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

El Paso Coalition for the Homeless

July 2024
epchomeless.org

# What Will Be Covered?

- Clarity Updates- July 2024
- Refresh- Managing Referrals
- Security Test-How secure are you?
- Conclusion/Questions

El Paso Coalition for the Homeless

# Clarity Update-June 2024

- July 2024 updates includes Outreach updates plus the ability to upload larger files into Clarity Human Services.
- Update will go live on 7/15/2024.

Coming Soon!

## Clarity Human Services: July 2024 Feature Updates

This month's release includes Outreach updates plus the ability to upload larger files into Clarity Human Services.

### Release Schedule:

- **All Training Sites:** Monday, July 1, 2024
- **All Production Sites:** Monday, July 15, 2024

# Updated: Size Limit for Files

- Before this update, users were only allowed to upload files that were 4MB or less. Now, that has been updated to upload just about any file size!

## Updated: Size Limit for Uploaded Files

In all areas of the system where files or photos can be uploaded:

- The size of the file that can be uploaded has increased to 25 MB.
- Compressed files can now be uploaded.

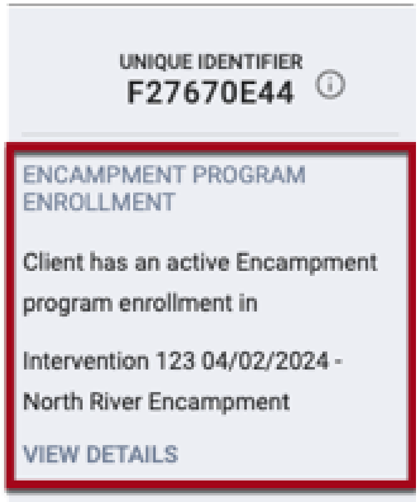
This update applies to client files, client photos, staff photos, agency documents, vendor documents, ROIs, Encampment photos, and INVENTORY photos).

Please note that this update is to all aspects of uploads including Client Photos, Agency Documents, Encampment Photos and inventory photos.

# Outreach Updates

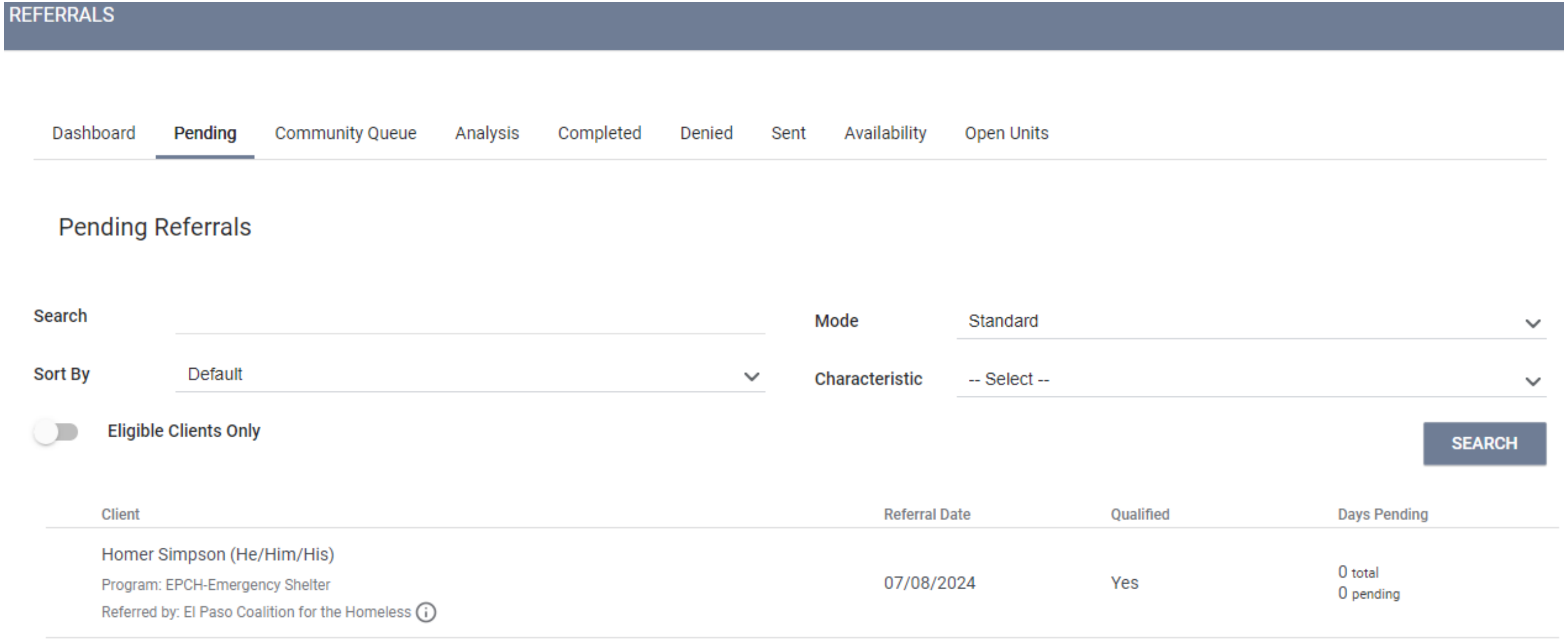
A new Display Active Encampment Enrollments on Client Profile setting has been added. Users in the agencies associated with an Outreach setting where this toggle is enabled will see an ENCAMPMENT PROGRAM ENROLLMENT alert on the client profile page for clients who have active Encampment program enrollments.

