Bitfocus

Alameda County ACHMIS News: March 2025

Welcome to the Alameda County HMIS newsletter!

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

- Privacy and Security Training: Thank you
- Federal Reporting - HIC/PIT
- Notes: Agency Level, Program Level, and Service Level
- Release of Information (ROI) Out With the Old in With the New!
- Feature Spotlight: Reminders for Annual Assessments
- All Things HMIS
- Upcoming Training Dates

News

Privacy and Security Training: Thank you

🎉 Thank You for Completing Your Privacy & Security Training! 🎉

You did it! A huge THANK YOU for completing your **Privacy and Security Training** during this year's training season (January 2 – February 28, 2025)! Your commitment to privacy and security helps keep our systems safe and compliant for everyone.

If you haven't wrapped it up yet, don't wait! Completing the training is key to reinstating your HMIS account. Please make sure your agency liaison notifies Alameda of your completion and requests your license reinstatement.
We appreciate you for doing your part to protect our community's data. Stay secure, and thanks again for being awesome!

Updates

Federal Reporting: HIC/PIT

What's the HIC/PIT

- The Housing Inventory Count (HIC) is a point-in-time inventory of programs within a CoC that provide beds and units dedicated to serve people experiencing homelessness, and for permanent housing projects where the client is homeless at entry.
- The HIC also provides information on the number of unduplicated clients sheltered and housed on the night of the PIT count.
- All homeless-dedicated beds must be included, regardless of funding source or whether they use the HMIS.
- This data is pulled directly from the HMIS and must be collected externally from non-participating programs.

Project Types included on the HIC

- Emergency Shelter (ES)

- Transitional Housing (TH)
- Safe Haven
- Rapid Re-Housing (RRH)
- Permanent Supportive Housing (PSH)
- Other Permanent Housing (OPH)

Data Quality

- Review relevant data on 01/23/2025
- Demographic data (DOB, Gender. Race & Ethnicity)
- Enrollment/Exit data (Head of Household [HoH]), Move-in Dates, Bed Nights, Chronically Homeless, Disability)
- Project Descriptor data – Review Bed and Unit Inventories and Project Types
- Utilization Rates – Do counts of clients housed seem too high (over 100%) or too low (under 65%)

Useful Reports

- [HUDX-225] HMIS Data Quality Report to review data quality
- [GNRL-220] Program Details Report to review all client-level data
- [GNRL-106] Program Roster to review enrollment, exit, and housing move-in dates
- [HSNG-108] Housing Census to review bed nights and maximum bed occupancy

Next Steps:

HIC: Review the inventory numbers listed in the HIC report. Any changes in Inventory count will need to be updated in HMIS. Contact **suzanne.campillo@acgov.org** for inventory updates in HMIS.

PIT: Ensure all clients served by your projects on January 23, 2025 are accurately represented in the HMIS.This includes all available demographic data, all enrollment/exit data, and accurate housing bed night services (for night-by-night emergency shelters). **If there are household move-in dates that you haven't recorded yet in your clients program enrollments, please be sure to add the move-in dates by the PIT count date.**

You can run the **[GNRL-220] Program Details Report** to review a spreadsheet containing all profile, enrollment data (including move-in dates for permanent housing projects), and exit data. The report also includes housing service start and end dates for each client which is especially important for night-by-night shelters to review and confirm.

In particular, you should review:

- **Move-in Dates -** For Housing programs, it is critical that clients have an **accurate move-in date** to show if they were in housing on the date of the PIT count.
- **Bed nights:** For night-by-night shelters, confirm attendance services, it's critical that clients have bed night services entered for the count period.
- **Review Demographics:**
  - Date of Birth - Even approximate dates of birth ensure that adults and children are categorized correctly.
  - Gender
  - Ethnicity
  - Race
- **Chronically Homeless** - Missing answers to Living Situation questions at enrollment can result in inaccurate counts. Even one missing answer will result in a client not being counted in this category.
- **Disability** - HUD is particularly interested in counts of those who have mental health and/or substance abuse disabilities.
- **Veteran Status**
- **Total counts of people enrolled** - Do your counts seem too low or too high?

