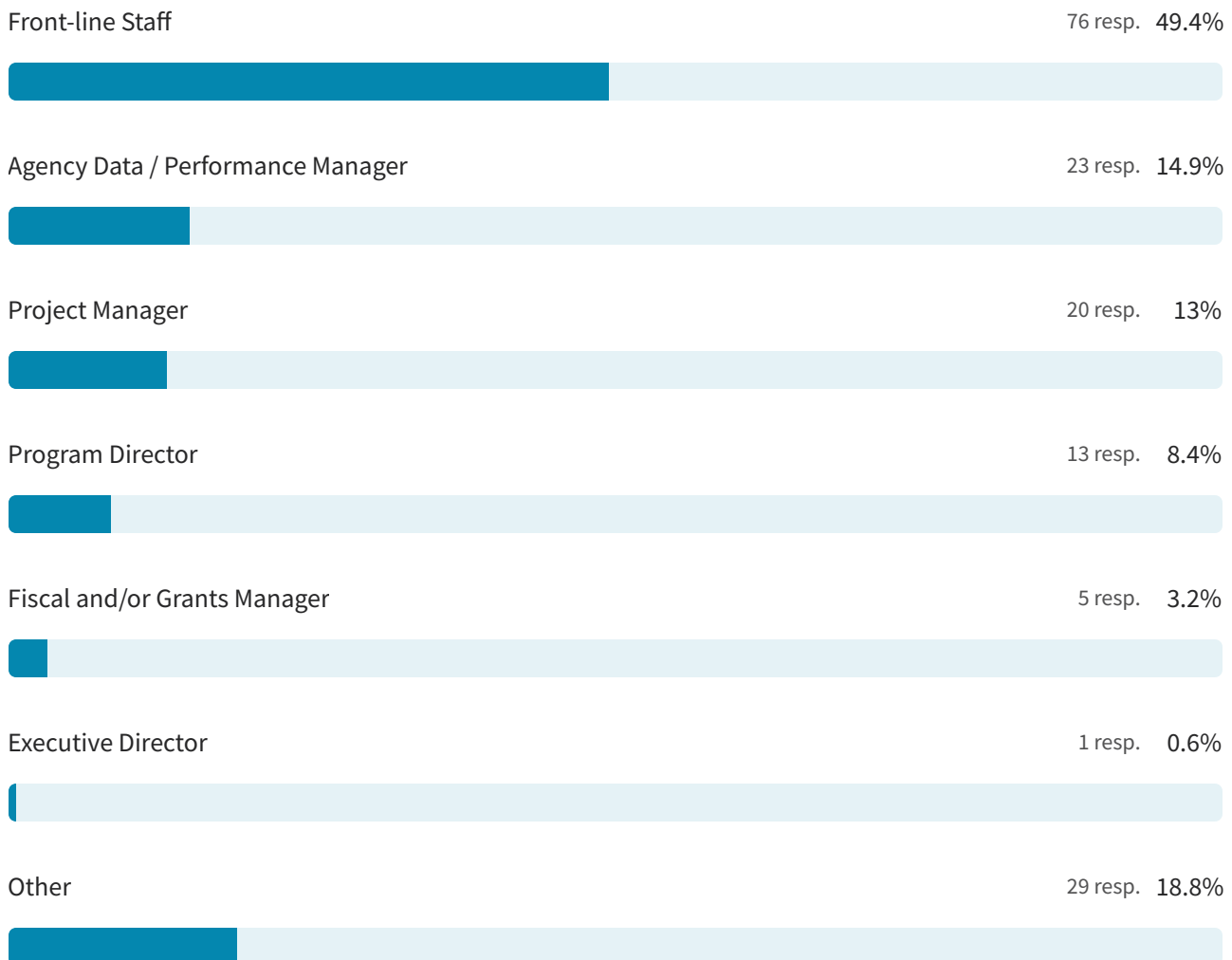


# King County HMIS & HMIS Training Satisfaction Survey 2025

163 responses

Which option best describes your role(s) within your organization?

