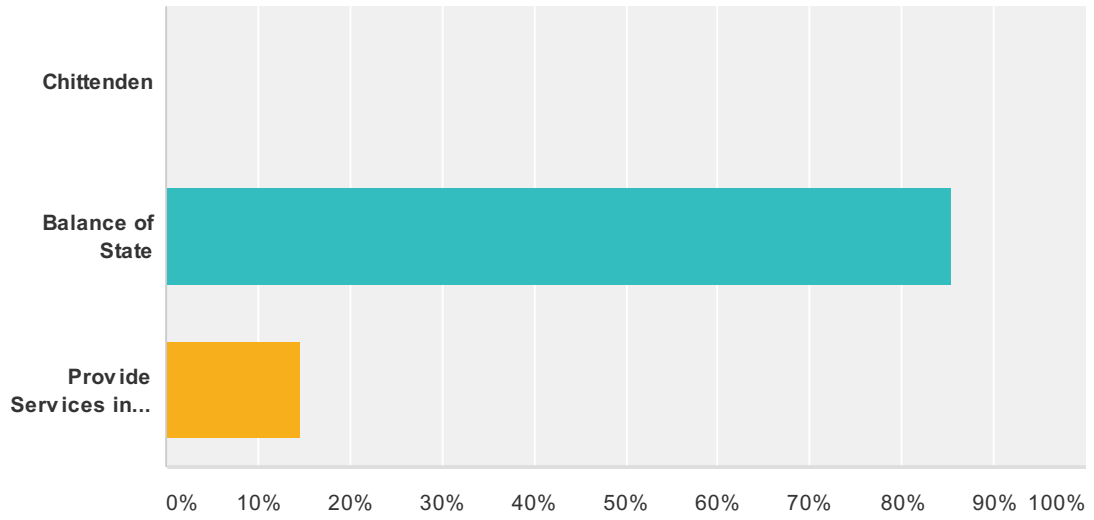


### Q1 What CoC are you a part of?

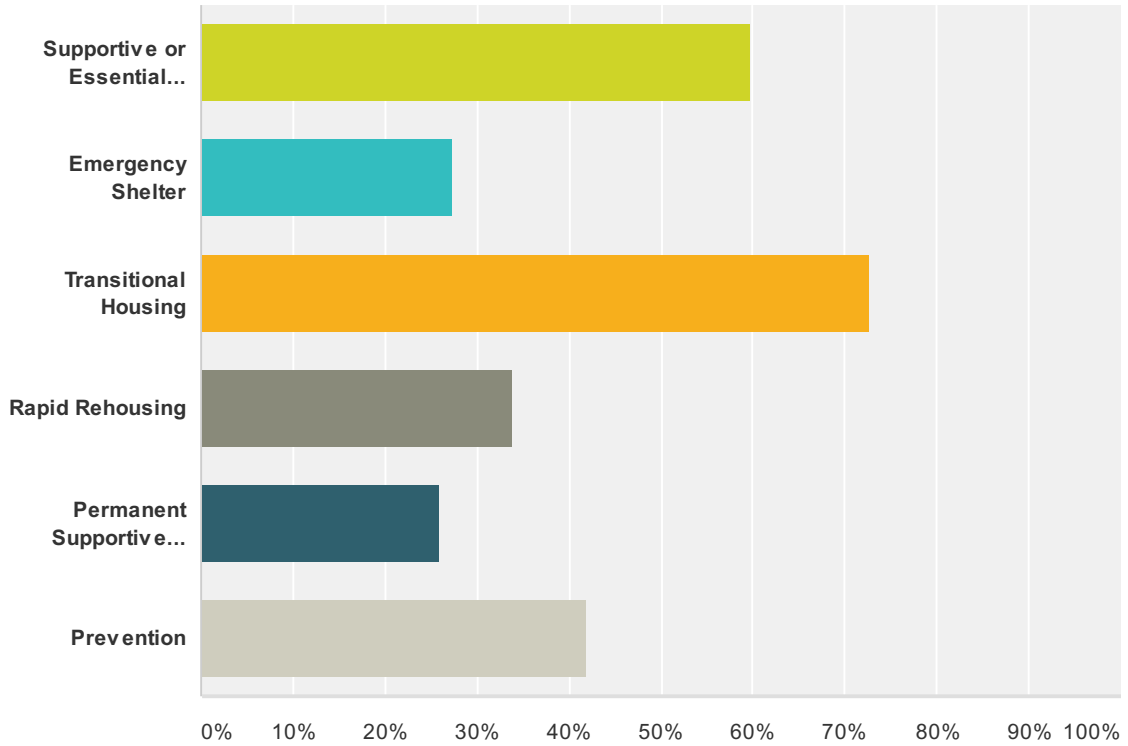
Answered: 62 Skipped: 0



Answer Choices	Responses
Chittenden	0.00% 0
Balance of State	85.48% 53
Provide Services in Both	14.52% 9
<b>Total</b>	<b>62</b>

### Q2 What type of services does your agency provide? (Check all that apply)

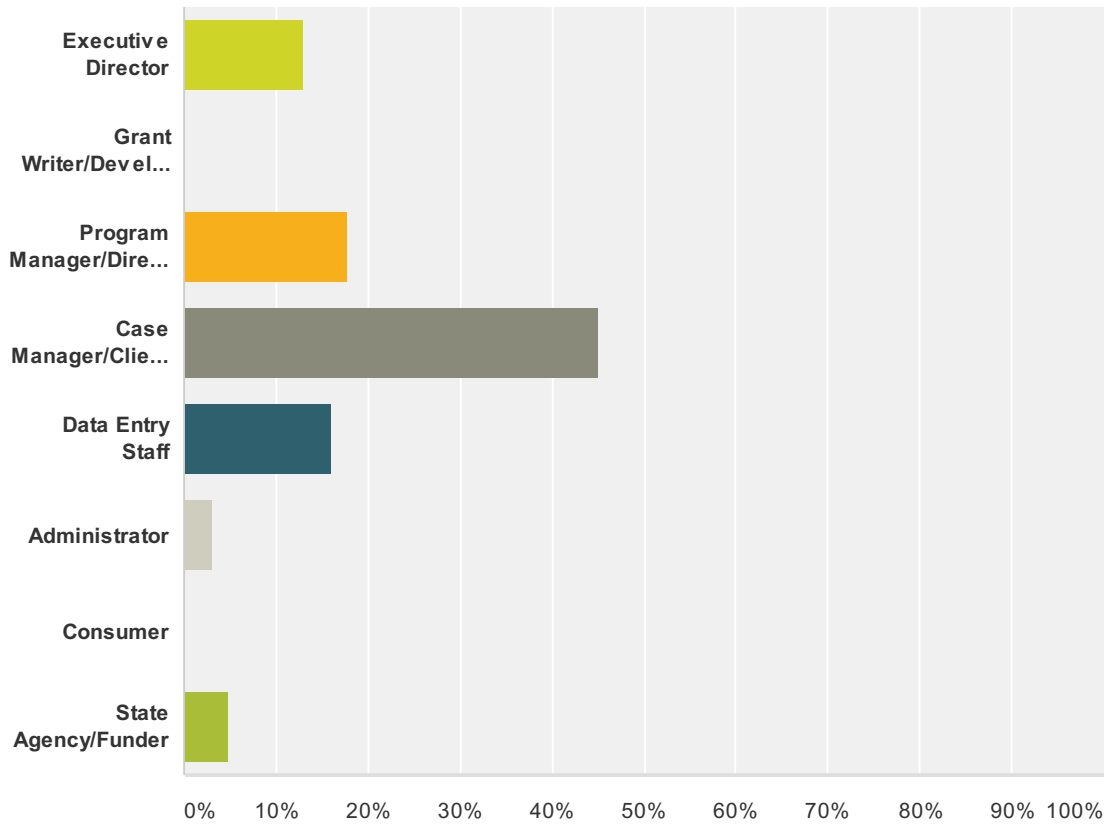
Answered: 62 Skipped: 0



Answer Choices	Responses
Supportive or Essential Services for Homeless Persons (case management, housing search assistance; medical and psychological counseling; job training and placement; substance abuse treatment and counseling; nutrition assistance; childcare; transportation; and assistance in obtaining other Federal, state, and local benefits and services)	59.68% 37
Emergency Shelter	27.42% 17
Transitional Housing	72.58% 45
Rapid Rehousing	33.87% 21
Permanent Supportive Housing	25.81% 16
Prevention	41.94% 26
<b>Total Respondents: 62</b>	

### Q3 What is your primary role at this agency?

Answered: 62 Skipped: 0

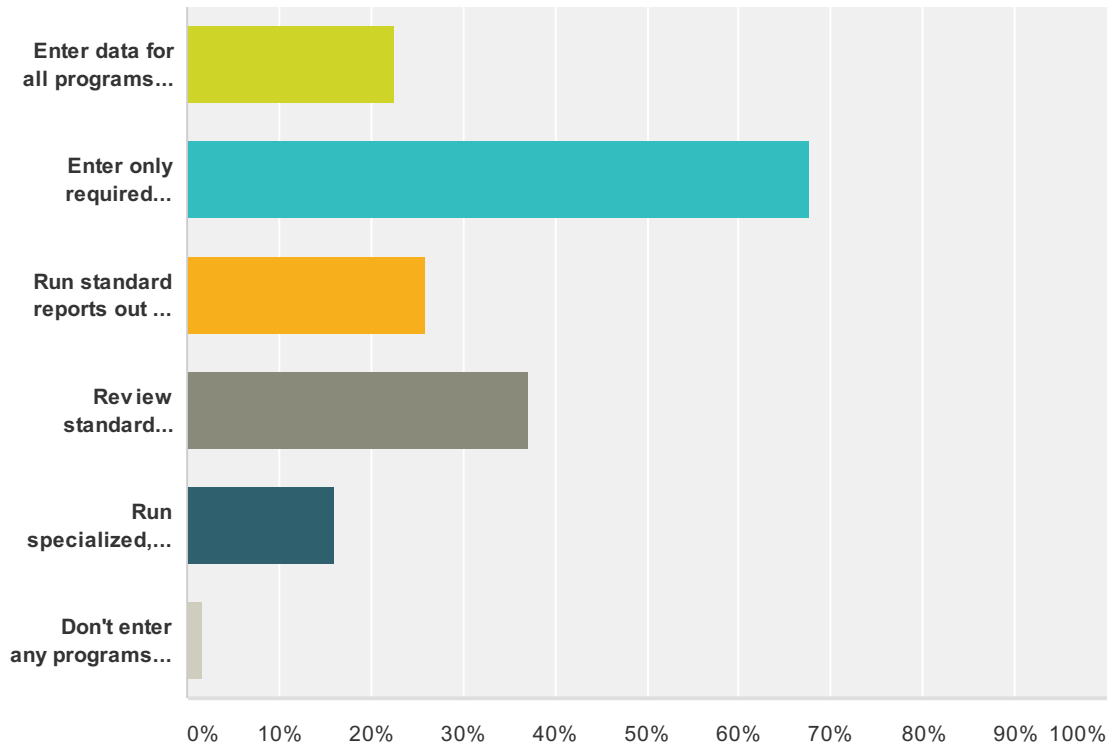


Answer Choices	Responses
Executive Director	12.90% 8
Grant Writer/Development	0.00% 0
Program Manager/Director/Supervisor	17.74% 11
Case Manager/Client Services	45.16% 28
Data Entry Staff	16.13% 10
Administrator	3.23% 2
Consumer	0.00% 0
State Agency/Funder	4.84% 3
<b>Total</b>	<b>62</b>

#	Other (please specify)	Date
1	Data Control Specialist	4/8/2014 1:07 PM

### Q4 Please indicate the ways you currently use ServicePoint. (Check all that apply)

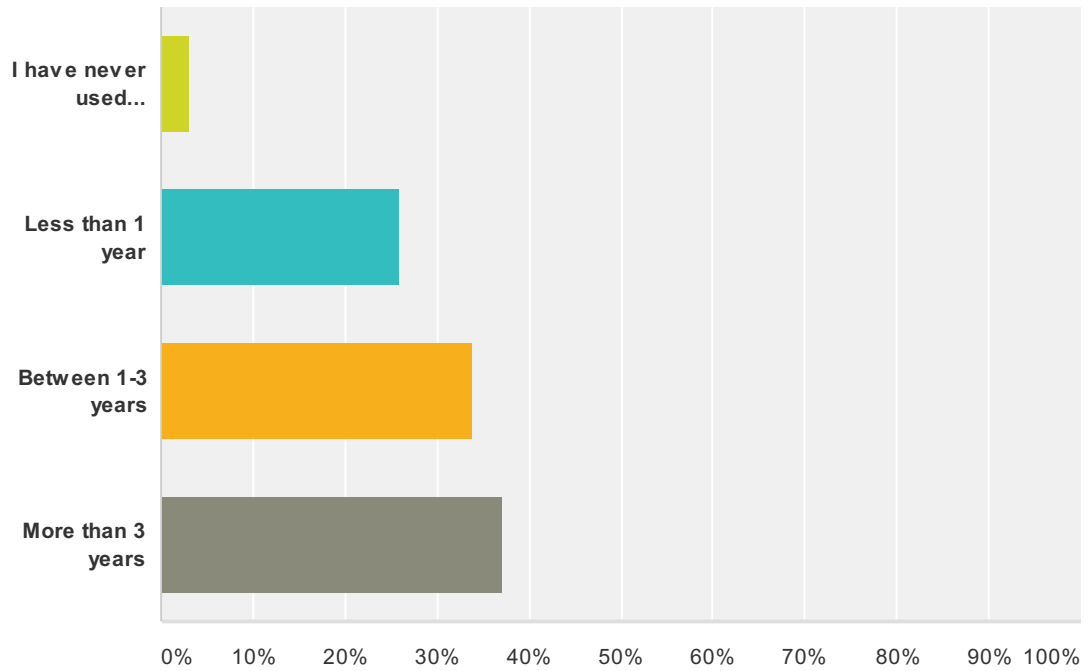
Answered: 62 Skipped: 0



Answer Choices	Responses
Enter data for all programs at agency into ServicePoint	22.58% 14
Enter only required program data into ServicePoint	67.74% 42
Run standard reports out of ServicePoint	25.81% 16
Review standard reports from ServicePoint	37.10% 23
Run specialized, custom reports for program planning or evaluation	16.13% 10
Don't enter any programs in HMIS	1.61% 1
<b>Total Respondents: 62</b>	

### Q5 How long have YOU been using ServicePoint?

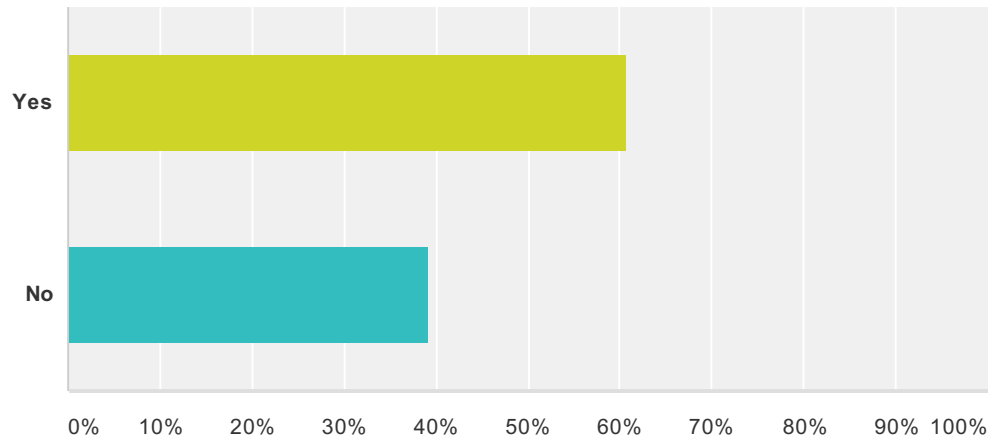
Answered: 62 Skipped: 0



Answer Choices	Responses
I have never used ServicePoint	3.23% 2
Less than 1 year	25.81% 16
Between 1-3 years	33.87% 21
More than 3 years	37.10% 23
<b>Total</b>	<b>62</b>

