

HMIS lead agency evaluation 2017

The Policy & Prioritization Workgroup of the Minnesota statewide HMIS Governing Board is charged with overseeing an annual evaluation of performance by the HMIS lead agency / state system administrator, Institute for Community Alliances (ICA). The evaluation is comprised of three parts:

Performance matrix (appendix 1): This measures ICA completion of 12 key function areas from the annual work-plan. Eight were deemed fully completed and the remaining four were partially completed. The four partially completed areas were:

- Reports are submitted/provided in a timely fashion and accurately reflect data that is entered
- State funder reports, including the unduplicated state program reports, provide valid data on trends and outcomes that can inform funding decisions
- System functions that will improve efficiencies, workflow, data quality, performance, or outcomes are identified and implemented
- Coordinated entry is implemented within HMIS.

User satisfaction survey (appendix 2): The survey's 174 respondents gave ICA an average score of 3.56 out of a possible 5 against the 26 performance rating questions. Questions about ICA personnel received a slightly higher rating than other areas (average of 3.76).

Data quality measure (appendix 3): June 2016 to May 2017 is provided as baseline data. The average CoC data quality measure is 91.8% based on Entry/Exits for Continuum Projects active during the period the report was run. CoC classifications are as follows: A grade (7 CoCs), B (2 CoCs), C (1 CoC).

Conclusion: On the basis of the above measures and also the narrative captured in the first two appendices, the Policy & Prioritization Workgroup concludes that ICA's performance meets the required standard for HMIS lead agency / state system administrator and recommends that they should therefore continue in this capacity.

Appendix 1 – HMIS Lead Agency Output Evaluation Matrix

- This matrix is intended to:
 - Evaluate performance above and beyond threshold/compliance requirements, which are not enumerated here
 - Evaluate performance according to a manageable list of the top priorities of HMIS Governance & stakeholders
 - Supplement the HMIS Work Plan by highlighting key performance measures therein for ease of evaluation
- The performance of the HMIS Lead should be evaluated according to what can be controlled by the HMIS Lead

| Category | Priority | Measures for Success | Work-plan tasks | Criteria (Yes/No/Partial) | ICA Assessment | ICA Narrative |
|------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Management & Compliance | Governance is aware of the status of deliverables listed in the HMIS Work Plan. | Does the HMIS Lead provide a monthly report of issues, delays, challenges, solutions, recommendations, etc., related to the HMIS Work Plan? | 16-17, 19 | Y/N/P | Y | ICA has provided reports according to committee-generated templates on a monthly basis. |
| | Governance is able to exercise oversight of HMIS Budget using accurate, up-to-date information | Does the HMIS Lead provide a monthly report of financial and resource expenditures, in the format agreed upon with Governance? | 22 | Y/N/P | Y | ICA has provided budget on a monthly basis and has worked extensively with the Chairs of the Governing Board and Finance Committee to refine the document template. |
| | Bed coverage is improved. | Does the HMIS Lead collaborate with CoCs and State Partners to encourage homeless services agencies/programs not currently entering data into HMIS to utilize the system? | 24 | Y/N/P | Y | Most notably, ICA brought Catholic Charities of St. Paul and Minneapolis fully into HMIS, increasing bed coverage significantly. ICA has also added at least a dozen new agencies to HMIS since June 2016. |

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|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Reports are submitted/provided in a timely fashion and accurately reflect data that is entered.</p> | <p>Has the HMIS Lead fixed or re-created inaccurate reports and subjected reports to thorough quality assurance measures, cross-checking with vendor-created reports as appropriate?</p> | <p>25-26</p> | <p>Y/N/P</p> | <p>P</p> | <p>ICA has done significant work to improve the reliability and validity of reports, particularly state-funder reports, though much of this work will take place as we implement a new reporting tool, Qlik. The decision to hold some changes until that point was made in conjunction with the P&P Committee.</p> |
| | <p>State funder reports, including the unduplicated state program reports, provide valid data on trends and outcomes that can inform funding decisions.</p> | <p>Has the HMIS Lead worked with State funders to re-envision report templates and then created those reports in HMIS?</p> | <p>23</p> | <p>Y/N/P</p> | <p>P</p> | <p>ICA has worked with all State funders to develop a new “core” report template that will allow for easy comparisons across all programs. ICA has also met with State program staff individually and in some cases (e.g. DHS-OEO) identified particular changes to be made to reports. As noted above, the decision was made in conjunction with funders and P&P to hold significant changes/report builds until Qlik.</p> |
| | <p>Requests for one-time reports and custom report templates are satisfied.</p> | <p>Does the HMIS Lead respond to requests within 2 business days and fulfill requests as prioritized in conjunction with Governance?</p> | <p>23</p> | <p>Y/N/P</p> | <p>Y</p> | <p>ICA fields and responds to custom report requests and one-time requests for data continuously on our Helpdesk. Some notable one-time data requests that we have fulfilled include data for: (1) Minnesota HIV/AIDS Housing Planning; (2) the Voices of Youth Count; and (3) a YouthLink research study. Some notable custom reporting that we have done include: (1) customized CES Priority List reports for each CoC; (2) a bed reservation report for the Adult Shelter Connect; and (3) a template for FHPAP reports that can be used moving forward in Qlik.</p> |

