

How Connected PIT Data Transformed Outreach in Mecklenburg County

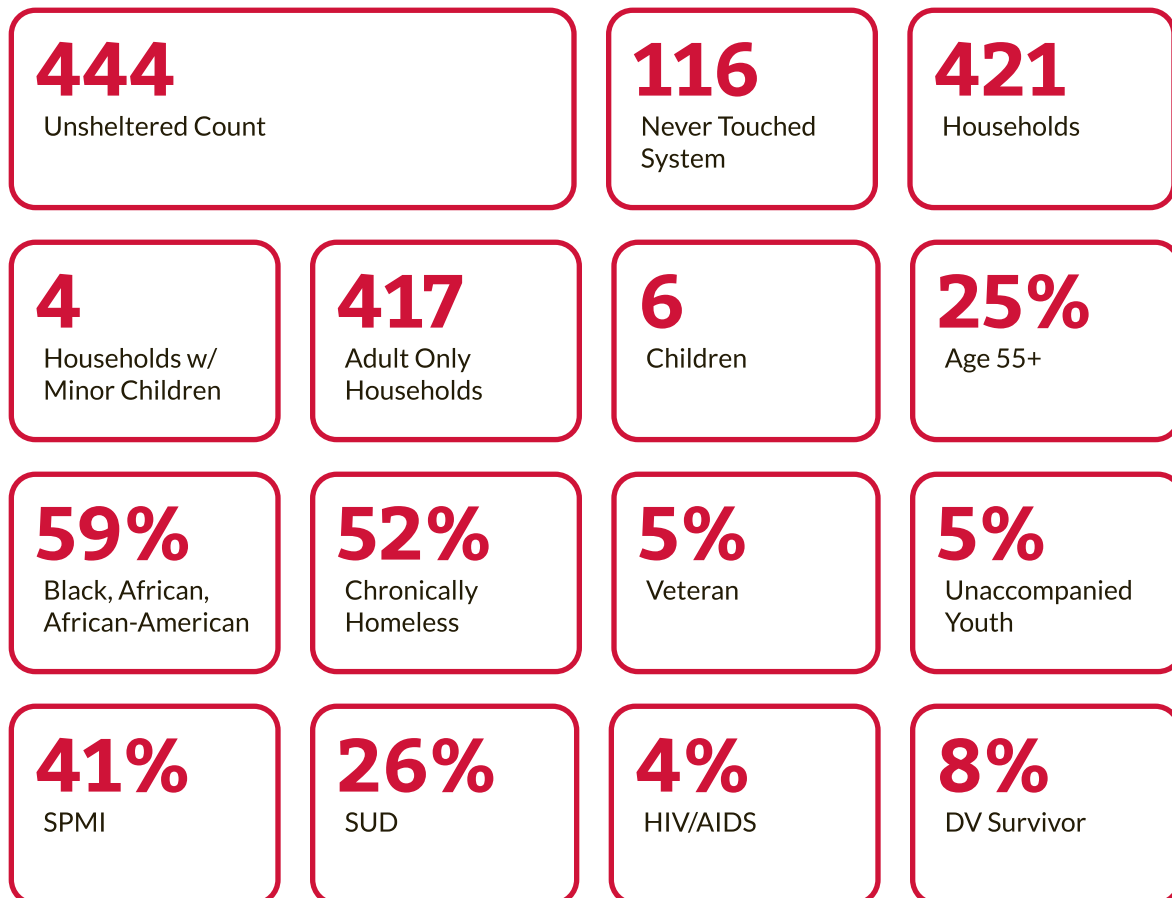
OVERVIEW

A Fast-Growing Region Using Outdated Outreach Tools

Mecklenburg County covers a large and fast-growing region, and that scale creates real challenges for anyone staying outdoors. Rising unsheltered homelessness pushed a small outreach system beyond what it could reasonably support.

For years, one agency managed most fieldwork using paper assessments and manual data entry, and information often reached HMIS long after the situation on the ground had shifted. Staff went out without a reliable sense of where people were staying or what they might encounter, which meant much of the work depended on memory, chance, and whatever they heard last.

Some neighborhoods saw repeated visits, while others didn't see outreach at all. Daily decisions relied on limited visibility, and people fell through gaps that weren't always clear until it was too late.



THE TURNING POINT

COVID-19 Shines a Light on the Glaring Gaps in Data

The pandemic made these gaps impossible to ignore. Encampments appeared in new places and often changed shape overnight, revealing how little anyone could see in real time. Grassroots groups stepped in to meet rising need, each bringing its own notes, tools, and routines. Coordination grew harder, and the county lacked a shared understanding of where people were, what they needed, or which situations called for immediate attention.

County leaders recognized that the old model could no longer keep pace. Paper assessments, delayed entry, and siloed data slowed every part of the response. New federal funding and stronger partnerships created the opening to rebuild the system with Clarity Human Services, giving outreach teams a single, reliable source of information they could trust.

THE NEW SYSTEM

Closing the Data Gap

With Clarity Human Services in place, Mecklenburg restructured its unsheltered workflow around three connected components. Together, these changes create a clearer, more accurate view of unsheltered homelessness across the county.



Real-Time Data Collection

Encrypted, tablet-based assessments replaced loose paper forms. Outreach workers enter information once, in the field, and Clarity updates records immediately. Vulnerability scores appear on the spot, helping staff understand urgency without waiting for backlogs or re-entry.



