

A photograph of the Alameda County skyline, including the Alameda County Courthouse and various high-rise buildings, reflected in a body of water under a clear blue sky.

Alameda County HIMIS News August 2023

Alameda County ACHMIS News: August 2023

Welcome to the Alameda County HMIS newsletter!

In this month's edition, we will cover the following topics:

- HUD 2024 Data Standards One-Pager and Website Resources!
- First Q&A Hour!
- Upcoming Events
- 2FA Notifications within Clarity HMIS
- ACHMIS General Training Revamp!
- User Group and Liaison Survey Results (Summary)
- How to Not Create Duplicate Clients
- Report Spotlight: [HUDX-225] HMIS Data Quality Report

We're dedicated to providing the support you need and fostering a strong community. For more updates and resources, please check our website [here](#). Thank you for your dedication, and we look forward to a successful month ahead!



News

HUD 2024 Data Standards One-Pager and Website Resources!

As the HUD 2024 Data Standards are on the horizon, we're creating a one-page resource to help the community understand the upcoming changes. This guide, available on the Alameda Bitfocus HMIS website, will familiarize you with the new data standards. Check out our HUD 2024 Data Standards resources [here!](#) Our team will be hosting a Data Standards Live Demo Session on September 21 from 10 - 11 a.m. to discuss the approaching Data Standards.

Bitfocus

HUD 2024 Data Standards Overview

Overview
With effect from October 1, 2023, the U.S. Department of Housing and Urban Development (HUD) will initiate a series of updates to the Homeless Management Information System (HMIS) data standards. These updates will encompass a spectrum of adjustments to existing fields, the selective retirement of specific elements, and the integration of newly introduced data components.

Language Updates

- "Domestic Violence Victims" will be **"Domestic Violence Survivors"**
- "Client Refused" will change to **"Client prefers not to answer"**
- "Veteran's Administration (VA) Medical Services" will be **"Veteran's Health Administration (VHA)"**
- "Approximate date homelessness started" will become **"Approximate date this episode of homelessness started"**
- "Client location" will be **"Enrollment CoC"**

Changes to Existing Data Elements

- **Veteran Status:** Specific definition removed, refer to VA Data Guide.
- **Name:** Clients may provide Preferred Name; "Legal name" optional if not required by funder.
- **Race and Ethnicity:** Merged into one element; added options (Hispanic/Latina/o, Middle Eastern/North African, Additional detail).
- **Gender:** Updated response choices including Non-Binary, Two-Spirit, etc.
- **Living Situation:** Expanded options for subsidized housing scenarios.

Changes/Updates by Funding Type

- **Social Security Number:** CoC, ESG, and SAMHSA PATH projects use last four digits; others need full SSN.
- **Translation Assistance:** CoC, ESG, and SAMHSA PATH projects now require translation aid.
- **Sexual Orientation:** CoC, PSB projects must provide this information for improved support.
- **RHY (Runaway and Homeless Youth):** Term change to 'client'; inclusive updates for post-natal care.
- **HOPWA:** Clarity in terminology; removal of specific elements.
- **VA (Veterans Affairs):** Additions and alterations to branches, financial aid, and targeting criteria.

Coordinated Entry

- Major CE changes deferred until FY 2026; Elements 4.19 and 4.20 are unchanged.

Data Elements Retiring

- Ethnicity
- Wellbeing
- Worst Housing Situation
- Last Permanent Address



Announcements

First Q&A Hour!

Thank you to those who joined our first QA session. This is not a mandatory training hour, but a chance for personalized help with system inquiries. Feel free

to bring questions or simply listen to troubleshooting. We'll show platform demos, offer real-time solutions, and encourage user discussions.

If you missed the last session, remember to save the second Tuesday of each month for our Zoom session.

Register | [HERE](#)

Don't forget to check out the [Events](#) page on the Alameda County HMIS Website. Stay tuned for exciting updates on trainings, meetings, and data standards rollouts that will be added to the calendar in the coming months. We will be posting common questions and answers [HERE](#) as an additional resource as well.



Upcoming Events

Check out these upcoming events!

Stay tuned for exciting trainings, meetings, and data standards rollouts that will be added to the calendar in the coming months. Keep an eye on the calendar so you don't miss out by checking the [Events](#) page regularly on the [Alameda County HMIS Website](#).

Alameda HMIS Q&A – September 12 @ 10 - 11 a.m.

2nd Tuesday of Every Month at 10 am

Register | [HERE](#)

- Join us on the second Tuesday of each month via Zoom from your office. These sessions include demos, challenge solutions, user discussions, and assistance with reports and inquiries. Come for answers and insights—we're excited to have you!

