Bitfocus

Alameda County News

Alameda County ACHMIS News: August 2024

Welcome to the Alameda County HMIS newsletter!

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

- Clarity Human Services August Features Updates: SSN, New Referral Functionally, and more!
- Street Outreach Policy
- Program Services Survey
- Running Library Report Tips!
- Upcoming Events: Stay Informed!

Clarity Human Services Updates

August Features Updates

Updated: Invalid Social Security Number (SSN) Warning

When a user **enters an SSN for a client,** the system will check to see if the SSN is valid as based on Social Security Administration guidelines. An SSN is considered invalid if any of the following are true:

- The last four digits of the SSN are '0000'
- The first three digits are '000', '666', or start with '9'
- The middle digits (i.e., digits 4 and 5; the second grouping of digits) are '00'
- The digits are repetitive, like 000-00-0000, 111-11-1111, 333-33-3333, etc.
- The digits are sequential, like 123-45-6789 or 987-65-4321.

If the SSN is invalid, the system displays the following pop-up: "The SSN entered does not conform to Social Security Administration guidelines. Click 'Cancel' to change the SSN. Click 'OK' to proceed with the SSN entered." This pop-up appears before the "An existing client has been found matching the SSN entered" pop-up appears.
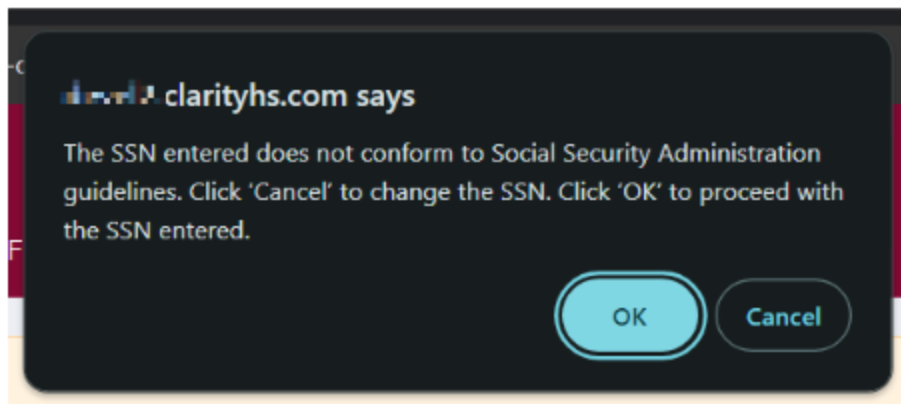
Continue reading

Updates

Street Outreach Policy

Exiting a client correctly ensures that the work being done by Street Outreach projects is reflected on the System Performance Report; exiting clients to ES, TH, or PH is considered a successful placement for SO projects!

- **If staff has not made any contact with the client** within 60 days of the last contact date.
    - The exit date should be set to the last date the client received services and not the date a staff is processing the exit
    - Exit Destination would be set to "No Exit Interview Completed"
- **NEW: After 90 days without contact,** clients will be auto-exited from Street Outreach Programs

In all cases, the exit Destination should be the project type of the referred project. **See the table for reference.** There are no exceptions to this exiting process, even if you are still working with the client after their enrollment or placement. **To record services provided to former Street Outreach clients who are now placed in shelter or permanent housing, please contact the HMIS Help Desk to determine the best option for your agency.**

News

Program Service Survey

Your Feedback Needed!
Your feedback is essential in helping the HMIS team understand and support the needs of our users more effectively.

We encourage each of you to take a few moments to complete the survey linked here: Services Survey. Your input will play a crucial role in shaping our services and ensuring that we meet the needs of our community.

Thank you for your participation and commitment to improving our HMIS services. Together, we can make a difference!

How-to

Running Library Report Tips!

Tips:

- Ensure you understand your purpose to generate the appropriate report.
- Note that while all users can run reports, they can only access data for the services they are authorized for.
- Verify the parameter options carefully.
- Run the report in "web" mode to utilize the drill-down function.

Upcoming Events

Stay Informed!

Don't forget to check out what's coming up in Alameda County by visiting the **Alameda County HMIS website**! Jump over to the "**Events**" Page to see how you can learn more about Clarity HMIS.

Upcoming Events

Alameda County 2024 Training Calendar

Download a copy of the Alameda County 2024 Training Calendar | HERE

HMIS Monthly User Group Meeting: Register | HERE

4th Thursday of every Month

Excluding November and December

10 am - 11 am

HMIS Monthly Agency Liaison Meeting: Register | HERE

4th Thursday of every Month

Excluding November and December

11 am - 12 pm

Alameda HMIS Q&A - Every Second Tuesday at 10am Register | HERE

We know that lots of issues and questions can arise when using Clarity HMIS. The HMIS Q&A Sessions are a great opportunity to get your questions answered, see demos of anything you can't figure out or can't remember how to do, find out how to fix things that might have gotten messed up and participate in discussions with other users around solutions to common challenges.

Clarity HMIS Q&A provides opportunities for:

- ✅ Ongoing support
- ✅ Space to ask general questions
- ✅ Receive assistance on questions you may have about reports
- ✅ Other questions as they arise

Clarity HMIS Q&A is conducted every second Tuesday of the month from the comfort of your own office via Zoom! Each session is hosted online by your Alameda HMIS and Bitfocus Teams. You can connect using your computer (recommended so that you can see demos and post questions) by registering **here**. 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**.

You are welcome to drop in, ask your question, and leave when you get your answer. Of course, you are also welcome to stay for the entire session and offer your own insight into the questions of others.

We look forward to seeing you there!

Alameda HMIS Coordinated Entry Q&A - Every Third Tuesday at 10:40am Register | HERE

Please note: The invite states the meeting will start at 10:30a, but this meeting will begin at 10:40a.

This Q&A session is specific to users with access to Coordinated Entry.

Coordinated Entry Q&A provides opportunities for:

- ✅ Questions about CE Workflow as it relates to Clarity HMIS
- ✅ Space to ask general questions about Coordinated Entry.
- ✅ Troubleshoot questions you have around Clarity HMIS for CE.
- ✅ Demo CE Workflows

From there, use the links to register for upcoming trainings and events by entering your information. Don't forget to add it to your calendar! Adding events to your calendar will make sure you never miss out and you stay up to date. Check back regularly as new events are being added.

Alameda Monthly User and Liaison Meeting

Date & Time	Aug 22, 2024 10:00 AM
	Sep 26, 2024 10:00 AM
	Oct 24, 2024 10:00 AM
	Nov 28, 2024 10:00 AM
	Time shows in Pacific Time (US and Canada)

Meeting Registration

First Name*

First Name

Last Name*

Last Name

Email Address*

join@company.com

Information you provide when registering will be shared with the account owner and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

Upcoming Meeting/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!

HMIS Monthly User & Liaison 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

Alameda HMIS Q&A Session

2nd Tuesday of the month @ 10:00 a.m.

Register | HERE

Alameda HMIS Coordinated Entry Q&A Session

3rd Tuesday of the month @ 10:40 a.m.

Register | HERE

Questions? Your HMIS Administrator is happy to help.

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

Bitfocus

in   X