What Will Be Covered?

- Clarity Updates- October 2024

- Documenting Client Statements in HMIS

- NEW USER INTERFACE

- Conclusion/Questions

Clarity Update-October 2024

- October 2024 updates includes Auto Exit due to Inactivity fields.
- Update is now live!

Live Now!

Clarity Human Services: October 2024 Feature Updates

This month's release includes new and updated Audit logs, Client Activity updates, and a new filter for INVENTORY.

Release Schedule:

- **All Training Sites:** Monday, September 23, 2024
- **All Production Sites:** Monday, October 7, 2024

Auto Exit Due To Inactivity

Currently, the system automatically records a program exit for an enrollment when none of the enrollment's household members have program-related activity within their enrollment records for the specified timeframe.

For clients who are enrolled in any program type with Auto Exit Due to Inactivity enabled, "Client Activity" now also includes:

- Adding or editing a location for the client on the Location tab
- Adding or editing a contact for the client on the Contact tab
- Editing a Coordinated Entry assessment

For these activities, the "clock" will restart based on the date the location or contact was added/edited or the date the Coordinated Entry assessment was edited.

Documenting Client Statements

When clients call and provide details of an incident or issue with an agency or program, you should detail it and notate it in a certain way.

There is a new Category in HMIS called "Client's Point of View". This category should be selected when taking down a clients statement about an issue within the agency, issue with another agency or anything else they may need to talk about.

When documenting a person's point of view, key steps include: actively listening and asking clarifying questions to fully understand their perspective, recording their exact words and phrases where possible, noting their emotions and body language, avoiding assumptions or interpretations, clearly stating the context of the conversation, and ensuring your documentation is factual, objective, and chronologically ordered; always strive to capture the essence of their perspective without adding your own bias.

CLIENT NOTES

Title

Category   Select

Agency

Date

Note

Select
No Category
Inbound CE HP
Inbound CE RRH
Inbound CE Shelter
Inbound CE Other
CM Initial Assessment
CM Progress Notes
CM Service Notes
CM Follow-Up Notes
CM Crisis Intervention Notes
CM Housing Stabilization Follow-Up
CM Home Visit
Client's Point of View
Street Outreach

New Interface!

Bitfocus is excited to announce and continue gearing up for the upcoming release of our new Clarity Human Services user interface (UI), which introduces a top-notch user experience built on a super-responsive infrastructure.

Phase 1 was unveiled during their annual customer conference, Clarity Connect ,in September, with additional details provided to all System Administrators immediately following the conference.

What can we expect?

Introducing a new interface

Clarity Human Services

A top-notch user experience…

01

Clarity's modern user interface inspires confidence

02

Information is presented up front to reduce user clicks

03

Its mobile-first design supports access on every screen

04

Full 508-compliance ensures that all users have equal access

Built on a super responsive infrastructure…

Clarity's modern architecture uses the latest technologies

Its modular design supports faster, more consistent development

The API-based infrastructure allows for easier growth and customer interoperability

What's available in the new interface?

