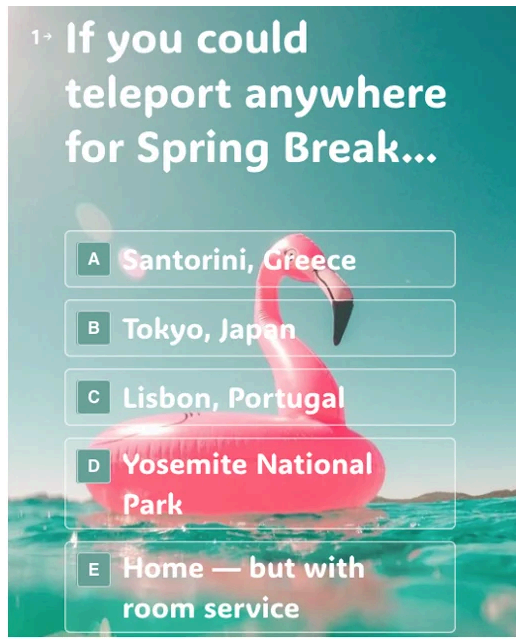**Bitfocus**

Marin County HMIS News

April 2025

Welcome to the Marin County HMIS April 2025 Newsletter!

In this edition you'll find the following:

- Community Poll
- Upcoming Events
- Clarity Human Services April Feature Updates
- Special Announcements
    - Friendly Reminders from our Help Desk Team
- Federal Reporting Updates
    - SPMs Submitted - Thank You
    - PIT/HIC Updates
- Report Spotlight: [HSNG- 108] Housing Census Report

VOTE

Check Out This Fun Poll!

1→ If you could teleport anywhere for Spring Break...

A Santorini, Greece

B Tokyo, Japan

C Lisbon, Portugal

D Yosemite National Park

E Home — but with room service

Take the poll!

Upcoming Events

HMIS Agency Leads Meeting

We are asking the designated HMIS Agency Leads and Security Officers to join this meeting on a bi-monthly basis. Of course, if you absolutely cannot make it, please send a representative. Workgroup participants will support communications between the county, Bitfocus and agency staff with regards to community initiatives, training, privacy, security, program and data management.

Next Meeting: May 21st 2-3pm | *Agency Leads Only

Register Here

Clarity Human Services: Feature Updates

Clarity Human Services - April 2025 Feature Updates

Here are some key updates of the Clarity system as of **April 21st, 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
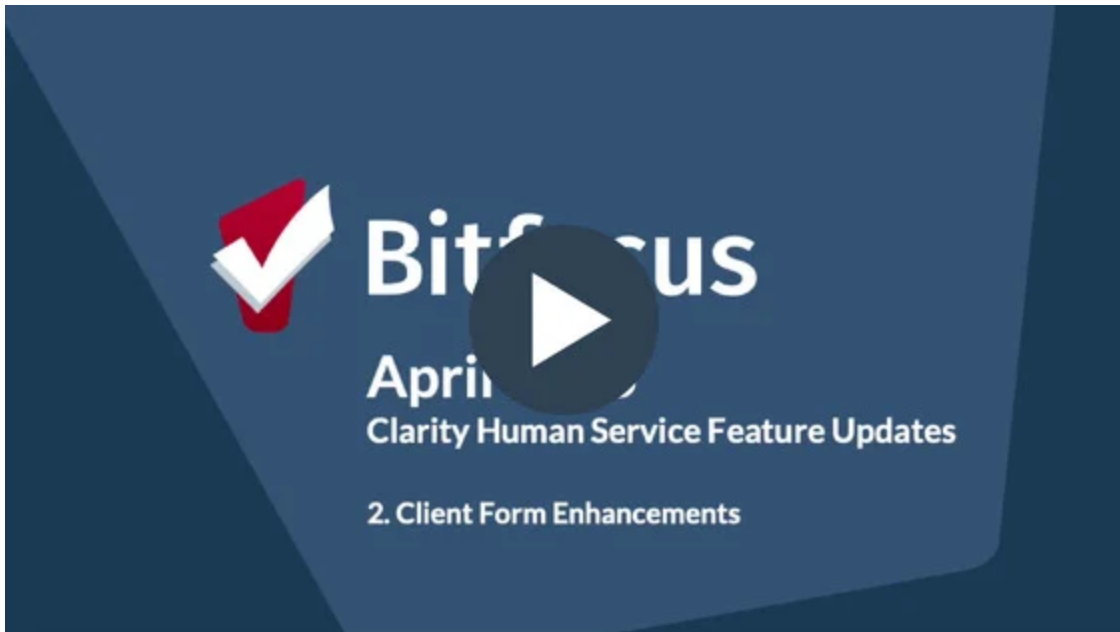- Coordinated Entry Event Notes

