



WELCOME TO THE 2019 HMIS GOVERNING BOARD ANNUAL MEETING!

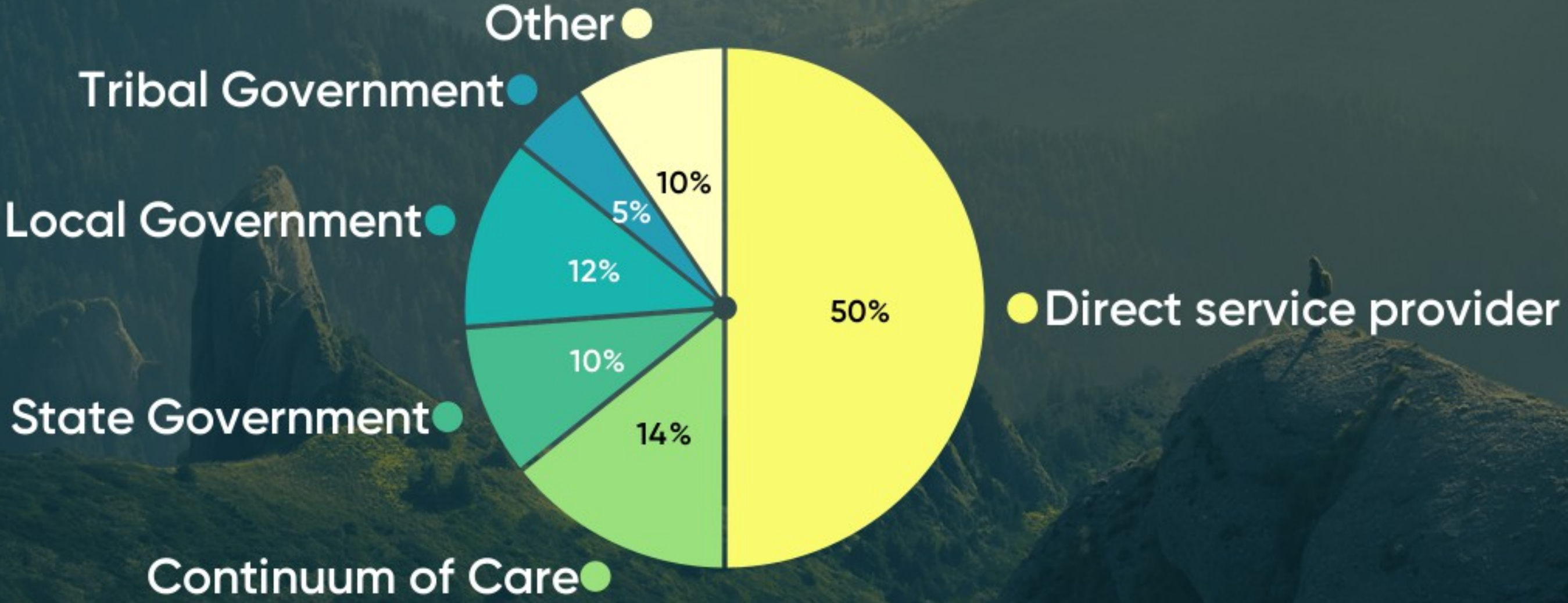
A FEW NOTES ABOUT MENTI

- We are using Menti to capture feedback from those in the room and on the webinar.
- You will be able to submit responses for the slide currently on the screen.
- If you get behind, you can click "Go to slide" at the top of your screen.

A FEW NOTES ABOUT MENTI, CONT'D

- There is a character limit, but you can provide multiple responses if needed.
- There will be a post-meeting survey where you can elaborate on your feedback.
- The GoToWebinar chat box is available as a backup.

What type of organization do you represent?



2018-19 Year in Review

Not well at all

How well did we make you aware of these important HMIS elements (i.e., elections, end user work, annual priorities, data quality, RFP)?

4.2

Very well

4.2

How can we better notify you of these kinds of important HMIS elements in the future?

The emails work great.

Email is the best way

Newsletter and email works great.

Newsletters, emails and at meetings

I like the emails, I would also like more opportunity for in-person meetings in Greater Minnesota.

