



Sonoma County HMIS/Data Committee
Agenda for November 13, 2023
10:00 AM – 11:30 AM Pacific Time

Virtual Public Meeting Information:

<https://sonomacounty.zoom.us/j/95267110658?pwd=U1ZHNit6ZHZ2NmtKcklDcFc1NnRqdz09>

Passcode: 592232

Or Telephone: 669-900-9128

Webinar ID: 952 6711 0658

	Agenda Item	Presenter	Approx. Time
	Welcome and roll call.	Chair	
1.	Review HMIS User Satisfaction Survey	Staff (Action Item)	30 mins
2.	Quarterly Compliance Checklist Timeline	Staff	10 mins
3.	Public comment for items not on the agenda.	Chair	5 mins

PUBLIC COMMENT:

Public Comment may be made via email or during the live zoom meeting. To submit an emailed public comment to the Board email daniel.overbury-howland@sonoma-county.org. Please provide your name, the agenda number(s) on which you wish to speak, and your comment. These comments will be emailed to all Committee members. Public comment during the meeting can be made live by joining the Zoom meeting using the above provided information. Available time for comments is determined by the Committee Chair based on agenda scheduling demands and total number of speakers.



**Sonoma County HMIS/Data Committee
Agenda Report**

Item No: 1
Subject: HMIS User Satisfaction Survey
Meeting Date: November 13th 2023
Staff Contact: daniel.overbury-howland@sonoma-county.org

SUMMARY

As part of the evaluation and monitoring of the HMIS implementation, the HMIS Lead Agency Staff have been directed to develop a process to collect and analyze stakeholder satisfaction with the HMIS implementation through an HMIS User Satisfaction survey. The survey will be distributed individually to current HMIS users, via e-mail, to collect their feedback on subjects within purview of the HMIS Lead Agency Staff: Data Quality, Data Entry, Data Reporting, HMIS Software, Technical Support, User Trainings, and Customer Service. Findings of the survey will be collected and presented to this Committee for further review with Staff recommendations.

RECOMMENDED ACTION(S)

Review and approve the HMIS User Satisfaction Survey.

We are asking for your input on HMIS in Sonoma County

The Sonoma County HMIS Data Committee is conducting a survey to determine how you as primary users of the HMIS database feel about the system you use. This will help the CoC leadership and the HMIS Lead Agency, Department of Health Services, continue to explore and improve the overall user experience, assist in making improvements to work flows and ease of data entry, and help look at how effective the HMIS is at assisting not only those that we serve, but those that use the system on a day to day basis. To accomplish this, the committee has created this survey for all users, from those that use it on a daily basis, to those that may only use it to report to a funding body or the CoC. We appreciate your time and willingness to complete this survey. In that regard, we ask that you please answer the following questions as honestly and completely as possible. Your name and e-mail is optional (at the end) however it would be helpful if we have follow up questions or would like more details on your responses.

* 1. How long have you been using HMIS (ETO)

- ☐ 2 years or more
- ☐ 1 year to less than 2 years
- ☐ 6 months to less than 1 year
- ☐ Less than 6 month
- ☐ I have never used HMIS (ETO)

Questions are about Data Quality within HMIS (ETO).

* 2. How confident are you in the accuracy of the data entered by YOUR agency into HMIS (ETO)?

Not confident at allConfidentExtremely confident

☐☐☐☐☐

* 3. How confident are you in the accuracy of the data entered by OTHER agencies into HMIS (ETO)?

Not confident at allConfidentExtremely confident

☐☐☐☐☐

* 4. How confident are you in the HMIS Lead Agency (DHS) with the administration of the data entered into HMIS (ETO)?

Not confident at allConfidentExtremely confident

☐☐☐☐☐

Your priorities of Data Entry in HMIS

* 5. How important is high quality data to you?

Not Applicable

Lowest Priority

Medium Priority

Highest Priority

* 6. What level of priority is data quality at your agency?

Not Applicable

Lowest Priority

Medium Priority

Highest Priority

* 7. How easy is it to enter client-level data in HMIS (ETO)?

Not Applicable

Not Easy

Somewhat Easy

Very Easy

Please let us know how easy it is to prepare the following reports.

* 8. HUD Reports for Annual Performance (APR) and Data Quality (DQR)?

Not Applicable

Very Difficult

Neither Easy or
Difficult

Very Easy

* 9. Custom Reports?

Not Applicable

Very Difficult

Neither Easy or Difficult

Very Easy

What is your overall satisfaction with ETO Software?

* 10. Efforts to Outcomes (ETO) HMIS Software

Not Applicable	Extremely Unsatisfied		Neither Satisfied or Unsatisfied		Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Are there any features you feel HMIS (ETO) Software is lacking that would be beneficial to have?

12. Are there any suggestions you have for improvement, or is there anything else you'd like to share about HMIS (ETO) Software?

What is your overall satisfaction with the HMIS Lead Agency (DHS) services?

* 13. Satisfaction with HMIS Lead Agency Administration (DHS Staff) support in addressing your HMIS data needs.

Not Applicable	Extremely Unsatisfied		Neither Satisfied or Unsatisfied		Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. How can HMIS Support improve?

* 15. Satisfaction with HMIS training programs presented by HMIS Lead Agency Administration (DHS Staff).

Not Applicable	Extremely Unsatisfied		Neither Satisfied or Unsatisfied		Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. How can HMIS Trainings improve?

* 17. Have you contacted HMIS Lead Agency staff for support or trainings in the past 12 months?

- ☐ Yes
☐ No

18. Satisfaction with the response to your request by HMIS Lead Agency Staff.

Extremely Unsatisfied		Neither Satisfied or Unsatisfied		Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Satisfaction with the time HMIS Lead Agency Staff took to return your call or email.

Extremely Unsatisfied		Neither Satisfied or Unsatisfied		Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Do you have any suggestions for HMIS Lead Agency Staff to improve services?

Thank you for completing the survey!

If you want to leave your name and email so we can reach out and follow up on your answers, feel free below.

21. Your Name

22. Employer Agency Name

23. Work E-mail address