154 out of 163 answered



DV Housing Case Manager

---

IT Director

---

Case Manager

---

Resident manager

---

Case Manager

---

Supportive Housing Case Manager

---

Project Coordinator

---

Program Manager

---

contract monitor

---

Administrative Manager

---

case manager

---

case manager

---

Case Manager

---

BSK Housing Case Manager

---

Case Manager

---

Data analyst

---

Emergency shelter case manager

---

Case Manager

---

Case Manager

---

Case manager

---

Housing Navigation

---

data analyst

---

Housing Case Manager

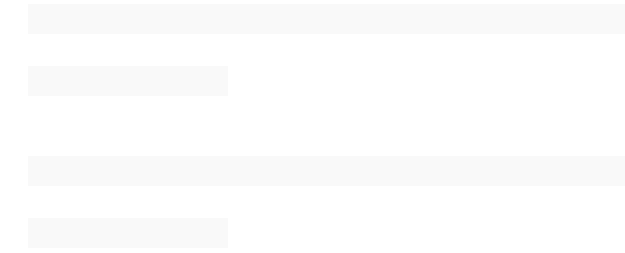
---

Case Manger

---

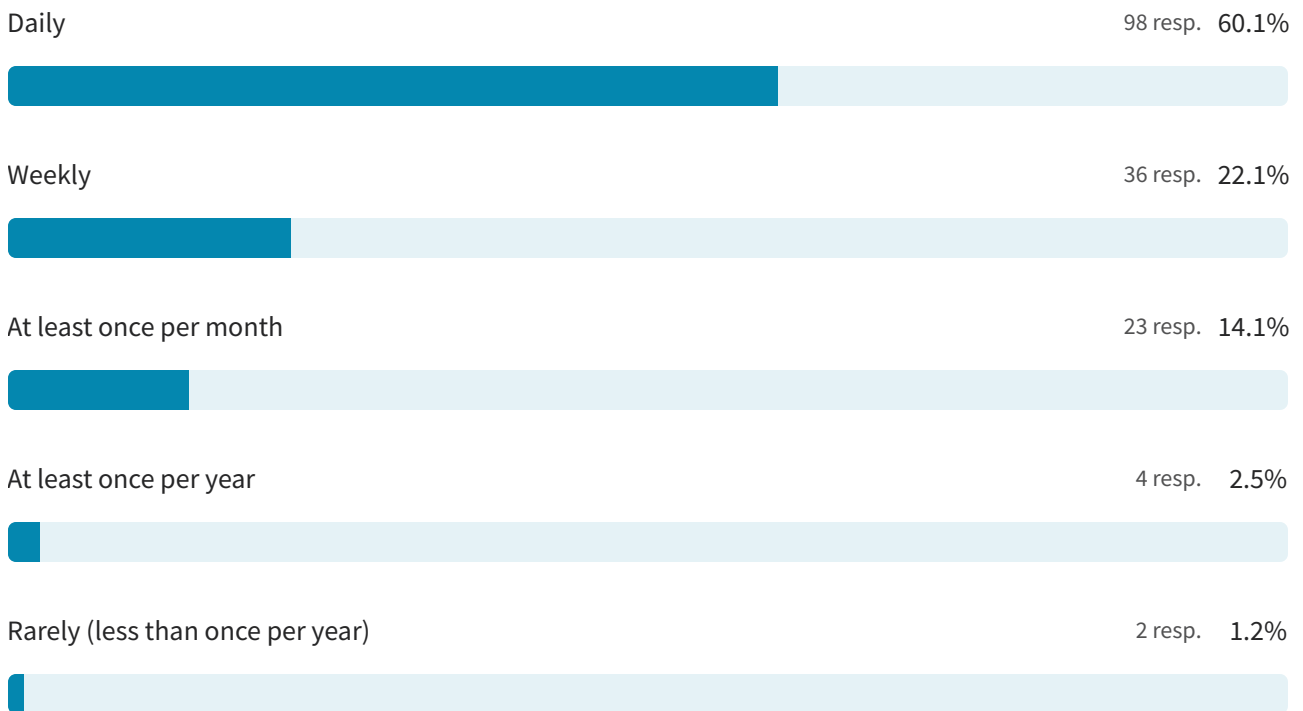
Program Officer

---



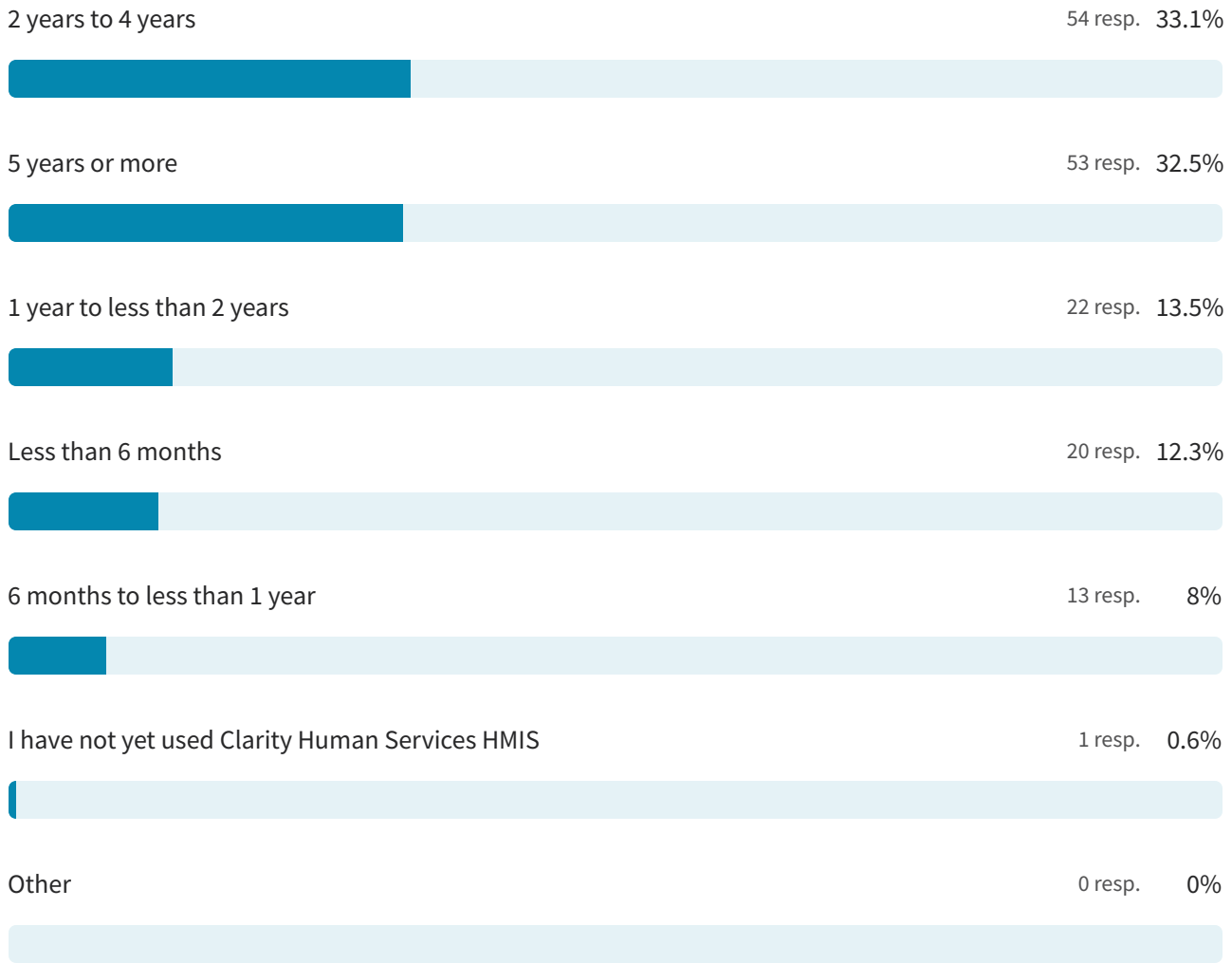
How OFTEN do you use Clarity Human Services (HMIS) in your work?

163 out of 163 answered



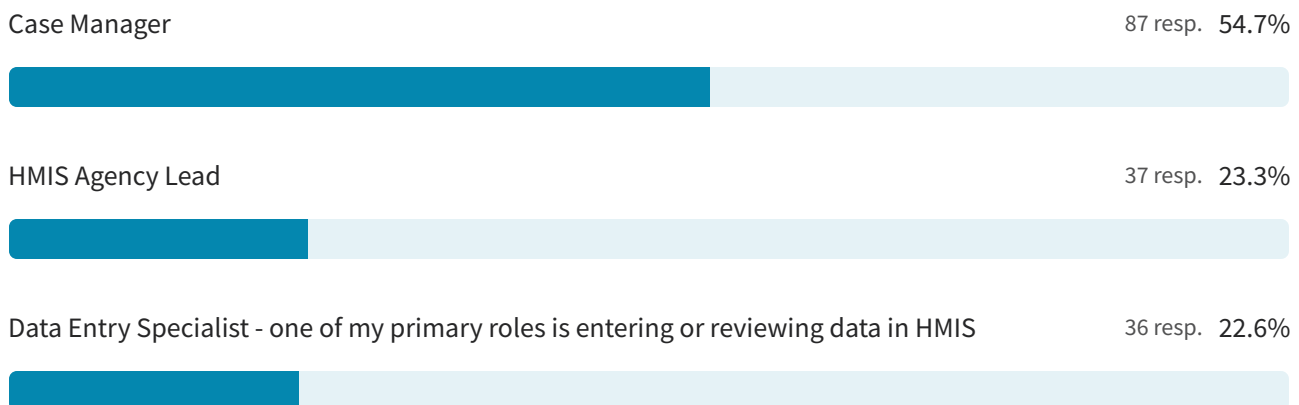
How LONG have you been using Clarity Human Services HMIS?

163 out of 163 answered



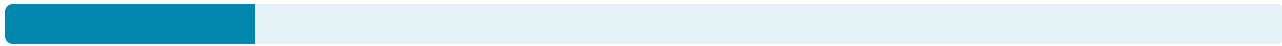
Please select the role(s) that best describe you while you are interacting with HMIS:

159 out of 163 answered



Program Manager

31 resp. 19.5%



Assessor for Coordinated Entry

30 resp. 18.9%



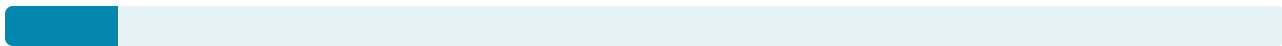
HMIS Technical Security Officer

18 resp. 11.3%



Inventory Management

14 resp. 8.8%



Other

17 resp. 10.7%



Internal Database Administrator

---

Housing Navigator

---

Support staff

---

Rental Assistance Specialist

---

I don't really use it. I just have it to sign in.

---

Outreach Specialist

---

Project Coordinator

---

reviewing programs data, verifying information for monitoring/compliance, supporting providers

---

Assessment/Intake adding the data from that process

Data analyst

Program Coordinator

just regular intakes sometimes

Oversight of all PSH site referrals and program manager duties

Evaluator

Program Officer

Outreach coordination

Evaluator / Data Analyst

Do you generate HMIS reports with Clarity Human Services?

163 out of 163 answered

Yes

85 resp. 52.1%

No

78 resp. 47.9%

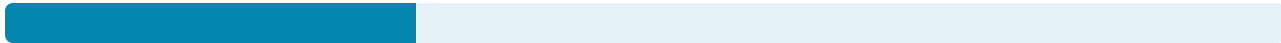


On average, how long does it take to create a profile and enroll a client into a program within Clarity Human Services HMIS?

162 out of 163 answered

6-10 minutes

52 resp. 32.1%



I do not enroll clients as part of my role using HMIS.

32 resp. 19.8%



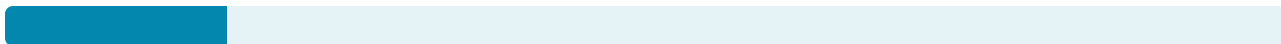
1-5 minutes (or less)

30 resp. 18.5%



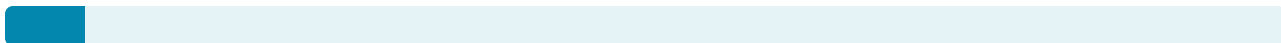
10-20 minutes

28 resp. 17.3%



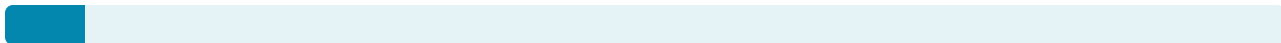
20-30 minutes

10 resp. 6.2%



30+ minutes

10 resp. 6.2%



On average, how long does it take to run and produce reports within Clarity Human Services HMIS?

160 out of 163 answered



I have not run reports in Clarity Human Services.

60 resp. 37.5%



1-5 minutes (or less)

43 resp. 26.9%



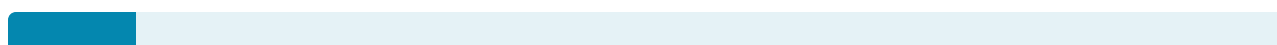
6-10 minutes

36 resp. 22.5%



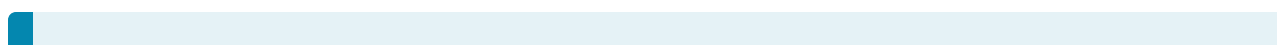
10-20 minutes

16 resp. 10%



30 minutes to 1 hour

3 resp. 1.9%



20-30 minutes

2 resp. 1.2%



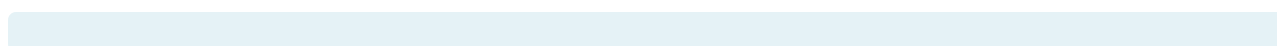
More than a day

0 resp. 0%



Several hours

0 resp. 0%



Have you used any of the following features in Clarity Human Services?

