

El Paso HMIS
Steering Committee Meeting
“The More You Know”



January 2022
epchomeless.org

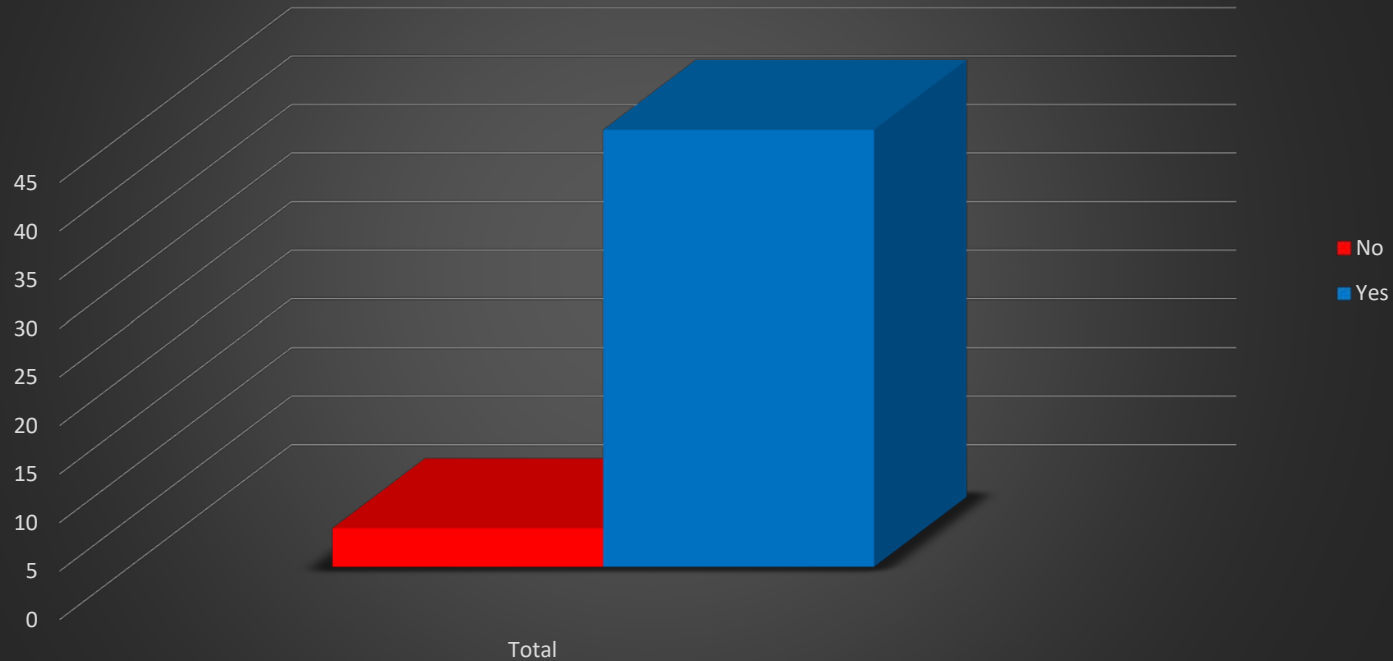
What Will Be Covered?

- HMIS Help Desk Survey Results Including:
 - Needing Help With HMIS
 - Difficulty of the Software
 - Professionalism/Assistance
 - Additional Comments
 - Questions/ Conclusion