- All of the client's active Encampment program enrollments that are shared to the user will be listed.
- If other alerts are displayed (COMMUNITY QUEUE, PROGRAM REFERRAL, etc.), the ENCAMPMENT PROGRAM ENROLLMENT header will appear alphabetically within that list.
- Clicking the VIEW DETAILS opens the program enrollment page:
  - If sharing/access role settings do not allow the user to view the enrollment page, the system will open the client's history page if the user is allowed to see it.



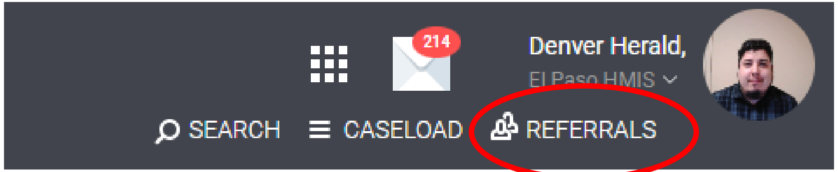
# Refresh-Managing Referrals

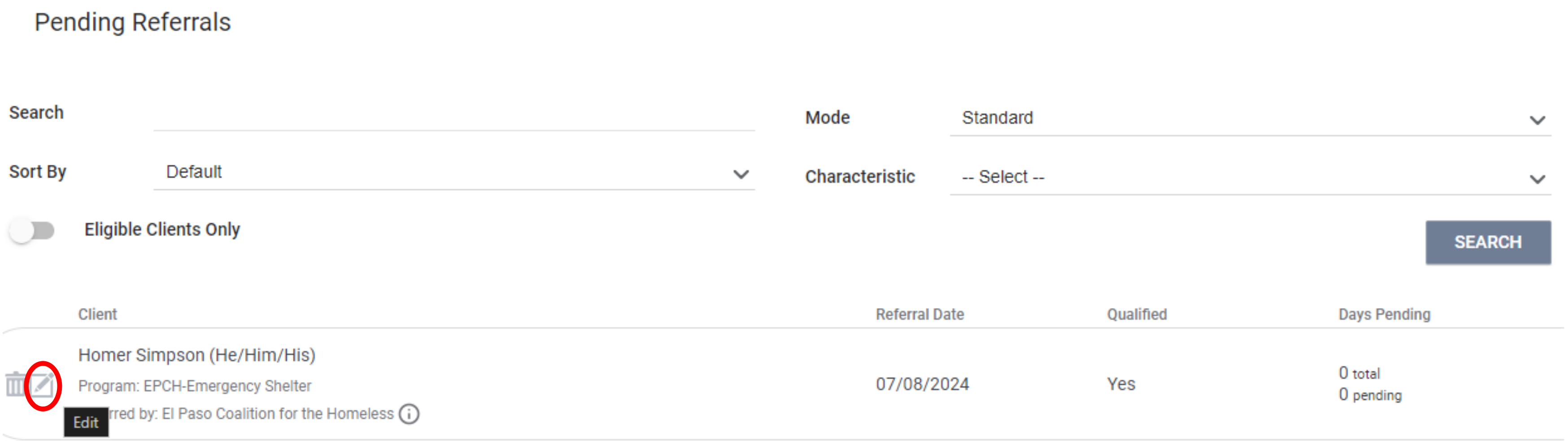
Referrals are key to making sure clients get the help they need. Remember that EPCH CE staff will NEVER send a referral without you knowing. CE staff always reaches out to agencies to make sure they have the space/availability.



