



## Alameda County News

### Alameda County ACHMIS News: February 2025

Welcome to the Alameda County HMIS newsletter!

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



- Federal Reporting - HIC/PIT
- How To: Overlapping Enrollments
- New Privacy and Security Training
- All Things HMIS
- Two Factor Authentication (2FA)
- February 2025 Feature Updates
- Upcoming Training Dates



# News

## 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](mailto: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.](#)



## How-to

### Correct Overlapping Enrollments

In efforts to reduce data quality errors throughout HMIS and to aid in federal reporting submission, we want to highlight how to address this common and avoidable error that we encounter when reviewing system-wide data quality.

#### Duplicate enrollments can happen for a variety of reasons:

1. When duplicate clients are merged together, enrollments for both clients are assigned to the remaining client, which can result in duplicate enrollments.
2. Returning clients are enrolled with incorrect start dates, making it look like two separate enrollments are duplicate enrollments.
3. Start or end dates on an enrollment get edited to overlap each other.
4. Rather than removing an exit date to re-open an enrollment, users sometimes create a new enrollment with the same or similar start date.
5. Multiple staff entering enrollments for clients without checking the client's history to see whether they've already been enrolled.

You can use the client History tab and the [\[GNRL-106\] Program Roster](#) report to do a regular audit of enrollments. Users with data analysis access can query the data to identify these clients. Have data analysis access but not sure how to write that query? Contact the Helpdesk! Your Bitfocus System Administration

team is also happy to provide you a list of duplicate enrollments to resolve. You can reach out to the Helpdesk for that, or contact the team directly.

### How to correct duplicate enrollments:

Once you're ready to fix your duplicate enrollments, you should do the following

1. Decide which enrollment you want to keep. You can always change enrollment dates and update information, so if you're comparing enrollments and one has annual assessments, family members, and clients notes, while the other has only enrollment screen information, you should keep the more detailed one (Need to compare enrollment data? Use the [\[GNRL-220\]](#) Program Details report.)
2. Update the target enrollment (the one you want to keep) with any missing information from the duplicate enrollment (again, the [\[GNRL-220\]](#) Program Details report can help).
3. If you need to move services from the duplicate enrollment to the target enrollment, you'll need to detach them from the duplicate enrollment (scroll down to "Unlink a Program from a Service"), then reattach them to the target enrollment.
4. Once you've updated any details and moved any services, the duplicate enrollment can be deleted by contacting the Helpdesk.

If you don't have access to edit services or delete enrollments or just need some assistance, please contact the [Helpdesk](#) and they can work with you to get your enrollments cleaned up.



## Training

### Privacy and Security Training

Exciting news! The new Privacy and Security training program for all users in Alameda County is now open! Here's the rundown:

- [Privacy and Security training is now OPEN!](#)
- January 2nd to noon on February 28, 2025, is Privacy and Security Season.

- Complete training between January 2nd and February 28th.
- Notify your agency liaison when the training is done to start agreement renewal in the system.



Curriculum About this course

## Course Overview

▼ **HMIS Basics** ✓

- ✓  HMIS Basics
- ✓  HMIS Basics Knowledge Check

▼ **Privacy & Security** ✓

- ✓  Privacy & Security (Part 1)
- ✓  Knowledge Check (1)
- ✓  Privacy & Security (Part 2)
- ✓  Knowledge Check (2)
- ✓  Privacy & Security (Part 3)
- ✓  Knowledge Check (3)
- ✓  Privacy & Security (Part 4)
- ✓  What is Next

**Key Points:**

- End users have a two-month window to complete the P&S training. Accounts of those who haven't completed the training will be deactivated by noon on February 28th, 2024

- **The LMS email must match the Clarity email to ensure proper credit for completing the Privacy and Security Training.**
- By March 1st, liaisons will receive a list of individuals at their agencies who haven't completed the training and have had their HMIS accounts disabled.
- We'll run weekly reports to track completion status.

**Remember: Please complete the Privacy and Security training by noon on February 28th, or your HMIS account will be temporarily suspended until training and agreement completion.**



## Updates

### All Things HMIS Session

We wanted to inform you all that the upcoming **Coordinated Entry Q&A Session** has been canceled. Instead, we are excited to introduce **All Things HMIS**, a new initiative designed to better support you and your work with HMIS.

**All Things HMIS** is an open time for you to connect with the Alameda HMIS team to discuss updates, ask questions, share feedback, or request training on specific topics. Our goal is to provide a more flexible and responsive way to meet your needs and support your success.

If you'd like to schedule time with the Alameda HMIS team during **All Things HMIS**, or if you have specific topics, you'd like us to cover, please don't hesitate to reach out to [hmissupport@achmis.org](mailto:hmissupport@achmis.org)

We look forward to working with you and supporting your HMIS needs.

