

HMIS Transition to Bitfocus Clarity

Frequently Asked Questions (FAQ)

Why is Connecticut transitioning to a new Homeless Management Information System (HMIS)?

This transition provides an opportunity to improve usability, system performance, reporting capabilities, and workflows while better supporting providers across the state.

Bitfocus' HMIS platform, Clarity, was selected because of its user-friendly design, modern interface, and streamlined functionality. The decision followed a thorough evaluation process led by the Data Strategy Board's RFP Subcommittee. Committee members independently reviewed written proposals, evaluated live software demonstrations, considered findings from previous HMIS studies, and assessed the impact on system users before making their recommendation.

When will the conversion take place?

The conversion will occur in two phases:

Phase 1: Migration of all data covered by HUD Data Standards, expected to be completed in late March to early April.

Phase 2: Migration and implementation of Connecticut-specific custom functionality, expected to be completed in late May to early June.

What is the new system like?

Clarity provides a simple, intuitive interface for collecting required data and supports the role-, organization-, and project-level configurations currently used in Connecticut.

Additional features include:

- Community-wide shelter and housing waitlists that can be sorted and prioritized based on Connecticut's needs
- Automatic creation of Coordinated Entry events when referrals are made to projects
- Integrated data collection fields within case notes
- More than 175 prebuilt reports, including federal, data quality, and agency-level reports

Who is Bitfocus, and what experience do they have with HMIS?

Bitfocus is an HMIS software vendor headquartered in Nevada that specializes exclusively in HMIS solutions.

The company currently serves more than 100 communities nationwide, including statewide implementations in Rhode Island, Vermont, and New Hampshire.

Learn more about Bitfocus at Bitfocus.

What is Clarity?

[Clarity](#) is the HMIS software platform developed by Bitfocus.

To learn more about the software and its technology, view the [Clarity](#) overview video.

What does my organization need to do to prepare for this transition?

At this stage, organizations should focus on ensuring their HMIS data is accurate and up to date. This includes:

- Enrolling all clients who should currently be enrolled in programs
- Exiting clients who should no longer be active in programs
- Reviewing records for completeness and accuracy

As the migration progresses, additional guidance and next steps will be communicated. Agency HMIS Data Coordinators (HDCs) will serve as primary points of contact for transition-related communications.

Will we receive training on the new software?

Yes. Training will be provided for all end users as the system approaches its go-live dates. Additional information about training schedules and resources will be shared in advance.

Will Nutmeg continue providing system administration support?

Yes. Nutmeg will remain the system administrator for CT HMIS.

Support requests should continue to be submitted through help@nutmegit.com.

What functionality will be converted?

All functionality required to comply with HUD Data Standards will be converted.

The project team is currently evaluating Connecticut-specific custom functionality to determine:

- What functionality already exists within Clarity
- What functionality may need to be recreated or customized

Further updates will be provided as the evaluation progresses.

What opportunities will there be for stakeholder input?

The transition team is committed to gathering feedback throughout the implementation process. Opportunities for stakeholder input will be shared as project planning advances and may include meetings, demonstrations, testing activities, and feedback sessions.

How can I stay informed about the transition to Clarity?

Transition updates will be communicated through multiple channels, including:

- Statewide meetings
- CT HMIS communications and announcements
- Nutmeg's weekly newsletter

If you do not currently receive the newsletter, visit cthmis.com and subscribe using the newsletter sign-up form at the bottom of the homepage.