CT HMIS 2015 Evaluation Summary

Q1. Are you the HMIS Data Coordinator?

There were 163 survey respondents

- 105 (64%) were not HMIS data coordinators
- 58 (36%) were data coordinators

Q2. How long have you been using HMIS?

There were 166 survey respondents

- The largest group (72 or 43%) had been using HMIS for 2 years or longer
- Another 40% (66) had been using HMIS between 6 months and 2 years.
- New users, those using HMIS less than 6 months, were the smallest group of respondents (28 or 17%)

Q3. How many HMIS users are in your agency? (HDC Only)

There were 104 total responses, which indicate that more than the HDCs responded and, therefore, agency numbers will be duplicated. Of the 83 valid responses (21 N/A responses excluded):

- 48 respondents (58%) indicated that there were 0-5 users in their agency
- 20 respondents (24%) indicated that there were 6-10 users in their agency
- 15 respondents (18%) indicated that there were 11+ users in their agency

Q4. Please rate your in-person training experience:

There were 160 total responses, including 5 N/As. The rating scale was 1 to 5, with higher scores indicating more positive responses. Of the 155 valid responses:

Rating	1	2	3	4	5
Total Responses	4	17	39	50	45
Percent of Total	3%	11%	25%	32%	29%

Training Experience
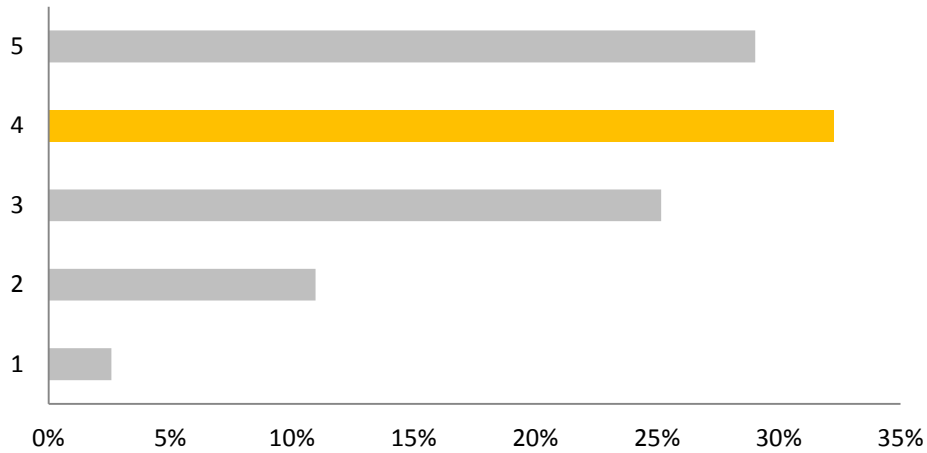
Suggested Action Items:

- Create and implement a brief satisfaction survey for people going through the training so that we can identify the areas that need to be improved.
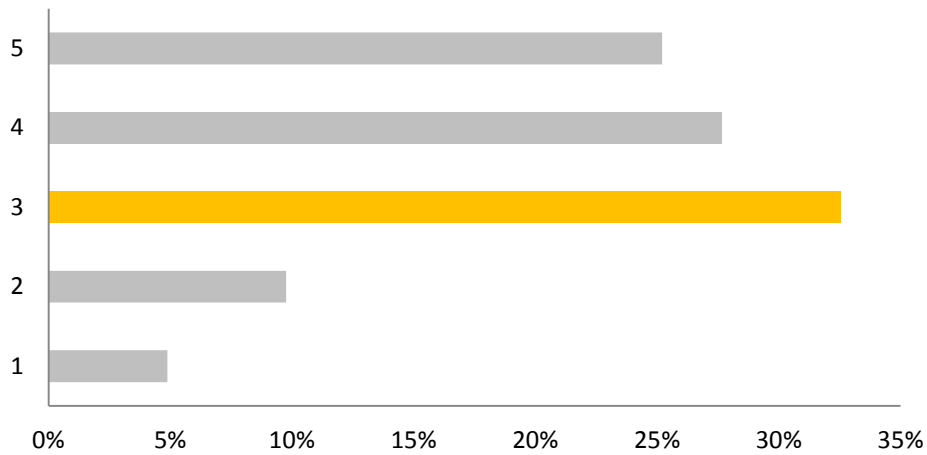
CT HMIS Response:

- All users who attend CT HMIS trainings are currently given a satisfaction survey.

