

El Paso HMIS
Steering Committee Meeting
“The More You Know”



August 2024
epchomeless.org

What Will Be Covered?

- Clarity Updates- August 2024
 - SSN Entry & Warning
 - Foreign Countries for Geolocation
 - Save Changes Button/New logic
- Refresh- Social Security Number Entry
- Conclusion/Questions



Clarity Update-August 2024

- August 2024 updates includes SSN Updates and Outreach updates into Clarity Human Services.
- Update is now live!

Clarity Human Services: August 2024 Feature Updates

This month's release includes SSN Updates, new referral functionality, and more.

Release Schedule:

- **All Training Sites:** Monday, July 29, 2024
- **All Production Sites:** Monday, August 12, 2024

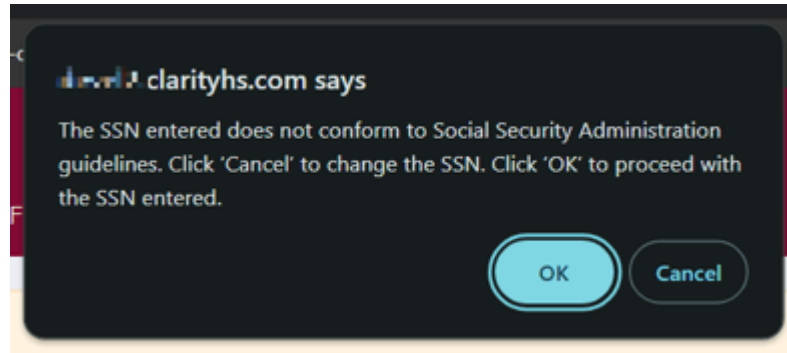
Live Now!

Updated: Invalid 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.

Updated: Invalid SSN Warning

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.



The next slide will show what will happen when you click OK or click CANCEL

Updated: Invalid SSN Warning

If the user clicks “Cancel”:

- The pop-up disappears
- The user’s mouse returns to the first digit of the SSN.
- The SSN field is underlined in red.
- The user can change the SSN and save the profile with the edited SSN.
- If the user enters another invalid SSN, the pop-up appears again. This continues until a valid SSN (or one with 1-9 non-numeric characters) is entered.

If the user clicks “OK”:

- The pop-up disappears.
- The SSN field is not underlined in red.
- The user can save the profile with the invalid SSN.

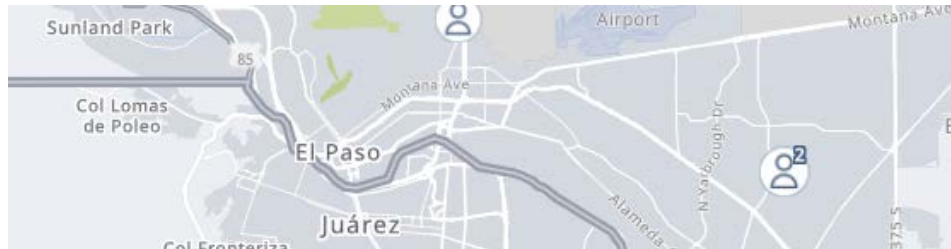
Updated: Non-Numeric for SSN

Clarity will now allow users to enter a non-numeric character for any digits of a client's Social Security Number (SSN) that is unknown or refused by the client, and the system will automatically convert those non-numeric characters to an "x."

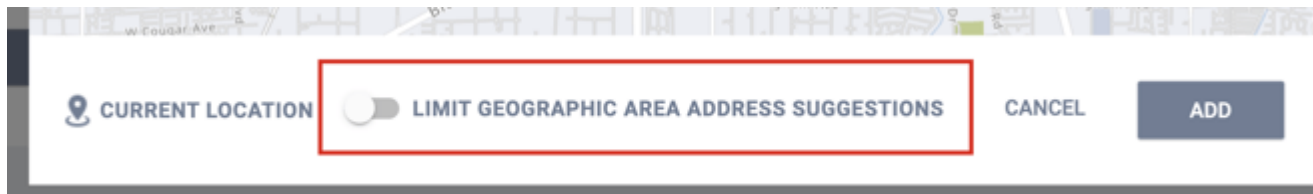
- If a non-numeric character is entered for all 9 digits of the SSN, the "Quality of SSN" field defaults to "Client doesn't know" but is editable.
- If any digit in the SSN has a non-numeric character (such as xxx-45-6789, 123-xx-6789, 12x-x5-6789, 123-45-x789, etc.), and there are no more than 8 non-numeric characters in the SSN, the "Quality of SSN" field defaults to "Approximate or partial SSN reported" but is editable.
- If the client refuses to provide that information, add all 0's for the SSN, and the 0's will change to 'x's when the profile is saved.

Outreach Update

Prior to this update geolocation address suggestions were limited to U.S. based suggestions. With this update, agencies can collect locations outside of the U.S. for geolocation fields, for example, a custom Country of Origin field.



Geolocation suggestions include non-U.S. based addresses when the setting is set to Radius in Miles OR as shown below, the LIMIT GEOGRAPHIC AREA ADDRESS SUGGESTIONS toggle is disabled.



