Bitfocus

Napa County HMIS News

August 2024

Welcome to the Napa County HMIS August 2024 newsletter!

In this edition you'll find the following:

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Upcoming Events

Napa CoC General Meeting

Thursday, September 5, 2:30-4:00 p.m. | Register here

Monthly CoC meeting run by Napa County on the first Thursday of every month. After registering, you will receive a confirmation email containing information about joining the meeting.

Clarity Human Services 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**.

We will be working with Napa County 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.

This is an ongoing discussion and we appreciate your partnership!

Updated: Preview Notes with Icon Pop-up - *coming in September*

Updated: Size Limit for Uploaded Files

Notes now include an icon that allows you to see a preview of the note's content. This update aims to give you 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:
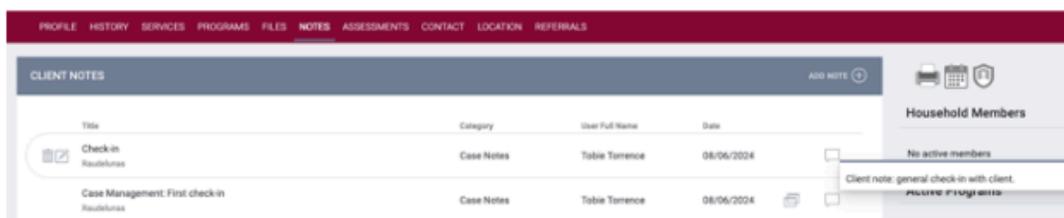
Client Program Notes:
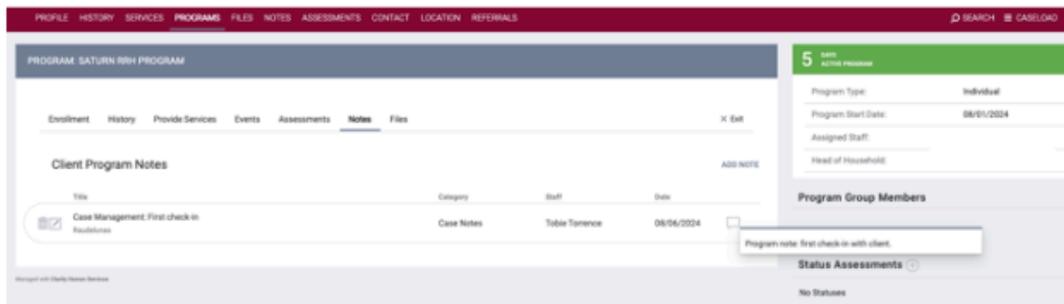
The Notes icon is visible based on **sharing settings** and **access rights**.

Updated: Invalid Social Security Number (SSN) Warning - August 2024

Updated: Size Limit for Uploaded Files

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.
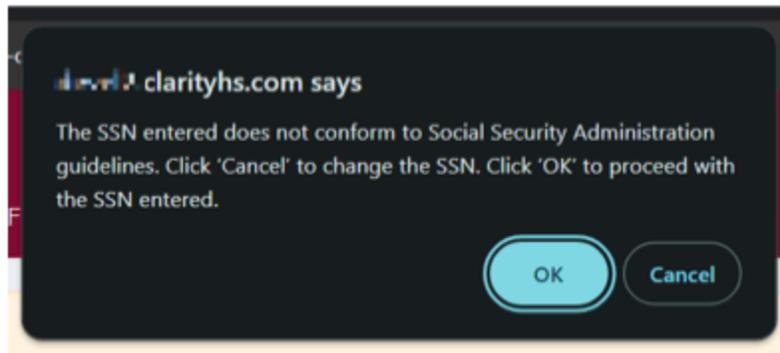
If you click "Cancel":

- 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 - *August 2024*

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.

