Clarity Homeless Management Information System Committee on Homelessness
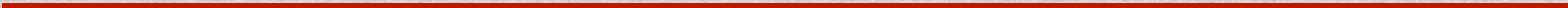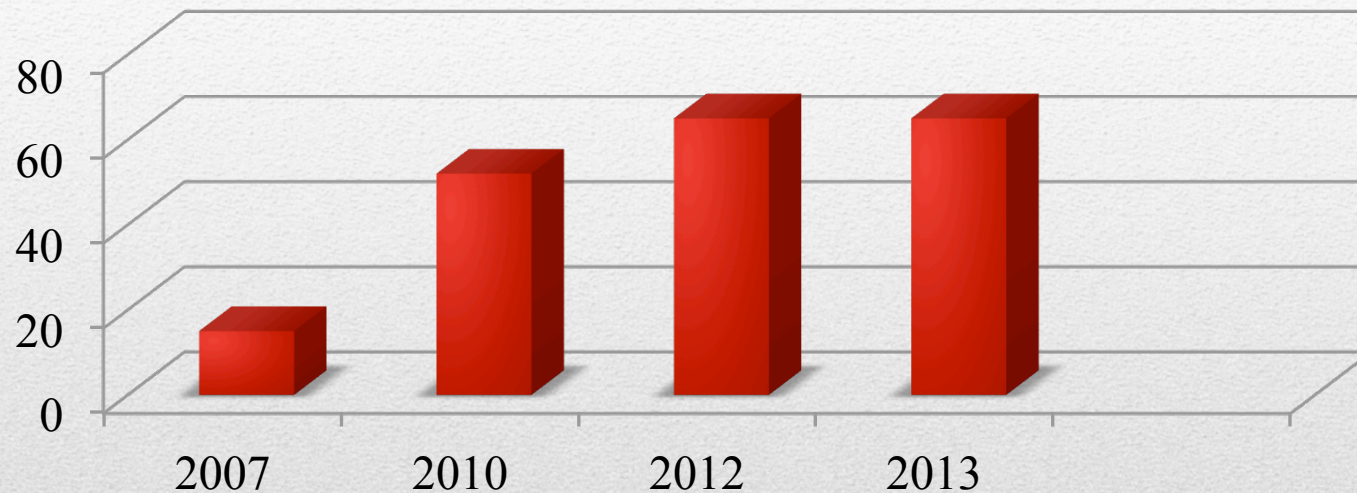
Sept 2013 Update

Rob Herdzik (robh@bitfocus.com)
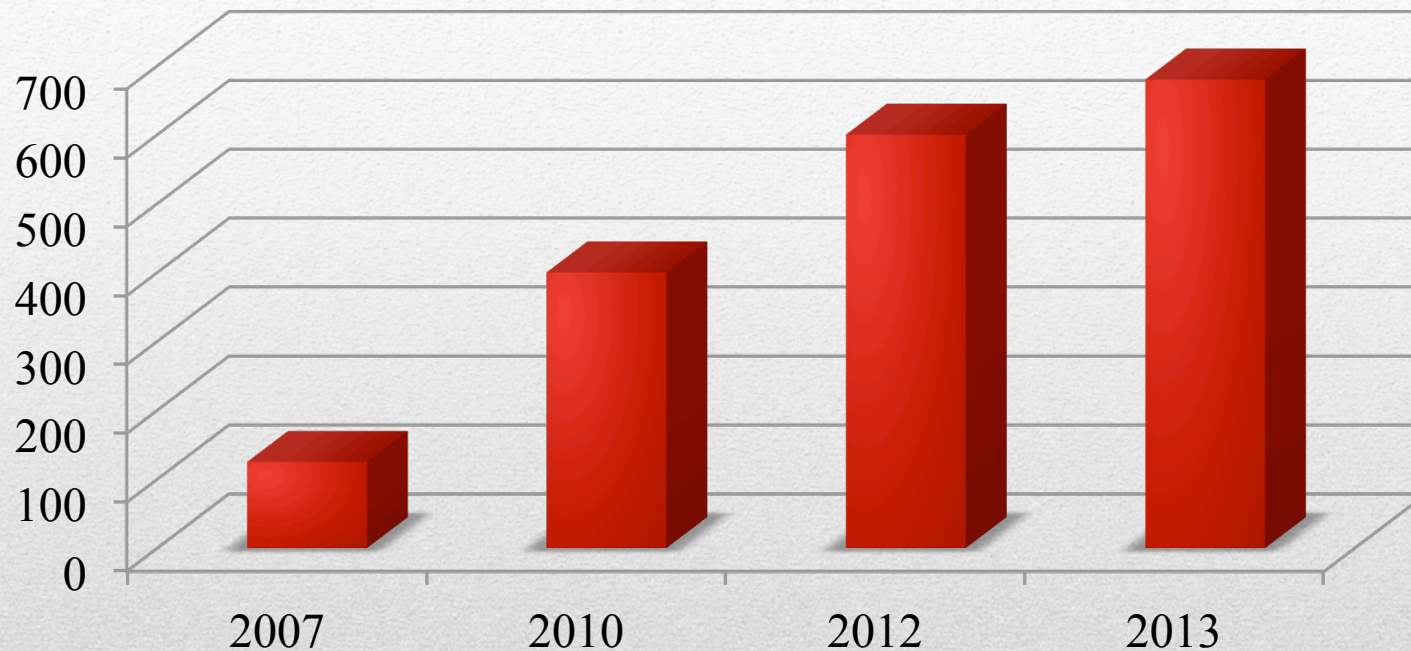
Bitfocus

