What Will Be Covered?
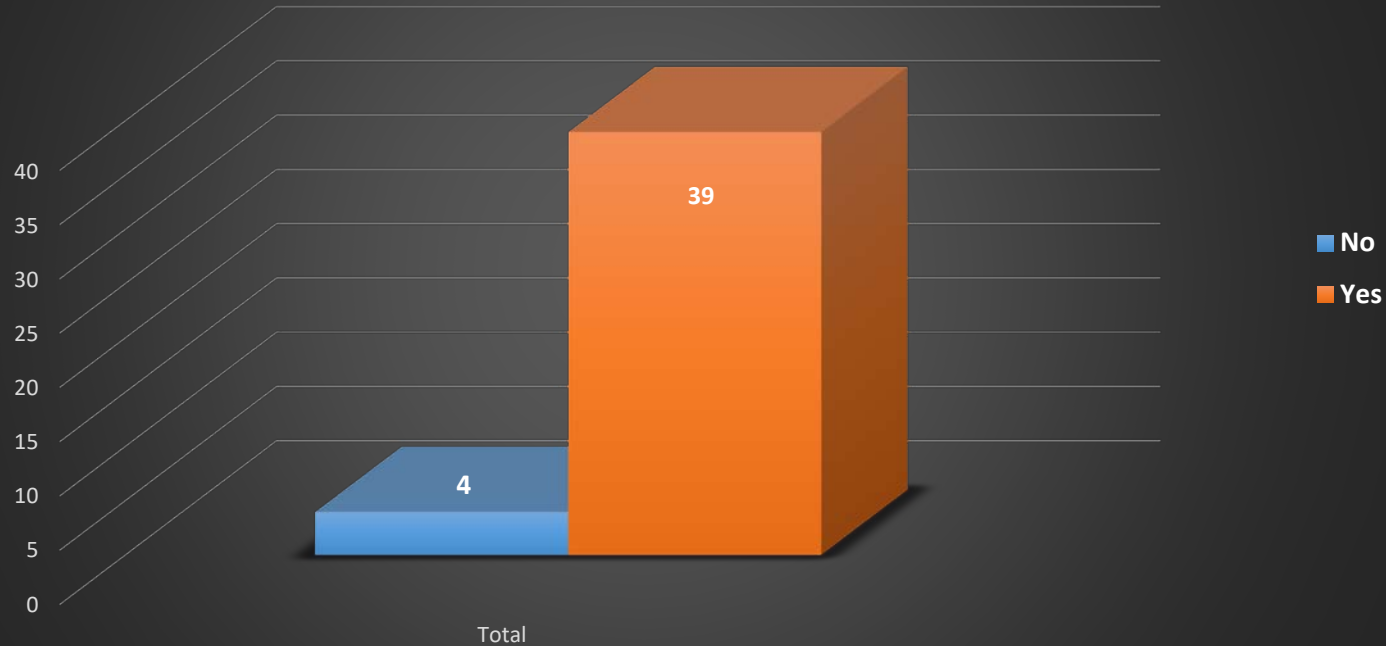
- HMIS Help Desk Survey Results Including:

-Needing Help With HMIS

-Difficulty of the Software

-Attendance of HMIS EOTF meeting

-Professionalism/Assistance

-Additional Comments

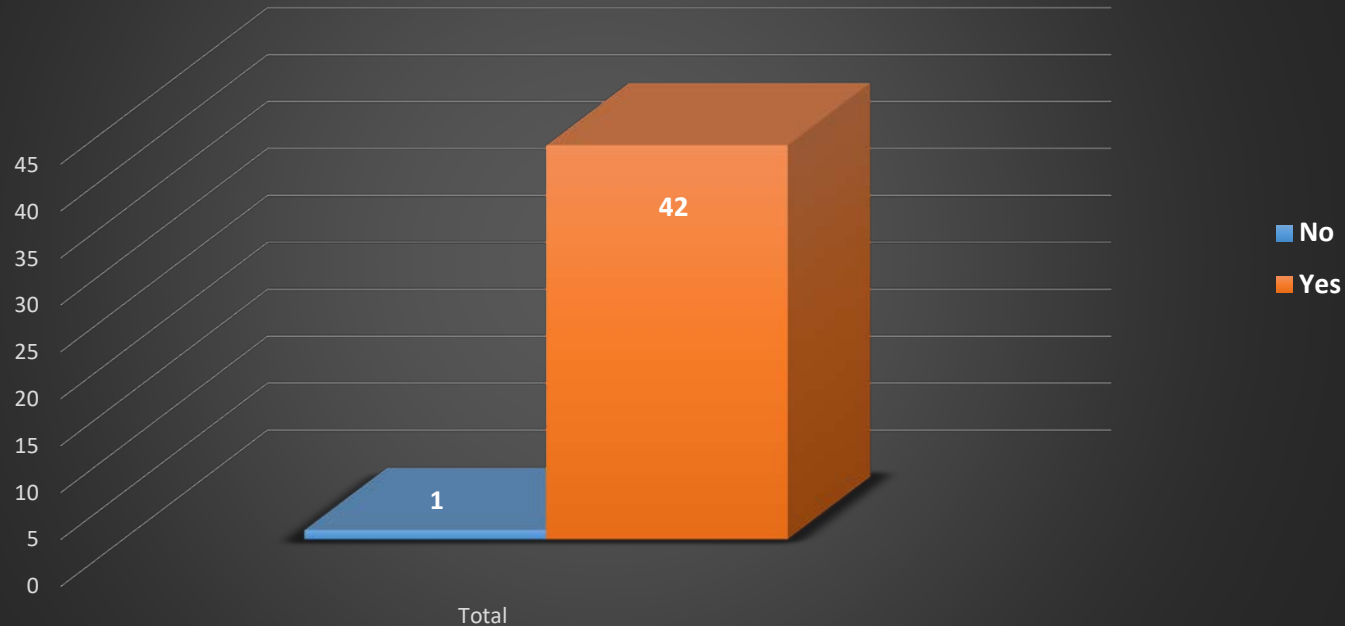- Clarity Feature Update-December 2022

- Conclusion/Questions

Needing Help With HMIS

Have you ever needed help with an issue using HMIS?

Help With HMIS (Continued)

**If yes, did you call the EPCH and did they help you with your question or issue within HMIS?**

For the users who said NO…

- Users answered saying they just started with HMIS or are comfortable with the system.

- Remember, the system is always updating with new features or making it easier for users to fix any issues they have.

- Don't be afraid to ask for help!

Difficulty of using HMIS

How difficult is it to use the Clarity HMIS Software for your everyday task?

- 35% Extremely not difficult
- 26% Neutral
- 2% Somewhat difficult
- 37% Somewhat not difficult
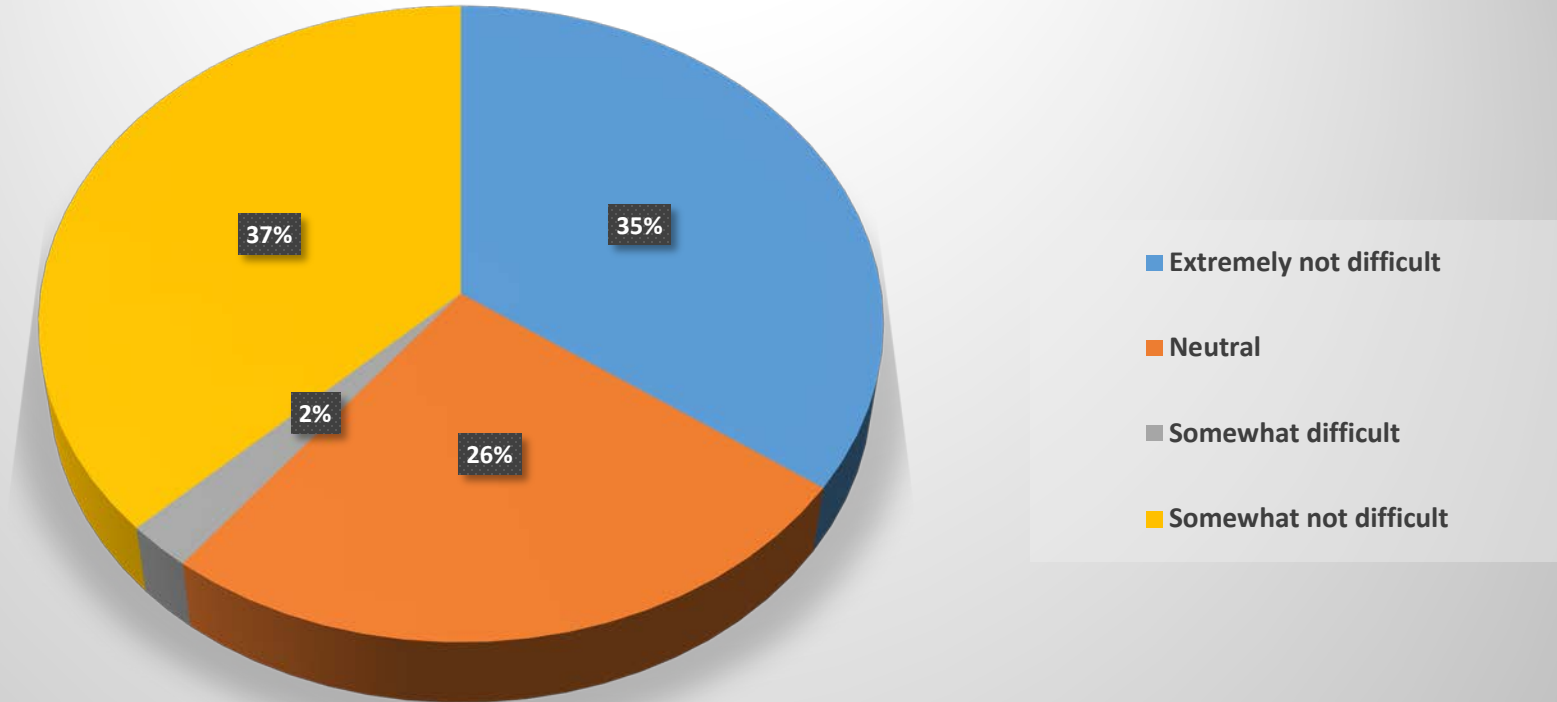
Help in Using HMIS