Updated: Save Changes Button

Several screens have been updated so that a user is no longer redirected to a previous screen after updates are saved. Those screens are:

Client:

- Add/Modify ROI
- Add File/Program File
- Modify File/Program File

Client → Program:

- Add Status Assessment
- Add Annual Assessment
- Add Follow-Up Assessment
- Add Current Living Situation

If there are any screens that redirect you to another screen that you think should not, please let us know so we can notify Bitfocus.

Refresh-SSN Entry

It is very crucial to try to capture the clients Social Security Number to make sure we can identify them in the system. However, there are times when a client doesn't know their full SSN or do not want to provide the SSN at this time.

HMIS allows users to capture SSN's and/or the quality of SSN for each client. Those answers are:

- Full SSN Reported
- Approximate or partial SSN Reported
- Client Doesn't Know
- Client Prefers Not To Answer

Refresh-SSN Entry

For clients who provide their entire SSN:

1) Enter the SSN correctly in each section:

Social Security Number

123 - 45 - 6799

2) For the “Quality of SSN” question, use FULL SSN REPORTED.

Quality of SSN

Full SSN Reported



Refresh-SSN Entry

For clients who provide only their last 4 of their SSN:

1) Enter 0's or X's in the first two sections of the SSN, then enter the last 4 in the last section:

Social Security Number

000 - 00 - 6799

2) For the “Quality of SSN” question, use Approximate or Partial SSN Reported:

Quality of SSN

Approximate or partial SSN reported



Refresh-SSN Entry

For clients who refuse to provide their SSN or do not know any of their SSN:

1) Enter 0's or X's in each section of the SSN:

Social Security Number

000 - 00 - 0000

2) For the “Quality of SSN” question, use CLIENT DOESN'T KNOW or CLIENT PREFERS NOT TO ANSWER:

Quality of SSN

Client doesn't know



OR

Quality of SSN

Client prefers not to answer



Note: This should also be used for clients who are of migrant status.

Conclusion

- Don't forget, today's updates are now live in the system!
- Make sure all SSN's reported in HMIS are within the Social Security Administration's guidelines.
- Don't forget, you can always update a client's SSN on their profile screen. Always try to get their full SSN. This will reflect on your APR's & ESG-CAPERS.

Any Questions?

EPCH HMIS “Eyes on the Fries!”

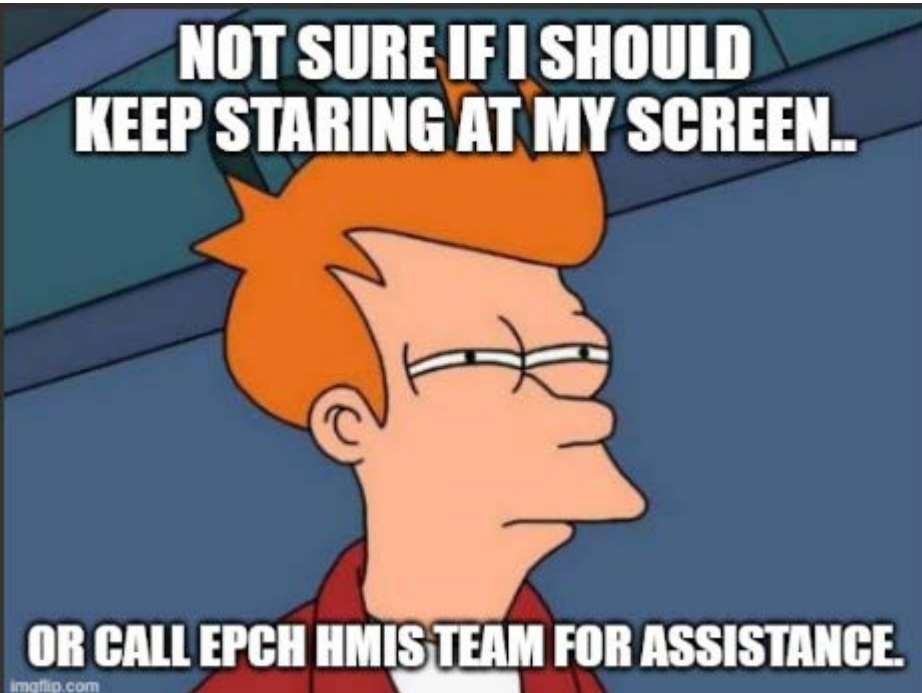
HMIS Zoom Lunch Meeting!

- **Open to anyone who needs help or has questions with HMIS!**
- **Zoom meeting will be from 11:30am-1:30pm**
- **Next meeting is on Friday 8/30/2024!**
 - **Bring your questions, concerns and lunch!**
- **Hosted by Denver Herald (HMIS Tech)**

Hope To See You There!



Thank you!



EPCH Contact Information:

- Gary Gray-HMIS Senior Administrator
ggray.epch@elp.twcbc.com
- Denver Herald- HMIS Support Technician
dherald.epch@elp.twcbc.com
- EPCH Phone Number (Office Hours: M-F
8am-5pm)
(915) 843-2170
WE ARE HERE TO HELP!