Want more information?
Learn more about the PIT Count and HIC processes by visiting **HUD's information regarding the PIT/HIC count.**

News

Notes: Agency Level, Program Level, and Service Level

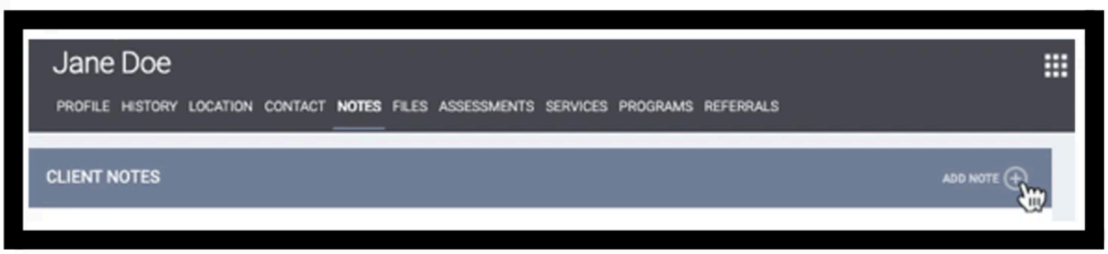
The NOTES tab provides a way for staff members to record and share notes in a dedicated space within the client record.

- When entering notes be sure to follow the guidance and workflow provided by your Agency Liasion and/or Program Manager
- Keep in mind that a program workflow may require notes entered at a specific level
  - For example, you may not need to enter service notes, but you may be required to enter Agency Level notes
- If unsure, check in with your Agency Lead/Program Manager for further guidance

Reminder that notes, at any level, are not shared across the CoC, which means you can only see notes for the Agency you have access to.

Creating Client Notes -Agency Level

Notes at the Agency Level are notes that are entered from the dark grey shaded area in HMIS – directly located under the client's name.
To create a note, click the *NOTES* tab within the client record and click *ADD NOTE*.



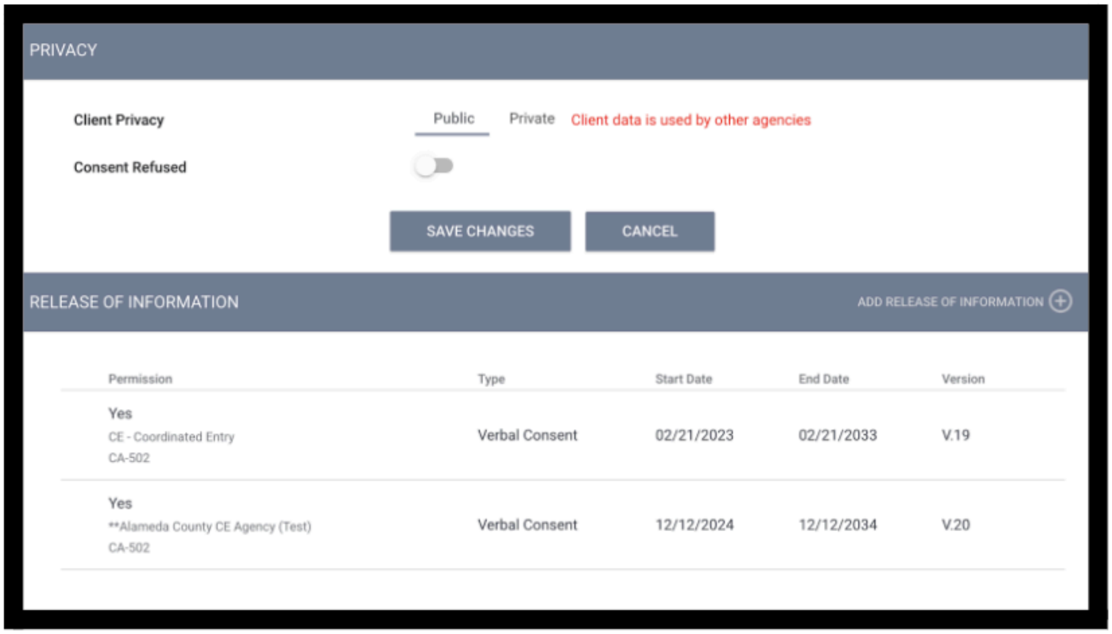
Continue reading

Updates

Release of Information (ROI) Out With the Old in With the New!

To access ROI information within an existing client record, click the **Client Privacy** shield icon, which navigates you to the PRIVACY page.

The *Privacy* section displays **private data** and ***Consent Refused*** options. Below that section is the RELEASE OF INFORMATION section, where any previously recorded ROI records are listed.



If the client's current ROI has not expired, but you have reviewed the current ROI and noted changes, for example the client's original ROI they did not want their photo taken, but now does, this merits updating the ROI.

1. With your mouse hover over the ROI that needs to be expired – select the Edit Tool
2. This will then open a new screen, update the end date of the ROI to **1 – day before** the one that will replace the current ROI
    A. For example, the **NEW ROI is dated 3/17/2025 – 3/17/2031**
    B. The end date for this "old" ROI will be 3/16/2025
    C. Once you enter the date be sure to SAVE CHANGES
    D. Please note this will change the agency name of the original ROI to the agency you are switched into, this is OK and should proceed with updating the ROI

Here is the OLD ROI – note the End Date

Here is the revised end date for the old ROI – note the End Date

Now that the end date has been adjusted. You can upload the new ROI by adding the **ADD RELEASE OF INFORMATION**. Follow the prompts and upload the appropriate *revised* ROI.

