



HMIS Training and Disciplinary Plan

HMIS Training Plan Objective

Support end users and agency administrators with training, knowledge, reporting and monitoring tools needed to maintain licenses through data accuracy in the Homeless Management Information System software.



Four Part Training Plan

Provide Training to New Users

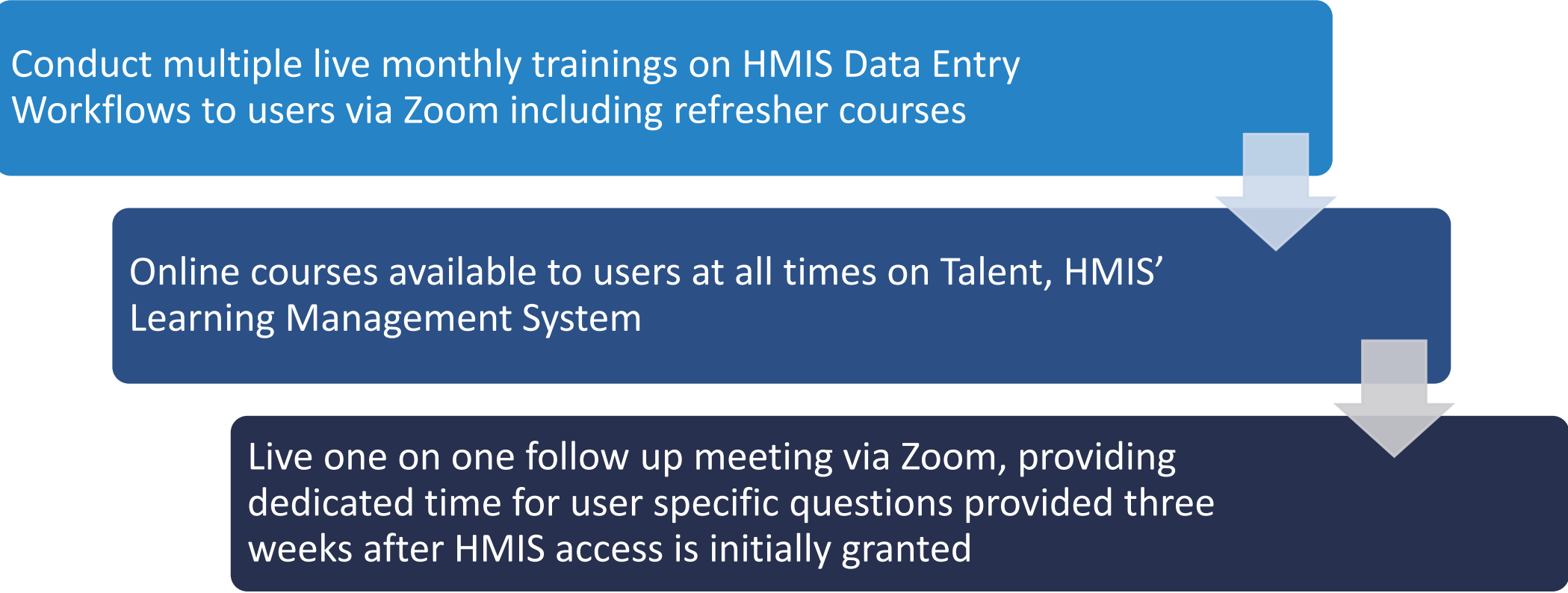
Agency Data Quality Monitoring

Agency Administrator & End User - Supportive Check In

Agency Administrator & End User - Action Plan

Provide Training to New Users

Conduct multiple live monthly trainings on HMIS Data Entry Workflows to users via Zoom including refresher courses



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graph TD; A[Conduct multiple live monthly trainings on HMIS Data Entry Workflows to users via Zoom including refresher courses] --> B[Online courses available to users at all times on Talent, HMIS' Learning Management System]; B --> C[Live one on one follow up meeting via Zoom, providing dedicated time for user specific questions provided three weeks after HMIS access is initially granted];
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Agency Data Quality Monitoring

Weekly and monthly reporting to identify errors, submitted and review by Agency Administrator to HMIS

- Reports in HMIS – Public Folders/HLB_live_folder/**Shared Folder (All CoC)/Certification Reports/ Data Quality Benchmarks Report
- Agency Administrator reviews data in report on weekly basis
- Clean Data and submit reports by the 7th of each month
- HMIS reviews submitted reports to identifying areas requiring technical assistance and make Gold Star recommendations to Data and System Performance Committee (DSP)