How-to

Secure Messaging within the HMIS

Napa HMIS users can securely communicate with other Napa HMIS users via the internal messaging system. This is an easy way to reach out to and connect with other HMIS users about mutual clients - you don't even need to know their email address! The system keeps track of this for you. You just need to know what agency the HMIS user works for. You can even send a message directly to any staff listed under the Care Team section in the client profile with this shortcut.
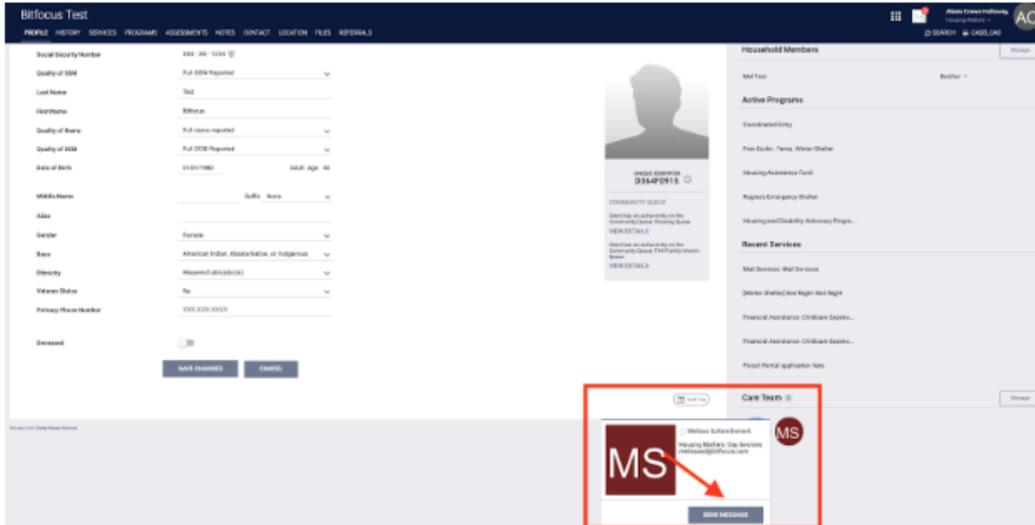
Using the internal messaging system is an excellent and secure way to keep track of conversations and information, as well as build staff morale and collaboration while serving mutual clients. In addition, all system-wide messages will be included in this inbox. This is a completely secure messaging system, so you can reference real client names as opposed to their Unique Identifiers.

For step-by-step instructions on how to create new messages, access new messages, and reply to messages in your inbox, please visit the Help Center article "**The Staff Inbox and Secure Messaging**."

Spotlight

Resource Highlight

FAQs Page

Have you visited the **FAQs page** before? This page includes answers to many general questions you may run into as you are entering client or program data into the HMIS. These questions are also searchable, so you can easily search by keyword to see if any of your general questions are answered here. Check it out!

Type keywords to find answers...

The HMIS Standard Intake asks the question of race and ethnicity. What is the difference?	+
How does HUD define employment income?	+
Clients in my program are sometimes unwilling to provide identifying information. Can I just record "client refused" rather than asking?	+
What happens when a household remains working with the same program, but moves from one unit to another without any days of homelessness in between?	+
What happens when a household remains working with the same program, but temporarily experiences homelessness before moving into a new unit?	+
What happens when a household transfers programs, but remains in the same unit?	+
Is the move-in date the same as the "lease date"?	+
What happens if there appears to be an overlapping enrollment?	+
What happens if the household never moves into a unit?	+

Remember that you also have the support of our entire Help Desk team behind you! They are available Monday - Friday 5 a.m.-5 p.m. to provide technical support with the HMIS. They exist to help you troubleshoot any issues you may be having or provide answers to any questions you might have about the HMIS. Please don't hesitate to reach out for support - we are here for you!

