El Paso HMIS
Steering Committee Meeting
"The More You Know"

El Paso Coalition for the Homeless

August 2023
epchomeless.org

What Will Be Covered?

- Clarity Feature Update – August 2023

- The Importance of Documentation

- Tools to help you document

- Conclusion/Questions

Clarity Update-August 2023

- August 2023 update will be live on August 21st, 2023.

- Update includes Add Connection Logic and Group Enrollment Pop-Up Notification

New Update Coming Soon!

Bitfocus

## Clarity Human Services: August 2023 Feature Updates

Release Schedule:

- **All Training Sites:** Monday, August 7, 2023

- **All Production Sites:** Monday, August 21, 2023

Clarity Update-Add Connection

- When a client or household is enrolled into a program and the referral is NOT connected, users have the ability to fix that.
- However, if a there is no program to connect to, the ADD CONNECTION button will not show.
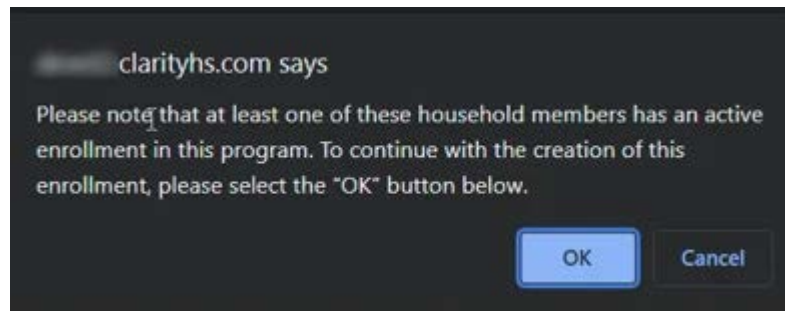
Program Available:
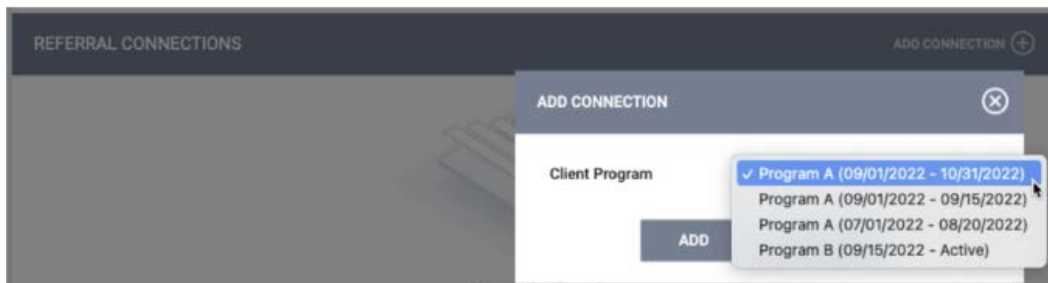
Program NOT Available:

Clarity Update-Group Enrollment

- If a user tries to enroll a client into a group enrollment for a program in which the client already has an active enrollment, the system will allow the client to be enrolled. However, the system will display the following pop-up:

clarityhs.com says

Please note that at least one of these household members has an active enrollment in this program. To continue with the creation of this enrollment, please select the "OK" button below.

OK   Cancel

- If you plan to do this, please contact the EPCH HMIS staff to delete the "Individual" enrollment. This will create a data error if not fixed.

Documentation

Medical Coding & Billing specialist live by one rule....

As HMIS users, we should live by the same rule.

Why is it important?

What's the impact?

       -Disability Status: Establishes permeant supportive housing eligibility

       -Head of Household: Anchors many reports

       -Exit Destination: Program Success Indicator

       -Chronic Homelessness: Sets priority for housing

Some of the potential implications affect the CoC (Head Of Household & Exit Destinations) while others affect the client (Disability status & Chronic Homelessness)

Clients receive the most appropriate resources when their information is complete and services are documented. This can also help clients later when looking to receive other services from other agencies & programs.

Tools you can use to help!

Notes Tab (All programs):

PROFILE   HISTORY   SERVICES   PROGRAMS   ASSESSMENTS   **NOTES**   FILES   CONTACT   LOCATION   REFERRALS

CLIENT NOTES   ADD NOTE ⊕

CLIENT NOTES

Title	Client staying with family on street
Category	No Category ⌄
Agency	System
Date	08/07/2023 📅 **Time Tracking** Select ⌄ Select ⌄
Note	**B** *I* ≔ ≔

Simpson family was found behind shopping center on Fairbanks & Rushing. Family is husband, wife and 3 kids. Family is sleeping in vehicle and needing shelter. Had client contact CE for assistance.

Private   ⬤〇

Tools you can use to help!

Case Management service (All Programs):

Enrollment   History   **Provide Services**   Assessments   Notes   Files   Forms   ✕ Exit

Services

Case Management	Case Management ⌄

Case Management   ⌄

Start Date: 08/07/2023 📅 25   **End Date:** 08/07/2023 📅 25

Service Note :

[B] [*I*] [≔] [≔]

Contacted family behind shopping center on Fairbanks & Rushing behind Family Dollar. Family is husband, wife and three kids. Family living in vehicle and needing shelter or housing. Gave husband CE number. Client number is (575)500-1234.

