



Alameda County ACHMIS News: March 2024

Welcome to the Alameda County HMIS newsletter!

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



- Upcoming Trainings and Meetings
- Big Thank You from Our Team to You!
- Meet Our Team!
- Report Spotlight: [DQXX - 102} Program Data Review
- Aging into Adulthood Notification Enabled in HMIS



News

Upcoming Trainings and Meetings

Q&A Office Hours for Your HMIS Questions – April 9, 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 – April 16, 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, April 25, 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, April 25, 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

- If you did not complete the required Privacy and Security Training by February 29th you have been locked out of your HMIS account.
- To obtain access to your HMIS 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.



Updates

Thank You for All of Your Hard Work!

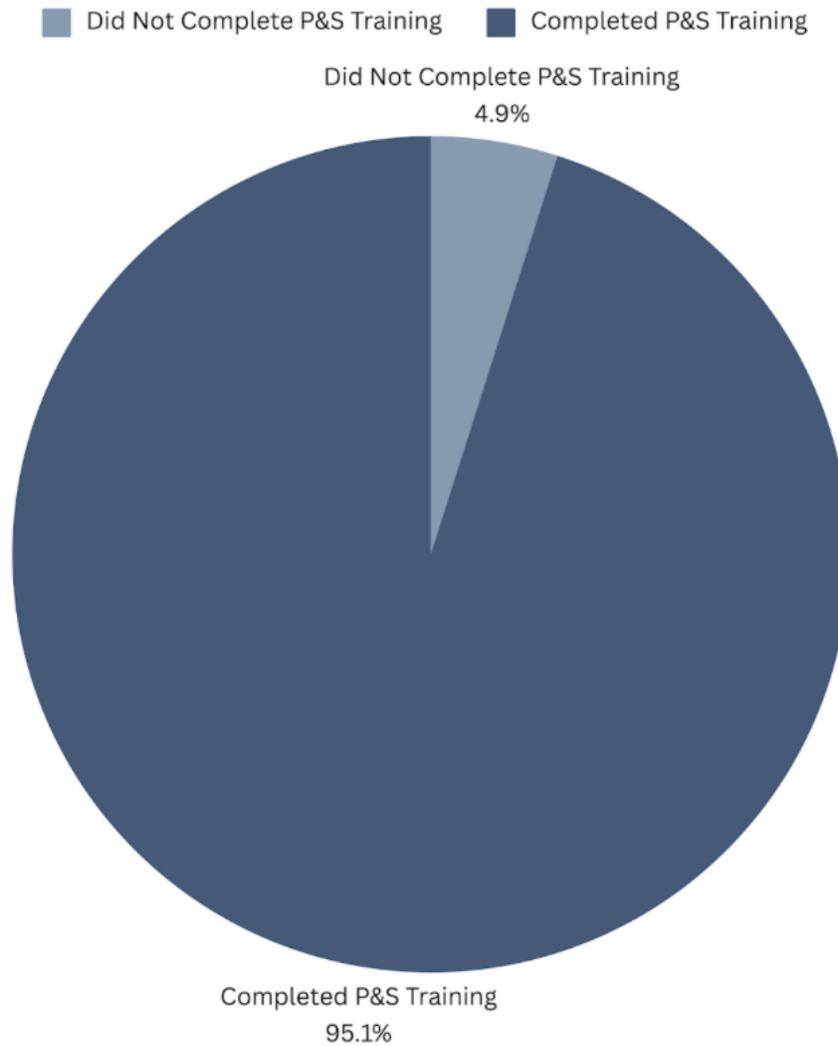
We'd like to express our immense gratitude to all HMIS end users in Alameda County for their outstanding collective efforts in successfully completing the new Alameda County: Privacy & Security Training.

Users were given the period between January 1 and February 29 to complete this training, ensuring continued access to their HMIS accounts.

In that time period:

- 892 End Users Completed the Privacy & Security Training
- 70% of End Users Completed the training a Week Before the February 29th Deadline
- 95.1% of Alameda County HMIS End Users completed the training

- 4.9% Alameda County HMIS End Users HAVE NOT completed the training.



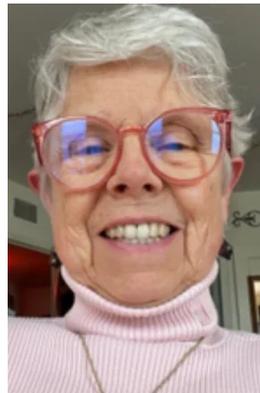
Your dedication and commitment to maintaining the security and integrity of the HMIS system are truly commendable. Thank you to everyone involved in making this initiative a success!



