

Texas HMIS Vendor Health Check

A practical diagnostic from Bitfocus



Is your HMIS supporting the work ahead?

Texas communities are bringing together outreach teams, housing providers, shelters, healthcare partners, local governments and many others around a shared goal: helping people move out of homelessness and into stable housing.

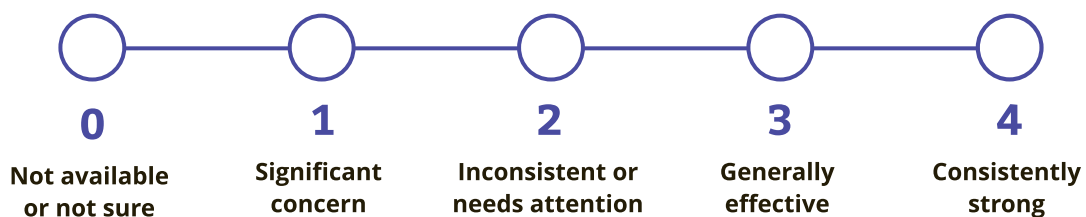
Whether your system serves a major metro area, a rural region or several counties, your HMIS should make that work easier by connecting information, clarifying next steps and helping the community understand where people and resources are moving through the system.

This Health Check can help your team identify where your current Homeless Management Information System is supporting that mission and where friction may be limiting visibility, slowing referrals, obscuring resource gaps or taking staff time away from people.

It is designed to evaluate any HMIS platform. Complete it individually or compare answers across leadership, administrators and frontline teams.

How to use this Health Check

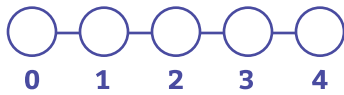
For each statement, choose the response that best reflects your current experience.



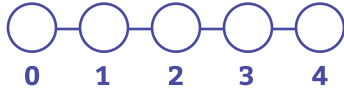
Add the scores within each section. Use the reflection question to document examples, workarounds or priorities for discussion.

SECTION 01

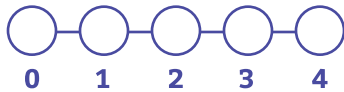
Reporting and Decision-Making



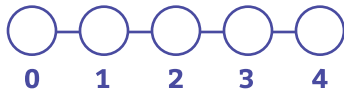
Our team can access timely, reliable reports without extensive manual cleanup.



Leadership can answer operational questions without relying on one technical expert.



Dashboards and reports support decisions, not only compliance requirements.



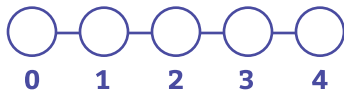
We trust the data when presenting it to funders, boards and community partners.

Section score: /16

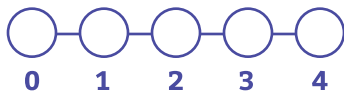
Reflection: Which important question is hardest to answer quickly with your current system?

SECTION 02

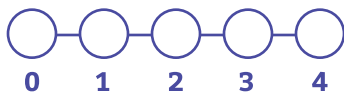
Coordinated Entry and Referrals



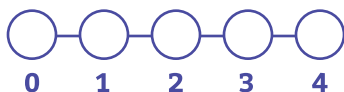
Referrals have a clear owner, status and outcome within the system.



Community queues and waitlists reflect current information.



Teams receive timely alerts when referrals stall or require action.



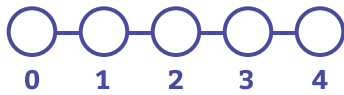
Providers can coordinate without relying on separate spreadsheets, email chains or phone calls.

Section score: /16

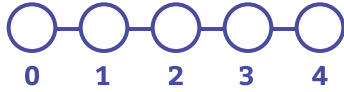
Reflection: Where do referrals or client handoffs most often slow down or lose visibility?

SECTION 03

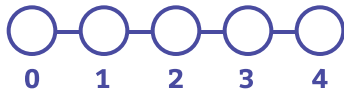
Inventory and Resource Visibility



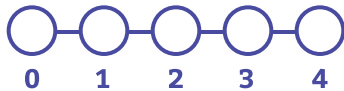
Our community can see current housing, shelter, bed or unit availability.



Inventory data includes the attributes needed to make appropriate matches.



We can compare client needs with available resources and identify meaningful gaps.



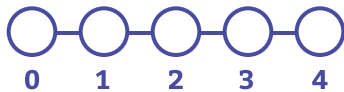
Providers do not need separate systems to track inventory and referral activity.

Section score: /16

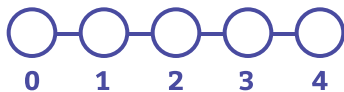
Reflection: What do you know about available resources beyond the total count?

SECTION 04

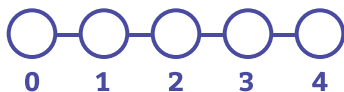
Integrations and Interoperability



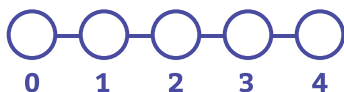
Data can move securely between HMIS and the other systems our community uses.