There are multiple convenient ways to contact the Help Desk:

- **Call** 888-505-1832
- **Email** napa@bitfocus.com
- **Chat** directly from the website or your Clarity account

Chat from the Website:
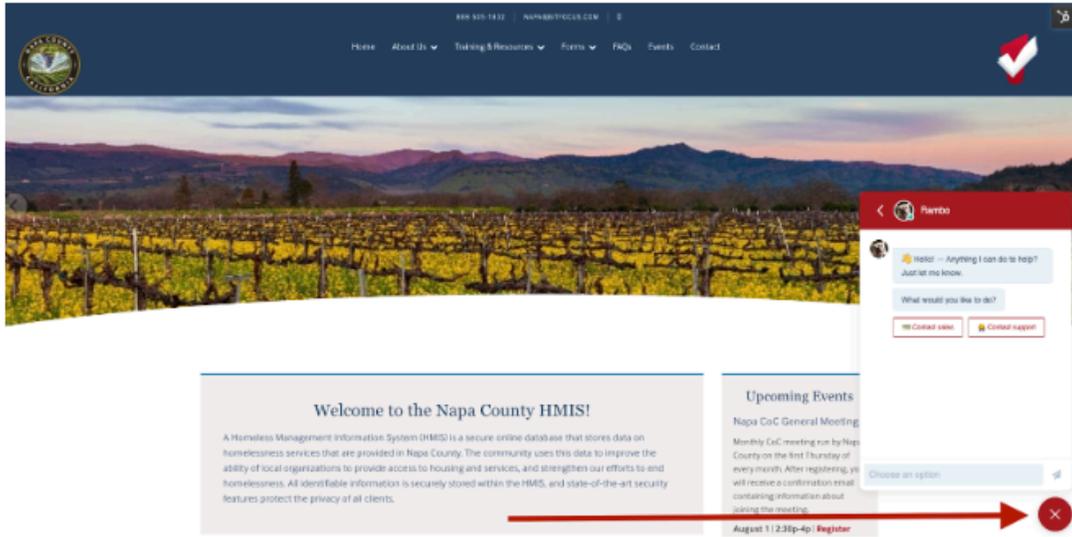
Chat from your Clarity Account:
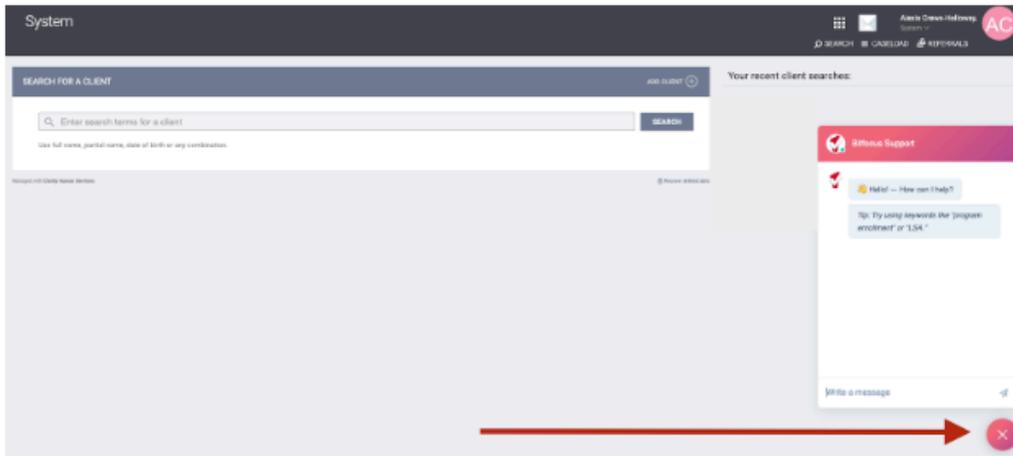
News

Bitfocus is Hiring!

🌟 Join our team 🌟

Bitfocus hiring for multiple positions! Check out our job postings **here**.

Questions? Your HMIS Administrator is happy to help.

Phone: 888-505-1832
Email: napa@bitfocus.com

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