News

Meet Our Team!

We wanted to take an opportunity to highlight the staff behind the Alameda County HMIS System!



Alex Baker

Mgr. Homeless Mngmt., Alameda County

Suzanne Campillo

Inform. System Analyst, Alameda County

Deirdre Donovan

Data Quality Analyst, Alameda County



Regina Abadajos

Senior Project Administrator, Bitfocus

Kelsey

Main

Community Project Admn, Bitfocus

John

Noe

Info. Systems Specialist, Alameda County

Andy

Duong

Info. Systems Specialist, Alameda County

For support that includes:

- New User Requests
- Password Reset
- Login Issues

Please contact Bitfocus Help Desk at:

- Email: alameda@bitfocus.com
- Phone: (408) 426-5046
- Use the Chat Functionality the [ACHMIS website](#) to live chat with someone from the Bitfocus Help Desk
- Select the Chat Icon on the bottom right-hand corner of the HMIS Website, or within Clarity Human Services.

For all other requests, please email Alameda County HMIS Support:

- Email: hmissupport@achmis.org



Report Spotlight

[DQXX-102] Program Data Review

This is a program enrollment-based report utilizing information from both the enrollment screen and, if applicable, the exit screen. The report provides a list of client enrollments, their time in the program and highlights data quality problems. All users can run the report. There are restrictions for which information can be accessed based on the rights of the user. The report can be found in the Data Quality section of the Report Library.

To run the [DQXX-102] Program Data Review:

1. Log into Clarity Human Services and navigate to the Report Library (Reports under the Launcher menu in the upper right corner).

2. Locate [DQXX-102] Program Data Review under the Data Quality Reports section.
3. Choose the Program you wish to include in the report.
4. Choose the Client Status to include in the report.
5. Choose the report format (Web Page recommended).
6. Click SUBMIT. Report Details Information for this report pulls from the Program Enrollment screen and the Program Exit screen based on the parameter’s responses. In the event a client enrollment includes a data entry error, the client will be displayed in red. The count in the Missing Entry Data and Missing Exit Data columns indicate the number of errors on the screens.

Program Data Review				Agency Name		
				Program: PH - Rapid Re-Housing Program Type: PH - Rapid Re-Housing Status: Exited within 3 months		
Name	Unique Identifier	Entry Date	Exit Date	Days active in program	Missing Entry Data	Missing Exit Data
				469	0	0
				469	0	0
				493	0	0
				493	1	0
				493	8	0
				399	0	0
				399	0	0
				333	0	0
				406	0	0
				225	0	0
				225	0	0
				225	0	0
				225	0	0
				225	0	0

Fields are counted as an error when:

- [Mandatory Field] is reported as "Don't Know", "Refused", "Data Not Collected" or is NULL
 - If the field is mandatory, but not asked because of specific answers to other questions (constraints), the field is not reported as missing.
- Drilldown Functionality the Missing Data columns drill down with details of required fields from Enroll / Exit screens respectively. Fields with missing answers are labeled as “need corrections “. Clicking the Unique

Identifier, "valid" or "need corrections" will display client's Enroll / Exit screen respectively.

Program Data Review - Details

Missing Entry Data

Unique Identifier	
Program Date	valid
Relationship to Head of Household	valid
Client Location	valid
Type of Residence	valid
Length of Stay in Prior Living Situation	need corrections
Approximate Date Homelessness Started	valid
Number of times on the streets, in ES, or Safe Haven in the past three years	need corrections
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	need corrections
Disabling Condition	valid
Physical Disability	valid
Developmental Disability	valid
Chronic Health Condition	valid
HIV - AIDS	valid
Mental Health Disorder	valid
Substance Use Disorder	valid
Domestic Violence Victim/Survivor	valid
Income from Any Source	valid
Earned Income: Amount	valid
Receiving Non-Cash Benefits	valid
Covered by Health Insurance	need corrections



How-to

Aging into Adulthood Notification within HMIS

Question: What is an "Aging into Adulthood" Notification?

Answer: As a client's 18th birthday approaches, the system will provide a notification that the client is about to age into adulthood.

