Bitfocus

Nevada HMIS News
April 2023

Welcome to the Nevada HMIS newsletter!

In this edition you'll find the following:

- Bitfocus, Inc. HMIS End User Survey
- Did You Know: Reactivated our Account When Locked Out/Banned-Support Team to the Rescue
- Data Quality and Report Spotlight: [HUDX-227] Annual Performance Report [FY2023]
- Resources/Public Service Announcements
- Upcoming Events

Updates

Bitfocus, Inc. HMIS End User Survey

Your Opinion is Requested!! **Survey Deadline May 5, 2023 at noon**
Our HMIS end user survey has been released and responses are due on May 5, 2023 at noon.

Your response to the survey will assist us in determining changes to training, provide feedback to system operations, gain an insight to community needs, and much more.

To access the survey, please click on the survey link here or should you have comments or questions, please feel free to contact Maurice Page at **mauricep@bitfocus.com**.

If you have completed the survey already, we greatly appreciate your feedback!

How-to

Did You Know: Reactivated our Account When Locked Out/Banned-Support

**The Support Team Can Assist to Reactivate Your Account When Locked Out/Banned**

Ever forgot your password or received a message that "log in" attempts have exceeded the maximum allowed?

The Support Team to the rescue at nevada@bitfocus.com!

The Support Team staff are available Monday through Friday from 5 a.m. to 5 p.m. pacific time.

They handled 1,848 tickets last quarter for Nevada solving issues with client records, reporting issues, user accounts and training, and much much more. Below is an illustration of the volume of Nevada tickets created versus solved for the last quarter per week.
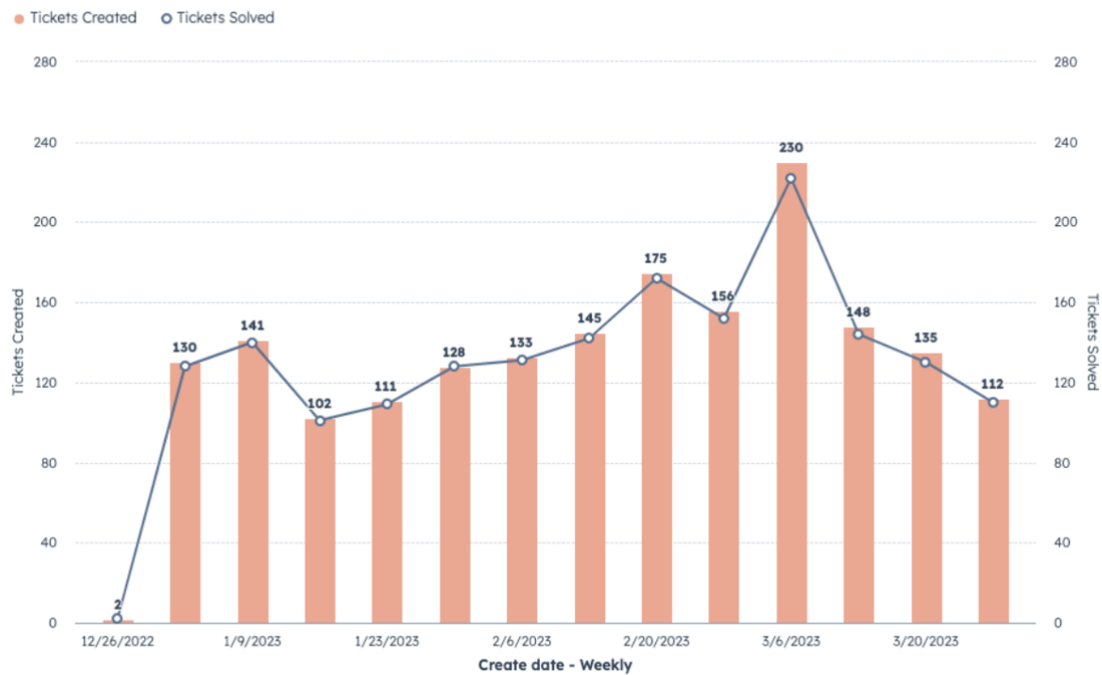
Updates

Data Quality and Report Spotlight

One of the most common data quality issues we come across in federal reporting concerns missing or multiple head of household designations in enrollments. This element is important because many measures and analyses use the head of household designation.

Common problems include:

- No head of household is designated.
- More than one client in a group enrollment is designated as head of household.
- The client in a group enrollment who is designated as head of household has an enrollment date after that of others in the group, or an exit date before that of others in the group enrollment.
- The person designated as head of household is a young child or has an incorrect birthdate making them appear to be a child.

To find head of household problems in your projects, run the **[HUDX-225] HMIS Data Quality Report.** You can find head of household issues in two places on this report:

PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
Shelter Emergency Shelter: Entry/Exit Date Program A Agency ⓘ	06/10/2020	**Active**	Individual

*The first is near the bottom of **Q1. Report Validation Table**. It tells you how many heads of household are children under age 18 or have no valid birthdate.*

Q3. Universal Data Elements tells you how many errors you have in Relationship to Head of Household. This includes multiple heads of household and no head of household designated for an enrollment. Click on the number to see which clients need correction.

Report Spotlight

Data Quality and Report Spotlight

[HUDX-227] Annual Performance Report

The Annual Performance Report or APR is a report required to be submitted by entities that receive HUD CoC homeless assistance grants.

The APR report is updated regularly In Clarity Human Services to align with the current HUD HMIS Data Standards and provide a comprehensive view of client level data entered in HMIS as well as program outcomes.

The APR report is submitted in SAGE, HUD's reporting repository, on an annual basis, within 90 days after the end of the program's operating year.

Continue reading

News

Resources/Public Service Announcements

Bitfocus is hiring! Do you enjoy developing and maintaining comprehensive partnerships with customers at multiple levels, anticipating needs and providing solutions as a critical part of a region's homelessness response systems? If this sounds like the ultimate environment to you, check out our open career opportunities **here**.

Upcoming Events

Events

Check out a number of regional events you can take part in!

Check out the details!

Questions? Your HMIS Administrator is happy to help.

Phone: 702.466.1425
Email: nevada@bitfocus.com

Bitfocus, 5940 S Rainbow Blvd, Ste 400 #60866, Las Vegas, NV 89118, United States, 800-594-9854

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