Welcome to the 2021 HMIS Governing Board Annual Meeting!

Mentimeter

A few notes about menti

→ We are using Menti to capture feedback from all of you!

→ 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 are survey questions at the end of the meeting to elaborate on your feedback.

What has made your job easier over the past year?

being able to work mostly remotely.

Pets

work from home

Coconut la croix

Ayahuasca

Gaining the trust of my clients.

Report Collection!

good communication

Full time WFH!

72

What has made your job easier over the past year?

More training and assistance with items

The access to more networks & meetings in hybrid settings

Virtual meetings; no "travel" time between meetings.

working from home

Remote work

Taking more trainings

Chocolate

Technology

meeting remotely with clients

72

What has made your job easier over the past year?

audio books for the commute	Working remotely	Support from co-workers
Candy	Working from home with pets!	Being able to work remotely
Working remotely. Less travel!	Microsoft Teams	happy hours

72

What has made your job easier over the past year?

People I work with

when institutional information lives on paper instead of in people's heads

Being actually meet people face to face

Additional COVID Funding opportunities

Coworkers

Report Collection

Emailing/faxing vs. in-person visits has made things quicker and easier

My dog

Zoom.

72

What has made your job easier over the past year?

Trainings, helpful coworkers

Strong internet

Dark chocolate

More time to do paperwork

meetings via other platforms

Great peers!

WFH cuts down on travel - good supervisors

flexible employer

working from home

72

What has made your job easier over the past year?

Pets while working from home

Practicing!

Nothing

Good coworkers

Working remotely, more schedule flexibility

That is a really tough question, I really don't think I can give an answer. Continuing to work from home has become a good thing.

Flexibility with remote work

Work from home

video meetings- Google Meet, Teams, Zoom, all of those. Espcially the ones with persistent text chat as well, like Google & Teams.

72

What has made your job easier over the past year?

Working from home as well

Technology

Miss the office work and people connecting, collaboration! ..

Flexibility of hours and hybrid work options as well as flexibility with client meetings.

Peer support!

Online meetings with staff from ICA

virtual meetings

Flexitbility.

training

72

What has made your job easier over the past year?

Gardening and a spectacular team!

training

Working with everyone through Covid and the repercussions after that

Unsure I haven't used it yet

We evaluate demographics for planning needs and gaps

Gives the Advisory Committees better understanding of the projects and who we are serving.

My co-workers.

more trainings

no vispdat

72

From the survey results so far, what do you think is interesting, surprising, or needs more conversation?

hope that more people will respond

Defining the roles of the Governing Board vs State and County funders

I don't think anything needs more conversation

More conversation is needed on HMIS.

That so few responded

Not sure yet

Need more clearer definition on HMIS

wide range of answers

more conversation on how the data in HMIS helps to end homelessness

38

From the survey results so far, what do you think is interesting, surprising, or needs more conversation?

hope more people complete the survey.

more information on the governing board

Surprised by lack of response

No surprises, all interesting, no additional conversation

Need more people to respond

Opportunities to better understand roles, authorities

given the number of users, how do we get more people involved

Defining roles

More conversation around roles and responsibilities

38

From the survey results so far, what do you think is interesting, surprising, or needs more conversation?

great that you're asking these questions

Appreciate you extending the survey so more folks can weigh in!

Most responders didnt feel HMIS governance had an articulated vision and strategy to use HMIS. How do we improve?

Are there responses from people who are homeless community

Clarity on how much power the Governing Board has to influence State and County funders

A lot of Don't know/Not Applicable. I don't love those two being combined. I think they are very different responses. Not sure what to make of those repsonses. Would not assume N/A

why do you think low response?

Not sure yet

There was to many options for responses

38

From the survey results so far, what do you think is interesting, surprising, or needs more conversation?

More conversations on how important HMIS is at all levels of the CoC, it's not just an exercise in data entry.

Training on Reports and meaning

Lack of responses.

