

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



January 2024  
[epchomeless.org](http://epchomeless.org)

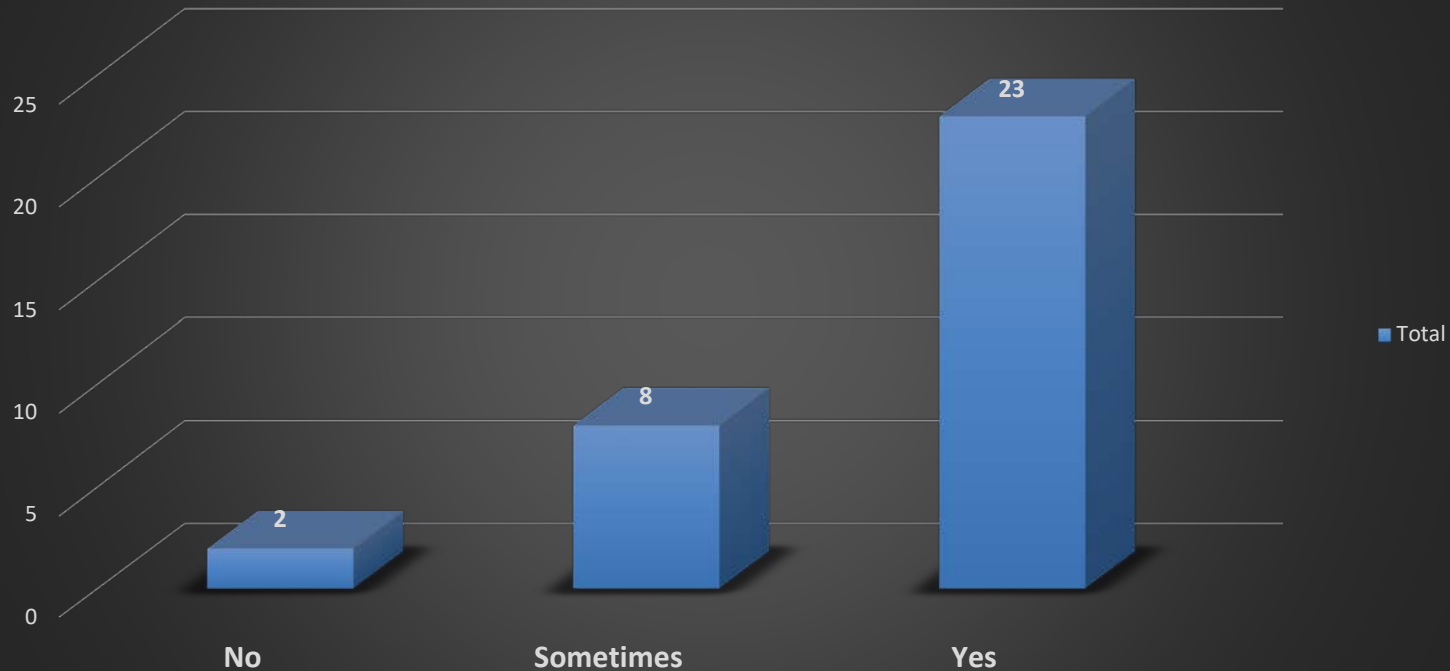
# What Will Be Covered?

- HMIS Help Desk Survey Results Including:
  - Use of HMIS
  - Difficulty of the Software
  - HMIS Data Standards/HMIS Report Card
  - Attendance of HMIS EOTF meeting
  - Professionalism/Assistance
  - Additional Comments



