



Maricopa HMIS Project Assessment

Preliminary Observations

April 25, 2014



Assessment and Analysis

Mid-way through the assessment process

- TA team will conduct additional review of HMIS policies, documentation, end user feedback

Today's discussion:

- Reflect on emerging themes
- Identify common issues and concerns
- Propose potential recommendations

Not Final Yet!



Positives

- Relative confidence in ***HMIS data quality***, but may be a lack of trust in the validity of reports (analysis of data)
- ***HMIS training and documentation*** is seen a positive



Positives

- ***CIR staff*** seen as professional, committed, competent.
- Bowman's ***ServicePoint*** software generally seen as successful, functional



Concerns

- **CoC oversight and strategic leadership** for HMIS project seems inconsistent
- **Governance** of HMIS project is not adequately defined
- **Communication** is inconsistent, unclear, decisions aren't documented



Concerns

CoC project performance measures are not clearly defined and/or measured in HMIS

CoC system performance measures are not clearly defined and/or measured in HMIS



Concerns

- **Data Sharing** hasn't been successfully linked to system needs, performance objectives, or client interests
- Not all functional aspects or **modules of HMIS are being fully utilized** – independent agencies developing “work around” solutions



Concerns

- The HMIS needs to support the reporting and data **needs of multiple levels of users**
 - front line staff, case managers
 - program managers, executive directors
 - system planners, funders
- **Data Quality** standards not enforced



Possible Recommendation

Set of guiding principals for the HMIS project and an overarching HMIS vision for:

- Coordinated assessment
- Program monitoring
- Performance measurement
- System analysis
- Analytical reporting
- Case planning



Possible Recommendations

- Restructure HMIS project to reflect a client-focused and ***systems perspective***, in addition to focus on individual programs
- Sharing of client data has great potential benefit but must be enabled in intentional, judicious manner that ensures privacy and security of clients – “***business need to know***”



Possible Recommendations

- Need to explore data integration project to meet the data needs beyond the CoC system of providers
- CoC may need a skilled technical analyst to run reports and analyze results
- “Ownership” of the HMIS needs to be clearly defined and tied to CoC



Possible Recommendation

- Communication “reset”
- Project oversight, management “reset”
- All other aspects may only need “refinement”