

**Goal: Implement and Utilize a Homeless Management Information System
2011-2012**

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

Strategies	Responsible Person/ Agency	Target Date	Status 12/5/2012
Customize software to meet needs of at least fourteen agencies within the Continuum of Care	HMIS Manager, Opportunity, Inc.	6/30/2012	Exceeded 9/11
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.	9/30/2011	In Progress
Implementing the System - Operating Procedures and Protocols Provide a training curriculum and plan. <ul style="list-style-type: none"> ➤ Assemble into one document ➤ Address Security and HIPAA in the document ➤ Provide to each participating Continuum Partner 	HMIS Manager, Opportunity, Inc.	12/15/2011	Not Started
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. <ul style="list-style-type: none"> ➤ Generate Annual Performance Reports. ➤ Provide Monthly Data Quality Reports to each participating Continuum Partner. ➤ Provide Quarterly APR reports to each APR participating Continuum Partner. ➤ Develop HMIS Snapshot Presentation 	HMIS Manager, Opportunity, Inc.	9/15/2011	Annual APR in progress. HMIS Snapshot Presentation complete and presented monthly.

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

Strategies	Responsible Person/ Agency	Target Date	Status 12/5/2012
<p>Implementing the System - Management and Implementation</p> <ul style="list-style-type: none"> ➤ Customization and testing of unique features. ➤ Networking and connectivity at the central organization, as well as providing support for agencies initially selected to use the system. <ul style="list-style-type: none"> ○ Attend weekly OWHCC Staff Meetings ➤ Developing a maintenance and support plan <ul style="list-style-type: none"> ○ Upgrade to CT 2011 ➤ Provide Training and Support for Continuum Partner End-Users <ul style="list-style-type: none"> ○ Develop a two-day training program that incorporates the use of end-user computer use during training. ○ Develop Quick Reference User Guides <ul style="list-style-type: none"> ▪ Login ▪ Client Intake ▪ Client Exit ▪ Client Data Quality Assessment and Improvement ▪ Ad-Hoc Reports ○ Develop Self Paced Examples <ul style="list-style-type: none"> ▪ Login ▪ Client Intake ▪ Client Exit ▪ Client Data Quality Assessment and Improvement ▪ Ad-Hoc Reports ○ Train and Employ OWHCC Assets to Assist with End-User Support and Training 	<p>HMIS Manager, Opportunity, Inc.</p>	<p>11/15/2011</p>	<p>Two-day program completed and presented twice. Quick Reference Cards 90% complete and posted to website. Continue to work with training modules to make them more customer-friendly.</p>

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Objective: Identify gaps in the service delivery system

Strategies	Responsible Person/ Agency	Target Date	Status 12/5/2012
Utilize HMIS to determine needs of clients served versus services rendered. Expand this capability beyond SHP grant recipients. <ul style="list-style-type: none"> ➤ Include an Outreach Program for all participating Continuum Partners which captures services provide that are not funded. ➤ Evaluate the quality of the data and determine the statistical feasibility of using that data for such an analysis. 	HMIS Manager, Opportunity, Inc. Continuum Partners	6/30/2012	Outreach program included for all Agencies.
Trend the service delivery patterns to facilitate planning for 2012 – 2013 strategic plan <ul style="list-style-type: none"> ➤ Present the HMIS Snapshot Presentation at Monthly Membership Meetings and on the Continuum Web Site. 	HMIS Manager, Opportunity, Inc.	4/15/2012	Completed.

Objective: Improve participation of continuum partners

Strategies	Responsible Person/ Agency	Target Date	Status 12/5/2012
Initiate scan card ID system to help identify clients and reduce duplication of service.	HMIS Manager, Opportunity, Inc.	10/15/2011	8 of 10 sets installed and training performed. Ordering second set of sets.
Provide Monthly aggregate reports of clients served at each continuum partner to be run by staff at Opportunity, Inc or each Continuum Partner <ul style="list-style-type: none"> ○ Develop Quick Reference User Guides <ul style="list-style-type: none"> ▪ Monthly Aggregate Reports 	HMIS Manager, Continuum Partners	1/1/2012	In progress. Working details of report filters.