### Q6 Does your agency use any other client management systems?

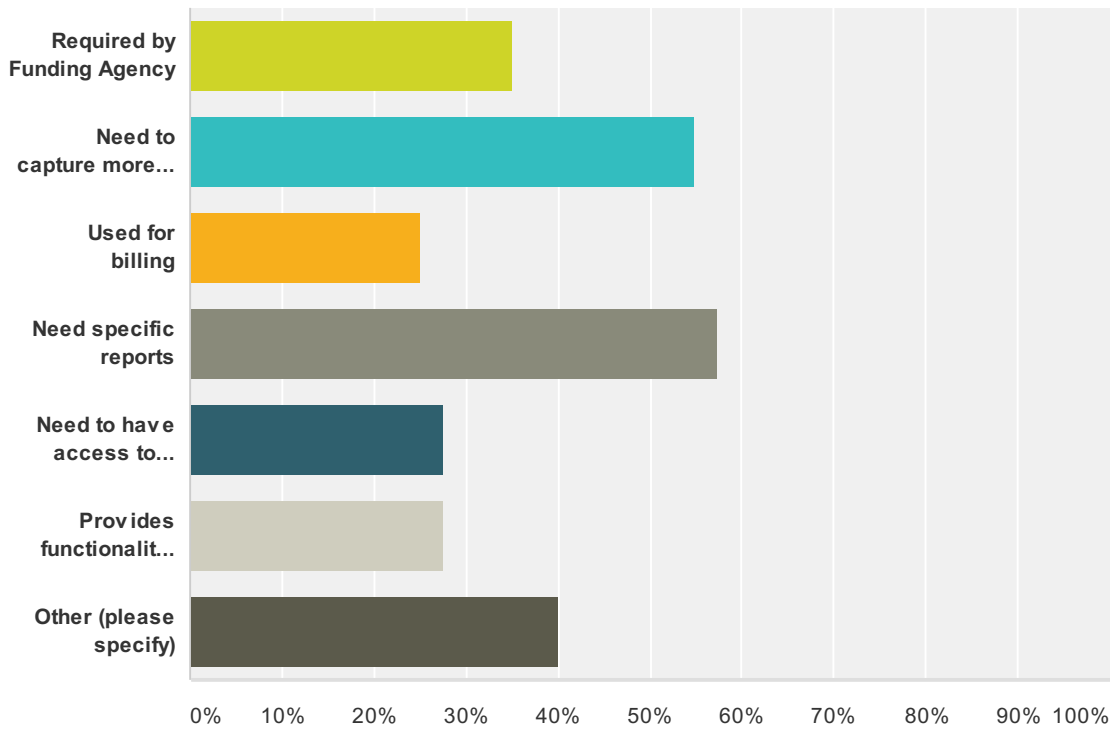
Answered: 61 Skipped: 1



Answer Choices	Responses	
Yes	60.66%	37
No	39.34%	24
<b>Total</b>		<b>61</b>

### Q7 Why do you need to use other client management systems? (Check all that apply)

Answered: 40 Skipped: 22



Answer Choices	Responses
Required by Funding Agency	35.00% 14
Need to capture more data than available in ServicePoint	55.00% 22
Used for billing	25.00% 10
Need specific reports	57.50% 23
Need to have access to real-time data	27.50% 11
Provides functionality not available in Service Point (please describe in other)	27.50% 11
Other (please specify)	40.00% 16
<b>Total Respondents: 40</b>	

#	Other (please specify)	Date
1	We use other systems to provide a dashboard of who is in the shelter and a snap shot of their service plan. We also use a back up data entry system for all clients, as we can't always run the reports easily to gather the info we need for reporting.	4/10/2014 4:26 PM
2	to show more specific reports for keeping clients out of jail or hospitals.	4/10/2014 3:31 PM
3	We do not use any other management systems.	4/10/2014 8:44 AM
4	Less expensive option. We need an electronic medical record.	4/9/2014 11:31 AM
5	Agency data not specific to this program	4/8/2014 2:26 PM

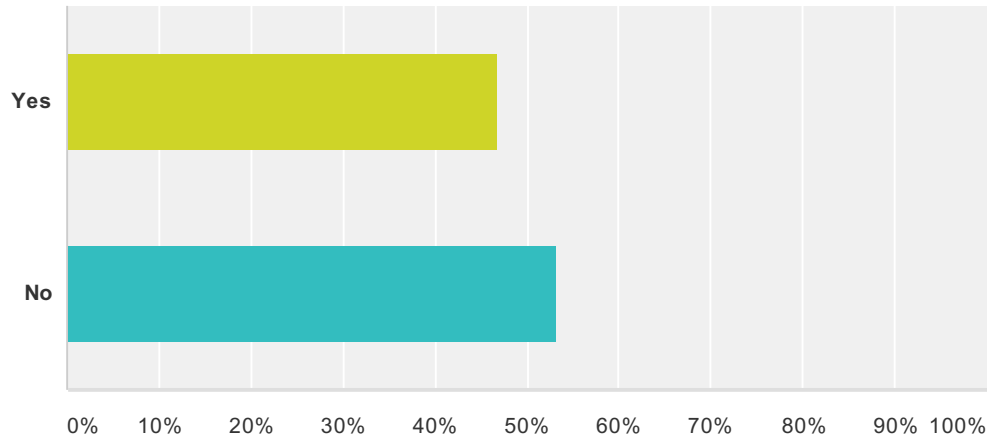
## HMIS Stakeholder Survey

6	more flexibility with reporting functions, service tracking for multiple programs	4/8/2014 1:13 PM
7	We use the CSST software from Miles Technologies. Very hands on and unlimited reporting.	4/8/2014 1:07 PM
8	This is a non-profit entity, and I assume that since we have many programs it is used as our main data base.	4/8/2014 12:47 PM
9	We have multiple funders, each of which requires different sets of data	4/4/2014 12:05 PM
10	other database used for agency's non-homeless programs; ServicePoint use only done for annual PIT count data entry; SP APR's received/required for HUD reporting purposes.	4/4/2014 9:50 AM
11	We have clients that do not receive transitional housing funding.	4/4/2014 8:16 AM
12	Much more user friendly	4/3/2014 8:13 PM
13	Collect ESG report data	4/3/2014 3:57 PM
14	We use Google drive to collect/manage data on a daily basis. We use this for in house tracking/reporting.	4/3/2014 10:03 AM
15	our data base is connected to other programs with in our agency. Cost of users is expensive in SP.	4/2/2014 3:37 PM
16	We have a housing database that is accessible by all housing workers. We are able to access all housing client information regardless of case manager.	4/2/2014 3:04 PM



### Q8 Does your agency use ServicePoint as the agency's primary data collection system?

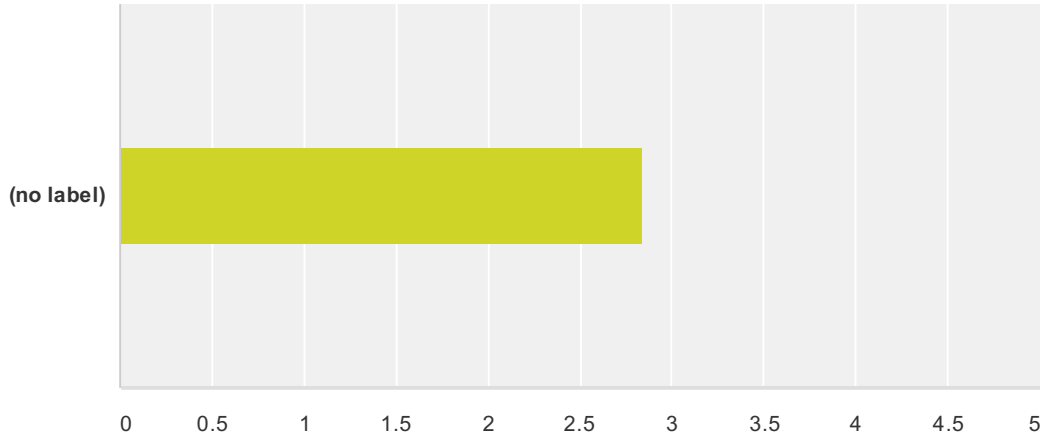
Answered: 62 Skipped: 0



Answer Choices	Responses	
Yes	46.77%	29
No	53.23%	33
<b>Total</b>		<b>62</b>

**Q9 How confident are you that the staff at your agency is able to use ServicePoint to meet the HMIS requirements?**

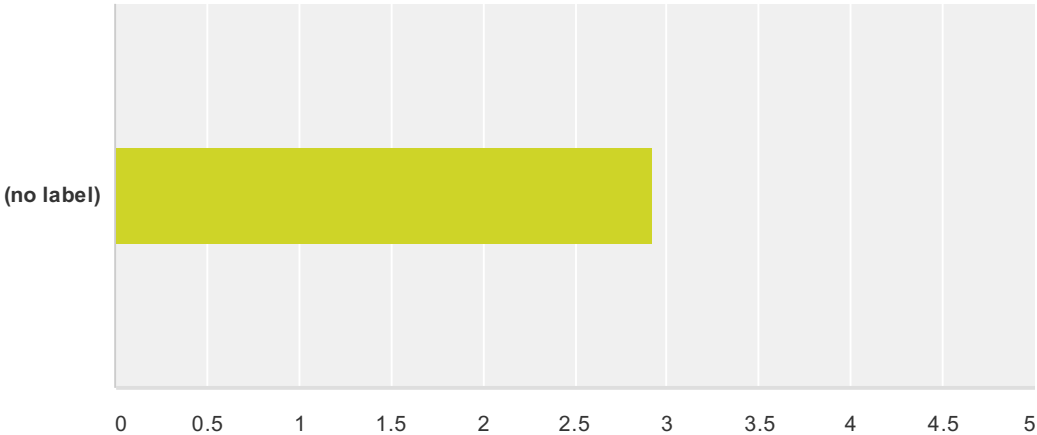
Answered: 61 Skipped: 1



	Not at all confident	Somewhat confident	Confident	Very confident	Total	Average Rating
(no label)	8.20% 5	22.95% 14	45.90% 28	22.95% 14	61	2.84

**Q10 How confident are you in the quality and accuracy of the data entered by your agency staff into ServicePoint?**

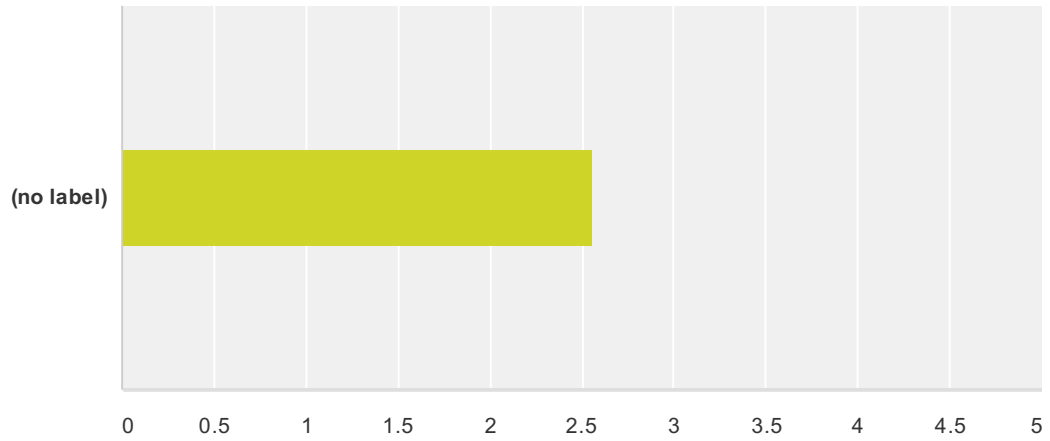
Answered: 60 Skipped: 2



	Not at all confident	Somewhat confident	Confident	Very confident	Total	Average Rating
(no label)	6.67% 4	20.00% 12	48.33% 29	25.00% 15	60	2.92

### Q11 How confident are you in the quality and accuracy of the data entered into ServicePoint by other agencies/providers?

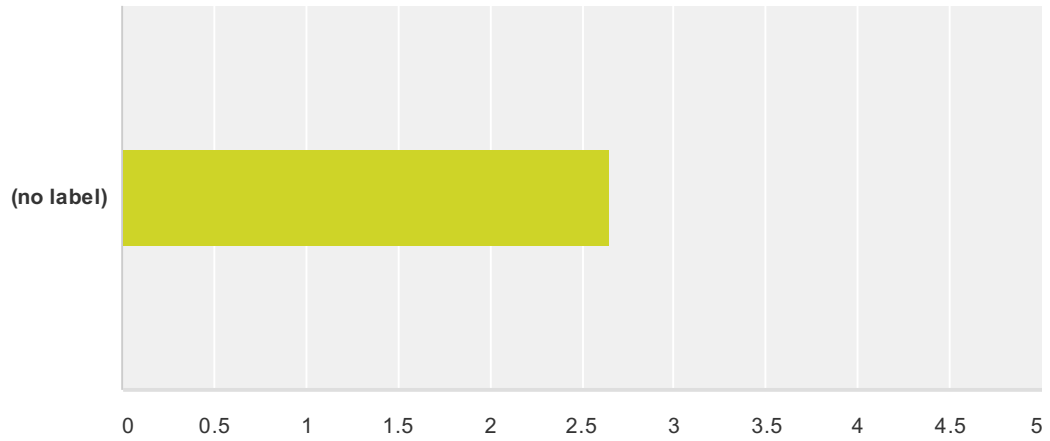
Answered: 62 Skipped: 0



	Not at all confident	Somewhat confident	Confident	Very confident	Total	Average Rating
(no label)	4.84% 3	41.94% 26	45.16% 28	8.06% 5	62	2.56

### Q12 How confident are you in the quality and accuracy of the data reported out of ServicePoint?

Answered: 62 Skipped: 0

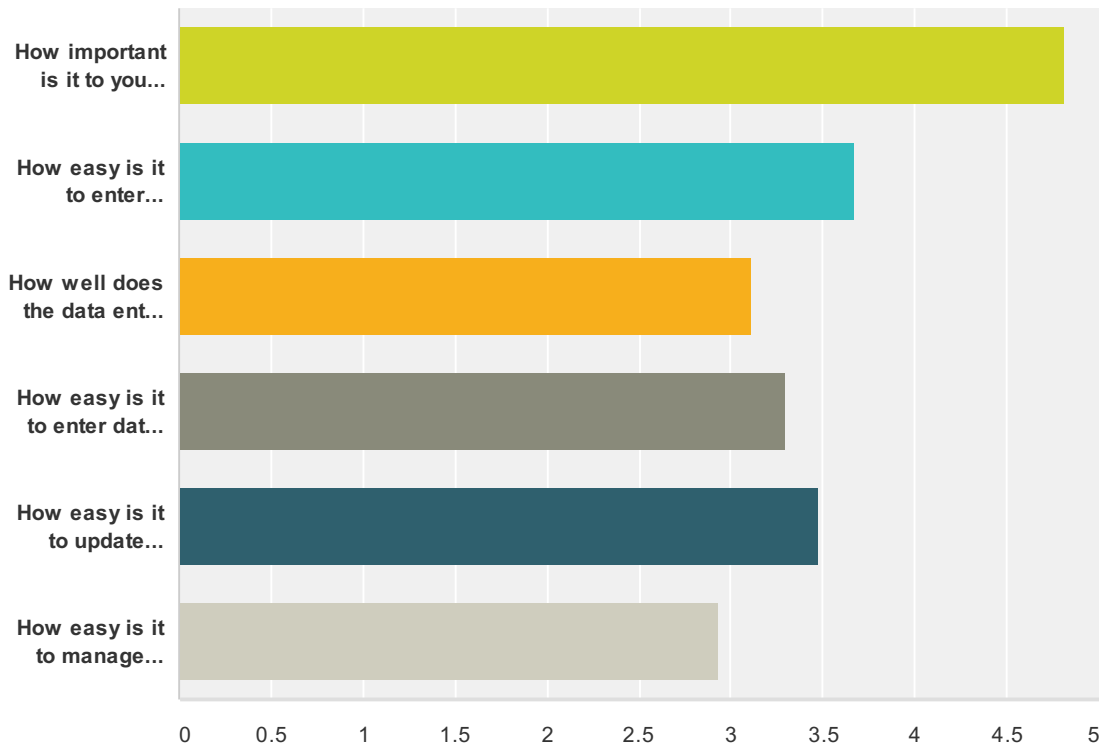


	Not at all confident	Somewhat confident	Confident	Very confident	Total	Average Rating
(no label)	11.29% 7	29.03% 18	43.55% 27	16.13% 10	62	2.65

# HMIS Stakeholder Survey

## Q13 Data Entry

Answered: 58 Skipped: 4



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you that required data is easy to enter into the HMIS?	0.00% 0	0.00% 0	1.72% 1	15.52% 9	82.76% 48	58	4.81
How easy is it to enter client-level data in ServicePoint?	5.26% 3	8.77% 5	24.56% 14	36.84% 21	24.56% 14	57	3.67
How well does the data entry match your intake form?	8.93% 5	19.64% 11	35.71% 20	23.21% 13	12.50% 7	56	3.11
How easy is it to enter data on family composition?	1.85% 1	18.52% 10	42.59% 23	22.22% 12	14.81% 8	54	3.30
How easy is it to update files/make changes?	1.85% 1	16.67% 9	27.78% 15	38.89% 21	14.81% 8	54	3.48
How easy is it to manage duplicate records?	14.81% 8	22.22% 12	29.63% 16	22.22% 12	11.11% 6	54	2.93