**Agency Participation Growth
Southern Nevada CoC**

80	
60	
40	
20	
0	

2007　　　　2010　　　　2012　　　　2013

Consistent growth in participation
- New participation by Food Pantries, Faith Based
  Organizations, and Hospitals.
- Expansion of coverage to non-housing and preventative/
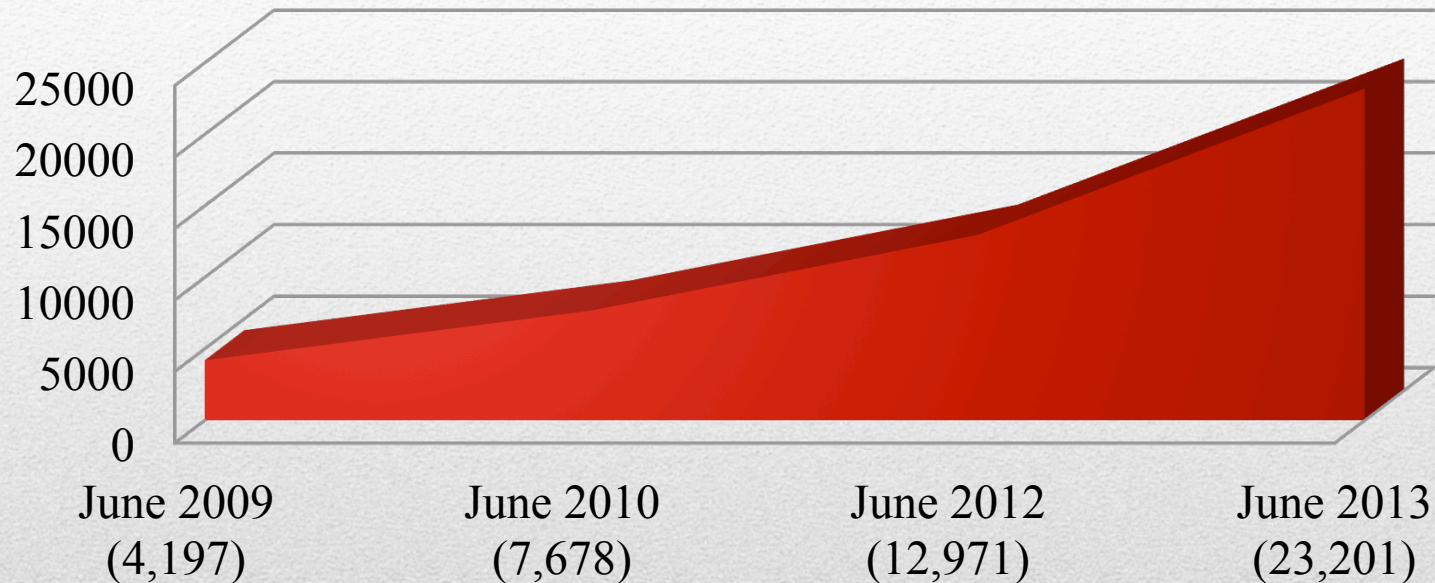 supportive services.

Active Users

User Growth Continues to Expand

- Agencies are expanding the role Clarity plays in
  their organization to successfully manage more of
  their administrative and operational functions.

Active Clients – Statewide

| | June 2009 (4,197) | June 2010 (7,678) | June 2012 (12,971) | June 2013 (23,201) |

Consistent growth in clients managed
- expansion in program types supported under Clarity
- increased coordination amongst service providers
- ease of system use and streamlined intake process

- AHAR is an annual report to the U.S. Congress on the extent and nature of homelessness. It is an effort to use HMIS data to produce national estimates on homelessness.

