FY 2026 Alameda County Clarity HMIS Training & User Support

In collaboration with Alameda County HMIS Lead and other key partners, Bitfocus, Inc. provides current information and training about best practices for using Clarity Human Services software and relevant updates to meet funder expectations. Ongoing training helps to ensure data accuracy, user satisfaction, and high-quality client services.

Topic-Specific & Special Initiative Trainings

The Alameda County HMIS Lead team partners with the Bitfocus to provide several customized trainings for users and key partners throughout the year, focusing on current needs and priorities. Trainings are offered online and are recorded for future viewing. Clarity HMIS System users are notified of training and support opportunities in advance by email and via the monthly e-newsletter.

The calendar for the current training year is included at the end of this document. Past training topics have included:
- Reporting
- Duplicate Clients
- Managing Households
- Client History
- Overlapping Enrollments

Monthly Agency Forums

All agencies participating in Clarity HMIS System must identify one staff person as the "Agency Liaison" who acts as the primary liaison between the agency and the Alameda County Clarity HMIS Administration team. The Agency Liaison manages user accounts, project setup requests, inhouse support of internal Clarity Human Services System users. The Alameda County Clarity HMIS Administration team hosts monthly forums to bring all Clarity HMIS Agency Liaisons together in order to discuss current issues and/or see demonstrations of specific features. Forum agendas may include:
- Announcements from the Continuum of Care Leadership

- Review of features or new software functionality

- Peer-to-peer troubleshooting of Clarity HMIS use and data quality.

- Assistance with agency Annual Performance Report

- Updates on current initiatives and HUD Data Standards

New Users/Refresher General Training

Bitfocus, Inc. and Alameda County HMIS Lead offers pre-recorded, unit-based online training to new users which provides a comprehensive overview of the Clarity Human Services software. This training is mandatory for all new users before the user is provided access to the system. This training can also be a useful refresher for any Clarity Human Services System user and can be accessed as needed. Users can find more information and register for the training on the website **here.**

Bitfocus is also working with Alameda County HMIS Lead to develop additional workflow-specific modules that will allow for a customized new user and/or refresher training experience based on user role, project type, and other factors. We expect to begin releasing additional modules mid-year.

All Things HMIS

This meeting invite is only a hold on your calendar, as we will only meet during this time if requested by the user community. We will work to send notice out if we will be having a meeting. If you do not receive any notice, then there is no meeting at that designated time.

Online Support and Resources

Online Support and Resources

The Alameda County HMIS Lead , Bitfocus, Inc., Team has developed many online resources and reference guides for Clarity Human Services System users. Users can access online resources, manuals, report guides, forms, and FAQs via the following websites: ● Information specific to Clarity HMIS - https://alameda.clarityhs.com/login

- General Clarity Human Services information - **http://get.clarityhs.help**
- Information about Coordinated Entry - https://homelessness.acgov.org/coordinated-entry.page?

Alameda County Clarity Human Services System Helpdesk

All Alameda County Clarity Human Services System users are welcome to contact the Helpdesk with issues, questions, and/or requests. Some requests may need approval from an agency's Agency Liaison or by the Alameda County System Administrator before the Helpdesk can proceed.

- Open a Help Desk Ticket by emailing: **alameda@bitfocus.com**
- Instant message with Help Desk by visiting the **Chat with Us** area of the **Alameda County Clarity Human Services website**.

Training Evaluation and Feedback

Bitfocus, Inc. is committed to providing effective trainings that meet the training goals and objectives developed in coordination with Alameda County HMIS Lead. The Alameda County HMIS Lead will use a combination of qualitative and quantitative methods to solicit feedback on the trainings provided. Methods may include:

- Data analysis to compare data quality issues.
- Training evaluations and surveys

FY 2026 Training and Support Calendar

FY2024	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Topic Specific	SPM & HIC/PIT	Report Library/ Data Quality Review	HMIS Data Dashboard Review and DQ Monitoring Plan	DQ Report	Exit Destination and Data Quality Review	Duplicate Client Training and Demo	DQ Report	Report Library/ Data Quality Review		Longitudinal Systems Analysis (LSA) and Systems Performance Measures (SPM) Training		

FYFY2026	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Agency Forums	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	Monthly Agency User & Liaison Mtg	No Meeting	No Meeting

Updated January 2026

Clarity Human Services General Trainings	The Clarity Human Services General Training Refresher will be offered as a training, quarterly on every 3rd Tuesday for existing users who want to refresh their knowledge on how to navigate Clarity HMIS. Understanding how to enter data into Clarity HMIS will ensure that the data collected is accurate and reliable. The General Refresher Training will review: • Searching for clients • Managing ROI's • Managing Households • Data Quality To see past trainings where General Refreshers are reviewed, please visit the [Alameda County HMIS website](#) (alameda.bitfocus.com) [User and Liaisons Training Materials](#) page on the [Alameda County HMIS website.](#)											
FYFY2026	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**
				[General Refresher Training](#)			[General Refresher Training](#)			[General Refresher Training](#)		
Alameda County: Privacy and Security	The [Alameda County: Privacy and Security Training](#) is a required component of gaining access to Clarity Human Services in Alameda County. As an end user of the system, you will be required to complete this training prior to gaining access to the system, as well as renew your certification annual. For Alameda: Privacy and Security renewal, users will be notified when their anniversary date is approaching so that they may complete the training prior to the expiration of their certification.											

	Alameda County Clarity Human Services System E-News
Newsletter	The Alameda County System Administration team produces a monthly e-newsletter that is distributed to all Clarity Human Services System users using the email addresses affiliated with the user accounts in Clarity Human Services. In addition, other agency staff can opt-in to receive the newsletter by subscribing via the **Alameda County HMIS website** (alameda.bitfocus.com). The e-newsletter offers further user support by providing updates on helpful tips, system features, reports, and upcoming deadlines for Clarity Human Services System reporting to HUD and other funders. If you are not currently a user of Clarity Human Services, you can still receive the Newsletter! Sign up to receive the monthly Newsletter at the Alameda County HMIS website (alameda.bitfocus.com), where you will also be able to review Newsletter archives.
Q&A	There are often when users may have questions or need support. Aside from Alameda County HMIS Support, and the Bitfocus Help Desk, Alameda County HMIS is happy to provide you with a **monthly Q&A Session that occurs every second Tuesday of the month at 10a**. During the Q&A Session, Alameda County HMIS and Bitfocus will provide you with support to help troubleshoot your questions and walk you through the steps to help answer your questions. Join in for live demos, and step-by-step instructions on how to navigate and enter data into the system and improve your overall Data Quality. The Q&A Session is not mandatory, but we encourage users to join when possible and feel free to hop in with questions and hop out. You are also welcome to listen in. If you would like to attend, please register by going to the Alameda County HMIS website, (alameda.bitfocus.com) and navigating to the Events page	HERE

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	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS	HMIS Monthly Q&A Session All Things HMIS

For Interest in "All Things HMIS," please email Alameda County HMIS: hmissupport@achmis.org