

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



December 2022
epchomeless.org

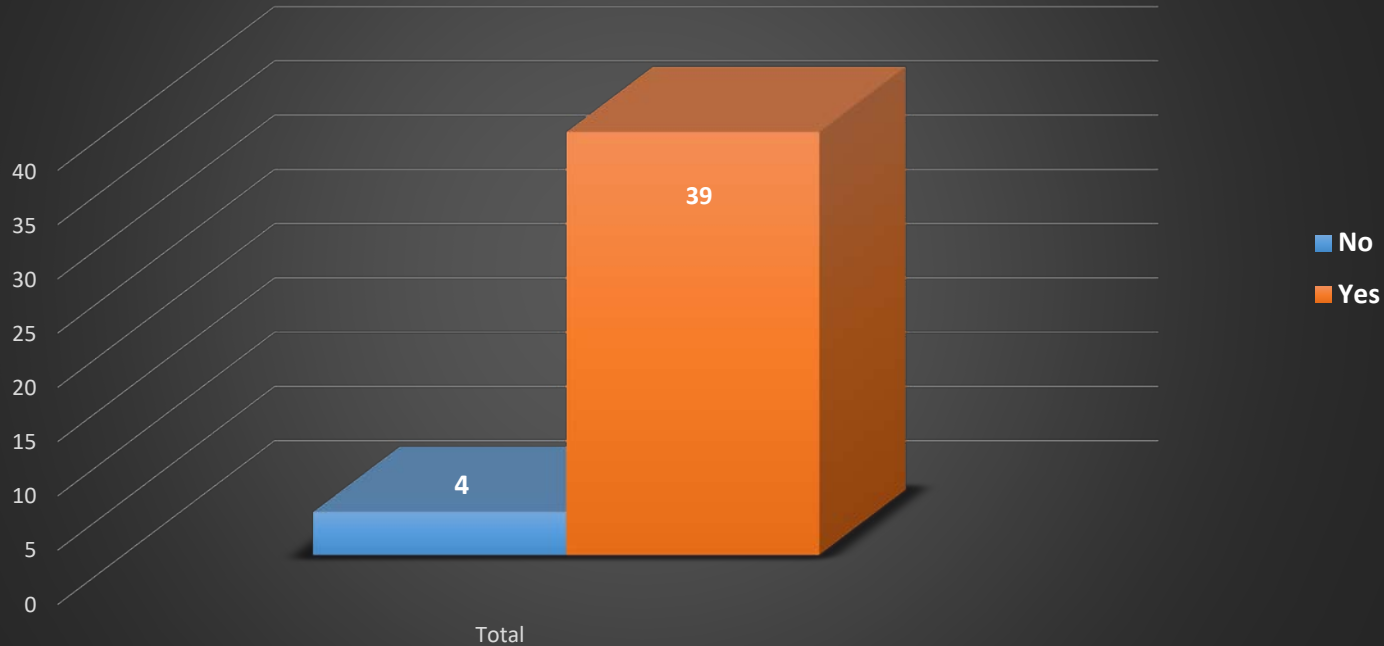
What Will Be Covered?

- HMIS Help Desk Survey Results Including:
 - Needing Help With HMIS
 - Difficulty of the Software
 - Attendance of HMIS EOTF meeting
 - Professionalism/Assistance
 - Additional Comments



