



New Clarity Interface - HMIS Admin Training
July 10, 2026

Introducing a New Interface

Clarity Human Services

The screenshot displays the Clarity Human Services interface. At the top, a user profile card for John Paige (ID: 47E7D749F) is shown with a dropdown arrow and a profile picture. Below the profile, there are three tabs: Referrals, Services, and Inventory. The Services tab is active, showing a map view with a location pin. To the right of the map, there is a list of services:

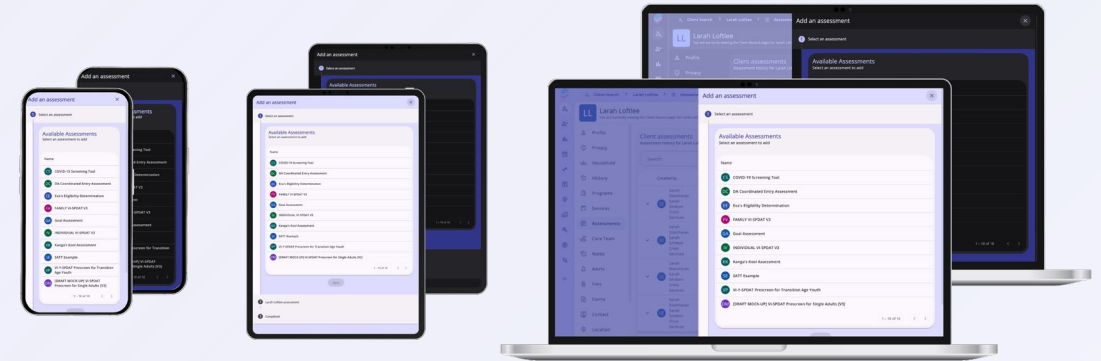
- Solutions Emergency Shelter** (Institute for Human Services) - Emergency Shelter - Entry Exit
- Case Review** (Case Management System) - 4/29/24 (4 months ago) - Active
- 001 Unit** (Adults - RRH) - Available - Standalone Site Building (143 S Liberty St, Jacksonville, FL)

At the bottom, there is a card for **Secure Stable Housing** (Housing) with a description: "Find and secure permanent housing with the nex...". It includes a calendar icon showing 8/20/25 in 1 month, a green "Completed" button, a red "High" button, a "Case Manager" label with a person icon, and a blue edit icon.

What is the new Clarity User Interface?

This new user interface is simply upgrading the visual layout and menus you interact with every day in Clarity Human Services.

- ✓ **A Better Experience:** Designed to be clean, professional, and easy on the eyes.
- ✓ **Faster & More Reliable:** Powered by a super-responsive, modern infrastructure that improves loading speeds and system stability.



A Top-Notch User Experience

- ✓ **Modern Look:** Delivers a sleek, intuitive workspace shaped directly by years of community feedback.
- ✓ **Minimize Clicks:** Key client details are placed front and center, removing friction from your daily data entry.
- ✓ **Mobile First Design:** Fully responsive layouts empower your outreach teams to use Clarity seamlessly on phones and tablets in the field.
- ✓ **Inclusive Access:** Complete 508-compliance ensures an accessible, equitable experience for all community users.

