

Goal: Implement and Utilize a Homeless Management Information System

Step Six:

Step Seven:

Step Eight:

Schedule

April – May Step One: Organizational Planning - Completed

May – June Step Two: Designing the System - Programmatic Decisions – in progress

May – June Step Three: Designing the System - Technical Decisions – in progress

May – July Step Four: Selecting Software – in progress

July Step Five: HMIS Funding

July – TBD Step Six: Implementing the System - Management and Implementation: Beta testing the system using Opportunity Place as the test site starting in July.

October – TBD Step Seven: Implementing the System - Operating Procedures and Protocols

TBD Step Eight: Using the HMIS Data

Objective: Improve quality of client services by providing linkage to housing, benefits and services.

Strategies	Responsible Person/ Agency	Target Date	Status 7/1/2009
Select software 1) Criteria Development and Information Gathering will develop criteria for selecting software and gather information on software against those criteria. 2) Threshold Review will select a short list of products that meet a threshold set of requirements. 3) Finalist Product Review will perform detailed technical review and user assessment of the short list of products to select most appropriate system	HMIS Manager, Opportunity, Inc.	9/1/2009	In-process
Develop funding streams to support most effective system for case management, data tracking, state and federal reporting to include 1) HUD Continuum of Care and HPRP funds for software and licensing costs; 2) Challenge Grant for support of case management functions, plus training and support for Challenge Grant recipients in HMIS case management usage and reporting; 3) local government for support in using HMIS for transparency and accountability	ED, Opportunity, Inc.	9/30/2009	Awaiting contract from HUD for CofC and HPRP grants; other funding applied for

<p>Implementing the System - Management and Implementation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Purchasing, setting up, and testing the central server(s) <input type="checkbox"/> Set-up and testing of the HMIS application at Opportunity Place. <input type="checkbox"/> Customization and testing of unique features. <input type="checkbox"/> Networking and connectivity at the central organization, as well as providing support for agencies initially selected to use the system. <input type="checkbox"/> Developing a maintenance and support plan 	HMIS Manager, Opportunity, Inc.	10/15/2009	In-process
<p>Implementing the System - Operating Procedures and Protocols Provide a training curriculum and plan.</p>	HMIS Manager, Opportunity, Inc.	11/15/2009	In-process
<p>Using the HMIS Data Initiate oversight into data analysis opportunities of the HMIS, review coverage, cleaning, and release issues; Measure outcomes; review the HMIS data; the purpose and uses of this information; how to use it, including related policies, analysis techniques, and report types. Generate the first Annual Performance Report.</p>	HMIS Manager, Opportunity, Inc.	10/15/2010	Not yet begun

Objective: Identify gaps in the service delivery system

Strategies	Responsible Person/ Agency	Target Date	Status 7/1/2009
Utilize HMIS to determine needs of clients served versus services rendered. Expand this capability beyond SHP grant recipients.	HMIS Manager, Opportunity, Inc.	1/1/2010	In-process
Trend the service delivery patterns to facilitate planning for 2010 strategic plan	HMIS Manager, Opportunity, Inc.	4/15/2010	In-process

Objective: Improve participation of continuum partners

Strategies	Responsible Person/ Agency	Target Date	Status 7/1/2009
Determine success of ID card system to facilitate faster check-in, more accurate data capture of clients served; decide if experience warrants maintenance and possible expansion of ID card system	HMIS Manager, Opportunity, Inc.	10/15/2010	On-going
Provide Monthly aggregate reports of clients served at each continuum partner to be run by staff at Opportunity, Inc.	HMIS Manager, Bridgeway Center, Inc.	1/1/2010	In-process
Provide Quarterly Report for HPRP funding	HMIS Manager,	10/15/2010	In-process

	Opportunity, Inc.		
Provide adhoc reporting capabilities for continuum partners.	HMIS Manager, Opportunity, Inc.	1/1/2010	In-process
Expand to include at least 15 points of access to the HMIS	Executive Director/ Opportunity, Inc.	10/15/2010	In-process