163 out of 163 answered

Assessments Tab

118 resp. 72.4%



Client History Tab Filter

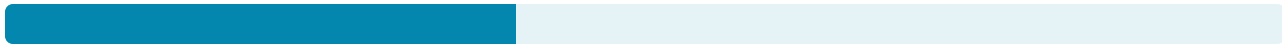
81 resp. 49.7%



Consent Refused toggle for creating de-identified client profile 65 resp. 39.9%



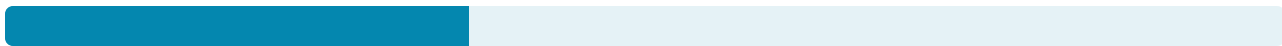
E-signature for client release of information (ROI) 65 resp. 39.9%



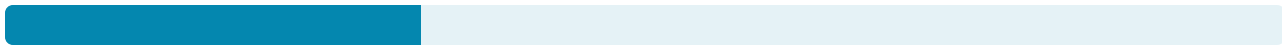
Caseload tab 64 resp. 39.3%



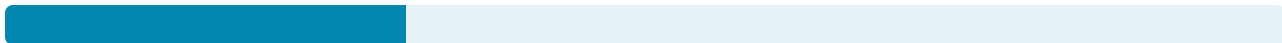
Clarity inbox 59 resp. 36.2%



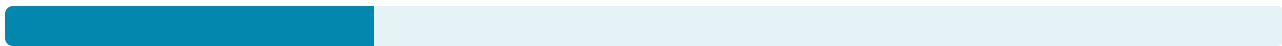
Referral Tab 53 resp. 32.5%



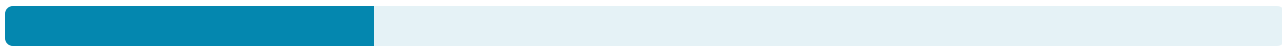
Coordinated Entry features (posting units and/or processing referrals) 51 resp. 31.3%



History Info Icon - Name of staff making entry and the name of their primary agency 47 resp. 28.8%



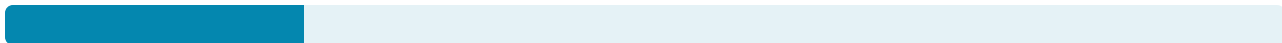
Reviewing Last Referral notes from Client History 47 resp. 28.8%



Inventory Dashboard 39 resp. 23.9%



Photo upload for client profile 38 resp. 23.3%



Using Enhancements on Client Search Page to find clients in Clarity 31 resp. 19%



Data analysis tab 29 resp. 17.8%

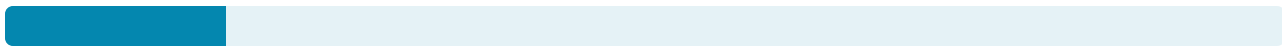


Geolocation/field interaction on Location tab 29 resp. 17.8%



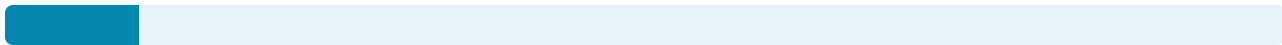
Attendance tool for shelter stays or daily services

28 resp. 17.2%



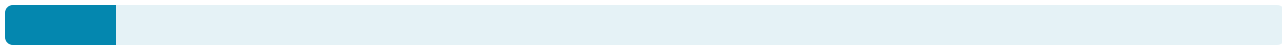
Calendar

17 resp. 10.4%



Scan cards

14 resp. 8.6%



I do not use any of these features

9 resp. 5.5%



Help Articles widget (embedded article links from Clarity screen)

4 resp. 2.5%



Outreach Module

3 resp. 1.8%



---

Optional: please comment on your level of satisfaction with any of the features listed in previous question, including your specific suggestions for improvements:

69 out of 163 answered

As I'm still learning reports maybe it's a skill I will develop overtime, but I'm sometimes unsure or unable to find the correct report I need to run.

---

not at this time

---

No suggestions.

---

Satisfied

---

Very satisfied

---

Create some sort of a notification system to alert users that an update has been made on either a person's Housing Needs Form, Triage Too, CEA etc.

---

For the features I know, they're all very user friendly and streamlined! I have a feeling that there are more features that I don't know about that could help me, but I've got all the essentials down and know how to navigate the site.

---

I have no suggestions, and the HMIS works fine

---

N/a

---

I think ot hard to understand the cea part of housing. It says unit bit doesn't explain if theyre open or not. I will utilize in person training

---

"I am satisfied with the quality of reports generated by the HMIS.

---

good

---

Easy to use, no issues

---

I would like to have our Funding Source tab/titles updated

---

Sufficient for work needs

---

I think it would be ideal if the CE or Agency-specific page had a different background to indicate which page you are on. The tab at the top is small and does not draw attention. I also believe the Caseload tab needs to be in a more obvious spot and with bigger/darker lettering. When you go to the Programs tab, it needs to be more obvious that you have opened a specific program.

---

In general I am quite satisfied with HMIS. The reports could be more intuitive.

---

I do not dislike the day to day interface with HMIS, but I wish that we were more easily able to access our the total service hours provided per monthly as an agency and for virtual like zoom meetings services to have their own unique service instead of having to enter them under 'phone.'

---

It took me months to get comfortable with this data base. I am still ignorant on a lot of it's functions. Ongoing training would be a great help.

---

I would like the ability to schedule more than one report of a type at a time. I pull the same report monthly for multiple (12+) programs and would like the ability to schedule all of them in advance, or perhaps even regularly scheduled to run on the same day each month.

---

As an SSS, I am no longer required to input information into the system. I am required to log into the system daily.

---

Easy to use but HMIS sometimes send us corrections that we are not able to fix due to another agency's entry

---

Although I only use Clarity when I am doing an assessment or looking for clients last agency interaction I think it's relatively easy to use the features in clarity

