

2026 User Satisfaction Survey Summary Report

Comprehensive Assessment of Clarity HMIS, System Administration, Data Quality Culture & End User Feedback

Reporting Period: July 1, 2025 – June 30, 2026 | Total Respondents: 32 (27 Completed, 5 Partial) | HMIS Platform: Clarity Human Services (Bitfocus)

1. Executive Summary

The 2026 Solano HMIS User Satisfaction Survey gathered direct, comprehensive feedback from participating homeless service agencies, leadership, program supervisors, data specialists, and frontline case managers. The evaluation captured critical metrics regarding system usability, administrative support from Bitfocus, agency data culture, reporting efficacy, and cross-agency data reliability.

Executive Takeaway: Overall community satisfaction across Solano County's HMIS operations is exceptionally strong. Users awarded Clarity HMIS software an average rating of 4.46 / 5.0 (92.3% favorable) and the Bitfocus Help Desk Support 4.43 / 5.0 (91.3% favorable). Furthermore, data quality is recognized as an institutional priority, with 100% of respondents affirming its personal and organizational importance. The primary strategic challenge identified is a 0.77-point 'Peer Data Confidence Gap' between self-reported agency data accuracy and confidence in peer agencies.

4.46 / 5.0 Clarity Software 92.3% positive rating	4.43 / 5.0 Help Desk Support 91.3% positive rating	4.96 / 5.0 Data Quality Value 100% vital priority	46.2% Dual-System Use Use secondary databases
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2. Respondent Demographics & Agency Roles

A total of 32 individuals participated in the survey between August 10 and September 24, 2026. Of these, 27 respondents completed all core sections (84.4% completion rate), while 5 provided partial feedback. The respondents represent an experienced cross-section of Solano County's homeless response system.

Primary Service Category (N=28)	Count	% of Total
Rapid Rehousing (RRH)	13	46.4%
Permanent Supportive Housing (PSH)	5	17.9%
Emergency Shelter (ES)	3	10.7%
Case Management (CM)	3	10.7%
Supportive Services Only (SSO / Healthcare / Benefits)	2	7.1%
Coordinated Assessment / Coordinated Entry (CE)	1	3.6%
Transitional Housing (TH)	1	3.6%

Note: Qualitative mentions also identified services in Eviction Prevention, Homelessness Prevention, and Housing Navigation.

Staff Roles & HMIS Experience

The survey captured perspectives from both frontline staff and executive decision-makers:

- **Frontline Case Managers / Client Services:** 36.0% (9 respondents) – entering services and program enrollments.
- **Agency Leadership:** 24.0% (6 respondents) – executive directors and designated Agency Leads.
- **Program Managers / Supervisors:** 24.0% (6 respondents) – managing program compliance and service delivery.
- **Data Entry & Reporting Specialists:** 12.0% (3 respondents) – focused purely on entry, data quality, and Looker analytics.
- **Funder / Government Agency Representative:** 4.0% (1 respondent).

Experience Level: 57.7% of users have operated Clarity HMIS for 2 years or more, 30.8% for 1–2 years, and 11.5% for 6–12 months. Zero respondents reported less than 6 months of experience, confirming that the survey findings reflect well-established system users rather than novice onboarding impressions.

3. Data Quality Culture & The Confidence Gap

A foundational pillar of Continuum of Care effectiveness is shared confidence in client data. The survey assessed user attitudes toward data quality standards, workflow alignment, and community reliability.

Data Quality Evaluation Dimension	Responses (N)	Mean (1-5)	% Favorable (4-5★)
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Personal Importance of High Quality Data	26	4.96	100.0%
Data Quality Priority at Agency Level	25	4.88	100.0%
Ease of Entering Client-Level Data in Clarity	26	4.46	96.2%
Alignment of Clarity Entry with Agency Intake Forms	25	4.40	92.0%
Importance of Capturing Non-HUD Local Data in HMIS	26	4.27	84.6%
Confidence in Data Entered by YOUR Agency	26	4.19	76.9%
Confidence in Data Entered by OTHER Agencies	26	3.42	46.2%

Strategic Focus: The 'Peer Data Confidence Gap': While 76.9% of respondents are highly confident in their own agency's data accuracy (mean 4.19), only 46.2% express confidence in data entered by peer organizations (mean 3.42). Over half of all respondents (53.8%) rated peer data accuracy as neutral (score 3) or poor (score 1). In a shared Coordinated Entry environment, this skepticism can create operational friction during client transfers, housing matching, and cross-enrollment reviews.

4. Dual-System Operations & Administrative Burden

A significant finding for Solano County leadership is that nearly half of all surveyed organizations maintain parallel data systems alongside Clarity HMIS, introducing duplicate data entry and administrative overhead.

Prevalence & Secondary Systems Identified

When asked 'Does your agency use any other data management systems?', 46.2% (12 agencies) answered YES, while 53.8% (14 agencies) rely solely on Clarity HMIS. Agencies identified using the following external platforms:

- **Apricot (Social Solutions / Bonterra):** 4 mentions — used for internal case management and outcomes tracking.
- **Salesforce:** 3 mentions — utilized for agency-wide client relationship management and custom workflows.
- **EPIC & Electronic Health Records (EHR):** 2 mentions — required for healthcare, clinical, and medical records.
- **Credible Behavioral Health:** 2 mentions — clinical case documentation and county mental health billing.

- **MyEvolv (Netsmart) & ServicePoint / WellSky:** Specialized child welfare and historical multi-CoC databases.

