Wake County Monthly Agency Administrator Meeting
November 2025

Bitfocus

Agenda

- Introductions
- LSA
- How to Correct Data
- Resources

Bitfocus

Longitudinal Systems Analysis (LSA)

Bitfocus

What is the LSA?

The Longitudinal Systems Analysis (LSA) report is a required HUD report that our community is required to submit annually to HUD across key projects participating in the Continuum of Care (CoC). It provides HUD and our CoC with critical information about people experiencing homelessness and their use of the system of care.

Universe of HMIS Data that will be submitted:

- Five project types (ES, SH, TH, RRH, PSH, PH)

- Exits two years prior to the reporting period

- Exits one year prior to the reporting period

- Exits in the first six months of the reporting period

- Client demographic and household data for all program enrollments

- Exit Destination, length of time homeless and returns to homelessness

What is the LSA used for?

Better Compete for HUD Notice of Funding Opportunities (NOFO)

- Your community's data is competitively ranked by a point structure. The more a community can demonstrate effectiveness within their homelessness response system, the more points they can be awarded.

- The LSA report process is a part of this point structure. Funds are often distributed based on community ranking.

Better LSA data = More funding opportunities

Bitfocus

At a community level, data must be reviewed Universe of Data that will be submitted, incorrect data will not be accepted by HUD upon report submittal.

Agency Liaisons will be receiving data clean up requests from the **HMIS Team,** and will be expected to also be reviewing & correcting their own data

The HMIS Team will review and ensure corrections have been made

What does this mean for you?

Everyone has a role to play in submitting the LSA

Program Managers will review and make corrections to data

Agency Liaisons will follow up with **Program Managers and agency staff** to make corrections to client-level data.

LSA Timeline

Outreach is underway with the Bitfocus Team as of mid November 2025.

- <u>Outreach #1</u>

    Date of Birth Errors

    Abandoned Enrollments

    Household Errors

- <u>Outreach #2</u>

    Overlapping Enrollments & utilization percentage outliers

- <u>Outreach #3</u>

    Outstanding Overlapping Enrollments

Follow up review date: First week of December 2025

Ongoing Individual outreach for agency-specific issues.

Bitfocus

How To Correct Data Quality Issues

Error Flags
&
Warning Flags

Error Flags

⤳ Data is impossible in reality.

⤳ Must be resolved.

⤳ Explanation notes are not accepted.

Warning Flags

⤳ Data is outside of the norm.

⤳ This should be resolved when possible.

⤳ Often reflects data quality issues, which require program data corrections in the HMIS.

⤳ If the data is accurate, an explanation note must be entered in HDX to explain the issue.

    ⤳ Notes must be reviewed and accepted by LSA liaison.

Bitfocus

Error Flag Examples:

⇢ Project has client exit dates that are after the project end date

⇢ There are more recorded households than people or more recorded units than beds

⇢ Project has active client enrollments during the reporting period but has no active bed inventory records

Warning Flag Examples:

⇢ Project with unusually high/low utilization rates

⇢ Population served by a project does not reflect the inventory reported

⇢ Number of people served in LSA (one year) is less than the number of people reported on sheltered PIT (one night)

⇢ Discrepancies between LSA and HIC

We will reach out to the Agency Administrator to correct your program's data if we determine it is the cause for the flag we are receiving.

Bitfocus

COMMON MISSING DATA ELEMENTS IN THE LSA

Data Element
Health Insurance (at entry & exit)
Income (at entry & exit)
Non-Cash Benefits (at entry)
Disabling Condition
Months or Times Homeless
Length of Stay
SSN
Race & Ethnicity
Inventory
Households
Overlapping Enrollments

These are important to look out for when cleaning up your data!

