



King County HMIS News August 2024

Welcome to the King County HMIS August 2024 newsletter!

In this edition, you'll find the following:

- Upcoming Events
- Special Announcement: The Next Generation of Clarity Human Services
- Annual Privacy/Security Training Refresher for all Users
- Clarity Human Services Feature Updates
 - Preview Notes with Icon Pop-up
 - Invalid Social Security Number (SSN) Warning
 - Allow Entry of Non-Numeric Characters for Unknown/Refused SSN Digits
- Inventory Enhancement Project: We are LIVE
- How-to Use the Caseload Tab
- Report Spotlight: [GNRL-106] Program Roster – Unit Assignment Focus



Announcements

Upcoming Events

Coordinated Entry Monthly Assessor Credential Training (ACT)

Users must attend an ACT training before they gain assessor access in the HMIS.

- September 4 | 11 a.m.-1 p.m. | [Register Here](#)
- October 3 | 2-4 p.m. | [Register Here](#)

Annual Report Library Training

Join us to take a deep dive into the HMIS Report Library. We will specifically cover the new Program Roster and Seattle-KC Outcomes Report

- September 25 | 2-3:30 p.m. | [Register Here](#)

Inventory Enhancement: Weekly Office Hours

Come in with questions and leave with answers! We use this space to talk through specific user questions/scenarios related to Inventory and provide demonstrations.

- September-December | Weekly on Wednesdays | 1-2 p.m. | [Register Here](#)

Interested in additional inventory resources? [Click here!](#)



Updates

Special Announcement: The Next Generation of Clarity Human Services

We have some exciting news to share with you! Clarity is getting an exciting update to its look and feel and we are eager for you to take a look! Clarity Human Services will be launching the "Next Generation of Clarity Human Services" - which is a brand new User Interface (UI) beta - on September 17 at Clarity Connect.

The beta version of the new user interface will first focus on the main "client/program" area of the system: client profiles, household management, program enrollments, and services. This update will mean that Clarity is much more mobile friendly for staff entering data via tablets or phones. It will also be

easier to see the steps or “workflow” for entering data to help users enter all required data along the way. For more information on the UI beta, please [click here](#).

For those of you who joined us for August’s Focus Group, you saw a demo of the new User Interface. Thank you again for your partnership to provide us with valuable insight on what you believe our developers should be focusing on to improve our software. Your perspective is very important!

We continue to work with system administrators on an implementation plan, but once the new UI is available in Clarity, you will be able to go back and forth between the new and existing user interfaces with the click of a button. Any features that are not yet available in the new user interface will automatically route you back to the existing interface to complete your work. Additionally, we have also implemented some updates to the HMIS screens and forms that you will see at this same time.

This is an ongoing discussion and we appreciate your partnership!



How-to

Annual Privacy/Security Training Refresher for all Users

Every year all HMIS users need to take the [King County Privacy & Security Training](#) between the period of July to September.

For Users new to Clarity Human Services in 2023: Please note that if you completed the King Co. Privacy & Security Training earlier this year prior to July 2023 to receive your initial access to Clarity Human Services, you will need to take the training again between now and September 30, 2023, to fulfill your annual training requirement.

*** Please be sure to sign into the website to view the training. If you are not signed in, you may see "page not found". If that happens, please sign in using the top right-hand*

side of your screen.

For Security Officers

Security Officers must also complete the [King County HMIS Security Officer Training 2020](#). The Security Officer Training Video takes about 11 minutes to complete and contains no quizzes.

- Pro tip: It is important that you take the Privacy and Security Training and the Security Officer Training immediately, so you will be able to answer your staff's questions.
- Complete the [HMIS Semi-Annual Compliance Certification Checklist](#) & submit the completed checklist directly to the [Completed Security Checklists File](#) by the end of September.

Questions? Please reach out to kcsupport@bitfocus.com or your HMIS Security Officer. Thank you for taking the time to complete this important training regarding Client Privacy and the Security of our HMIS system!



