Alameda County HMIS

Updates to Client Contact & Location Information

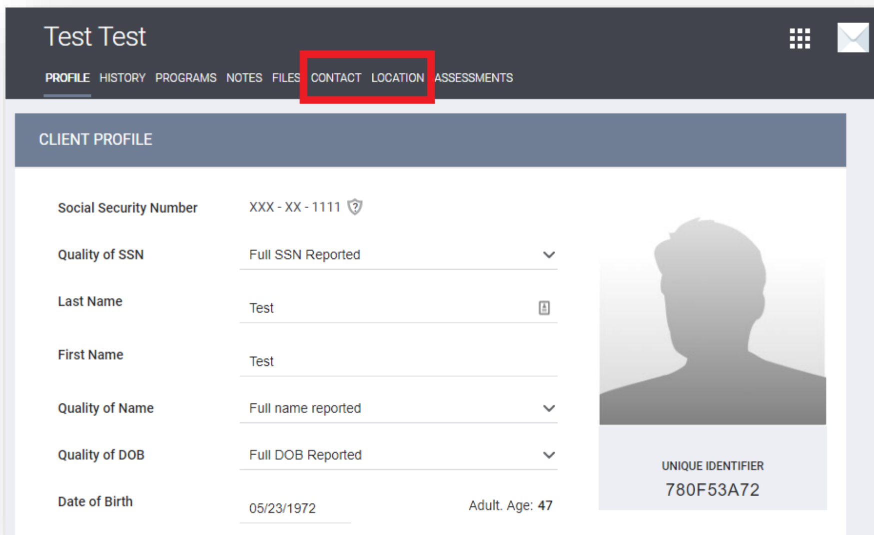
What's Changing?

Client contact and location information including: phone, email address, physical address, mailing address, unsheltered location, emergency contacts, service providers, and other related contacts/addresses should now be added only on the dedicated "Contact" and "Location" screens.

Contact and Location information is available across the Alameda County HMIS to enhance relationships and improve access to services. All HMIS users and agencies are responsible for maintaining the accuracy and completeness of this information.

How to Enter Data?

Adding and modifiing information is done using the "Contact" and "Location" tabs at the top of Client Profile (see screenshot).



Outdated information should be marked as inactive using the "Active" switch. Outdated information should not be overwritten or removed. If a clients contact/location information changed, mark the old information as Inactive and create a new record. If the clients contact/location record is incomplete or in error, the record should be modified or corrected.

Information should never be marked as "Private."

Additional instructions may be found on the Clarity help article related to managing client contact and location information: https://get.clarityhs.help/hc/en-us/articles/115000414067-How-Do-I-Create-and-Maintain-Client-Contact-and-Location-Information-

What About Legacy Contact/Location Data

Retired contact fields have been transitioned to read only for all users. This includes the client contact information at the bottom of the Client Profile page and the Client Contact Information assessment on the Assessments tab. The data is currently accessible via the client record or via custom reports. However, no new data should be added to these fields. Information should be transitioned to the new Contact and Location tabs as described above.