Morris Code

Segment the email list to target messages to specific groups

Email works fine.

Continue emails

How can we better notify you of these kinds of important HMIS elements in the future?

short webinars about the context, how to get involved etc.

News Letters and emails

Emails are great

Have an easy to access archive of old messages. That way if something is lost in your email you can skim through the list.

Newsletter

In person visits

Put it in the newsletter quarterly

Send out direct emails to agencies.

Emails are working just fine!

How can we better notify you of these kinds of important HMIS elements in the future?

Keep sending newsletters, and provide concrete examples why the HMIS elements are important to end users and service agency managers.

Continue emails and updates from RSAs at meetings!

Local COC meeting for HMIS may be helpful.

maybe included in other newsletter (CoCs, Funders, etc.)

Email

More inperson training

Liked the Gov Board visits to CoCs

Emails

Emails

How can we better notify you of these kinds of important HGIS elements in the future?

Emails!

easier to search old newsletters to find important info

Email

Mid-year update meeting – like a “mini annual meeting” where stakeholders can engage

Emails are fine

Emails are fine

Email is good.

What are one or two specific ways we could improve the Data Quality Incentive process?

specific examples of what was asked for by agencies

Highlight agencies that have done the work to improve data in the newsletter

Now that it's been done for one year, I would love to see information on results/best practices learned from the first year to guide new proposals.

I don't recall there was an "incentive process"...Maybe I missed it...

Tutorials (short and to the point)

We need to implement a process where we can better update client information

Acknowledgement/celebrating excellent data quality. And candy.

award in annual meeting?

Not sure

What are one or two specific ways we could improve the Data Quality Incentive process?

I personally would like to see more specific outcomes to present to our staff, and directors.

Keep continually trying to get the word out. Staff tend to turnover often

two-sided conversations with providers on how to increase functionality for users.

An award, or a traveling sign, for those that improved the most in past quarter or year.

Share how other groups/CoCs do data quality

Having clear instructions all in one spot. My agency did not have the capacity to complete data entry until my position was created recently. Every couple months I learn that I am missing steps that weren't part of the training.

Templates and tools - help us all learn and take action!

More public praise for data quality improvements by specific agencies and how those improvements were crucial to changing practices, results, or funding.

Would love to see the grantees from last round partner with the QDQ rollout and share lessons learned with any new grantees in future rounds.

What are one or two specific ways we could improve the Data Quality Incentive process?

I agree with recognition.

Communication and in person training

I didn't know there was an incentive

Quick webinars

To let specific programs know what data has the expectations of being entered, which questions need to be asked and answered.

Clear guides

Proper training on how to capture data

Helpful and quick response

What are the two things you most appreciate about ICA's performance?

Darn nice folks

Accuracy and integrity!

Very responsive !!!

The willingness to teach, and lots of communication

The people who work there

very helpful and most always available.

Staff are knowledgable, approachable and excited about data- are willing and capable partners.

Quick response time

Quick responses

What are the two things you most appreciate about ICA's performance?

Responsiveness

Accuracy

Responses to help desk questions is getting quicker with more usable feedback and ideas.

Staff very supportive and quick to respond to questions

Desire to produce quality work

You accept feedback with incredible graciousness. You could do a training on customer service!

Seems like customer service is a priority ... a can do attitude.

Timely and helpful

responsive and always helpful

What are the two things you most appreciate about ICA's performance?

Help Desk and technical assistance have always been very helpful

Engagement and helpfulness of the staff - especially our RSA! The continued improvement of tools and guides that make using HMIS easier and more user friendly.

Definitely the staff and their willingness to work towards a solution.

Informative

I am ICA staff so I'll abstain, but have to answer to get to the next question. :)

Very knowledgeable

Approachability and timeliness

Knowledge

These people are smart ... they know this hmis space very well

What are the two things you most appreciate about ICA's performance?

Rapid, friendly, able to solve data problems, collaborative.

they are very data driven. I would like to see them represented at the decision-making table.

Patient when I get frustrated

more training on understanding/using data to meet community and agency planning needs

clear communication

Quick responses from the Help Desk. Detailed answers that help me understand the issues.