Watch Demo Here
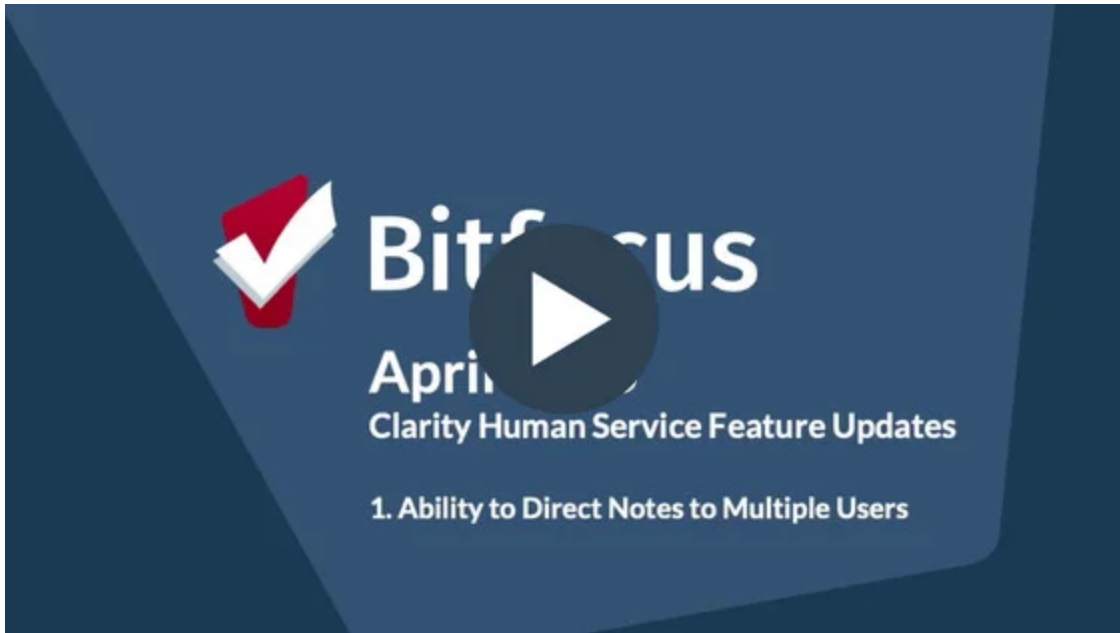
Client Form Enhancements

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

Watch Demo Here

New Clarity Interface Feature Updates and *NEW Features*

Note for New Clarity Interface: Not all Marin users have access just yet. Want to check out Clarity's new interface? Reach out to **marin-admin@bitfocus.com** to get set up!

New Caseload Management Functionality

Filter your client search by first name, last name, or alias
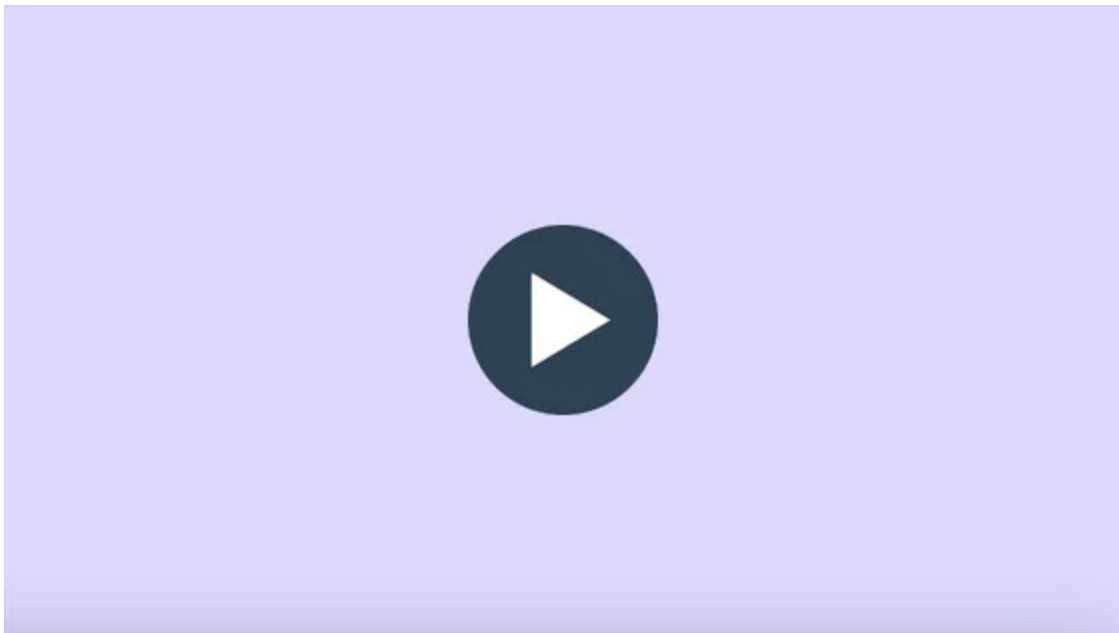
New Client Search Column Selector