- If you would like additional training (reports, helpful tips, etc.) or refresher training (Individual or team), contact Denver.

- There are how-to documents on the basics and some advanced how-to on the EPCH website. (www.epchomeless.org)

- Power Point presentations from the HMIS Steering Committee meetings will be posted as well.

What feature would you like?

- When creating a client profile, there should be an option on the Social Security Number drop-down box, to include, client is not a U.S. Citizen to show why there is not an SSN.

- When I make mistakes, I would like to delete them instead of calling the great staff at HMIS staff so often.

- Keep an archive of reports that have been generated/run multiple reports.

- For the referrals to have the name of the case manager who is working the case while they are not placed into any services.

- It would be nice to not have to reopen client file to enter missed services once client has been exited.

Attendance of HMIS ETOF meeting

Have you join the HMIS Eyes On The Fries Lunch Meeting?

9

32

No   Yes
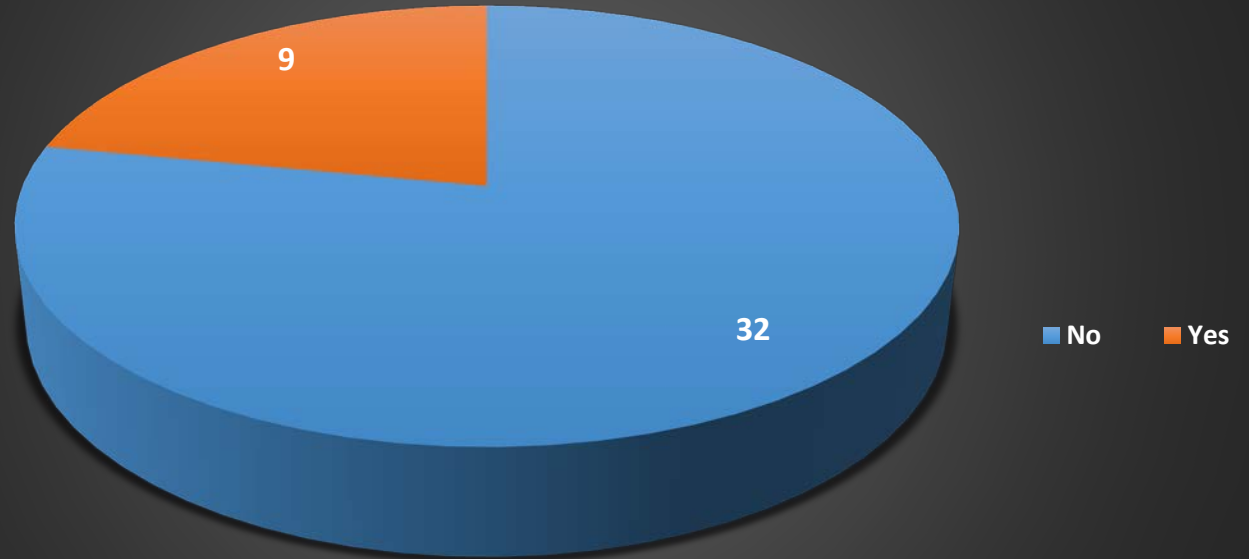
What did you like about it?