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| Communications & Stakeholder Engagement | HMIS end users and stakeholders are informed about changes that will affect the HMIS. | Does the HMIS Lead publish at least monthly communications via newsletter and hmismn.org, which include updates on initiatives and changes to funder requirements, policy, and software that will impact the HMIS? | 4-7 | Y/N/P | Y | ICA sends a newsletter every two weeks to over 1,200 users and stakeholders with the sort of information mentioned. ICA also highlights key updates via hmismn.org and the news feature within HMIS with news articles. |
| | Stakeholder feedback is actively solicited and incorporated into the daily operations of the HMIS. | Does the HMIS Lead conduct quarterly stakeholder feedback meetings and/or surveys in collaboration with HMIS Governance and the CoCs to assure valuable stakeholder feedback is integrated into HMIS? | 2, 4-5, 7 | Y/N/P | Y | ICA gathers user feedback on a monthly basis through the Implementation Committee and an HMIS user group in the Hennepin CoC, an approach that we plan to implement in all CoCs. |
| Systems Modifications | System functions that will improve efficiencies, workflow, data quality, performance, or outcomes are identified and implemented. | Has the HMIS Lead supported the implementation of CallPoint, Eligibility, FundManager, and XML Export functionality, according to the prioritization and timeline agreed upon with Governance? | 40-41 | Y/N/P | P | ICA has been trained on and purchased all of modules/functionality mentioned. In the course of implementing the first round of CES, we implemented Eligibility in one CoC (with more to come in later rounds) and have not identified a CoC that would like to use CallPoint. We did ask Mediware to deactivate FundManager, because it changed the data entry process required by FHPAP. We recommend that FundManager implementation be delayed until after ServicePoint 6. |

