

## Goals and Use of the Help Desk

The goal of the Safe Harbors Help Desk Support Team is to provide tools and knowledge that empowers customers of the Safe Harbors System to be effective in using the HMIS.

The help desk ensures timely dispatch, follow-up and effective resolution of customer issues through a single point of contact. If the issues or concerns being addressed by the Help Desk are related to the Basic Training, the Help Desk staff may suggest coming back for training.

The Help Desk documents and analyzes customer issues and concerns to identify training and support needs. Safe Harbors understands that the information from Basic Training may be overwhelming for some people. So here are a few things to remember:

- **One training session may not be enough.**
  - Targeted and customized training is available.
  - Call and sign up for additional sessions
- **Your single points of contact are e-mail and Help Line.**
  - Provide your contact information
  - Describe your request or issue
  - Describe importance or level of impact
- **Please contact us in the following ways:**
  - Phone: 206-386-0030
  - E-mail: [SafeHarborsHMISHelp@seattle.gov](mailto:SafeHarborsHMISHelp@seattle.gov)
  - Web site: [www.safeharbors.org](http://www.safeharbors.org)

### ***Does your agency have a plan for Safe Harbors oversight?***

We all know that a critical component of success is planning. The Safe Harbors program will be requiring an agency oversight plan as part of our certification process.

The certification process will be rolling out in June and will be a requirement for all participating agencies.

More information will be available soon and covered in detail at the next agency partner meeting in July.



## How do I handle clients with Domestic Violence background?

Any client who identifies as a survivor of domestic violence should be represented in the HMIS for reporting purposes. However, they should **NOT** be entered with "identifiers." *We define identifiers as name, SSN, date of birth and last permanent address.* If you have clients that are not in HMIS because they have been identified as DV survivors you should begin entering them now.

Entering all clients into HMIS helps ensure your reports will produce accurate results. You should use nearly the same process for clients who are experiencing DV or are at risk of becoming victims (it is important that you use that lens when determining to enter identified data) as you do for clients that deny consent. We will have policy direction on this soon.

Ask us questions if you're not sure. We want first and foremost to protect the clients in HMIS.

### Partners Meeting

Don't forget our next Partners Meeting will be held on July 13, 1:30 to 3:30 p.m. at this new location: **Mercer Island Library. 4400 88<sup>th</sup> Ave. Southeast, Mercer Island, WA 98040**

Some of the discussion items are: Sponsoring Partner developed work plan, training schedule changes, the 2010 Safe Harbors contract requirements, and HUD updates.

We are looking forward seeing you there!

### *Support Services*

In-House Training – Your Implementation Specialist can schedule site visits anytime to do one-on-one or group trainings specific to your programs.

Contact us to set up a WebEx or an In-House Training M-F.

[SafeHarborsHMISHelp@Seattle.gov](mailto:SafeHarborsHMISHelp@Seattle.gov)

**Craig Osborne, Help Desk:**  
[craig.osborne@seattle.gov](mailto:craig.osborne@seattle.gov)  
206-386-0030

**Mei Lin Tangalin,**  
Implementation Specialist:  
[meilin.tangalin@seattle.gov](mailto:meilin.tangalin@seattle.gov)  
206-233-7083

**Monica Humphrey**  
Implementation Specialist  
[monica.humphrey@seattle.gov](mailto:monica.humphrey@seattle.gov)  
206-386-4257

Also, please refer to the Safe Harbors Web site regularly for updates and information:  
<http://www.safeharbors.org>