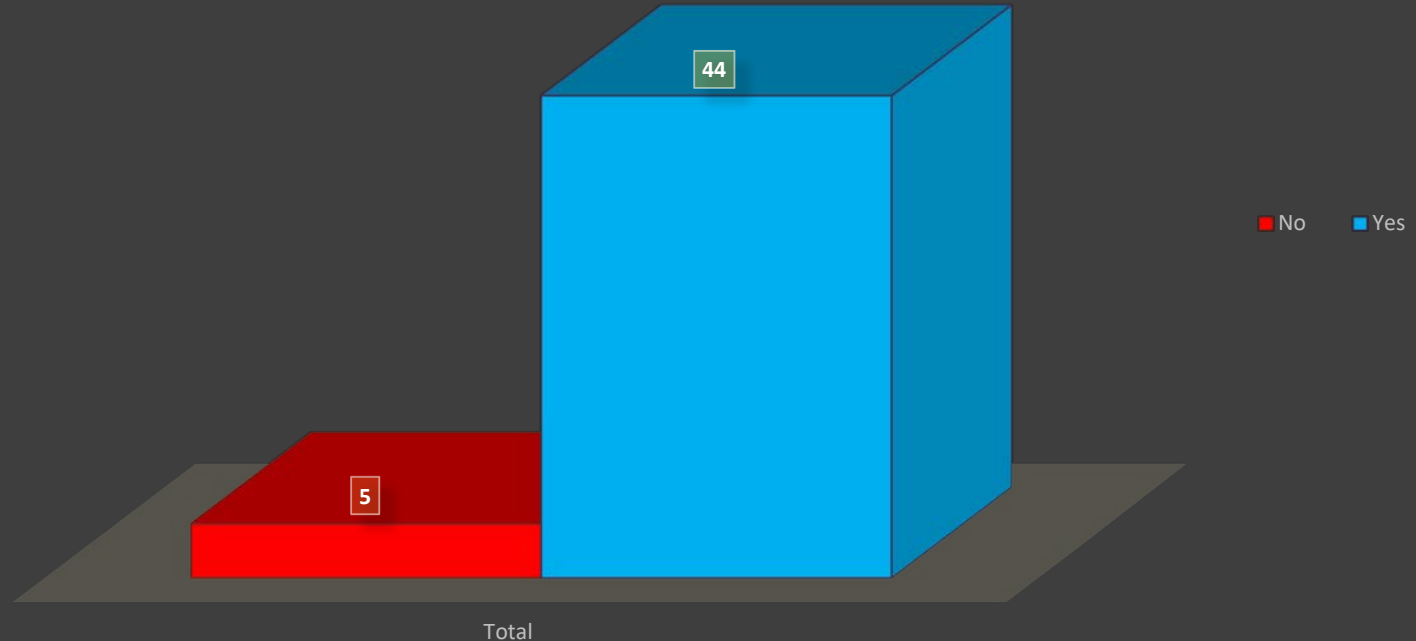
Needing Help with HMIS

Have you ever needed help with an issue using HMIS?



Help with HMIS(Continued)

If yes, did you call the El Paso Coalition for the Homeless and did they help you with your question or issue within HMIS?

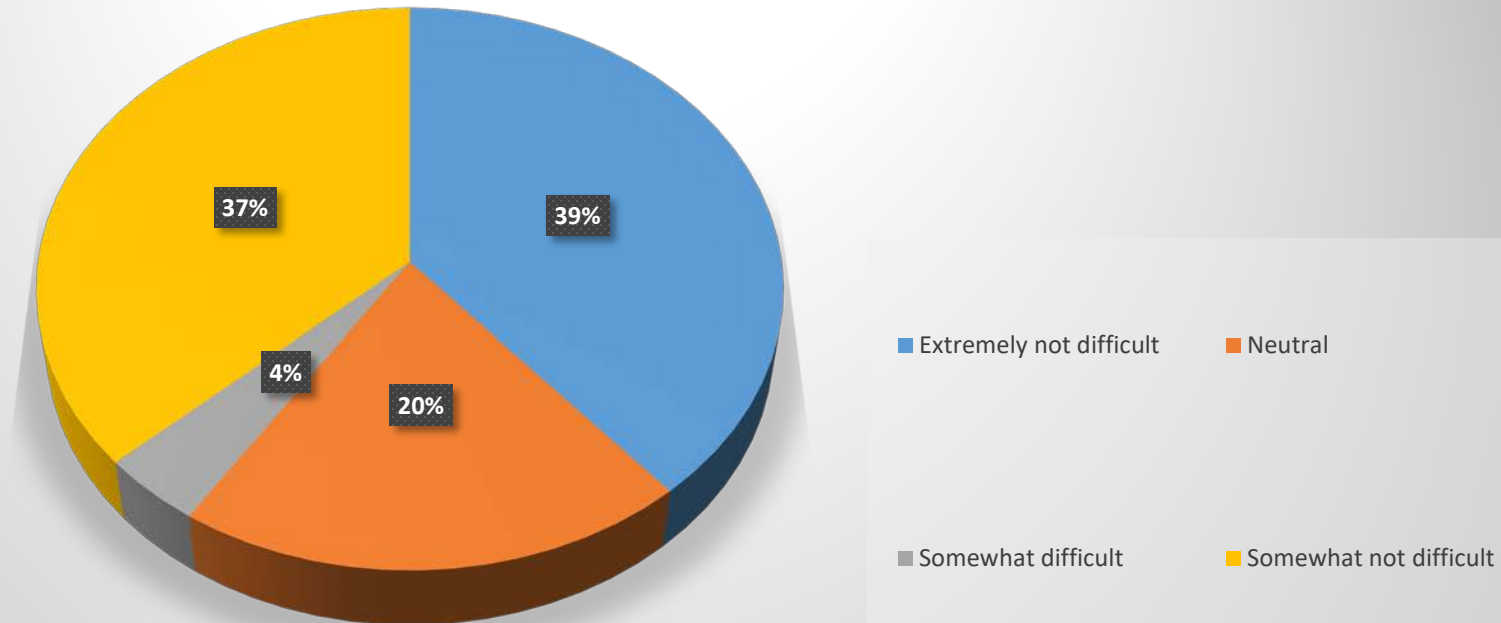


For the users who said NO...