Clarity Human Services Updates

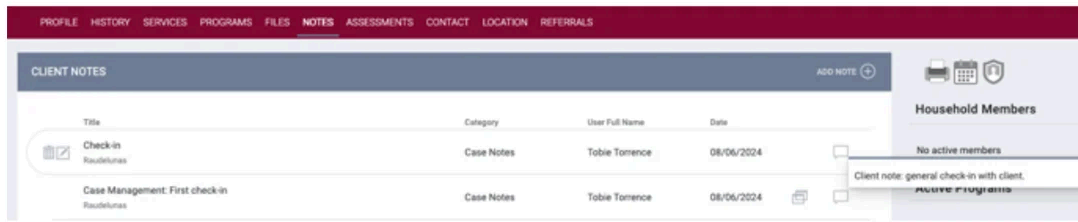
August Feature Updates

Updated: Preview Notes with Icon Pop-up

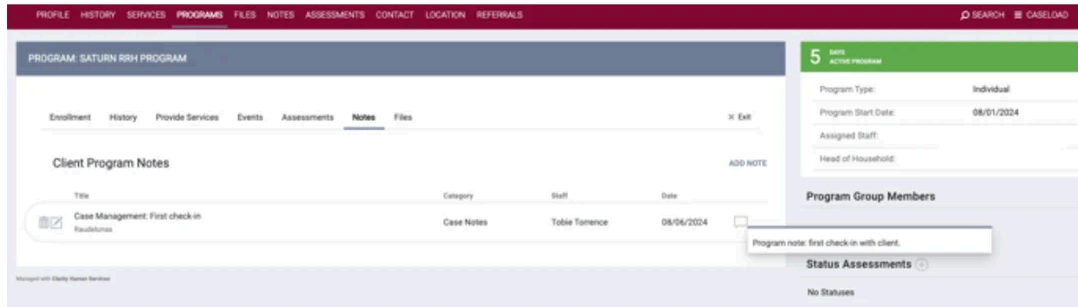
Notes now include an icon that allows users to see a preview of the note's content. This update aims to give users a more accessible view of notes in a client's profile, both at the client and program levels.

To access the preview, hover the mouse cursor over the "Notes" icon.

Client Notes:



Client Program Notes:



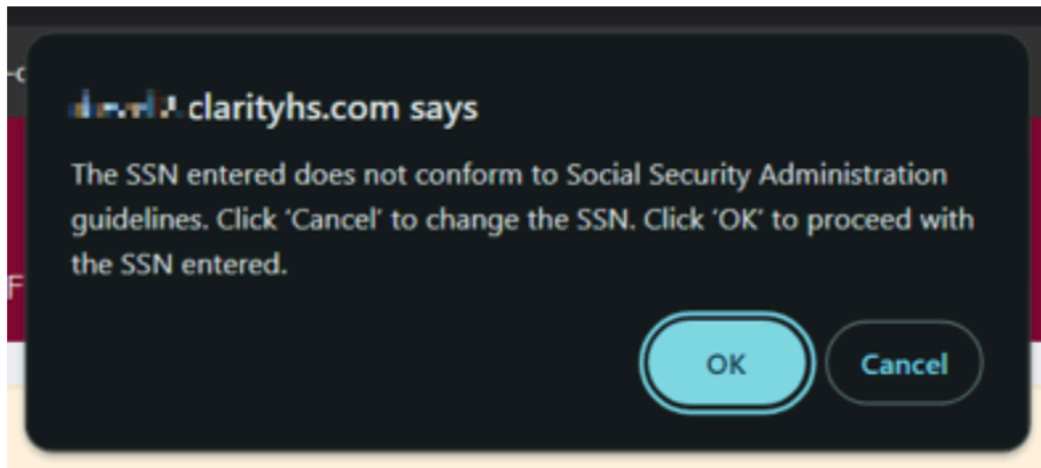
The Notes icon is visible based on sharing settings and access rights.

Updated: Invalid Social Security Number (SSN) Warning

When you enter a SSN for a client, the system will check to see if the SSN is valid 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.

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.



If you click “Cancel”:

- The pop-up disappears
- Your mouse will return to the first digit of the SSN.
- The SSN field is underlined in red.
- You can change the SSN and save the profile with the edited SSN.
- If you enter 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 you click “OK”:

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

Updated: Allow Entry of Non-Numeric Characters for Unknown/Refused SSN Digits

Clarity will now allow you 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 you enter in all 0’s for a client’s SSN, the system will automatically replace the 0’s with x’s when you save the client’s profile, and the “Quality of SSN” field also defaults to “Client doesn’t know,” but is editable.



Announcements

Inventory Enhancement Project – We are LIVE!

What Happens Now?

Providers that have met the deadline

Providers that have met all configuration, unit assignment, and CE participation designations by the deadline will begin accepting referrals by way of enrollments under the new referral model.

- Please find the list of agencies [here](#).
- You will **no longer post units** and instead engage in the new workflow to update unit availability.
- Please note that Coordinated Entry will not share or fill available units until the team can **contact** the housing provider/program manager to verify availability. This will ensure only available resources are being filled.

Providers that have not met the deadline

For providers that did not meet this Go Live deadline, you will continue to post units using the outdated method. Please continue to post units in the outdated method while maintaining the emphasis on completing unit configurations, assignments, and CE designations.

We will continue to stay in close contact with housing providers to finish this work.

Inventory Enhancement Training Resources

Additional resources can always be found at the HMIS Support Website under the [Training Manual and Guides](#) section.