Data Standards Live Demo Session – September 21 @ 10 - 11 a.m.

Register | [HERE](#)

- Master the HUD 2024 Data Standards with us! Alameda County HMIS Team, in partnership with Bitfocus, is hosting live demo sessions for end

users. Get familiar with these fast-approaching changes and connect with us about any questions or concerns.

Users & Liaisons Meeting – September 28 @ 10 - 11 a.m.

4th Thursday of Every Month **Excluding November and December**

Register | [HERE](#)

- Starting in September, we will ask that Users and Liaisons register for the monthly training through the link provided. The link will be posted on our [Alameda County HMIS Website](#) as well.



News

Two-Factor Authentication Within HMIS

Starting January 1, 2024, Alameda County HMIS requires Two Factor Authentication for all users.

Why?

- Enhances data security for client information.
- Heightens security for mobile access.

How?

- On initial login, you'll set up your second authentication method.
- Choose from:
 - Authenticator app - Use Google/Microsoft Authenticator, scan a QR code.
 - Email code - Receive a code in your HMIS account's email.
- After selection, no need to choose again.
- Use your chosen method for future logins.

Stay tuned for updates as we approach this transition!



Training

ACHMIS General Training Revamp!

Starting September 1, Alameda County HMIS will introduce a **Clarity Human Services: General Training for new users**. Those wanting to refresh their skills can access it on demand. Clarity Human Service: General Training will replace the Alameda: Software How-To when requesting a new account.

New format:

- 2-3-minute pre-recorded video segments, rewatchable
- "Knowledge Check" in each unit, 75% score to pass, retakes allowed
- Complete all at once or in sections
- Available 24/7 on computer, tablet, or smartphone.

Do I need to retake the general training?

- No need to retake the general training if you've completed it, but feel free to refresh if desired.

I have new staff who need to take the training, what do I need to know?

The process for new users is almost entirely the same:

- Users register for the training via the [Training Website](#) (but instead of choosing a date, they can start the training immediately)
- Users inform their agency liaison upon training completion; email notification can be shared.
- Agency liaison contacts Helpdesk for a new user account.
- Helpdesk verifies training completion in software and sets up the account.

[Click here for a step-by-step guide](#) that users can follow to register for the training.



Updates

User Group and Liaison Survey Results (Summary)

Thank you for your participation in the Users and Liaisons Survey. We received an impressive **256 submissions**. We're excited to report that **95% of**

respondents reported completing the Alameda County Privacy and Security Training as well! Insights from the survey highlight desired training topics:

- 43% seek Data Quality/Cleanup training.
- 43.4% are interested in Services/Case Notes.
- 43% wish to be trained in Annual Assessments.

Your contributions are valued, shaping our training to match community preferences. Your active engagement guides us in enhancing our services. Thank you for your feedback!



How-to

How to Not Create Duplicate Clients

Avoiding duplicate client profiles and/or enrollments are the best way to provide accurate data quality for system-wide reporting, and to support your clients. Read below for information about how to prevent, find, and fix duplicates.

How to Prevent Duplicate Clients:

Prevent duplicate client profiles - search first! Before you create a new client profile you should assume that the client has already had a profile created and first perform an expansive search. Search by DOB, SSN, partial SSN, first three letters of first name + first three of last name, alternate spellings, etc. Only after an expansive search should you take the step of creating a new client profile. This is important because your client's record will be comprehensive and accurate and allow for the system to accurately calculate the length of time that your client has experienced homelessness.

SEARCH FOR A CLIENT ADD CLIENT

SEARCH

Use full name, partial name, date of birth or any combination.

	Date of Birth	Age	Last Four SSN	Last Updated	ROI
Jackie Robinson (Skip,Jack,JJ)	02/02/1980	Age: 43	5432	08/14/2023	Yes
Robinson Jackie (Skip, Jacks, JJ)	02/02/1980	Age: 43	5432	08/14/2023	Yes

[Continue reading](#)



Report Spotlight

[HUDX-225] HMIS Data Quality Report

Whether you're prepping for your APR or just want a comprehensive look at your program's data quality, **[HUDX-225] HMIS Data Quality Report** in the Clarity Report Library is a helpful tool! This report contains:

- General statistics describing people served during the report period, including numbers of adults and children, number of people missing age information, number of people exiting and number of people served for a year or more
- Counts and percentages of missing data for universal data elements including income and sources, and personal identifying information
- Information on missing data with regard to calculating chronic homelessness
- Timeliness of data entry

To learn more about this report, check out our [Help Center Guide](#).

[Continue reading](#)

Questions? Your HMIS Administrator is happy to help.

Phone: 408.426.5046

Email: alameda-admin@bitfocus.com



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