Alameda County HMIS

February 2025

Monthly HMIS User Meeting

Bitfocus

Agenda!

- Announcements
- Privacy and Security
- 2FA
- Inactive Users
- Overlapping Enrollments
- Missing Move in Dates
- February Feature Updates
- Public Alerts

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Announcements

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Privacy and Security

- Training needs to be completed by: February 28, 2025 at noon.
- After 12 p.m. on February 28, 2025, users who have not completed the Privacy and Security Training will have their accounts made inactive.
- Users will need to complete the training to have their accounts reactivated.

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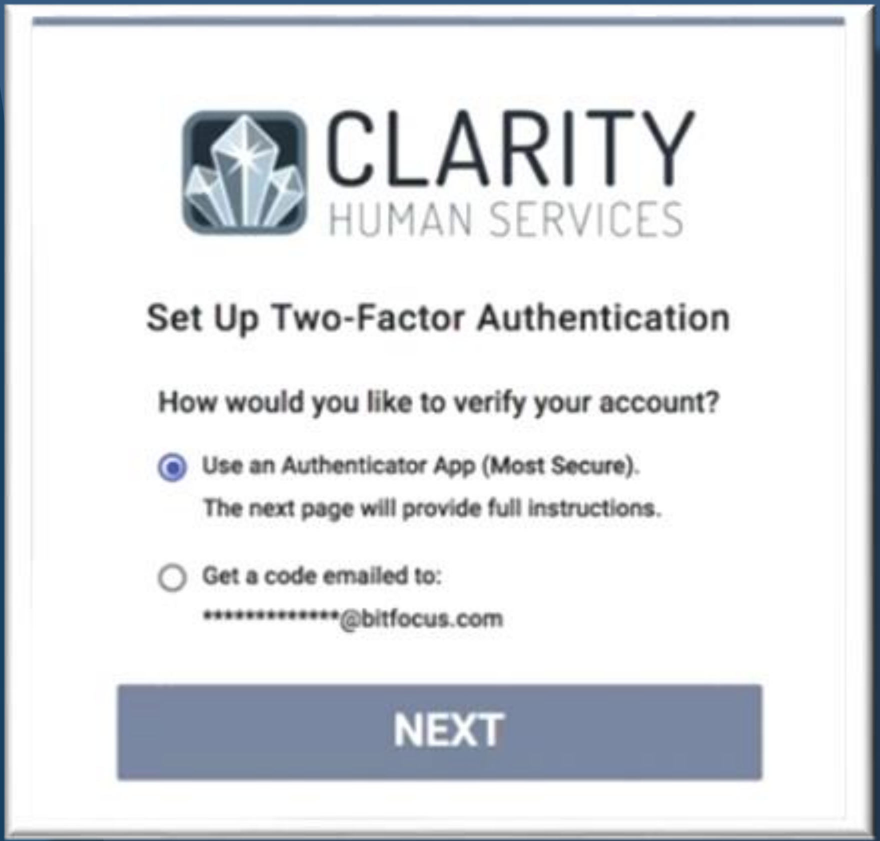
COUNTY OF ALAMEDA CALIFORNIA

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 to authenticate a user's identity will be the same for future login procedures unless it is reset.

Go Live Date For All Users: March 1, 2025

Alameda County HMIS Website: Two-Factor Authentication Guide

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Inactive Accounts

The HMIS system policy makes your account inactive if it has been unused for 60 days.

- If your account has been **unused for** more than 60 days but less than 90 days, **email:** alameda@bitfocus.com.

- If your account is unused for 90 days or more, you must retake the training.

  1. The user must retake the Alameda: Privacy and Security Training and the Clarity Human Services: General Training.
  2. Once training has been completed, the Agency Liaison should contact the Bitfocus Help Desk at alameda@bitfocus.com to request reactivation of the account.

Please Note: Any reactivating request after 4:30pm will be reactive the following morning

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Overlapping Enrollments

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OVERLAPPING ENROLLMENTS

What is an overlapping enrollment?

A client's record in HMIS shows the client is a household in more than one shelter or housing program at the same time.

A client can only sleep in one place at a time. HMIS should reflect this.

HUD Guidance:

Overlapping stays in a housing (tracked by move-in date) or emergency services (tracked by bed night for night by night, enrollment/exit for Entry/Exit) program cannot overlap by the same day.

