# King County HMIS News

April 2025

Welcome to the King County HMIS April 2025 Newsletter!

In this edition you'll find the following:

- Community Poll
- Upcoming Events
- Special Announcements
    - Friendly Reminders From Our Help Desk Team
- Federal Reporting Updates:
    - SPMs Submitted - Thank You
    - PIT/HIC Updates
- Updates to Clarity Human Services
    - Feature Updates
    - Pentaho Release Notes
    - Data Analysis Release Notes
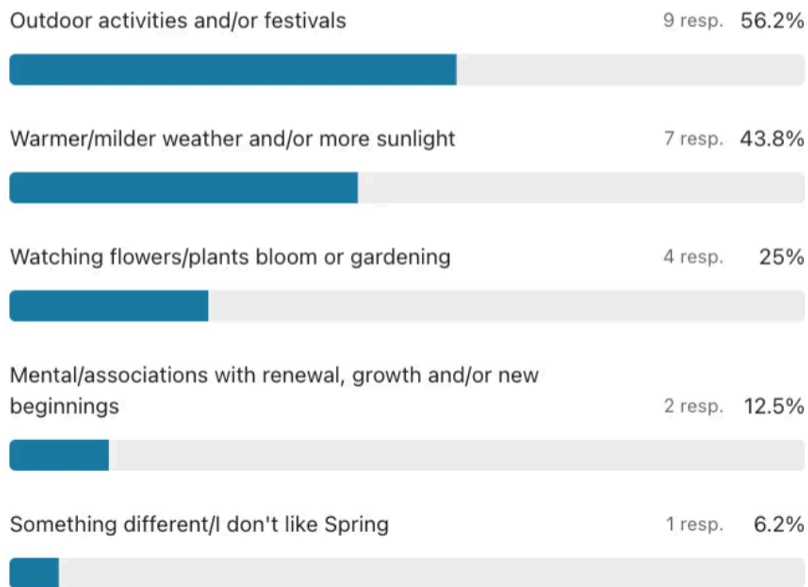- We Welcome Your Ideas

Community Poll
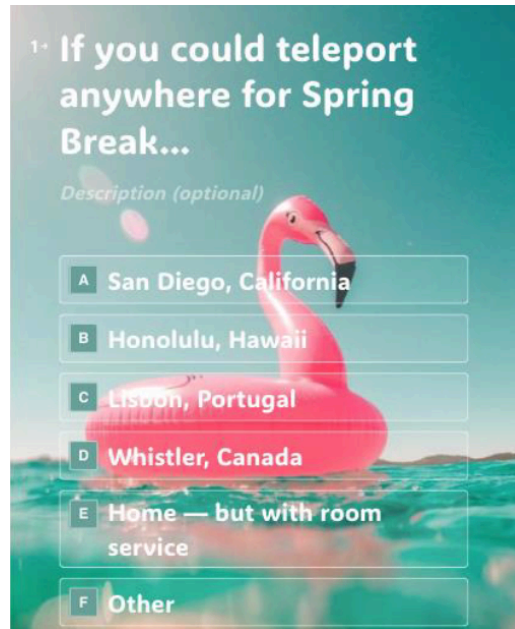
Complete the poll!

Results from last month's poll: Thanks for taking the time to respond!

Response summary

✓ 1   **Happy Spring! What do you look forward to most about Spring?**

16 out of 16 people answered this question (with multiple choice)

Outdoor activities and/or festivals   9 resp.   56.2%

Warmer/milder weather and/or more sunlight   7 resp.   43.8%

Watching flowers/plants bloom or gardening   4 resp.   25%

Mental/associations with renewal, growth and/or new
beginnings   2 resp.   12.5%

Something different/I don't like Spring   1 resp.   6.2%

Upcoming Events

Coordinated Entry Monthly Assessor Credential Training (ACT)

Users must attend an ACT training before they gain assessor access in the HMIS.