Bitfocus

13

Households

Potential Issues	Potential Fixes
No HoH	Add HoH if adult has enrolled alone Select HoH if multi-person HH
Child Only HoH	Merge enrollment with their other household members and set HoH
Clients born after Enrollment Start Date	Update enrollment start date
HoH with move-in dates outside of enrollment	Update to correct move-in date or update to correct enrollment date

Overlapping 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

Inventory

Potential Issues	Potential Fixes
Projects with low (less than 65%) or high (more than 105%) utilization rate during reporting period	Correct client enrollment data and/or exit data Update inventory
Clients with unusually long Lengths of Stay in a project	Correct client exit data
Dedicated beds does not reflect clients being served	Update dedicated beds
Incorrect inventory start date/ end date	Update inventory start/end dates
Bed inventory on the night of the 2025 PIT doesn't match the number of beds for that project during the LSA reporting period	Update beds/units

Bitfocus

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.

Bitfocus

15

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**

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 3/1/25 to 6/1/25. They entered MHA Mainstream for **PH** on 5/1/25, but their move-in date was either 5/1/25 or 6/1/25.*

  - **This counts as overlapping enrollment because they were in the shelter while also being scheduled for permanent housing at MHA Mainstream.**

REMINDER: HUDs definition of "Housing Move-in Date" is the date that the client **PHYSICALLY** moves in (becomes housed).

Bitfocus

CHECKING FOR OVERLAPPING ENROLLMENTS CONT

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
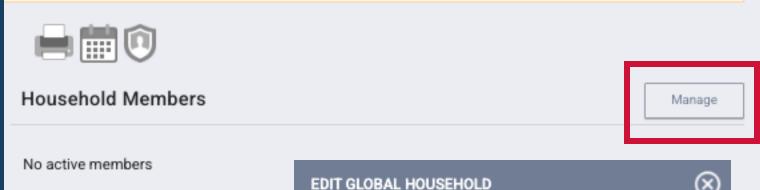- Contact the Helpdesk to delete the duplicate enrollment

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**

Bitfocus

Head of Household Errors

No HoH Assigned:

- Assign a household member as the Head of Household

Child HoH:

- Change the Head of Household designation to an adult

Child Only Households:

- Merge the child's enrollment with the parent/guardian's enrollment (Contact the Helpdesk for assistance)

Housing Move-in Date
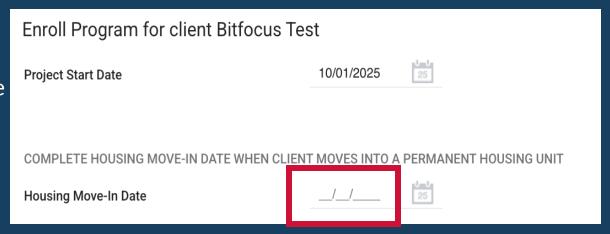
Dated before the Project Start

- Change to after the Project Start Date & before the Project Exit Date

Dated after the Project Exit Date:
- Change to before the Project Exit Date & after the Project Start Date

Missing Move-in Date:
- Enter on the Head of Household's enrollment screen

Enroll Program for client Bitfocus Test

Project Start Date   10/01/2025

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date   __/__/____

Bitfocus

19

Length of Stay

Requirements

Applicable to all clients

Applicable to all project types

Based on Project Start Date and Project Exit Date

Night-by-Night (NbN) Emergency Shelters exception: based on bed nights

Common Issues

- Clients not exited
- Inaccurate Project Start or Exit Dates
- Too few or too many bed nights

Bitfocus

Length of Stay

How to Fix Common Issues

Clients not exited:
- Exit from program

Inaccurate Project Start or Exit Dates:
- Correct Project Start and/or Exit Dates

Too few or too many bed nights:
- Add bed Nights
- Delete bed nights(contact the Help Desk)

Bitfocus

Exit Destination

How to Fix Common Issues

Client doesn't know," "Client refused", "Data not collected", or "No exit interview completed"
- Select another response for the Exit Destination

Other selected when another response option is more appropriate
- Select another response for the Exit Destination

Bitfocus

Reports

- The following reports will provide details on data fields that are associated with errors and warning flags

- These reports should also be used on a regular basis to support data quality

	[GNRL-106] Program Roster
	[HUDX-225] HMIS Data Quality Report
	[HUDX-227] Annual Performance Report
	[EXIT-101] Potential Exits
	[GNRL-220] Program Details Report