HOW THIS COULD APPEAR IN THE DATABASE SCENARIOS:

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- Contact Agency/Staff to exit. The agency must exit a day before the enrollment date into the new shelter.

Move-in Date for the Housing Program is during a stay in a shelter

- Contact Shelter/Staff to exit. Cannot have move-in dates that fall within another program.

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COUNTY OF ALAMEDA CALIFORNIA

CHECKING FOR OVERLAPPING ENROLLMENTS

To check for overlapping enrollments, you can use the client History tab and the [GNRL-106] Program Roster report to do a regular audit of enrollments.

Potential Issues	Potential Fixes
Duplicate enrollments	Review and delete duplicate enrollment
Missing exits	Input correct exit dates for enrollments
Incorrect exit dates	**Correct exit dates for enrollments**

REMINDER: HUDs definition of "Housing Move-in Date" is the date that the client **PHYSICALLY** moves in (becomes housed).

OVERLAPPING ENROLLMENTS BY PROJECT TYPE:

- Overlapping enrollments by program type is a very common data quality error.
- An example of an overlapping enrollment by program type is:
  - *The client was in the New Beginning Center* ***ES*** *from 3/1/20 to 6/1/20. They entered MHA Mainstream for* ***PH*** *on 5/1/20, but their move-in date was either 5/1/20 or 6/1/20.*
  - **This counts as overlapping enrollment because they were in the shelter while also being scheduled for permanent housing at MHA Mainstream.**

CHECKING FOR OVERLAPPING ENROLLMENTS (CONT.)

TO CORRECT THE DUPLICATE ENROLLMENTS:

- Select the Preferred Enrollment:
  - Pick the enrollment with more detailed information.
- Update Chosen Enrollment:
  - Add missing data from the duplicate enrollment.
  - Transfer any services to the chosen enrollment.
- Confirm and Delete:
  - Review changes made.
  - Contact the Helpdesk to delete the duplicate enrollment.

TO CORRECT THE EXIT DATES:

- Navigate to Client Profile
- Click on “History”
- Select the Program with the incorrect Exit Date
- Click on the “X” at the top right-hand corner of the Programs history page.
- Correct the exit date for the enrollment.
- Scroll down to the bottom of the page and click “Save Changes”
- Make sure to review the changes that you made.

In general, we do not expect overlapping days in the project among and between the following project types: **Emergency shelter, Safe haven, or Transitional housing**

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Move-in Dates

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Move-in Dates

The Housing Move-in Dates are required by all housing programs.

- "Move-in" means a lease arrangement has been made, the client has a key or entry ability to the unit, and the client has physically slept in the unit. This date may or may not align with the lease date.
- Must be recorded at the point the household moves into a permanent living situation.

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February Feature Updates

- Social Security Number Masking
  - Pentaho Reports Update
- Social Security Number “Pop Up” Functionality

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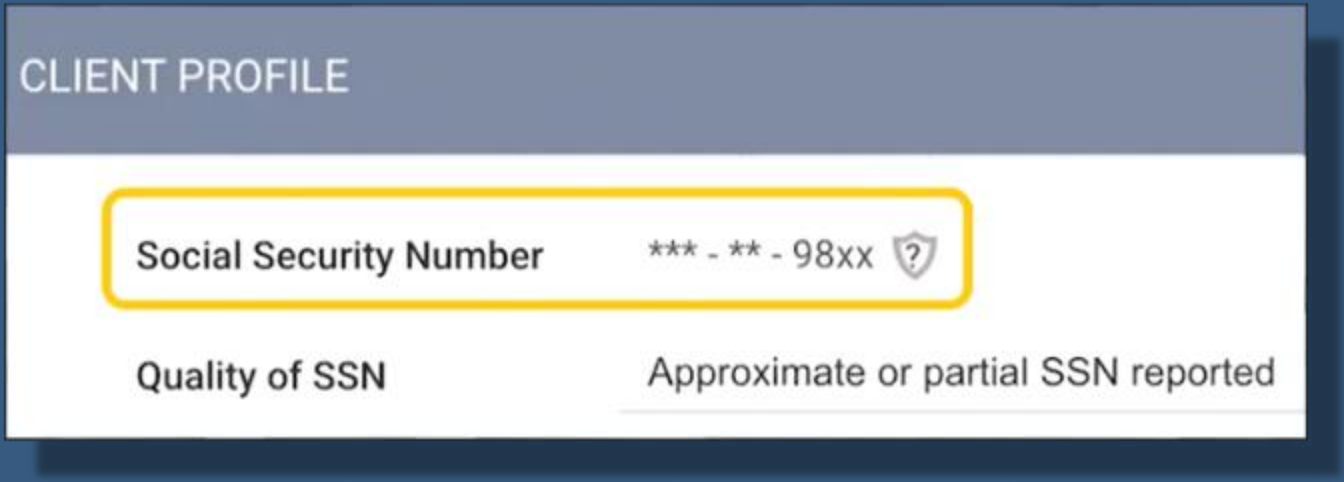
Social Security Number (SSN Masking)