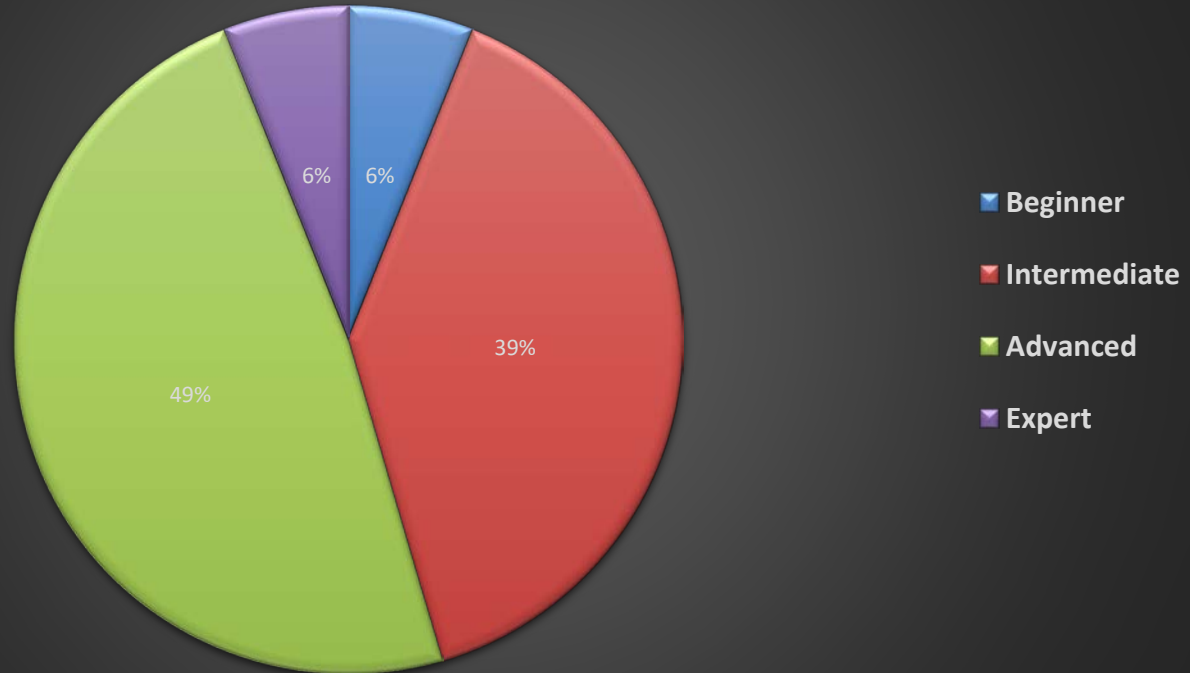
# Use of HMIS on daily basis

Do you use Clarity HMIS provided by EPCH on a daily basis?