- May 14th | 9:30 am - 11:30am **Register Here**

2025 HMIS Training Series: Session 3 Domestic Violence Data & HMIS

We will cover Domestic Violence Data captured in King County's HMIS and how to ensure client privacy in these situations.

- May 21st | 10 am - 11:30am **Register Here**

Reminders from our Help Desk

Personally Identifiable Information (PII) Reminder:

Client Confidentiality/Privacy

As part of our ongoing efforts to maintain the confidentiality of Personally Identifiable Information (PII) (Ex. name, SSN, DOB, etc.) we kindly remind you to use only the Clarity Unique Identifier (UID) when submitting any requests/emails/chats/tickets/reports/unsecured files, etc. to our HelpDesk. The UID can be found on the client's profile screen within our system. Additionally, please ensure to block out PII from any screenshots, reports, or files you send to us.
Using the UID instead of personal information helps us ensure your data remains secure and protected.

ROI Upload Reminder:

The way your system is set up, there's only one ROI needed per client, and the system will not allow overlapping ROIs. If you want to upload the new consent for a client that already has an ROI, you would need to end the existing one for a day before the new one is signed. Once you have done that, you can upload the new ROI.

Support Tip: Please Create a New Ticket for Each New Request

To help us serve you better and ensure each support need is easy to track and review later, we kindly ask that you create a new ticket for each new issue or question, rather than replying to an old or resolved ticket.

How to create a new ticket:

Simply send a new email to **kc-admin@bitfocus.com** this helps our team respond more efficiently and ensures your request gets the attention it deserves.

Federal Reporting

System Performance Measures (SPM) - Submitted!

The 2024 System Performance Measures were submitted earlier this month before the submission deadline on 4/11.

Thank You - so much for your responsiveness to all our data quality emails related to federal reporting. Federal reporting is a stressful and time-consuming time for all, and we are grateful to have such a great team to work alongside and get it done! All of us at Bitfocus thank you for your effort to maintain high data quality!

HIC/PIT

Timeline Updates

Although we don't yet have a confirmed timeline for the 2025 HIC/PIT submission deadline to HUD, we are expecting the HIC/PIT module to open in HDX soon. Once it opens, it should remain available for at least 30 days. This will be a high-priority task once it's live to ensure we have enough time to complete and submit everything on time. In the meantime, we'll continue with our regular Data Quality Cleanup and Review Process.

**High/Low Utilization Review**

Thank you to all the Agency Leads who have already shared updates regarding high and low utilization for the HIC/PIT! We'll continue to reach out if additional

information is needed.

We are still in the data quality phase of reviewing High/Low Utilization for the HIC/PIT. This means that we will be following up with Agency Leads who have programs that are Emergency Shelter, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing, and Other Permanent Housing Programs that have either Low or High utilization. More specifically, we are reviewing programs with utilization rates that fall **below 65%** or **above 105%** on the 2025 PIT Count date on **January 30th** because we will need to provide an explanation to HUD.

- **Programs with Low Utilization (below 65%):** Low utilization rates may be the result of clients not being enrolled (and/or not having a housing move-in date added for permanent housing project types), or it could also be that the inventory has changed and needs to be decreased in the HMIS.
- **Programs with high utilization (above 105%):** High utilization rates may be the result of clients not being exited from the project in HMIS, or it could also be that the inventory has changed and needs to be increased in HMIS

Please be sure and review these emails and provide a detailed explanation as to the Low or High utilization warning you received; additionally, you may need to update the Bed and Unit Inventory for your program/s or address clients with missing exit dates and/or housing move-in dates. Check out the **[HUDX-123]** Housing Inventory (HIC) Supplemental Report if a program i**s not participating in the LIVE inventory module** or the custom data analysis dashboard "HIC Analysis for 1/30/25 - Live Inventory Unit Audit" if a program **is participating in the LIVE Inventory Module** to assist you in reviewing housing inventory. Please note user access roles must include access to Data Analysis to utilize the custom dashboard.
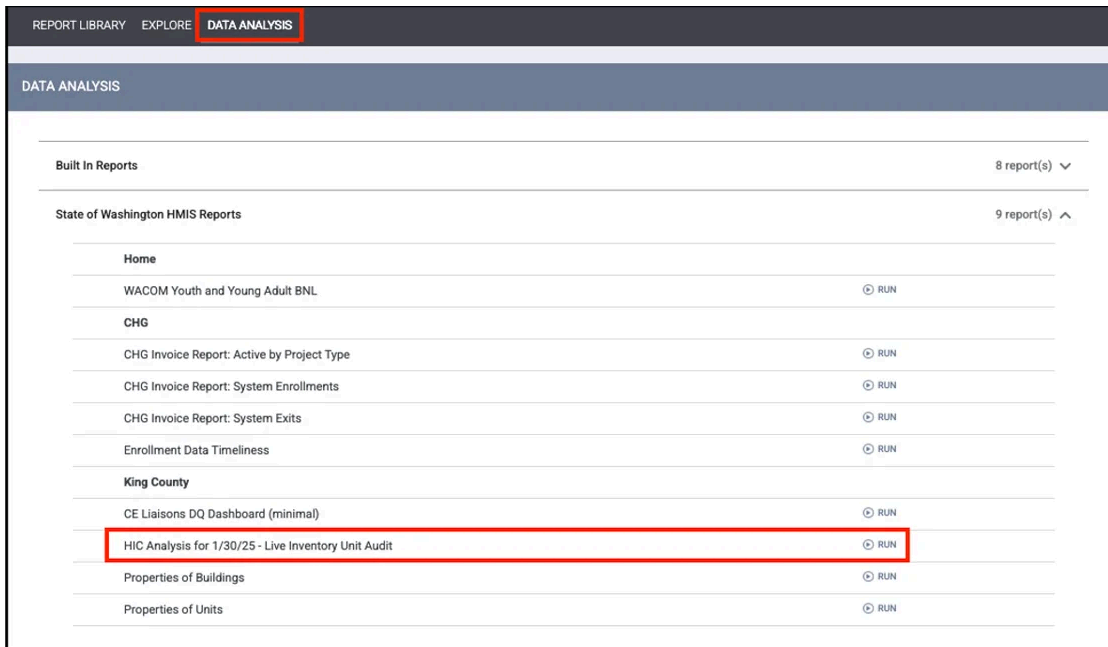
If you have any questions related to federal reporting, please do not hesitate to reach out to **kcsupport@bitfocus.com.**

Clarity Human Services: Features Updates

Clarity Human Services - April 2025 Feature Updates

Here are some key updates of the Clarity system as of April 21**, 2025.** Since this isn't a comprehensive overview, we recommend checking out the **full article here** for complete details. Below is a summary of the updates we think will be most helpful for you to know.

Note for All Demo's Below: This demo is meant to highlight the *functionality* of the new features. Please note that what you see in Clarity may look slightly different depending on your access role, the HMIS agency/ies you're connected to, and the community you work in. Some screens or icons might vary.

Ability to Direct Notes to Multiple Users

Users can now tag one or more other users in a client note by using the @ icon followed by their name or email address in the Note textbox. A notification with a link

to the tagged note and relevant client record will be sent to the user's email associated with their Clarity account and/or their "Staff Inbox" in Clarity, depending on their preferences.

