



Alameda County News

Alameda County ACHMIS News: February 2024

Welcome to the Alameda County HMIS newsletter!

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



- Upcoming Trainings and Meetings
- Alameda County HMIS Privacy and Security Training
- Common Errors and How to Fix Them
- Missing Client's Personal Information
- Report(s) Spotlight



News

Upcoming Trainings and Meetings

Q&A Office Hours for Your HMIS Questions – March 13, 10 a.m. – 11 a.m.

Please register for our Q&A Office Hours [HERE](#). These sessions are your chance to:

- Receive ongoing assistance.
- Please feel free to submit your questions ahead of time so we can provide a more in-depth response by filling out the question form [here](#).

Coordinated Entry Q&A Office Hours for your CE Related Questions – March 19, 10:30 a.m. – 11:40 a.m.

*****This meeting is scheduled at 10:30 a.m., but will start promptly at 10:40 a.m.*****

Please register for our Coordinated Entry Q&A Office Hours [HERE](#). These sessions are your chance to:

- Receive ongoing assistance.
- Troubleshoot any issues you are having related to your Coordinated Entry workflow.
- Only for users with CE access

Alameda County User Group Meeting - Thursday, March 28, 10 a.m. – 11 a.m.

- A [Zoom link](#) will be sent out a few days before the meeting.
- For past meeting recordings and presentations, visit our 'Users & Liaisons Training Materials' page [HERE](#)

Alameda County Liaisons Meeting - Thursday, March 28, 11 a.m. – 12 p.m.

- A [Zoom link](#) will be sent out a few days before the meeting.
- For past meeting recordings and presentations, visit our 'Users & Liaisons Training Materials' page [HERE](#).



Announcements

Alameda County HMIS Privacy and Security Training

NEW Privacy and Security Training. You can access that training [HERE](#).

- If you did not complete the required Privacy and Security Training by February 29 you have been locked out of your HMIS account.
- To obtain access to your HMIA account, you will:
 - Complete the required ACHMIS Privacy and Security training [HERE](#).
 - Notify your agency liaison when the training is done to start agreement renewal in the system.
 - Agency Liaisons, please notify us with the names of the staff members at your agency who have completed the Privacy and Security Training by emailing alameda@bitfocus.com.

Thank you for your cooperation and commitment to ensuring privacy and security within our system.



Updates

Common Errors and How to Fix Them

Data Quality Matters!

In our continuous efforts to manage client data effectively, the focus remains on achieving completeness, accuracy, timeliness, and consistency. These elements are fundamental to the success of our data-driven initiatives.

- **Completeness:** Striving for 100% completeness without partial or missing data is essential. HMIS guidelines set a standard of 95% completeness for universal data elements.
- **Timeliness:** Swift data entry is critical to avoid potential inaccuracies. Refer to HMIS timeliness standards for guidance on ensuring timely data submission.
- **Accuracy:** Accurate data in HMIS reflects the true characteristics and experiences of clients. Inaccuracies impede the effectiveness of HMIS in

addressing homelessness.

- **Consistency:** Uniform data collection and storage across all HMIS users are vital for reliable information. Consistency supports comprehensive decision-making.

Our commitment to data quality respects client privacy and enhances the effectiveness of HMIS as a tool in the community's mission to alleviate homelessness. Accuracy and completeness in data collection are shared responsibilities.

Managing for Data Quality:

To improve your data quality, as well as the data quality of your program and agency, review your data regularly - at least once per month. These reports will help you monitor data quality:

- [\[DQXX-103\] Monthly Staff Report](#)
- [\[GNRL-220\] Program Details Report](#)
- [\[HUDX-225\] HMIS Data Quality Report](#)

Missing Move-In Dates

What is a Move-In Date? The move-in date for housing signifies the day when a household officially starts residing in their new permanent living space. This date is crucial for distinguishing individuals already accommodated in a permanent housing program from those who are still in the process of transitioning to their new home.

WHEN REVIEWING CLIENT PROGRAM DETAILS, PLEASE BE ON THE LOOKOUT FOR THESE COMMON ERRORS:

COMMON ERROR	CONCERN	SOLUTION
NOT LOGGING THE MOVE-IN DATE.	The client will appear homeless	Enter move-in dates in a timely manner
THE MOVE-IN DATE IS OVERLAPPING WITH ANOTHER 'SHELTERED' PROGRAM	The client cannot physically occupy more than once space at a time	Review client's program history and coordinate with other to correct
LOGGING A MOVE-IN DATE THAT IS BEFORE PROGRAM START DATE OR AFTER END DATE	The move-in date cannot be accredited to program	The move-in date should fall within program start and end date
THE MOVE-IN DATE IS CHANGED BECAUSE THE CLIENT FALLS BACK INTO HOMELESSNESS	The client's experience is not being captured accurately	Exit client from PH program if they fall back into homelessness. or Open a new enrollment to capture the time it takes to obtain a new move-in date

Continue reading



Missing Client's Personal Information

Clients aren't obligated to give written consent for storing personal info in HMIS. Personal details like names, exact birthdates, social security numbers, and other data, when combined, may unintentionally lead to identification. If one household member refuses consent, de-identified data entry is required for all members, even if others consent. Identifying info shouldn't be entered for

clients from domestic violence agencies, those fleeing danger, or those under 13 without a consenting parent or guardian.

For de-identifying new data entry:

- **Social Security:** Use '000-00-0000'.
- **Quality of SSN:** Select "Client prefers not to answer."
- **Last Name:** Use "Client Prefers not to Answer"; temporarily use "Client Prefers not to Answer " for the first name.
- **Date of Birth:** Enter 01/01/___ and the client's birth year.
- **Quality of DOB:** Select "Approximate or partial DOB reported."
- **Middle Name and Suffix:** Leave blank.
- **Gender, Race, Ethnicity, and Veteran status:** Enter real data.
- **Save the entry**
- **Edit First Name:** Copy the UII for First Name.

If a client profile needs de-identification, follow the steps mentioned above and contact the Help Desk for assistance if needed. As a service provider working with a de-identified client record, retain the Clarity unique identifier and any other necessary identifying information (such as name, date of birth, SSN, etc.) for updating the client's record in Clarity during their course of service. Ensure that this information is kept in a manner compliant with the agency, HUD, and ACHMIS security requirements.



Report Spotlight

[GNRL-106] Program Roster

The [GNRL-106] Program Roster report is a simple yet powerful tool that provides you with a user friendly list of clients and households enrolled in your programs, as well as additional useful information about those clients. You can also run a Program Roster for clients who were enrolled in the past but have exited your program.

[GNRL-106] Program Roster allows you to easily answer questions such as:

- Are all clients currently being served enrolled in the program? (Do they show up on the report?)
- How long have clients been enrolled?
- Are there households who have left the program but still show up on the roster and need to be exited?
- Are household members grouped together correctly? (Clients are grouped by household.)

Continue reading

Questions? Your HMIS Administrator is happy to help.

Phone: 408.426.5046

Email: alameda-admin@bitfocus.com



Bitfocus, 5940 S Rainbow Blvd, Ste 400 #60866, Las Vegas, NV 89118, United States, 800-594-9854

[Unsubscribe](#) [Manage preferences](#)