Bitfocus

HELPFUL REPORTS

Program Roster Report

Housing Move-in: Undefined = Unknown HoH or adjusted Move-in is Null, ☐ = Non PH Project, **A:** Assessments, **S:** Services, **CN:** Case Notes

You can find more information about adjusted Move-In Date at the Help Center Article

Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff
Program: BDC Case Management												
Squarepants, Spongebob	23D7CEE4A	02/12/1987	30	36	12/06/2017	-	2,125		0	0	0	C. Moore*
McTester1, Tester	5A9BA83BF	02/06/1954	64	69	02/06/2018	-	2,063		0	0	0	K. Canataro
Pierce, Teddie Test	78AD02649	11/12/1949	68	73	02/08/2018	-	2,061		0	0	0	K. Canataro
Checkov, Pavel	102F5E3E5	12/15/1974	43	48	05/22/2018	-	1,958		0	1	0	J. Noe
Test, Test	18AB48A28	01/01/1975	45	48	05/29/2020	-	1,220		0	0	0	T. Pierce
Woman, Wonder	AA1027535	01/01/1990	33	33	08/29/2023	-	33		0	2	0	K. Main
Baby, Bitfocus	32851F4BC	01/01/2020	2	3	07/01/2022	-	457		0	0	0	R. Abadajos

[GNRL-106] Program Roster

Review your Active Clients for the period of October 1, 2024, to September 30, 2025.

✓ DOB – Are there any Issues with Group Enrollments, (i.e., baby in the program) or incorrect date of birth.

✓ Check Length of Stay – Is anyone that should be exited?

✓ Missing Annual Assessments? Enter those 30 days before or after the client's anniversary date.

[Exit-101] Potential Exits

Run for the cut-off date of [date] for those who haven't been potentially active in your program for the last six months.

✓ Review for missing data:

    ✓ Missing Data = Data Not Collected, Client Refused, Client prefers not to answer

✓ Review potential exits

Potential Exits

**_____(Test)

Cut off Date: 01/01/2023

Clients below are active in the program and do not have a qualifying activity since the cut-off date.

The following program-level activities are qualifying activities: Unit Connections, Services, CE Events/Results, Case Notes, and Program-Level Assessments (Annual, Status, and Current Living Situation).

Unique ID	Client Name	SSN	Project Name	Most Recent Activity	Most Recent Activity Date	Assigned Staff	Enroll Type
32851F4BC	Baby, Bitfocus	xxx-xx-4654	BDC Case Management				Individual
102F5E3E5	Checkov, Pavel	xxx-xx-0003	BDC Case Management	Job Placement: Job Placement	05/27/2018	Noe, John	Individual
5A9BA83BF	McTester1, Tester	xxx-xx-0000	BDC Case Management				Individual
78AD02649	Pierce, Teddie Test	xxx-xx-5048	BDC Case Management				Individual
23D7CEE4A	Squarepants, Spongebob	xxx-xx-8768	BDC Case Management				Individual
18AB48A28	Test, Test	xxx-xx-1111	BDC Case Management				Individual

Bitfocus

HELPFUL RESOURCES!

- [PREPARING FOR THE LSA: GUIDANCE ON COMMON DATA QUALITY ISSUES](#)

- [2025 LSA TOOLKIT](#)

- [LSA FLAG TEMPLATE LIBRARY](#)

- [INTRODUCTORY GUIDE TO SUBMITTING LSA DATA](#)

Bitfocus

ADDITIONAL RESOURCES!

<u>Wake County HMIS Website</u>

<u>wake.bitfocus.com</u>

<u>Bitfocus Support</u>

Support@bitfocus.com

Wake-admin@bitfocus.com

<u>Events</u>

Wake County – Clarity HMIS Office Hours

Every 3rd Tuesday of the month @ 11a

Data Advisory Committee Meeting

<u>https://wakenc507.org/data-advisory-committee/</u>

Every 2nd Tuesday of the month 9a-10:30a

Bitfocus

QUESTIONS?