# HMIS Stakeholder Survey

## Q14 What do you like about ServicePoint in terms of data entry?

Answered: 30 Skipped: 32

#	Responses	Date
1	The only piece of data entry that is useful is the SSOM.	4/16/2014 3:44 PM
2	pull down menus make the responses uniform	4/11/2014 12:45 PM
3	Its relatively easy to use for basic data entry.	4/10/2014 4:27 PM
4	I like that its easier to up date and add new clients for me because I have used it for years.	4/10/2014 3:45 PM
5	IT IS OK	4/10/2014 9:19 AM
6	I have been using it for over eight years, and it has always worked for me. I would not want to change.	4/10/2014 8:47 AM
7	ease, but we only use it for 2-4 clients so we don't interface with it much.	4/9/2014 2:03 PM
8	Relatively simple information categories. Can be utilized by multiple persons. Can edit data.	4/9/2014 11:34 AM
9	Once you learn the program it is easy to enter data and make changes	4/9/2014 10:35 AM
10	Not much	4/8/2014 4:28 PM
11	User friendly for the amount of data I need to enter.	4/8/2014 3:21 PM
12	Easy to navigate Lots of power features Anyone can learn with minimal training Easy to support administratively	4/8/2014 1:26 PM
13	Very user friendly.	4/4/2014 11:21 AM
14	It's easy to use.	4/4/2014 8:18 AM
15	The upload feature	4/3/2014 11:12 PM
16	Entering services is easy	4/3/2014 10:12 PM
17	Nothing. It is not user friendly, you cannot get reports out of it, and. It should be replaced and cost should not be a factor in making the decision. WE NEED A MORE EFFECTIVE, EFFICIENT system!	4/3/2014 8:19 PM
18	It is very clear and people can understand what they are reading regarding the data.	4/3/2014 4:35 PM
19	Easy to find things, pretty intuitive for some functions	4/3/2014 4:00 PM
20	It doesn't ask for too much information so it doesn't become tedious. Since we use an Outcome base program already for our own inner agency information it would be difficult to have to put all that information into Service Point as well.	4/3/2014 3:58 PM
21	I can look into Service Point to review services that clients have rec'd in the past and that is helpful to my position.	4/3/2014 2:45 PM
22	It is user friendly	4/3/2014 11:26 AM
23	Good support services. If we have a problem or question the folks at Data Remedy are very responsive.	4/2/2014 3:21 PM
24	I like that when I am entering information for a clients new entry into a program, the information already in the system auto-fills things like race, name, DOB, etc.	4/2/2014 3:06 PM
25	Nothing	4/2/2014 2:44 PM
26	Its simple to use and non-complicated.	4/2/2014 2:44 PM
27	Very fast ans easy	4/2/2014 2:40 PM
28	Entering data into ServicePoint is straight to the point.	4/2/2014 1:55 PM

## HMIS Stakeholder Survey

29	I like how the entries flow into one another. I also really like entering data into the system. Service Point functions easily and is easy to use.	4/2/2014 1:07 PM
30	No comment	4/2/2014 1:07 PM



# HMIS Stakeholder Survey

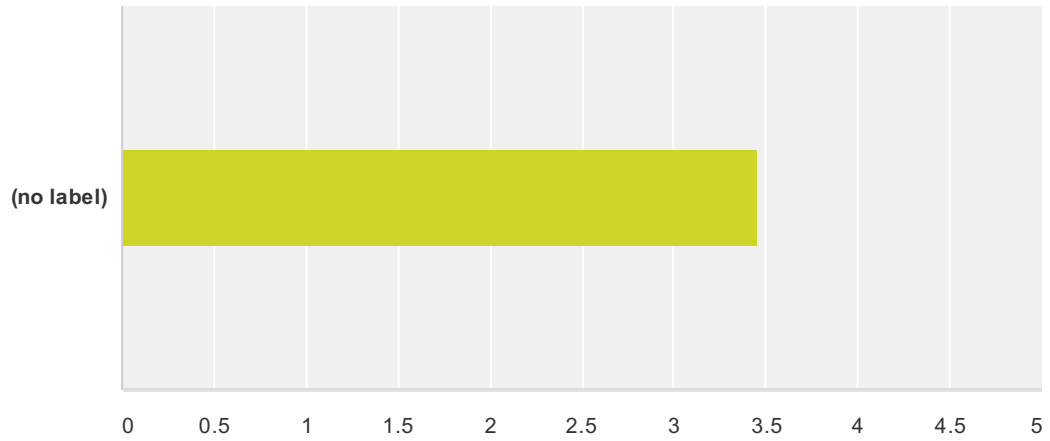
## Q15 Do you have any suggestions or concerns about ServicePoint in terms of data entry?

Answered: 23 Skipped: 39

#	Responses	Date
1	The required data entry doesn't capture the services provided or the complexities of the client's situation.	4/16/2014 3:44 PM
2	many of the pull down menu options are not applicable to our needs I don't know how to produce my own reports, don't know how to manipulate data	4/11/2014 12:45 PM
3	it would be helpful to add a check off for keeping clients out of jail or hospitals and a easier way to up date that also make a list of clients to fix.	4/10/2014 3:45 PM
4	I JUST THINK WE SUCH HAVE ONE APPT. TO FOLLOW HAVE ONE	4/10/2014 9:19 AM
5	none	4/10/2014 8:47 AM
6	Family entries are confusing.	4/9/2014 6:19 PM
7	Does not sync with other HMIS programs. Don't like the back-dating to enter data.	4/9/2014 11:34 AM
8	Make it easier to enter multiple entries and easier to determine which section to enter what data where.	4/8/2014 4:28 PM
9	Hard to access the agencies specific info in report form when in the system.	4/8/2014 3:21 PM
10	It needs a better way to add in data, WAY too confusing, and far too many steps.	4/8/2014 2:15 PM
11	If I can run an entry exit report and generate a list it should then be able to generate a list with entry and exit dates not just names	4/8/2014 1:20 PM
12	I would like to be able to see my service notes and not have to click on each entry to read what was entered.	4/8/2014 12:50 PM
13	I feel as if there may be glitches in the system. When I look at data reports I notice information that I know was entered is reported as missing.	4/4/2014 11:21 AM
14	The data entry process for ServicePoint sometimes seems more cumbersome/complicated than needed, especially for new staff due to expected high turnover. Instructions and trainings are unclear, abrupt and inconsistent.	4/4/2014 9:55 AM
15	The navigation has quirks. I wish on the services page I could date sort or that the information was listed by date.	4/3/2014 11:12 PM
16	Need to be able to run reports myself and to run reports for my board, workflow changes are annoying- would be good to have the system prompt you in a userfriendly way	4/3/2014 4:00 PM
17	No. I am glad it is easy to have questions answered and mistakes corrected when needed.	4/3/2014 3:58 PM
18	I do not believe that all data that is entered comes out in reports and I am not certain why that is.	4/3/2014 2:45 PM
19	It doesn't have the option to put in much of the data I need to serve me clients well... hence the need for a second data entry program.	4/3/2014 11:26 AM
20	It's not very user friendly and I don't like the backdate button	4/2/2014 2:44 PM
21	Would like more ability to customize the assessments without needing to request it from IT, also more ability to customize reporting.	4/2/2014 2:44 PM
22	There are times when the same data has to be entered. There needs to be adjustments to service forms and services in the system to reflect all services provided. Sources of income need to be updated, there are choices missing.	4/2/2014 1:55 PM
23	no comment	4/2/2014 1:07 PM

**Q16 How important is it to you to be able to capture additional data (not required by HUD) in the CoC HMIS?**

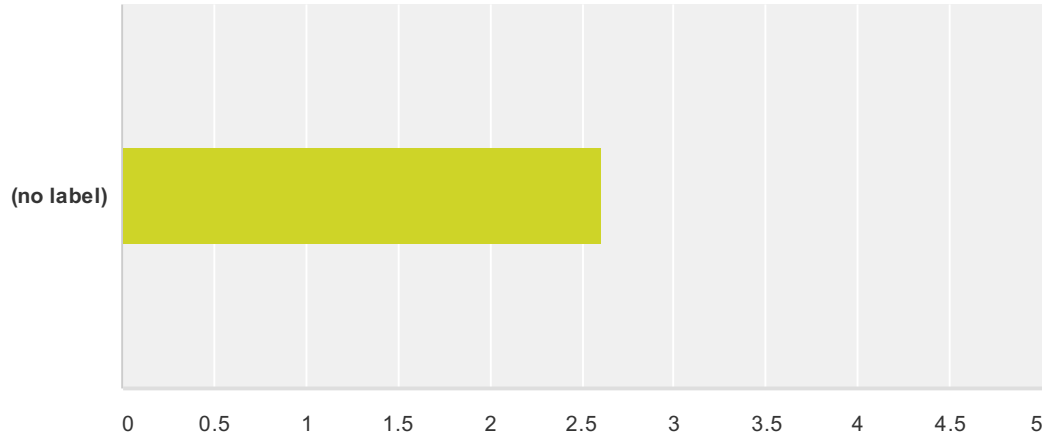
Answered: 57 Skipped: 5



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
(no label)	12.28% 7	5.26% 3	33.33% 19	22.81% 13	26.32% 15	57	3.46

**Q17 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.)?**

Answered: 56 Skipped: 6



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
(no label)	25.00% 14	17.86% 10	33.93% 19	17.86% 10	5.36% 3	56	2.61

## HMIS Stakeholder Survey

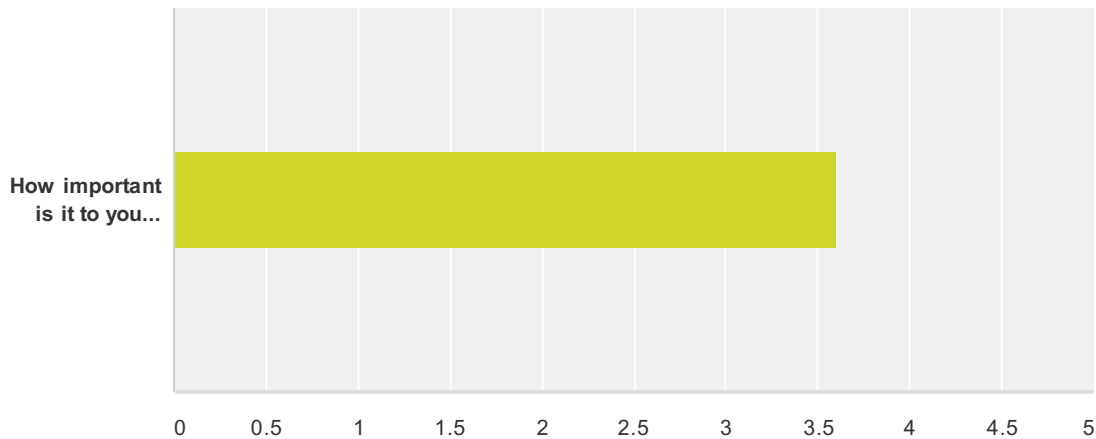
### Q18 What data elements are you currently not able to capture that you would like to be able to capture?

Answered: 18 Skipped: 44

#	Responses	Date
1	Not sure	4/16/2014 3:44 PM
2	time spent unhoused while eligible for a voucher	4/11/2014 12:45 PM
3	how we are able to keep clients out jail and hospitals and in housing for HMIS reports.	4/10/2014 3:45 PM
4	I DON'T KNOW	4/10/2014 9:19 AM
5	none	4/10/2014 8:47 AM
6	We run many other programs not related to housing which require separate databases.	4/9/2014 2:03 PM
7	Electronic Medical Record, billing Medicaid.	4/9/2014 11:34 AM
8	Reports on other programs that we have at our agency that we can not receive at the moment.	4/9/2014 10:35 AM
9	My previous response is the result of human error, and others not uploading information to system.	4/8/2014 12:50 PM
10	I would like to be able to add all clients to the program regardless of their funding so that they are all in one place.	4/4/2014 8:18 AM
11	New to this grant not sure yet.	4/3/2014 11:12 PM
12	Case management for people after they get into housing	4/3/2014 8:19 PM
13	Outcomes after 90 days, progress on SSOM, run reports	4/3/2014 4:00 PM
14	Because we have our own Outcome base program there is no additional information we need to capture through Service Point.	4/3/2014 3:58 PM
15	multiple.	4/3/2014 11:26 AM
16	None	4/2/2014 3:21 PM
17	Actual number of bed nights Entries, exits, services and referrals provided by partner agencies including mental health providers History of housing stability Specific data reports Example: "Of the number of clients served in this quarter, X amount of clients have a high school diploma or better. " "X amount of clients served this quarter have experienced an episode of homelessness as a child."	4/2/2014 1:55 PM
18	None	4/2/2014 1:07 PM

### Q19 How important is it to you to be able to view live or real-time data in the CoC HMIS?

Answered: 55 Skipped: 7

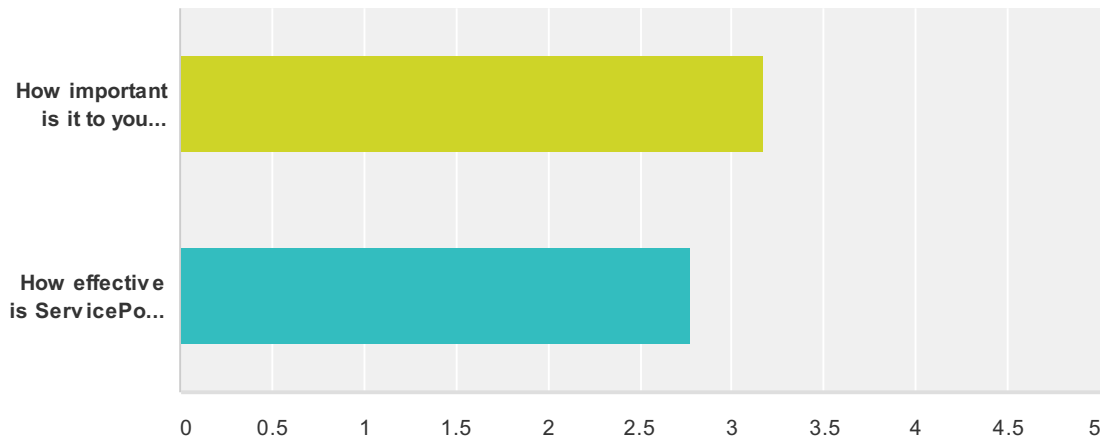


	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to view live or real-time data in the CoC HMIS?	9.09% 5	5.45% 3	30.91% 17	25.45% 14	29.09% 16	55	3.60

#	Please Describe	Date
1	I believe that is the benefit of a good HMIS to have up to date info	4/11/2014 12:45 PM
2	I think we could get more funding if we had better data.	4/10/2014 3:59 PM
3	Sometimes we need information very quickly.	4/10/2014 9:06 AM
4	We rely on ServicePoint to run our statewide program. All our users in different organizations can see the records they need for case management and to upload required documents. ServicePoint reporting enables us to track clients, manage our programmatic goals, and improve quality.	4/8/2014 1:46 PM
5	Program rules mandate this.	4/8/2014 12:53 PM
6	Currently we only see what I enter for my clients but would be nice to also see if they are frequenting other service providers to avoid duplicating services	4/4/2014 5:04 PM
7	It is important to look up services that client has previously used.	4/4/2014 11:32 AM
8	The current 24 hour delay for entered data to show up in ServicePoint seems unnecessary.	4/4/2014 10:07 AM
9	I want to check data to inform programming and check reports and outcomes	4/3/2014 4:04 PM
10	It would be great to know if a client is engaged with other service providers that may be putting information into Service Point.	4/2/2014 3:11 PM

### Q20 Client Assessment

Answered: 54 Skipped: 8



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to use the CoC HMIS for client assessment?	20.37% 11	11.11% 6	22.22% 12	24.07% 13	22.22% 12	54	3.17
How effective is ServicePoint currently for client assessment?	17.65% 9	23.53% 12	29.41% 15	21.57% 11	7.84% 4	51	2.78