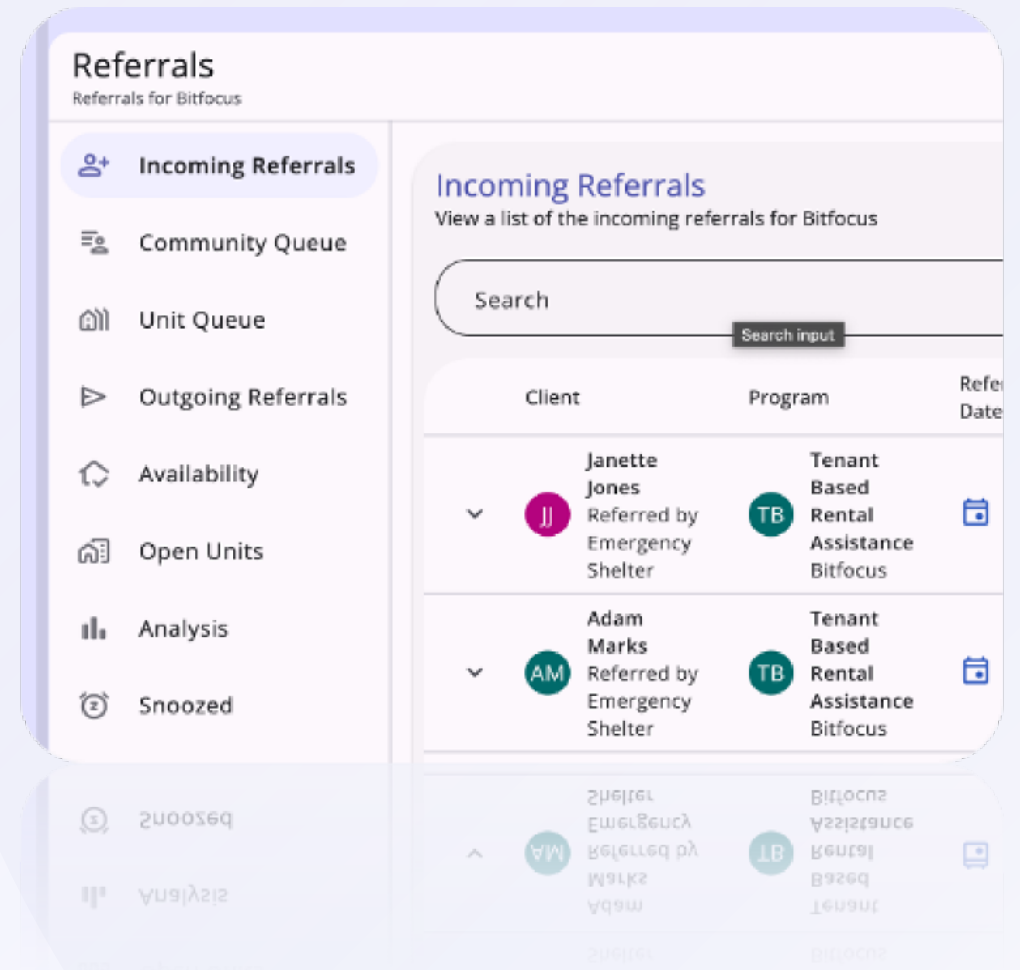


Built on a super responsive infrastructure

- ✓ 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

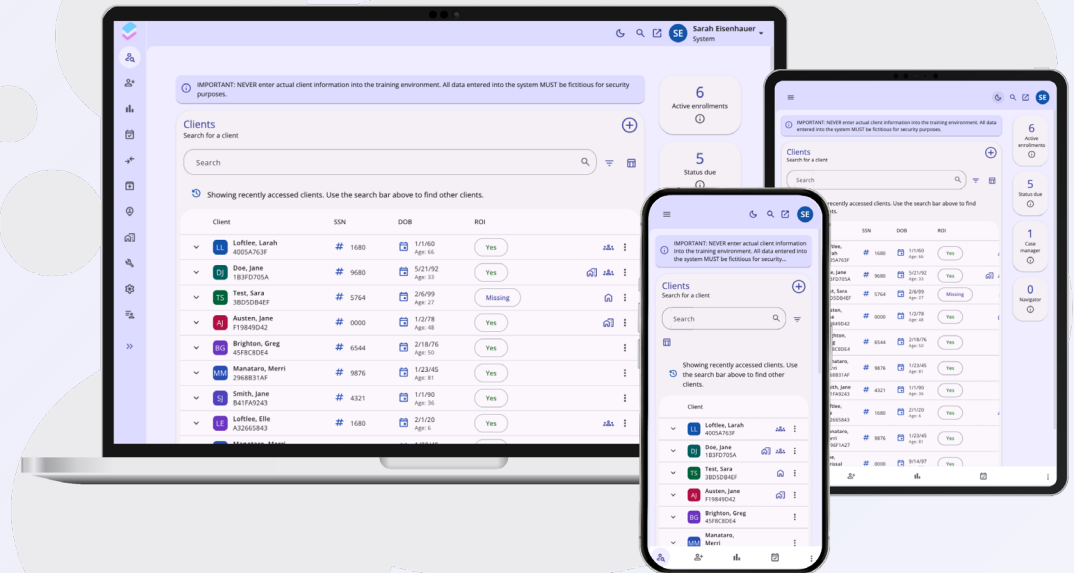
What's available in the new interface?