Previous	Issue	Solution	Reporting
SSNs were masked using ”X.”	Non-numeric values are accepted entries for partial SSNs.	Mask SSNs with an asterisk	All impacted reports have been updated to mimic masking updates for SSNs.



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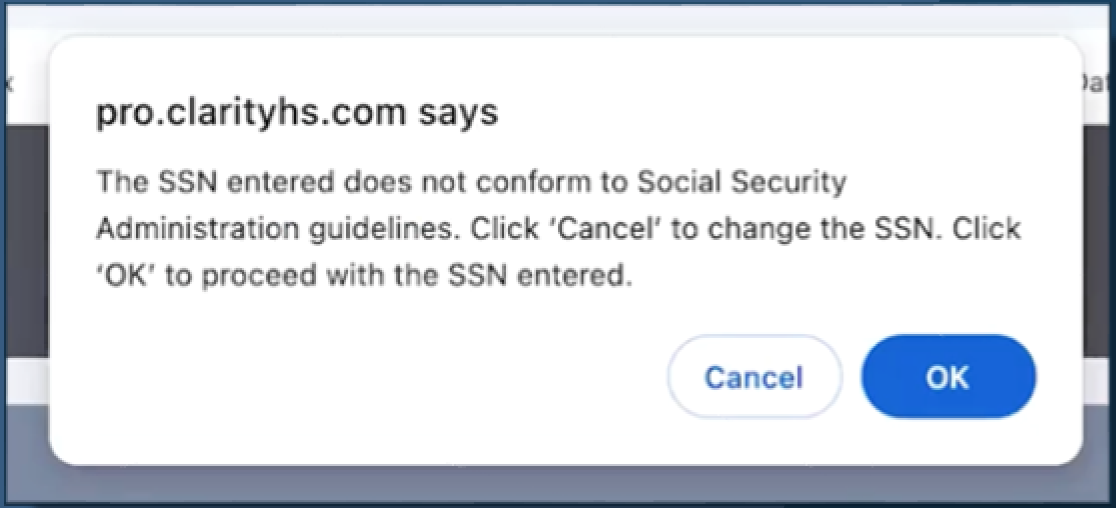
Social Security Number Pop-Up Functionality

Previous: Pop-up occurred for non-numeric inputs

Issue: Non-numeric values are accepted entries for partial SSNs.

Solution: Pop-up no longer appears for valid SSN entries



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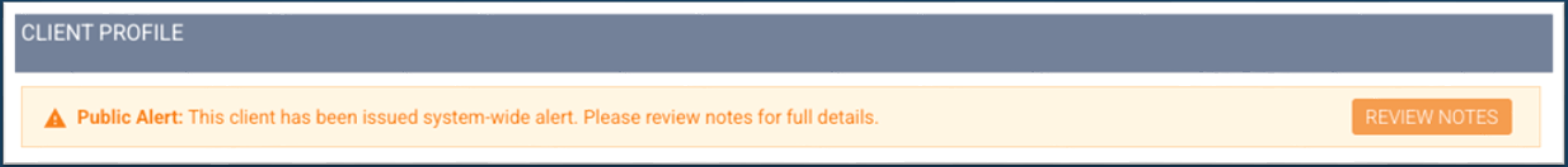
Public Alerts

Public Alerts provide a way to direct users to important information within a client record by displaying an alert	In the client record, Public Alerts appear as a gold banner across the top of the client profile	Public Alerts can only be edited/changed by a user from the same agency as the one that created it



Public Alerts: Keys Points

01. Stick to facts

02. Protect Privacy

03. Use neutral language

04. Be clear and concise; a long note may not be read

Public Alerts: How to Use Them

Indicate A Client's Contact Information Has Changed

Indicate a BOLO (Be On the Lookout) has been issued to locate the client

Inform other users who view the client's profile that an important deadline is approaching