- Open floor
- I like to hear other SM questions and answers to help me learn more and practice
- I liked the fact that the HMIS instructor knew exactly what I was referring to and explained the reports in depth, so I can understand.
- The fact that agencies are given the opportunity to learn on various topics.
- It is an amazing resource not only as a refresher but also to understand new features Clarity has available.
- I love the detailed explanation of what the questions are asked.

Benefits of the HMIS ETOF…

- The HMIS EOTF lunch meeting is for HMIS users to be able to ask any questions about either their program setup, clients in their programs, learn something new or to resolve an issue they are not sure about.

- We have been asked to have it at different times so other HMIS users can have the same access to the HMIS staff. I will be looking more into this.

- Remember, this meeting is for you! Take advantage of these meetings as much as you can!

Professionalism & Assistance

How professional is the HMIS Staff at the El Paso Coalition for the Homeless?

- Neither professional nor unprofessional
- Very professional
- Very unprofessional
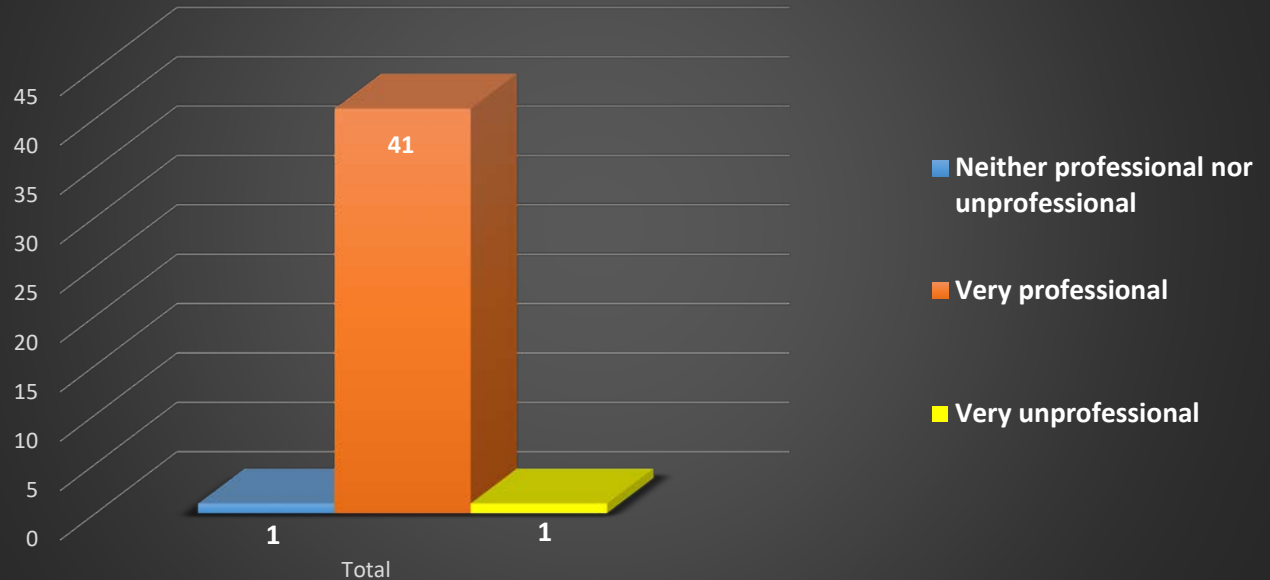
How Can We Be Better???

- At times, we are either out of the office or busy with other HMIS users. You can always leave us a voicemail or send us an email and we will reach out to you with an answer.

- When it comes to help desk tickets to Bitfocus, sometimes they can take a day or two to solve or complete. Remember, we will always send updates when we receive them. You can always call or email to ask about the status of the ticket at any time.

- We may sound like we are questioning you, but it may be due to not understanding your question. If we ever sound rude or unprofessional, please let us know or contact our director.

Additional Comments

- Thank you for being so fast to respond to questions

- The staff at El Paso Coalition is the greatest team I have ever work with. They are always follow-up on any requests.