- ✓ All **Client Module & Coordinated Entry** features will be available in the new interface by Fall 2026. This includes:
 - ✓ Client and household management
 - ✓ Programs
 - ✓ Assessments
 - ✓ Services
 - ✓ Case management tools
 - ✓ Contacts and Locations
 - ✓ Privacy
 - ✓ Full Assessor, Matchmakers & Provider workflows
 - ✓ All Referral Methods
 - ✓ Direct referrals
 - ✓ Eligibility Determination referrals
 - ✓ Community Queue
 - ✓ Unit Queue
 - ✓ CE Events
 - ✓ And more!



When can I try it out?

- ✓ Much of the new UI experience is **already available for use!**
 - ✓ For now, you can switch between interfaces at any time using the . Effective October 1, 2026, this switch will be removed.
- ✓ The new interface was enabled for HMIS Admin on **July 9, 2026**. All other end users beginning **August 3, 2026**
 - ✓ Login to Clarity as usual
 - ✓ You will be routed to the new interface
 - ✓ Any screen not yet available in the new interface will automatically display in the previous one.



Timeline

✓ Phase 1: Preparation

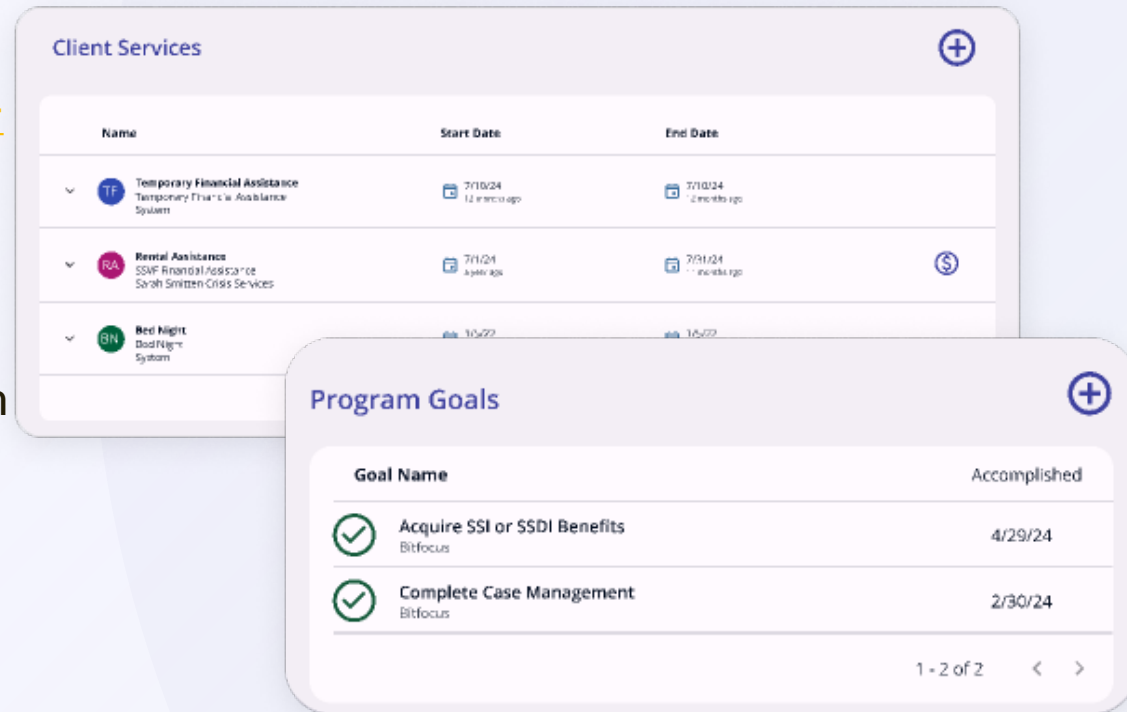
- ✓ 6/10 to 7/8 Pilot Group
- ✓ <https://learn.bitfocus.com/clarity-human-services-new-interface>
- ✓ <https://www.csb.org/providers/hmis/>

✓ Phase 2: Training

- ✓ HMIS Admin+, Friday 7/10/2026 at 10am
- ✓ All HMIS End Users, Wednesday 8/5/2026 at 1pm
- ✓ Open Office Hours: Wednesdays beginning 8/5/2026 3-4pm

✓ Phase 3: Implementation

- ✓ Final date is **October 1, 2026**



The image displays two overlapping screenshots of the new Clarity Human Services User Interface. The top screenshot shows the 'Client Services' section with a table of services. The bottom screenshot shows the 'Program Goals' section with a table of goals.