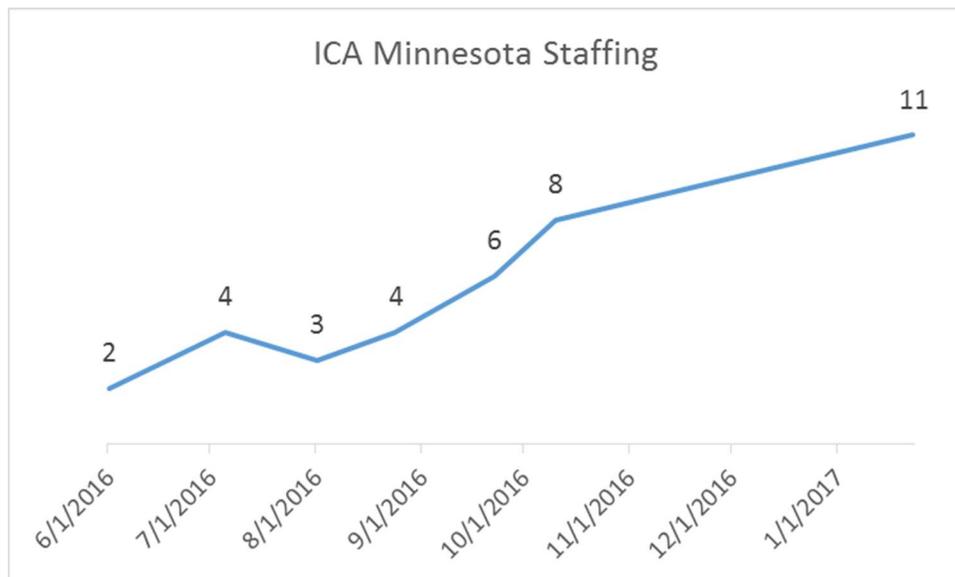
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|-------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Coordinated entry is implemented within HMIS. | Has the HMIS Lead implemented and provided training on Coordinated Entry in HMIS – including the creation of customized assessments, reports, and priority lists for each CoC – according to the prioritization and timeline agreed upon with Governance? | 38-39 | Y/N/P | P | ICA implemented Statewide Data Sharing, a necessary prerequisite to Coordinated Entry, on 10/3/16. Since that time, 8 CoCs have gone live with at least an initial implementation of CES in HMIS, and the two remaining CoCs are scheduled to go live no later than early August 2017. Assessments are customized for each CoC and, as mentioned above, ICA has done extensive work to create and tweak priority list reports for individual CoCs. The CES Management Report, like other major reporting efforts, will be built in Qlik. |
| Data Quality & Integrity | Data quality is improved. | Does the HMIS Lead produce quarterly data quality reports and education on data quality, as well as recommendations for improvement? | 8-9, 12 | Y/N/P | Y | ICA has produced quarterly data quality reports consistently since late 2016. ICA has recently (e.g., with System Performance Measures) sought to improve our data quality efforts by doing more direct outreach to agencies with the particular clients to address and how to do so. We are planning to expand this approach and are also working on improvements to the quarterly Data Quality process. |
| Training | HMIS users are properly utilizing capabilities of HMIS beyond mandated reporting and data entry | Has the HMIS Lead implemented and provided new user, refresher and customized trainings according to the prioritization and timeline agreed upon with Governance? | 43-45 | Y/N/P | Y | While ICA, the Implementation Committee, and the P&P have identified that a training overhaul will wait until ServicePoint 6, ICA has done some work to improve the format of New User training. ICA has also provided many in-person CES trainings, a summer webinar series on HMIS, and “Lunch and Learn” sessions on topics like immigration and data privacy. |

Appendix 2 – HMIS User Survey Results

Executive Summary

This document contains the results of a survey completed by HMIS end users and other stakeholders (n=174) in January and February of 2017, approximately 8 months into the tenure of the Institute for Community Alliances (ICA) as Minnesota’s Interim HMIS Lead Agency and State System Administrator. The results contained herein will form the baseline against which ICA will be evaluated by the HMIS Governing Board and its committees.

ICA began its work in Minnesota on June 1, 2016, less than one month after being notified of their hire. The transition period was also a time of great flux in other ways – agencies and CoCs scrambled to sign the paperwork necessary to complete the transition, the newly formed HMIS Interim Governing Board worked to outline its goals and expectations, and the budget for the first quarter of ICA’s tenure faced a significant shortage. As such, ICA’s Minnesota team began with only 2 staff – far fewer than the 11 staff targeted to serve the close to 900 HMIS end users and multitude of stakeholders interested in better utilizing Minnesota’s HMIS. Growing within its means, ICA was operating at less than full staff for the first 8 months of their tenure.



This time was also marked by significant changes to Minnesota’s HMIS. To facilitate the implementation of Coordinated Entry in HMIS, Minnesota’s apparent top priority, ICA began work on Statewide Data Sharing, which went into effect on October 3, 2016. At the same time, HMIS Data Standards were updated at the Federal level, which meant widespread changes to assessments, data collection forms, reports, and training videos had to be implemented by October 1, 2016. ICA also worked with Hennepin County to implement the Adult Shelter Connect by October 17, 2016; the system helped single homeless adults reserve shelter beds over 39,000 times via HMIS in its first three months of operation.

In addition to supporting mandated reporting efforts such as System Performance Measures, the Annual Homeless Assessment Report (AHAR), and the Point in Time Count (PIT), ICA has continued to work on expanding and improving Minnesota’s HMIS. Though New User Training was suspended for approximately 6 weeks while ICA was preparing for and implementing the changes in October, HMIS grew by 127 licenses by mid-February – driven by a steady addition of over 20 licenses per month starting in November. This growth is thought to be fueled by a combination of Coordinated Entry, improvements to the system, and the integration of additional homeless programs and agencies into HMIS. By the time of this survey, Coordinated Entry was in the final stages of development and early stage of deployment – the Suburban Metro Area CoC, the first CoC to

implement Coordinated Entry in HMIS, began using the new HMIS-based workflow in late January, less than 8 months after ICA started its work in Minnesota.