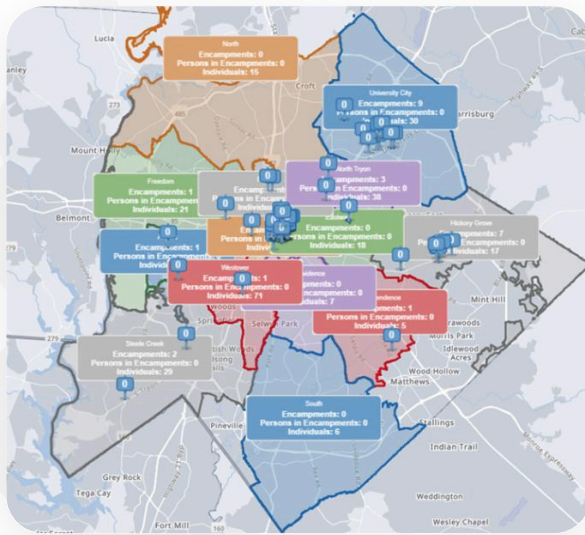
Location Visibility

Each interaction includes a precise location point. Clarity's GIS features show where people are staying, outline encampment boundaries, and highlight hotspots as they shift. Staff see conditions evolve instead of relying on recollection or scattered updates.



Deployment Logic

Jurisdictional boundaries and law-enforcement divisions appear directly within the outreach map. When referrals come in, teams know which organization should respond and where their efforts matter most. Confusion drops, and staff spend less time sorting out territory.



Mecklenburg's outreach map powered by Clarity's GIS outreach feature.



GIS location data in our HMIS has allowed us to turn data into targeted action. This technology empowers our community to respond smarter, reach further and ensure that our neighbors are not only seen but supported and connected to any resource we have available in the community."



Shamika Murray Agbeviade
Management Analyst, HMIS,
Mecklenburg County

DAILY IMPACT

Better Care Through a More Effective Outreach Tool

This system changed daily outreach across the county. Staff now direct time and resources to areas with the highest need instead of retracing the same locations. Encampment assessments highlight health risks, environmental hazards, and access issues before anyone arrives on site, which makes each visit safer and more informed.

People with serious medical concerns receive help sooner, and housing placements move faster. Medical follow-up becomes more reliable because teams can see where conditions are shifting and return as needed.

Agencies no longer duplicate efforts. Clarity keeps information consistent across providers, which reduces the burden on clients who previously had to repeat their stories at every visit.



Since we upgraded our technology, outreach teams have been able to collect real-time data while out in the community, which gives the community a more accurate picture of unsheltered homelessness in our County."



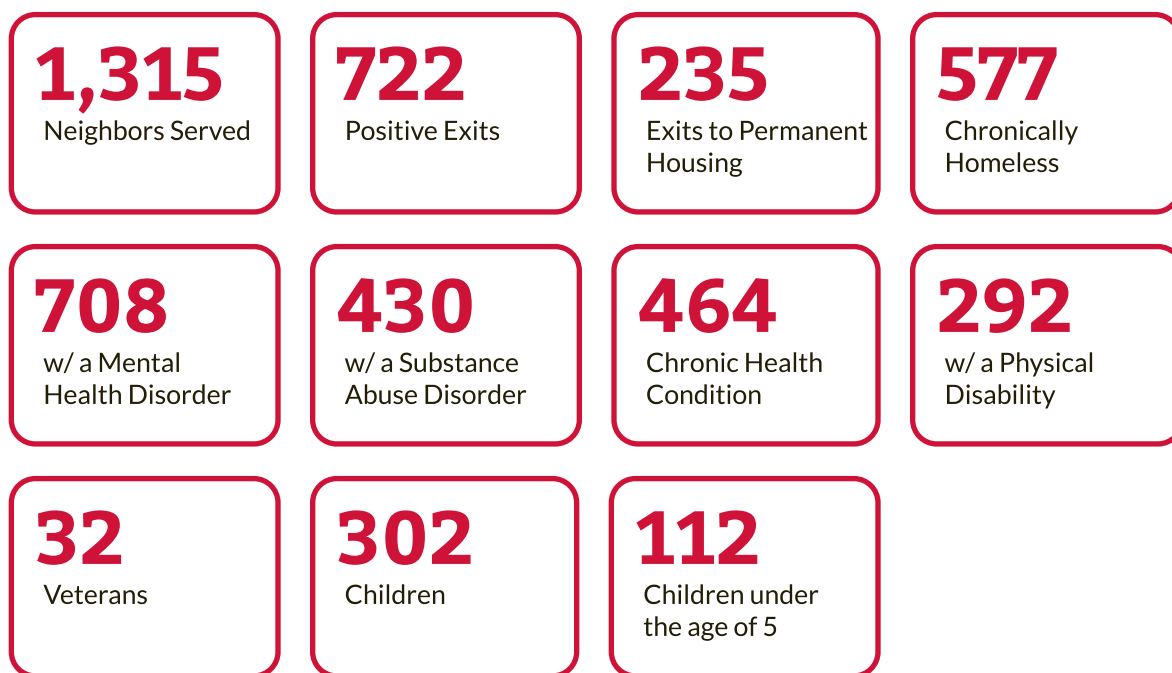
Jessica Lefkowitz
Executive Director, Hearts For
The Invisible Charlotte Coalition

THE RESULTS

Connected Information and Coordinated Care Create Steadier Paths to Safety, Health, and Housing.

In two years, more than 1,300 people engaged with coordinated outreach supported by connected PIT, HMIS, and GIS data. Permanent housing placements increased, and people with chronic homelessness, behavioral health needs, and complex medical issues saw stronger outcomes.

These improvements show what communities can accomplish when outreach teams share one accurate, real-time view of their unsheltered population through Clarity Human Services.



See Clarity in Action

If you'd like to learn how Clarity can help you make field decisions clearer and responses more consistent, **explore Clarity's features or get in touch with our team** at Bitfocus. We'd love to connect!