**Q21 What do you like about ServicePoint in terms of client assessment?**

Answered: 13 Skipped: 49

#	Responses	Date
1	that part works fine.	4/10/2014 3:59 PM
2	ITS OK	4/10/2014 9:23 AM
3	The assessments in service point cover the client very well.	4/10/2014 9:06 AM
4	because ServicePOint does not meet our other data needs we've not looked into client assessments.	4/9/2014 11:42 AM
5	having everything in one location is ideal especially if an employee is out of the office someone else can help a client by seeing what has been done.	4/9/2014 10:35 AM
6	Not enough information on folks.	4/8/2014 2:19 PM
7	The SSOM enables structured, data-driven assessments. The entry, interim, and exit assessment forms allow us to track information for clients that informs our service delivery.	4/8/2014 1:46 PM
8	n/a	4/8/2014 12:53 PM
9	Its simple, fast, and efficient.	4/4/2014 3:24 PM
10	It is not applicable for us.	4/3/2014 4:06 PM
11	Self- Sufficiency Matrix can rate clients self-sufficiency and track improvements.	4/2/2014 2:11 PM
12	no comment	4/2/2014 1:59 PM
13	I like how you can see movement in clients recovery	4/2/2014 1:09 PM

**Q22 Do you have any suggestions or concerns about ServicePoint in terms of client assessment?**

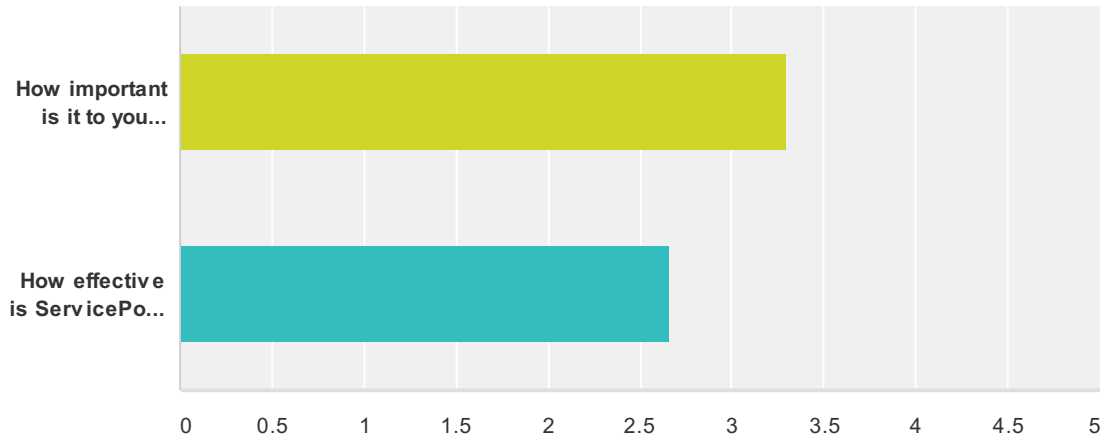
Answered: 13 Skipped: 49

#	Responses	Date
1	when doing a client assessment, I wish there was a short comment box at each question for personal remarks regarding the client at that time of assessment, ie, could score low with some questions because at this point in time- client could have just recently had some sort of personal trauma at this time.	4/10/2014 10:09 PM
2	no I'm not sure.	4/10/2014 3:59 PM
3	I THINK IT SHOULD BE THE SAME	4/10/2014 9:23 AM
4	No none.	4/10/2014 9:06 AM
5	n/a	4/9/2014 11:42 AM
6	No area to add in interactions with folks. Only space for demographics	4/8/2014 2:19 PM
7	Being able to assess someone with a text option to explain the situation would help	4/8/2014 1:26 PM
8	n/a	4/8/2014 12:53 PM
9	It would be nice if without needing to make special request, I could add my own questions to the assessments to gather additional information not required.	4/4/2014 3:24 PM
10	None that meets our needs.	4/3/2014 4:06 PM
11	It's a data system, not meant for assessment	4/3/2014 4:04 PM
12	It would be wonderful if after the assessment is complete, a list of services/ programs is generated for consideration/referral.	4/2/2014 2:11 PM
13	no comment	4/2/2014 1:59 PM



### Q23 Case Management

Answered: 54 Skipped: 8



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to use the CoC HMIS for case management?	20.37% 11	12.96% 7	16.67% 9	16.67% 9	33.33% 18	54	3.30
How effective is ServicePoint currently for case management?	22.00% 11	24.00% 12	30.00% 15	14.00% 7	10.00% 5	50	2.66

**Q24 What do you like about ServicePoint in terms of case management?**

Answered: 13 Skipped: 49

#	Responses	Date
1	we don't use service point for all clients.	4/10/2014 3:59 PM
2	I keep all of my case notes and services in Service Point. They are very easy to access.	4/10/2014 9:06 AM
3	none at this time as it does not meet our total needs. It's a detriment b/c we have to duplicate our CM notes into SP.	4/9/2014 11:42 AM
4	having case notes and other comments all in one location	4/9/2014 10:35 AM
5	too difficult and too many steps to obtain necessary information.	4/8/2014 2:19 PM
6	We can track our services, needs, and follow-up in a structured fashion. Case notes and financial assistance are the most critical case management activities supported by ServicePoint. The flexible reporting module enables us to track our service delivery and improve quality.	4/8/2014 1:46 PM
7	One can not view their own case notes.	4/8/2014 12:53 PM
8	Service Point allows me and our case managers to enter services, track referrals and see a client's progress through the case plan/goals, and SSOMs.	4/4/2014 3:24 PM
9	This also is not needed for us in our use.	4/3/2014 4:06 PM
10	Tracking of data	4/3/2014 4:04 PM
11	I do not use this service for ESG data entry.	4/2/2014 3:11 PM
12	Tracking referrals	4/2/2014 2:11 PM
13	The ability to track service transaction with case notes attached.	4/2/2014 1:59 PM

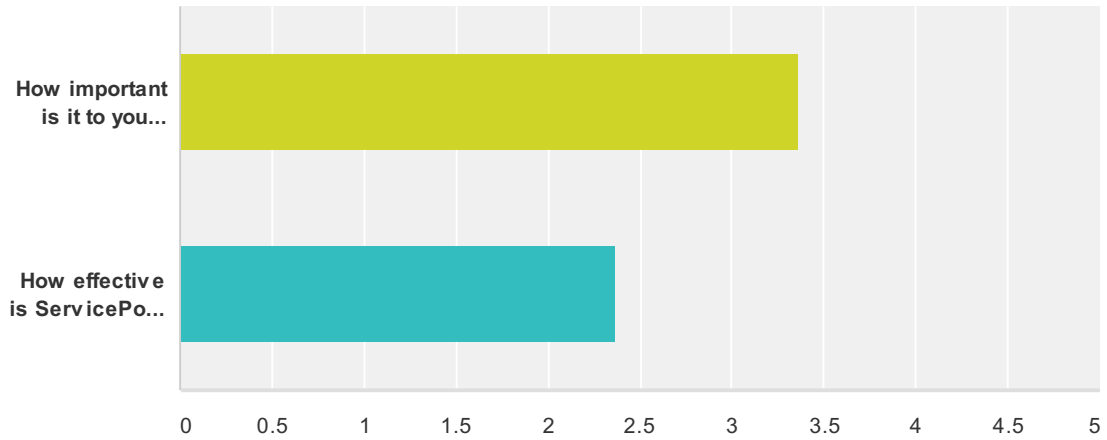
**Q25 Do you have any suggestions or concerns about ServicePoint in terms of case management?**

Answered: 12 Skipped: 50

#	Responses	Date
1	It would be great to streamline some of the duplicated data that we have to entire so	4/10/2014 10:09 PM
2	no.	4/10/2014 3:59 PM
3	No none.	4/10/2014 9:06 AM
4	Please see above.	4/9/2014 11:42 AM
5	See comment above.	4/8/2014 12:53 PM
6	again, more ability to customize.	4/4/2014 3:24 PM
7	We don't currently use Service Point in this way.	4/4/2014 12:19 PM
8	Make it easier to see the documents uploaded without multi step download. (quick view) Make it so CM's can enter plans on a page of the system instead of uploading separate plans. This will allow you to run reports on goals set and goals achieved.	4/3/2014 11:17 PM
9	None due to it not being applicable for us. We use it sorely due to the requirement from DOC for their grants to us.	4/3/2014 4:06 PM
10	Case managers don't get anything useful or value added by using it, not a tool	4/3/2014 4:04 PM
11	We do not currently utilize Service Point for case management. We simply track entry, exit, services provided, and referrals.	4/2/2014 2:11 PM
12	none	4/2/2014 1:59 PM

### Q26 Data Sharing

Answered: 55 Skipped: 7



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to share client data across agencies?	18.18% 10	16.36% 9	10.91% 6	20.00% 11	34.55% 19	55	3.36
How effective is ServicePoint currently at sharing data across agencies?	30.61% 15	28.57% 14	20.41% 10	14.29% 7	6.12% 3	49	2.37

# HMIS Stakeholder Survey

## Q27 What do you like about ServicePoint in terms of sharing data?

Answered: 17 Skipped: 45

#	Responses	Date
1	It's a nice timeline to look through.	4/10/2014 10:09 PM
2	we do not share.	4/10/2014 3:59 PM
3	We only share information with one other agency, and it is easy to do.	4/10/2014 9:06 AM
4	Appreciate a statewide HMIS so that people are not duplicated - do not need to share other data	4/9/2014 11:42 AM
5	This works if all agencies involve enter their services. This works especially for case management. If client is receiving case management at another agency you can see that service so you don't have to have to provide it and enter all the data in again.	4/9/2014 10:35 AM
6	Opening individual client records is simple and easily managed. We rely on case managers at a number of agencies around the state to provide services. ServicePoint enables us to open a record in the Program Office, share it with a regional office for case management, and track case management activity statewide. We use ServicePoint as our primary document repository for all client records, and as a result central office staff and regional staff alike can see all information for a case.	4/8/2014 1:46 PM
7	Currently don't share data but would like to be able to	4/4/2014 5:04 PM
8	I like that we COULD share data if everyone used the single system. Service Point has the capability to but isn't used by everyone. I would like to reduce individuals and families having to keep giving their private information and re-telling their stories over and over again. Further, its easier to see who else is working without clients to avoid duplication of services.	4/4/2014 3:24 PM
9	The potential to share data between agencies will help increase effectiveness of programs, awareness of client service provisions, improved inter-agency coordination, eligibility determination, de-duplication of services.	4/4/2014 10:07 AM
10	I can log in from anywhere to check in across all the sub contracts I manage.	4/3/2014 11:17 PM
11	I am unable to	4/3/2014 10:16 PM
12	We don't use it.	4/3/2014 4:06 PM
13	Less duplication and people don't have to tell the whole story 50 times, efficiency, coordinated intake, saves data entry time, get same story at all agencies	4/3/2014 4:04 PM
14	we do not share data as far as I know.	4/3/2014 11:29 AM
15	I don't like that I cannot access information from other service providers.	4/2/2014 3:11 PM
16	None	4/2/2014 2:11 PM
17	Never sure if I have opened the correct locks to enable sharing of info. Wish it were easier.	4/2/2014 1:59 PM

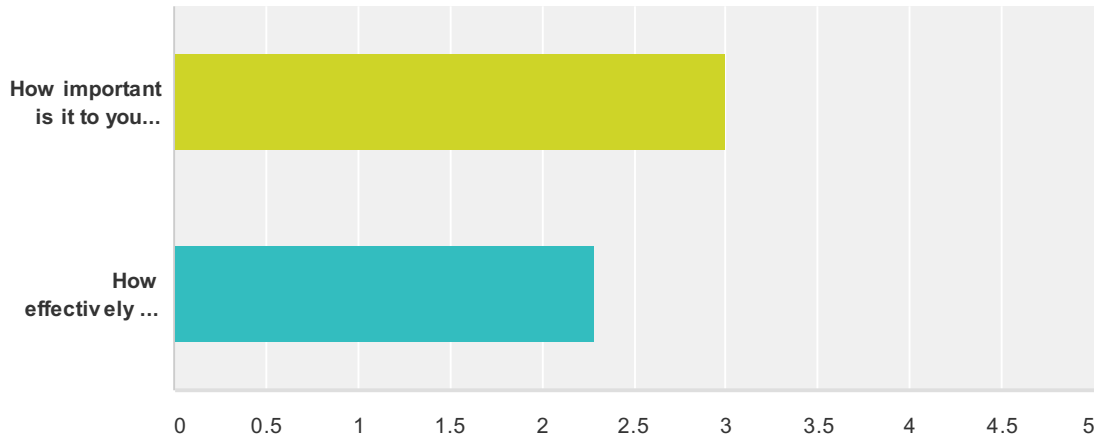
**Q28 Do you have any suggestions or concerns about ServicePoint in terms of sharing data?**

Answered: 13 Skipped: 49

#	Responses	Date
1	N/A	4/10/2014 3:59 PM
2	No none	4/10/2014 9:06 AM
3	don't use it for this purpose.	4/9/2014 11:42 AM
4	This response is a direct response of confidentiality and program rules.	4/8/2014 12:53 PM
5	None, there is an ROI feature to protect sensitive information for victims of domestic violence which I like.	4/4/2014 3:24 PM
6	We will need to do this well once coordinated assessment is underway. At this point, we don't use Service Point in this way and I am unclear on whether we have the capacity to do so.	4/4/2014 12:19 PM
7	Confidentiality (especially for DV persons in non-DV programs) Ethical use of data in small communities.	4/4/2014 10:07 AM
8	Direct connection with certain information from DOC	4/3/2014 10:16 PM
9	No since we do not use it	4/3/2014 4:06 PM
10	Can be used as criticism of other agencies, clients being punished for lying to get services	4/3/2014 4:04 PM
11	It would be great to access information from other service providers to get a clearer picture of what the client is dealing with. Clients do not always disclose the extent of their difficulties with housing.	4/2/2014 3:11 PM
12	No	4/2/2014 2:11 PM
13	no comment	4/2/2014 1:59 PM

### Q29 Joint Program Management

Answered: 52 Skipped: 10



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to manage joint programs across agencies?	21.15% 11	13.46% 7	26.92% 14	21.15% 11	17.31% 9	52	3.00
How effectively are you able to manage joint programs across agencies in ServicePoint currently?	37.50% 18	16.67% 8	29.17% 14	12.50% 6	4.17% 2	48	2.29

**Q30 What do you like about ServicePoint in terms of joint management of programs?**

Answered: 10 Skipped: 52

#	Responses	Date
1	I'm not sure its N/A	4/10/2014 3:59 PM
2	Just like all of the other things we do with Service Point this runs smoothly also	4/10/2014 9:06 AM
3	Not familiar with this feature. Do have to use ServicePoint for multiple projects within our agency.	4/9/2014 11:42 AM
4	We run several programs with clients who are cross-referred and receiving services simultaneously. ServicePoint allows us to have a single client record with multiple concurrent provider programs. This is mission-critical for us.	4/8/2014 1:46 PM
5	n/a	4/8/2014 12:53 PM
6	I am not able to use Service Point this way as not all agencies use it.	4/4/2014 3:24 PM
7	People are enthusiastic about the simplicity of data entry.	4/4/2014 12:19 PM
8	If we can share client information we can save time on data entry.	4/4/2014 11:32 AM
9	We don't use it for this.	4/3/2014 4:06 PM
10	One stop shopping	4/3/2014 4:04 PM



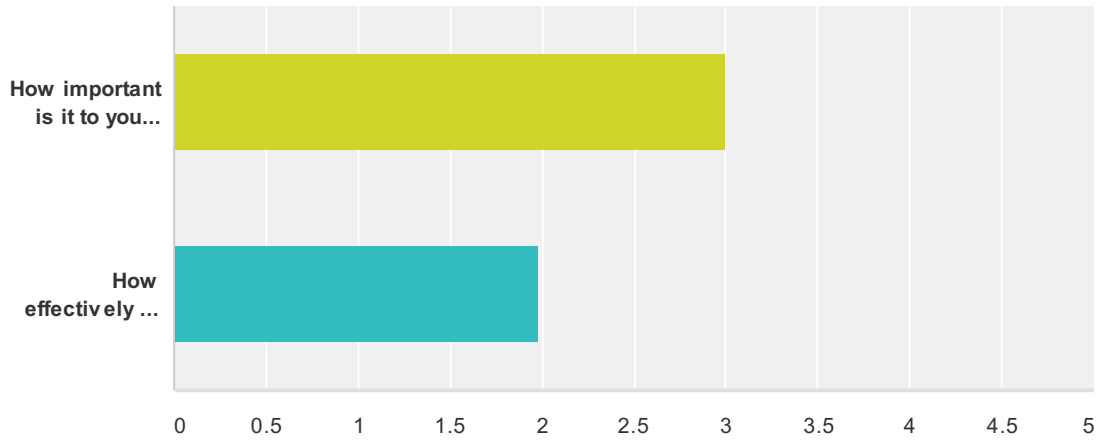
**Q31 Do you have any suggestions or concerns about ServicePoint in terms of joint management of programs?**