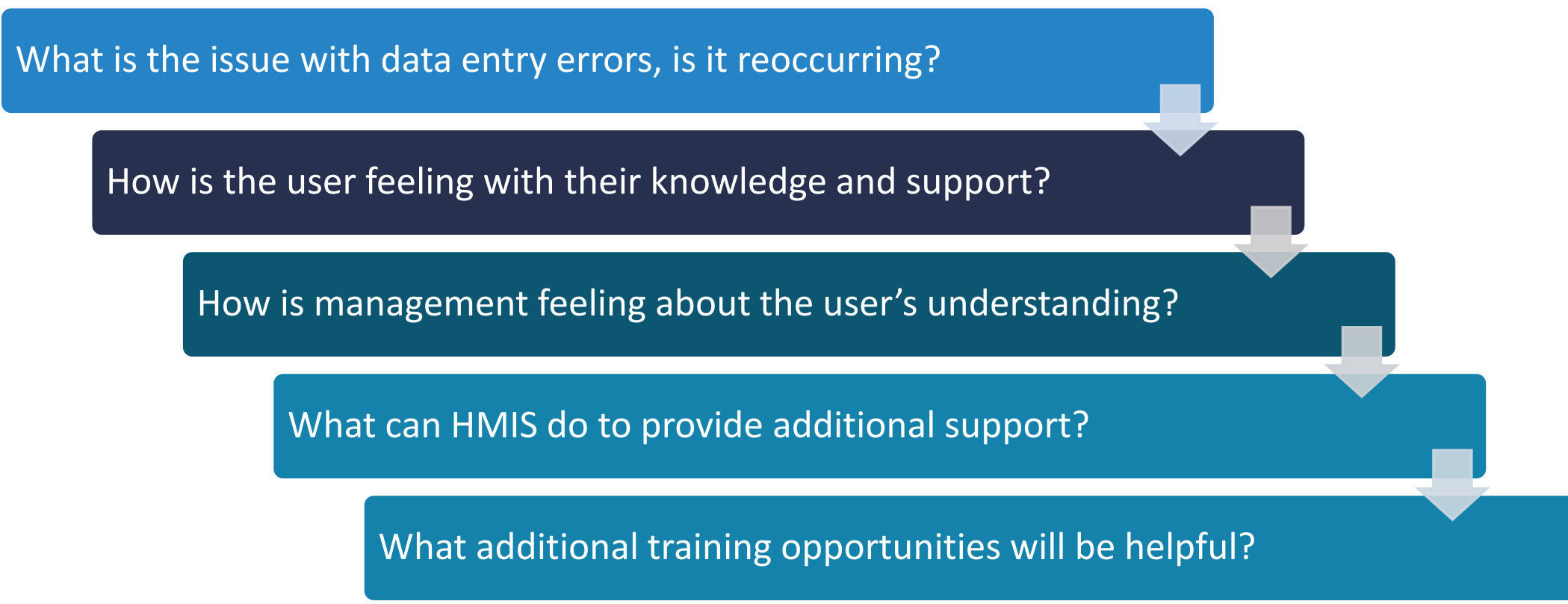


Agency Data Quality Monitoring Cont.

- Agency meeting with HMIS to discuss support and solutions (Supportive check in & Action Plan)
- HMIS to conduct monthly audits for a period of three months
- Course of action plan on case-by-case basis as outlined in [Data Quality Plan](#) and monitored by the Data and System Performance Committee (DSP)
- Agency brought to the HMIS Governance Committee to determine continuation of HMIS access and licensing status

Agency Administrator & End User Supportive Check In

What is the issue with data entry errors, is it reoccurring?



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graph TD; A[What is the issue with data entry errors, is it reoccurring?] --> B[How is the user feeling with their knowledge and support?]; B --> C[How is management feeling about the user's understanding?]; C --> D[What can HMIS do to provide additional support?]; D --> E[What additional training opportunities will be helpful?];
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How is the user feeling with their knowledge and support?

How is management feeling about the user's understanding?

What can HMIS do to provide additional support?

What additional training opportunities will be helpful?

Revisit Talent courses

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graph TD; A[Revisit Talent courses] --> B[One on one live refresher training and shadowing]; B --> C[Suspend user course of action]; C --> D1[Retake training provided monthly via community calendar]; C --> D2[Revisit Talent courses]; C --> D3[HMIS trainer – shadow end user and provide feedback]; C --> D4[Reinstate user];
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One on one live refresher training and shadowing

Suspend user course of action

**Retake training provided
monthly via community
calendar**

Revisit Talent courses

**HMIS trainer – shadow
end user and provide
feedback**

Reinstate user

Agency Administrator & End User - Action Plan