- I really like the transition from 211 to El Paso Coalition. Before we struggle with our clients to understand the process and they don't ask for the coordinated entry and they got confused with all the process. Now are very easy for clients and also for case managers. Thank You so much.

- Gary and Denver are always there to help and are always nice. I know when I have a question, they get back to me and explain everything.

- Gary is great and very knowledgeable and helpful as well as Denver he is always available and very helpful as well, they are both amazing at what they do they always answer our agencies calls and help us threw the situation we might have thank you both for all your help and for your dedication.

Clarity Human Services: December 2022 Feature Updates

Now Live!

Release Schedule:

- **All Training Sites:** Monday, November 28, 2022

- **All Production Sites:** Monday, December 12, 2022

Feature Update-Dec 2022

Update Includes:

- Auto removal from CQ when client is deceased.

- Adding program group Members to enrollment (Updated)

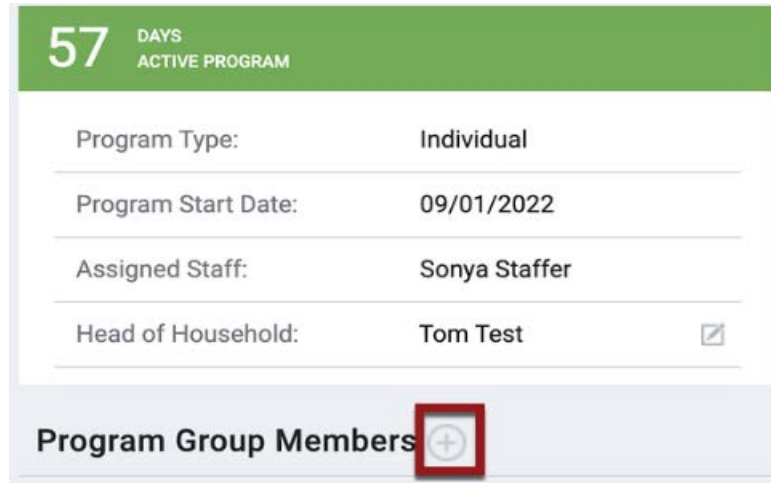- Auto Exit logic for night-by-night Emergency Shelters

Auto Removal from CQ

- If a client's last exit destination is listed as "deceased", the client was automatically removed from CQ with an answer of "Housed with community inventory".

- This will now change and say "Automated removal-Deceased". This will show in the referral history as well.

Adding Program Group Members

- The Bitfocus team has enhanced performance speed on their servers when needing to add program group members.

- Before, users would have to wait some time for servers to update before adding clients. Now, you should be able to do it right away!
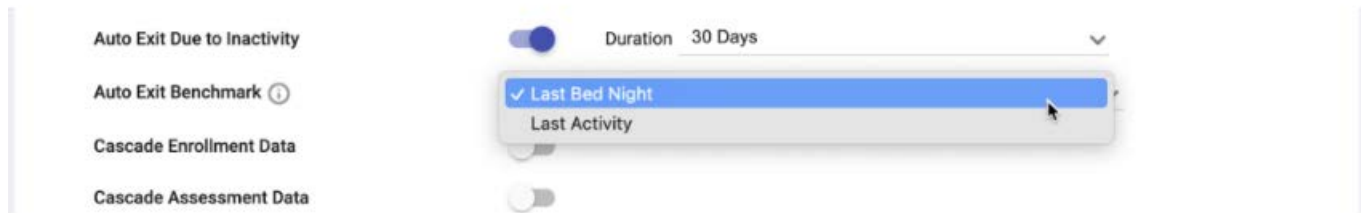
Auto Exit for N-B-N Shelters

- When clients are auto-exited from Night-by-Night Emergency Shelters, the system currently records the Project Exit Date as the day after the client's last bed night.

- We can now set this for either the "Last Bed Night" or "Last Activity" for a clients auto exit date to be set by the system.

- We recommend to still use the "Last bed Night" as the correct date for Auto Exit.

Conclusion

➢ Thank you to everyone who took the survey! If you have not and would like to submit one, please let me know. We would like to get everyone's thoughts!

➢ If you need any additional training or any help with HMIS, please reach out to us. We are here for you!

