

HMIS Advisory Board: HMIS@NCCEH
Approved FY22 Goals and Strategies

Goal #1	<p><i>HMIS Implementation Evaluation and Improvement</i> Implement a feedback/evaluation process for Helpdesk requests that provides an opportunity to evaluate our work and do ongoing quality improvement</p>	Owner: HMIS Lead
List strategies to achieve Goal #1	<ul style="list-style-type: none"> • Research and talk with other implementations, determining how they gather feedback and evaluate their Helpdesk activities. • Review current and potential Zendesk functioning and its ability to provide opportunities for feedback from end users. • Survey/focus group end users and CoC leadership to determine the factors that determine a successful, functioning Helpdesk. • Set benchmarks for the factors that determine success. • Draft feedback/evaluation process, share with HMIS Advisory Board Members, and incorporate feedback to finalize. • Implement process and begin regular evaluation. 	
Goal #2	<p><i>HMIS Implementation Evaluation and Improvement</i> Use HUD HMIS Lead improvement document to evaluate each of the nine categories to set a baseline understanding of the implementation and to set a framework for how to move toward improvement</p>	Owner: Evaluation Subcommittee
List strategies to achieve Goal #2	<ul style="list-style-type: none"> • Creation of an Evaluation Subcommittee with membership from HMIS Advisory Board, Data Center staff, and implementation stakeholders. • Review HUD HMIS Lead improvement document. • Assign each category to Evaluation Committee members to research and bring back information to the team. 	

	<ul style="list-style-type: none"> • Develop evaluation methods to each of the nine categories, set baselines and measurement techniques. • Present plan to HMIS Advisory Board members and adjust plan based on member feedback • Set evaluation timelines and begin implementation of the process. • Provide regular updates to the HMIS Advisory Board. 	
Goal #3	<p><i>Data Quality/End User and Community Improvements</i></p> <p>Increase end user participation/engagement</p>	Owner: HMIS Lead
List strategies to achieve Goal #3	<ul style="list-style-type: none"> • Survey/focus group end users and CoC leadership to determine areas of focus to improve the system and trainings • Work closely with ICA to implement Learning Management System <ul style="list-style-type: none"> ○ Create smaller, bite-sized trainings that address common questions/errors ○ Expand scope of trainings, including advanced trainings for super users ○ Include reporting training • Tailor trainings to the appropriate audiences <ul style="list-style-type: none"> ○ Frontline staff collecting data from participants ○ Agency leadership to build reporting/evaluation/data literacy skills ○ New/potential end users 	