CHIN Staff Report to Governance Committee

November 7, 2014

System Administration

- Follow-up work to HMIS Standards upgrade:
    - SSVF last permanent address fields and "Coast Guard" drop-down option incorporated.
    - Working on updates to non-critical provider settings.
    - As of 11/7, 96 users (out of 757) had not completed HMIS standards training and quiz. We encourage CoCs to look through the list of users and let us know if any of them should be removed (if for example, they are no longer at the agency).
- SSVF export issue – should be resolved with upgrade to version 11.5.5 on 11/7 (verification in progress).

Reports

- Held two training sessions for CoC leads on AHAR preparation/submission, have established AHAR-dedicated technical assistance times each week for CoC leads, and are providing technical assistance to agencies doing AHAR data cleanup.
- AHAR report has some inaccuracies - Awaiting fix by Bowman.
- CHIN staff has moved all reports that need updates (due to changes in the HMIS standards) to separate folders in ART. Over the next few months, we will archive a subset of these reports unless we hear from users that they still need them. We will update the remaining reports based on the Data Subcommittee's priorities.
- Two new reports developed and one report updated based on feedback from end users. Details are in the minutes of Data Subcommittee.

Technical Assistance

- Closed 624 tickets (average of 27 tickets/day) – This is up from 452 tickets (21/day) in Sept
- 96% SLA compliance on response time (95% in Sept)
- Average resolution time = 15 hrs 8 min – this is up from 10hrs 7 min in Sept (due to increase in number of incidents, increased complexity of questions, and some staff being out of the office in October)

Training

- Trained 31 users in October (including new ESG and SSVF grantees)
- Trained 10 users in ART
- Met with 8 PATH users and PATH state administrator to review changes in HMIS Standards
- Developing webinar and quiz for certification training
- Information on the 2014 HMIS Data Standards has been incorporated into the certification training. CoCs that want to also require their users take the full 2014 HMIS Data Standards Video Training and pass the associated quiz as part of certification should contact CHIN to put this in place.

Administration

- No change in staffing levels since October Governance Committee meeting. Contractors are providing support for training webinars, data corrections and simple system administration tasks.
- Submitted NOFA applications.
- No major variances in expenses relative to budget.
- Invoicing in progress
    - o Working with NC DHHS to use ESG funds for HMIS fees for 2 CoCs
    - o Waiting to hear from 2 CoCs how they would like to pay their HMIS fees
    - o Invoices have been sent to the remaining CoCs (unless fees are covered by HMIS grant)