Welcome!

July 2020
OC HMIS User Meeting
Agenda

1. Bed Reservation Update
2. 2020 HIC/Sheltered PIT Highlights
3. Document Update
4. Agency Audit Focus Group
5. Project Performance Report Check-In
6. Performance & Data Quality Review Poll
7. HMIS User Survey Feedback
8. HMIS User Survey Comment Follow-Up
9. HMIS Training Video Roadmap
10. Q&A
Bed Reservation Update

Starting today, there will be a new process in HMIS for Emergency Shelter Bed Reservation.

If your agency has an Emergency Shelter and is interested in participating in the Bed Reservation process, please enter a ticket with the HMIS Help Desk.
2020 HIC and Sheltered PIT

The final 2020 HIC and Sheltered PIT has been submitted to HUD!

Thank you to all the agencies that participated in the process!

An overview of the 2020 HIC and Sheltered PIT is available on ochmis.org.
Document Update!

We have standardized the formatting for documents in the Client Privacy section of ochmis.org.

No content has changed, but the documents look much better!
We need your feedback!

The 2020 HMIS Agency Audit process will be different from previous years’ audits due to the COVID19 crisis.

Make sure to respond to the scheduling poll if you are interested in participating in a focus group to discuss the new audit process.
Project Performance Reports

Are we ready?
Performance & Data Quality Review

The HMIS team would like to start reviewing each individual agency's Project Performance & Data Quality reports at the annual HMIS Agency Audit!

Please participate in our poll to gauge how best to proceed with this new process.
HMIS User Survey Results

We appreciate your feedback!
How often do you use these features in HMIS?

- Attendance Page
- Recording Case Notes
- Recording Services
- Recording Assessments (Including VI-SPDAT)
- Reviewing Client History
- Running Reports
- Tracking Enrollments/Exit

- NEVER
- RARELY
- SOMETIMES
- OFTEN
- EVERYDAY
How easy is it to use these features in HMIS?

- **Attendance Page**: 1 difficult, 7 neutral, 7 easy
- **Recording Case Notes**: 6 neutral, 10 easy
- **Recording Services**: 6 neutral, 13 easy
- **Recording Assessments (Including VI-SPDAT)**: 1 difficult, 4 neutral, 9 easy
- **Reviewing Client History**: 2 difficult, 5 neutral, 13 easy
- **Running Reports**: 2 difficult, 8 neutral, 5 easy
- **Tracking Enrollments/Exits**: 2 difficult, 4 neutral, 14 easy
How often do you use ...

- **HMIS**
  - Never: 1
  - Rarely: 1
  - Sometimes: 4
  - Often: 6
  - Everyday: 9

- **HMIS Help Desk Ticket/Email System**
  - Never: 4
  - Rarely: 6
  - Sometimes: 9
  - Often: 4

- **OC HMIS Training Courses**
  - Never: 3
  - Rarely: 4
  - Sometimes: 14
  - Often: 3

- **ochmis.org**
  - Never: 3
  - Rarely: 1
  - Sometimes: 11
  - Often: 6
  - Everyday: 1

- **Knowledge Based Articles**
  - Never: 5
  - Rarely: 4
  - Sometimes: 11
  - Often: 3
  - Everyday: 1

- **YouTube Training Videos**
  - Never: 11
  - Rarely: 2
  - Sometimes: 7
  - Often: 4
How easy is it to use ... ?

- HMIS Help Desk Ticket/Email System:
  - Difficult: 0
  - Neutral: 8
  - Easy: 12

- OC HMIS Training Courses:
  - Difficult: 0
  - Neutral: 5
  - Easy: 14

- ochmis.org:
  - Difficult: 0
  - Neutral: 15
  - Easy: 5

- Knowledge Based Articles:
  - Difficult: 0
  - Neutral: 12
  - Easy: 7

- YouTube Training Videos:
  - Difficult: 0
  - Neutral: 12
  - Easy: 5
Quality of Support Received from the HMIS Team

- **Help Desk Tickets**
  - Excellent: 6
  - Good: 6
  - Fair: 2
  - Poor: 0

- **Phone Calls**
  - Excellent: 4
  - Good: 5
  - Fair: 1
  - Poor: 0

- **In Person Meetings**
  - Excellent: 5
  - Good: 7
  - Fair: 0
  - Poor: 0
Please Submit a Ticket to the Help Desk!!

If you would like to:
- express any comments or concerns
- be more proficient with a certain feature
- learn how to use a feature that you have not used before
- let us know how we can better assist you!
“A better way to track budgeting, savings/increased saving, increased income, housing/shelter locations prior to entry of current shelter, obtained employment, transitioned to permanent housing, stabilization of mental health.”

—HMIS User Survey Respondent

Recognize this comment? Relate to this comment? Get in touch!
“I really wish the details report gave housing move-in dates on all clients in the household like the rosters do. That would be REALLY helpful.”

—HMIS User Survey Respondent

Let’s check out a Looker field that will do exactly this! Make sure to check out our upcoming live Looker training, details soon.
HMIS Training Material Roadmap

Currently Available
- HMIS Glossary
- HMIS Cheat Sheets & Flowcharts

Upcoming Webinars
- **July**: Looker
- **August**: CES
- **September**: Agency Admin & Data Quality
- **October**: HMIS Part 2

Upcoming Videos
- HMIS Functionality
- CES Training
- Project Type Training
- Federal Funding Training
Q&A

Have a question? Want to see something demonstrated? Let us know in the chat box!