Drivers of Dual-System Necessity

Agencies reported the following core drivers necessitating secondary client databases:

- **Billing & Fiscal Requirements (35.3%, 6 responses):** Direct billing to Medi-Cal, county behavioral health, or specialized funding streams.
- **Mandated by Funding Agency (23.5%, 4 responses):** Funder mandates requiring entry into specific external portals.
- **Need to Capture Additional Agency Data (17.6%, 3 responses):** Capturing proprietary indicators beyond HUD universal data elements.
- **Functionality Not Present in Clarity (17.6%, 3 responses):** Specialized agency workflow tools.
- **Specific Reporting Deliverables (5.9%, 1 response):** Non-standard funder reporting packets.

5. Reports Utilization & Tool Satisfaction

Reporting is central to grant compliance, system monitoring, and caseload supervision. Users evaluated specific standard reports available within the Clarity HMIS Report Library.

Report Title / Module	Active Users (N)	Mean Score (1-5)	% Favorable (4-5★)
Annual Performance Report (APR)	12	4.83	100.0%
HMIS Data Quality Report (HUDX-225)	14	4.71	100.0%
Program Roster	20	4.50	85.0%
Program Details Report	13	4.31	84.6%
Other Custom / Agency Reports	10	4.30	80.0%
Staff Reports (General)	10	4.20	80.0%
Duplicate Clients Report	14	4.00	57.1%
Monthly Staff Report	8	3.88	62.5%
System Performance Measures (SPM)	7	3.86	71.4%

Reporting Analysis: The HUD compliance reports (APR at 4.83 and HUDX-225 at 4.71) receive universal praise for precision and ease of generation. The Program Roster is the single most widely used report in Solano County (20 active users). Conversely, System Performance Measures (SPM) and

Monthly Staff Reports scored lowest, reflecting the technical complexity of system-level metrics and supervision filtering.

6. Software, System Administration & Training Evaluation

Bitfocus provides both the software solution (Clarity HMIS) and direct system administration for the Solano CoC. Survey ratings confirm high satisfaction across all core operational interfaces.

Bitfocus Operational Interface	Responses (N)	Mean Score (1-5)	% Favorable (4-5★)
Clarity HMIS Software Platform	26	4.46	92.3%
Bitfocus Help Desk Support	23	4.43	91.3%
Bitfocus System Admin Team (Meetings & Staff)	25	4.32	88.0%
Clarity Trainings Provided by Bitfocus	24	4.29	83.3%

Preferred Learning Modalities

When asked how staff and team members learn best, preferences showed a strong demand for on-demand flexibility:

- Recorded On-Demand Trainings: 37.5% (9 respondents) — ability to pause, replay, and reference during data entry.
- Live In-Person Trainings: 29.2% (7 respondents) — hands-on labs and classroom collaboration.
- Live Virtual Webinars (Zoom): 20.8% (5 respondents) — structured remote sessions with live Q&A.
- Job Aids, Handouts & Cheat Sheets: 12.5% (3 respondents) — concise step-by-step desk references.

First Point of Contact for Problem-Solving

When encountering an HMIS question or issue, respondents turn to:

1. Bitfocus Community System Administration Team (Bryanna): 27.3% (6 users)
2. Agency Lead / In-House HMIS Specialist: 22.7% (5 users)
3. Bitfocus HelpDesk Support Portal: 18.2% (4 users)
4. Bitfocus HelpCenter Knowledge Base / Online Search: 18.2% (4 users)
5. In-House Agency Colleagues: 13.6% (3 users)

7. Direct Community Voice & Qualitative Feedback

Open-ended survey responses highlighted specific day-to-day workflow pain points and operational requests from frontline staff and leadership:

Feedback Theme: Restoration of HMIS ID Badge & Photo Printing • Source: Emergency Shelter Supervisor

"The option to print the HMIS ID is no longer there. We would like it back. We use the photo for our security book. It is clean and uniform for all guests."

Context / Impact: Direct impact on emergency shelter intake security, guest verification, and front-desk safety rosters.

Feedback Theme: Duplicate Record Management Workflow • Source: Rapid Rehousing Case Manager

"I would prefer a delete button for use when I accidentally add a duplicate record."

Context / Impact: Case managers experience friction when an accidental enrollment or profile is created. While full client deletion requires admin oversight for audit compliance, a simplified 'Mark as Duplicate' feature is requested.

Feedback Theme: Program Enrollment Tagging by Funder • Source: Emergency Shelter Program Manager

"It would be nice to assign participants by funder."

Context / Impact: Agencies blending multiple funding sources (e.g., ESG, General Fund, Philanthropy) within a single facility require sub-tagging to avoid duplicate spreadsheets.

Feedback Theme: Survey Design Feedback • Source: Transitional Housing Agency Lead

"It would be great if there were the option to check multiple answers within this survey."

Context / Impact: Valuable methodological feedback for future annual community assessments, specifically regarding agency services and software usage.

Feedback Theme: Support Recognition • Source: Rapid Rehousing Agency Lead

"Appreciate the support."

Context / Impact: Direct appreciation for ongoing responsiveness and collaboration from the local administration team.

8. Strategic Recommendations

To build on system strengths and directly address community feedback, the following five actionable initiatives are recommended for implementation across 2026–2027:

1. Address the Cross-Agency Data Confidence Gap
2. Restore / Resolve HMIS ID & Photo Card Printing
3. Streamline Accidental Duplicate Resolution
4. Expand Asynchronous Micro-Trainings & Visual Job Aids
5. Support Multi-Funder Tracking & Address System Redundancy

