HMIS SURVEY

The MCoC HMIS Data Committee is conducting a survey to determine how you as the primary users of the HMIS database feel about the system you use. This will help the CoC leadership and the HMIS Lead Agency, Maine Housing, 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 the 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 day-to-day 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 is optional (at the end) however it would be helpful if we have follow up questions or would like more detail.

What is your primary role at this agency? Circle One:	Executive Director Grant Writer/Development Officer Program Manager/Director Case Manager Navigator Data Entry Staff Administrator State Agency/Funder Other (please specify) _____

	Never used it	Less than 1 year	Between 1 – 3 years	More than 3 years
How long have you been using ServicePoint?				

	Yes	**No**	**Unsure**
Does your agency use ServicePoint as the program's primary data collection system?			
Does your agency use ServicePoint as the program's primary case management system?			

Mark each question.	**Not Confident**	**Somewhat Confident**	**Confident**	**Very Confident**
How confident are you in the quality and accuracy of the data entered into ServicePoint?				

How confident are you in the quality and accuracy of the data reported out of ServicePoint?				

Please answer the following questions using 1-5, where:

1   Not Important / Strongly Disagree
2   Could be Important / Somewhat Disagree
3   Neutral / Neither Agree or Disagree
4   Somewhat Important / Somewhat Agree
5   Very Important / Strongly Agree

A. Data Entry

1. Basic Data Entry	1	2	3	4	5
How important is it to you that required data is easy to enter into the CoC HMIS?					
How easy is it to enter client-level data in ServicePoint?					
How well does the data entry match your intake form?					
How easy is it to enter data on the family composition?					
How easy is it to update files/make changes or manage duplicate records?					
How important is it to you to be able to capture additional data (not required by HUD) in the CoC HMIS?					
How well does ServicePoint currently capture additional data elements required by your agency or funders other than HUD (for example, shelter capacity, program specific intake data, etc)?					
What do you like about ServicePoint in terms of data entry?					

Do you have any suggestions or concerns about ServicePoint in terms of data entry?

What data elements are you currently not able to capture that you would like to be able to capture?

2. Client Assessment	1	2	3	4	5
How important is it you to be able to use the CoC HMIS for client assessment?					
How effective is ServicePoint currently for client assessment?					

Do you have any suggestions or concerns about ServicePoint in terms of client assessment?

3. Client Management	1	2	3	4	5
How important is it you to be able to use the CoC HMIS for case management?					
How effective is ServicePoint currently for case management?					

Do you have any suggestions or concerns about ServicePoint in terms of case management?

4. Sharing	1	2	3	4	5
How important is it to you to be able to share client data across agencies?					

Do you have any suggestions or concerns about ServicePoint in terms of sharing data?

5. Beds and Utilization	1	2	3	4	5
How important is it you to be able to see what beds or units are currently available through the CoC HMIS System?					
How effective does ServicePoint display current availability of beds or units?					

Do you have any suggestions or concerns about ServicePoint in terms bed availability?

6. Referrals and Services	1	2	3	4	5
How important is it you to be able to use the CoC HMIS for information and Referral?					
How effective is ServicePoint for looking up available resources?					

How effective is ServicePoint currently for making referrals to other agencies?					

Do you have any suggestions or concerns about ServicePoint in terms of information and referrals?

B. Reports

To what extent do you use ServicePoint data for the types of reporting or analysis described below:

Please answer the following questions using 1-5, where:

1   Not Important / Strongly Disagree / Not at all
2   Could be Important / Somewhat Disagree / Sometimes
3   Neutral / Neither Agree or Disagree / Often
4   Somewhat Important / Somewhat Agree / Quite Often
5   Very Important / Strongly Agree / Daily