Announce When A Client Has Lost An Item And/Or An Item Belonging To The Client Has Been Found

Public Alerts: What Not To Do

Share Physical Health Or Behavioral Health Details About A Client

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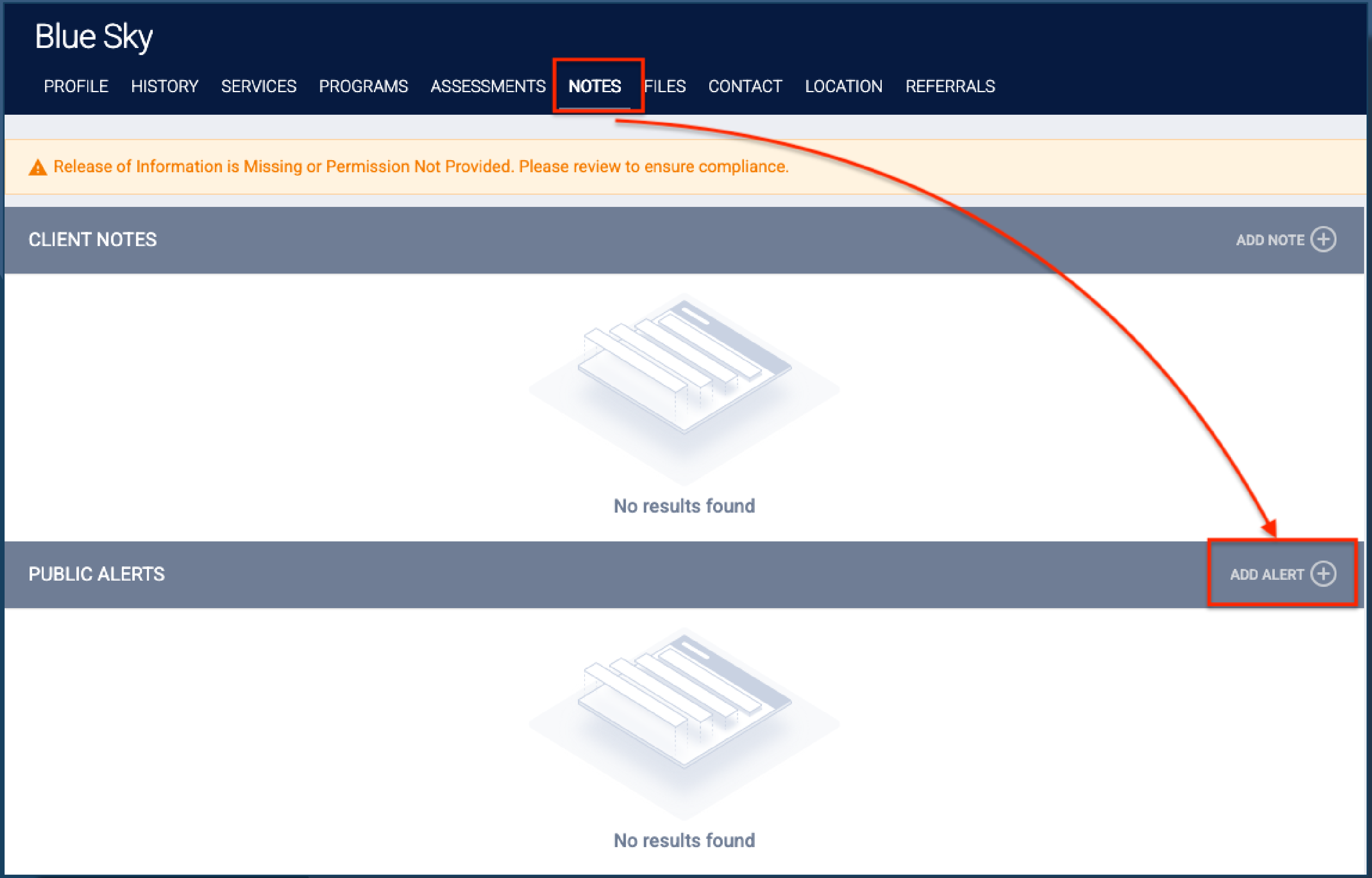
Public Alerts: How to Add



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2. Then click on the "Add Alert +" button to start a new alert.

