HMIS Transition Webinar Series

July 21, 2021
Questions and Answers

Question Asked	Answer Given
Are you capable of toggling back and forth between family members when entering information?	You can switch between family members in the Household Members section in the right sidebar by clicking their name or the edit pencil.
Is there a preferred browser for Clarity?	https://get.clarityhs.help/hc/en-us/articles/1500000719402-Supported-Web-Browsers-for-Accessing-Clarity-Human-Services
Will we receive more detailed training on entering clients?	Course 2 in the COHHIO eLearning Center should address this. We are developing that course now. Also, keep an eye out for Open Office Hours and stop in if you need help.
When do we need to have the 1st training course done by?	You should complete the first training course before we go live in Clarity August 2
Will there be any in-person training?	Because of health concerns we will not be meeting in person. There will be Open Office Hours to walk through workflows online with Matt and other HMIS team members.
There is going to be slower training once it is all said and done, right?	Watch for workflow training videos in eLearning for more detailed training. We will release more videos shortly. We are working with the vendor to address bugs in the new system and it has delayed training.
So besides training videos, there isn’t going to be another interactive training with Matt? I’m just so confused	No worries! We will be available during office hours to walk you through any workflows that you are struggling with. We will also have printable workflows available. After that, if you are really struggling, we can also schedule one-on-one time to make sure that you are comfortable with the new workflows.
Is there a Demo site that we can work in to become more familiar with Clarity?	There is a training site available. We will likely use it during the Open Office Hours and New User Training. See this link for Open Office Hours: https://cohhio.org/boscoc/hmis/

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Who would I email if I didn't receive the email with the information regarding Introduction to Clarity?	https://cohhio.litmos.com?C=6153282 This is a direct link to Course 1: Introduction to Clarity. Your email address is your username and you can use the reset password link to get in. If you did not receive an email from COHHIO system@litmos.com notifying you that you've been added to the course, email the HMIS Help Desk at hmis@cohhio.org.
How will you know your practice work is correct?	We are hesitant to use the training site with ALL HMIS Users because often folks confuse the training site link and main HMIS link and enter private client data into the training site. That being said, we can work with you individually. Email hmis@cohhio.org with requests.
Does the system allow for searching for someone by SS# as well as name before adding them as a new client, in order to avoid creating a duplicate, if they now have a different name?	You are able to search by SSN. If you search by SSN and name in the same line, the search does not work. We recommend using the first three letters of the first and last name or the unique identifier to search for clients.
If the client's name is misspelled, does the program use the social security number so as not to duplicate the client?	If you're typing the first three letters of the first and last name into the search and no record is coming up, you can try a social security number. Ideally, you should use the client's unique identifier.
Is there a color code that is required to be filled out for adults versus children?	Clarity has dynamic fields (questions) that open and close based on the client's age.
When a client has a baby once in a program and you answer the place last resided, is there a answer for being born into the program?	Those types of questions will not be prompted for minor children, so you won't have to answer them.
Did you update income for mom only? Need to do it for a child also?	We don't record income info on minors.
Can you clarify if income would be collected on youth under 18 who are unaccompanied and not part of a family?	Not at this time.
Does the housing track HAVE to be answered upon enrollment?	It is best to answer this question if you can, although you may not know at enrollment if someone is in ES, for example. At enrollment into RRH or HP, the housing track should align with that program type. Just to add more context, this data element is not currently being used in any calculations and is not

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	included in data quality reports. It is strictly for the benefit of the prioritization meetings. There are no checks, no assumptions about the meaning of the data. So technically if it said “Self-Resolve” when they enter an HP or RRH, it will not cause any negative effects.
What is the "housing track" option? would that be added after a VI-SPDAT is done? Or once a referral to housing is made?	We need to confer with Mahoning's CoC Director but I don't think the housing track questions are required in your county. This field is not required in Mahoning County.
So my agency has to refer clients to ourselves, this will still be what we do in Clarity?	Yes
Where is this clarity email you speak of?	https://get.clarityhs.help/hc/en-us/articles/115000411087-The-Staff-Inbox-and-Secure-Messaging
Our last webinar listed a whole lot of things that would not migrate, so now it’s all migrating?	No, the list from the first webinar is still accurate.
So will we need to enter the other things that are not going to migrate?	Only if you still need the data or functionality. All the HUD-required data will still migrate.
In ServicePoint, there seemed to be more steps in entering a new individual to avoid duplications. How will this system help us avoid entering the same person twice	Clarity does not force you to search for a client before creating one. This is a matter of HMIS Users remembering to search first before adding a client.
Can you toggle between household members when entering info?	You can switch between family members in the Household Members section in the right sidebar by clicking their name or the edit pencil.
Can you still search for a client with an HMIS number?	Yes. You can search by ServicePoint ID but you should switch to using the Clarity unique identifier just demoed.
Will data quality errors show up the same when missing data?	We will have data quality reporting available soon. We are working on updating R Minor and R Minor Elevated to match Clarity, but this may take some time.

