

## King County HMIS Training & User Support

In collaboration with King County Regional Homelessness Authority and other key partners, Bitfocus, Inc. provides current information and training about best practices for using Clarity Human Services software and relevant updates to meet funder expectations. Ongoing training helps to ensure data accuracy, user satisfaction, and high-quality client services.

### Topic-Specific & Special Initiative Trainings

The King County System Administration team provides several custom training sessions for users and key partners throughout the year, focusing on current needs and priorities. Training has been offered in a dual-audience format (in-person and online simultaneously) before Covid pandemic, and more recently as remote only and recorded for future viewing. HMIS users are notified of training and support opportunities in advance by email and via the monthly e-newsletter.

**The calendar for the current training year is included at the end of this document.**

Past training topics have included:

- RRH & HMIS
- HMIS & ROI Compliance
- Advanced HMIS Analysis
- Advanced HMIS Reporting
- HMIS & Domestic Violence
- Chronic Homeless and HMIS
- HMIS 101 Training (Small Agency Focused)
- Outreach Module Training

### On-Site Technical Assistance / Small Group Training

The King County System Administration team provides technical assistance (TA) virtually to Agency Leads and/or to train small groups of HMIS users within the context of their own agency. The TA and training focus the full range of HMIS-related topics as they relate to the unique needs of the agency and the clients being served by that agency. The System Admin Team works to schedule agencies for TA based on several factors such as user needs or data quality concerns. Agencies may also proactively request TA sessions. In the past, on-site TA has been offered, and can be offered, when safe to do so with the ongoing pandemic. A personalized training is scheduled for each new HMIS agency lead with an HMIS System Administrator upon request. We do recommend each HMIS agency lead to schedule one.

### Quarterly Agency Forums

All agencies participating in HMIS must identify one staff person as the “HMIS Agency Lead” who acts as the primary liaison between the agency and the King County HMIS System Administration team. The Agency Lead manages user accounts, project setup requests, data quality, and in-house support of internal HMIS users. The King County System Administration team hosts quarterly forums to bring all HMIS Agency Leads together to discuss current issues and/or see demonstrations of specific features. Starting in 2019, CE Assessors are also invited to attend the forum. Forum agendas may include:

- Updates on current initiatives and HUD HMIS data standards
- Review of features or new software functionality
- Report training
- Peer-to-peer troubleshooting of HMIS use and data quality
- CE Liaison updates and resources

### Online HMIS Office Hours

As needed, HMIS users of all levels are invited to schedule an online “office hours” as an opportunity to get their questions answered, see demos of the software features, and participate in discussions with other users and the System Administration team around solutions to common challenges such as troubleshooting client enrollments or running key reports. Specifically, we will offer:

- Security Officer Security Checklist Training

- Federal Report Data Clean up Training
- Other Topics as needed

### Coordinated Entry for All Trainings

Coordinated Entry (CE) trainings and technical assistance are provided in collaboration with the King County Regional Homelessness Authority CE program to support Housing Assessors and CE Liaisons, Referral Specialists, and Housing Providers in using the Clarity Human Services Coordinated Entry Module and HMIS to complete assessments and manage the housing referral process. CE trainings are referenced in the training calendar below and can be found on the King County Bitfocus website starting in 2023.

All CE Refresher Trainings dedicate a portion of the session towards introducing racial equity and anti-bias specific training material to the audience. King County Regional Homelessness's Capacity Team leads this section of the Refresher, which is subsequently followed by an *'HMIS Technical Assistance'* demonstration put on by the Bitfocus Community Administration Team.

### New Users/Refresher General Training

Bitfocus, Inc. offers a pre-recorded online training to new users which provides a comprehensive overview of the Clarity Human Services software and includes short quizzes to reinforce key concepts. This training is mandatory for all new users, before the user is provided access to the system. This training can also be a useful refresher for any HMIS user and can be accessed as needed. Users can find more information on the King County HMIS website.

### Annual Security and Privacy Training

Each September, King County HMIS users are required to complete an annual Security and Privacy Training in addition to completing it before the user is provided access to the system. The pre-recorded training and quiz take approximately 30 minutes to complete. Users must complete the entire training and online quiz to meet the training requirement. Each agency's Security Officer is also required to view an additional 15-minute pre-recorded training.

## Monthly Newsletter | Online Support and Resources

### King County HMIS E-News

The King County System Administration team produces a monthly e-newsletter that is distributed to all HMIS users using the email addresses affiliated with the user accounts in Clarity Human Services. In addition, other agency staff can opt-in to receive the newsletter by subscribing via the [King County HMIS website](#). The e-newsletter offers further user support by providing helpful tips, updates on system features, reports, and upcoming deadlines for HMIS reporting to HUD and other funders.

### Online Support and Resources

The King County System Administration team, Bitfocus, Inc., and the CEA program have developed many online resources and reference guides for HMIS users. Users can access online resources, manuals, report guides, forms, and FAQs via the following websites:

- <http://kingcounty.hmis.cc/> - Information specific to King County HMIS (Forms & Guides tab) as well as the 5-minute video refresher series
- <http://get.clarityhs.help> - General Clarity Human Services information
- <https://kcrha.org/> - King County Regional Homelessness Authority Website

**King County HMIS Helpdesk**

All King County HMIS users are welcome to contact the Helpdesk with issues, questions and/or requests. Some requests may need approval from an agency's HMIS Agency Lead or by the King County System Administrator before the Helpdesk can proceed.

- Open a Help Desk Ticket by emailing: [kcsupport@bitfocus.com](mailto:kcsupport@bitfocus.com)
- Speak to the Help Desk by calling: **206.444-4001 x2**
- Instant message with Help Desk by visiting the **Chat with Us** area of the [King County HMIS website](#)

## 2023 Training & Support Calendar

2022	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>Topic Specific</b>		Updated CE Assessor Workflow Training (as needed)	Documenting and Client Consent & ROI in HMIS	Outreach Module Training #2 (General KC Community)	Report Library Training	CE & HMIS Overview Training		DV & HMIS	2024 Data Standards Training	Chronic Homelessness Training	HMIS data entry for small agencies	Data Quality Topics that support Federal Reporting, or Office Hour Sessions
<b>Agency Forums</b>	Qtrly Leads Mtg			Qtrly Leads Mtg			Qtrly Leads Mtg			Qtrly Leads Mtg		
<b>Special Initiatives</b>	Ad Hoc/TBD											
<b>TA Sessions</b>	Agency Site-Visits & On-Site Staff Trainings as requested											
<b>CE</b>	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh
<b>General Training</b>	Pre-recorded web-based training for Clarity Human Services - new users (required before access); current users refresher											
<b>Security</b>	Pre-recorded web-based training (new users; annual refresher for all users)						Annual Compliance Process (users de-activated unless evidence of training in Q3)					

<b>&amp; Privacy</b>		
<b>Newslet ter</b>	<b>Monthly E-News Announcements, features, reports, etc.</b>	