Needs more conversation on tribal coverage and CoCs

How to reduce workload and paperwork fir case managers and clients via hmis

How can hmis collaborate with the wilder study

Not sure at this time

Feedback is important and this is my first meeting with HMIS. I'm glad that feedback is so strongly encouraged.

I just think you need to be the system less complicated. Make it more end user friendly.

38

From the survey results so far, what do you think is interesting, surprising, or needs more conversation?

diversity and equity

seems like answers were given and nothing from there - more trainings

38

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

fast answers from the helpdesk

Love the 1:1 help. Very helpful

Quick response

Consistent communication. Newsletters on-time, updates are timely.

Training improvements have been wonderful

Their quick responses from the Help Desk.

The data therapy and the combined LTH report

they are giving us tools for US to use to help end homelessness

The dashboard work.

53

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

Data Therapy Sessions

Continually changing reports to make it easier on providers - one report that can replace all those others

They get stuff DONE! They are fast and transparent.

Alacrity and skill.

data therapy sessions

Staff are very responsive. Transparency.

Promptness of response and willingness to go above and beyond

How brilliant, invested and kind their staff are! They make HMIS accessible and usable

quality and response

53

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

Help desk is wonderful, so appreciate the support!

Fast responsesSupport during Lease up

quick responses

Supportive staff on help desk who always follow up

Always quick to respond when question needs answers. One on one helpful

Leading us through the QDQ process. Equipping us to support grantees

Simplifying and response to questions

HElp desk is amazing!

Work on Coordinated Entry changes.

53

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

Newsletters

Consistent meetings, and quick help

Data broke down by race

the data therapy idea is really cool ...

Combining all the LTH reports into 2 reports. Also timely replies from Helpdesk

Quick response from the helpdesk- helpful resources on the website

Quick responses

Help desk is customer service friendly and quick

Taking the time to understand what is needed, and acting on those needs to make it easier for us. Training has gotten sooo much better, more hands on and interaction

53

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

Data therapy

Combined reporting and support sessions

one on one help, quick response from help desk

Ability to pull data from HMIS

answer quickly very helpful

Quick response time

the staff really seem like they care about us and want to help us

Good trainings

Website is easy to use and find trainings

53

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

one on one training.

Data on GRH

Dashboard on different providers who they are

We use the data look for making sure everyone is served equally

not sure at this time. Have not had much experience dealing with ICA during my work with the program

Helpful support and also the individualized support that is provided.

the staff and the access to staff

quick response when asking for help, they are very kind and knowledgeable

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

One on one training with users who have had consistent troubles using the platform

Upgrade the dashboards and Coordinated Entry reports to provide more current and detailed data.

Training fresheners

having an explanation of how to run each report alongside the report

User groups need improvement - videos are not posted in a timely manner and handouts are not shared

1:1 Training for specialized programs. Why do I need to respond to questions which don't apply to our population?

adding more information to the knowledge base--I always check there first before reaching out to the helpdesk but often the answers aren't there

Agency check-ins

Better explanation of why bugs can't be fixed and why demografics suggestions aren't taken.

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

updated trainings as needed.

I cannot think of anything.

Follow up from data therapy

Name the reports relative to what they mean first vs a number

one on one training

HMIS is NOT an intuitive program - the platform itself is hard to figure out and requires some pretty extensive training to understand where everything is on it. Simplifying the actual platform would be helpful.

keep doing monthly trainings of several topics.

Searching for a new software system.

1:1 training for adding info with changes in families. Specific changes that need to be reported.

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

We run monthly reports.

Make the whole system less complicated.

One on one training for orgs that aren't up to par.

Not sure of. I'm still fairly new.

address concerns on QDQ

trainings on how to use the data and what types of reports we can run

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How do you use HMIS data to improve your program(s)?

We don't

we don't either

We don't. It's just for compliance.

To ensure my participants are receiving quality assistance

Data used in grant writing

I don't. I get feedback directly from the folks we serve.

Inform how to target resources

would love direction on how we can use it...

We don't! We use internal data base that better meets our needs.