Answered: 8 Skipped: 54

#	Responses	Date
1	No	4/10/2014 3:59 PM
2	No none	4/10/2014 9:06 AM
3	Unlock all modules that the agency needs other than to just one or two people.	4/8/2014 4:31 PM
4	n/a	4/8/2014 12:53 PM
5	None.	4/4/2014 3:24 PM
6	It would be helpful to have easier access to reports.	4/4/2014 12:19 PM
7	No since we don't use it.	4/3/2014 4:06 PM
8	People in our area aren't using it for that and don't know what they want for a tool, like for CHG	4/3/2014 4:04 PM

### Q32 Interoperability

Answered: 54 Skipped: 8



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to share data with other internal software systems?	22.22% 12	12.96% 7	29.63% 16	12.96% 7	22.22% 12	54	3.00
How effectively are you able to share data between ServicePoint and other internal software systems?	54.00% 27	12.00% 6	22.00% 11	6.00% 3	6.00% 3	50	1.98

**Q33 What do you like about ServicePoint in terms of sharing data across programs?**

Answered: 12 Skipped: 50

#	Responses	Date
1	I don't know if we do.	4/10/2014 3:59 PM
2	The fact that I have never had any problems in this area tells me that it works.	4/10/2014 9:06 AM
3	n/a	4/9/2014 11:42 AM
4	ServicePoint has XML data export, which enables us to stream data from ServicePoint to other applications, databases, and repositories. As systems across mental health, human services, housing, health care, corrections, and other domains increasingly depend on interoperability, this is a key requirement for integration of service delivery.	4/8/2014 1:46 PM
5	I Like that I can pull data into Excel and utilize the data in this way to create various charts, graphs, and analysis.	4/4/2014 3:24 PM
6	We don't currently have the ability to share sp data with other systems.	4/4/2014 12:19 PM
7	It is not possible to share.	4/4/2014 11:32 AM
8	We have not had to share it yet but with the new requirements we will need to share it with the house data and then it will be very important to us	4/3/2014 4:06 PM
9	I know there is capacity but don't know how	4/3/2014 4:04 PM
10	I WISH WE COULD DO THIS!!! right now i enter exactly the same things into two different programs and it is very time consuming.	4/3/2014 11:29 AM
11	I have never tried to do this.	4/2/2014 3:11 PM
12	We do not have an internal software program.	4/2/2014 2:11 PM

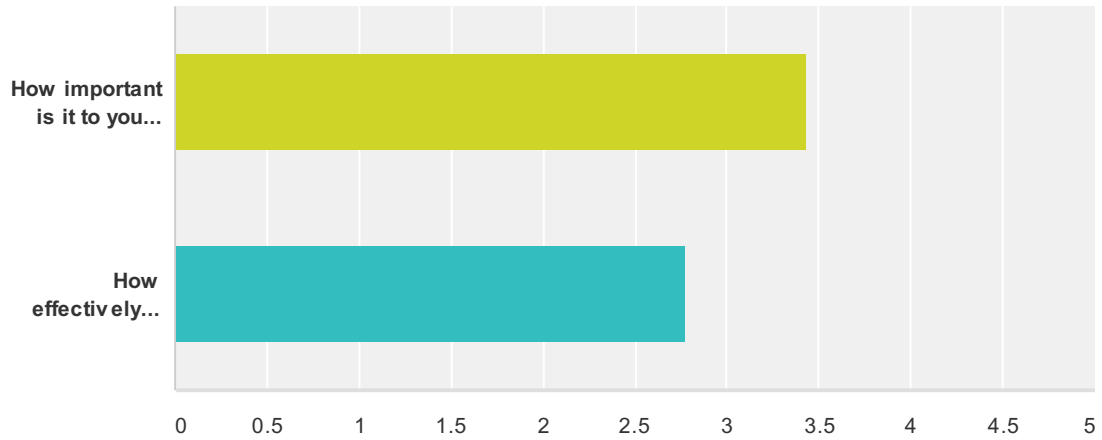
**Q34 Do you have any suggestions or concerns about ServicePoint in terms of sharing data across internal systems?**

Answered: 10 Skipped: 52

#	Responses	Date
1	maybe it should be.	4/10/2014 3:59 PM
2	No none	4/10/2014 9:06 AM
3	allow for data transfer. Specifically from Foothold.	4/9/2014 11:42 AM
4	Being able to create excel spreadsheets from HMIS is good but needing to go back and get additional data like specific dates make sit clunky	4/8/2014 1:26 PM
5	No.	4/4/2014 3:24 PM
6	As a representative of an agency with many required reporting systems, it would be very helpful to have the ability to share data across programs. Since we are unable to do so, we risk miscounting program participants and have less ability to plan.	4/4/2014 12:19 PM
7	Cost and ease-of-use to upload from a database to the CoCs designated HMIS.	4/4/2014 10:07 AM
8	We can't currently resulting in staff double entering data.	4/3/2014 11:17 PM
9	not at this time	4/3/2014 4:06 PM
10	MAKE IT HAPPEN!	4/3/2014 11:29 AM

### Q35 Bed Availability

Answered: 54 Skipped: 8



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to see what beds or units are currently available through the CoC HMIS System?	16.67% 9	12.96% 7	12.96% 7	25.93% 14	31.48% 17	54	3.43
How effectively does ServicePoint display current availability of beds or units?	26.53% 13	18.37% 9	20.41% 10	20.41% 10	14.29% 7	49	2.78

**Q36 What do you like about ServicePoint in terms of displaying or managing bed availability?**

Answered: 9 Skipped: 53

#	Responses	Date
1	N/A for agency	4/10/2014 3:59 PM
2	Service Point makes it easy.	4/10/2014 9:06 AM
3	Although we do not currently use this capability, it is clearly a strength of any HMIS.	4/8/2014 1:46 PM
4	n/a	4/8/2014 12:53 PM
5	My agency only uses Shelter Point to manage our own transitional housing beds, for this, Service Point is effective.	4/4/2014 3:24 PM
6	Showing the amount of bed that are open and having it say over flow.	4/3/2014 4:38 PM
7	We don't use this since we are so small and pretty much are constantly aware of our bed availability	4/3/2014 4:06 PM
8	Nothing- this doesnt happen.	4/3/2014 11:29 AM
9	I can see exactly how many clients we have in beds, how long they have been in and how many beds are open.	4/2/2014 2:11 PM

## HMIS Stakeholder Survey

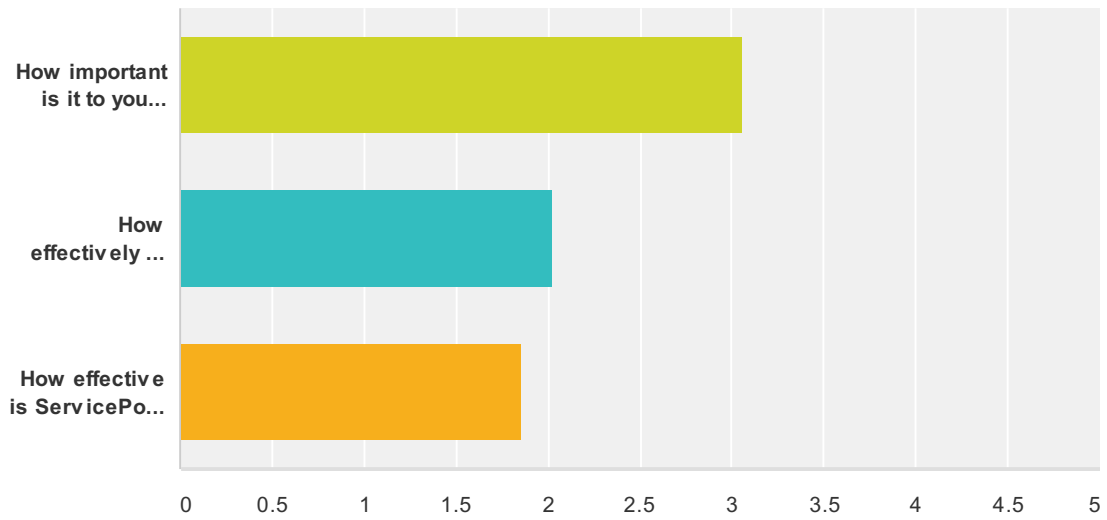
### Q37 Do you have any suggestions or concerns about ServicePoint in terms of displaying or managing bed availability?

Answered: 13 Skipped: 49

#	Responses	Date
1	I am not aware that Service Point displays bed availability	4/11/2014 12:45 PM
2	Can this data be made into a report that we can see on our dashboard?	4/10/2014 10:09 PM
3	N/A	4/10/2014 3:59 PM
4	No none	4/10/2014 9:06 AM
5	It looks too messy. Needs to be simplified.	4/8/2014 2:19 PM
6	Would like to see a true real-time central availability system deployed statewide in ServicePoint. The more users maintaining bed availability on this platform, the better the data.	4/8/2014 1:46 PM
7	None.	4/4/2014 3:24 PM
8	Most important for short-term bed programs (AHS GA motel vouchers, emergency shelters, etc.) to use the CoCs HMIS to determine availability.	4/4/2014 10:07 AM
9	Would like to be able to label beds with names of units	4/3/2014 10:16 PM
10	I would suggest that the right about of bed were in each programs like one that I work on it says way more over flows than what it is we have 6 bed opening when empty however when we have 6 women in the house it stay there are 2 over flows therefore other people looking at it would not not that we have 6 beds available at time they will think we have a lot of over flow.	4/3/2014 4:38 PM
11	none since we don't use it	4/3/2014 4:06 PM
12	Make it happen	4/3/2014 11:29 AM
13	It would be wonderful to know where the beds were available in the state on any given day. This would save a huge amount of time not having to call every shelter in Vermont.	4/2/2014 1:59 PM

### Q38 Information and Referral

Answered: 52 Skipped: 10



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to use the CoC HMIS for Information and Referral?	23.08% 12	17.31% 9	13.46% 7	23.08% 12	23.08% 12	52	3.06
How effectively is ServicePoint currently for looking up available resources?	42.86% 21	24.49% 12	24.49% 12	4.08% 2	4.08% 2	49	2.02
How effective is ServicePoint currently for making referrals to other agencies?	53.06% 26	20.41% 10	18.37% 9	4.08% 2	4.08% 2	49	1.86



**Q39 What do you like about ServicePoint in terms of information and referral?**

Answered: 10 Skipped: 52

#	Responses	Date
1	I don't refer clients via ServicePoint	4/10/2014 10:09 PM
2	we have not use it much.	4/10/2014 3:59 PM
3	It works.	4/10/2014 9:06 AM
4	It's not important because we can't use it for this.	4/8/2014 4:31 PM
5	The native capability is available.	4/8/2014 1:46 PM
6	n/a	4/8/2014 12:53 PM
7	I like that it has the capacity and features to do so; however, unless the other agencies are on board and using it, its not very helpful.	4/4/2014 3:24 PM
8	It helps us with seeing what is referred and what is not	4/3/2014 4:38 PM
9	Once again we don't use this feature so I can't say how effective it is	4/3/2014 4:06 PM
10	We can track which referrals we have made and schedule follow-ups.	4/2/2014 2:11 PM

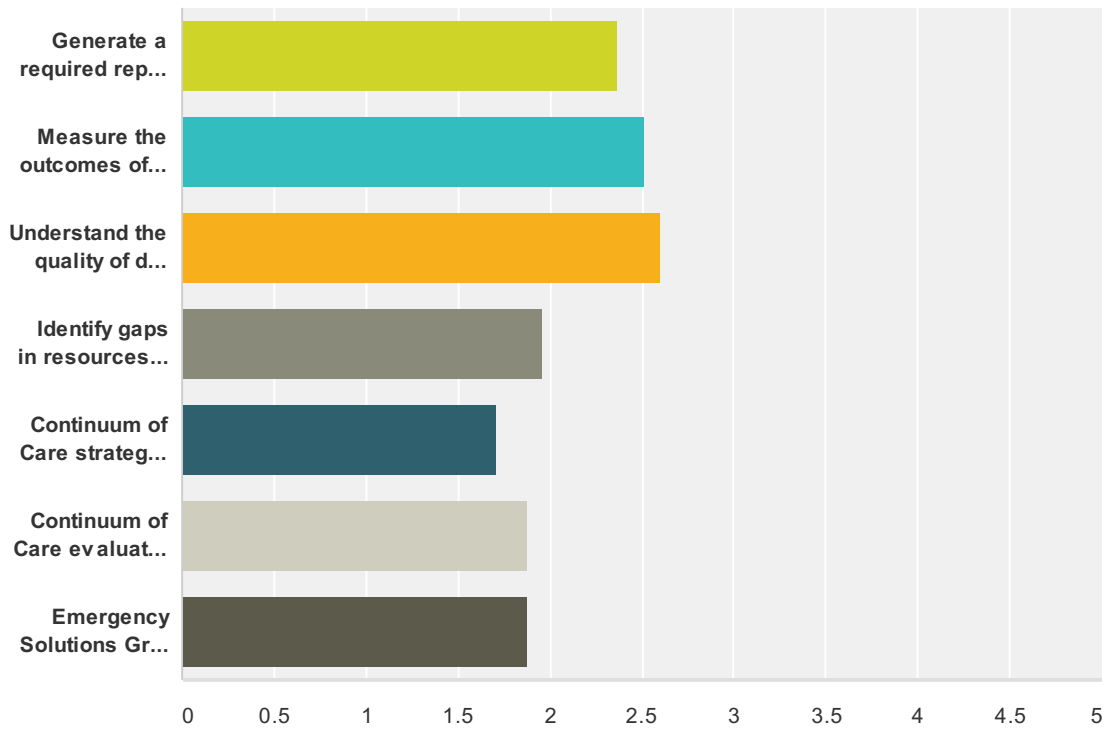
**Q40 Do you have any suggestions or concerns about ServicePoint in terms of information and referral?**

Answered: 7 Skipped: 55

#	Responses	Date
1	maybe it could be better.	4/10/2014 3:59 PM
2	No none	4/10/2014 9:06 AM
3	The system has most of the capability needed, but until all users maintain their information accurately and in a timely fashion, the promise of the system will not be realized.	4/8/2014 1:46 PM
4	None.	4/4/2014 3:24 PM
5	Although the software may offer the functionality of I&R, there is uncertainty of administrative capacity and/or competency.	4/4/2014 10:07 AM
6	None since we don't use it	4/3/2014 4:06 PM
7	That would be great if we could enter intake info and send a referral	4/3/2014 4:04 PM

### Q41 To what extent do you use ServicePoint data for the types of reporting or analysis described below?

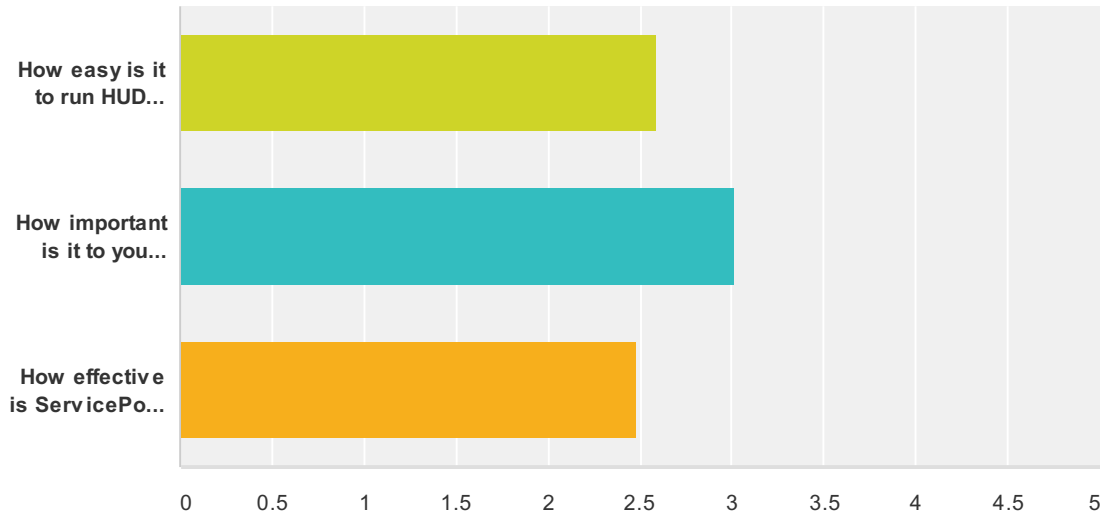
Answered: 52 Skipped: 10



	Not at all	Sometimes	Often	Very Often	Total	Average Rating
Generate a required report for a funder	36.54% 19	13.46% 7	26.92% 14	23.08% 12	52	2.37
Measure the outcomes of clients served by the project	23.08% 12	23.08% 12	32.69% 17	21.15% 11	52	2.52
Understand the quality of data entered into ServicePoint	23.08% 12	17.31% 9	36.54% 19	23.08% 12	52	2.60
Identify gaps in resources and services for clients	44.23% 23	25.00% 13	21.15% 11	9.62% 5	52	1.96
Continuum of Care strategic planning	49.02% 25	33.33% 17	15.69% 8	1.96% 1	51	1.71
Continuum of Care evaluation of project performance	39.22% 20	35.29% 18	23.53% 12	1.96% 1	51	1.88
Emergency Solutions Grant (ESG) reporting	53.06% 26	14.29% 7	24.49% 12	8.16% 4	49	1.88

