



HMIS Feedback Survey 2024

February 2024

Central Valley Low Income Housing Corp. (CVLIHC) is the Homeless Management Information System (HMIS) Lead Agency selected by the San Joaquin Continuum of Care (SJCoC). It is important to us that each SJCoC member has the opportunity to share their thoughts about their experience with the HMIS. CVLIHC is planning to roll out several additional features and capabilities within the HMIS during calendar year 2024. These features should help shelters manage their inventory of beds, help outreach teams place persons in those shelter beds, and strengthen referrals to permanent housing programs from shelters and outreach teams.

The below survey is for all Participating Agencies in the HMIS to share their thoughts that would be helpful for future expansion. This survey does allow for participants the opportunity to provide CVLIHC information that may not be covered in the survey. The deadline for this survey is March 9, 2024.

Your participation in this survey is appreciated by the HMIS Lead and the SJCoC.

Thank you for taking the time to respond!

Which of these additional features would be most helpful in use of the HMIS? Please rank them:

- ___ Real-time ability to refer unsheltered persons to shelter beds
- ___ Real-time ability to see which shelter beds are available or occupied
- ___ Encampment mapping ability for outreach teams
- ___ Access to Data Analysis reporting tool for your Agency
- ___ HMIS-based way to ask for referrals from the Coordinated Entry System
- ___ Other (please describe: _____)

What is your agency's biggest barrier to entering data in real time into the HMIS? Please rank them:

- ___ Lack of infrastructure (such as Internet access, mobile tablets, etc.)
- ___ Lack of staff (time or persons)
- ___ Lack of knowledge
- ___ Other (please describe: _____)

What would help your staff the most? Please rank them:

- ___ Direct access to recorded HMIS training materials
- ___ Direct access to HMIS user manual
- ___ Direct access to chat support from Bitfocus
- ___ Live, periodic refresher trainings from HMIS Lead
- ___ Other (please describe: _____)

What would help your organization the most? Please rank them:

- ___ Data entry support for large, one-time projects
- ___ Data entry support for ongoing operations
- ___ More funding for staff to enter data
- ___ More training to support current and future staff
- ___ Other (please describe: _____)

On a scale of 1 to 5 please rank your satisfaction with the following?:

- ___ Answers to questions about the HMIS are relevant and helpful
(1: not helpful at all; 2: somewhat unhelpful; 3: neither helpful nor unhelpful; 4: somewhat helpful; 5: very helpful)
- ___ Response time for requests for help (duplicate entries, user lock-out, new user trainings, etc.)
(1: not timely at all; 2: somewhat untimely; 3: neither timely nor untimely; 4: somewhat timely; 5: very timely)
- ___ Response time for reports or other information regarding the HMIS
(1: not timely at all; 2: somewhat untimely; 3: neither timely nor untimely; 4: somewhat timely; 5: very timely)
- ___ Personal interactions with HMIS Lead Agency staff
(1: not constructive at all; 2: somewhat not constructive; 3: neither constructive nor not constructive; 4: somewhat constructive; 5: very constructive)

Please provide any other feedback you might have about the HMIS:
