



King County HMIS News

April 2024

Welcome to the King County HMIS April 2024 newsletter!

In this edition, you'll find the following:

- Community Poll
- Federal Reporting Updates: HIC/PIT
- Report(s) Spotlight: [OUTS-106]
- Race, Ethnicity, Gender & Sexual Orientation Question Tips
- Upcoming Training Opportunities: Monthly ACT Trainings
- Bitfocus is Hiring!



Announcements

May Community Poll:

Who inspires you?

The Community Poll is shared monthly, and we would love for you to participate! This month, we want to know who inspires you.

You can find the link to our poll [here!](#)



Take the Poll!

Last Month's Community Poll:

What is your favorite Easter candy/spring treat?

Our #1 answer was white chocolates!



News

Federal Reporting Updates: HIC/PIT

Point-in-Time Count & Housing Inventory Count Updates

The submission deadline for the 2024 PIT and HIC reports to HUD is May 7.

This year's report information will come directly from the HMIS, so it's essential we have all data inputted correctly.

We have been reaching out to Agency Leads with data quality information to review and/or correct, and we are now in the final stages of PIT/HIC data quality review! If we have reached out to you, please reply ASAP so that we can finalize all the data! If any data quality clean-up, program changes, or back data entry is necessary, this will take time and we want to stay well ahead of the deadline.

Useful Reports to check your Data Quality

- [HUDX-225] HMIS Data Quality Report to review data quality
- [GNRL-220] Program Details Report to review all client-level data
- [GNRL-106] Program Roster to review enrollment, exit, and housing move-in dates
- [HSNG-108] Housing Census to review bed nights and maximum bed occupancy
- [HUDX-123-AD] Housing Inventory Count (HIC) Supplemental

These are the final reports on the horizon for the 2023-2024 Federal Reporting season. We are so close - the finish line is in sight! Hang in there with us! If you have any questions related to federal reporting, please do not hesitate to reach out to kcsupport@bitfocus.com.



Report Spotlight

[OUTS-106]

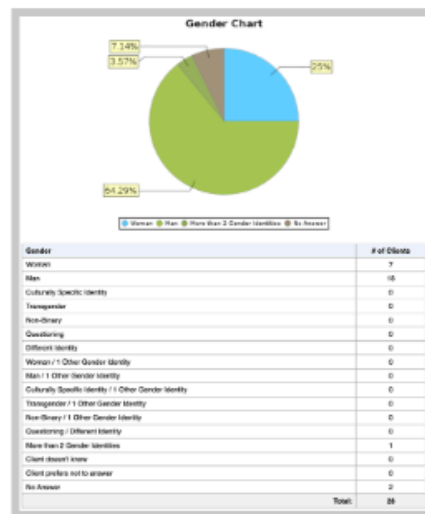
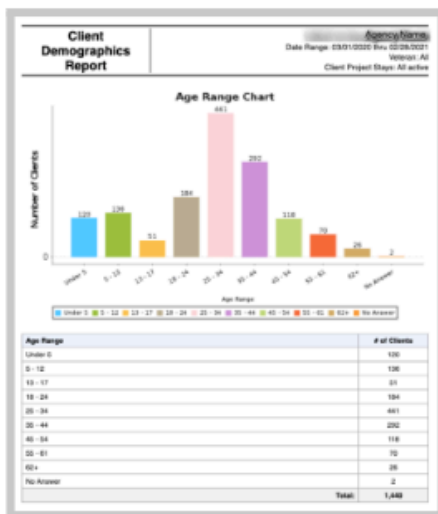
Report Purpose & Summary

This is a program-based report that provides client demographic details for selected programs for a specified period of time. For the service-based version of this report, use either [OUTS-105] Client Demographics Report or [OUTS-105-F] Client Demographics Report (Flat Version) under the Service Based Reports Section.

Report Details

The Program Client Demographics report provides demographic information for persons enrolled in specified program(s) during specified periods of time.