News

Feature Spotlight: Reminders for Annual Assessments

How to Receive Assessment Due Warnings

Clarity Human Services sends an “Assessment Due Warning” via email when a **HUD-required Annual Assessment** is due in a client record to notify the **staff member assigned to the enrollment** that the due date is approaching. This helps you stay on top of deadlines.

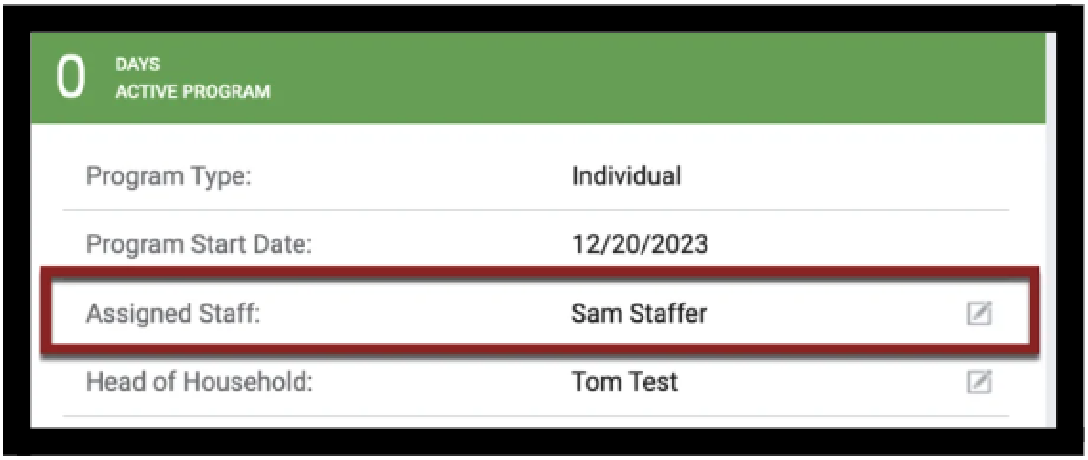
Who Gets Warning Notifications⚠️

Staff members receive Assessment Due Warnings when they are the designated ***Assigned Staff*** member for the program enrollment and they have the Assessment Due Warning setting toggled on in their Account Settings. Reminders are sent to any **staff assigned** to a client's enrollment. You become assigned to a client if:

a) You enter the client's enrollment into the system, or

b) You or someone else changes the assigned staff member to you.

You can check to see if you are currently assigned to a client by going into their program enrollment and viewing **Assigned Staff**, or by checking your Caseload tab.



Not Receiving Reminder Emails 🤔 ?

If you're not getting Assessment Due Warning emails check the following:

Are you the Assigned Staff?

- Go to the client's program enrollment and confirm you are the assigned staff

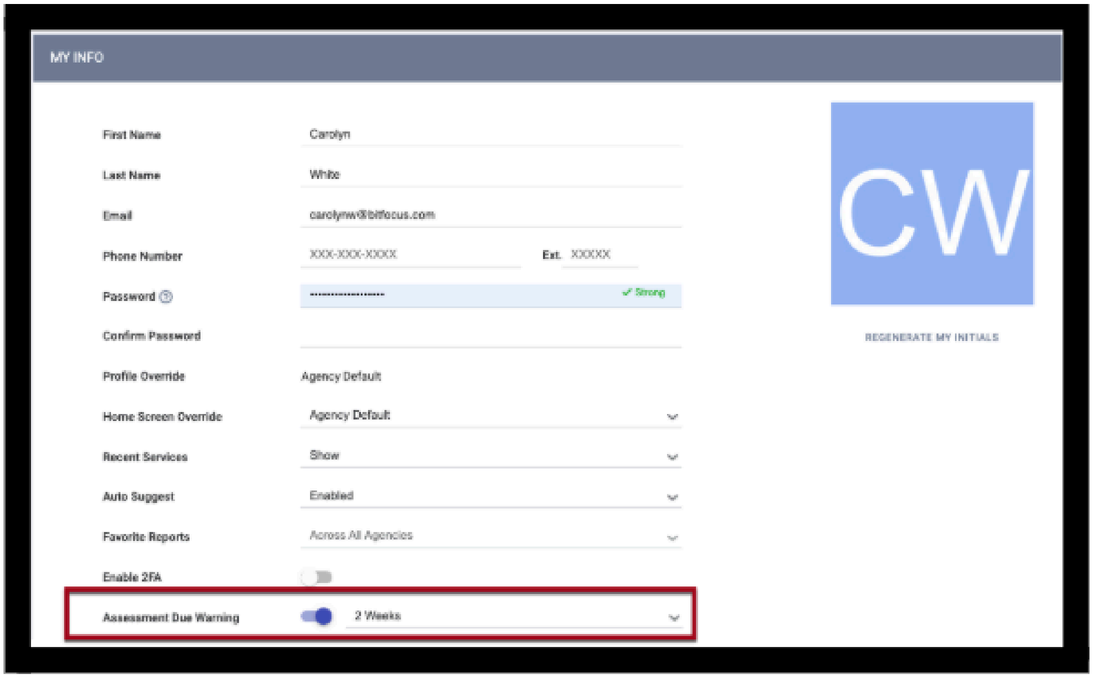
Is your *Assessment Due Warning* Setting Toggled On?