1. Running Reports	1	2	3	4	5
Generate a required report for a funder					
Measure the outcomes of clients served by the project					
Understand the quality of data entered into ServicePoint					
Identify gaps in resources and services for clients					
Continuum of Care strategic planning					
Continuum of Care evaluation of project performance					
Determining client's eligibility for other programs					
ESG (Emergency Solutions Grant) reporting (CAPER)					
Checking client's history					

2. Reports for Reporting	1	2	3	4	5
How easy is it to run HUD Annual Performance Reports in ServicePoint?					
How important is it to you to use the CoC HMIS for running reports					

on projects other than those funded by HUD?					
How effective is ServicePoint currently for reporting on projects other than those funded by HUD (e.g., not CoC, not ESG)					

Do you have any suggestions or concerns about ServicePoint in terms of reports for funders?

Do you prefer a "canned" report or an ART report? (A canned report can be found under the Reports module listed on the left side of the Home window in ServicePoint.)

3. **Building Reports**	1	2	3	4	5
How important is to you to use the HMIS for building your own reports?					
How effective is the custom reporting feature in ServicePoint? (ReportWriter)					

Do you have any suggestions or concerns about ServicePoint in terms of custom reporting?

C. Satisfaction and Technical Assistance

Please answer the following questions using 1-5, where:

1   Not Important / Strongly Disagree
2   Could be Important / Somewhat Disagree
3   Neutral / Neither Agree or Disagree
4   Somewhat Important / Somewhat Agree
5   Very Important / Strongly Agree

How satisfied are you with the following?

	1	2	3	4	5
Training on how to enter data into ServicePoint					
Training on how to run reports from ServicePoint					
HelpDesk response to a question you submitted					
Communication on ServicePoint or HMIS requirements (e.g., newsletter, email list serv, webinar, etc)					
Access to other problem solving support					

Technical Assistance

	1	2	3	4	5
How important is to you to have one-on-one technical assistance from the HMIS Lead Agency?					
Is the current level of technical assistance adequate?					

Do you have any suggestions or concerns about the technical assistance provided?

If you have questions regarding ServicePoint, workflow, or HUD requirements, where do you go?

Peer
HMIS Team
Agency Admin
Someone from a different agency

D. HMIS Lead Agency

Please answer the following questions using 1-5, where:

1	Not Important / Strongly Disagree
2	Could be Important / Somewhat Disagree
3	Neutral / Neither Agree or Disagree
4	Somewhat Important / Somewhat Agree
5	Very Important / Strongly Agree

1. Staff Interactions	1	2	3	4	5
How accessible and responsive is the staff at the HMIS Lead Agency?					
How knowledgeable is the staff at the HMIS Lead Agency?					
How quickly are your concerns/issues addressed by the Help Desk or HMIS Lead Agency staff?					
How thoroughly are your concerns/issues addressed by the Help Desk or the HMIS Lead Agency staff?					
Do you have any suggestions or concerns about the current help desk support provided?					

2. Documentation	1	2	3	4	5
How well are the HMIS requirements or policies explained?					
How well do HMIS support documents explain how to use the system?					

Do you have any suggestions or concerns about the current HMIS policies, procedures and support documents?

3. Agency Access	Yes	No	Unsure
Do you feel that all of the people at your agency that need access to ServicePoint have access?			

4. Technology	1	2	3	4	5
Does your agency have access to the necessary technology to use ServicePoint adequately?					
Are you able to access ServicePoint when needed?					

5. Data Quality	1	2	3	4	5
How important is it to have the ability to identify and fix data quality issues?					
How well does ServicePoint or the staff support you in identifying and fixing data quality issues?					
Do you feel the data you enter into ServicePoint impacts the overall data quality of the system?					
Do you ever receive feedback on the quality of data you are entering into ServicePoint?					
Do you know how or why the data entered into ServicePoint is used by the CoC or HUD?					

Do you have any suggestions or concerns about the data quality support provided?

E. Follow-up

Please describe 3 (or more) features/changes you would most like to see made to improve the CoC HMIS:
Do you have any other comments?

Optional

Name:/Agency	