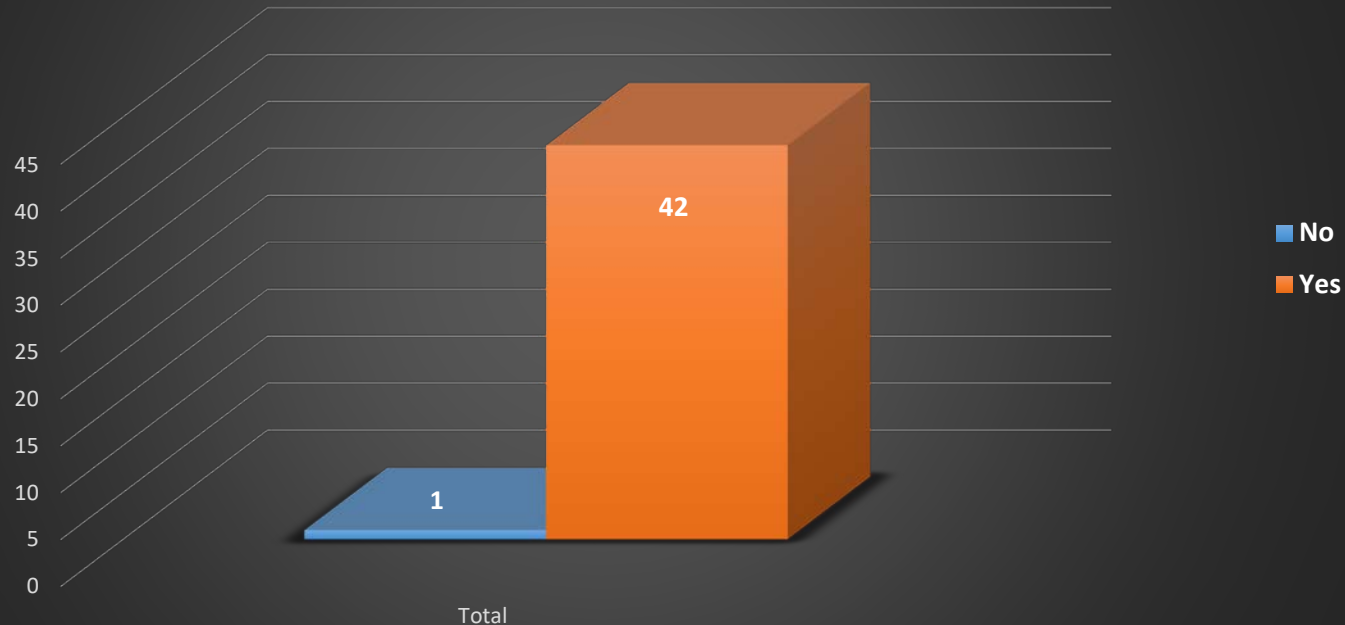
Needing Help With HMIS

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?