Teams do not repeatedly enter the same information in multiple systems.



Imports, exports and APIs support reliable data exchange.



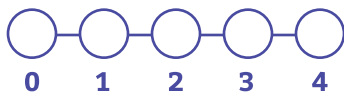
Access controls allow the right partners to use the right information.

Section score: /16

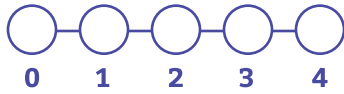
Reflection: Where does disconnected data create the most duplicate work or incomplete information?

SECTION 05

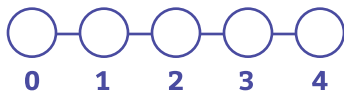
User Experience and Local Workflows



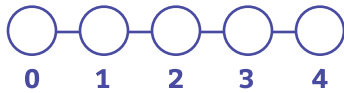
The system reflects how our community and programs actually operate.



Assessments and workflows can be updated without excessive vendor development.



Regular users can complete common tasks without unnecessary steps.



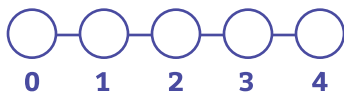
Training and system design support consistent adoption across providers.

Section score: /16

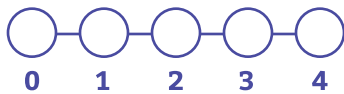
Reflection: Which workflow feels harder than it should because the system does not fit the work?

SECTION 06

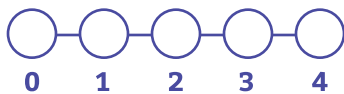
Data Quality, Security and Compliance



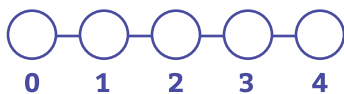
The system helps prevent duplicate, incomplete or inconsistent records.



Data-quality issues are easy to identify and correct.



Security and permissions are appropriate for sensitive client information.



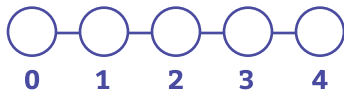
Compliance reporting can be completed accurately and efficiently.

Section score: /16

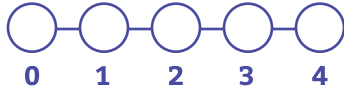
Reflection: Which data-quality issue consumes the most time today?

SECTION 07

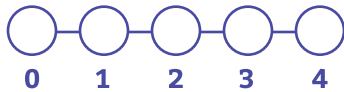
Support and Partnership



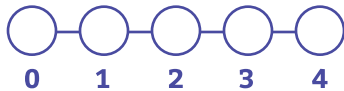
Support responds within a reasonable timeframe.



Support staff understand HMIS and homeless response work.



Our vendor communicates clearly about issues, updates and next steps.



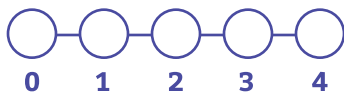
We receive useful guidance, not only technical ticket resolution.

Section score: /16

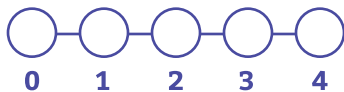
Reflection: When your team needs help, what happens next?

SECTION 08

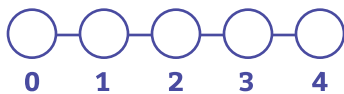
Scalability and Change Readiness



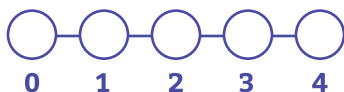
The system can adapt as programs, partners and reporting requirements change.



Our current platform can support broader coordination and future integrations.



We understand what a transition would require if the community chose to change systems.



Our team could approach modernization with a clear plan for data, training and adoption.

Section score: /16

Reflection: What concern would make your team hesitate to change systems, even if change were needed?

Understand your results

Add the eight section scores for a total out of 128.

104 – 128

Strong Foundation

Your system appears to support most current needs. Focus on the lowest-scoring sections and confirm it can continue to scale.

78 – 103

Functional with Growing Friction

The system is supporting the work, but recurring gaps or workarounds may be reducing capacity.

52 – 77

Modernization Pressure is Building

Several areas may require significant manual effort or limit coordination and visibility.

Below 52

A Closer Evaluation is Warranted

The current system may not be equipped to support the community's operational and strategic needs.

Choose your priorities

Our three strongest areas:

1.
2.
3.

Our three highest-priority areas:

1.
2.
3.

The first improvement that would give our team meaningful capacity back:

“

Bitfocus and its Outreach module have provided our community with phenomenal tools to begin tracking and evaluating what unsheltered homelessness truly looks like in our community. Bitfocus and its project team were fantastic in helping us get the software up and running. Everything from information gathering and training to implementation was handled perfectly.”

Nick Butina HMIS Administrator
Cuyahoga County Continuum of Care

”

Ready to talk through your results?

Bitfocus can help your team interpret what you found, identify practical priorities and explore whether Clarity Human Services, the HMIS platform from Bitfocus, could support a more connected, people-centered approach.

[Schedule a Clarity Demo](#)

