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|  | What’s working well? | Areas for Improvement | Additional Notes |
| Participation | All HUD-funded programs are regularly participating in HMIS. | Largest emergency shelter participates inconsistently, resulting in poor data quality. | Shelter leadership reports this is due to high turnover among staff. |
| Participation |       |       |       |
| Workflows |       |       |       |
| Coordinated Entry |       |       |       |
| Data Quality |       |       |       |
| Local Reporting Needs |       |       |       |
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|  | **PARTICIPATION** |
| Goal | Steps to Reach Goal |
| Create workflow documentation and data entry instructions for staff at Main Street Emergency Shelter by the time we go live with Clarity Human Services. | 1. Meet with shelter staff to understand current data entry workflow.
2. Explore with Bitfocus staff how this workflow will look in Clarity.
3. Develop instructional materials to document data entry process in Clarity.
4. Review materials with shelter staff and update if needed.
5. Conduct training with shelter staff and record for future use.
6. Make recording and instructional materials available to shelter staff.
7. Identify report from Clarity Report Library that will show bed night data.
8. Establish monitoring schedule with reminders to run the report and follow up with shelter staff as needed.
 |
| Why This Goal Matters |
| Current staff turnover makes it difficult to keep staff trained on data entry expectations. Creating instructional documentation to accompany the new software will help mitigate this issue. |
| Signs Goal Has Been Met |
| Main Street Shelter bed night data is entered into HMIS within one week of occurrence and accurately reflects nightly occupancy. |
| The best goals are | SSpecific | MMeasurable | AAttainable | RRelevant | TTime-bound |

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|  | **PARTICIPATION** |
| Goal | Steps to Reach Goal |
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| Why This Goal Matters |
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| Signs Goal Has Been Met |
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| The best goals are | SSpecific | MMeasurable | AAttainable | RRelevant | TTime-bound |

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|  | **WORKFLOWS** |
| Goal | Steps to Reach Goal |
|       |       |
| Why This Goal Matters |
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| Signs Goal Has Been Met |
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| The best goals are | SSpecific | MMeasurable | AAttainable | RRelevant | TTime-bound |

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|  | **COORDINATED ENTRY** |
| Goal | Steps to Reach Goal |
|       |       |
| Why This Goal Matters |
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| Signs Goal Has Been Met |
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| The best goals are | SSpecific | MMeasurable | AAttainable | RRelevant | TTime-bound |

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|  | **DATA QUALITY** |
| Goal | Steps to Reach Goal |
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| Why This Goal Matters |
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| Signs Goal Has Been Met |
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| The best goals are | SSpecific | MMeasurable | AAttainable | RRelevant | TTime-bound |

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|  | **LOCAL REPORTING NEEDS** |
| Goal | Steps to Reach Goal |
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| Why This Goal Matters |
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| Signs Goal Has Been Met |
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| The best goals are | SSpecific | MMeasurable | AAttainable | RRelevant | TTime-bound |

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| The best goals are | SSpecific | MMeasurable | AAttainable | RRelevant | TTime-bound |
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