



The time has finally arrived - We are going LIVE with the Inventory Enhancement Project on **Monday, August 19 🎉**

Hello HMIS End User,

This communication will cover **important** considerations as we move closer to the Go Live date. Please take a moment to review.

1. Important Update
 - Coordinated Entry Policy and Procedures Approved!
2. What to Expect Before Go Live
 - Coordinated Entry Timeout Period 8/15-8/16
3. What Happens After Go Live:
 - Housing Providers will begin accepting referrals under the new referral system and maintain their housing inventory in the HMIS
4. Ongoing Technical Support
5. Moment of Gratitude

Please read further on for more details.

Important Update

The operations of the Inventory Enhancement Project have now been approved by the Continuum of Care (CoC) Committee and fully integrated into the **Coordinated Entry Policies and Procedures!**

What to Expect Before Go Live

Coordinated Entry will be **shut down** on Thursday, 8/15, and Friday, 8/16. During this time, this means:

- Housing Providers will not be able to post available units,
- Coordinated Entry will not send any referrals, and
- All CE population-specific Office Hours and Case Conferencing are canceled.

During this time, the Coordinated Entry team will instead be sending referrals for all *currently pending* referrals using the new referral method which is reflected at the unit level.

- Please note the CE team may contact Housing Providers before and during this timeout period to verify which units/slots have pending referrals and unit specifics
- The CE Team must be able to get in touch with Housing Providers so they can complete this work during the allotted time. Please advise Lia Fakhouri @ lia.fakhouri@kcrha.org if you are going to be out of the office and indicate an alternate contact for your programs. The CE team may also get in touch with HMIS leads during this time.

What Happens After Go Live

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 immediately on Monday, August 19th.

- 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 will 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 up this work.

Ongoing Technical Support

Inventory Enhancement: Weekly Office Hours

Through December 2024 | Weekly on Wednesday | 1-2p

[Register Here](#)

- 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.

Inventory Enhancement Training Resources

Additional resources can always be found at the HMIS Support Website under the Training Manual and Guides section.

- [Provider Instructions for Inventory Launch](#)
- HMIS End User [Recorded Training](#) | [Slide Deck](#) (July 2024)
- [Provider Job Aid \(Non-CE Workflow\)](#)
- [Provider Job Aid \(CE Workflow\)](#)
- Quick Guides
 - [Quick Guide: Updating Units and Buildings from "Manage" area](#)
 - [Quick Guide: Making Changes to Unit Configuration Types \(UCT\)](#)
 - [Quick Guide: Offline Picklist Options](#)
 - [Quick Guide: Referral from the Community Queue](#)

Help Desk for Technical Assistance

(206) 444-4001, Ext 2 | kcsupport@bitfocus.com | Chat widget directly in Clarity!

- Feeling stuck? Not sure what the next step in your workflow is? Reach out to us! We have technical support available to you 5a-5p Monday-Friday to help you work within Clarity Human Services!

New EVENTS Page on HMIS Support Website

Visit kingcounty.bitfocus.com/kc-events

- Visit this page to view ongoing trainings and events related to the HMIS! You can always visit this page to register for the Inventory Enhancement: Weekly Office Hours.

Moment of Gratitude

Thank you for all your hard work and dedication as we move towards collectively lifting up what is going on in our community's residential programs. Through all the initial busyness this project required, I hope you take a moment to reflect on the positive impact this work has on future community service improvements and strategic planning.

- We know homelessness is a pressing issue that demands collective action
- And because **you show up**, the opportunity to make a difference in the lives of our homeless community members increases
- What you do every day matters and it makes a difference

Thank you!



Bitfocus, 5940 S Rainbow Blvd, Ste 400 #60866, Las Vegas, NV 89118, United States, 800-594-9854

[Unsubscribe](#) [Manage preferences](#)