

Seattle/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.

New Users | Refresher Trainings | Annual Security Training | Online Resources

Bitfocus, Inc. offers weekly, online new user trainings. These trainings are mandatory for all new users, before the user will be provided access to the system. In addition, these trainings can be a great refresher for users who want a general overview of the system with the convenience of attending online.

- Users can sign-up here for online trainings:
<http://kingcounty.hmis.cc/training/schedule-a-training/>
- Users can access online resources, manuals, forms, and FAQs via the following websites:
 - <http://kingcounty.hmis.cc/> - information specific to King County HMIS
 - <http://get.clarityhs.help> - general Clarity user information

All users are required to attend an annual HMIS Privacy and Security Training as described in the King County HMIS Partner Agency Technical Administrator and Security Officer Agreement. Initial security training is provided as part of the new user training, and annual renewal trainings are offered as a pre-recorded training that staff can attend at their convenience, completing a brief quiz at the end to demonstrate compliance.

User Support | Topic-Specific Trainings | Agency Newsletter

The King County System Administration team provides monthly trainings for users and key partners focused on current needs and priorities. User support opportunities and custom trainings are offered regularly and are developed in collaboration with King County staff. Topic-specific trainings may include topics such as *Documenting Families in HMIS*, *Reviewing and Improving Data Quality*, and/or *Running Reports for HUD Reporting*. User support agendas are dynamic, including topics and questions collected via the most recent helpdesk tickets and any other questions or topics brought forth by users. Agencies are notified of training and support opportunities in advance by email. In addition, a monthly agency e-newsletter offers further user support by providing updates on helpful tips, system features, reports, and upcoming deadlines.

Project-Specific Trainings | Technical Assistance

Targeted trainings and technical assistance will be developed and provided on an as-needed basis in collaboration with King County and member agencies in order to address specific needs for groups of users. Training and assistance may be provided, for example, to staff at a specific agency, or to groups of staff working at a common project (such as Day Centers, Domestic Violence Providers, etc.).

Coordinated Entry Trainings

Coordinated Entry trainings are provided in collaboration with the King County Coordinated Entry Team to support Assessors, Referral Specialists, and providers in using the system to complete assessments and manage the referral process. Coordinated Entry for All (CEA) trainings are listed monthly on the training calendar below to account for “refreshers” and more extensive quarterly trainings that take place throughout the year.

Ongoing User Support Resources

Resource	Location
King County HMIS Help Desk	<i>Available by phone or email:</i> 206.444-4001 x2 kcsupport@bitfocus.com
King County HMIS Website	http://kingcounty.hmis.cc
Clarity Human Services Help Portal	http://get.clarityhs.help
Technical Assistance	<i>Arranged as needed through System Administration team</i>

2017 Calendar

Month	Training Calendar (Jan-Dec 2017)
Jan	<p>New User & Refresher Training: weekly online CEA: Coordinated Entry (in-person):</p> <ul style="list-style-type: none"> 1/11, 1/19, 1/20: Assessor Refresh <p>HMIS Newsletter: monthly</p>
Feb	<p>New Users: Weekly New & General User Training (online) CEA:</p> <ul style="list-style-type: none"> 2/02, 2/03: SA Referral Training 2/15: Assessor Refresh 2/22: Full Assessor Training <p>User Group: King County HMIS User Group Feb 27, 2pm-3:30pm HMIS Newsletter: monthly</p>
Mar	<p>New User & Refresher Training: weekly online CEA:</p> <ul style="list-style-type: none"> TBD as needed <p>Topic-specific Training: Protecting Client Privacy Date TBD HMIS Newsletter: monthly</p>

<p>Apr</p>	<p>New User & Refresher Training: weekly online CEA:</p> <ul style="list-style-type: none"> ● 4/13: Assessor Refresh ● 4/27: Full Assessor Training ● 4/28: Train the Trainer <p>User Group: King County HMIS User Group April 21 Quarterly HMIS Agency Leads Meeting: April 21 HMIS Newsletter: monthly</p>
<p>May</p>	<p>New User & Refresher Training: weekly online CEA:</p> <ul style="list-style-type: none"> ● 5/25: Assessor Refresh <p>Topic-specific Training: Reviewing and Improving Data Quality May 28 HMIS Newsletter: monthly</p>
<p>June</p>	<p>New User & Refresher Training: weekly online CEA:</p> <ul style="list-style-type: none"> ● 6/2: Train the Trainer <p>Topic-specific Training: Night-by-Night Shelters in HMIS June 15 User Support Hours: June 21 & June 29 HMIS Newsletter: monthly</p>
<p>July</p>	<p>New User & Refresher Training: weekly online CEA:</p> <ul style="list-style-type: none"> ● 7/27: Full Assessor Training <p>Topic-specific Training: Leveraging HMIS for Program Management July 26 Speciality Training: Using HMIS for Contract Monitoring July 31 Quarterly HMIS Agency Leads Meeting: July 26 User Support Hours: July 18 HMIS Newsletter: monthly Annual Security & Privacy Training: pre-recorded webinar and online compliance process</p>
<p>Aug</p>	<p>New User & Refresher Training: weekly online CEA:</p> <ul style="list-style-type: none"> ● 8/24: Assessor Refresh <p>Topic-specific Training: New HUD Data Standards Aug 15 & Aug 31 User Support Hours: Aug 16 & Aug 24 Scan card pilot: training & support HMIS Newsletter: monthly Annual Security & Privacy Training: pre-recorded webinar and online compliance process</p>
<p>Sept</p>	<p>New User & Refresher Training: weekly online CEA:</p> <ul style="list-style-type: none"> ● 9/21: Assessor Refresh <p>Topic-specific Training: Data Analysis Tab (ad hoc reporting) TBD User Support Hours: Sept 13 & Sept 26 Scan card pilot: training & support HMIS Newsletter: monthly Annual Security & Privacy Training: pre-recorded webinar and online compliance process</p>

Oct	<p>New User & Refresher Training: weekly online</p> <p>CEA:</p> <ul style="list-style-type: none"> 10/26: Assessor Refresh <p>Quarterly HMIS Agency Leads Meeting: TBD</p> <p>User Support Hours: TBD</p> <p>HMIS Newsletter: monthly</p> <p>Annual Security & Privacy Training: pre-recorded webinar and online compliance process</p>
Nov	<p>New User & Refresher Training: weekly online</p> <p>CEA:</p> <ul style="list-style-type: none"> 11/16: Assessor Refresh <p>Topic-specific Training: Tentative: Chronic Homelessness data in HMIS TBD</p> <p>User Support Hours: TBD</p> <p>HMIS Newsletter: monthly</p> <p>Annual Security & Privacy Training: pre-recorded webinar and online compliance process</p>
Dec	<p>New User & Refresher Training: weekly online</p> <p>CEA:</p> <ul style="list-style-type: none"> 12/1: Train the Trainer 12/14: Assessor Refresh <p>User Support Hours: TBD x 2</p> <p>HMIS Newsletter: monthly</p> <p>Annual Security & Privacy Training: pre-recorded webinar and online compliance process</p>