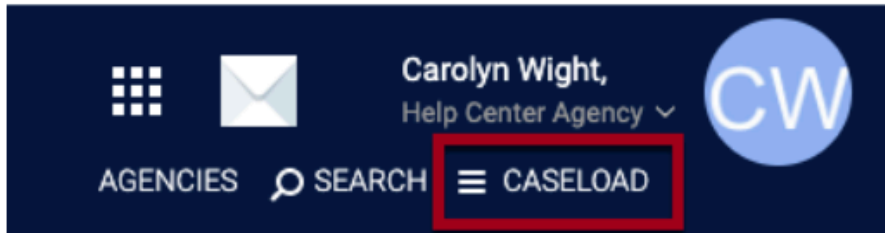


How-to

Use the Caseload Tab

The CASELOAD tab provides a convenient way for you to view your active caseload within a specific agency.

To access the Caseload tab, click **CASELOAD** in the upper right corner of the screen.



Three tabs will appear across the top of the screen: **ACTIVE CASELOAD**, **STATUS DUE**, and **CASE MANAGER**. If you have been assigned as a Navigator for a referral, you will also see a **NAVIGATOR** tab.



The **ACTIVE CASELOAD** tab is selected by default.

Continue reading



Report Spotlight

[GNRL-106] Program Roster – Unit Assignment Focus

This program-based report lists program stay and relevant inventory information for selected programs and status according to specified report dates.

For more information on the Program Roster, please visit our [Help Center](#) as we will focusing specifically on the Unit Assignment information contained in the Program Roster.

Program Roster Report													Agency Name			
Active within 01/01/2023 thru 09/06/2023																
Housing Move-In: Undefined = Unknown Move-In or adjusted Move-In is Null. <input type="checkbox"/> = Non-PHI Project. A: Assessments. S: Services. EN: Case Notes You can find more information about adjusted Move-In Date at the Help Center Article . Head of Household (HOH) Unique Identifiers are listed in bold text. Household members are grouped together with the HOH.																
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-In	A	S	EN	Assigned Staff	Unit Assignment	Bed Assignment	Occupancy Start Date	Occupancy End Date
Program: Program Name																
Client Name	123456789	1995-01-01	29	36	01/01/2017	-	2,258		0	1	0	Staff A				
Client Name	987654321	1995-01-01	24	30	08/29/2017	-	2,018		1	3	0	Staff B				
Client Name	111111111	1995-01-01	9	14	10/11/2018	-	1,420		0	0	0	Staff C				
													Number of Enrollments: 3 Number of Unique Clients: 3 Number of Households: 3			
Program: Program Name																
Client Name	222222222	1995-01-01	37	37	06/13/2022	-	269		0	0	0	Staff D	Floor 1 Room 1	N/A	06/13/2022	
Client Name	333333333	1995-01-01	57	58	10/4/2022	-	130		0	0	0	Staff E	N/A	N/A	N/A	N/A
													Number of Enrollments: 2 Number of Unique Clients: 2 Number of Households: 2			
Program: Program Name																
Client Name	444444444	1995-01-01	62	64	12/05/2021	-	459		0	0	0	Staff F	2nd Floor Family Room 1	N/A	12/05/2021	
Client Name	555555555	1995-01-01	33	35	12/05/2021	-	459		0	0	0	Staff G	N/A	N/A		
Client Name	666666666	1995-01-01	33	34	12/05/2021	-	459		0	0	0	Staff H	N/A	N/A		
Client Name	777777777	1995-01-01	22	23	09/15/2022	-	175		0	0	0	Staff I	2nd Floor Family Room 2	N/A	09/15/2022	
Client Name	888888888	1995-01-01	22	23	09/15/2022	-	175		0	0	0	Staff J	N/A	N/A		
Client Name	999999999	1995-01-01	22	23	09/15/2022	-	175		0	0	0	Staff K	N/A	N/A		
													Number of Enrollments: 6 Number of Unique Clients: 6 Number of Households: 2			
													Total Number of Enrollments: 11 Total Number of Unique Clients: 11 Total Number of Households: 7			

Inventory: Unit Assignment Information

The following data elements included in the report are generated from Inventory functionality for the specified program(s).

These columns will have a grey fill if a community is not utilizing Inventory functionality or is not an applicable project type (Coordinated Entry, Day Shelter, Homeless Prevention, Services Only, and Street Outreach).

"N/a" is returned when Inventory functionality is toggled on but there are no unit/bed assignments for the client.

Unit Assignment	The client's latest Unit Assignment for the program enrollment. If a client has resided in multiple units within the program stay, only the latest unit information will be displayed in this column. Head of Households are assigned to units. Other household members will remain blank.
Bed Assignment	The client's latest Bed Assignment for the program enrollment. If a client has resided in multiple beds within the program stay, only the latest bed information will be displayed in this column. Each household member can be assigned to a bed.
Occupancy Start Date	The Occupancy Start Date for the client's latest Unit/Bed Assignment associated with the program enrollment.
Occupancy End Date	The Occupancy End Date for the client's latest Unit/Bed Assignment associated with the program enrollment.

Questions? Your HMIS Administrator is happy to help.

Phone: 206.429.7979 x2

Email: kcsupport@bitfocus.com



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