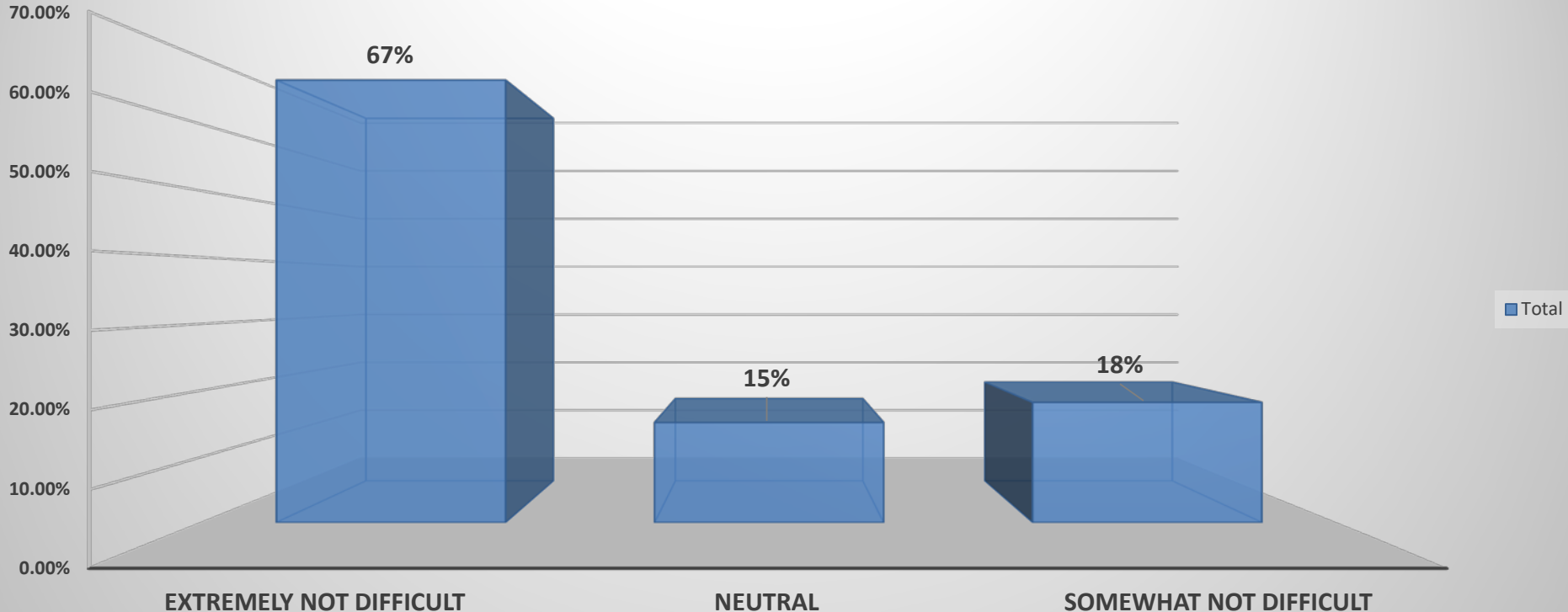
# Skill Level of HMIS

What do you feel is your skill level in HMIS?



# Difficulty of using HMIS

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

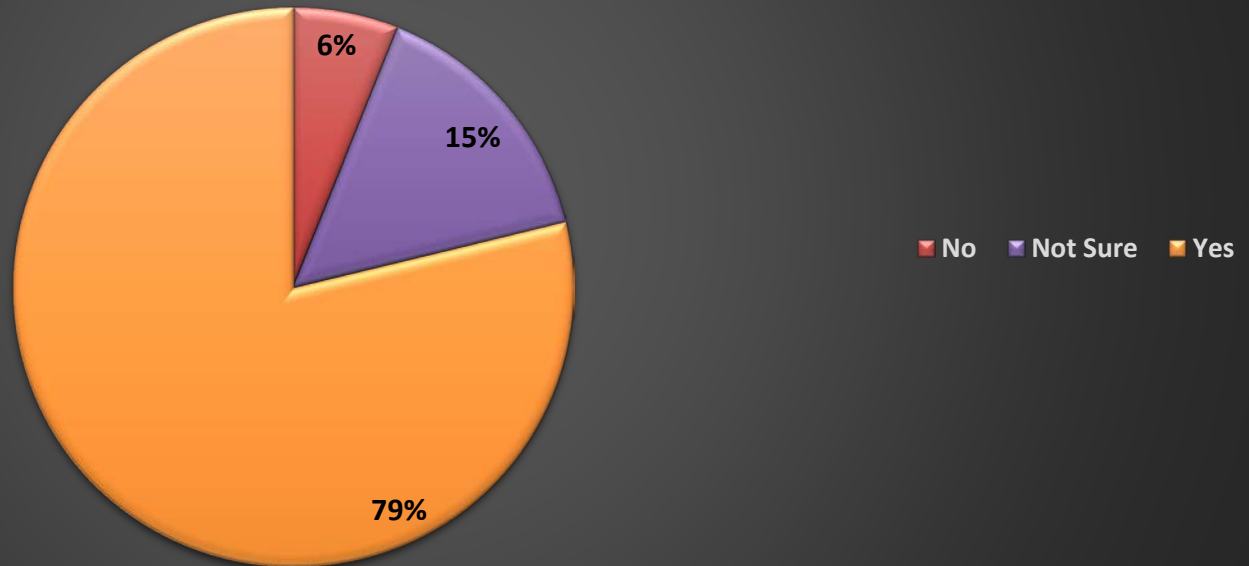


# What feature would you like?

- An auto exit notification that allows you to track your caseload when it's close to expire or a weeks notice would be great.
- The ability to delete a service or correct them.
- Ability to produce customized visualization related to programs.
- A better Alert feature for upcoming annual assessments and reports due.
- Hometown and future destination plans for clients.
- Maybe a warning box on the head of household when data is missing.
- Ability to place full client notes, and ability to retrieve them at any time. I believe, currently, that we can only retrieve notes during the current operating year.

