



King County HMIS News

December 2022

Welcome to the King County HMIS December 2022 newsletter!

In this edition you'll find the following:

- Seasons Greetings and Holiday Hours
- Preparing Your HMIS Data for the Point-in-Time Count & Housing Inventory Count
- Data Quality Spotlight: Duplicate Clients & Duplicate Enrollments
- Training Recap: King County Outreach Module Demo
- Resource Highlight: "Getting Started" Help Center Articles
- Upcoming Events

Seasons Greetings from our Team to yours!

As this year comes to an end, we want to thank you all for the amazing work you have done over the past year.

There is so much gratitude for all the collaboration and dedication you all have shown, and we are excited to continue the momentum as we begin the New Year in 2023!

Holiday Hours

The Community Administration Team will be on holiday from December 26, 2022 - January 2, 2023.

Limited Help Desk staff will be available by email Tuesday 12/27 - Friday 12/30 at kcsupport@bitfocus.com, so expect a more delayed response time than usual. Please note, no phone or chat support will be available this week.

Help Desk support will not be available on Monday 12/26/22 or 1/2/23 (federal holidays), but please don't hesitate to reach out to them if you need any general support and they will get back to you as soon as they are able to!

We'll be back to business as usual in the New Year on Tuesday, January 3rd. May you have a safe and wonderful holiday season!



News

Preparing Your HMIS Data for the Point-in-Time Count & Housing Inventory Count

Whether or not a community conducts Point-in-Time (PIT) unsheltered ("street") count, the PIT sheltered count of individuals and families experiencing homelessness must occur. **Data for this count comes exclusively from HMIS.** It is critical that all emergency shelter, safe haven, and transitional housing projects in HMIS reflect accurate enrollments, exits, and night-by-night services as part of this annual count of households experiencing homelessness in King County.

[Continue reading](#)



Spotlight

Data Quality Spotlight: Duplicate Clients & Duplicate Enrollments

Duplicate client profiles and/or enrollments are not good for your program, for system-wide reporting, or for your clients. Read below for information about how to prevent, find, and fix duplicates.

Prevent duplicate client profiles

Always Search first!

- Before you create a new client profile you should assume that the client has already had a profile created and first perform an expansive search.
 - Pro Tip: Search by DOB, SSN, partial SSN, first three letters of first name + first three of last name, alternate spellings, etc.
- Only after an expansive search should you take the step of creating a new client profile.
 - This is important because your client's record will be comprehensive and accurate and allow for the system to accurately calculate the length of time that your client has experienced homelessness.

[Get the details!](#)



Training

Training Recap: King County Outreach Demo/Training

On Wednesday December 14th, our King County Community Administration team hosted for the very first time, an outreach module training, demo, and overview for general users.

We hosted this training with the intent of providing a general overview of how the outreach module operates within Clarity Human Services—and what the

expectations are for agencies and individuals who may be interested in accessing the module for outreach purposes.

The **Outreach Module** is a fully integrated module of Clarity Human Services. The Module provides a central place to view and interact with client location data and also reflects the location of encampments and sheltered individuals within a community. These capacities help increase coordination among outreach teams to provide whole person care.

The key topics and highlights of the training are listed below:

- What is the Outreach Module?
- Orientation to Outreach Module Icons
- Encampments & Outreach
- Individuals & Outreach
- Q&A

If you were not able to attend this training, don't worry! The video recording will be posted in the New Year on the King County Bitfocus website under the 'Past King County Training Recordings' section.

For any additional questions related to this training, please feel free to reach out to the King County Community Administration team at kc-admin@bitfocus.com.



Updates

Resource Highlight: “Getting Started” Help Center Articles

Have you ever thought to yourself, “I wish there were clear instructions I could reference for creating new client records, enrolling clients in programs, and recording services.....(other topic of your interest)” Well, chances are there actually are! Let me introduce our “[Getting Started](#)” section in the Bitfocus Help Center.

Whether you're a brand-new Clarity user, or you just need a refresher, the "Getting Started" section in our Help Center is a great place to start. This section has tons of how-to articles on a wide range of common data entry tasks: accessing Clarity Human Services, creating and managing client records, program enrollments, and services, and so much more.

Check it out!



Upcoming Events

Check out these exciting upcoming trainings & events!

Coordinated Entry Housing Assessor Refresh

- Thursday, January 12th | 2 p.m. to 4 p.m. | Register [Here Online](#)

Coming Soon: CE Refresh Dates for the 2023 Year!

Join us! This space is designated for new Housing Assessors completing their initial training, and existing Housing Assessors to connect with the King County CE team and HMIS System Administration team for updates.

We will be offering:

- Racial & Anti-Bias Training - Hosted by King County Regional Housing Authority
- HMIS Demo of Coordinated Entry HMIS workflow
- Space for HMIS questions

Questions? Your HMIS Administrator is happy to help.

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