Despite the many challenges and changes experienced in the first 8 months of ICA's tenure, in general the survey's 174 respondents gave ICA a score of 3.5/5 stars in most areas about which questions were asked. 3 was the most frequent rating on most questions, and questions about ICA personnel received a slightly higher rating than other areas.

While many comments suggested that staff would like to see the help desk respond to phone calls rather than just start with an email request, when asked to prioritize (by choosing THREE of the following) where ICA staff should spend more time, the responses were:

| | |
|---------------------------------------------------------|----|
| Deliver more in-person training | 77 |
| Work on implementation of Coordinated Entry | 72 |
| Improve the general HMIS Instruction material | 48 |
| Offer new and expanded reports | 47 |
| Improve help desk response time | 42 |
| Create more HMIS Reference Guides | 40 |
| Add new on-line training content | 35 |
| Create new recorded HMIS training material | 28 |
| Re-do existing on-line training content | 19 |
| Expand local data access to Local System Administrators | 18 |

This data suggests that respondents clearly understand the need for help implementing Coordinated Entry and want more in-person training. Most respondents who answered the question about whether they would be willing to pay more to get phone service from the help desk were unwilling to suggest they would do so, though many also answered "maybe" to the question. Comments also suggest that some users may not believe that the planned upgrade to ServicePoint will happen according to the projected timeline and that they are really desirous of improved training even for the current release level. Much of the current training material was developed by the previous State System Administrator, with some content recently added by ICA. Furthermore, most users were first trained by Wilder, not ICA. Therefore, while training is an important issue for respondents, we have not chosen to include many responses from the survey and instead include information from ICA's New User Training evaluations. A decision should be made about whether to include training questions in next year's survey. That said, 141 respondents had participated in recertification training in October and rated both the length and content of the videos at 3.4. Of the approximately 50 people who had participated in recorded training, few suggested they revisited the training. A number of comments suggest that other reference material, such as availability of printed slides from training videos, would be helpful.

Most respondents have seen the HMIS Newsletter and it, too, has a slightly better than midrange response to both content and length. Comments are not very telling as they vary greatly.

ICA is fully staffed as of February 2017 and in the coming year looks to take on continued user growth, the deployment of Coordinated Entry statewide, an upgrade to a more responsive and visually appealing reporting tool, and the addition of GRH-LTH to HMIS. This survey will be a baseline for evaluations to come and would seem to represent a good start, especially given the circumstances.

Survey Questions/Responses – Abridged/Comments Excluded

The numbers in bold represent an AVERAGE of the users responses, which were usually stated as agreeing strongly with a positive statement (5) or disagreeing with that positive statement. So a “3” is usually neither agree or disagree, or a neutral response. On occasion a respondent would comment that they had too little experience to respond other than neutrally, which may often have been the case.

1. Which categories best describe your agency? (Select all that apply)
2. What is your position at this agency?
3. How does HMIS relate to your position? (Select all that apply)
4. Which CoC(s) do you serve?

| | |
|----|-----------------------------|
| 12 | Duluth/St. Louis County |
| 43 | Minneapolis/Hennepin County |
| 5 | Moorhead/West Central |
| 6 | Northeast |
| 20 | Northwest |
| 14 | Rochester/Southeast |
| 15 | Saint Paul/Ramsey County |
| 16 | Suburban Metro |
| 6 | Southwest |
| 9 | St. Cloud/Central |
5. Email address (optional) - how to contact you by email if you are willing to have us follow up on your responses.

| | |
|----|--------------------|
| 79 | gave email address |
|----|--------------------|
6. ICA has helped my agency by supporting and training on the utilization of enhanced/customized system functions. **3.2**
7. ICA has helped my agency improve the quality of our service. **3.2**
8. ICA has helped my agency gain efficiencies. **3.1**
9. ICA has helped my agency reduce duplication of data entry. **3.1**
10. ICA has encouraged my agency to use the HMIS/SP system. **3.6**
11. The HMIS is up, running and available when it is needed. **4.0**
12. Response time is always adequate for my/my org needs. **3.5**
13. HMIS benefits the work we do. **3.7**
14. The decision to hire ICA has led to noticeable improvements **3.4**
15. I trust in ICA's ability to bring about continued improvements. **3.6**
16. Do you have an HMIS username/login?
17. How long have you been an HMIS user?
18. How often do you log into the HMIS system?
19. Do you have System Administration (LSA, SA, Admin) privileges in HMIS?
20. Keeping data up-to-date in the system is important. **4.5**
21. When I have a ques about HMIS, I know where to go ... **3.8**
22. Did you participate in "re-certification" training (2 training videos on Data Standards Changes and Statewide Data sharing)? **Yes = 141**

23. In general, how would you rate the training content? **3.4**
24. In general how would you rate the length of the training? **3.4**
25. Rate how applicable current training is to your/your agency's regular, day-to-day use of HMIS. **2.8**
26. Do ICA's current HMIS training offerings meet your/your agency needs? **3.4**

Relative to pre-recorded online training, please indicate the usefulness of in-person training.