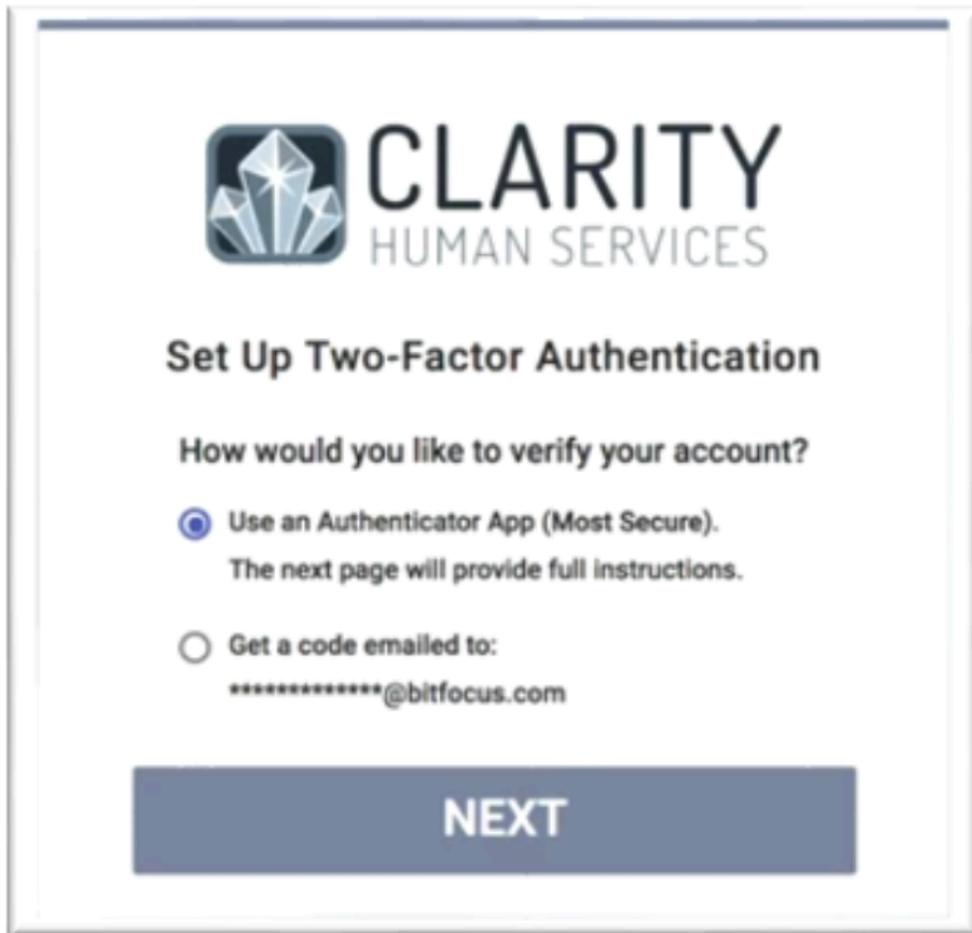


## News

## Two Factor Authentication (2FA)

### What is Two Factor Authentication (2FA)?

- Requires two separate pieces of information to confirm the user's identity:
  - Authenticator
  - Emailed Code



The method used to authenticate a user's identity will remain the same for all future login procedures unless it is manually reset by the user or updated due to security requirements. This ensures a consistent and secure login experience while maintaining account protection.

**Go Live Date for All Users: March 1, 2025**

For detailed instructions on setup, troubleshooting, and best practices, please review the [Two-Factor Authentication Guide].



## Updates

### February 2025 Feature Updates

#### Updated Social Security Number (SSN) Masking

With this update, the user is able to tell when an X or x is used in a SSN as a placeholder for an unknown number and when a known number in a SSN is hidden from view.

- When an X is used to mask a number in the SSN, an \* (asterisk symbol) is used instead of the X. For example, if a client’s SSN is 999-99-8304, on the profile the user sees \*\*\*-\*\*-8304. (Note: this is a fake SSN used for explanation purposes only.)
  - If an X or x is entered by the user for any of the first 5 digits of the SSN, the system still masks the first 5 digits of the SSN on the client profile with an \*. For example, if the client’s SSN is xxx-99-8304, the SSN appears on the client profile as \*\*\*-\*\*-8304.
  - If an X or x is entered by the user for any of the last 4 digits of the SSN, the system still shows the last 4 digits of the SSN on the client profile as it is currently shown. For example, if the client’s SSN is 999-99-83xx, the SSN appears on the client profile as \*\*\*-\*\*-83xx.
  - This update does not change what the user sees when they hover over the SSN and click on the "Edit" link. All digits of the SSN are visible when they click on "Edit."



#### Updated: Social Security Number "Invalid SSN" Pop-up Functionality

The **Social Security Number (SSN) functionality** has been updated to remove the invalid SSN pop-up when an X or x is entered.

The pop-up 'The SSN entered does not conform to Social Security Administration guidelines...' will no longer appear in the following cases:

- When a user enters an X or x for any digit of a client's social security number and does not enter any other non-numeric characters for any digit of the SSN.
  - If the user enters an X or x for all 9 digits of the SSN
  - If the user enters an X or x for one or more than one digit of the SSN and numerals for the remaining 8 digits of the SSN
- When a user enters an X or x for some digits of the SSN, and a different non-numeric character (such as an r or a T) for the other digits of the SSN.
- When a user enters a combination of Xs or xs, numeric characters, and non-numeric characters (such as an r or a T) for the digits of the SSN.

**Note:** When a user enters any other non-numeric character (other than X or x), the system automatically converts non-numeric characters to X's.



## 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**

2<sup>nd</sup> Tuesday of the month @ 10:00 a.m.

Register | [HERE](#)

#### **Alameda Users and Liasons Group Meeting**

4<sup>th</sup> 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](mailto:alameda-admin@bitfocus.com)



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