Tools you can use to help!

Current Living Situation Assessment (Street Outreach, Coordinated Entry & Emergency Shelters):

Enrollment   History   Provide Services   **Assessments**   Notes   Files   Forms   ✕ Exit

Assessments

LINK FROM ASSESSMENTS

Current Living Situation   **START**

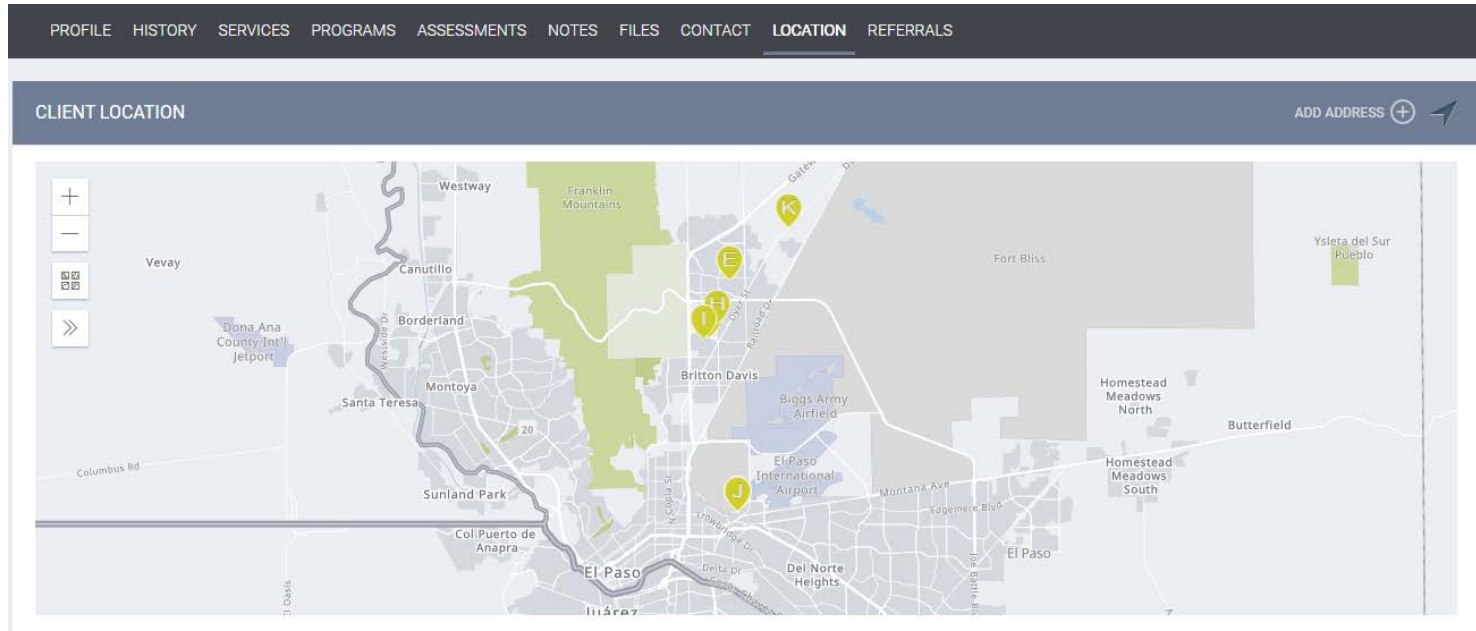|	
Date of Contact	08/07/2023
Current Living Situation	Place not meant for habitation (e.g., a vehicle, an abandoned building, bu⌄
Location Details	Client living in vehicle behind Family Dollar on Fairbanks & Rushing. Client has family (Wife and three kids).

NOTE: This should always be entered when a client has moved from one location to another.

Tools you can use to help!

Location Tab (Street Outreach, RRH, PSH & HP):
- Click on the **+** icon to Add Address or click on the Arrow icon to set a pinpoint location the map. This also allows you to use GPS if you are entering a client from a cellphone or tablet.
- Document what type of address it is (Home, ES, Tunnel, Encampment, etc.).

Tools you can use to help!

Status Assessments (All Programs):

NOTE: Status assessments are similar to the enrollment screen. Here, you can capture any changes to this client (Disabling Conditions, Income, Non-Cash Benefits and Health Insurance).

Capturing these changes will show in reporting and detail the changes the client is facing.

You can use this every 3-6 months, even if nothing has changed for the client.

Conclusion

➢ August update will be live in the next few weeks!

➢ Documentation is the best thing you can do for your clients. The more information, the better we all can assist.

➢ Look into using the tools listed today. They can be a big asset to your clients, program, organization and overall, the community!

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 on Friday 8/18/23!**
- **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

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-Denver Herald- HMIS Support Technician

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

(915) 843-2170

WE ARE HERE TO HELP!