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How will we know if we are inputting data wrong?	Data quality reports will be available. (See above)
What date would you like all back data entered by?	We don't have a set date for back data entry just as soon as you can get it done. Focus on current clients first then historical clients as you are able.
Where do we print the slides?	https://cohhio.org/wp-content/uploads/2021/07/HMIS-Transition-Webinar-Series-Slides-2.pdf Click the link and then hold the control button and P button at the same time.
Can we be provided the list of questions that should be asked of veterans?	You will only be answering additional veteran questions if you are a veteran provider. Everyone else will only need to ask if the client is a veteran.
Is the VA aware of all this transition we are having?	Yes
Our uploads are due by the 4 of Aug. (Veteran-related)	You should be able to meet that deadline. The HMIS Team tested this report. Click the Launch Pad (looks like a waffle), Click Reports Click HUD Reports Click Run next to [HUDX-111] HUD CSV / XML Program Data Export
For VA staff who are HMIS end-users, will the service notes be available for multiple partners (SSVF)?	Service notes are visible across agencies. Client notes are not.
Is the disabling condition criteria the same as in the past?	Yes
What about shelters that are not APs? Will they enter through their local AP first then bring into their shelter?	Correct. The AP will create the client and refer the client. We will provide more details about this soon. Bitfocus is still addressing a CE bug.

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Are all of our current clients already going to be transferred to Clarity or will we be responsible for adding them? Updating?	Current clients as of 7/18/2021 will all come over from ServicePoint. Any new clients or enrollments that you have served between then and go-live will need to be added.
When in Looker, will there be any types of graphs available or charts?	Clarity and Looker offer some visualizations, but they may not include the data that you are looking for.
Can you show how to enter an anonymous client?	We do not have an anonymous client workflow yet. We are planning to include that as a module in the COHHIO eLearning Center.
Does it have a feature that fills out several things that are common to the whole family?	No, there is not a household sharing feature in Clarity.
Do we have to use the shelter queue or can we just make a referral directly to the shelter the person will be going to? Why would we use the shelter queue?	Referral to a queue for shelter and permanent housing will be required. It is necessary for adhering to the HUD standards going forward.
Is there going to be an option to share client notes across agencies for Coordinated Entry? Client notes are used often across agencies to keep details and communication with clients current.	As a default, no, but we may be able to create special sharing groups for agencies that request this.
Where do we enter the VI-SPDATs?	VI-SPDATs are entered using the Assessments option in a CE enrollment.
Is the VI-SPDAT in the Coordinated Entry section?	Yes. VI-SPDATs are added through a CE enrollment using the Assessments tab.
Are SPDATS now under Status Update, formerly known as interim reviews?	SPDATs and Programs Updates (formerly Interims) are side by side in the Assessments Tab in Clarity. You will complete them separately, unlike in the old HMIS in which you had to create an Update to enter a SPDAT. You can also find program updates in the right panel while you are in a client's enrollment.
Does the BoS shelter queue have all clients needing shelter in the BoS? If so, will there be one for individual shelters?	You will be able to filter the list in different ways so it's not overwhelming.

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On the search screen, can we search by social security number?	Yes. You can search clients by social security number.
Will we still be able to see that a client is in another program (like a shelter) to prove homelessness?	Yes. You will still be able to see a client's enrollment history.
Will health care navigator screener questions be on it?	The additional HCN forms from the VA are not part of the HMIS data collection or data entry.
Where do phone numbers get added?	The Contact menu item allows for entering client contact information.
Do their phone numbers have to be entered or is it optional? Why are we collecting that data in the system?	Collecting client contact information is optional.
Why is collecting contact information optional? I find that it is often difficult to contact clients when I get a referral as there has been no contact information listed.	Your agency can require that case managers collect client contact info. We only require data elements that are HUD required and/or reported on by HUD or other grantors.
I am still confused about the contact information. I am not a Coordinated Entry site but I do receive referrals from Coordinated Entry. Without the contact information, it makes it very difficult to contact the client. It would seem that this could cause a client to get lost and perhaps not receive services.	(See above)
What if a client moves out and needs to be exited, will we just exit them from Clarity when the blackout is over?	Exactly
Will every client go into the Coordinated Entry whether they are HP or RRH?	Every RRH client must go through CE. HP clients do not need to go through CE.
Will the clients old HMIS number be assigned to them in the new system or will they all be updated	All client IDs will be updated in Clarity although you are still able to search by ServicePoint ID. You should switch to using the client’s unique identifier.

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If something is not answered on the new client entry form, does it error for you to go back and complete and not move forward until correct?	Yes, the system will prompt for required items that are missing and also highlight those items with a red prompt line.
Is the community queue by county or the whole Balance of State CoC?	Initially the queue will be the entire CoC and can be filtered by agency or program type. Mahoning County also will have its own Shelter and Permanent Housing queues.
Remind me, did you say our Data Quality reports won't be available for possibly a couple of months after the system goes live??	It will take a while to be rewritten for Clarity but we will still have data quality reporting in R minor elevated.
Will there be a referral notification upon login?	Clarity does have great notification settings! We suspect that this will be available either in your Inbox or Caseload. We will try to address this in future training.
Can you give an example for the emergency shelter?	We are unable to show the full workflow for CE (AP) to ES at this time because we the vendor is addressing a CE bug. The basic enrollment functions will work the same as the HP demo in this webinar.
This seems like it is going to be more user friendly. I wish we had this years ago! This is exciting stuff guys!	We think so too! Thank you!