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Public Alerts: How to Add

1. You can edit the following items for the public alert:
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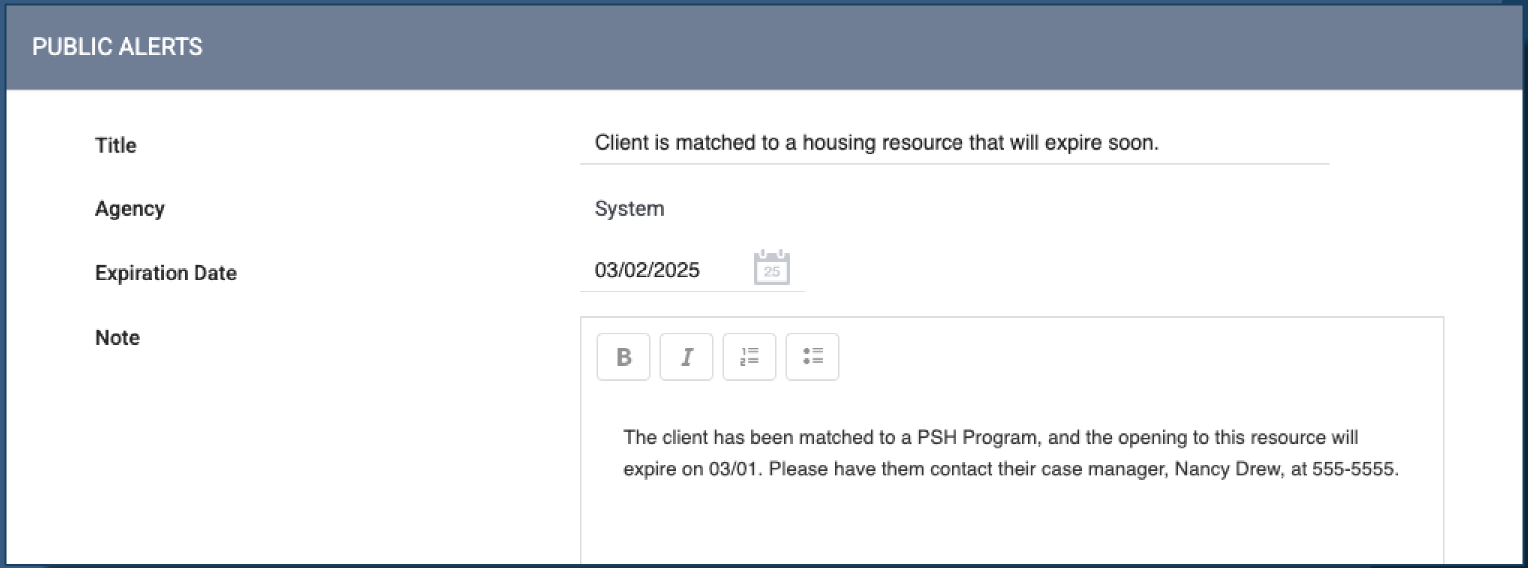

Questions?

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Join us!

Alameda County Q&A Session

Every 2nd Tuesday of the month at 10:00 am

Register | HERE

Alameda County User and Liaisons Meeting

Every 4th Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

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COUNTY OF ALAMEDA CALIFORNIA

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Alameda County HMIS Support Ticket:
Email: hmissupport@achmis.org