27. In-person training is **3.7 (about the same, avg)**

Relative to pre-recorded online training, please indicate the usefulness of live webinar training.

28. Live webinar training is **3.2 (about the same, avg)**

29. Given that training materials will be completely re-done when ServicePoint 6 is implemented in late 2017, how much time should ICA devote to improving the current training material?

| | | |
|----------------------|----------|-----------|
| A lot of time | 5 | 37 |
| | 4 | 59 |
| | 3 | 46 |
| | 2 | 23 |
| No time | 1 | 6 |

30. Do you use any "user aids" such as review sheets or 'cheat sheets' to help you use HMIS? And/or do you use the online instructions available on the MNHMIS web site? **Yes = 113**

31. Please indicate the usefulness of the General HMIS Instructions. **3.8**

32. How often do you reference the General HMIS Instructions?

| | | |
|----------|-----------|-------------------|
| 1 | 0 | never |
| 2 | 20 | |
| 3 | 45 | |
| 4 | 28 | |
| 5 | 15 | Very often |

33. Do you use ART, the HMIS reporting tool yourself, or do you use reports generated through ART?
Yes = 128

34. How many ART reports have you run/reviewed in the last 6 months?

| | |
|-----------|------------------|
| 3 | none |
| 28 | 1 to 3 |
| 21 | 4 to 6 |
| 77 | 7 or more |

35. How many "non-ART" reports have you run/reviewed in the last 6 months?

| | |
|-----------|--------------------|
| 71 | none |
| 29 | 1 to 3 |
| 8 | 4 to 6 |
| 19 | more than 6 |

36. What tools/approaches do you use to produce these reports?

37. Have you seen the ICA News Alert/Newsletter online or in your email?

| | |
|------------|------------|
| 150 | yes |
| 23 | no |

38. In general, how would you rate the ICA News Alert/newsletter in terms of its length? **3.2**

39. In general, how would you rate the ICA News Alert/newsletter in terms of its content? **3.5**

About ICA staff

40. Technical Knowledge of HMIS **3.9**

41. Helpfulness in Answering Questions Regarding HMIS **3.9**

| | |
|------------------------------------------------------------------------------------------------------------------------|------------|
| 42. Accessibility by email | 3.9 |
| 43. Would your agency be willing to pay more for phone service? | |
| 2 yes | |
| 92 no | |
| 68 maybe | |
| 44. Knowledge of Local Homeless Services | 3.5 |
| 45. Visibility in CoC/Community | 3.5 |
| 46. Interpersonal Skills | 3.9 |
| 47. Knowledge of Reports/Reporting Options | 3.7 |
| 48. "If I had to choose activities that ICA could do that would help me most, I'd say:" (Please select your TOP THREE) | |
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Appendix 3 – HUD UDE data completeness 6/1/16 – 6/1/17

Grade based on count for each element. This report only pulls Entry Exits for Continuum Projects active during the period the report was run.

| CoC | HUD UDE ONLY | Number of Applicable Entries |
|---------------------------|---------------------|-------------------------------------|
| MN-500 Hennepin | C | 86,779 |
| | 89.36% | |
| MN-501 Ramsey | B | 46,365 |
| | 91.99% | |
| MN-502 Southeast | A | 4,835 |
| | 97.07% | |
| MN-503 SMAC | B | 4,835 |
| | 94.29% | |
| MN-504 Northeast | A | 4,887 |
| | 98.96% | |
| MN-505 Central | A | 4,475 |
| | 98.66% | |
| MN-506 Northwest | A | 5,432 |
| | 97.97% | |
| MN-508 West Central | A | 3,409 |
| | 98.91% | |
| MN-509 St. Louis | A | 9,036 |
| | 97.96% | |
| MN-511 Southwest | A | 1,781 |
| | 98.81% | |