CHIN Staff Report to Governance Committee

February 4, 2015

System Administration

- SSVF export issues resolved in version 11.5.6, 11.5.8.
  - Waiting on Bowman to let us know how to fix data incorrectly entered for one agency.
- Implemented settings to hide full SSN.

Reports

- CHIN staff reviewed reports following the ART upgrade and identified a couple needing updates. The Data Committee is recommending that CHIN updated the Enrolled Clients with Time in Program reports (4 reports). The Data Completeness Report Card will be updated by Bowman later in 2015.
- It is expected that Bowman will release the HMIS APR, the Point in Time, the Housing Inventory Count, and the HIC Supplement in February.   When released, we will send out a newsletter with instructions on how to run the reports.

Technical Assistance

- Closed 475 tickets (average of 24 tickets/day) – (Dec: 21/day, Nov: 23/day, Oct: 27/day, Sept: 21/day)
- 95% SLA compliance on response time (Dec: 95%, Nov: 95%, Oct: 96%, Sept: 95%)
- Average resolution time = 20hrs 32 min (16hrs 52 min in Dec, 12 hrs 3 min in Nov, 15 hrs 8 min in Oct, 10hrs 7 min in Sept).

Training

- All trainings are now online
  - Users still register through CHIN website and CoC approval is <u>required</u> before the training can start.
  - 56 online training registration requests were handled last month - compared to 31 the previous month!
    - 4 (out of the 56) were for ART training
    - 13 (out of the 56) were refresher training, or trainings for information only (no license)
- As of 2/4, 41 users (out of approx. 790) have <u>not</u> completed HMIS standards training and quiz.
  - List is posted on Phaseware: List of Inactive Users
  - We encourage CoCs and agencies 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).

Administration

- No change in staffing levels since October Governance Committee meeting.
- Invoicing for 2015 almost complete.
- All 2015 participation agreements (CoC and agencies) sent out in December, before the holidays.
- 2015 Cost Structure was posted in Phaseware.
- We've prepared grant worksheets for all HMIS APR grants we hold & shared them with the appropriate CoC. Worksheets show plan for using the HMIS grant (including match) to cover 2015 HMIS fees.