This functionality can be used for the following types of notes:

- Referral Notes
- Client Notes
- Client Program Notes
- Contact Notes
- Location Notes
- Service Notes
- Coordinated Entry Event Notes

Watch Demo Here
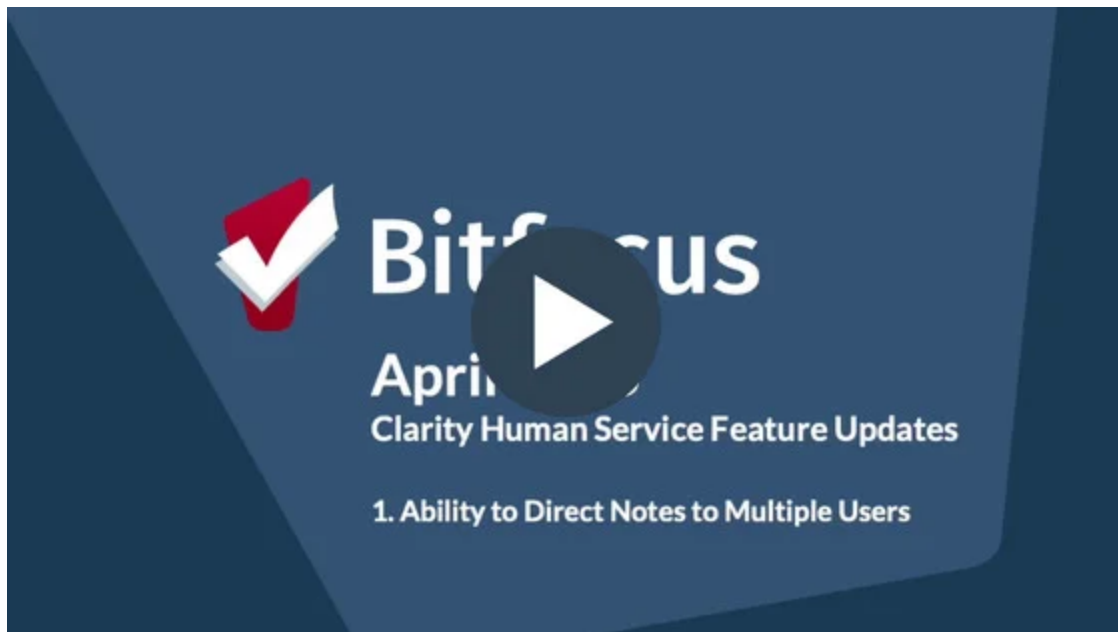
Client Form Enhancements

Users have the ability to save drafts of forms, and they may also print a form while it is still in progress. Users with access to forms will now have the option to:

- Save & Create PDF

- Save Draft
- Cancel
- Data Analysis Updates
  - A new Client Forms view has been created for the **Client Model** and **HMIS Performance Model**.