# 2024 HMIS Data Standards

This past October, HUD release the new 2024 HMIS Data Standards with some new information that needs to be captured and some changes to current data. Are you aware of the new 2024 HUD Data Standards?



# What we could have done better

- Having a meeting with each agency

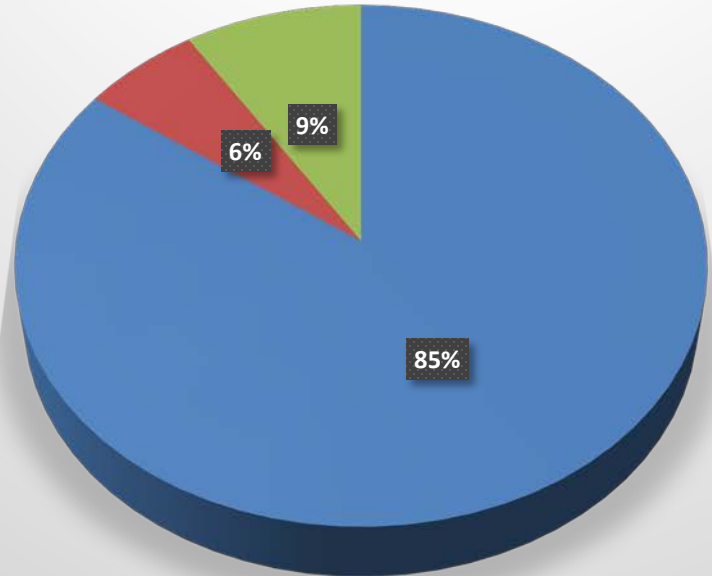
However, most said...

- Training was perfect.
- I felt prepared
- They went over changes and gave us the opportunity to prepare.
- The Eyes On The Fries meeting was very helpful. I was well prepared.
- I think the power point trainings held by Denver and Gary are the best to prepare for changes, because they teach everyone all at once.



# HMIS Report Card

We recently added graphs to the El Paso CoC HMIS Report Card to help show how your agency and programs are doing. Do you like having the graphs as part of the report?



■ Yes ■ No ■ Maybe

# Anything you would like to add?

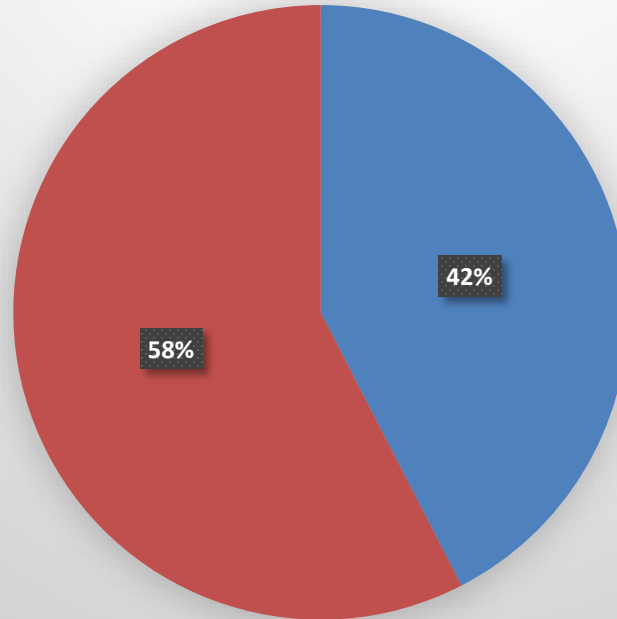
- Trends from month to month
- Maybe CE outreach outlook or tally
- One for our GPD program separately if possible

Other reports you would like to see..

