

OC HMIS Monthly User Meeting Webinar
7/13/17
10:00 – 11:00 AM

Agenda

1. Report Cards
2. RFP Update
3. CES Update
4. Project Performance Report
5. Help Desk Updates
6. LGBT Sensitivity Training
7. Question and Answer Time

HMIS Staff on Today's Call

- Erin DeRycke – Sr. Program Manager, HMIS
Casey Parnis – Data Analyst
Elizabeth Agredano – Data Analyst
Mai Lee – Data Analyst
Adriana McCarty – Jr. Data Analyst
Chris Powell – HMIS Program Assistant

Report Cards – Adriana

- Final Q1 2017 Report Cards has been posted
- Report Cards include Data Quality, Data Timeliness and Entries from CES
- Looking at the [Percentage of Projects that met Data Thresholds](#) we can see that:
 - For all project types, the percentage of data completeness for Universal Data Elements is significantly higher than the percentage of completeness for Program Specific Data Elements (Entry and Exit).
 - For all project types, there is not a considerable difference between the average data timeliness for Project Entry, Project Exit and Services Provided.
 - For the whole CoC, the percentage of projects that met the data quality thresholds for their project type is higher than the percentage of projects that met each data timeliness threshold.

RFP Update – Chris

- At the Data Committee meeting on 7/6/17, there was a unanimous 15-0 vote to recommend BitFocus (Clarity) at the Commission to End Homelessness Special Meeting on 7/13/17

CES Update – Erin

- At the Housing Placement Match meeting on 8/1/17, 211OC will be demoing the CES module to the providers

Project Performance Report – Casey and Erin

- Analysis is complete
- Waiting for feedback on thresholds for non-CoC funded project types (ES, TH, SO, HP)
- Reports will be published in Tableau once the final thresholds are determined

LGBT Sensitivity Training – Casey

- Presented by the [LGBTQ Center of Long Beach](#)
- Check out the [presentation slides!](#)

Help Desk Updates - Casey

- Removed the majority of required fields on the ticket submission page.
 - To expedite your request, please always include the name of the project or report you are contacting us about as it appears in HMIS (i.e. “ocp_Emergency Shelter Bonus Project 1” instead of “our ES project”)
- HMIS Staff will now create a ticket on your behalf after a phone call to the HMIS Help Desk for an issue that requires technical assistance.
- Many new articles have been added to the [Knowledge Base!](#)

Questions and Answers

- **How can I access tickets I’ve already submitted through the Helpdesk?** All tickets are sent to you as an email, so you should be able to view all the tickets you’ve submitted in your email account. If you would like assistance in setting up a smart rule to send your tickets to a designated folder in your email, please submit a ticket and we can assist you. Another option is enabling user accounts in our help desk software. We have not enabled this functionality because users overwhelmingly voted against having another account to manage and we are wary of adding an additional layer of technical issues that could arise from user accounts, but if enough people are interested this is something we can look into.

Future Meeting Information

Next month’s meeting date and time: In person meeting at the CASA Training Room on August 23rd from 9:30AM to 10:30AM! Upstairs at 1505 E 17th St. Santa Ana, CA.

All [User Meeting webinar recordings and meeting minutes](#) are available on our website!

Have an idea for a future agenda item? Submit a ticket via the [HMIS Help Desk](#) using the “HMIS – Users and Trainings” category with your ideas.