

Applying System Integration Methods to HMIS Implementation

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New England Region Homeless Management Information System



Agenda

- 1:15 Introduction
- 1:20 System Integration as a Model
- 1:25 A New Implementation Methodology
- 1:40 Measuring Effectiveness
- 1:50 Improving HMIS Participation
- 2:00 Q & A

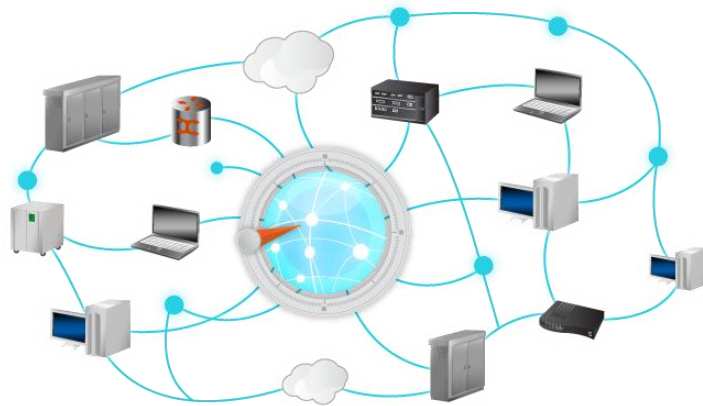
Introductions

- Daniel Gore: HMIS administrator and project manager for the Texas Balance of State, 30 implementations since 2009.
- Richard Rankin: HMIS administrator Vermont Balance of State, Technical Support provider for various implementations throughout the US and Canada.



What is system integration?

System Integration is a process of combining or ensuring sub-systems function together as a system. Typically, an I.T. professional analyzes information and software processes and applies technical approaches such as networking, enterprise-level integration, process management and programming.



What are the benefits?

- Develop standards for complex planning and implementation.
- Eliminate inefficiencies at various levels.
- Inform decision making and quality improvement with quantifiable evidence.
- Increase data collection and quality.
- Facilitate integrated services and programs.



Developing Methodology

The literature outlines several key concepts that apply to planning and implementation.

- **Functionality**: what was the system designed to do?
- **Interfaces**: what are the points of interaction?
- **Sequencing**: what is protocol with respect to the relevant programs and activities?
- **Integration**: what is the strategy by which processes link together in improve functionality?

Developing Your Plan

There is no single *model* for implementation, but a systematic process lends consistency and builds in lessons learned.

Main Considerations:

- Immediate Value Added
- Technological Capacity
- Workflow Integration
- Baseline Performance



Planning Considerations

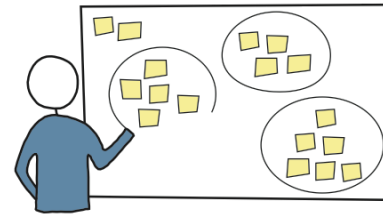
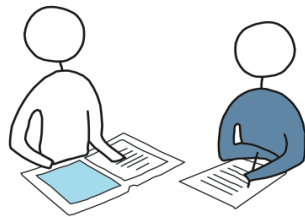
Why would an agency want to use HMIS?

- Identify value/incentives for participation.
- Communicate benefits:
 - HMIS is a grant requirement.
 - HMIS streamlines agency reporting.
 - HMIS informs community planning.
- Propose solutions to existing problems.
- Leverage financial/material assistance programs contingent on HMIS participation.

Planning Considerations

What's an agency's technological capacity?

- Identify barriers and/or assets to implementation.
- Assess core competencies among staff.
- Assess I.T. infrastructure and resources.
- Analyze training needs.



Planning Considerations

How does an agency operate?

- Understand existing workflows.
- Identify process inefficiencies, redundancies and/or conflicts with HMIS data collection.
- Identify a key player(s) to implement changes.
- Process-Oriented Approach: customize based on existing patterns and behavior.
- Results-Oriented Approach: modify existing patterns and behavior to suit data collection.

Planning Considerations

How do you expect an agency to perform?

- Set expectations for support and agency involvement in quality control and reporting.
- Develop a data quality plan.
- Live performance evaluation vs. training environment
- Assess baseline performance.

Monitoring and Evaluation

M&E should begin immediately upon implementation. First, you need to identify output indicators.

What makes a good indicator? In general, it is:

- Relevant to reporting;
- Relevant to your agencies and community;
- Feasible to collect;
- Easy to interpret;
- Measurable over a period of time.



Performance Indicators

Quantitative Indicators

- Time required for intake completion
- Login frequency
- Login activity
- Number of support calls received
- Number of records created
- Data-entry error rate

Qualitative Indicators

- Compliance with data standards
- Extent of usage/form completion
- User feedback
- Type of technical assistance provided (simple vs. complex)

Evaluating Performance

What might “negative” measurements indicate?

- Inadequate system functionality
- Misuse of the system interface
- Altered data structure/field validation
- Interface conflicts with HMIS and other apps
- Gaps in technical assistance and support

Improving Participation

Barriers

- Inadequate functionality
- Organizational/cultural resistance
- Interface misunderstanding
- Technical barriers
- Financial constraints

Solutions

- Technical modifications: VB, workflow, forms, field values, etc.
- Infrastructure upgrade
- Consultation
- Training

Thank you!

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