The design of the Client Search screen has been updated. The Client Search screen also has expanded functionality to allow a user to customize their search results view by adding and removing columns from the search display results. The design of the Client Search screen has been updated in the new Clarity Human Services interface. In addition to the above update, the Client Search screen also has expanded functionality to allow a user to customize their search results view by adding and removing columns from the search display results.

The default columns are:

- Client (Name and Unique Identifier)

- DOB (Date of Birth and Age)
- SSN (Last four digits of the SSN)
- ROI (Release of Information Status)
- Household Members icon (Icon only appears if there are household members; this column is not sortable)
- Housing Status icon (Icon only appears if client is housed; this column is not sortable)

The new, additional column options are:

- Alias
- Gender
- Race and Ethnicity
- Veteran Status
- Custom fields on the Client Profile screen
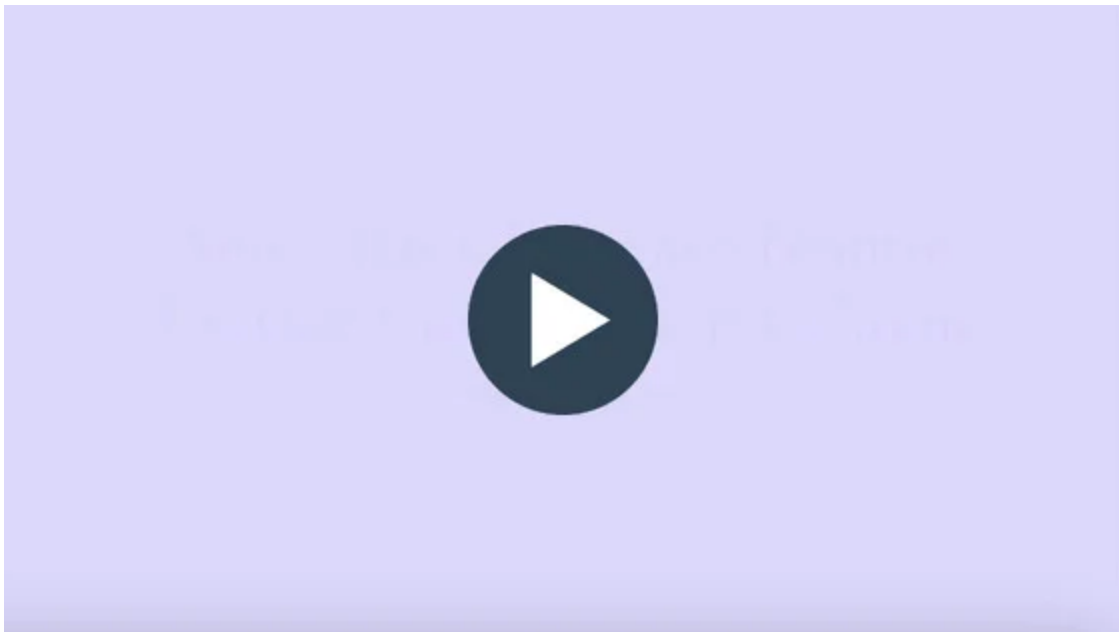
We know that keeping up with all the Clarity Human Services feature updates can feel a bit overwhelming but we've got you covered! If reading through all the details isn't your thing, why not watch instead? Check out our Past Bitfocus Webinar to catch up on the latest updates. Just a heads-up you'll need to register first to access it. Happy watching! 🎥 ✨

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 Help Desk. 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 **marin@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.

Report Spotlight

Report Spotlight: [HSNG-108] Housing Census Report

This report for housing programs gives you a day-by-day look at how many beds were occupied in your housing programs during a specific time period. It is based on entry and exit data.

This report can be found in the following locations in the Report Library:
Housing → **[HSNG-108] Housing Census**

Questions? Your HMIS Administrator is happy to help.

Phone: 415-429-1400
Email: marin@bitfocus.com