Client Services		
Name	Start Date	End Date
TF Temporary Financial Assistance Temporary Financial Assistance System	7/10/24 12 months ago	7/10/24 12 months ago
RA Rental Assistance SSWF Rental Assistance Sarah Smitten Crisis Services	7/1/24 a year ago	7/1/24 11 months ago
BN Bed Night Bed Night System	10/2/22	10/2/22

Program Goals	
Goal Name	Accomplished
✓ Acquire SSI or SSDI Benefits Bitfocus	4/29/24
✓ Complete Case Management Bitfocus	2/30/24

Training Resources



Open Office Hours

- ✓ Weekly on Wednesdays beginning July 15, 2026 3-4pm



Help Center & LMS

- ✓ Visit the special section in the [Bitfocus Help Center](#) on the new UI
- ✓ LMS: [New Interface Course](#)



Specific Articles

- ✓ <https://help.bitfocus.com/how-do-i-create-a-household-and-manage-members-ni>



Local Resources

- ✓ <https://www.csb.org/providers/hmis/>
- HMIS@CSB.org

Staff Walk Through

- ✓ Search for a client
- ✓ Add a new client
- ✓ Add a family member
- ✓ Add an ROI
- ✓ Enroll a client

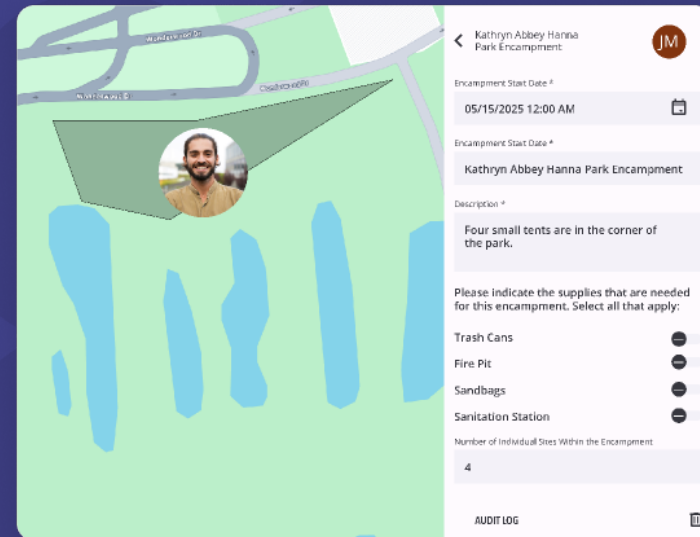
- ✓ Add a family member to an enrollment
- ✓ Provide a service to a client
- ✓ Provide an assessment to a client
- ✓ Exit a client

- ✓ Client/Agency level vs. Program level
- ✓ Community queue
- ✓ Switch agency
- ✓ Dark mode

The screenshot shows a mobile application interface for adding a new client. The form is titled 'Add Client' and includes a close button (X) in the top right corner. Below the title, it says 'Complete this form to create a new client'. The form fields are as follows:

- Social Security Number ***: A text input field with a placeholder 'XXX-XX-XXXX'.
- Quality of SSN ***: A dropdown menu with 'Select' as the current option.
- First name ***: A text input field.
- Last name ***: A text input field.
- Middle name**: A text input field.
- Suffix**: A dropdown menu with 'None' as the current option.
- Quality of Name ***: A dropdown menu with 'Select' as the current option.
- Quality of DOB ***: A dropdown menu with 'Select' as the current option.
- Consent Refused**: A toggle switch currently turned off.
- Buttons**: 'Cancel' and 'Save' buttons at the bottom right.

Questions?



Kathryn Abbey Hanna Park Encampment

Encampment Start Date *

05/15/2025 12:00 AM

Encampment Start Date *

Kathryn Abbey Hanna Park Encampment

Description *

Four small tents are in the corner of the park.

Please indicate the supplies that are needed for this encampment. Select all that apply:

Trash Cans ☐

Fire Pit ☐

Sandbags ☐

Sanitation Station ☐

Number of Individual Sites Within the Encampment

4

AUDIT LOG