Bitfocus Help Desk:
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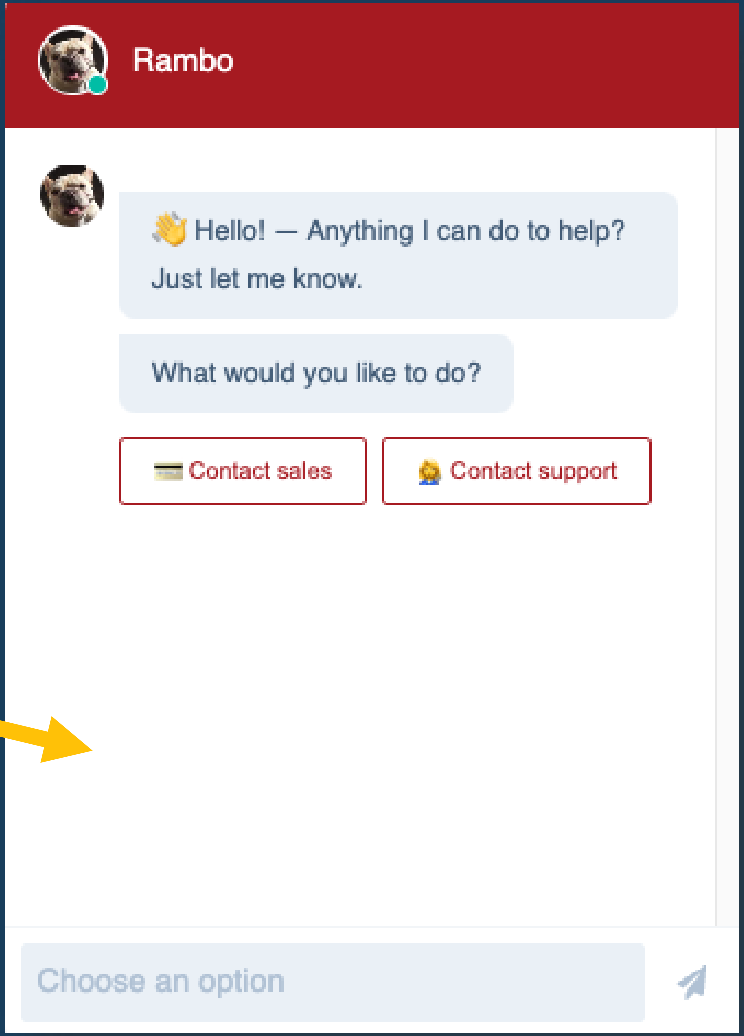

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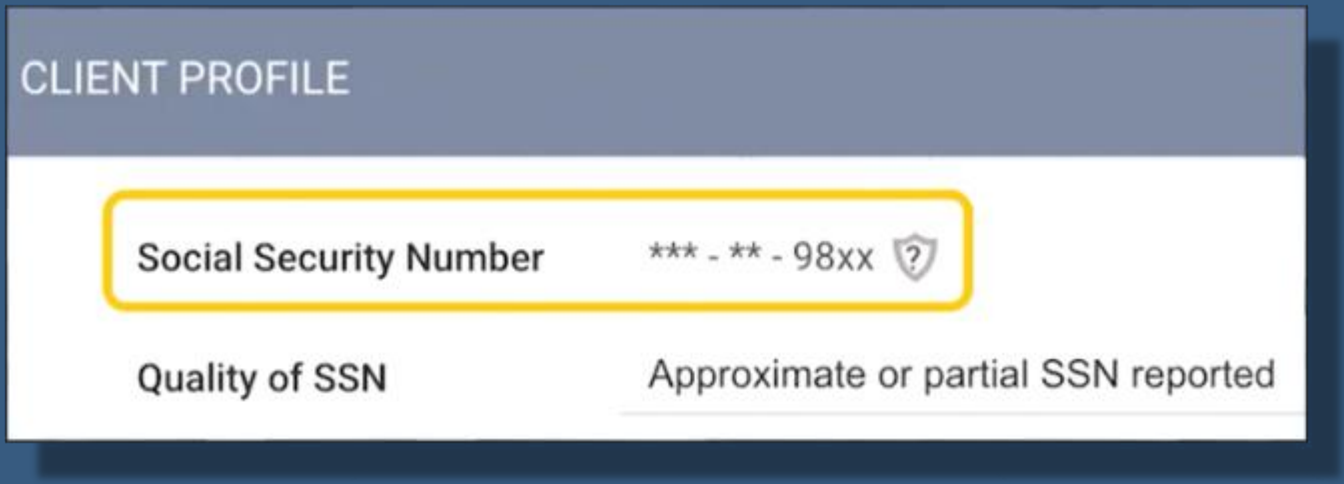

