

About the Portal

The **Portal** is a new tool connected to Clarity Human Services, our community's Homeless Management Information System (HMIS).

The Portal provides people experiencing homelessness or receiving services or housing with access to components of their HMIS records, tools to communicate with providers, and information and resources to empower them in their journey to permanent housing. When participants complete actions within the Portal, these updates are reflected and accessible on the client record within HMIS in real-time.

Participant-Centered Tools

The Portal introduces participant-centered tools designed to support participants in the case management and housing navigation process by increasing access to services and improving communication methods between clients and their care team members. The Portal was designed for clients experiencing homelessness with input from individuals with lived experiences of homelessness.

Key features of the Portal include:

- **Messaging:** providers and participants can send secure messages between each other to provide updates or ask questions, and providers can send mass messages to all their program participants at one time
- **Resource Directory and Community Info:** participants can find up-to-date and nearby resources to help meet their needs
- **Location:** participants can choose to share locations where they want their providers to be able to locate them
- **Calendar:** participants can see upcoming appointments and schedule new appointments based on when their providers have said they're available to meet
- **Documents:** providers can request specific documents, or participants can choose to upload documents that they want their providers to be able to access
- **Activity:** participants can view their past and current program enrollments (*program name, start date, and end date only; additional details like case notes are not visible in the Portal*)
- **Privacy:** participants can review their past and current Releases of Information and sign a new ROI if theirs has expired
- **Assessments:** providers can request assessments for their participants to complete