Q5. Please rate your webinar training experience.

There were 160 total responses, including 37 N/As. The rating scale was 1 to 5, with higher scores indicating more positive responses. Of the 123 valid responses:

Rating	1	2	3	4	5
Total Responses	6	12	40	34	31
Percent of Total	5%	10%	33%	28%	25%

Webinar Experience

Suggested Action Items:
- Nutmeg should create and implement a brief satisfaction survey for people going through webinar training so that we can identify the areas that need to be improved.

CT HMIS Response:
- All users who attend CT HMIS webinar trainings are currently given a satisfaction survey.

Q6. How useful would you find online pre-recorded refresher training?

There were 153 total responses. The rating scale was 1 to 5, with higher scores indicating more positive responses. More than half of respondents (54%) rated this either a 4 or 5.

Suggested Action Items:

- Due to the positive response to this question, Nutmeg should record and post an online refresher for each training track.

CT HMIS Response:

- CT HMIS is in the process of updating the www.cthmis.com website, and when that process is complete it will work on incorporating additional video refresher trainings.

Q7. For agency HMIS HDCs, what would be the most effective way to communicate the latest information to you?

There were 85 valid responses. Almost half of respondents (47%) indicated that they would prefer emails every 2 weeks, while another 38% indicated that monthly emails would be sufficient.

Suggested Action Items:

- Nutmeg should institute a schedule of email updates to go to HDCs every 2 weeks that would contain important information on HMIS.

CT HMIS Response:

- Nutmeg will provide the monthly HDC meeting, and additional communications when necessary for any changes that impact CT HMIS.

Q8. What specific reports do you run yourself?

153 people responded to this question. Respondents could choose more than one answer, so the percentages will not add up to 100%.

- 55 people (36%) run the APR
- 42 people run the DOH Shelter Utilization report
- 15 people (10%) run the HOPWA APR
- 14 people (9%) run the ESG CAPER
- 14 people (9%) run the DOH Rapid Rehousing Report

Q9. Do the reports meet your agency/program (not funders) needs?

There were 102 responses to this question. 75 (74%) people responded that the reports did meet their program needs and 27 (26%) people responded that they did not.

Suggested Action Items:

See responses from Item 10 to determine what other reports would be helpful.

Q10: Please list any additional reports or more useful data exports that you would like to see:

Of the 166 survey responders, 38 answered this question.

- 11 people provided a response that did not correspond to the question asked
- 8 people requested reports that already exist in the system
- 7 people requested a more robust customizable report feature
- 5 people requested modifications to existing reports

Suggested Action Items:

- Recommend a more comprehensive education campaign around the features that already exist in the system, such as the reports webinar that is currently conducted on a monthly basis.
- Recommend Nutmeg to provide training specific to the new reporting features available in CaseWorthy version 5.2
- Revise the DOH RRH and SUR reports to meet the needs of projects

CT HMIS Response:

- Will continue to reinforce the products that already exist through the HDC calls, the CT HMIS bulletin board, www.cthmis.com, and through CCEH's data newsletter.
- Once CaseWorthy Analytics is ready to be released, will provide training specific to the new reporting feature.
- CCEH and Nutmeg are currently working with DOH to revise and revamp the SUR and RRH reports to reflect the needs addressed by CT HMIS participating projects

Q11: What is the most used functionality of the software?

Of the 166 survey responders, 71 answered this question.