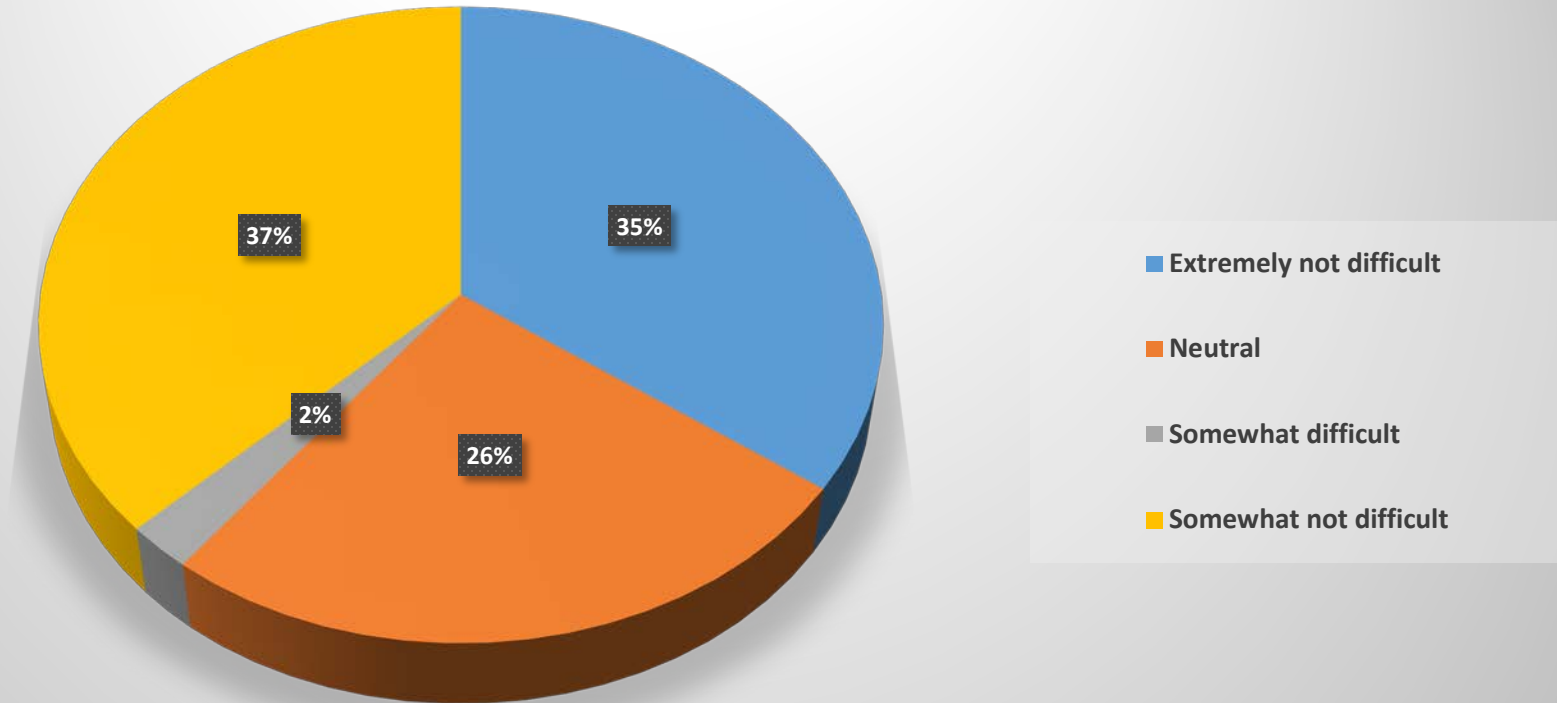


For the users who said NO...

- 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?



Help in Using HMIS

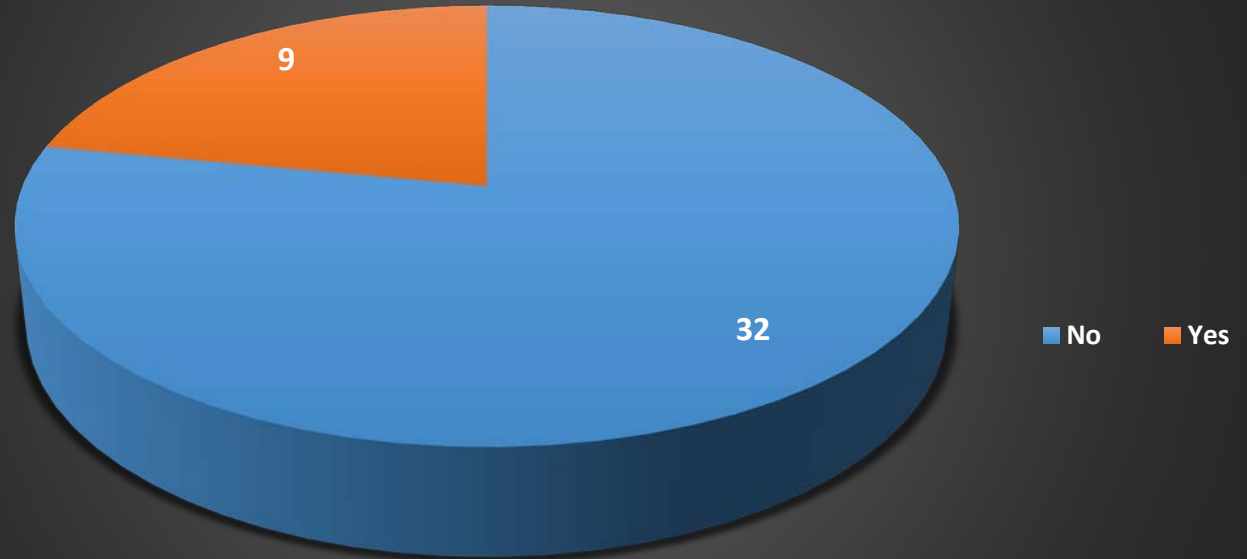
- If you would like additional training (reports, helpful tips, etc.) or refresher training (Individual or team), contact Denver.
- There are how-to documents on the basics and some advanced how-to on the EPCH website.
(www.epchomeless.org)
- Power Point presentations from the HMIS Steering Committee 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?



What did you like about it?

