

King County HMIS Training & User Support

In collaboration with King County 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 trainings for users and key partners throughout the year, focusing on current needs and priorities. Trainings are often offered in a dual-audience format (in-person and online simultaneously) 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:

- Protecting Client Privacy
- Reviewing and Improving Data Quality
- Managing Night-by-Night Shelters in HMIS
- Leveraging HMIS for Program Management
- Chronic Homelessness and HMIS

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, in-house support of internal HMIS users. The King County System Administration team hosts quarterly forums to bring all HMIS Agency Leads together in-person in order to discuss current issues and/or see demonstrations of specific features.

Forum agendas may include:

- Updates on current initiatives and HUD HMIS data standards
- Review of features or new software functionality

- Peer-to-peer troubleshooting of HMIS use

Online HMIS Office Hours

At least once a month, HMIS users of all levels are invited to attend 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. In addition, each month focuses on a specific theme such as *troubleshooting client enrollments* or *running key reports*.

Coordinated Entry for All Trainings

Coordinated Entry for All (CEA) trainings and technical assistance are provided in collaboration with the King County CEA program to support Assessors, 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. CEA trainings are included on the training calendar below and are detailed on the [King County CEA website](#).

New Users/Refresher General Training

Bitfocus, Inc. offers weekly, online new user trainings which provide a comprehensive overview of the Clarity Human Services software. These trainings are mandatory for all new users, before the user is provided access to the system. These trainings are also a useful refresher for any HMIS user and can be accessed as needed. Users can sign-up here for online trainings: <http://kingcounty.hmis.cc/training/schedule-a-training/>.

Technical Assistance

The King County System Administration team provides 1:1 technical assistance to individual HMIS users and/or on-site refresher trainings to staff groups at participating agencies. These sessions are scheduled by request and are initiated by agencies, funders and/or King County.

Annual Security and Privacy Training

King County HMIS users are required to complete an annual Security and Privacy Training. The pre-recorded training takes approximately 40 minutes to complete. Users must complete the entire training and online quizzes to meet the training requirement. The King County System Administration provides user training dues dates and compliance information to each agency.

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 updates on helpful tips, 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)
- <http://get.clarityhs.help> - general Clarity Human Services information
- <https://goo.gl/Hji1cx> - CEA webpage of kingcounty.gov

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
- 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](#)

2018 Training & Support Calendar

2018	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Topic Specific		ROI/Client Consent	HMIS & CEA Referrals		HMIS & Outreach Projects	System Perf. Outcomes			Data Quality Roundtable			APR Report
Agency Forums	Qtrly Leads Mtg			Qtrly Leads Mtg			Qtrly Leads Mtg			Qtrly Leads Mtg		
Special Initiatives		Scan Cards (3)	Scan cards (2)									
Office Hours	Online Session	Online Session	Online Session	Online Session	Online Session	Online Session	Online Session	Online Session (2)	Online Session	Online Session	Online Session	Online Session
CEA	Assessor Refresh	Assessor Refresh	Assessor Refresh	Assessor Refresh CEA T3	Assessor Refresh	Assessor Refresh CEA T3	Assessor Refresh	Assessor Refresh	Assessor Refresh CEA T3	Assessor Refresh	Assessor Refresh	Assessor Refresh CEA T3

General Training	Weekly general online training for Clarity Human Services New user requirement; current user refresher
Security & Privacy	Rolling process annual renewal per user Pre-recorded webinar and online compliance process
Newsletter	Monthly E-News Announcements, features, reports
TA	1:1 on-site agency trainings by request