# Refresh-Managing Referrals

- The first step after receiving a referral is to open the referral in the REFERRALS tab, find the client and click on the EDIT button for that client (Next to their name).

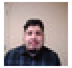


# Refresh-Managing Referrals

Once in the referral, scroll all the way down till you see the NOTES section. Here is where the CE staff will leave a note on the clients status and how you can contact them.

NOTES



Reply from Denver Herald @ El Paso Coalition for the Homeless Jul 8, 2024 at 10:35 AM

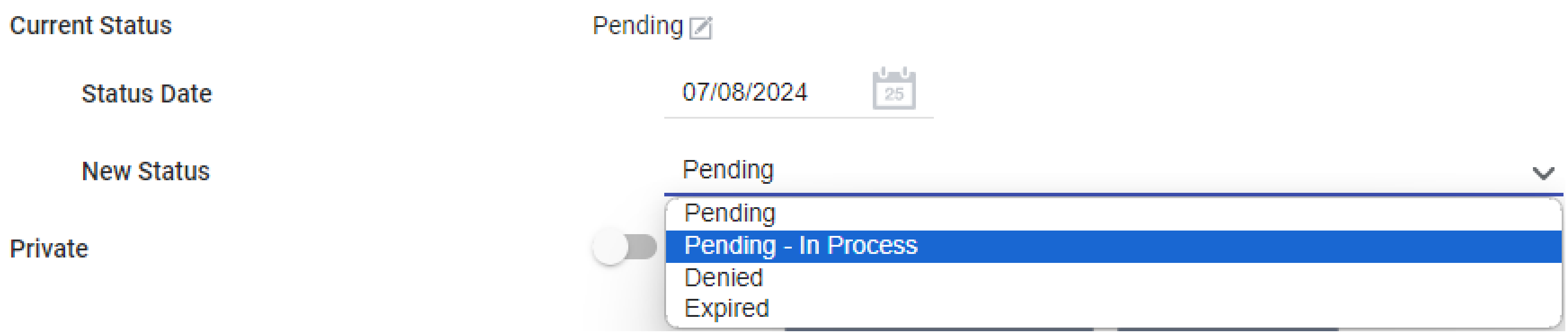
Client currently living in vehicle in parking lot of Walmart on Mesa. Contact client at (915)843-2170

With this information you will try to contact the client. Depending on what happens, you should leave a note for the CE staff letting them know the outcome.

- Contacted client. Client is on their way to the shelter/agency.
- Called client. No answer. Will try again later today.
- Contacted client. Client states they do not need services anymore.
- Contacted client. Client refused services.

# Refresh-Managing Referrals

When you successfully contact the client, and the client says they accept and are on their way, you now will change the Current Status of the referral from PENDING to PENDING-IN PROCESS.


You have 4 days to contact your client to find out if they will accept or deny. If they accept, you have 14 days to get your client enrolled in the program. Once enrolled, your done!

# Refresh-Managing Referrals

If the client is contacted and they refuse the service or they have self resolved, you will change the Current Status from PENDING to DENIED.

| | |
|---|---|
| Current Status | Pending |
| Status Date | 07/08/2024 |
| New Status | Denied |
| Send to Community Queue | No |
| Denied By Type | Client |
| Denied Reason | Self Resolved - Client Housed |
| Denial Information | Client states he is staying with family and is housed. |

NOTE: Make sure to pick the correct Denied Reason and give explanation. Once this is done, you will click SAVE CHANGES, and you are now done with the referral.