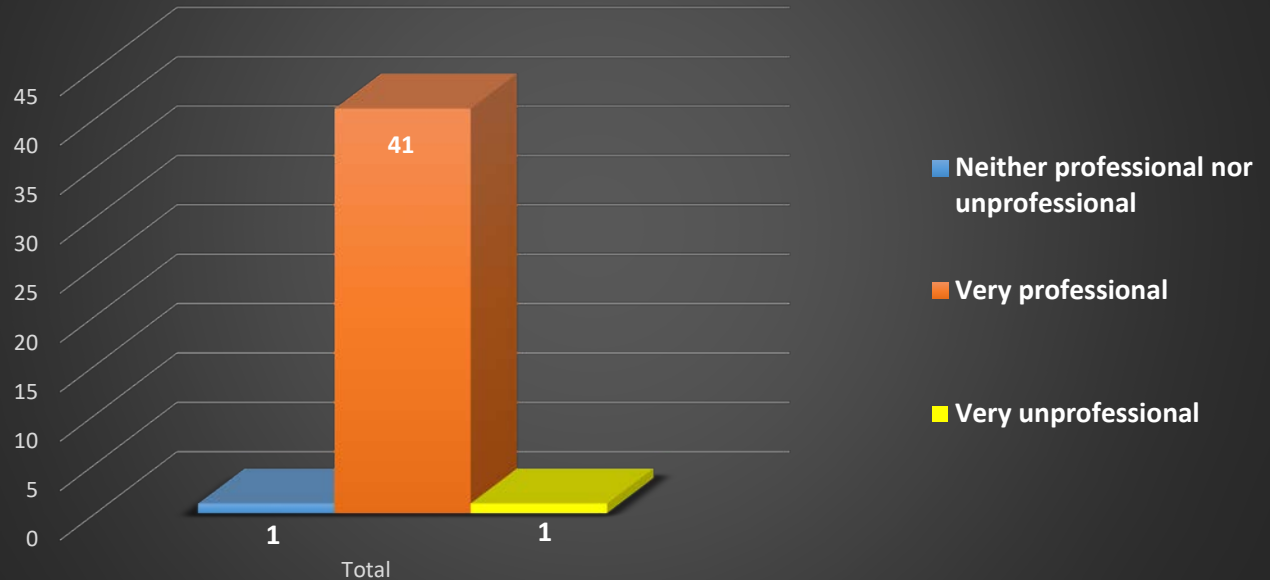
- Open floor
- I like to hear other SM questions and answers to help me learn more and practice
- I liked the fact that the HMIS instructor knew exactly what I was referring to and explained the reports in depth, so I can understand.
- The fact that agencies are given the opportunity to learn on various 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?



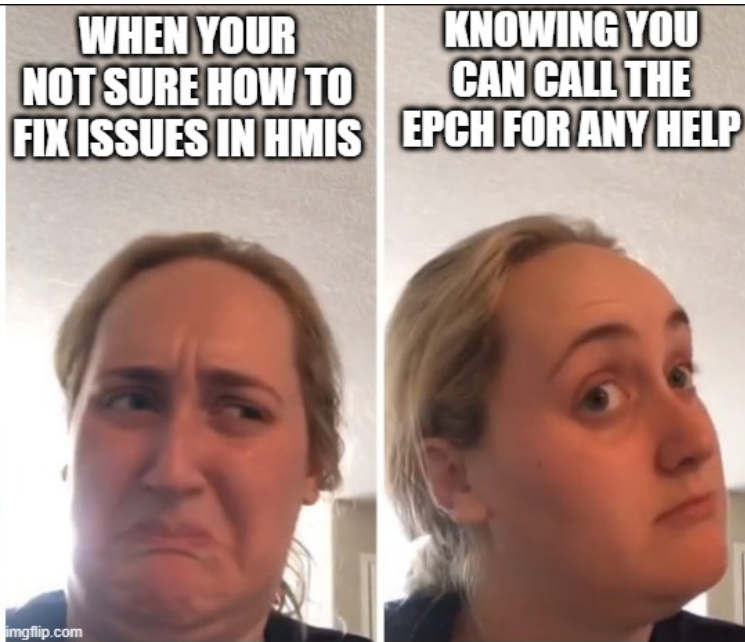
How Can We Be Better???

- 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.

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!