- Age Range - At Program Start or Report Date Range Start, whichever is later
- Gender
- Race & Ethnicity
- Disabled (Adults & HoH)
- Physical Disability
- Developmental Disability
- Chronic Health Condition
- HIV/AIDS
- Mental Health Disorder
- Substance Use Disorder
- Chronic Homelessness (Adults & HoH) - At
- Project Start
- Veteran Status (Adults Only)
- Prior Living Situation (Adults & HoH)
- Prior Living Duration (Adults & HoH)
- Individual Income (Adults & HoH)
- Household Income
- SSN Validity



Other Helpful Resources:

[How to: Running Reports in HMIS](#)



Updates

Race, Ethnicity, Gender, Sexual Orientation Question Tips - Conversations

With the 2024 Data Standards, Sexual Orientation is now collected on the program enrollment screen for all project types for all adults, and Head of Households.

With changes, Bitfocus wants users that interact with community to have all of the tools they need for required data. Here are a few communicative tips for when asking these potentially vulnerable questions!



Why Do We Collect Race, Ethnicity, Gender, and Sexual Orientation Data?

- Understanding how people of different races , ethnicities, gender, and sexual orientations experience homelessness identifies inequalities in the homeless services system
- By collecting information about race, ethnicity, gender, and sexual orientation over time, communities can work to eliminate disparities or inequities
- Communities that are leaders in this work look at their outcomes (e.g., how many people moved into permanent housing, how quickly, and how many people returned to homelessness) broken out by race, ethnicity, gender, and sexual orientation to ensure all people have equal access to services and are moving out of homelessness at similar rates across all groups
- While this information is critical at a systems level, the process of collecting it is a very individual and personal experience. Let's go over some tips on approaching the conversation:

Trauma-Informed Tips for Intake

Ensure language access —Have posted signs, written documents, and interpretation services available	Explain the intake process —Inform them of how long the intake will last and how the information is used, provide a realistic timeline, etc.
Create privacy and safety —Create as much private space as possible utilizing dividers or other tools	Affirm what has been said —Repeat back the information provided to promote accuracy
Confirm safety —For over-the-phone intakes, ask whether the person is in a safe space to answer the questions	Provide clear next steps —Provide information, in writing where possible, about the rehousing process, who they should contact, etc.
Reduce barriers —While difficult within the current public health crisis, consider sitting near someone, on the same side of the table to reduce power imbalance, to the extent the client is comfortable. Offer them water to break the ice before asking these vulnerable questions. Understand that broad questions like "how has your day been?" may be too broad or may trigger an emotional response beyond the scope of the intake.	Ask questions confidently —Do not apologize before asking questions, such as beginning with "I am sorry I have to ask this but..." or "I need to ask you this..." These disclaimers may cause a client to be more reluctant to respond. Instead, be prepared to explain how their information is protected and utilized to ensure all people are being fairly treated regardless of race or ethnicity.
Normalize self-identification —Introduce yourself with your own self-identified race, ethnicity, and pronouns to set the tone for the intake. If there is a waiting room, include signage that explains why staff identifies their race, ethnicity, and pronouns.	Inform them of their rights —Inform the households of their rights verbally or in writing throughout the process.

- While interactions between intake staff and individuals seeking services can be brief, there is an important opportunity to meet each person on a human level and with a person-centered approach.
- Traumatic events including but not limited to experience with law enforcement, mental health, substance abuse, domestic violence, and sex work may influence clients' comfort in answering questions.
- Stigmas surrounding the criminalization of homelessness, behavioral health concerns, drug use, and cultural sensitivity may also impact a client's willingness to provide information.
- Remember : Staff should not assume a client's gender, sexual orientation, or identity. Alongside being the most accurate source of information, self-identification empowers an individual to own their own identity and what they bring into the space.
- You may ask if they have been through an intake process before and what that experience was like for them.
- You may ask if they have any immediate needs to address that day (i.e., eating a meal, showering, cleaning/drying clothes, making a phone call, spending some time



Upcoming Events

Upcoming Trainings & Events:

Upcoming Coordinated Entry - Monthly Assessor Credential Training

The Monthly Assessor Credential Training is hosted virtually every month. Come prepared to participate in a Coordinated Entry Onboarding Training that will cover an overview of the system, housing types, service match, documentation, and nomination process, followed by an HMIS demo on your basic assessor workflow.

- **Tuesday, May 7 - 9 a.m. to 11 a.m. | Register [Here online](#)**



News

Bitfocus is Hiring - Join Our Team!

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

[Apply Today!](#)

Questions? Your HMIS Administrator is happy to help.

Phone: 206.429.7979 x2

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