Phase 1: The Client Module

- Client search
- Adding clients
- Adding ROIs
- Enrolling and exiting clients
- Providing services to clients
- Adding and editing client notes and
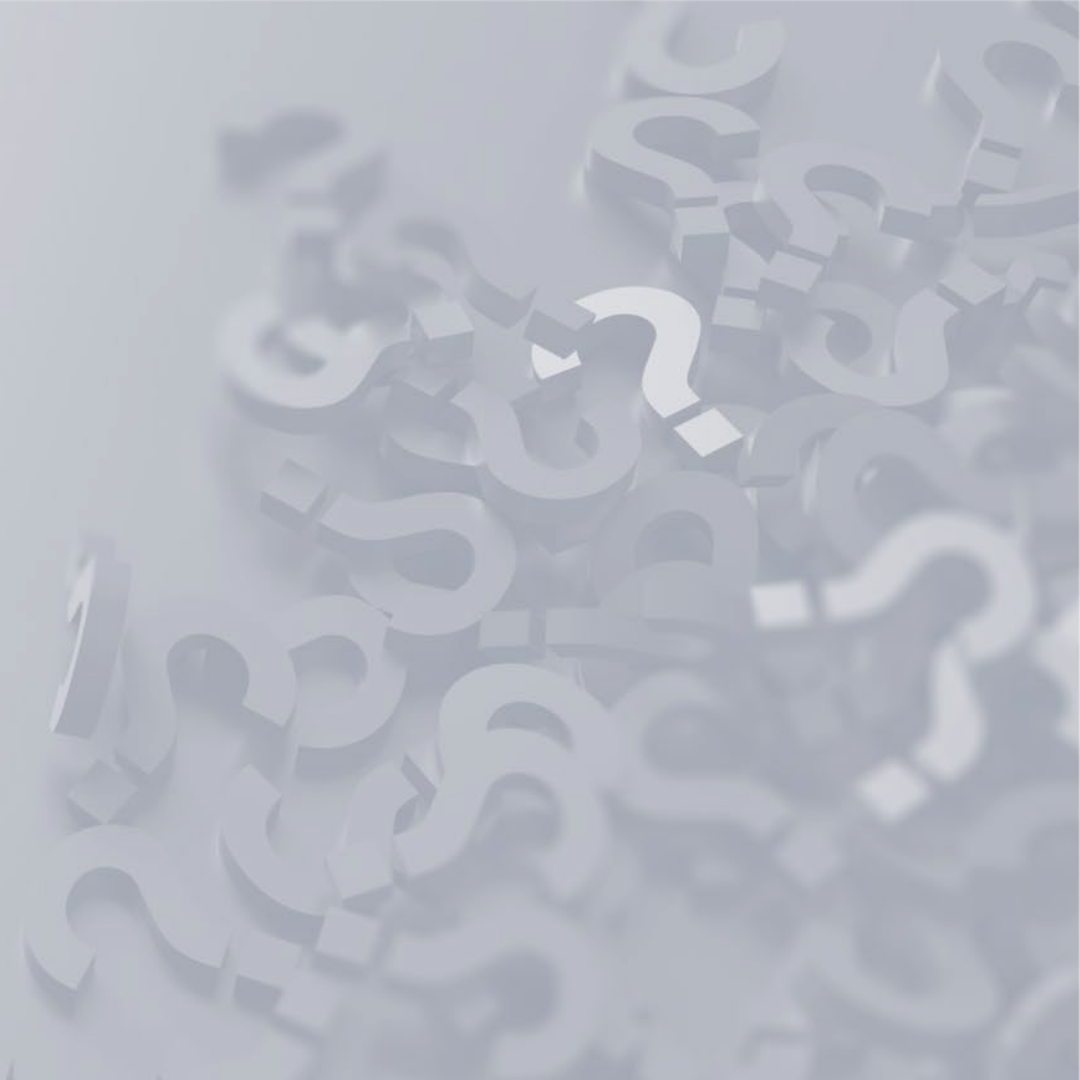- Adding and editing assessments
- Managing households

When can I try it out?

The new interface will be enabled on October 14th 2024.

- Log in to Clarity as usual

- You will be routed to new interface

- You can switch between interfaces at using the ⧉

- Any screen not available in the new will automatically display in the interface

Questions?

Benefits of the new User Interface

- Overall: Providing a more accessible, intuitive, and visually-friendly experience

- Minimized clicks: Making the user experience faster and ultimately allowing customers to serve more clients more efficiently

- Accessibility: The new color scheme and more modern design elements create a welcoming environment that'll make users excited to log in. It's 508-compliant and includes a new dark mode.

- Expanded icons library: Making it easier to digest various pieces of information at a glance

- Introduction of basic built-in workflows: This will remove a lot of guesswork and free up users to focus on what they do best.

- Mobile optimized and responsive: Making work in the field much smoother

- Modern architecture: Allowing for faster development of new features, ensuring sustainability as communities grow

Community Rollout

No need to worry. You are in the driver's seat!

Here are a few reasons why:

- Nothing will be different for users at launch.

- HMIS Staff will enable the new interface when your community is ready.

- Users will be able to switch between the new and old interfaces with the click of a button, helping to ease them into the transition and get used to the new design.

- We'll have lots of resources available to help communities make the switch!

Sometimes change is not easy. If you want a training on the new system look, let us know!

Transition Toolkit

We understand you will not only need to learn to navigate the new UI, but also update training materials and train your end users. **We've got you covered and are prepared to provide you with the following at launch:**

- Change management recommendations

- Rollout checklist

- Communications resources

- Screenshots and training resources

We will provide training during the HMIS Steering Committee Meeting when we receive word to start the rollout. Let us know how we can help you make this transition as easy as possible!

Conclusion

➢ Don't forget, this months updates are now live in the system!

➢ We are excited for you to try the new interface. If your not ready for it yet, keep using the previous version.

