



Alameda County HIMIS News

Alameda County ACHMIS News: September 2023

Welcome to the Alameda County HMIS newsletter!

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

- **HUD Data Standards Go Live: What to Watch For**
- **User Account Support: Who to Contact for What**
- **Upcoming Community Trainings & Updates: 2FA Notifications within Clarity HMIS and New Liaisons Training Launch Info**
- **Data Quality Feature: Abandoned Enrollments 101**
- **Report Spotlight: [GNRL-106] Program Roster Report**
- **Helpful Tips: Safe and Secure Methods for Sharing Homeless Information**

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 Data Standards Go Live: What to Watch For

The HUD 2024 Data Standards are now live! We've been discussing this for a while, and it's here! What does this mean for your workflow? Let's find out!

*Note: This is not an exhaustive list, just some of the changes that are happening. For more comprehensive resources on what is going to change, please refer to our HUD 2024 Data Standards Resources page [HERE](#).

Language Changes	Changes to Existing Data Elements	Change/Updates by Funding Type	Data Elements Retiring
"Domestic Violence Victims" → "Domestic Violence Survivors"	Veteran Status: Specific definition removed, consult VA Data Guide for the legal definition of "Veteran".	Social Security Number: CoC, ESG, and SAMHSA PATH projects use the last four digits; others require full SSN.	Ethnicity
"Client Refused" → "Client prefers not to answer."	Name: Preferred Name accepted; "Legal name" optional if not mandated by the funder.	Translation Assistance: CoC, ESG, and SAMHSA PATH projects now mandate translation aid.	Wellbeing
"Client location" → "Enrollment CoC"	Race and Ethnicity: Merged into a <i>single element with added options (Hispanic/Latina/e/o, Middle Eastern/North African, Additional detail)</i> .	Sexual Orientation: CoC, PSH, and RHY projects must collect this information for improved support.	Worst Housing Situation
"Veteran's Administration (VA) Medical Services" → "Veteran's Health Administration (VHA)"	Gender: Updated response choices, including Non-Binary, Two-Spirit, etc.	RHY (Runaway and Homeless Youth): Term change to 'client'; inclusive updates for postnatal care.	Last Permanent Address
"Approximate date homelessness started" → "Approximate date this episode of homelessness started."	Living Situation: Expanded options for subsidized housing scenarios.	HOPWA: Terminology clarified; specific elements removed. VA (Veterans Affairs): Additions and alterations to branches, financial aid, and targeting criteria.	
These changes are impactful for both our system and your workflow. If you have any questions or concerns about the transition, please reach out to us at hmissupport@achmis.org .			



Announcements

User Account Support: Who to Contact for What

Bitfocus and the Alameda County HMIS Team are teaming up to help Alameda County CoC end users with troubleshooting and technical support. We both play important roles in helping you and your work! This is a reminder and guide on who to reach out to for different types of support.

Contact the Bitfocus Help Desk for: alameda@bitfocus.com	Contact the ACHMIS Team for: hmissupport@achmis.org
Password Reset Requests	Changes to Agency Liaison
Login Issues	
New User Requests*	
Reinstating Inactive User Accounts*	Any Requests Including Coordinated Entry Access
Switching Agencies for User Accounts*	
Accounts that Require Additional Agency Access*	
Asterisk (*) Indicates Not Including Access to Coordinated Entry	



Upcoming Events

Check out these upcoming events!

We've got some fantastic training and support sessions lined up for all our Alameda end users for October! If you ever need to know when and where these events are happening, just check out our community events calendar on the Alameda County HMIS website. It's always kept up to date, and you can find it [here](#).

Sunday, October 1 - HUD Data Standards Go Live Date

Please refer to our “HUD 2024 Data Standards” resource page for more information [HERE](#).

Tuesday, October 10, from 10–11:00 a.m. - Alameda Q&A Session

(2nd Tuesday of every month)

Join our HMIS Q&A Session for answers, demos, and Clarity HMIS support! Register [HERE](#).

Thursday, October 26, from 10–11:00 a.m. - Alameda County End Users Meeting [Last of 2023]

*(4th Thursday of every month *excluding November and December*)*

A Zoom link will be sent out a few days prior to the meeting. For past meeting recordings and presentations, visit our 'Users & Liaisons Training Materials'

page [HERE](#).

