Nevada HMIS News
May 2023

Welcome to the Nevada HMIS newsletter!

In this edition you'll find the following:

- HMIS End User Survey Results

- Did You Know?

- Fiscal Year 2022 Federal Reports Submitted

- Data Quality and Report Spotlight

- Clarity Human Services Features Updates

- Events

Spotlight

HMIS End User Survey Results

To gain valuable insights into customer satisfaction and expectations, the Bitfocus Nevada HMIS Admin Team conducted end user surveys. We gathered feedback from a diverse range of users including front-line staff, Program Directors/Managers, and Agency Data/Performance Managers. Below we

present the results of our survey, highlighting the key findings that can help us improve our offerings and enhance customer experiences.

Methodology:

Our survey was conducted over a three-week period in April 2023 and targeted a representative sample of end users across various demographics. The survey consisted of a comprehensive questionnaire designed to evaluate customer satisfaction levels, identify pain points, and gauge expectations. Respondents were asked to rate their experiences and provide detailed feedback on different aspects of their interactions with our product or services.

Continue reading

How-to

Did You Know?

In Clarity Human Services, issues related to Households cause a number of issues on reports such as the Annual Performance Report (APR), Longitudinal System Analysis (LSA), System Performance Measures (SPMs), and the Emergency Solutions Grants Consolidated Annual Performance and Evaluation Report (ESG-CAPER).

It is a best practice to check a client's Household every time you work with them in a program. In general, the members of a Household should be the same on both the Client Record and within each Program Enrollment.
Here are some things to check:

- Do the members of the Household on the Client's Profile match the members of the Household in the Program Enrollment?
- If the Client is a member of a Household with more than one client, is their Program Enrollment Type = Group?
- Is there a Head of Household listed in the Program Enrollment? If not, why not?

- If a client is being Exited from a program separate from other members of the household, was the Household information also updated on the Client Profile?

Please see the Bitfocus Help Center for detailed information on creating a Household and managing members: https://help.bitfocus.com/how-do-i-create-a-household-and-manage-members.

News

Fiscal Year 2022 Federal Reports Submitted

All Fiscal Year 2022 Federal Reports have been submitted on time for Nevada! Thanks for all of your hard work on data quality.

Here are the most common data quality issues we noticed during the Federal Reporting process:

- **Overlapping enrollments** – each client in HMIS should only be staying overnight in one project on any given night.
- **Household issues** – please keep the household information updated and accurate for all clients.
- **Bed and Unit Inventory not updated in HMIS** – any changes should be communicated to the Nevada Admin Team.
- **Missing Annual Assessments** – Annual Assessments and Status Updates are both important to show the progress a client has made during a program enrollment, such as increasing income and/or non-cash benefits.
- **Clients enrolled in a program who need to be exited.**

Let's all keep doing the best we can to keep data timely AND accurate!

Report Spotlight

Data Quality and Report Spotlight

One data quality issue that came up during the Housing Inventory Count/Point in Time Count (HIC/PIT) Federal Reporting process was finding clients enrolled in programs who should have been exited.

In addition to using the Program Roster report to identify current enrollments in a program, the **[EXIT-101] Potential Exits** report can help identify clients who should be exited from a program. The report displays clients who have not received services, case notes or program connected assessments since a selected cutoff date.

This report can be particularly useful for the HIC/PIT reporting process, as you can put in the date of the PIT as the cutoff date. Please see the **Bitfocus Help Center** for detailed information on using the **[EXIT-101] Potential Exits** report: **https://help.bitfocus.com/exit-101-potential-exits.**

Potential Exits

Cut off Date: 01/25/2023

Clients below are active in the program and do not have a qualifying activity since the cut-off date.

The following program-level activities are qualifying activities: Unit Connections, Services, CE Events/Results, Case Notes, and Program-Level Assessments (Annual, Status, and Current Living Situation).

Unique ID	Client Name	SSN	Project Name	Most Recent Activity	Most Recent Activity Date	Assigned Staff	Enroll Type
4DC41F4AA	Fake, Client	xxx-xx-6789	Housing Program	Status Assessment	08/26/2022	Pope Burger, Allie	Individual

Total Unique Clients: 1

Total Number Of Clients Programs: 1

Projects Included in Dataset
Housing Program

Wed May 17 08:49:42 AM 2023

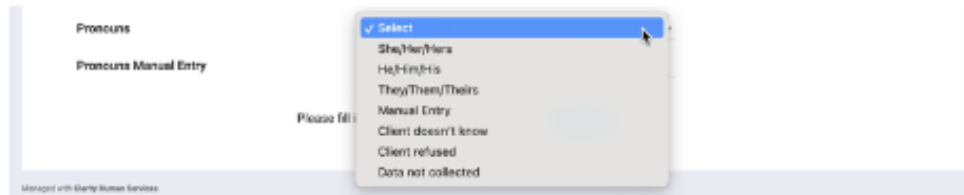Powered By **CLARITY** HUMAN SERVICES

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# Clarity Human Services Updates

Here's the Latest:

Clarity Human Services Features Updates:

- Now users can record **Pronouns** in the Client Profile page. If the Pronouns field appears on the screen, you can select from the following drop-down menu.

Notice there is an option of "Manual Entry" that will display a Pronouns Manual Entry Field, this option is to be used in case you do not see the client's pronoun listed. Check with your System Administrator if this is something you want to add to your data collection.

- Those users with Admin and Manager **Role Types** have now new **access permissions** that give them the ability to view and access several agency-level tabs.
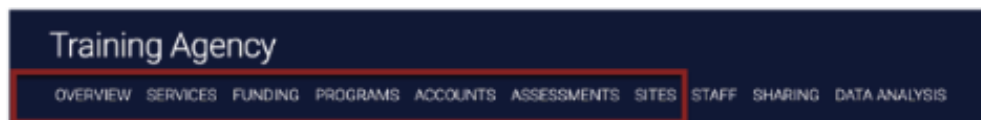
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Upcoming Events

Events

Statewide

Nevada Office Hours are scheduled for:

May 30, 2023

11:00 a.m. - 12:00 p.m. via Zoom **here**

Northern Nevada

- 2023 Northern Nevada Coordinated Entry training sessions have been scheduled and can be viewed **here.**

- 2023 Northern Nevada Agency Leads meetings have been scheduled and can be viewed **here.**
- 2023 Northern Nevada and Rural Nevada HMIS Oversight Subcommittee meetings have been scheduled and can be viewed **here.**

Rural Nevada

- 2023 Rural Nevada Coordinated Entry training sessions have been scheduled and can be viewed **here.**
- 2023 Rural Nevada Agency Leads meetings have been scheduled and can be viewed **here.**
- 2022 Northern Nevada and Rural Nevada HMIS Oversight Subcommittee meetings have been scheduled and can be viewed **here.**

Southern Nevada

2023 Southern Nevada Partner Agency Data Lead (PADL) meetings have been scheduled and can be found **here.**

Interested in joining a working group? Contact the working group's Champion and/or Co-Chair to be added to the meeting's distribution list. Working group descriptions and contact information can be found on the *Help Hope Home* website **here**.

Questions? Your HMIS Administrator is happy to help.

Phone: 702.466.1425
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