➢ Your not alone in this transition. Anything we can do to make it easier, just let us know!
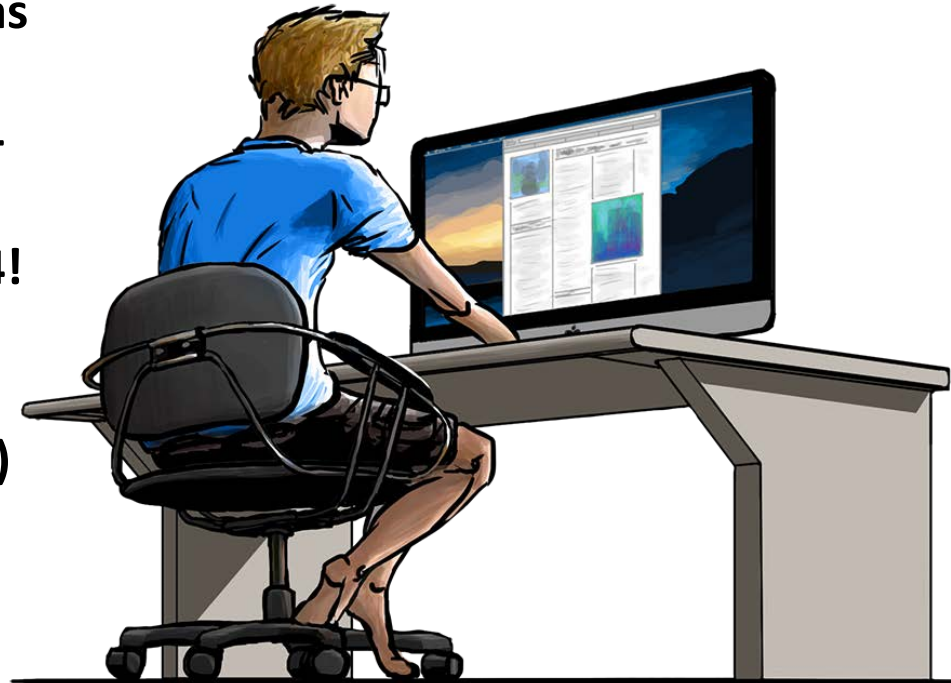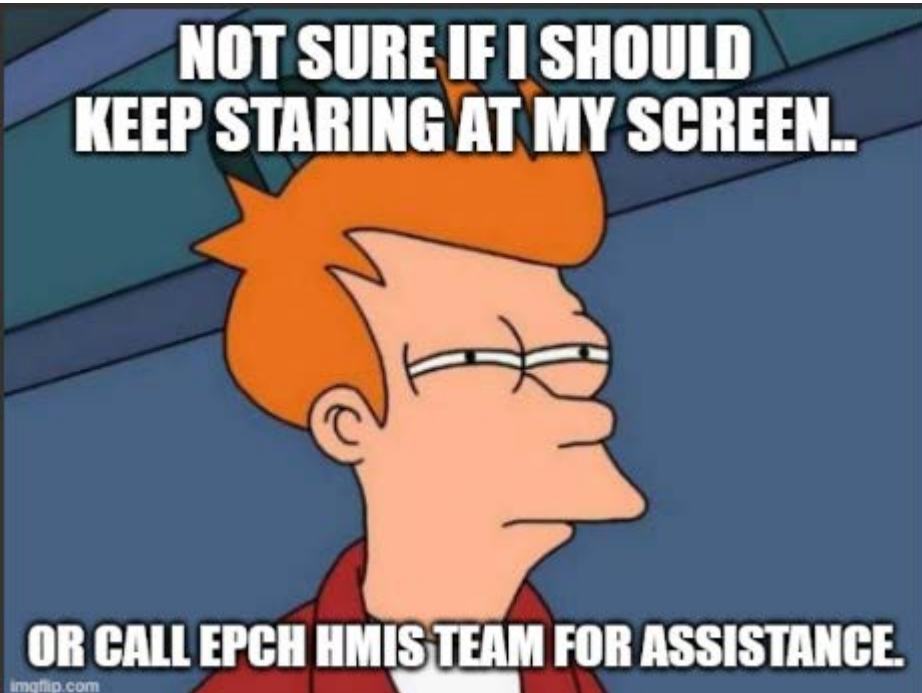
Any Questions?

EPCH HMIS "Eyes on the Fries!"

HMIS Zoom Lunch Meeting!

- **Open to anyone who needs help or has questions with HMIS!**
- **Zoom meeting will be from 11:30am-1:30pm**
- **Next meeting is on Friday 10/25/2024!**
- **Bring your questions, concerns and lunch!**
- **Hosted by Denver Herald (HMIS Tech)**

Hope To See You There!

Thank you!

NOT SURE IF I SHOULD KEEP STARING AT MY SCREEN..

OR CALL EPCH HMIS TEAM FOR ASSISTANCE.

imgflip.com

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  WE ARE HERE TO HELP!