# Refresh-Managing Referrals

If you are trying to contact your client and they are not answering, make sure to leave notes in the NOTES section of the enrollment. This section is to communicate with the CE staff and let them know you are trying to contact the client.

NOTES

↳ Reply from Denver Herald @ El Paso Coalition for the Homeless Jul 8, 2024 at 10:35 AM

Client currently living in vehicle in parking lot of Walmart on Mesa. Contact client at (915)843-2170

↳ Reply from Denver Herald @ System Jul 8, 2024 at 11:04 AM

Called client. No answer. Left a message. Will try to call back again later today

↳ Reply from Denver Herald @ System Jul 8, 2024 at 11:05 AM

Called client. Still no answer. Will try again tomorrow. If client calls CE, please have them call (915)500-1011

Notes help in keeping clients honest if they say no one has tried to contact them. Always add notes!

# Refresh-Managing Referrals

If after 3 days, you cannot contact your client OR you contacted them and they never showed after 7-14 days, its time to deny the referral.

| | |
|---|---|
| Current Status | Pending |
| Status Date | 07/08/2024 |
| New Status | Denied |
| Send to Community Queue | Yes |
| Denied By Type | Provider |
| Denied Reason | Client did not show up or call |
| Denial Information | Called client multiple times. No answer after a few days. |

Note: SEND TO COMMUNITY QUEUE should only say YES for clients who were referred for RRH, HP and PSH programs. For ES or TH programs, this should say NO.

# Refresh-Managing Referrals

Some key points to keep in mind:

- Always let your client know what they will need when they show up to your agency (ID, SSN Cards, Lease Agreements/Eviction Notices, Etc.)
- If your client still needs to gather some documents for you to qualify them, keep them as Pending-In Process. Remember you have 14 days to enroll them.
- If for Denial reason you want to use OTHER, please call Gary or Denver and lets discuss the reason. Most of the time, there is an answer listed for the denial.
- Make sure to NOT let your referral go past 14 days! This will cause the referral to become EXPIRED and will look negative on the program.

# Security Quiz

# Question #1

An EPPD Detective is looking for a client and thinks they may be in your agency. You find the client in HMIS and the client is at another shelter. What do you do?

**A. Give the detective the name of the agency where the client is at.**

**B. Verify they are a EPPD Detective, then give the name of the agency.**

**C. Verify they are a EPPD Detective, then say you cannot give them that information but will leave a note on their profile for them and their CM.**

**D. Tell them you are bound by the EPCH HMIS USER Agreement and cannot help them.**

# Question #1

- **Correct Answer: C**

Always verify who the person on the line is. If it’s someone from police, fire department, hospital, Family/Adult/Child Protective Services, always verify they work their first.

Then let them know we can add a Note to the clients profile with an alert to their CM letting them know that person is wanting to talk to them. Get all the information of the person calling and add it to the note. NEVER TELL ANYONE WHERE A CLIENT IS STAYING!

# Question #2

An man calls your shelter looking for his wife and kids. He says they have been missing for some time and is trying to locate them to make sure they are safe. You verify the wife and kids he is looking for are at your shelter. What do you do?

**A. Tell the man yes, his wife and kids are here!**

**B. Let the man know you cannot give out client information, but will leave a note on the clients profile to contact you.**

**C. Send the man screenshots of the clients profile screen to see if this is his family he is looking for.**

**D. Tell the man this is private information and that we cannot help him.**

# Question #2

- **Correct Answer: B**

Even though he may have given information to verify who his wife and kids are, we need to be careful. This may be a case of DV and need to protect the family.

However, this may be a case of a lost family as well. This is why we recommend to leave an alert note on the clients profile letting them know a family member is trying to find them. Let the client decide on what they want to do.

# Question #3

You receive an email from your Director asking for your help by purchasing gift cards for your agency. To do that, you need to click the link in the email to complete the purchase. What do you do?