---

HIGHLY SATISFIED

---

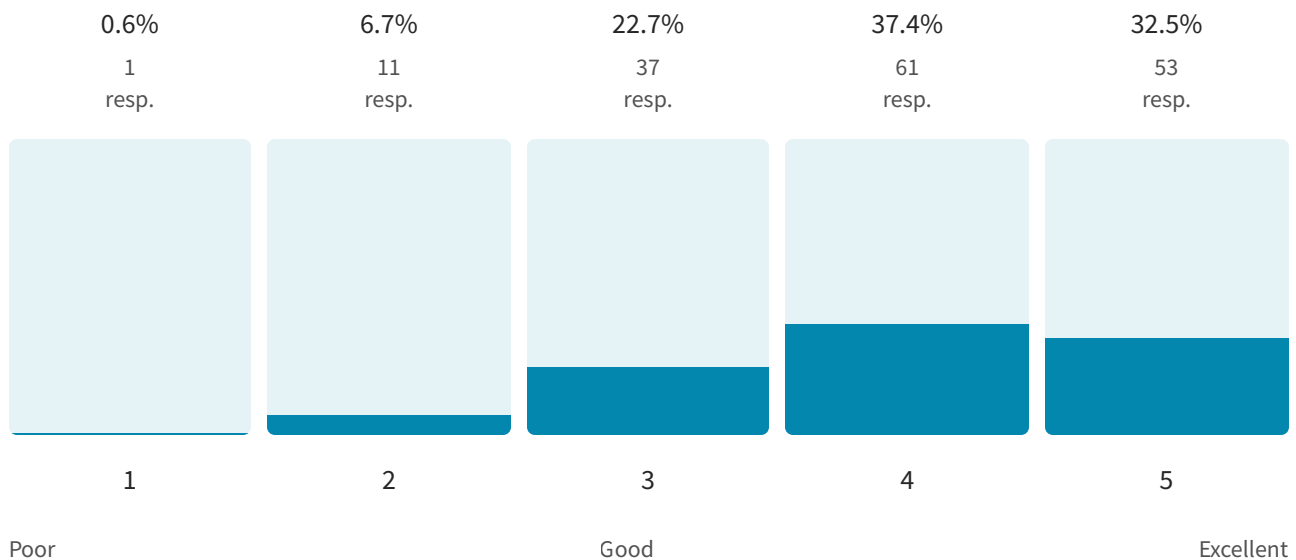
Very helpful

---

Overall, how would you rate your experience with Clarity Human Services HMIS?

163 out of 163 answered

### 3.9 Average rating



Additional comments about any of the previous topics or anything else related to Clarity Human Services HMIS, including your specific suggestions for improvements:

53 out of 163 answered

I'm unsure how this would work, but it would be nice to have a way to figure out if a client I want to create a profile for is already in the system as a deanonymized client

not at this time

n/a

none

Last recommendation is to try and lay out the format to be a bit more user friendly and seamless. I feel like it doesn't flow easy, you have to click on a bunch of different tabs that don't make sense.

no improvements

N/a

N.A

Shelter Support staff doesn't use this, we just have it to sign in.

The HMIS is easy to navigate.”

no comment

none

The reports are difficult to find what you need. And when you ask for help it can be a day or more before you hear back. And often times there is not a report for what we are looking for

---

none

---

None

---

I would like for case managers and program managers to be able to access the running total of service hours provided on a monthly basis, similar to being able to pull a financial report at any point in a time period.

---

More options for agencies to work with each other within clarity for clients using more than one agency at a time. (Which is very very very common)

---

I'm not sure if maybe I dont have access to more features, but I often find it difficult to obtain useful information about clients and their program enrollment. I also have had frustrations in the past when trying to track a client's progress through a shelter when the shelters (typically tiny home villages) don't register clients during intake. Often times the clients I refer (and have completed intake at a tiny home village) are not added on HMIS, and then I cannot tell how long they've stayed in the shelter before being discharged.

---

N/A

---

It's simple and clear once you get the trainings required.

---

N/A

---

None

---



good

---

none

---

Every year I ask the same question: Why isn't customer service offered 24/7? Frontline social service workers are expected to work 24/7. That includes underpaid and overworked case managers and housing navigation roles tied to social service agencies who expect employees to work off the clock unpaid. If workers access Clarity 24/7, in support of clients, the customer service should match it.

---

---

Have you attended any of the following types of sessions?

163 out of 163 answered

HMIS Live Trainings

91 resp. 55.8%



Coordinated Entry Assessor Credential Training

90 resp. 55.2%



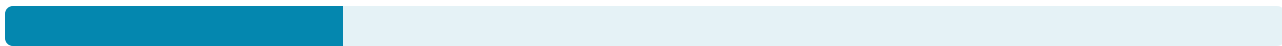
HMIS Quarterly Leads &amp; CE Trainer Meetings

54 resp. 33.1%



Report training

43 resp. 26.4%



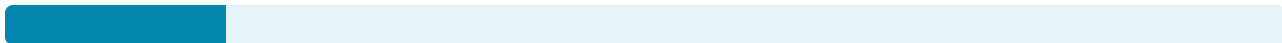
HMIS Inventory Module- Data Collection Office Hours

34 resp. 20.9%



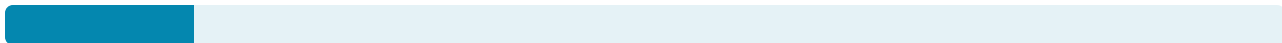
I have not attended any of the above

28 resp. 17.2%



HMIS Technical Assistance Sessions (Agency Lead / Security Officer Onboarding call or other 1:1 sessions you've scheduled with HMIS System Administrators)

24 resp. 14.7%



---

Which topic-specific King County HMIS Trainings did you attend in 2025?

163 out of 163 answered

Annual HMIS Client Consent & Release of Information(ROI) Training 104 resp. 63.8%



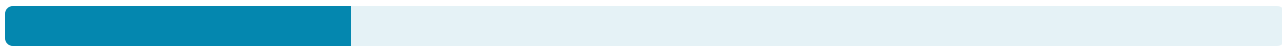
Annual HMIS Training on Domestic Violence Programs in HMIS 55 resp. 33.7%



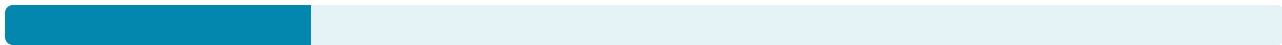
King County Inventory Overview Training 50 resp. 30.7%



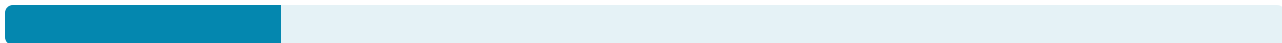
Chronic Homelessness and Household Management Training 44 resp. 27%



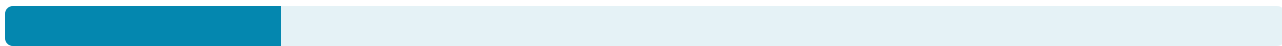
King County Managing Inventory Training 39 resp. 23.9%



Annual HMIS Report Library Training 35 resp. 21.5%



I did not attend any of the trainings listed above 35 resp. 21.5%



---

Have you watched any of the optional recorded trainings linked via the King County HMIS Website?