- Some users have said they have had no issues yet or have been able to navigate the HMIS on their own.
- Others have said they get help from other co-workers.
- Some say they are good and don't need the help!

Difficulty of using HMIS

How difficult is it to use the Clarity HMIS software for your everyday tasks? (Example: Creating a client profile, adding client to a program, providing services, exiting a client from a program)

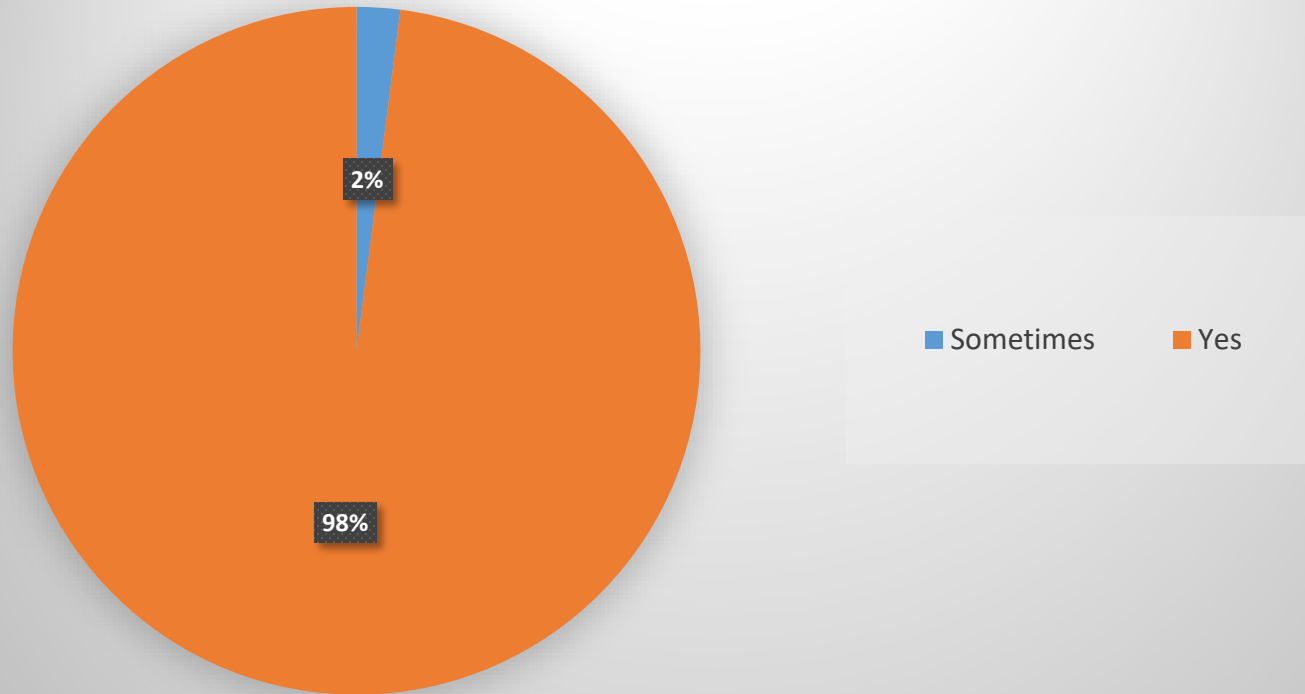


Help in Using HMIS

- If you would like additional training (reports, helpful tips, etc.) or refresher training (Individual or team), contact Denver or Gary.
- Some have asked for a HMIS manual to help with any issues with HMIS before calling the EPCH for help.
- Having HMIS Power Point's for reference on how to build reports, fix issues, and updates to HMIS.