- The [HMIS Data Standards](#) specify that the following Data Elements MUST BE UPDATED when a child ages into adulthood (i.e., turns 18 years old) while enrolled in a program:
 - [4.02 Income and Sources](#)
 - [4.03 Non-Cash Benefits](#)

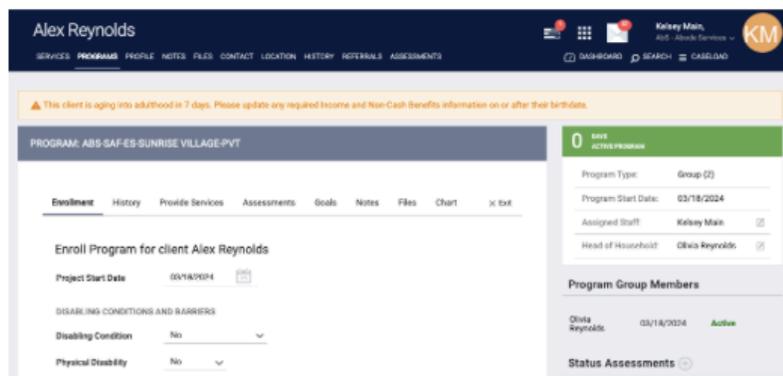
What to Expect While the Aging Client is Enrolled in a Program

As the client’s 18th birthday approaches, the system will provide the following verbiage:

- “This client is aging into adulthood in [X days]. Please update the required Income and Non-Cash Benefit information on or after their birthdate.”

This Verbiage will be communicated through the following ways:

- Through a banner on the clients Program Enrollment
- Via email to the programs [Assigned Staff](#)
- In a Clarity Inbox Message to the program’s [Assigned Staff](#)



These notifications will only be provided if all the following are true for the Receiving Non-Cash Benefits and/or Client has Cash Income fields:

- The field is displayed on the screen (ie., not hidden by custom display constraints).
- The Data Quality Check setting for the field is set to "Required."
- The field is empty (NULL)

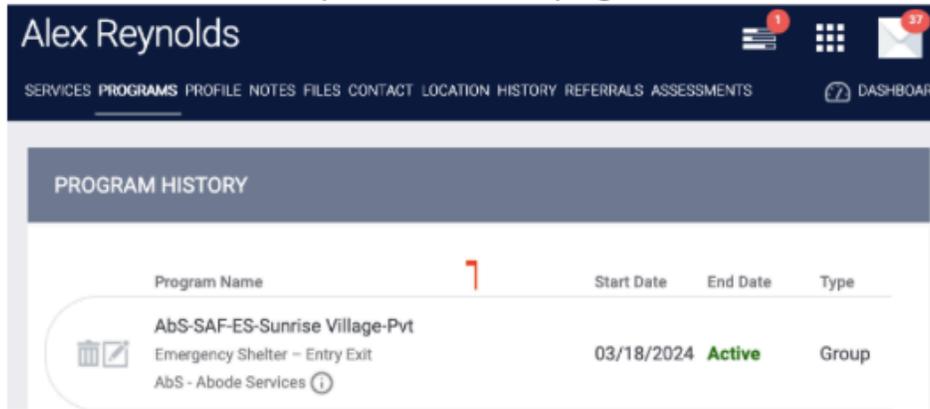
Question: My Client has turned 18, how do I update their Enrollment?

Answer: From your Client’s Profile:

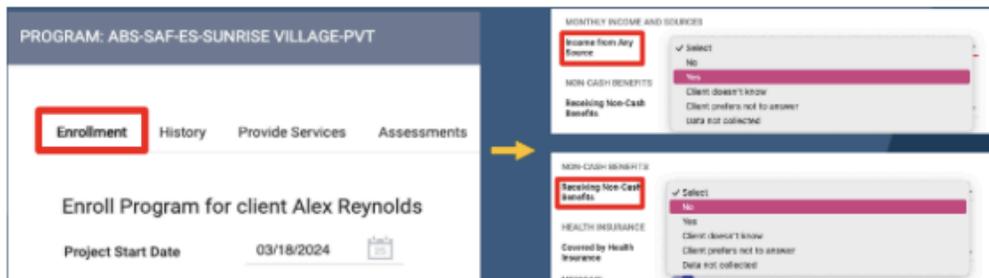
- 🔍 Navigate to “Programs” at the top of the screen.



- Click on the "Edit Icon" of your client's active program enrollment.



- Navigate to "Enrollment" within the clients Program Enrollment
- Fill out the correct information for "Income from Any Source" and "Receiving Non-Cash Benefits"



- Scroll to the bottom of your client's Program Enrollment
- Click "Save & Close"
- Your client's information should be properly recorded in their Enrollment Screen



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](#)