- Reports for our Agency:
  - QTR & YTD reports
  - PHIX
  - Shelter Availability

# Attendance of HMIS ETOF meeting

Have you attended the HMIS Eyes on the Fries lunch meeting this past year?



■ Yes ■ No

# What did you like about it?

- Its so nice having the meeting on Zoom so you don't have to travel anywhere. I really like the information and training materials.
- Very informative.
- It is very open to dialog and questions.
- Our FAC loves them!
- I am glad that we have the ability to ask and resolve issues which may, or may not be comparable between agencies.

What we need to change...

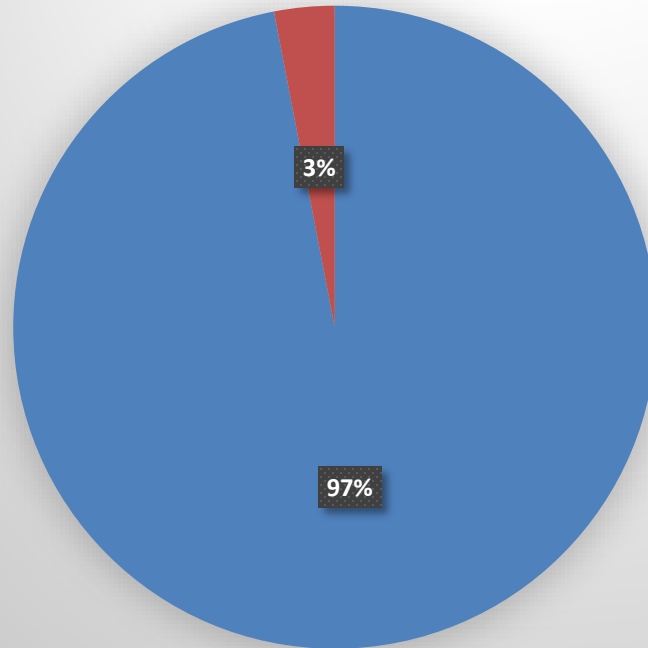
- More timely notification of the meetings.

# 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.
- Even if you don't have a question, you can still learn from others who have similar questions.
- I try to keep it around everyone's lunch time. If you would like it at a different time, please let me know and we can try to accommodate.
- Remember, this meeting is for you! Take advantage of these meetings as much as you can!

