47 PM
Client ROI	Test, Client	4E2A098C9	05/16/2025 2:45 PM
Profile Created	Test, Client	4E2A098C9	05/16/2025 2:45 PM
Profile Edited	Lady, Cat	A18E66B6B	03/18/2025 1:36 PM
Profile Created	Lady, Cat	A18E66B6B	03/18/2025 1:36 PM
Profile Edited	Test, John	FB8CD8D17	10/28/2024 9:47 AM
Profile Edited	Test, Monday	87835E6F3	10/28/2024 9:39 AM
Profile Created	Test, Monday	87835E6F3	10/28/2024 9:39 AM
Profile Edited	Yosemite, Bob	5E3E25226	10/25/2024 10:35 AM
Profile Edited	Yosemite, Child	2BC6BD958	10/25/2024 10:35 AM
Profile Edited	Yosemite, Child	2BC6BD958	10/25/2024 10:22 AM
Profile Created	Yosemite, Child	2BC6BD958	10/25/2024 10:22 AM
Client Contact Created	Yosemite, Bob	5E3E25226	10/24/2024 1:34 PM
Total: 65			

Crews-Holloway, Alexis

Data Type	Client Name	Unique Identifier	Date/Time
No data to display...			

# Annual Assessment Overview

[\[GNRL-409\] Annual Assessment Overview](#) – BRAND NEW REPORT!

Enrollment-based report provides detailed view of Annual Assessment Statuses

- > Tracks client progress
- > Provides insights into:
  - > Timely completion
  - > Overdue
  - > Data related issues

Annual Assessment Overview									
Annual Assessment Status	Completed	Completed Out of Range	Past Due	Due	Assessment Window Opening in 30 Days	Not Due	Enrolled Less than 1 Year	Data Issue	Exited Before HoH's 1st Anniversary
# of Assessments	15	2	8	0	0	4	0	1	1

# Open Communication

Resource  
sharing

Problem  
solving

Cross-agency  
Collaboration

Ideas for future Leads  
meetings – What do  
you want to see  
more/less of? What's  
helpful? What's not?

Future  
presentation/discussion  
topic ideas – How to  
make these meetings  
most effective and  
impactful for you?

# Help Desk Support

## How to get in touch with the Help Desk:

- > Use the chat feature on the [website](#) or directly from within your HMIS account.
- > Call **415-429-1400**
- > Email [marin@bitfocus.com](mailto:marin@bitfocus.com)
  - > Escalate to Community Admin as needed
- > *Pro-tip: You may always request to meet with them via Zoom to screen-share. This can be especially helpful when troubleshooting any issues you might be having.*





# Questions, Comments, or Concerns?



Next Agency Leads Meeting: July 16, 2025