- 31 indicated they use the system to enter their programs data
- 11 indicated APR as their most used feature
- 16 used case notes / case management
- 9 used CAN functions

Q12: What part of the software or overall HMIS process is most user-friendly?

Of the 166 survey responders, 59 answered this question.

- Out of 59, 18 did not answer the question properly. 14 responded with a negative statement and 4 responded with some form of "I don't know".
- The 41 responses that answered the question asked varied widely in their responses. The most common response was that "Find Client" is the easiest part of the process.
- The negative comments stated a general dislike for the software as a whole and the particular users who made these comments find HMIS to be not at all user friendly.

Suggested Action Items:

- Nutmeg and some user group review? Review the positive outcomes to determine if we can identify why those areas are more user friendly and determine if we can make modifications to the rest of the system.

CT HMIS Response:

- Nutmeg will form a user group of "super users" who will meet quarterly can review and identify systems issues in order to make recommendations to the CT HMIS Steering committee.

Q13: What part of the software or overall HMIS process is most difficult/challenging?

Of the 166 survey responders, 86 answered this question.

- Software is slow
- Not being able to backtrack in the workflow
- Managing duplicate entries
- Needing multiple logins as a single person
- Wanting "more updated" software
- Nutmeg's helpdesk response times are slow
- Information "disappearing" after a software update

Suggested Action Items:

- Emphasis on all levels for users to use client ID numbers not names to avoid duplicates
- Possible implementation of the ability to go back in the workflow to a previous assessment

CT HMIS Response:

- CaseWorthy controls the workflow part of the system functionality, Nutmeg will log a feature change request to be able to go back through workflows.
- Continue to train on all levels about the duplicate ID issue. Will run a report to attempt to identify who is creating the duplicate clients, and provide specific outreach to the agencies identified.
- The system has been upgraded in both faster software and hardware, which should have solved the speed issue for most users.

Q14: Please list any suggestions for improvements to the user interface

Of the 166 survey responders, 57 answered this question. Four did not properly address the question being asked. Of the 53 responses with a substantive answer, the highlights were:

- Software is slow
- System is difficult to edit specific parts of an intake – Cannot go "back" and change previous screens
- Managing duplicate entries
- Needing multiple logins as a single person
- Wanting more updates of "most common mistakes" and weekly refresher sessions.

Suggested Action Items:
- Work on the system speed and performance
- Possibly hold 1-2 hour open GoToMeeting sessions for individuals to address specific concerns
- Education campaign of "recently closed issues" section of cthmis.com and reminder of the video section that already exists.

CT HMIS Response:
- The system has been upgraded in both faster software and hardware, which should have solved the speed issue for most users.
- Will create a FAQ section on the new www.cthmis.com to identify the common mistakes and provide solutions.
- Will hold open GoToMeetings when new functionality is introduced to help ease in the transition period.

Q15. How likely is your agency to use the HMIS software for case management?
There were 111 total responses. The rating scale was 1 to 5, with higher scores indicating more positive responses. Of the 111 responses:

Rating	1	2	3	4	5
Total Responses	25	10	31	10	35
Percent of Total	23%	9%	28%	9%	32%