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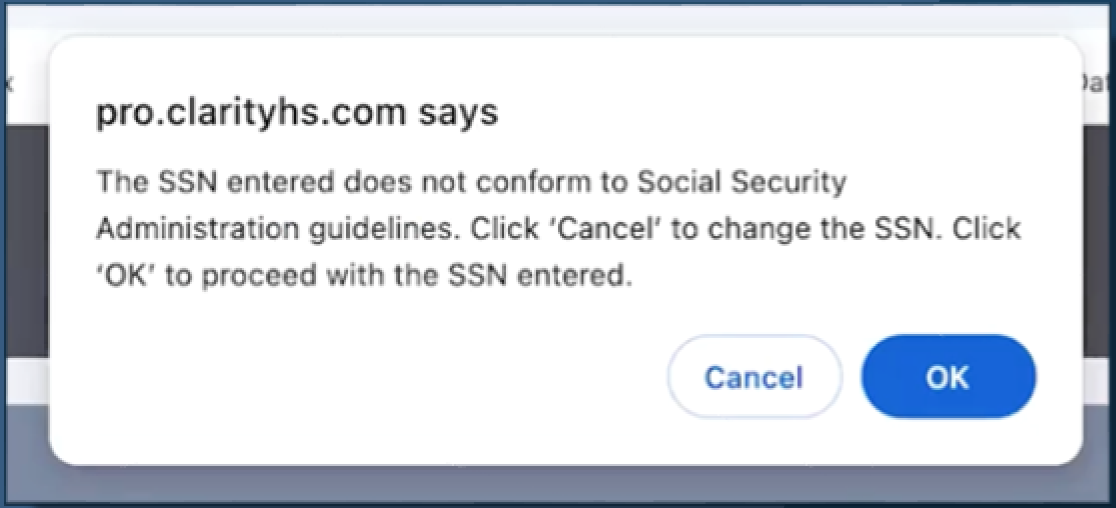

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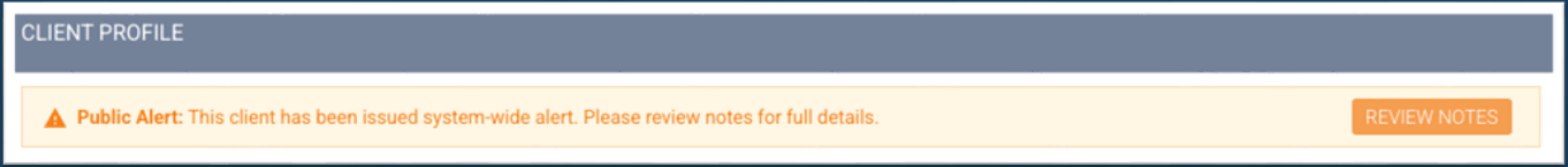

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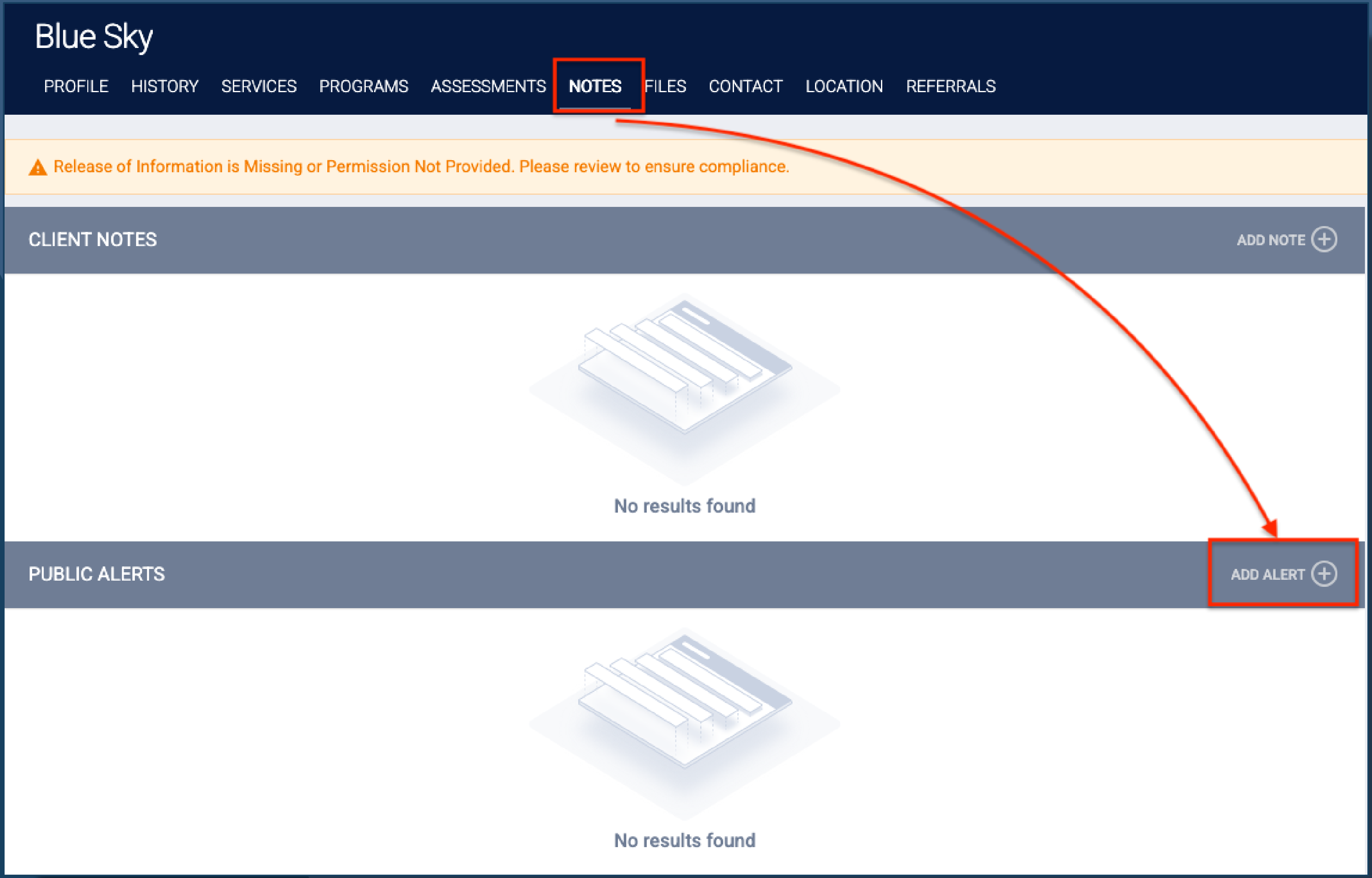