Thursday, October 26, from 11 a.m.– 12 p.m. - Alameda County Liaisons Meeting [Last of 2023]

*(4th Thursday of every month *excluding November and December*)*

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

Updates to look out for in the next few months:

Two-Factor Authentication within HMIS!

In the new year, we will be requiring that HMIS users have 2FA set up in their HMIS accounts.

What?	> 2FA is like having a backup key for your online accounts. You need your regular password plus one more thing, like a code from your phone or email, to get in. It's an extra layer of security!
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 between an Authenticator app (Google/Microsoft Authenticator or Scanning a QR code) or an Email Code (Receiving an email code to your HMIS account email). > After selection, you will not need to choose again. > You will then use your chosen authentication methods for future logins.
When?	> This change will be happening in February 2024!

Stay tuned for updates as we approach this transition!

New Liaisons Training Coming in 2024!

We're in the process of creating a new training program for our agency liaisons. We're planning to launch this training in January 2024. Keep an eye out for announcements as we get closer to that date!



News

Data Quality Feature: Abandoned Enrollments 101

What are abandoned enrollments?

Abandoned enrollments are open enrollments for clients who are no longer being served. Abandoned enrollments cause several data quality issues, such as:

1. They artificially inflate your utilization rates and make it appear that your program is over capacity.
2. They artificially inflate the average length of time clients spend in your program, making it appear that clients are served by your program and/or the system for far longer than is the case.
3. They can make it appear that your program is full and cannot receive new referrals.
4. They can cause you to not get credit for positive exit outcomes.

What causes abandoned enrollments?

- Inactive projects that still have open enrollments
- Clients who are no longer being served, but whose exits got missed during busy times.
- Clients who stopped showing up, but no one has gotten around to exiting.

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Report Spotlight

[GNRL-106] Program Roster

The [GNRL-106] Program Roster report is a simple yet powerful tool that provides 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.)

Program Roster Report		SAMPLE REPORT TEST Client Data		Sarah Agency Status: Active						
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Assessments	Services	Assigned Staff
RRH Program										
Benetar, Pat	SCAB8E679	09/09/1972	43	44	04/19/2016	-	393	0	0	S. Holmes
Jett, Joan	0E3CE834D	12/25/1952	63	64	04/19/2016	-	393	2	1	S. Holmes
Total : 2										
List of Programs										
RRH Program										
List of Program Types										
PH - Rapid Re-Housing										
Program Applicability List										
Homeless Prevention and Rapid ReHousing [HPRP]										

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Updates

Helpful Tips: Safe and Secure Methods for Sharing Sensitive Information

As we work together to serve our community's homeless individuals and families, we sometimes need to share sensitive personal information (PII) like names and SSNs with other service providers. It's crucial to handle this information securely to safeguard client confidentiality.

Secure Options for Sharing PII:

- 1. Directly (Phone, Zoom, Face to Face -- Eventually)** - So long as you stay aware of your surroundings and who might be able to hear your conversation, communicating directly when sharing PII is a very secure means for sharing this information.
- 2. Secure Encrypted Email Service** - If your agency uses a secure email service, this is probably the most convenient way to securely transmit PII. However, even if your agency doesn't use a secure email service if your

recipient does, they can initiate the email chain and you can reply using their service.

3. **Clarity Inbox** - You can send a message directly to any other Alameda County HMIS user through our Clarity Inbox. Because the information doesn't leave your HMIS, it stays secure. For information on how to send and receive messages through the Inbox, check out our Help Center article, "[The Staff Inbox and Secure Messaging](#)".

Can I Send a Regular Email?

A regular email is NOT secure enough for client information. **Only use regular email when discussing clients by their unique ID, like the Clarity Unique ID.**

NEVER include their identifying information in an email.

Please Note: No matter how you choose to communicate with others about clients, be sure you are following your agency policies around client data and secure communication, and CoC policies around client consent.

Questions? Your HMIS Administrator is happy to help.

Phone: 408.426.5046

Email: alameda-admin@bitfocus.com



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