**A. Reach out to your director first and verify this is what needs to be completed.**

**B. Do what your director says and click the link to complete the purchase.**

**C. Forward the link to the Accounting department and have them complete it.**

**D. Ignore the email because that is not your job.**

# Question #3

- **Correct Answer: A**

This can be a case of SPAM email. Many times, hackers use other email addresses but have it named after a Director/CEO. If it’s a task that seems odd, verify this by calling or asking in person if this is correct.

NEVER REPLY TO THE EMAIL and never click on any links in the email! If you do, this can cause many issues including viruses, malware, ransomware, password thefts, Keylogger and many other intrusion hacks.

# Question #4

A new employee is shadowing you at your agency. You are currently showing them HMIS for the first time and how you enter information, add case notes, add files and create client profiles. They seem to be picking up the system very well and want to start working with clients in HMIS right away. What do you do?

**A. Give them your login credentials to HMIS to start working on clients on their own.**

**B. Tell the new employee to use another HMIS users login credentials.**

**C. Allow the new employee to use HMIS under your login for their new clients with your supervision.**

**D. Have them contact the El Paso Coalition for the Homeless to get HMIS training and get their own login credentials.**

# Question #4

- **Correct Answer: D**

Even though a new employee is a fast learner, they should never use your login credentials to use HMIS. You should NEVER allow anyone to use your login information or anyone else's login credentials. Have them go through training first.

Keep in mind, HMIS has an audit log that tells us everything you are doing. From logging in, to viewing a client profile, to changing or adding information, we see it all and its got your name on it!

# Conclusion

- Keep any eye out for HMIS update. Update should go live on 7/15/2024.

- Make sure to take the correct steps for your referrals. Remember, you have 4 days to change the status from Pending to Pending in Process, then 14 days to enroll.

- Remember, we are dealing with very sensitive information. Making sure we are as secure as possible with the info is crucial to keeping the system safe and its information intact.

**Any Questions?**

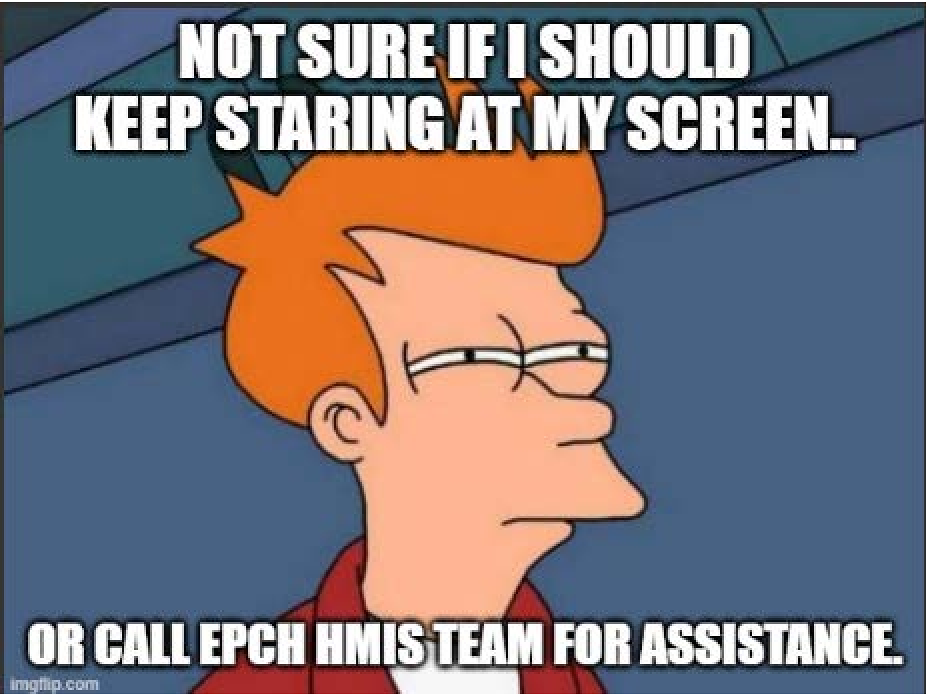
# EPCH HMIS “Eyes on the Fries!”

**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 7/19/2024!**
- **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!