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How do you use HMIS data to improve your program(s)?

Share with our providers outcomes by race and ethnicity

with the data we are able to apply for RFP or increase the amounts we are in need of

Demonstrates need to get more funding...now if we can increase base budgets so we all get more money....:-)

We often are just trying to keep up with QDQ

I don't think we have so far, at least not at my level really.

SPMs and APRs help us see where we can improve as a system and as projects.

I don't

It shows us if their is more of a need for homeless or prevention dollars from grantees

I don't think we do, we use data from our internal database

How do you use HMIS data to improve your program(s)?

There aren't enough resources for our agency to do real program evaluation.

Not sure haven't used it yet

Not sure at the moment as I'm new.

It helps us no where our clients have grown and where they maybe stuck. Example income and if income hasn't increased.

To show we are serving the hardest to serve, populations

use the interims to assist and guide clients

Data quality

Training us on how to use the data to improve programs.

we don't, never been shown how to

27

What topics do you think the Racial Equities and Data Disparities Workgroup should focus on over the next year?

bring people with lived experience to the table

Representation on the board and committees

How to use the data to help decrease disparities

training on how to have our programs be more equitable for all

Diverse and inclusive meetings

Can agency staff and board makeup racial makeup be collected and tracked?

diverse group on the Board

Not sure at this time

focus on training none person of color how be sensitive when asking question.

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What topics do you think the Racial Equities and Data Disparities Workgroup should focus on over the next year?

do we need to treat group unequally to achieve equity?

Cultural sensitivity training from elders

How are dominant culture norms manifesting in the board's work and board operations?

Having input from clients in HMIS on how to better questions and info gathered to BIPOC communities

Identify how data can better be used to assess disparities.

Historical trauma training

focus on youth disparities

Continuing to use the data to help drive initiatives.

inclusision and getting their voices to the table

19

What topics do you think the Racial Equities and Data Disparities Workgroup should focus on over the next year?

bringing folks with lived experience to the table

19

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?

What concrete steps is the board taking to center racial equity in its work, at the board and in committees?

System changes expected.

With the focus on equity for LGBTQ+ people, will HMIS begin collecting data that can be used to show outcomes within the CoCs?

provide incite working with LGBTQ communities

Clearer connection to how the data in HMIS is being used to end homelessness

Centering marginalized folks voices and experiences – how is HMIS and other data (and feedback) used to further their benefit?

None for me at this moment.

What is being done to make sure that HMIS isn't just a compliance thing but that the information gathered is actually used?

I would like more information on the grading rubric . As we are going to case conferencing and I'm worried that are data scores will be lower due to the new pilot program we are taking on.

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?

no

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Please list the most valuable portion(s) of the meeting.

The Minnesota Tribal Collaborative presentation!

information about the Tribal Collaborative and the different committees.

The questions and answers

opportunity to provide feed back and learn about the data.

Seeing ICA staff.

The Tribal Collaborative presentation was very helpful. Now would like to hear some ideas for successful collaborations.

Seeing the menti results was great because it's good to know I'm not the only one having these thoughts

For me, since this was my first meeting, I found the transparency valuable and how highly driven feedback is. I'm glad that the Board really wants to improve things and are seeking out from us, where the areas of opportunities are.

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Please list the least valuable portion(s) of the meeting.

It was all valuable.

Information on what each committee assists and can help with.

Learning more about HMIS and the committees that offer assistance

Can't think of one, it was all interesting to hear about

feels like I didn't gain anything in that 2 hours

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Please list any technical difficulties that affected participation.

Everything worked good on my end.

None

was not able to access closed captioning.

The Menti Questions.

N/A

None

Please list any suggestions you have for next year's Annual Meeting.

None at this time

Keep prioritizing deep dive topics like racial equity last year and the Minnesota Tribal Collaborative this year.

Love this virtual format! Definitely keeping it virtual would be great

I like the virtual session. I'm not sure how a live session would look like, but this virtual session helped the topics transition quickly.

more interactive & conversation based

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