- Go to account settings and make sure the *Assessment Due Warning* setting is toggled on

Reminder Settings are set when an enrollment is created. If the client was originally assigned to another staff member with different settings than yours, you will receive notifications according to that schedule. If the assigned staff member has *Assessment Due Warning* disabled, then the notification will go to the first staff member within that agency who is listed with the Agency Manager role.

Don't Want Reminders or Need a Different Schedule

You can change your own reminder notifications either for all of your assigned clients, or on a client-by-client basis.



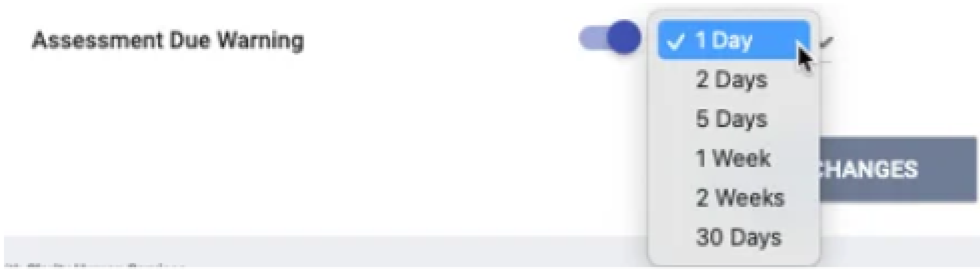
What if I don't want to receive notifications or want to receive them on a different schedule?

You can change your own reminder notifications either for all of your assigned clients, or on a client-by-client basis.

Change settings for all of your clients

The default setting for receiving the notification is 1 Day before the Annual Assessment Due Date, but you can change that time frame to 2 Days, 5 Days, 1 Week, 2 Weeks, or 30 Days if you prefer. You can change this default setting under your user profile. *Remember, these settings will only impact clients assigned to you from this point on. Current clients will remain on the old notification schedule until their enrollment ends.*

To access your account settings, click on the initials at the top right side of the screen and select "Account Settings." You can change the Assessment Due Warning default setting at the bottom of the "My Info" page. Remember to click Save Changes when you are done.



Updates

All Things HMIS Session

All Things HMIS is your dedicated **agency-wide training and support session**, designed to keep you informed, answer your questions, and provide hands-on guidance for all things related to the **Homeless Management Information System (HMIS).**

This session is available **by appointment only** to ensure you receive personalized support tailored to your agency's needs.

During your scheduled session, you can:

✅ **Stay Updated** – Learn about the latest HMIS updates, system changes, and best practices.

✅ **Ask Questions** – Get real-time answers and troubleshooting help from the Alameda HMIS team.

✅ **Share Feedback** – Provide input to help shape system improvements and enhancements.

✅ **Request Training** – Receive customized guidance on specific HMIS topics relevant to your work.

To book an appointment, please contact hmissupport@achmis.org with your availability and any topics you'd like to discuss.

We look forward to working with you and ensuring you have the support you need for HMIS success!

Don’t wait! Schedule your appointment today!

Upcoming Events

Check out these upcoming events!

Make sure you don’t miss out on any of the wonderful events hosted by Alameda County HMIS at Bitfocus! You will see demos, learn about what’s new, and hear announcements for what’s to come! These events are for anyone who would like to join, please make sure to register in advance. We look forward to seeing you there!

Alameda HMIS Q&A Session
2nd Tuesday of the month @ 10:00 a.m.
Register | HERE

Alameda Users and Liasons Group Meeting

4th Tuesday of the month

User Group Meeting: 10:00 – 11:00 a.m.

Liaison Group Meeting: 11:00 a.m. – 12:00 p.m.
Register | HERE

Questions? Your HMIS Administrator is happy to help.

Phone: 408.426.5046
Email: alameda-admin@bitfocus.com

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