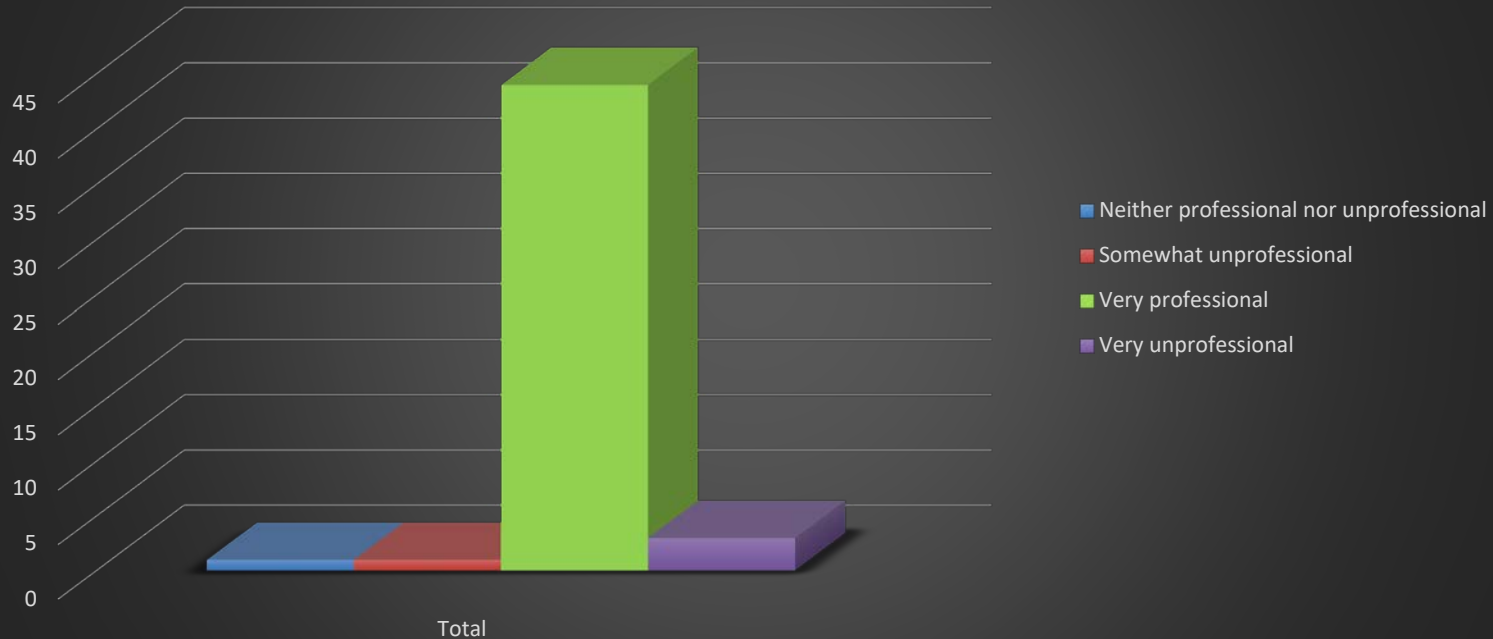
Professionalism & Assistance

Is the staff at The El Paso Coalition for the Homeless friendly and courteous when assisting you with HMIS?



Professionalism & Assistance

How professional are the HMIS staff at the El Paso Coalition for the Homeless?



How Can We Be Better???

1) Changes in HMIS- We will try to send an email to all users about the changes that have been or will be made. Keep in mind, we do not change any features in the system. Clarity will always follow HUD standards and make changes accordingly. We will only make changes to programs or clients that you want us to make.

2) Help Desk- We understand finding information and fixing it can be a challenge to all of us. We will work to be more patient with you in trying to fix issues you may have. We may have questions pertaining to what you want fixed, but it's for us to understand and make sure we are doing the right thing and following HUD Data Standards.

3) Tickets to Clarity- Sometimes there are things we can't fix on our own. We will always send a help ticket to Clarity for you and keep you updated until resolved.

Additional Comments

- "I love the addition of the chat bar"
- "It's a very easy system to work with"
- "I think its great what El Paso has managed to do in implementing and utilizing something like HMIS, and their staff are just AMAZING!"
- "Printing Case notes takes forever to print"
- " It would be great if we could print out all of our case notes together for our caseload instead of per client"
- "Monthly Meetings would be great!"
- "Can you please have like a dummy files we can download to do certain stuff, that way we have reminders of how to do some simple stuff."
- "May I suggest short training meetings. Let's say something like "brown bag" (training at lunch time). There would be a schedule with a list of topics/subjects to review weekly, and people could join as needed. "
- "Make more training power points with instructions and disburse to our programs. Also continue their trainings because these are extremely helpful."

Conclusion

- If you feel yourself or your team/organization needs any training (refresher or advanced), please reach out to Gary or Denver. We can schedule either a zoom training or in-person training ASAP!
- If you have any issues with a client profile, enrollment, exit, auto-exit or services, please do not hesitate to give us a call or email us. We are here to help in any way we can!
- Thank you to everyone who took the survey! If you haven't and would like to submit a survey, let us know so we can send you the link!
- Any questions or comments?

Thank you!



EPCH Contact Information:

-Gary Gray-HMIS Senior Administrator

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-Denver Herald- HMIS Support Technician

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

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WE ARE HERE TO HELP! HAPPY NEW YEAR!