

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

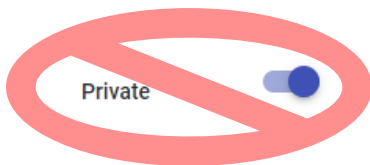
Outdated information should be marked as inactive using the "Active" switch. Outdated information should not be overwritten or removed. If a client's contact/location information changed, mark the old information as Inactive and create a new record. If the client's contact/location record is incomplete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

Information should never be marked as "Private."

The screenshot shows the 'Client Profile' page for a user named 'Test Test'. The navigation tabs at the top are PROFILE, HISTORY, PROGRAMS, NOTES, FILES, CONTACT, LOCATION, and ASSESSMENTS. The 'CONTACT' and 'LOCATION' tabs are highlighted with a red box. The profile fields include:

Social Security Number	XXX - XX - 1111
Quality of SSN	Full SSN Reported
Last Name	Test
First Name	Test
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported
Date of Birth	05/23/1972
Adult Age	47

A unique identifier 780F53A72 is shown next to a placeholder image of a person.



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.