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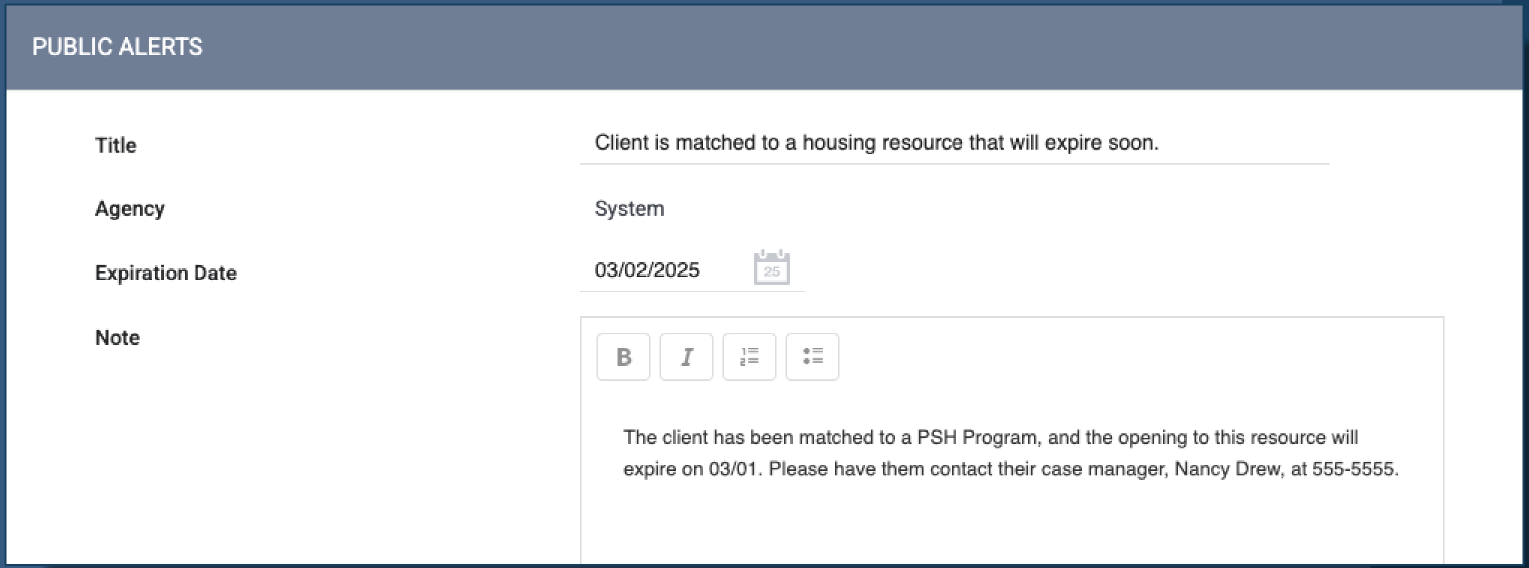

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