CHIN Staff Report to Governance Committee

March 4, 2015

System Administration

- CHIN updated to version 5.11.12 of software to resolve SSVF export issues, but some issues remain. Bowman is working on a new software version to resolve additional issues with the SSVF export.

Reports

- Bowman released the HMIS APR, the Point in Time, the Housing Inventory Count, and the HIC Supplement on Feb 28. CHIN sent out an email to Governance Committee members with instructions for running the reports.
- Up to 13 ART Ad-Hoc licenses are now available – one for each CoC and one for NCCEH. Details are at bottom of this report.

Technical Assistance

- Closed 365 tickets (average of 19 tickets/day) – (Jan: 24/day, Dec: 21/day, Nov: 23/day, Oct: 27/day, Sept: 21/day)
- 94% SLA compliance on response time (Jan: 95%, Dec: 95%, Nov: 95%, Oct: 96%, Sept: 95%)
- Average resolution time = 18hrs 25 min (20hrs 32 min in Jan, 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.
  - 38 online training registration requests were handled last month (1 of them was for ART training)
- As of 3/3, 37 users (out of approx. 800) 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 complete.
- Work completed in December/January:
    - All 2015 participation agreements (CoC and agencies) sent out.
    - 2015 Cost Structure was posted in Phaseware in January.
    - 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.

Additional Item - ART Ad-Hoc License Logistics

Ensuring Reports' Integrity

There is no way to write-protect an ART report, or to limit Ad-Hoc users' access to a few specified directories. Locking down a report as was suggested at the last Governance Committee meeting only locks down the query – it does not lock the report side, where most calculations take place. When a report is modified, we are not able to tell what changes were made or who made the changes – the only information available is the "last modified" date. In light of that, here's our plan for maintaining the integrity of reports:

- AdHoc users will need to sign an agreement saying they will not edit or change any of the existing reports and will only create/modify reports in their own folders. If a user violates these terms, their AdHoc license would be immediately suspended.
- Existing reports have been backed up to a directory that only CHIN staff can access.
- The "last modified" date of all our reports has been documented. Reports will be checked once a week to make sure that date has not changed. If a report's "last modified" date changes, the report would be restored from backup and all ART users would be alerted that during the prior week the report <u>may</u> not have been accurate (although we wouldn't be able to say what the changes, if any, were).

Training & Technical Assistance

CHIN staff will not provide any training or technical assistance to AdHoc users – the Governance Committee may have a plan for MCAH/Bowman to provide training. CHIN will not support any reports created by AdHoc users.

Cost

The cost of up to 13 licenses can be covered within this year's budget. The cost after May 1 would have to be negotiated with Bowman, but it should similar to our current cost ($180/license/year).