What is one thing you wish ICA could/would start doing (more of)?

In person meetings

User groups monthly

Better inform users about changes

I don't have anything!

Personal concierge surrounding HMIS! :-)

in person training

Face to face training refreshers on a routine basis.

More in person training

Sharing videos of ICA staff musical performances with the rest of us!

What is one thing you wish ICA could/would start doing (more of)?

More reporting staff to meet local needs

Simplify the prompts to run reports, and less clicks to update client records

Faster in person/phone call response to a question rather than continued emails.

More presence at community at community meetings as time allows

More frequent refresher training. In person or via webinar.

Provide more guidance as a lead agency on strategic planning for CoCs, such as improving client outcomes, performance measures, and evaluating initiatives to reduce homelessness.

a way for current users to re.-train due to the multiple changes. A more accurate "how to" guide

More phone calls/in-person meeting rather than back and forth on email

Maybe calls with specific questions based on the program involved.

What is one thing you wish ICA could/would start doing (more of)?

ICA staff response: in-person data walks/data analysis/program evaluation trainings (would love this to be a stated priority) to increase data literacy and decision-making at program and system level.

Support and improve the use of HMIS reports for state funded programs and not be subsumed so much by the HUD funded programs.

More reminders about training requirements

update the user guides to match with changes

more help with how changes apply to "MY" agency or funding streams

The knowledge base section of the website

Plans for more engagement and ongoing system improvement

Getting on the same page about the HMIS ROI.

What is the most interesting/helpful thing ICA shared in their reflections and projections section?

I really appreciated the focus on using the data to develop insights

Knowledge Base!

The challenges with the project prioritization

Knowledge Base Location

HMIS knowledge base

Commitment to data quality is clear

upcoming projections/changes

Preview of coming attractions

The knowledge base section of the website

What is the most interesting/helpful thing ICA shared in their reflections and projections section?

There is a continuous push for improvement and communication

What's coming up next. Knowledge base.

transparency about project prioritization process and need for a refresh

Plans for more engagement/training and continuous system improvement (Sorry, I keep answering on the previous question. I'm sure those responses will be confusing!)

All interesting.

Regarding the topics you just heard about, do you have any specific questions you want to make sure we provide answers for in the near future?

Nope

No

No

Not yet

No-This presentation has answered many of my questions. Thank you.

Not at this time

How to run data quality reports

Standards for DQ that would inform next steps for QDQ

What will be my specific role as a part of the QDQ process?

Regarding the topics you just heard about, do you have any specific questions you want to make sure we provide answers for in the near future?

In regards to data changes, will there be a flag or ding if a consumer refused to answer

Please shoot out updates as they come.. It sounds like there are some potentially big things in the pipeline

No

Easier reports to run

Depending upon the program, what we should be striving towards.

I think we need more information as to how the group can become board members etc

Some agencies have participants in two programs such as housing support and MN LTH yet the matrix has to be entered twice (one for each program) that seems excessive. Could matrix be looked at. We should only need 1

What are we missing that may require attention?

Nothing comes to mind.

How are end users involved in strategic planning?

Program specific data.

I would eventually love to see this focus on DQ move into Coordinated Entry as well as the entry/exits

How to align MN's HMIS values with HUD's HMIS values - and communicate that to stakeholders. (E.g. differing definitions)

Specific focus on data quality at the entry and exit points to the homeless system where data tends to be most important for measuring need and outcome.

Seeing as how all CoC's received an A rating on data quality, perhaps we may need to turn to an eye to identifying what agencies have the biggest troubles with DQ rather than all end users. Not to shame but perhaps coach.

How can we create consistency amongst CoCs for data requirements to improve data quality? For example, one report catching everything instead of just MN and HUD overall requirements

Community level planning

What are we missing that may require attention?

Easy, combined LTH and HUD reports to check data

Clarify definitions of DQ. If all CoCs have an A in data quality but we have these consistent clean-up needs, why is that? Are we measuring what is meaningful across programs and levels of the system?

Shifting focus on CES as a way of doing business vs just one piece of the puzzle. Its integrated in so much of what we do now.

How can we incorporate consumer perspective into our governance and decision-making?