### Q42 HUD Required Reports

Answered: 47 Skipped: 15



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How easy is it to run HUD required Annual Performance Reports in ServicePoint?	34.78% 16	6.52% 3	30.43% 14	21.74% 10	6.52% 3	46	2.59
How important is it to you to use the CoC HMIS for running reports on projects other than those funded by HUD?	26.09% 12	10.87% 5	21.74% 10	17.39% 8	23.91% 11	46	3.02
How effective is ServicePoint currently for reporting on projects other than those funded by HUD (e.g. not CoC, no ESG)?	34.78% 16	15.22% 7	26.09% 12	15.22% 7	8.70% 4	46	2.48

**Q43 What do you like about ServicePoint in terms of reports for funders?**

Answered: 13 Skipped: 49

#	Responses	Date
1	I don't run reports	4/10/2014 10:13 PM
2	I used to like the reports but it needs to better.	4/10/2014 4:12 PM
3	The above is not part of my job description.	4/10/2014 1:11 PM
4	I DON'T RUN REPORTS	4/10/2014 9:26 AM
5	I like Service Point because everything is all in one system, I don't have to look any place else for the information.	4/10/2014 9:19 AM
6	Be able to run our own reports.	4/8/2014 4:37 PM
7	Flexibility of custom reporting as well as canned reports give us the capability to do monthly, quarterly, and annual reporting for our funders.	4/8/2014 1:56 PM
8	Funders like the straight-forward data presentation that is generated from Service Point reporting features. I like that I don't need any additional work to create reports, the information is already in the system.	4/4/2014 3:29 PM
9	N/A	4/4/2014 8:22 AM
10	We do not use this function at this time	4/3/2014 4:10 PM
11	Support sends me monthly APRs	4/3/2014 4:07 PM
12	SOMEONE IN CHARGE AT MY ORGANIZATION NEEDS A SERVICEPOINT LICENSE!! right now, we are unable to run our own reports as only the caseworkers have access to Servicepoint even though we have requested multiple times for a new license. THIS IS UNACCEPTABLE. Servicepoint basically serves no purpose to our organization because of this.	4/3/2014 11:33 AM
13	The administrators of ServicePoint run our reports for us. There are often times errors.	4/2/2014 2:15 PM

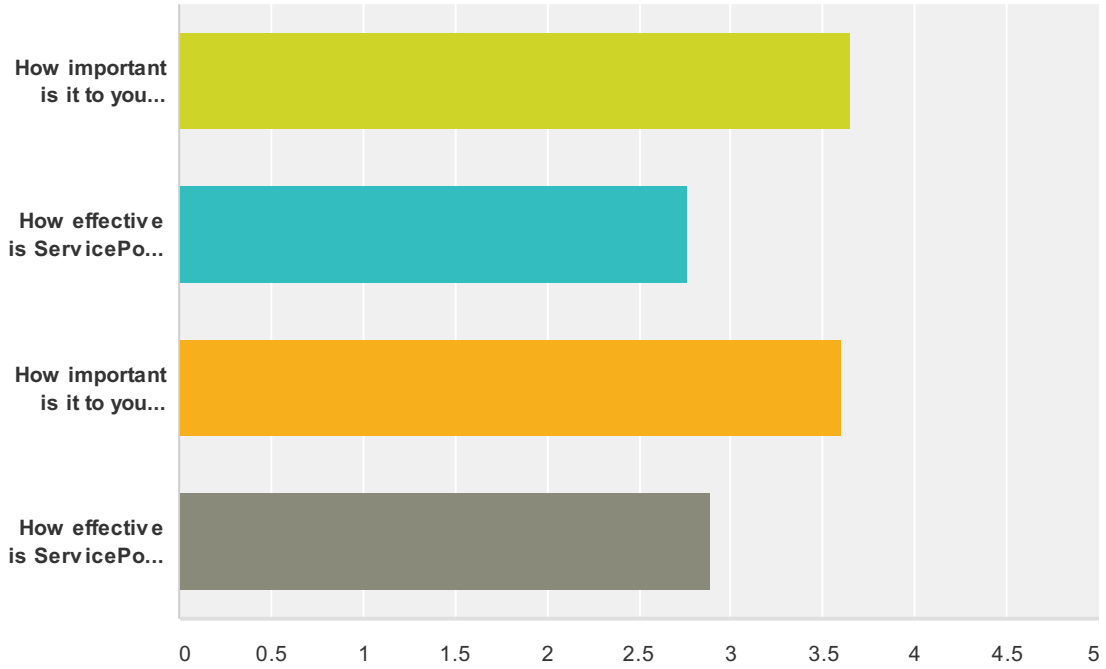
**Q44 Do you have any suggestions or concerns about ServicePoint in terms of reports for funders?**

Answered: 14 Skipped: 48

#	Responses	Date
1	it needs to have better funding reports.	4/10/2014 4:12 PM
2	No none	4/10/2014 9:19 AM
3	I have recently been granted report generating capabilities, but have not had a chance to utilize them. Believe this will be very helpful.	4/9/2014 11:45 AM
4	Needs to be a simplified process.	4/8/2014 2:22 PM
5	No	4/4/2014 3:29 PM
6	It would be helpful to be able to run reports without assistance from the provider.	4/4/2014 12:31 PM
7	Sometimes our data shows as inaccurate when we know that we have entered correctly. Also not possible to run report without assistance from provider.	4/4/2014 11:42 AM
8	Although the software may offer the functionality for reporting, there is significant uncertainty of administrative capacity and/or competency. Currently, APRs are provided to agencies from the HMIS administrator (then forwarded to funder) and not capable of coming directly from a provider agency.	4/4/2014 10:16 AM
9	I am still learning about what reports are available and what I will want to do with them.	4/3/2014 11:19 PM
10	We need Bed night counts and reports	4/3/2014 8:27 PM
11	No since we don't use it - we have our own program to run our reports	4/3/2014 4:10 PM
12	We can't run our own reports	4/3/2014 4:07 PM
13	SOMEONE IN CHARGE AT MY ORGANIZATION NEEDS A SERVICEPOINT LICENSE!! right now, we are unable to run our own reports as only the caseworkers have access to Servicepoint even though we have requested multiple times for a new license. THIS IS UNACCEPTABLE. Servicepoint basically serves no purpose to our organization because of this.	4/3/2014 11:33 AM
14	The reports are not accurate.	4/2/2014 2:15 PM

### Q45 Agency and Program Level Reports

Answered: 48 Skipped: 14



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to use the CoC HMIS for reporting at an Agency level?	18.75% 9	4.17% 2	14.58% 7	18.75% 9	43.75% 21	48	3.65
How effective is ServicePoint currently for reporting at an Agency level?	27.66% 13	14.89% 7	25.53% 12	17.02% 8	14.89% 7	47	2.77
How important is it to you to use the CoC HMIS for reporting at a Program level?	14.89% 7	4.26% 2	19.15% 9	29.79% 14	31.91% 15	47	3.60
How effective is ServicePoint currently for reporting at a Program level?	21.74% 10	13.04% 6	30.43% 14	23.91% 11	10.87% 5	46	2.89

**Q46 What do you like about ServicePoint in terms of agency and program level reporting?**

Answered: 8 Skipped: 54

#	Responses	Date
1	not much.	4/10/2014 4:12 PM
2	Just like in other areas Service Point makes it easy.	4/10/2014 9:19 AM
3	I have recently been granted report generating capabilities, but have not had a chance to utilize them. Believe this will be very helpful.	4/9/2014 11:45 AM
4	We depend on the ART report capability to create a wide array of reports to support internal agency and programmatic reporting. When necessary, we can easily export to Excel and create a wide variety of reporting instruments.	4/8/2014 1:56 PM
5	I think this could be expanded in Service Point. The ability of the system now is great; however, I would like to be able to create my own customizable reports that I use on the program-level without having to understand the complexities of the ReportWriter feature which is not particularly helpful.	4/4/2014 3:29 PM
6	We are unable to run individual reports by agency. Program level reporting is generally much easier.	4/4/2014 12:31 PM
7	N/A	4/4/2014 8:22 AM
8	I cannot say how effective it is since we do not use it	4/3/2014 4:10 PM



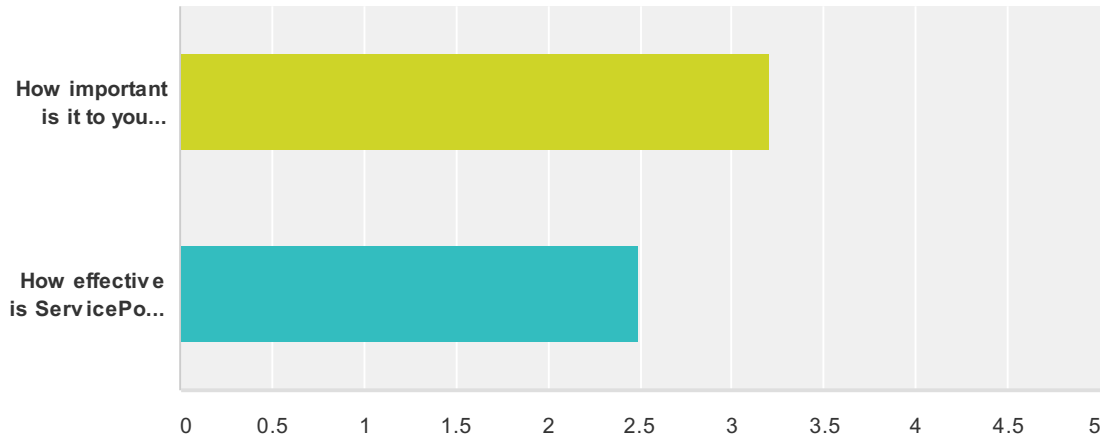
**Q47 Do you have any suggestions or concerns about ServicePoint in terms of agency and program level reporting?**

Answered: 6 Skipped: 56

#	Responses	Date
1	funding would be better if reporting was better.	4/10/2014 4:12 PM
2	No none	4/10/2014 9:19 AM
3	Let us run our own reports	4/8/2014 4:37 PM
4	The Report-Writer feature needs a reboot. I think if this one feature alone was improved and more user-friendly, more people would see how useful Service point can be beyond just running the basic APRs.	4/4/2014 3:29 PM
5	Would like to be able to generate agency level reports on subrecipient progress.	4/4/2014 12:31 PM
6	No suggestions or concerns since we do not use this	4/3/2014 4:10 PM

### Q48 CoC Reports

Answered: 49 Skipped: 13



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to use the CoC HMIS for reporting at a community level?	26.53% 13	4.08% 2	22.45% 11	16.33% 8	30.61% 15	49	3.20
How effective is ServicePoint currently for reporting at a community level?	33.33% 15	15.56% 7	28.89% 13	13.33% 6	8.89% 4	45	2.49

**Q49 What do you like about ServicePoint in terms of community level reports?**

Answered: 7 Skipped: 55

#	Responses	Date
1	we do not use it much.	4/10/2014 4:12 PM
2	Service Point makes it easy.	4/10/2014 9:19 AM
3	Not familiar with community reports currently generated - would find them helpful.	4/9/2014 11:45 AM
4	No experience with community-level reports.	4/4/2014 3:29 PM
5	Provider can usually provide good reports with complete data.	4/4/2014 12:31 PM
6	N/A	4/4/2014 8:22 AM
7	We do not use this feature	4/3/2014 4:10 PM

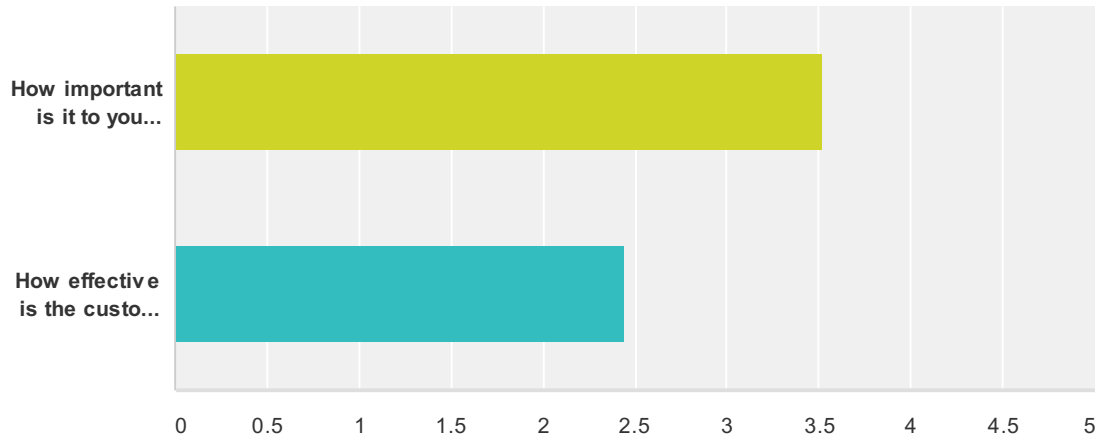
**Q50 Do you have any suggestions or concerns about ServicePoint in terms of community level reports?**

Answered: 5 Skipped: 57

#	Responses	Date
1	it could be better.	4/10/2014 4:12 PM
2	No none.	4/10/2014 9:19 AM
3	None.	4/4/2014 3:29 PM
4	No suggestions or concerns since we don't use it	4/3/2014 4:10 PM
5	We're not using it for that but that would be great and efficient way to look at resources and need	4/3/2014 4:07 PM

### Q51 Custom Reports

Answered: 48 Skipped: 14



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to use the CoC HMIS for building your own reports?	20.83% 10	4.17% 2	18.75% 9	14.58% 7	41.67% 20	48	3.52
How effective is the custom reporting feature in ServicePoint?	35.56% 16	15.56% 7	26.67% 12	13.33% 6	8.89% 4	45	2.44

**Q52 What do you like about ServicePoint in terms of custom reporting?**

Answered: 10 Skipped: 52

#	Responses	Date
1	we do not use it much.	4/10/2014 4:12 PM
2	I do not utilize this aspect of HMIS.	4/10/2014 1:11 PM
3	It is very important to be able to show what progress our clients are making. These reports do that.	4/10/2014 9:19 AM
4	I have recently been granted report generating capabilities, but have not had a chance to utilize them. Believe this will be very helpful.	4/9/2014 11:45 AM
5	We don't have access to this.	4/8/2014 4:37 PM
6	The ART custom reporting module gives us a flexible report writing capability that we rely on for managing our programs, determining whether required information is being gathered, and improving quality of services. ServicePoint ART has an easily navigable user interface with excellent filtering and querying capability on a virtually limitless array of data elements.	4/8/2014 1:56 PM
7	Report Writer feature is awful, confusing and a time-waster.	4/4/2014 3:29 PM
8	N/A	4/4/2014 8:22 AM
9	Cannot get reports without contacting Richard	4/3/2014 8:27 PM
10	do not use as we have our own program to run our reports	4/3/2014 4:10 PM