- The 2013 Reporting Period began Oct 1st 2012 and ends September 30th 2013.

- 2012: 4/6 shells were submitted for both general population and Veteran specific data.

- Due to data integration projects, our coverage has significantly increased for the 2013 report. Early analysis predicts 5/6 submission for 2013.

Annual Homeless Assessment Report (AHAR) Participation

Complete and integrate Centralized / Coordinated Intake process linking Eligibility and Referral amongst Community Partners.

- Core software modules developed.
- Working with Subcommittee on implementation.
- Setup of Eligibility Criteria (in progress)
- Design of Intake forms (with subcommittee)

Clarity Human Services
2013 Goals - Status

Expand Mobile and Paperless utilization amongst agencies.

- Continued focus during Training.

- Fully streamlined and integrated process for Programs as of last software update.

- GPS/Photo capture capabilities integrated for Outreach efforts.

- Finger/Stylus document signing capability integrated for mobile intake.

Clarity Human Services
2013 Goals - Status

Expand Swipe Cards via Clarity Passport

- Focused training efforts on the benefits of Swipe Cards.

- Provide assistance on setup and integration of swipe cards to agency internal process.
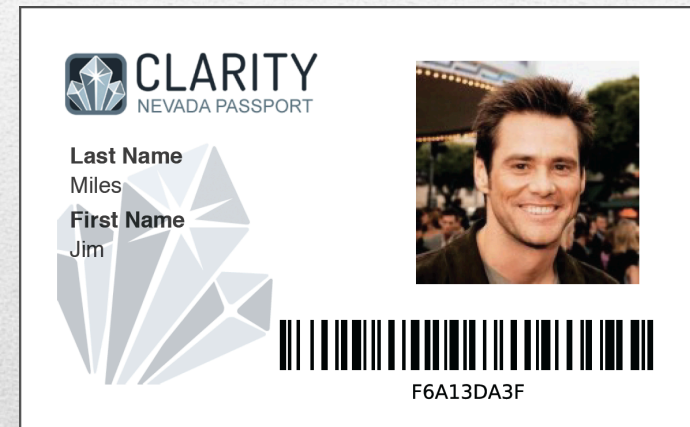
Clarity Human Services
2013 Goals - Status

Encourage participation and coordination amongst non-participating agencies.

- Expansion of capabilities of Clarity beyond HMIS, enabling agencies to manage other program types.

- Workgroups and community outreach to engage organizations such as faith based groups, Hospitals, food pantries, and other community partners.

Clarity Human Services
2013 Goals - Status

Expand Data Intake level from basic data entry to full Program level data entry amongst agencies providing minimal data to expand performance measure reporting.

- Through extensive training, all agencies doing direct data entry have been transitioned to Full Program Data Entry.

- Data Entry is now fully encompassing all family/ household client data entry.

Clarity Human Services
2013 Goals - Status

Expand on statistical data analysis to provide stronger community outcomes.

As a direct result of the SHP-HMIS expansion grant, we have successfully launched the following tools:

- Performance Monitoring Tools
- Gaps Analysis Assistance Tools
- HEARTH Measures Tools
- Performance Measures Tools
- ESG CAPER Tools

Clarity Human Services
2013 Goals - Status

- 2013 HMIS Data Standards implementation
- 2014 Performance measure tools (cont.)
- Expansion of program based statistical/reporting tools (cont.)
- Vulnerability index intake and assessment
- SOAR data entry and reporting
- PATH integration and reporting
- Centralized / Coordinated assessment implementation (cont.)
- Eligibility / Referral integration
- Bed reservation and management system

Clarity Human Services
2013 – 2014 Goals

- Developed, Deployed and Completed the 2013 Southern Nevada Homeless Census.

- Hired Report Designer who assisted in the development of performance and outcome monitoring tools.

- Hired additional Support Staff to expand the technical assistance and help desk support of the growing user base.

- Implementation and maintenance of the XML Import tool.

- Clarity Passport swipe cards configured, agency implementation in progress.

- Development and implementation of the Goal Tracking system to assist effective case management.

- Increased software license capacity to provide access to the growing user base.

- Actively recruiting to fill a Data Analyst position.

HMIS Expansion Progress

- Telephone Help Desk (702.614.6690 x2)
- Email Support Ticket System (support@bitfocus.com)
- Fully Featured web site (www.miner-hmis.com)
- Remote and Classroom Training
- Training Manuals (with step by step graphic instruction)
- Custom Report Writing / Assessment Development Services

HMIS Technical Support