163 out of 163 answered

Yes 82 resp. 50.3%



No 58 resp. 35.6%



I didn't know they existed!

23 resp. 14.1%



Do you feel you had a lack of HMIS training and support needs this year? If so, please describe.

76 out of 163 answered

I just started so I still feel like I'm learning what resources and support are available

good

I felt the training was sufficient and have attended some multiple times as a refresher.

no

no

n/a

No

More Data Analysis Tool training could be helpful.

No

It took a while to get the support that we needed.

---

I would've liked to have had an interactive session during my onboarding so I could learn about the features that are helpful for my role (Shelter Case management)

---

i didnt know there was training

---

It's okay. They're dry and long.

---

Not lack of training, just still new and learning the system.

---

Trying to geg into cea was a challenge. There alot of training to try keep track of. So a email stating you need or dont need is more helpful.

---

N/A

---

I'm a new user so I can't say yes or no.

---

Yes

---

NO

---

NO

---

None

---

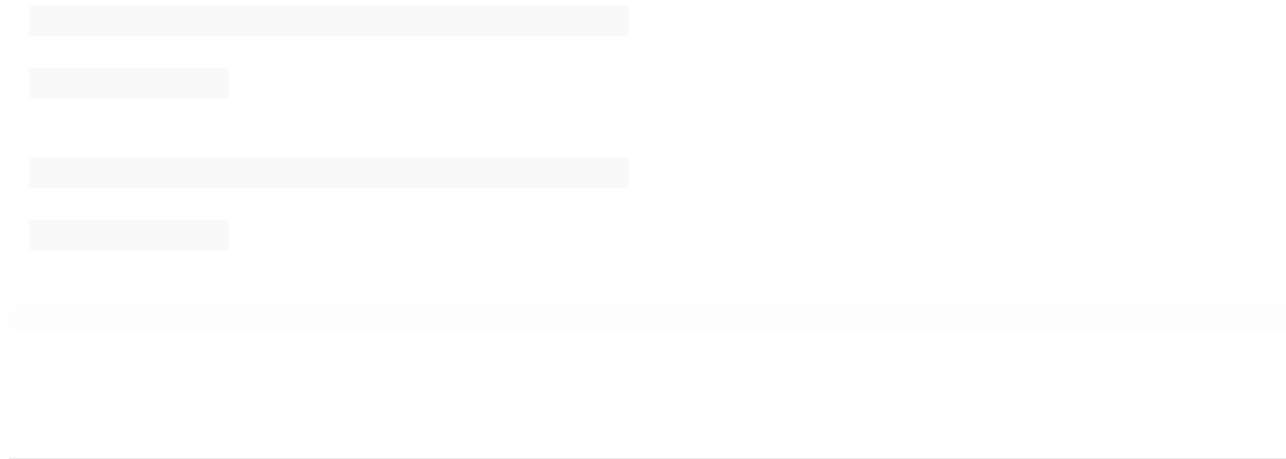
no

---

No, my engagement w/ HMIS is minimal.

I don't believe it is explicitly clear that folks who are at risk of being homeless but are not yet homeless do not need to be enrolled into CE.

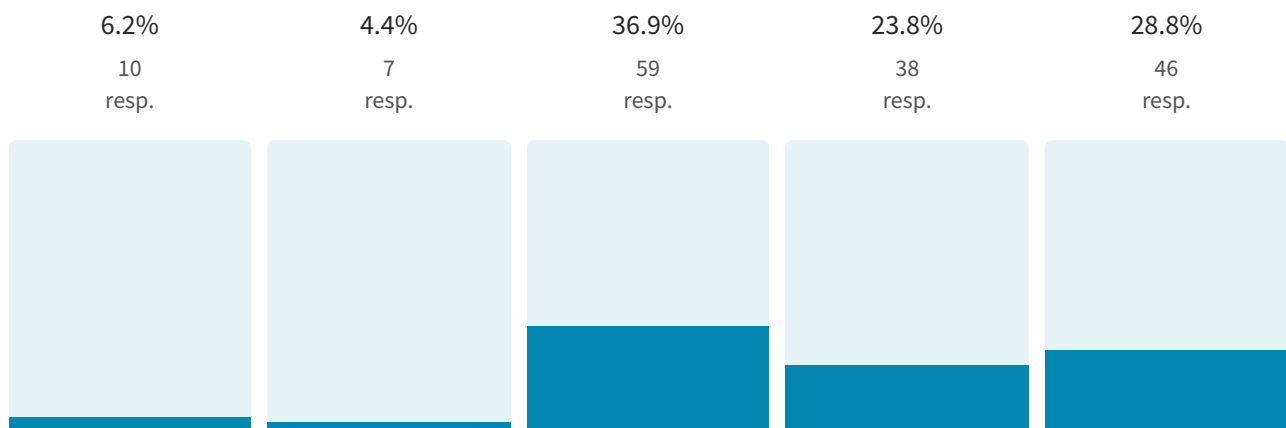
None I know of.



Would you find it useful for a trainer to provide specific technical support or training on HMIS via ZOOM to your agency/program?

160 out of 163 answered

### 3.6 Average rating



1	2	3	4	5
Not Useful		Neutral		Very Useful

---

Please list any other HMIS training topic(s) that you would like to see offered in the future:

44 out of 163 answered

none

n/a

n/a

none

I'd like to look at couples as households in HMIS and talk about how keeping couples in a household does or doesn't impact ability to find individual housing. I think this might be more of a thing for CE, but if there's any way to get couples without kids housed together, my coworkers and I are unaware of it.

cant think of anything

How referrals are chosen.

Group training

NA

---

Troubleshooting & Support

---

I am really interested training about homeliness qualificaion.

---

none

---

N/A

---

None

---

Referrals in HMIS

---

Targeted training for case managers.