Use for Case Management
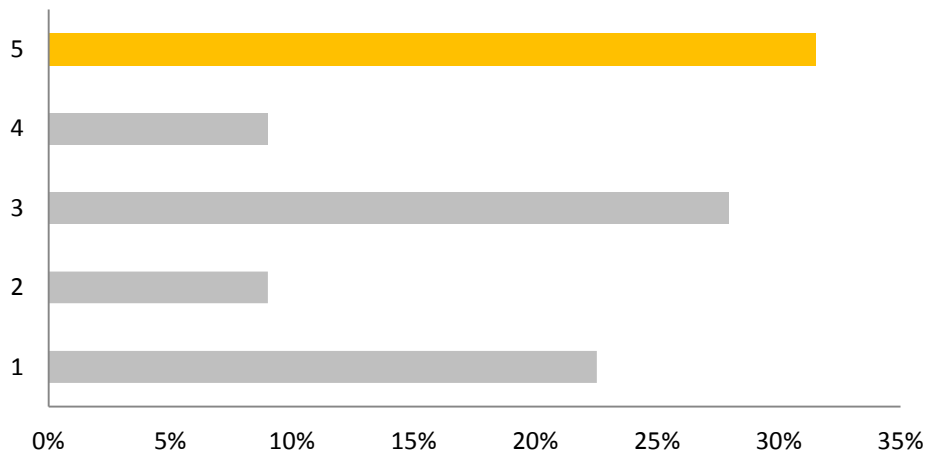
Suggested Action Items:
- More follow-up is needed on what would make people use the software for this purpose. For example, do they want to use it for case management or do they not feel that HMIS has the capability to adequately document their case management efforts. Nutmeg should discuss this topic at an upcoming HDC meeting.

CT HMIS Response:
- Will discuss options of using CT HMIS as a case management tool on upcoming HDC calls – identifying the changes being made in the client services and goals section making the system easier and more responsive for case management purposes.

Q16. How long did it take to become comfortable with the new CaseWorthy system?

There were 133 responses to this question:

- 9 (8%) indicated their felt comfortable immediately
- 46 (41%) indicated their felt comfortable 1 week to 3 months
- 27 (24%) indicated their felt comfortable 3 months to 1 year
- 6 (5%) indicated that it was longer than 1 year to feel comfortable
- 25 (22%) indicated that they still don't feel comfortable

How long to be comfortable
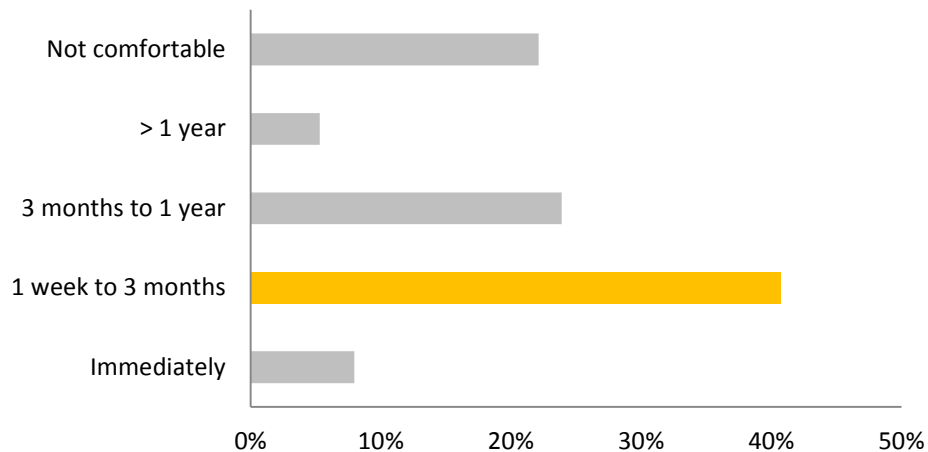
Suggested Action Items:
- The last category (still don't feel comfortable) had a large number of responses but is difficult to analyze because we do not know how long these users have been using CaseWorthy. They could have been trained a week ago or a year ago.
- If we eliminate the last category, 31% felt that it took at least 3 months to feel comfortable in the system. This indicates that people, most likely, require additional training either at their agency or through Nutmeg to feel comfortable. In addition, respondents likely needed a lot of practice in the system. The responses to the questions on training may give a better idea to next steps to take.
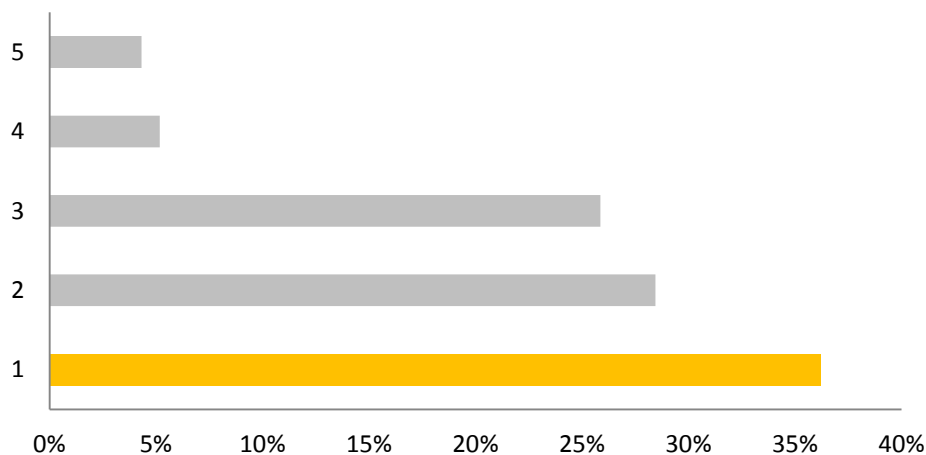
CT HMIS Response:
- Will encourage users to use the help desk when they do not feel comfortable with a process.
- CCEH and Nutmeg will work to design an information overview for agencies in order to help reinforce the importance and the bigger picture of why their data entry is important.

