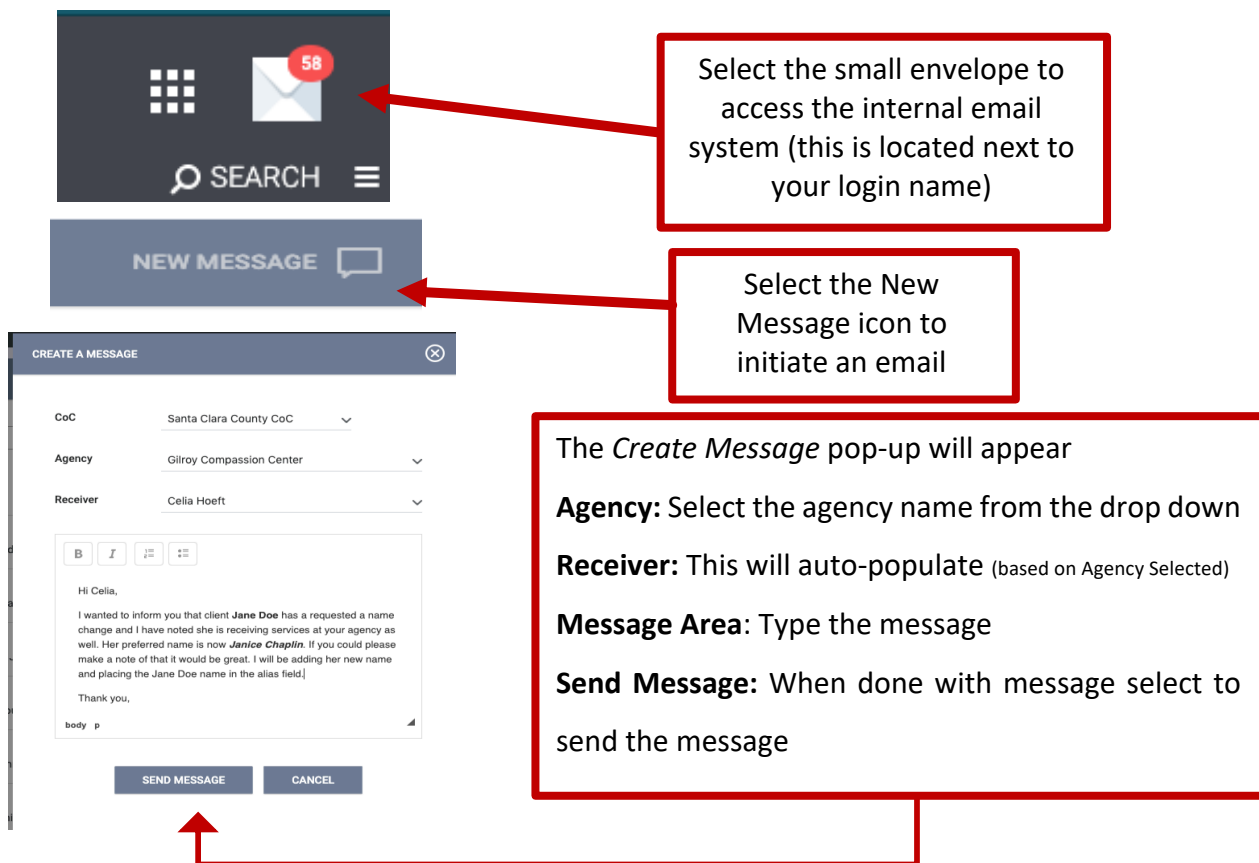


## When a Client Requests a Name Change

There are many reasons a client may request a name change, they may dislike their current name, may be divorced or separated, maybe newly married, or maybe they are transgender and request a name change to reflect their gender. There are endless reasons, and should this come up, we want you to be able to reflect this change in HMIS in a way that will not impact an agency's ability to recognize the client, especially if they are receiving services at multiple agencies. This guide will provide a step by step process on what you should do in the event a client presents at your agency and wishes to change his/her name.

### Steps to Updating A Name Change

1. Be sure to update and revise the ROI
2. Check to see if the client is receiving services at other agencies by checking their Program History
  - a. If the client is receiving services at another agency, please make note of the Agency Name and send the Agency Notification Contact (will auto populate) an email using the internal HMIS mailing system
  - b. Notify them of client's name change-be sure to include the previous name and the updated name, this way they will be able to identify the client (see image below)



Select the small envelope to access the internal email system (this is located next to your login name)

Select the New Message icon to initiate an email

The *Create Message* pop-up will appear








**Agency:** Select the agency name from the drop down

**Receiver:** This will auto-populate (based on Agency Selected)

**Message Area:** Type the message

**Send Message:** When done with message select to send the message

3. In the client profile update the **Last Name and First Name** fields with the name change provided by the client (see image below)
4. In the **Alias** field enter the client's previous name (see image below)
5. Select **SAVE CHANGES** when done

Social Security Number	XXX - XX - 9564 
Quality of SSN	Full SSN Reported 
Last Name	Chaplin 
First Name	Janice
Quality of Name	Full name reported 
Quality of DOB	Full DOB Reported 
Date of Birth	09/15/1995 <span style="float: right;">Adult. Age: 24</span>
Middle Name	None 
Alias	Jane Doe
Gender	Female 

6. You are now done updating the clients name change request