Watch Demo Here
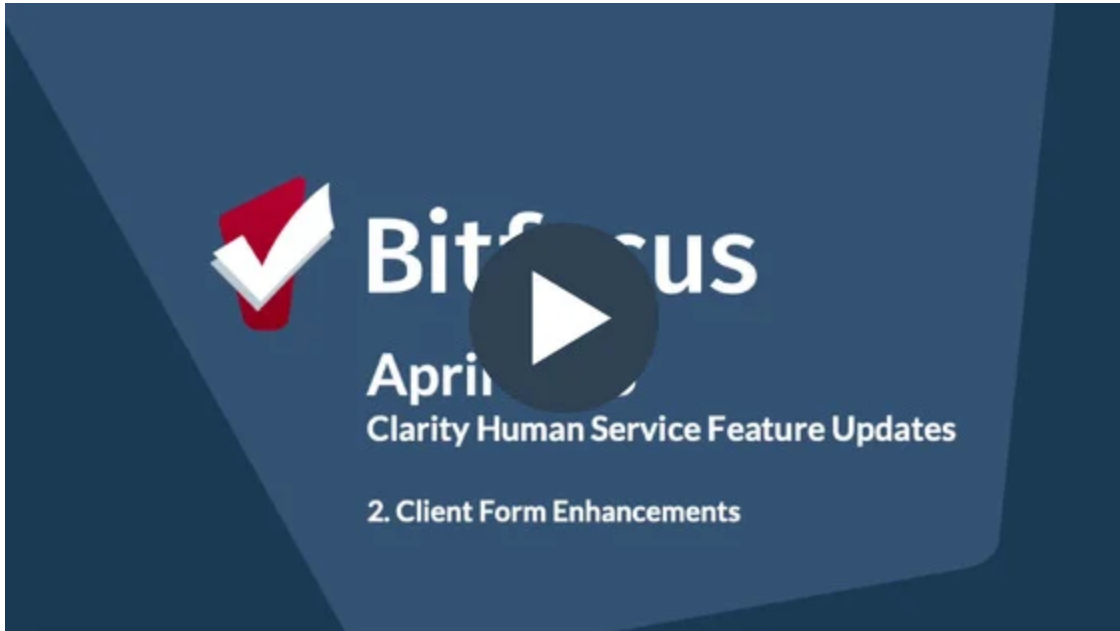
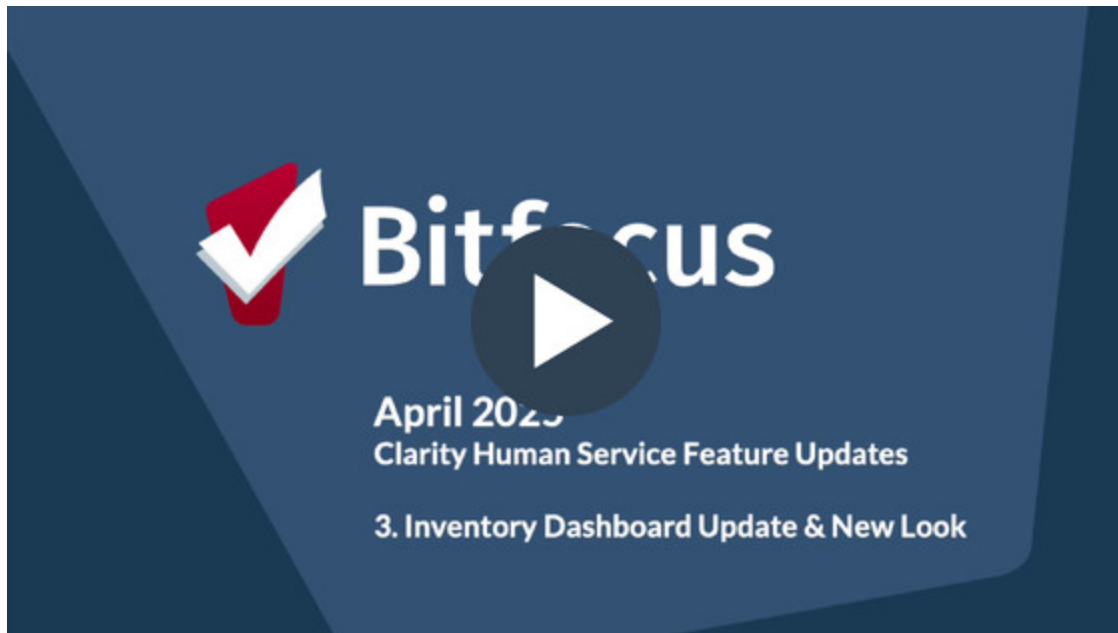

New Inventory Look and Updates

Heads up the Inventory Dashboard just got a refreshed new look in addition to updated features. These include a Search Unit Name/Address feature, the ability to remove the map, and the ability to easily close unit information boxes.

Watch Demo

Pentaho Release Notes ([here](#))

1. Released Updates

- **An update was made to the drill downs for [HUDX-123(-AD)] Housing Inventory (HIC) Supplemental** to enhance context for improved data quality review and fixes.

- **The System Performance Measures (SPM) were impacted by recent system maintenance windows and a resolution was applied 3/28/25** to ensure accurate data is returned for the Length of Time calculation in Measure 1. I was actually the one who caught this and can confirm that the SPMs we submitted were accurate.

