

CHIN Staff Report to Governance Committee

April 8, 2015

System Administration

- Scheduled to upgrade to v5.11.16 of software on evening of 4/8 to resolve remaining SSVF export issues.

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. Two have been issued – one to NC-503 and one to NC-504. Details were provided in March report.

Technical Assistance

- Closed 477 tickets (average of 15 tickets/day) – (Feb: 19/day, Jan: 24/day, Dec: 21/day, Nov: 23/day, Oct: 27/day, Sept: 21/day)
- 96% SLA compliance on response time (Feb: 94%, Jan: 95%, Dec: 95%, Nov: 95%, Oct: 96%, Sept: 95%)
- Average resolution time = 11hrs 6 min (18hrs 25 min in Feb, 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

- 19 online trainings were completed last month (4 of them was for ART training)
- Training transition plan:
 - 4/17 last day to sign up for training
 - 4/24 last day to complete training
- As of 3/3, 31 users (out of approx. 810) have not 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.
- URL (www.nchomeless.org) transfer in progress – scheduled to be complete by April 30, 5pm. Need Governance Committee to let us know URL to point page to on April 30th.
- Completing compilation of program documents – due to Governance Committee by April 20.