Q17. How easy/difficult is it to make a mistake?

There were 116 total responses. The rating scale was 1 to 5, with higher scores indicating it is difficult to make mistakes. Of the 116 responses:

Rating	1	2	3	4	5
Total Responses	42	33	30	6	5
Percent of Total	36%	28%	26%	5%	4%

How easy is it to make a mistake

Suggested Action Items:
- Without clarification of what errors may be easy to make, it is difficult to ascertain what any corrective actions will be. Further discussion should occur at a future HDC meeting.

CT HMIS Response:
- Will discuss where the mistakes are able to happen on an upcoming HDC call.
- Nutmeg will log a feature change request to be able to go back through workflows in order to correct errors identified immediately.

Q18: Where do you most often get error messages or error reports?

Of the 166 survey responders, 63 answered this question

- 11 people provided a response that did not correspond to the question asked
- 10 people indicated they get error messages when they miss entering data for required data
- Most substantive answers indicated errors occurred during intake / CAN / VI-SPDAT workflows
- Four specifically mentioned the financial workflow

Suggested Action Items:

- Reinforce on HDC calls the reasons why people are getting the errors that are required in the system (no data for required data elements).
- Gather more information on the types of errors people are receiving – most of the information gathered here had answers that were too vague to make an actionable request from.

CT HMIS Response:

- Will discuss where the mistakes are able to happen on an upcoming HDC call to gather more information on the types of errors that people are receiving.

Q19. How much time do you spend correcting data entry errors each month?

There were 105 responses to this question.

- 46 people (44%) responded that it took them less than 1 month
- 32 people (30%) responded that it took them 1-3 hours
- 27 people (26%) responded that it took them more than 3 hours
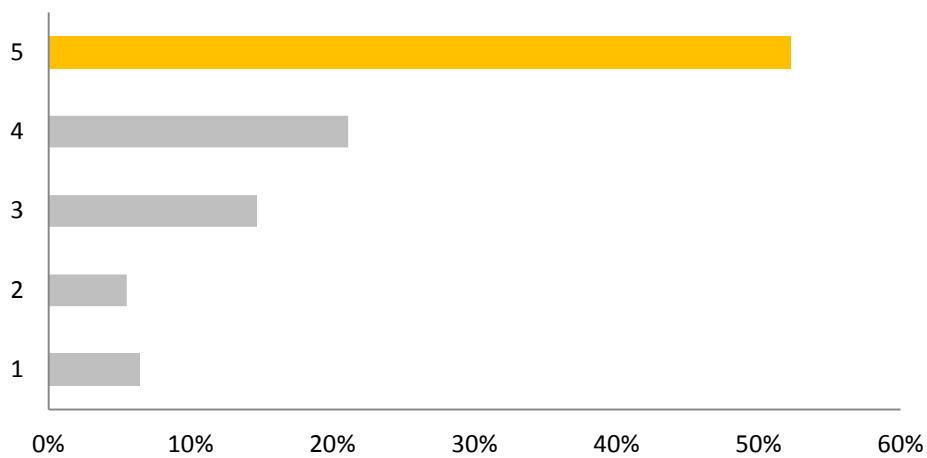
Suggested Action Items:

- Please see the action items for question #20

Q20. How useful would you find a list of common entry errors/pitfalls and procedures to prevent these errors?

There were 109 responses. The rating scale was 1 to 5, with higher scores indicating more positive responses. Of the 109 responses:

Rating	1	2	3	4	5
Total Responses	7	6	16	23	57
Percent of Total	6%	6%	15%	21%	52%

Need for a list of common errors

Suggested Action Items:
- Nutmeg should create a list of common errors and specific procedures to avoid these errors. This should be posted on the CTHMIS website.

CT HMIS Response:
- Will create a FAQ section on the new www.cthmis.com to identify the common mistakes and provide solutions.

Q21. How could the questions be better organized? (section, order, etc.)

Of the 166 survey responders, 45 answered this question (27%).

- 13 people provided a response that indicated they would like the order of the questions changed to match hard copies of intake forms
- 4 responses requested the ability to go "back" in the workflow

Suggested Action Items:
- Look into the ability to go back during a workflow
- Review and revise the order of the questions on the intake application and/or the workflow

CT HMIS Response:
- Will review the questions as they relate to the intake application by program type to better assist in ease of entry – will work with the new user group on this issue.
- Nutmeg will log a feature change request to be able to go back through workflows in order to correct errors identified immediately.

Q22: Please list any suggestions for better questions or better ways to collect funder required data:

Of the 166 survey responders, 23 answered this question (14%).

- 9 people provided a response that did not correspond to the question asked (includes "don't know" and "N/A"
- 2 responses were CAN related and did not necessarily reflect funder required data: wanting VI scores & the options under "no show"
- 4 responses were ES related including requests for:
  - Clarification on dates for homeless episodes, prior shelter stay information visible after checking for duplication, Referrals tab, and Repetitive nature of questions
- 2 system-related responses-1 asked for the ability to customize the case management model, the other was about slow system performance
- 1 PATH response requested a report to show services provided for clients

Suggested Action Items:
- Revisit the homeless history visibility issues in HMIS
- Determine if the CAN workflow process can be improved

CT HMIS Response:
- CCEH is providing a complete homeless history for all individuals in HMIS so long as there is a proper current release of information in place.
- Will review CAN workflow as a part of response to question 21.

Q23: Is HMIS ever "sluggish"?

Of the 166 survey responders, 80 answered this question.

- 60 said Yes or Mostly Yes.
- 16 stated periodically or gave specific times.
- 2 said No.
- 2 acknowledged internal agency reasons.

Suggested Action Items:

- Nutmeg will look into IT bottlenecks in software system with CaseWorthy vendor
- Browser version is important. Internet Explorer (IE) should be the latest version (v11) for optimum speed. CT-HMIS will require end-user upgrades.
- Computer Operating System (XP and older) causes slowness. CT-HMIS will require end-user upgrades.

CT HMIS Response:

- The speed of CT HMIS has been vastly improved since this evaluation survey was conducted. Both the software and the hardware has been upgraded, with a noticeable difference in the speed of the system.
- CCEH and Nutmeg will continue to work with CaseWorthy to improve system performance where possible.

Q24. On average, how long do you wait for a response from a help desk ticket after your initial email?

There were 108 responses.