➢ The December Feature Update is now live! November's Feature update is also now live! Any questions, please let us know!
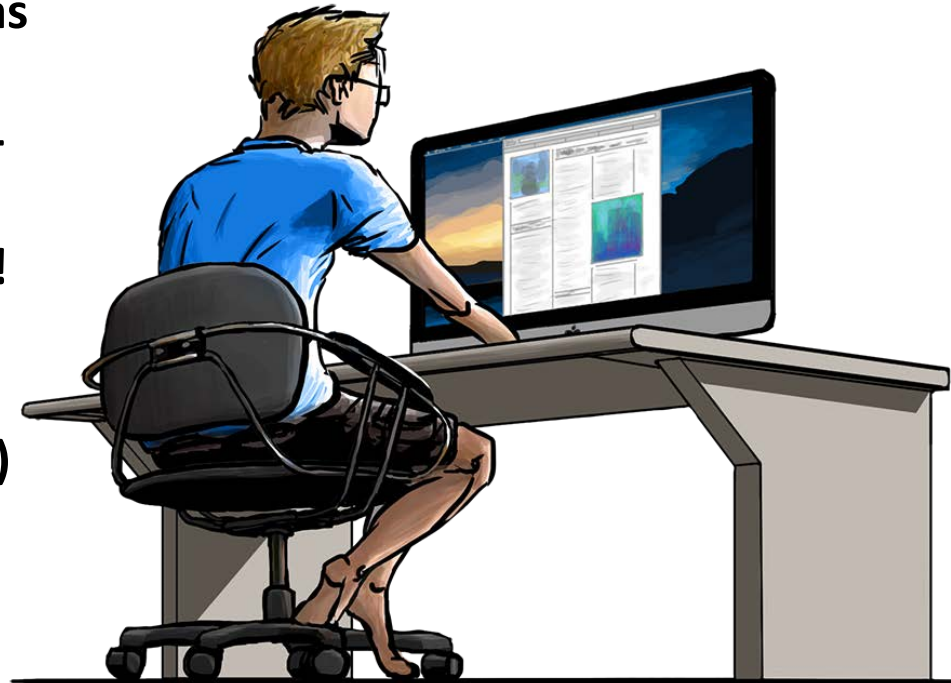
Any Questions?
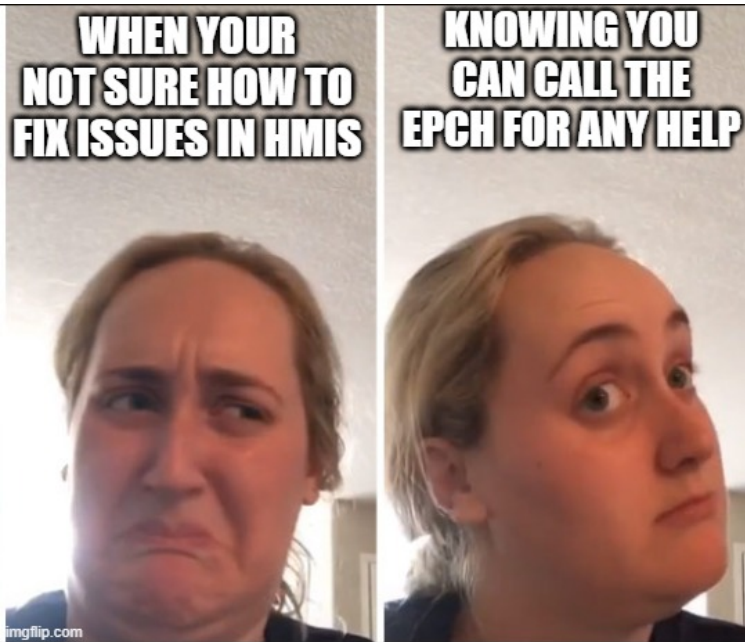
EPCH HMIS "Eyes on the Fries!"

HMIS Zoom Lunch Meeting!

- **Open to anyone who needs help or has questions with HMIS!**
- **Zoom meeting will be from 11:30am-1:30pm**
- **Next meeting is this Friday 12/16/22!**
- **Bring your questions, concerns and lunch!**
- **Hosted by Denver Herald (HMIS Tech)**

Hope To See You There!

Thank you!

EPCH Contact Information:

-Gary Gray-HMIS Senior Administrator

ggray.epch@elp.twcbc.com

-Denver Herald- HMIS Support Technician

dherald.epch@elp.twcbc.com

-EPCH Phone Number (Office Hours: M-F 8am-5pm)

(915) 843-2170

WE ARE HERE TO HELP!