# Professionalism & Assistance

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

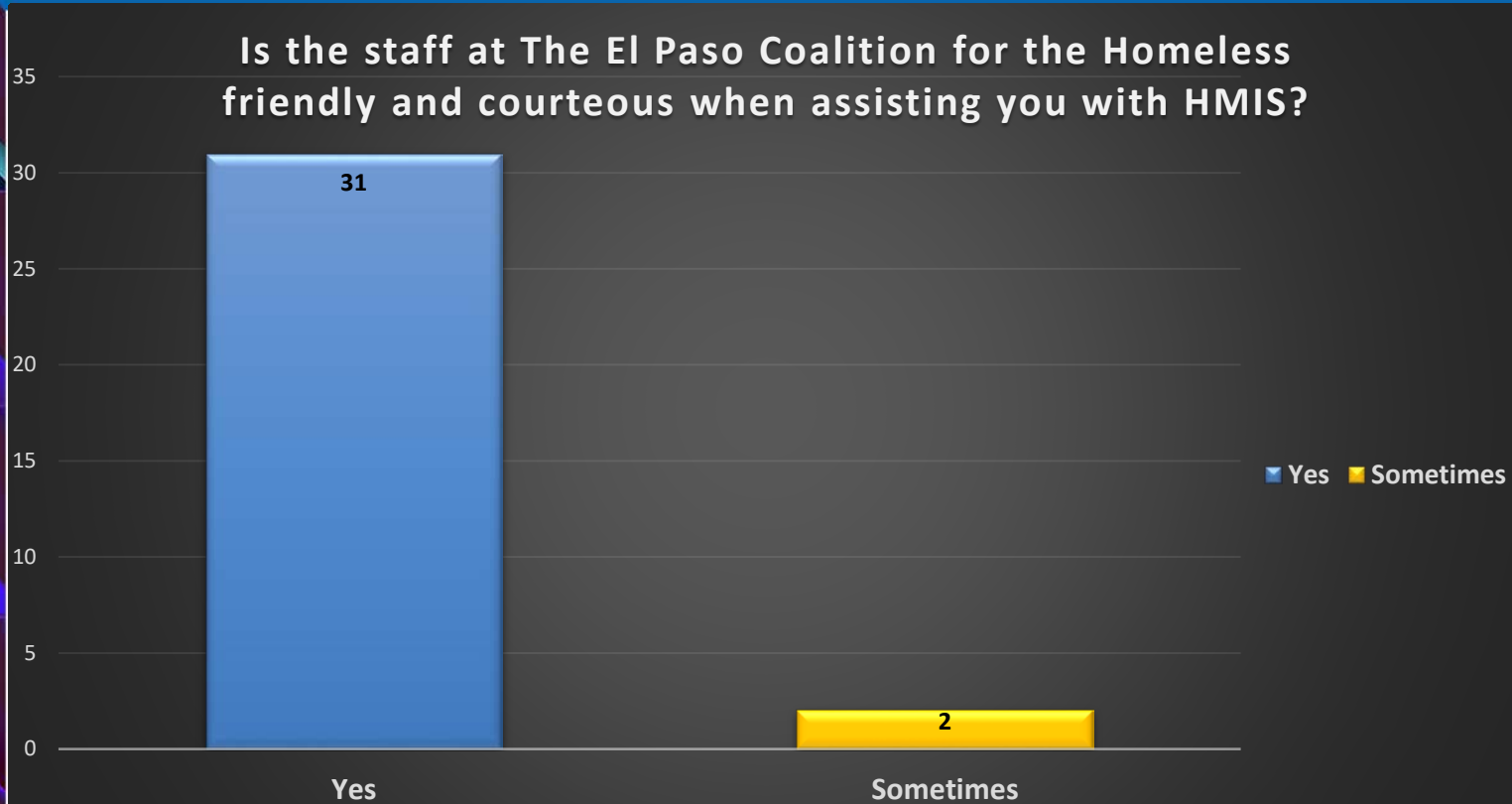


■ Very professional

■ Neither professional nor unprofessional

# Professionalism & Assistance

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



# 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 the EPCH Director.
- If you want any 1 on 1 or group training, please let us know. We want to make sure everyone is on the same page.



# Additional Comments

- Staff are friendly, welcoming, and diligent in the work they do.
- Thank You, for always assisting me with my questions, and for being professional!
- I am extremely grateful for all the help Denver gives me every time I call. Thank you for guiding me with reports and questions I may have.
- I appreciate, Gary and Denver's patience as there are a few individuals who are new to understanding the HMIS system.
- Outstanding Team of Professionals everyday and anytime you call them.
- Everyone I have had the pleasure of working with from the coalition, have been so helpful and helps with patience and detail.
- Thank you all for the assistance provided. We appreciate you! Denver rocks!!
- Great team, can't wait to see how 2024 goes!

# Thank you!



Seeing  
errors  
in HMIS



Calling  
EPCH for  
HMIS Help

EPCH Contact Information:

-Gary Gray-HMIS Senior Administrator

[ggray.epch@elp.twcbc.com](mailto:ggray.epch@elp.twcbc.com)

-Denver Herald- HMIS Support Technician

[dherald.epch@elp.twcbc.com](mailto:dherald.epch@elp.twcbc.com)

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

(915) 843-2170

WE ARE HERE TO HELP!