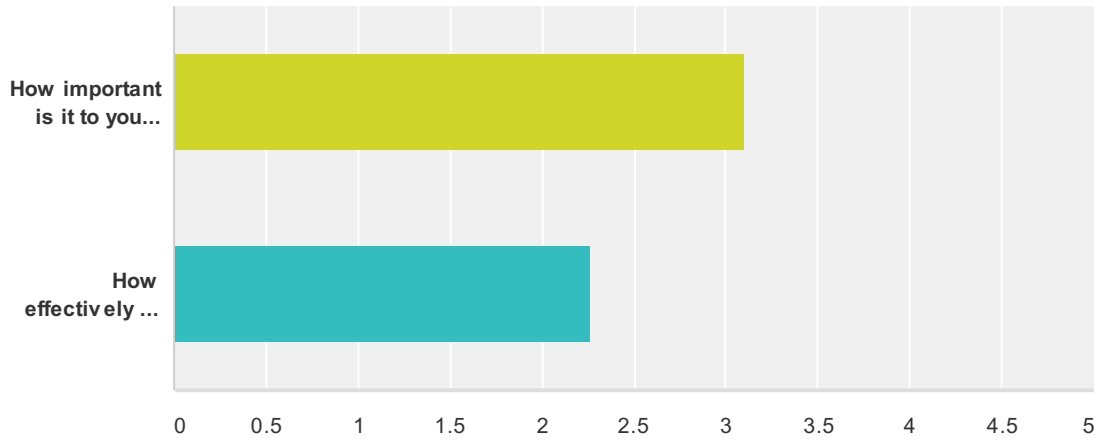
**Q53 Do you have any suggestions or concerns about ServicePoint in terms of custom reporting?**

Answered: 9 Skipped: 53

#	Responses	Date
1	I don't know anything about the custom reporting feature of ServicePoint	4/11/2014 12:45 PM
2	we could use it if were better.	4/10/2014 4:12 PM
3	No none.	4/10/2014 9:19 AM
4	This needs to be completely changed.	4/4/2014 3:29 PM
5	This could be useful. Would like more opportunities for training on this sort of thing.	4/4/2014 12:31 PM
6	Easy when provider assists.	4/4/2014 11:42 AM
7	none	4/3/2014 4:10 PM
8	More canned reports or ability to run reports	4/3/2014 4:07 PM
9	There is no way for our agency to run a custom report.	4/2/2014 2:15 PM

### Q54 Data Export

Answered: 48 Skipped: 14



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to export data from the CoC HMIS?	27.08% 13	6.25% 3	22.92% 11	16.67% 8	27.08% 13	48	3.10
How effectively can you currently export data from ServicePoint?	38.10% 16	21.43% 9	23.81% 10	9.52% 4	7.14% 3	42	2.26



**Q55 What do you like about ServicePoint in terms of data export?**

Answered: 7 Skipped: 55

#	Responses	Date
1	I don't export data	4/10/2014 10:13 PM
2	N/A	4/10/2014 4:12 PM
3	I do not utilize this aspect of HMIS.	4/10/2014 1:11 PM
4	The repository upload file generator for required monthly export is excellent. We can export XML or CSV files from ServicePoint easily, and our funders' data quality metrics support the data quality in these export files.	4/8/2014 1:56 PM
5	Using the export to excel is helpful.	4/4/2014 3:29 PM
6	N/A	4/4/2014 8:22 AM
7	don't use it	4/3/2014 4:10 PM

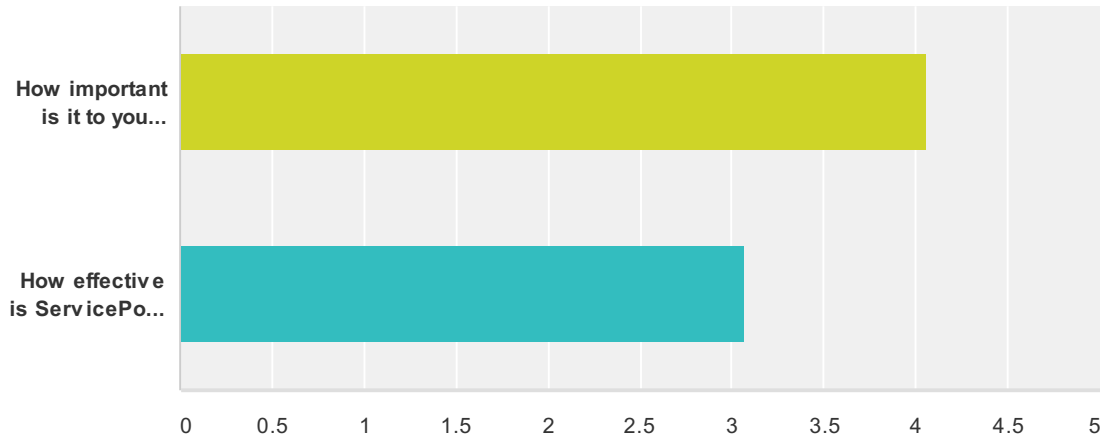
**Q56 Do you have any suggestions or concerns about ServicePoint in terms of data export?**

Answered: 4 Skipped: 58

#	Responses	Date
1	it could be better.	4/10/2014 4:12 PM
2	No	4/4/2014 3:29 PM
3	Would love to see the two continuums find a way to share data more effectively. As far as I know, neither provider has the ability to share with the other. If we are unable to find an easy solution (in which we would share a single system), would like to see some data "warehousing" so that all of this is much more efficient.	4/4/2014 12:31 PM
4	none	4/3/2014 4:10 PM

### Q57 Electronic Submission of Reports

Answered: 47 Skipped: 15



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
How important is it to you to be able to submit required reports electronically?	8.51% 4	4.26% 2	14.89% 7	17.02% 8	55.32% 26	47	4.06
How effective is ServicePoint currently in submitting required reports electronically?	23.26% 10	9.30% 4	25.58% 11	20.93% 9	20.93% 9	43	3.07

## Q58 What do you like about ServicePoint in terms of electronic submission of reports?

Answered: 5 Skipped: 57

#	Responses	Date
1	I think we get some done this way.	4/10/2014 4:12 PM
2	We rely on ServicePoint's export capability to generate our monthly and quarterly electronic reporting. It is single-click simple.	4/8/2014 1:56 PM
3	Almost all CoC programs are unable to directly submit reports electronically as they must first go to the funder for review of data quality and then manually enter into electronic database. This outside review assists in strengthening data quality and supports educational training and applicability of use.	4/4/2014 10:16 AM
4	N/A	4/4/2014 8:22 AM
5	Fast and easy	4/3/2014 4:10 PM

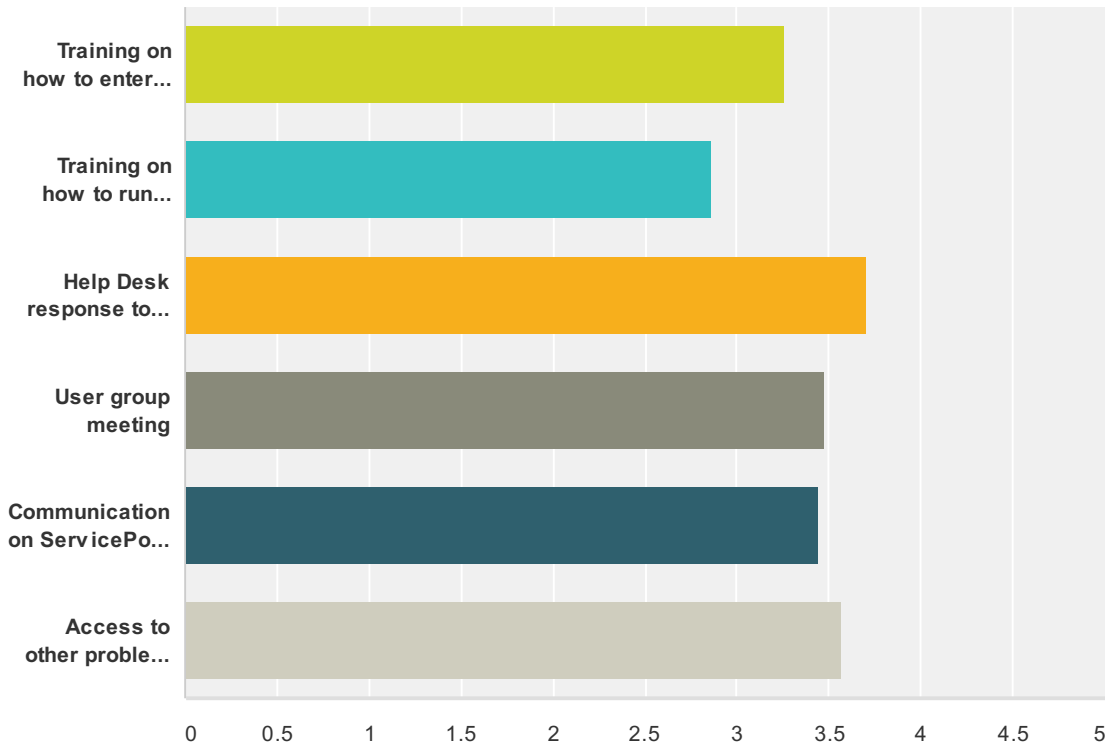
**Q59 Do you have any suggestions or concerns about ServicePoint in terms of electronic submission of reports?**

Answered: 3 Skipped: 59

#	Responses	Date
1	could be better.	4/10/2014 4:12 PM
2	To my knowledge, reports cannot be submitted electronically--although it's possible that I am not aware of this feature.	4/4/2014 12:31 PM
3	none at this time	4/3/2014 4:10 PM

### Q60 How satisfied are you with the following types of HMIS support?

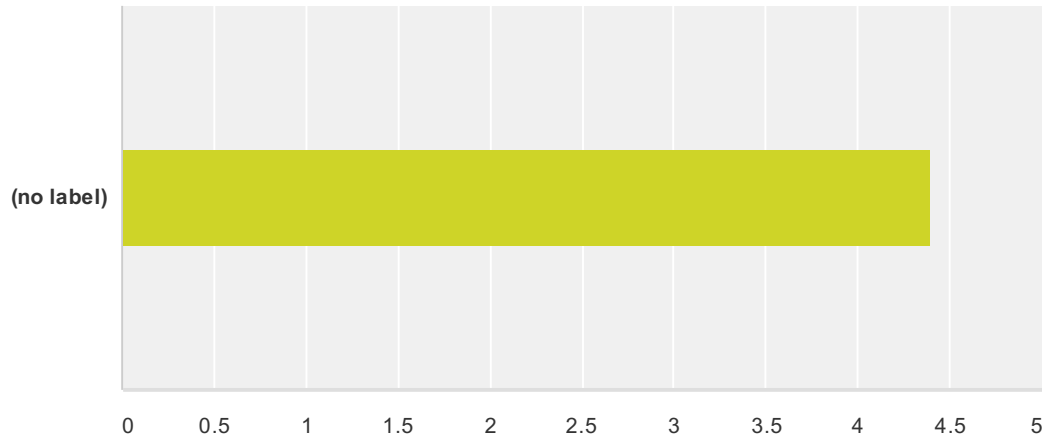
Answered: 50 Skipped: 12



	Not at all satisfied	Somewhat satisfied	Satisfied	Very satisfied	Extremely satisfied	Not Applicable	Total	Average Rating
Training on how to enter data into ServicePoint	16.00% 8	10.00% 5	30.00% 15	20.00% 10	24.00% 12	0.00% 0	50	3.26
Training on how to run reports from ServicePoint	34.00% 17	14.00% 7	20.00% 10	6.00% 3	16.00% 8	10.00% 5	50	2.86
Help Desk response to questions submitted	8.16% 4	16.33% 8	22.45% 11	14.29% 7	26.53% 13	12.24% 6	49	3.71
User group meeting	22.92% 11	16.67% 8	16.67% 8	6.25% 3	8.33% 4	29.17% 14	48	3.48
Communication on ServicePoint or HMIS requirements (e.g. newsletter, email listserv, webinar, etc.)	20.83% 10	12.50% 6	22.92% 11	12.50% 6	8.33% 4	22.92% 11	48	3.44
Access to other problem solving support	14.29% 7	14.29% 7	22.45% 11	12.24% 6	22.45% 11	14.29% 7	49	3.57

### Q61 How important is it to you to have one-on-one technical assistance from the HMIS administrator (Data Remedies)?

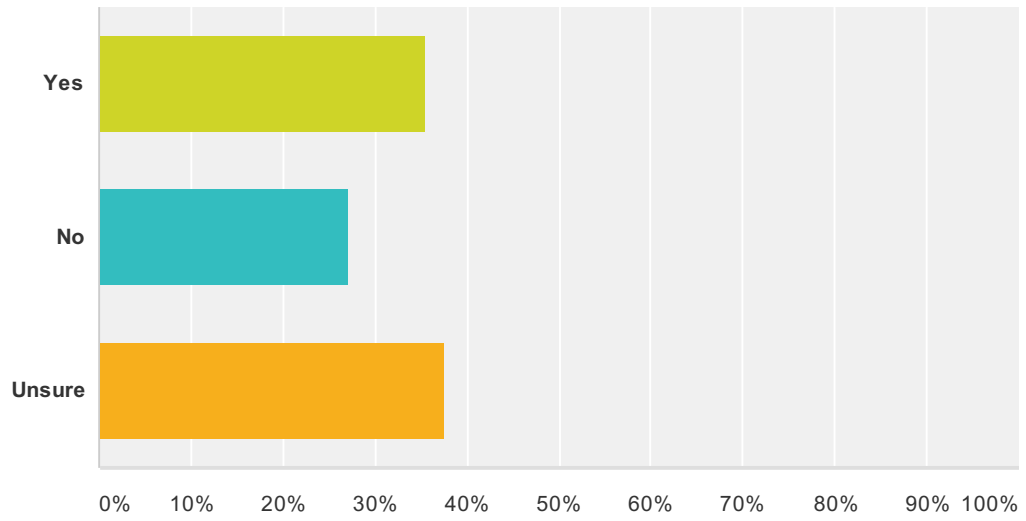
Answered: 49 Skipped: 13



	Not at all	(no label)	(no label)	(no label)	Very	Total	Average Rating
(no label)	2.04% 1	0.00% 0	14.29% 7	24.49% 12	59.18% 29	49	4.39

### Q62 Is the current level of one-on-one technical assistance adequate?

Answered: 48 Skipped: 14



Answer Choices	Responses
Yes	35.42% 17
No	27.08% 13
Unsure	37.50% 18
<b>Total</b>	<b>48</b>



# HMIS Stakeholder Survey

## Q63 What do you like about the current technical assistance available/provided?

Answered: 13 Skipped: 49

#	Responses	Date
1	it used to be easier to get help.	4/10/2014 4:38 PM
2	When I have a problem, Richard is very quick to respond to my issue.	4/10/2014 9:54 AM
3	Know who to contact. Can make requests for unique things and will get responses.	4/9/2014 11:51 AM
4	Richard is very responsive when he can be. The sense is that he's spread too thin.	4/8/2014 4:41 PM
5	Highly knowledgeable, timely assistance is always available. We rely on the professionalism of our HMIS administrator in making recommendations for enhancements and ways to use ServicePoint more effectively.	4/8/2014 2:06 PM
6	The technical assistance from HMIS is superior!	4/4/2014 3:34 PM
7	Provider is intelligent, careful, and willing to help.	4/4/2014 12:44 PM
8	Very helpful and kind (doesn't make me feel technically inept!)	4/3/2014 4:14 PM
9	Very helpful but not enough time for all agencies and can't get timely reports	4/3/2014 4:11 PM
10	They get back to me at some point	4/3/2014 11:38 AM
11	I am often provided with a prompt response.	4/2/2014 3:16 PM
12	Their willingness to help.	4/2/2014 2:21 PM
13	When Richard is available, he is great and always very helpful. But he is stretched way too thin.	4/2/2014 2:10 PM

