

Long Beach Clarity FAQs

Release Date: November 3, 2020

Q: Unknown or doesn't have SSN

A: Enter all "0"s in the SSN data field and select "Client Refused", "Client Doesn't Know" or "Data Not Collected"

Q: File sharing

A: All users can access files uploaded by other agencies. Upload files at the agency level to each adult in the household. Upload children's documents in the HoH's (Head of Household) profile.

Q: ROI

A: There are 4 types of documentations available:

- Electronic Signature - only if you are equipped with additional hardware to allow the client to sign via a tablet or a shared monitor with a separate mouse.
- Attached PDF – similar to how it was done in ServicePoint. Client sign the paper consent form, user scan and upload the form here.
- Signed Paper Document – client signed the paper consent form and it's filed somewhere – please specify location of the signed document.
- Verbal Consent – client being case managed via phone and gives verbal consent. No need to upload a blank ROI form when this option is selected.

Q: How to Re-assigning Case manager

A: Clarity automatically assigns the user who created the client in Clarity as the assigned Case Manager. Moreover, clients who were migrated over from ServicePoint don't have assigned Case Managers.

To re-assign the Case Manager:

At project level – client must be active (have not exited) – reassign in the summary green box – see screen shot:

Once you click on the pencil next to Assigned Staff (red arrow above), select the correct staff then click on SAVE CHANGES.

Q: Household Management

A: Helpful article on the Help Center website: <https://get.clarityhs.help/hc/en-us/articles/115000411467-How-Do-I-Create-a-Household-and-Manage-Members->

Note: Clarity disregards the household makeup in ServicePoint's Household tab but takes into account the household makeup within a program enrollment.

For example, in ServicePoint you created a household of a mother and her child in a "Single Mother" household in the Households tab. But only the mother was added to the program. After the data migration, Clarity considers the mother and the child as two unique, unrelated clients because they were not enrolled in the program together.

Additional notes and reminders:

- List of most common services are being added to the Provided Services tab by Monday, 11/9/2020.
- Please delete link to the training site to avoid confusing it with the live site.
- ServicePoint ID# are not searchable in Clarity, but it shows up in the search result when a client is found in Clarity. ServicePoint ID# will not show in the client's profile.
- Reminder that file attachments and case notes are part of phase 2 of data migration; HMIS Team will notify all users when phase 2 is completed.
- HMIS Team open office hour – Wednesdays @ 3PM
<https://longbeachcity.webex.com/longbeachcity/j.php?MTID=m3e576dc197411d4081dc8d5e1087b287>
- Bitfocus Help Center: <https://get.clarityhs.help/hc/en-us>