  - A **hotfix was released to the [HUDX-223-AD] System Performance Measures report** to ensure accurate data is returned within Previous Year columns/calculations as it relates to the referenced Lookback Stop dates. I was also the one who caught this and can confirm that the SPMs we submitted were not impacted by this.

- **Released 3/31/25**

- **[STFF-105-AD] License Utilization report has been updated** to streamline the report tables structure, provide additional information in pre-existing tables, new tables with information related to subscription details, and drillable aggregate counts for license type, access role, and agency.
- The **[HUDX-111(-AD)] HMIS CSV/XML Export was updated to include an additional parameter - "Exclude Assessment Data."** This defaults to "No" to produce all csv files, however if "Yes" is selected, assessment files (Assessment.csv, AssessmentQuestions.csv, and AssessmentResults.csv files) are excluded from the file generation process. We are excited about this one, as it will allow you to generate the csv/xml export while excluding potentially sensitive questions/responses contained in assessments.

2. Upcoming Updates

- A new Annual Assessment Overview report is currently under development to aid in Annual Assessment completion and monitoring.
- [STFF-103] User Active Caseload report updates are in development to improve the usability of the report by adding additional parameters and multi-select options, updates to current columns to improve data quality selection and additions to assist with review, and added drill down functionality.
- Investigating Service Report counts to improve "# of Services" logic for multiple attendance services as requested at **ideas.bitfocus.com**.

Data Analysis Release Notes

Looker Updates

- The following fields have been added to the **Referral Connected Enrollments View** in the **Coordinated Entry Model** and **Client Model** in Looker:
  - Destination
  - Housed on Exit
  - Exit Screen Deleted (Yes/No)

Field Label	Description	LookML Field Name
"Destination"	"Expected living situation following project exit. HMIS Data Element 3.12"	"referral_connection_enrollment_exit_screen.exit_destination_text"
"Housed on Exit"	"Client has been Housed based on Exit Destination. Housed category is based on System Performance Measure categories for permanent housing destinations."	"referral_connection_enrollment_exit_screen.housed_on_exit"
"Exit Screen Deleted (Yes/No)"	"Has this exit screen been deleted?"	"referral_connection_enrollment_exit_screen.deleted"

- The following **Enrollment Household fields** have been added to the Referral Connected Enrollments view in the Coordinated Entry Model and Client Model in Looker:
  - **Age of HoH**
  - **Age of Oldest HH member**
  - **Age of youngest HH member**
  - **Count Adults**
  - **Count Children**
  - **Household Type**
- Many *entry screen fields* have been made available in the Inventory and Outreach Module. Please visit **the article** for a complete list of fields.
- The Inventory Model has these new fields specifically:

Field Label	Description
ID	The Unique ID of the unit occupancy record
"Is Current Occupant"	"Is this client the current occupant of the bed or unit? If this field displays 'Yes', then this client is the current occupant of the bed or unit they are linked to in the Inventory model. View the associated Bed Occupancy Start Date field and Unit Occupancy Start Date field to determine if this client has a pending Bed occupancy or Unit occupancy."

2025 Data Services Change Log and Known Issues

- We use Looker as our analytics tool. There are some issues that are vendor specific issues and require support from Looker engineers. Our Data Services

engineers work with Looker engineers for investigation, troubleshooting, and fixes.

- Here is the list of current known issues: **Known Looker Issues**
- Please take a look at the article linked above for the full change log to see items that may be of interest to you all.

Feedback

We Welcome Your Ideas

We encourage you to suggest improvements and new features for our products. You can **create feature suggestions** or vote, watch, and comment on existing suggestions at **ideas.bitfocus.com**. Refer to our **Feature Suggestions** article for additional details.

Questions? Your HMIS Administrator is happy to help.

Phone: 206.429.7979 x2
Email: kcsupport@bitfocus.com

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