---

program performance, data/report literacy

---

The option for training one on one or agency specific training

---

N/A

---

Service matching

---

N/A

---



good

---

cant think of any i need at the moment

---

1. How data impacts program funding 2. What the fascist Trump regime is doing with the data

---

N/A

---

---

What aspect of a training focused on HMIS Clarity Reports would be most useful for you?

146 out of 163 answered

How to locate data quality errors and how to fix them

90 resp. 61.6%



How to locate reports to answer specific questions for your program

89 resp. 61%



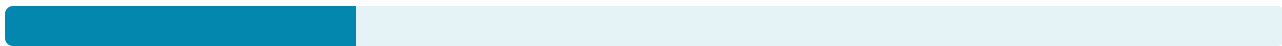
How to run Coordinated Entry reports for your agency, either assessment or referrals

80 resp. 54.8%



How to download and analyze reports in excel

40 resp. 27.4%



Other

5 resp. 3.4%



outreach

None, extra interaction w/ HMIS processes is out of my role's scope

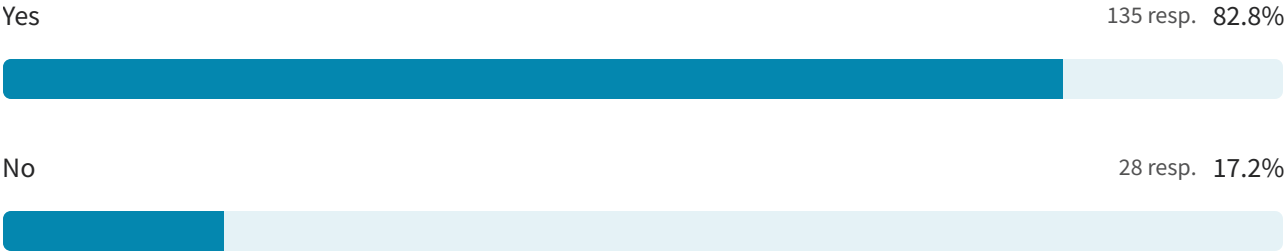
?

i don't run reports the boss does

Find out why clients are not getting referrals to PSH. Have been nominating them for months with no referrals.

Does your agency or program participate in Coordinated Entry?

163 out of 163 answered



Do you complete the Housing Triage Tool (HTT) Assessments for Coordinated Entry?

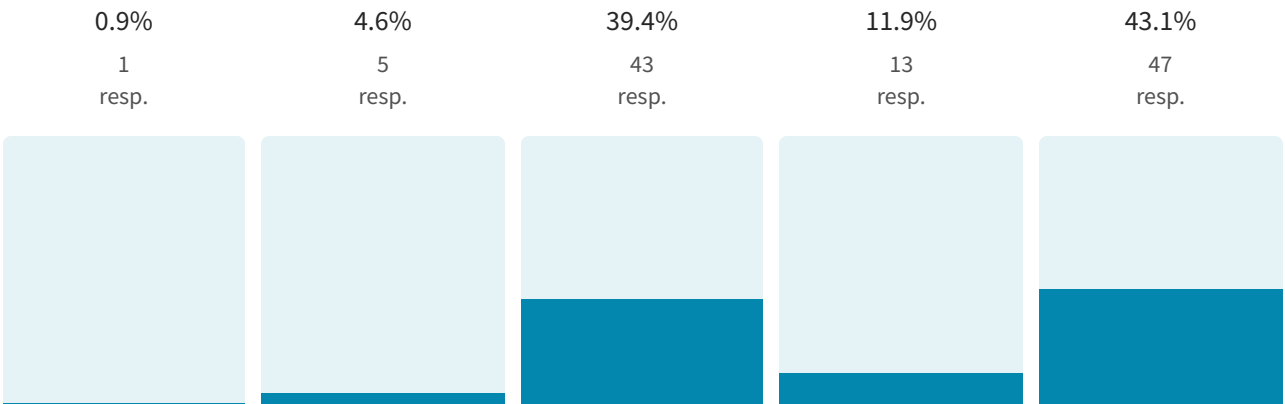
124 out of 163 answered

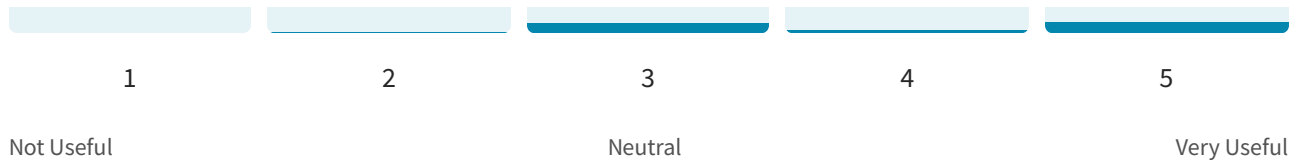


For Assessors, how useful was the Assessor Credential Training?

109 out of 163 answered

3.9 Average rating





For Assessors- Do you have suggestions for improving the training?

42 out of 163 answered

N/A

none

I think the training is great and I encourage new Assessors to attend more than once. Initially and then again a month or so later when they've completed a few assessments.

n/a

no

I would have liked an overview of what HMIS and CE are and how they work on a large scale before diving into the software.

no

I am not an assessor

N/a

---

I think better walk through of referall maybe small lesson with more hands on training

---

NA

---

no

---

more often

---

Not an assessor

---

none

---

NO

---

Question and answer session

---

n/a

---

no

---

I enjoyed the Assessor training, but I noticed most workers were confused and/or disengaged. Offering a post training "refresher" course might help. I found the video recording to be helpful, when I had questions, I re-watched the training and found the answers, but most workers don't enjoy research like I do.

---

No

---

N/A

---

More specific look into exact definitions for categories

---

No

---

Not sure, I just know for someone that learns by doing... it takes more than just the training, it takes using it more than once.

---

---

Are you a Housing Provider that accepts referrals from Coordinated Entry?

159 out of 163 answered

Yes

69 resp. 43.4%



No

90 resp. 56.6%



Do you have any suggestions on what type of training or resources that would be best to support your learning?

