Participating Agencies collect and input client-level and demographic data into the ServicePoint system. Services and target achievements are entered to capture client-level activities depending on the agency, program, or program type. The data is compiled into reports that allow us to understand the demographic, geographic, or cultural scope of homelessness and their needs.

How is the data used?

- For the Client - Reduces the time waiting to receive services.
- For the Provider - Measures and evaluates program effectiveness.
- For the Continuums - Prevents and helps to end homelessness in Nebraska.
- For HUD and other similar entities - Provides an understanding of homelessness and service use patterns.

How do we strive for good data quality?

- Agency end users input client data in HMIS on a daily basis
- Agency end users complete all the fields and review for accuracy
- Agency Admins and end users attend training
- Agency Admins attend data committee meetings
- HMIS provides on-going training including online training materials-documentation and videos
- Monthly Data Quality Reports should be run and reviewed
CS-MIS Has Been Busy!

What has CS-MIS been doing over the past few months? No, we don’t just sit in the basement talking amongst ourselves playing Candy Crush.....Here’s a behind the scene look at what we’ve been doing and what to expect in the coming months:

- Cleaning up the database, including removing many old and unused programs
- Assessments and workflows have been updated to streamline the data entry process
- Creating videos for training
- Preparing for ESG changes
- Setting up a Yahoo User group that we hope you all will join to receive up-to-date information

And much, much more!

Help Keep HMIS Up to Date!

A note to Agency Administrators...You have a huge role in ensuring the best use of licenses. It is important to remember that you’re responsible to contact the HMIS team via email when users leave HMIS. Not only is this a policy and contract requirement, but it also ensures that HMIS funds and resources go where they are most needed.

On another note, please be sure to update the team if agency or user email addresses or phone numbers change so that we can update it in the system.

It is very important that our information remain current; we need to have correct contact information. Any unused user accounts on the HMIS system take money away from the project itself.

THANK YOU!

Guidelines to Good Data Collection for the Best Reporting

In the previous version of ServicePoint, inconsistencies were displayed in data quality reports which provided poor results. Since we all want the best results possible in our reports, HMIS makes the following suggestions because of changes that were made in SP5 to help ensure data quality:

- Disability: When you answer “Yes” to the Disability question, don’t forget to choose a Disability Type in the Disability sub-assessment on the Entry screen.

- Secondary Race: In SP5, the question on Secondary Race, is highly encouraged, but is not mandatory. If applicable, please include a Secondary Race, if the client does not have a Secondary Race, please leave at “Select”.

“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.”
Question of the Month:

Status History Bar in ClientPoint

Q: I notice that the status/history bar changes from green to red, what does this mean?

A: The history bar helps indicate how old your data is. It gets redder every thirty days; at one year, it is completely red. This allows you to tell at a glance when clients may require an annual update.

Frequently Asked Questions about Data Entry & HMIS

I have a question or may need support. Who do I go to?

The CS-MIS team is happy to help you out. As much as we like reading emails from all of our users, we currently ask that you contact your Agency Administrator and they can contact us for any questions or issues you may have.

Below is a bit of information about the CS-MIS team, who we are and how you can contact us!

Tamara Cartwright
CS-MIS System Administrator

Tamara joined CCFL and started using ServicePoint in 2003. With longevity comes history. If you want to know any history about NMIS she is the go to girl.

Mary Bothwell
NMIS Board Administrative Assistant

Mary joined CCFL in 2010 she provides amazing support to NMIS and CS-MIS staff. She is currently working remotely from her home in Minnesota.

Angel Shafer
CS-MIS System Administrator

Angel joined CCFL in 2012 and brings with her 6 years of experience using ServicePoint. She served as an Agency Administrator at CAPLSC before joining the CCFL team.

Jeff Chambers
CS-MIS Project Director

Jeff has been with CCFL for more than 20 years. When not in the office he can be found living the good life on the family farm with his wife and daughter.
ANNOUNCEMENTS

Upcoming changes...........

⇒ ServicePoint 5.8 will be arriving soon. This may require some training. We will keep you updated for dates, times and locations.

⇒ ESG/NHAP requirements begin for everyone July 1, 2013 please don't hesitate to contact your CS-MIS team with any questions regarding workflow.

⇒ Yahoo Group open to all NMIS Users, come check us out.

Dates to Note!

CCFL-New Users Trainings are the 1st and 3rd Wednesday and Friday of each month. Contact Angel and Tamara for more information.

NHAP reports are due by the 7th working day of each month.

CoC reports are due by the 7th working day of each month.

July 2013 we will be having a summer Point in Time, make sure your are ready!