



## Marin County HMIS News June 2024

Welcome to the Marin County HMIS June 2024 newsletter!

**In this edition you'll find the following:**

- Upcoming Events
- "Spring into Summer" HMIS User Survey
- Reminder: Help Desk Support
- How-To: Feature and Improvement Suggestions
- Join us for Clarity Connect!
- Bitfocus is Hiring!



### Upcoming Events

#### HMIS Agency Leads Meeting\*

Wednesday, July 17, 2-3 p.m. | \*Agency Leads Only: Register [HERE](#)

We are asking the designated HMIS Agency Leads and Security Officers to join this meeting on a bi-monthly basis. Of course, if you absolutely cannot make it, please send a representative. Workgroup participants will support communications between the county, Bitfocus and agency staff with regards to

community initiatives, training, privacy, security, program and data management.



## News

### “Spring into Summer” HMIS User Survey

Earlier this month, we launched the [“Spring into Summer” HMIS User Survey](#) that was sent out to all active HMIS users. The goal of this survey is to assess your use of the HMIS and to identify possible gaps in support, training, and other resources. We will use your survey responses to address any concerns brought to our attention, create new resources, and hopefully to boost your engagement and confidence using the HMIS.

**The survey is anonymous**, so your name, email address, or agency will not be attached to your answer in any way (unless you’d like us to know who you are). The survey asks a few questions about your role solely to help us understand trends across different types of users. While the survey is voluntary, we are hoping to get as many responses as possible.

**We encourage you to take the time to respond thoughtfully to this survey.** We are here for you and want to support you using the HMIS in your work as best as possible! But we cannot know where you need more support unless you bring that to our attention, so this survey is designed to do just that.

Your feedback is very important to our ability to support you in the ways that you need it. **The deadline to respond is July 19, 2024.** You should have received an email blast from us with this information as well, and we will continue to send out weekly email reminders with the link to this survey. Please do not hesitate to reach out to us with any questions or concerns about the HMIS User Survey.



## Announcements

## Reminder: Help Desk Support




The Help Desk is a skilled support team that can provide you with 1:1 technical assistance for many different things related to the HMIS. If you forgot how to do something in the HMIS, the Help Desk can help!

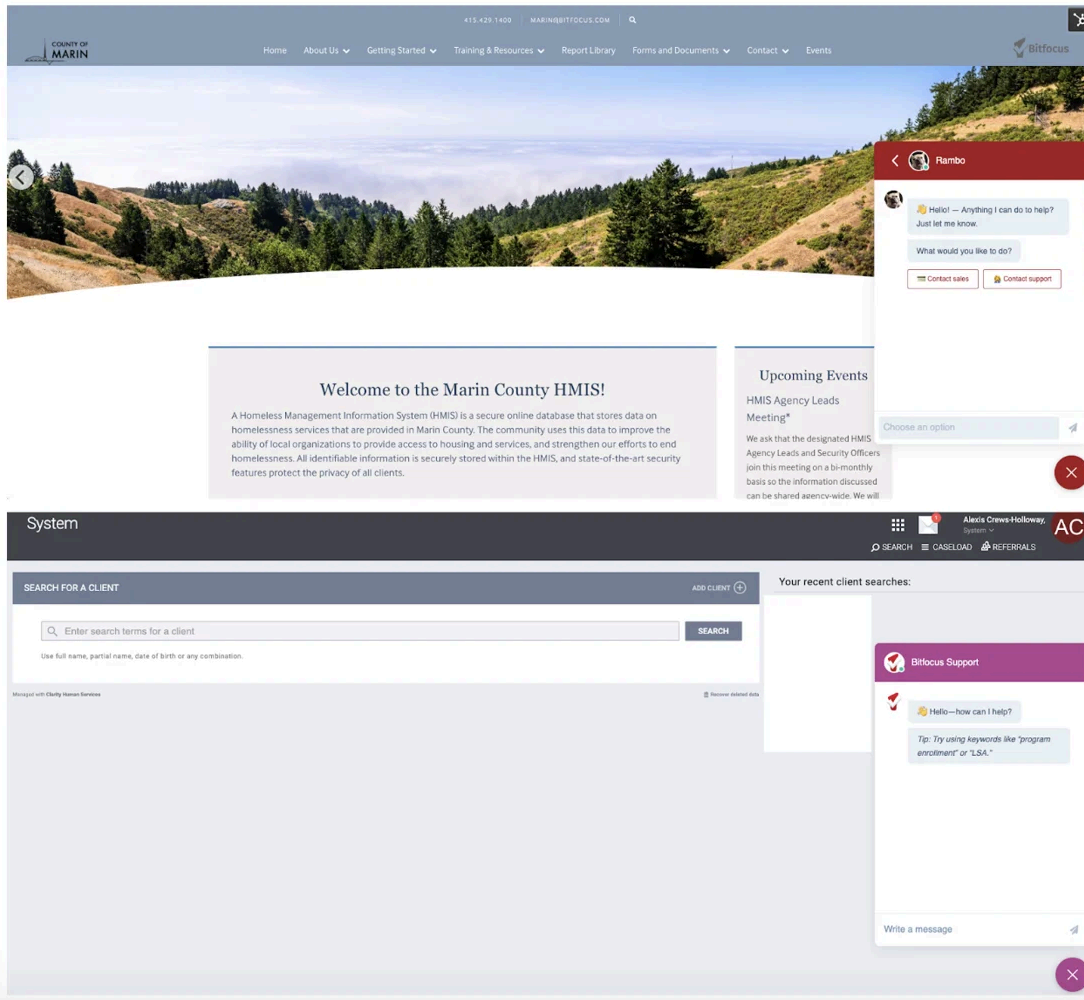
### They can assist with:

- Managing households
- Creating and managing program enrollments
- Completing Current Living Situation Assessments, Annual Assessments, and/or Status Update Assessments
- Updating Client ROIs
- Merging duplicate client records
- ....and so much more!

1. **Forgot how to** add a household member to an enrollment? Help Desk knows!
2. **Say you don't understand** what "Prior Living Situation" or any other field in the HMIS is referring to, or are unclear on what the response options mean. Help Desk knows!
3. **Maybe you are trying to find** the best report to run from the Report Library, but you don't know which one is best to capture the information you are looking for. Consult the Help Desk!

### There are a variety of options for you to get in touch with the Help Desk:

-  **CHAT** on the [website](#) or directly within your HMIS account
-  **CALL** 415-429-1400
-  **EMAIL** [marin@bitfocus.com](mailto:marin@bitfocus.com)



*Pro-tip: You may always request to meet with them via Zoom to screen-share. This can be especially helpful when troubleshooting any issues you might be having with the HMIS.*



## How-to

### Feature and Improvement Suggestions

Do you have ideas for improving the HMIS? Let us know!

We encourage you to suggest improvements and new features for our products. You can create feature suggestions or vote, watch, and comment on existing suggestions at [ideas.bitfocus.com](https://ideas.bitfocus.com).

**Your comments and votes on suggestions help us understand** what you're passionate about and how you want our products to support you and your team. Please review our "[How to Submit a Feature Suggestion](#)" article for idea submission best practices.

**Suggestions often impact what our Development team works on**, even if we ultimately choose not to implement a suggestion exactly as it's described. Our ultimate goal is to understand what you and all of our customers need and to create products that meet those needs. Occasionally, that'll mean implementing a suggestion as described, but it usually means working to understand the need behind the suggestion and how we can meet that need for as many users as possible.



## Spotlight

### Join us for Clarity Connect!

**[REGISTER HERE](#)** to join us for our 7th annual Clarity Connect Conference this September in Las Vegas! We'll have three full days of peer networking, interactive learning labs, and rich session content. **This year we're introducing a new track format: Foundations and Advanced.**

**The Foundations Track will provide** guests who are newer to HMIS, Clarity Human Services, or a particular feature or functionality with the fundamentals needed to get rolling. **The Advanced Track will** dive deeper into tips, tricks, and nuances for some of our more seasoned Clarity users.

**All tickets include** registration, breakfast and lunches all three days, and access to all main event sessions, workshops, learning labs, and the networking happy hour.

#### Cancellation Policy

*After purchasing tickets, you have until thirty (30) days before the start of the conference for a full refund. Please submit for a full refund before August 16, 2024. No refunds will be accepted after the cut-off date. You may transfer tickets to another*

colleague at any time. Please contact Diane Quaresma ([dianeq@bitfocus.com](mailto:dianeq@bitfocus.com)) with any questions or transfers.



Register today!



## News

### Bitfocus is Hiring!

Bitfocus hiring for multiple positions! Check out our job postings [here](#).

Apply today!

Questions? Your HMIS Administrator is happy to help.

Phone: 415-429-1400  
Email: [marin@bitfocus.com](mailto:marin@bitfocus.com)



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