

## CT HMIS 2015-2016 Evaluation Overview

### Purpose:

The CT HMIS Steering Committee was asked to conduct an evaluation of the CT HMIS platform to evaluate user satisfaction and identify areas of system functionality that could be improved within the CT HMIS platform. A subcommittee of volunteers of the CT HMIS Steering Committee was formed and was tasked with the creation, execution, and analysis of the results.

All CT HMIS users were sent a link to participate in the poll on multiple occasions, the CT HMIS Steering Committee, the CoC chairs, and the CT Coalition to End Homelessness also all publicized the survey.

### Findings:

A total of 166 surveys were completed over the course of a two month timespan. There were several themes that emerged across the 29 question survey, which were:

- Frustration with the speed of the system
- A need for an enhanced website, with a frequently asked question / frequent error section
- The need for more training options and online training refreshers
- Frustration with the inability to run and/or receive “useful” reports

A summary of each question, a complete unedited set of responses to all questions are available online at <http://cceh.org/ct-hmis-steering-committee/>.

### Action Steps Overview:

Since the completion of the survey, CT HMIS has been upgraded to the latest version of CaseWorthy which optimized the speed of the system by eliminating several bottlenecks caused by coding issues. Additionally, CT HMIS underwent a hardware upgrade in February of 2016 which also resulted in increased system performance. The CT HMIS team working under the direction of the Steering Committee continues to work to improve the speed of the system.

Online training options are being evaluated, and a review of the training needs in the state has been conducted. The project website [www.cthmis.com](http://www.cthmis.com) is being redesigned for ease of use, and to allow for a frequently asked questions and a common pitfalls section for user reference. Enhanced reporting options are being integrated into CT HMIS, and an education component for programs about what is available to them already is underway. For a complete list of action steps, please see the full evaluation summary at the link above.

### Committee Members:

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|---------------------|----------------------|---------------------|
| • Nancy J. Cannavo  | • Jacqueline Janosko | • John Merz         |
| • Russ Cormier      | • Dave Lang          | • Matthew Morgan    |
| • Meredith Damboise | • Linda Kerr         | • Brian Roccapriore |