- 40 people (37%) responded that it took them less than 24 hours to receive a response
- 50 people (46%) responded that it took them 1-2 days to receive a response
- 10 people (9%) responded that it took them 2-3 days to receive a response
- 8 people (7%) responded that it took them longer than 3 days to receive a response

Suggested Action Items:

- Analyze data on response times from Nutmeg. This information may be more reliable than user self-report.
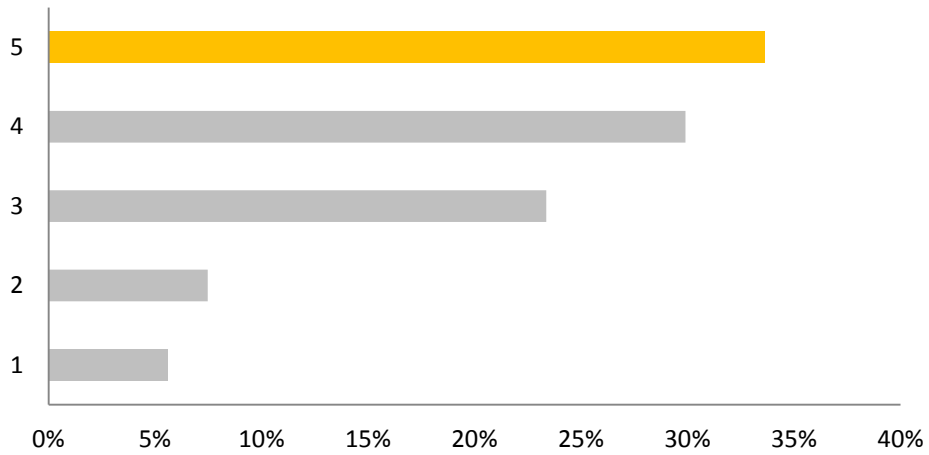
CT HMIS Response:

- Nutmeg will provide an analysis of response times to helpdesk tickets.

Q25. Please rate the customer support process:

There were 107 responses. The rating scale was 1 to 5, with higher scores indicating more positive responses.

Rating	1	2	3	4	5
Total Responses	6	8	25	32	36
Percent of Total	6%	7%	23%	30%	34%

Customer support process

Suggested Action Items:
- Please see text responses from question 26 for clarification and resulting action items.

Q26: How could the support process be improved?

Of the 166 survey responders, 49 answered this question.

- 16 stated None, Not Used, or gave a positive response
- 21 wanted a faster response and/or a live person available to ask questions (including off hours)
- 12 mixed replies summarized as:
    - More explanation; explain what was done wrong and walk the person through the process - to be an extension to the training
    - Attached original request so answer is keyed to question
    - Common pitfalls list available to avoid relying on helpdesk
    - HelpDesk unable to replicate problem
    - Ticket system doesn't allow for verbal clarification of problem
    - Problem occurs when it's the developers fault not Nutmegs
    - New system should have been tested before roll-out; loss of data during conversation

Suggested Action Items:

- Recommend Nutmeg provide analysis to help desk tickets in Q24
- Recommend Nutmeg to attach original request so answer is keyed to question
- Recommend Nutmeg to post common pitfalls list on CT-HMIS website

CT HMIS Response:

- Nutmeg will provide an analysis of response times to helpdesk tickets.
- Will create a FAQ section on the new www.cthmis.com to identify the common mistakes and provide solutions.
- Nutmeg has already included the original request and a link to the entire chain of email in each help desk ticket, as well as the identity of the Nutmeg staff member sending the communication.
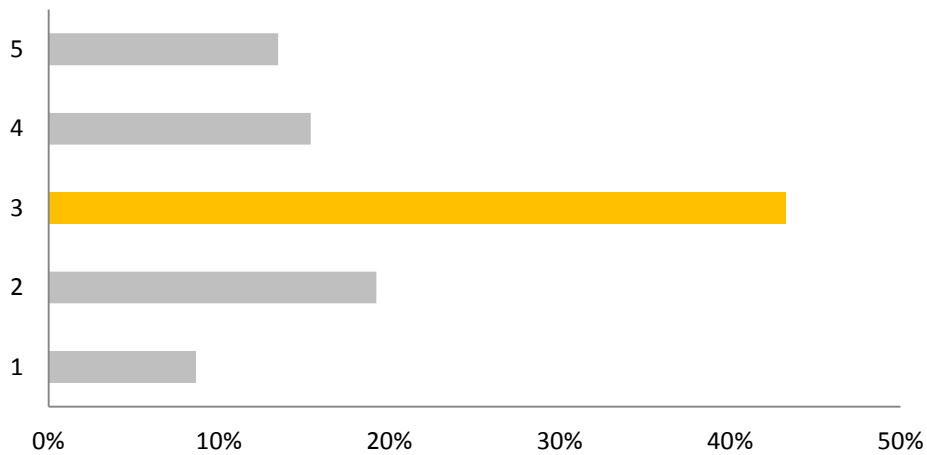
Q27. How well are the software's "new features" communicated and explained on the website?

There were 104 responses. The rating scale was 1 to 5, with higher scores indicating more positive responses.

Rating	1	2	3	4	5
Total Responses	9	20	45	16	14
Percent of Total	9%	19%	43%	15%	13%

Website communications

Suggested Action Items:

- Since the responses were not positive on this item, the HMIS Evaluation Subcommittee should assess the current website and determine what improvements can be made.

CT HMIS Response:

- CT HMIS is in the process of updating the www.cthmis.com website.

Q28 – Please list any specific benefits or successes you have experienced:

Of the 166 survey responders, 30 answered this question.

- 4 gave a negative response ('none' is interpreted as no successes/benefits) and 5 gave 'N/A'
- 7 provided comments on the HMIS workflow such as:
    - 5 provided positive comments such as being able to pick up a workflow again without loss of data after having to leave the workflow for various reasons and being able to get at the data (after the hassle of entering it).
    - 1 negative comment that HMIS has a clunky interface and is difficult to use. HMIS should function more like a Windows application
    - 1 comment that Caseworthy is still better than Service Point. The Caseworthy interface is easier to understand.
- 6 responded that Nutmeg support has been very helpful.
- 5 liked the reporting functionality
- 3 provided miscellaneous comments not really grouped into any one subject area.

Suggested Action Items:

None

Q29 – Please list any specific issues or problems you have experienced.

Of the 166 survey responders, 45 answered this question.
- 13 responders - HMIS has a tendency to not doing something as expected with unexplained procedural errors (bed list issues, HMIS exiting clients without agency knowledge, cannot enter case notes, data entry issues) , and other unknown reasons why something doesn't work.
- 6 responders - HMIS is slow. Several users reported being kicked off the system for no reason and some users had logging in/out problems.
- 4 responders - It is not straightforward or easy to go back and correct data that was incorrectly entered or needed to be changed.
- 4 responders - Documentation is not particularly good. HMIS is complex and difficult to master. Intake form data fields do not always match what HMIS needs.
- 5 responders - The issue with duplicate client CaseWorthy ID numbers is a problem that sometimes impacts reporting.
- 3 responders - Some users have problems with the reporting. It is sometimes challenging to get some reports correct. Agencies have no control over the data that gets reported.
- 1 response that the HMIS program is a duplication of effort with other data collection systems used by other agencies
- 8 miscellaneous responses such as 'N/A', 'I have listed all above', 'I believe that I have covered this in previous questions', 'None at this time'.
- 2 responses – the conversion from Service Point to CaseWorthy caused data to be lost during the conversion.

Suggested Action Items:
- Recommend Nutmeg compile a 'How to resolve' guide for common HMIS errors.
- Speed up HMIS.
- Recommend Nutmeg improve documentation on how to go back and fix data entry errors.

CT HMIS Response:
- Will create a FAQ section on the new www.cthmis.com to identify the common mistakes and provide solutions.
- The system has been upgraded in both faster software and hardware, which should have solved the speed issue for most users.