26 out of 163 answered

N/A

none

n/a

no

none

Training for Referring Providers - example they frequently refer (non-deidentified) families who don't have contact info in HMIS which slows the referral/enrollment process down.

Finding the right candidates for the buildings they are selected to live at.

I think how to submit referral

No

NO

---

NO

---

Service matching

---

n/a

---

good

---

1. Post-Inventory and Assessor training "refresher course". 2. A course that connects/applies Coordinated Entry to the actual work. Example; how Rapid Re-housing connects to CEA OR resources. There seems to be a disconnect between how Clarity connects to CEA and actual work.

---

A training on what verification forms are approved for chronic and literal homelessness

---

No

---

Contact info for the correct leads for each type of resource

---

More updated documentation on how to use and navigate the referral tab now that live inventory has been introduced and we are no longer adding inventory under the "Program Availability" tab.

---

None at this time

---

We need clear and transparent documentation of CE policies and procedures

---



No

No

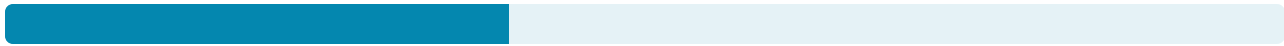
no

N/A

What is your preference for training days/times?

163 out of 163 answered

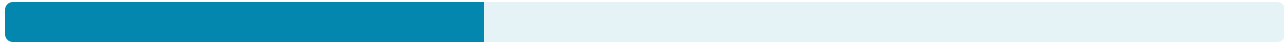
Monday-9am to 12pm 64 resp. 39.3%



Thursday-9am to 12pm 62 resp. 38%



Monday-11am to 2pm 61 resp. 37.4%



Wednesday-11am to 2pm 60 resp. 36.8%



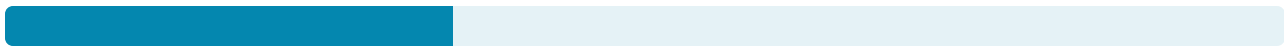
Tuesday-9am to 12pm 59 resp. 36.2%



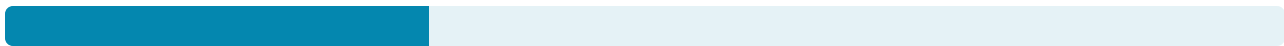
Wednesday-9am to 12pm 59 resp. 36.2%



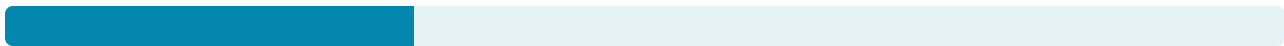
Tuesday-11am to 2pm 57 resp. 35%



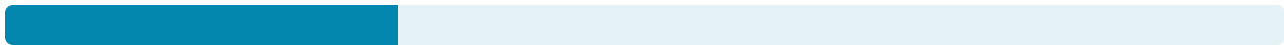
Friday-9am to 12pm 54 resp. 33.1%



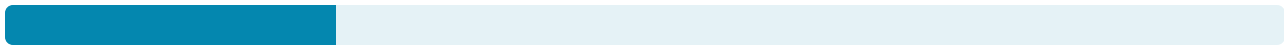
Thursday-11am to 2pm 52 resp. 31.9%



Friday-11am to 2pm 50 resp. 30.7%



Wednesday-2pm to 5pm 42 resp. 25.8%



Monday-2pm to 5pm 35 resp. 21.5%



Tuesday-2pm to 5pm 34 resp. 20.9%



Thursday-2pm to 5pm

33 resp. 20.2%



Friday-2pm to 5pm

32 resp. 19.6%



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Is there anything else you'd like to share with us about your HMIS training needs?

43 out of 163 answered

no

---

n/a

---

n/a

---

no

---

Nope!

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no

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N/a

---

testing on each section live in person

---

NA

---

I would like more hands-on practice with data entry in the HMIS, as well as guidance on troubleshooting common system issues.

---

NO

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no

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No

---

N/A

---

HMIS is a complex and powerful tool. I would like to feel more confident in using it. I don't have spare time to spend in training that doesn't address what I need to do. Short, targeted trainings that address specific situations would be great.

---

Need more options for training dates/times

---

NO

---

N/A

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No

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n/a

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no

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no

---

HMIS is an older system and most frontline social service workers don't understand the value of collecting data on unhoused/homeless clients. There should be more networking, marketing and advertising done on HMIS and connections need to be made to the non-profit industrial complex so agencies can explain it better to workers. HMIS gets treated like an afterthought when it should be used as primary tool in social services. The self-imposed [built in] high-turnover rate in the non-profit industrial complex ensures turnover and low retainment in workers. The low pay, zero training and high caseloads creates conditions that push frontline workers out of agencies, which creates gaps in HMIS data and underserves high acuity clients.

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N/A

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I think training bitfocus website is the best, we can find any training we went.

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What is one improvement you'd like to see in Clarity Human Services (HMIS)?

55 out of 163 answered

Maybe a bit more control over the ability to edit or delete clients or enrollments. I feel bad having to reach out to support every time for a small issue like that.

it's fine

n/a

n/a

none

When I open an enrolled program for a client, there will be two rows of tabs that look the same. This can be confusing. Im not sure what the top row of tabs is for.

cant think of anything

Navigation to certain areas easier to find.

Referall and housing unit.

some to show staff report and explain the significance of data.

NA

Offering ongoing training, and video tutorials.

N/A

More clear website design that makes tabs and pages more noticeable and obvious to the eye

---

Easier ways to remove a newly deidentified client's name from service notes completed before an instance of DV has occurred that resulted in a client's need to be deidentified in HMIS

---

More training options for dates/times

---

A lot of the issues I have is just lack of consistency across programs. I often use HMIS to check if clients I'm working with are enrolled in other programs and how to get ahold of those programs, but that relies on agencies being really up to date on their data.

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in person training

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More use

---

HMIS Updates

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n/a

---

no

---

cant think of anything

---

24/7 customer service.

---

N/A

---



Would you be interested in being a guest presenter during one of the 2026 Live Zoom Trainings?

163 out of 163 answered

Yes

14 resp. 8.6%



No

149 resp. 91.4%



Please share your contact information so that we may follow up with you if applicable (optional):

74 out of 163 answered

KCVP



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