



Community Health Record (CHR) User Newsletter July 2025

Welcome to Alameda County Health's quarterly Community Health Record (CHR) User Newsletter where you will find important updates, training opportunities, tips, and resources. We hope you find these updates helpful to your work. If you are new to our mailing list, you can find previous issues [here](#).

SHIE Staff Profile

Joey Gallo, SHIE Operations Coordinator

Welcome to the SHIE Staff Profile where we feature a member of our staff to showcase how they support the Social Health Information Exchange (SHIE). This is an opportunity to celebrate the work of those with the skills essential to the success of the SHIE and the Community Health Record (CHR).

This quarter we present SHIE Operations Coordinator, Joey Gallo. Joey supports SHIE and CHR onboarding, training, and communications, using a people-focused approach to manage his team and engage with CHR users.

Joey came to the SHIE team in February 2024 from Alameda County's Recipe4Health (R4H) with a strong background in program management and direct service. As a natural people-person, Joey jumped at the chance to manage a small team dedicated to supporting direct service providers in Alameda County.

"One of many things that fills up my cup is being able to supervise staff and work very closely with a small team," he said. "It's important to understand the experiences of the staff that are doing direct service. It's being able to put on the hat of a provider or case manager or housing navigator, being able to empathize and know you know the type of work they're doing is not easy."

Joey got a taste for direct service work as a college intern at Fresh Lifelines for Youth (FLY), a juvenile justice based non-profit. As a Justice Studies major at San Jose State University, Joey had planned to go into law enforcement, but the experience of working at FLY nudged his career path in a different direction.

"That was my first exposure to direct service work with the juvenile justice population, and it really changed my career trajectory in that I wanted to be less a part of the punitive side and more the rehabilitative and diversion side to prevent people, in this case, young people, from even entering into the juvenile justice system in the first place, avoiding the need for them to even interact with law enforcement," he recalled.

After college, Joey returned to FLY to serve as associate director of programs in San Mateo, then spent some time in the for-profit world as a program manager at Google. He honed his project management and technical skills, even starting his own business offering tech tutoring and education to seniors. Joey returned to the non-profit sector as a program administrator at Bay Area Community Services (BACS), supporting the



homelessness prevention platform, which provided emergency rental assistance to folks impacted by the pandemic.

Joey's experience allowed him to hit the ground running when he started at Alameda County, and he quickly got up to speed managing his new team, mastering the CHR, and engaging with CHR users. He is especially proud of the work he did with his team on last year's Information Sharing Agreement (ISA) workshops to guide CHR users on best practices for getting their clients to sign the ISA consent form.

"The ISA workshop seemed like such a big win," he said. "We did such a great job in a relatively short period of time. The planning and execution, the facilitation of that in partnership with my team, I think was a tremendous victory."

Joey has a Bachelor of Science degree in Justice Studies with a minor in Sociology from San Jose State University.

New Platform Reminder



We recently shared communications notifying all CHR users about our transition to a new technology platform for the CHR. Read the document in its entirety by clicking on the link [here](#).

CHR Stories from the Field

Check out what our colleague from Abode Services has to say about the CHR:



"The CHR allows me to 'take a tour of the neighborhood' by reviewing alerts for participants across the different systems. The CHR helps with locating folks we have not been able to see in a while by seeing these touchpoints in the community. The CHR allows us to see chronologically where participants have been to help us provide more proactive care and have caring conversations. It helps craft a clinical picture that would be otherwise difficult to cobble together from multiple sources. I would very much recommend it for folks that aren't already using it!"

- Josie Parker, Program Director, Greater Hope FSP

What Say You?

We would like to hear from you!

Your stories about the Community Health Record (CHR) for coordinating care and improving health outcomes are inspiring. Can you share a success or impact story from your experience on how the CHR has helped you? Click on [Impact Stories](#) to enter your name and provider information.

What would you like to see in the newsletter?

We are looking for input from our provider community on what you would like to see included in the newsletter. Please put your suggestions here: [Ideas](#).

Tips & Tricks - Self-Attribution

If you are working with a consumer and unable to locate or view them in the CHR, self-attribution allows users to manually attribute consumers that are not yet

attributed to their organization to gain access to the consumer's health record. In order to do this, the user must have an exact match of the consumer's first and last name, date of birth, and gender.

To view the steps in the Self-Attribution Tip Sheet, click [here](#).

New Organizations and Programs

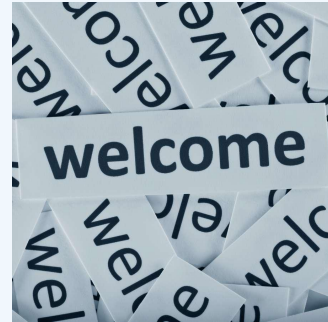
We'd like to welcome these new programs being onboarded to the CHR!

New Organizations Currently Onboarding:

- [Pair Team](#)
- [Alameda County Office of Education](#)

New Programs Being Onboarded:

- [Bay Area Community Services](#) - Bridge Housing Subsidy Management
- [Cardea Health](#) - Homekey, Medical Respite at Eddies Place and Mosswood (Housing Community Supports), Medical Respite at Fairmont Tiny Homes
- [City of Berkeley City Manager's Office](#) - Homeless Response Team
- [City of Berkeley Public Health](#) - Communicable Disease Control and Prevention
- [Housing Consortium of the East Bay](#) - Emergency Shelters, Mandela Outreach Program, Permanent Supportive Housing



Training and Support

Got New Staff?

Register them for our [CHR NEW USER TRAINING](#)! This self-paced online training takes about three hours and is required for new CHR users or users who have been inactive over 365 days.

Need a Refresher?

Active CHR users can review the CHR on their own schedule with our Self-Paced Online [CHR REFRESHER TRAINING](#). Lessons focus on key CHR features and finding the information you need!

Want Live Support?

We provide LIVE ONLINE or IN-PERSON POST-TRAINING SUPPORT for your team at a time that works for you. Sessions focus on using the CHR to find the information you need, answering your burning questions, and adding the CHR to your team's workflow. To request Post-Training Support, please contact our Help Desk at CareConnectHelp@acgov.org or (510) 618-1997.

Important Reminders

If you require any resource material such as Tip Sheets or Information Sharing Authorization forms, kindly submit your request through the Help Desk at CareConnectHelp@acgov.org or call 510-618-1997. This streamlined process ensures a prompt response and efficient handling of your request.

Reminder for Supervisors: Notify Help Desk When Off-Boarding Staff

Is your organization experiencing staff changes? As CHR users transition out of the organization, we request that supervisors notify the Help Desk so our team can deactivate their CHR accounts. For more information, please contact the Help Desk at CareConnectHelp@acgov.org or (510) 618-1997.

Additional Resources

Questions? Contact the Alameda County Health Help Desk at CareConnectHelp@acgov.org or (510) 618-1997.

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