**Q64 Do you have any suggestions or concerns about the technical assistance provided?**

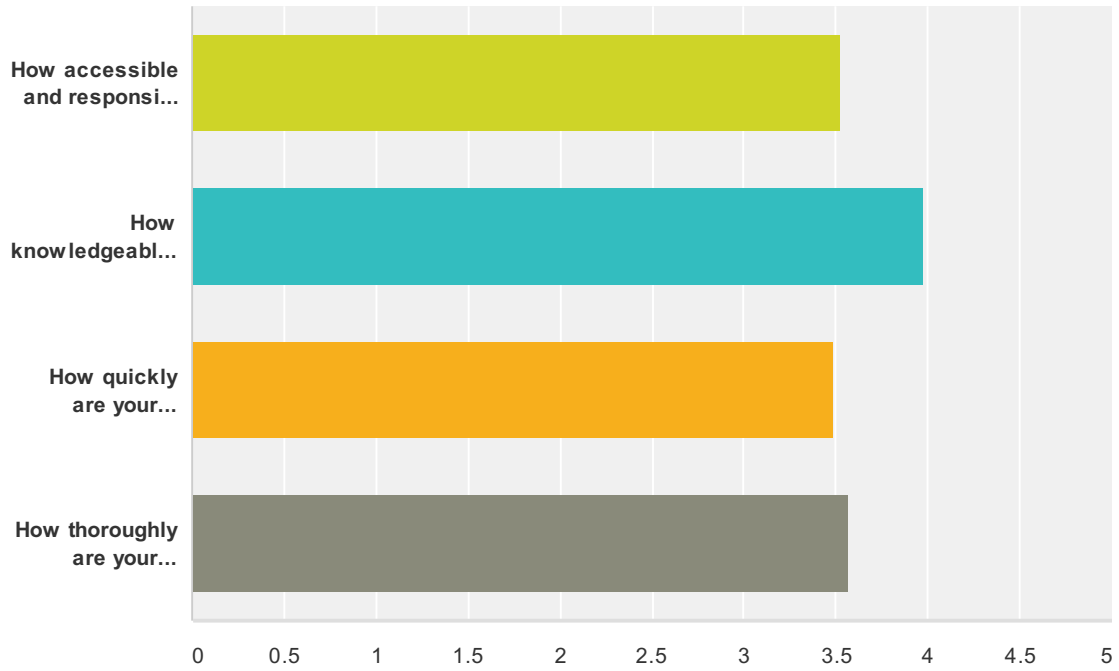
Answered: 11 Skipped: 51

#	Responses	Date
1	there should be better and faster assistance.	4/10/2014 4:38 PM
2	No none.	4/10/2014 9:54 AM
3	Timeliness is sometimes an issue.	4/9/2014 11:51 AM
4	No.	4/4/2014 3:34 PM
5	More one on one webinar instruction could be helpful but I understand that the provider may be stretched pretty thin.	4/4/2014 12:44 PM
6	HMIS technical assistance is inconsistent and highly disorganized with uncertainty of sufficient administrative capacity and/or competency. Levels, commitment and cost of TA varies depending upon the type of program, agency, and/or geographic proximity.	4/4/2014 11:32 AM
7	None	4/3/2014 4:14 PM
8	Need more people doing tech support	4/3/2014 4:11 PM
9	Provide live online chat services.	4/3/2014 11:38 AM
10	It is sometimes difficult to reach someone.	4/2/2014 2:21 PM
11	I think we should have a person assigned to counties or regions using HMIS.	4/2/2014 2:10 PM

# HMIS Stakeholder Survey

## Q65 Accessibility

Answered: 47 Skipped: 15



	Not at all	(no label)	(no label)	(no label)	Extremely	Total	Average Rating
How accessible and responsive is the staff at the HMIS administrator (Data Remedies)?	2.13% 1	12.77% 6	34.04% 16	31.91% 15	19.15% 9	47	3.53
How knowledgeable is the staff at the HMIS administrator (Data Remedies)?	0.00% 0	4.26% 2	29.79% 14	29.79% 14	36.17% 17	47	3.98
How quickly are your concerns/issues addressed by the Help Desk or HMIS Administrator (Data Remedies) staff?	4.26% 2	10.64% 5	34.04% 16	34.04% 16	17.02% 8	47	3.49
How thoroughly are your concerns/issues addressed by the Help Desk or HMIS Administrator (Data Remedies) staff?	4.26% 2	12.77% 6	25.53% 12	36.17% 17	21.28% 10	47	3.57

**Q66 What do you like about the current Help Desk support provided?**

Answered: 9 Skipped: 53

#	Responses	Date
1	I have yet to use Help Desk	4/10/2014 10:21 PM
2	help desk get to us in a few days.	4/10/2014 4:38 PM
3	I have not utilized the Help Desk.	4/10/2014 1:14 PM
4	Richard is very accessible, he never leaves me waiting.	4/10/2014 9:54 AM
5	Knowledgeable about system	4/9/2014 11:51 AM
6	All our experience has been excellent. Our HMIS administrator provides thoroughly professional services for database administration, bug fixes, enhancements, and questions.	4/8/2014 2:06 PM
7	Its friendly, timely, and very easy to work with the staff.	4/4/2014 3:34 PM
8	I think he is genuinely interested in helping if there is a question, and especially if there is a serious HMIS issue. Generally he responds within 24 hours.	4/4/2014 12:44 PM
9	Just that they are available and capable	4/3/2014 4:14 PM

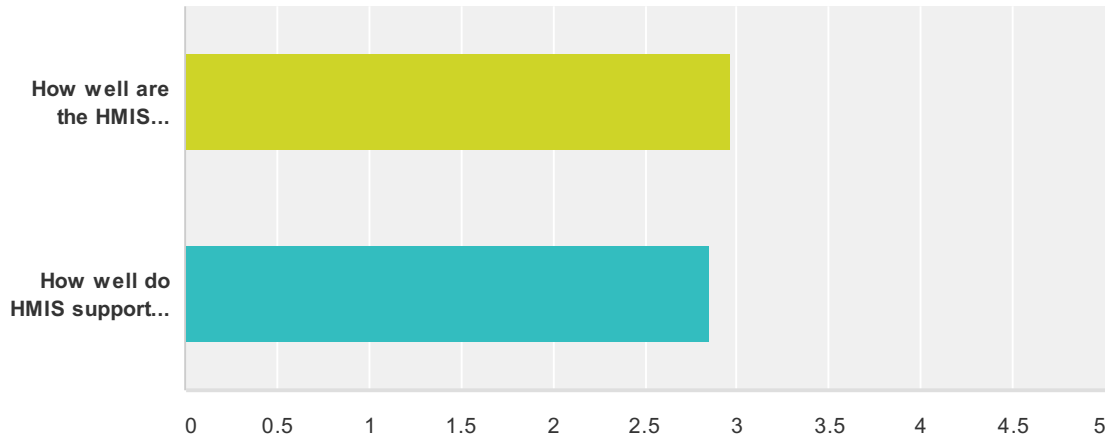
**Q67 Do you have any suggestions or concerns about the current Help Desk support provided?**

Answered: 6 Skipped: 56

#	Responses	Date
1	it could be faster and nicer.	4/10/2014 4:38 PM
2	No none.	4/10/2014 9:54 AM
3	Speediness	4/9/2014 11:51 AM
4	I do not!	4/4/2014 3:34 PM
5	May need additional staff.	4/4/2014 12:44 PM
6	none	4/3/2014 4:14 PM

### Q68 Documentation

Answered: 47 Skipped: 15



	Not at all	(no label)	(no label)	(no label)	Extremely	Total	Average Rating
How well are the HMIS requirements or policies explained?	12.77% 6	14.89% 7	44.68% 21	19.15% 9	8.51% 4	47	2.96
How well do HMIS support documents explain how to use the system?	15.22% 7	13.04% 6	47.83% 22	19.57% 9	4.35% 2	46	2.85

**Q69 What do you like about the current HMIS policies, procedures, and support documents?**

Answered: 7 Skipped: 55

#	Responses	Date
1	I like to get data into HMIS when need.	4/10/2014 4:38 PM
2	I do not utilize this aspect of HMIS.	4/10/2014 1:14 PM
3	They are very clear and concise, they don't leave me confused.	4/10/2014 9:54 AM
4	We create our own documentation because it is more critical to have the procedural background explained, and we would not expect the core ServicePoint documentation to go beyond the software.	4/8/2014 2:06 PM
5	Workflow is outlined and fool-proof!	4/4/2014 3:34 PM
6	In fairness, I have not read most of the support documents so cannot comment one way or the other.	4/4/2014 12:44 PM
7	good as far as me having to use them	4/3/2014 4:14 PM

**Q70 Do you have any suggestions or concerns about the current HMIS policies, procedures, and support documents?**

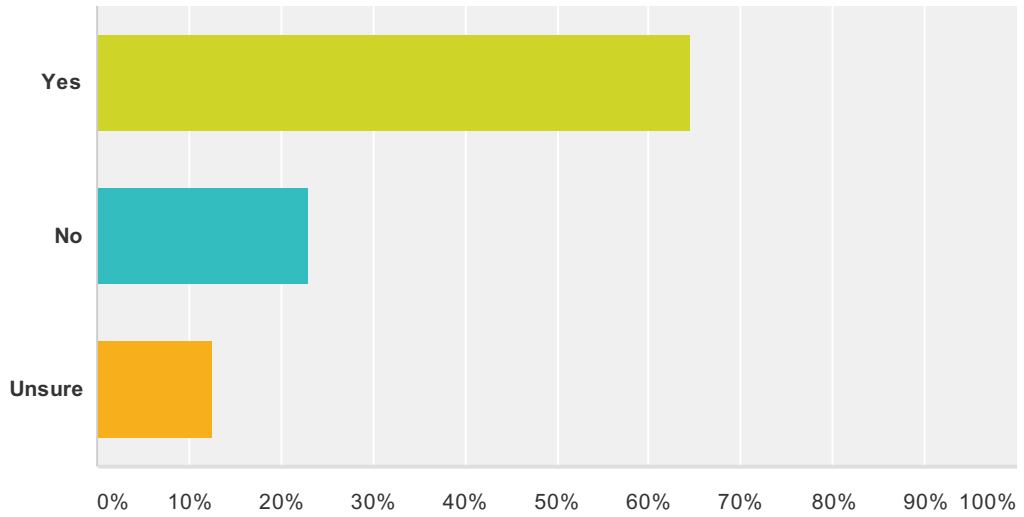
Answered: 5 Skipped: 57

#	Responses	Date
1	I would like to have better reports.	4/10/2014 4:38 PM
2	no none.	4/10/2014 9:54 AM
3	I do not.	4/4/2014 3:34 PM
4	Perhaps could make them more accessable? I have accessed some, but not all.	4/4/2014 12:44 PM
5	not at this time	4/3/2014 4:14 PM



### Q71 Do you feel that all the people at your agency that need access to ServicePoint have access?

Answered: 48 Skipped: 14

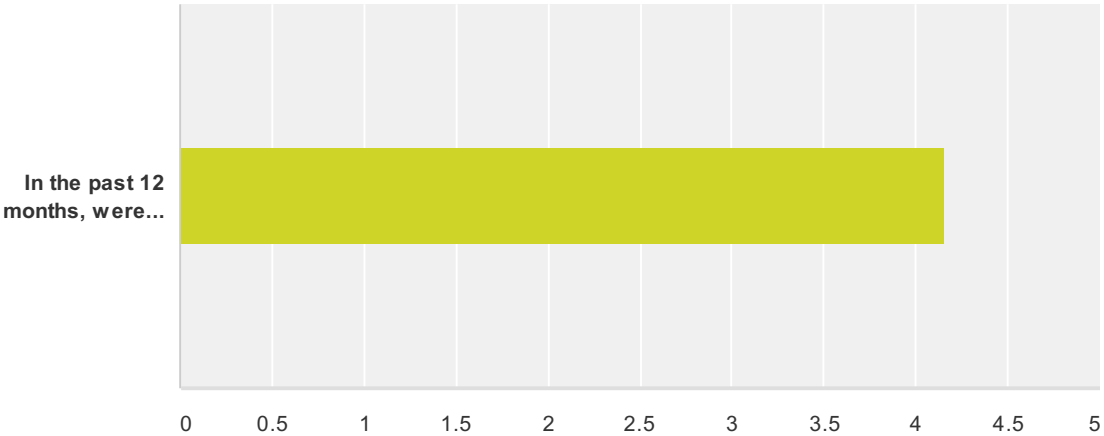


Answer Choices	Responses
Yes	64.58% 31
No	22.92% 11
Unsure	12.50% 6
<b>Total</b>	<b>48</b>

#	If No, please describe the barriers	Date
1	only one person can use it or our agency would have to pay more.	4/10/2014 4:38 PM
2	Though cost of add on is high considering cost of first person.	4/8/2014 3:38 PM
3	Only a selected few have access	4/8/2014 2:25 PM
4	cost of licenses is prohibitive	4/8/2014 1:30 PM
5	We do need access for our reporting staff and direct service staff.	4/3/2014 11:21 PM
6	NO!!! we have asked MANY TIMES (over 10 since October 2013) for an extra license for my coworker whom is STILL even after being told it is unacceptable- using my Servicepoint License under MY NAME. My supervisors do NOT have a license either, so we are unable to run our own reports- and they have asked for a license many MANY times too since September of 2013... it is TOALLY UNACCEPTABLE.	4/3/2014 11:38 AM
7	Limited Licenses	4/3/2014 8:33 AM
8	Only one person is permitted to access ServicePoint.	4/2/2014 2:21 PM

### Q72 Technology

Answered: 48 Skipped: 14



	Not at all	(no label)	(no label)	(no label)	Extremely	Total	Average Rating
In the past 12 months, were you able to access the software when needed?	0.00% 0	8.33% 4	14.58% 7	31.25% 15	45.83% 22	48	4.15

**Q73 What percentage of the time are you unable to access the system as expected?**

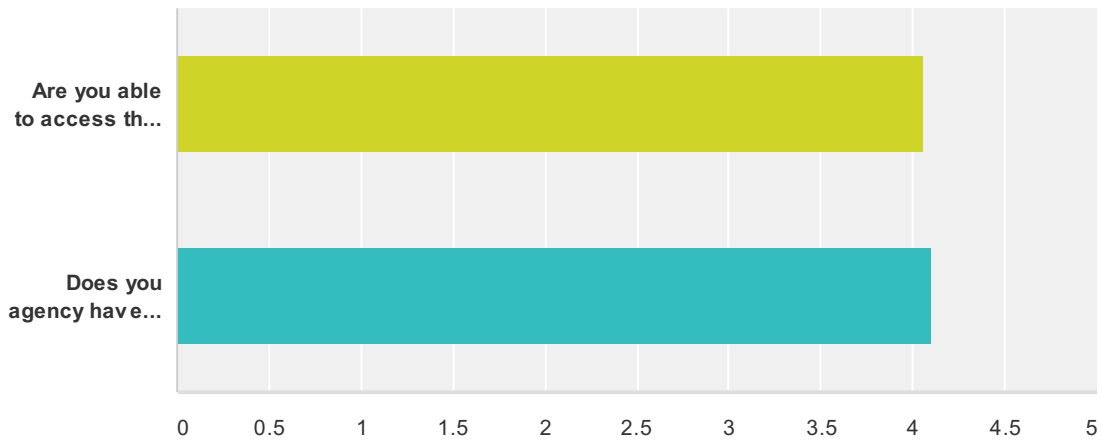
Answered: 14 Skipped: 48

#	Responses	Date
1	N/A	4/10/2014 4:38 PM
2	99%	4/10/2014 1:14 PM
3	never	4/10/2014 9:54 AM
4	0	4/8/2014 3:38 PM
5	85%	4/8/2014 2:25 PM
6	N/A	4/4/2014 11:47 AM
7	100	4/3/2014 11:21 PM
8	0%	4/3/2014 4:14 PM
9	1%	4/3/2014 4:11 PM
10	I am sharing a license with my coworker- we kick eachother off multiple times a day. We have asked for another license for her 10+ times with no outcome.	4/3/2014 11:38 AM
11	0	4/2/2014 3:28 PM
12	50%	4/2/2014 2:46 PM
13	95%	4/2/2014 2:21 PM
14	na	4/2/2014 2:10 PM

# HMIS Stakeholder Survey

## Q74 Technology

Answered: 49 Skipped: 13

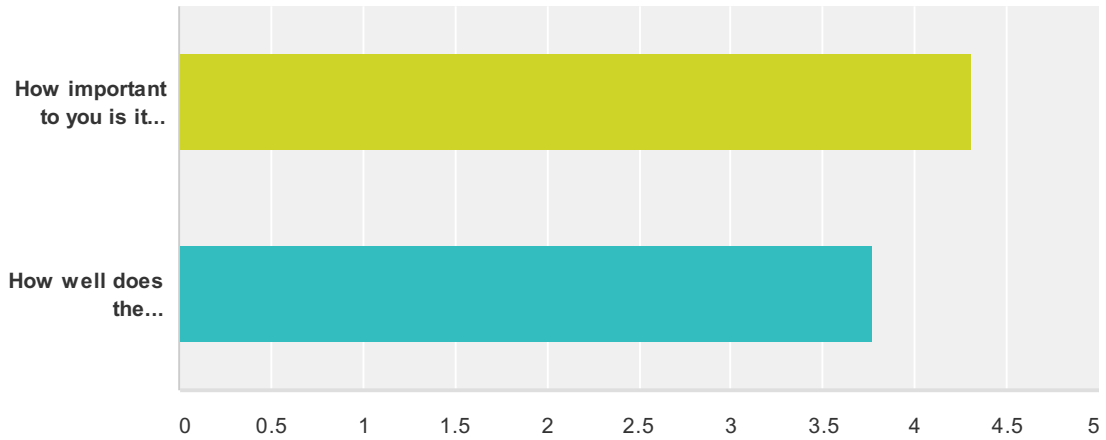


	Not at all	(no label)	(no label)	(no label)	Extremely	Total	Average Rating
Are you able to access the software when needed?	2.04% 1	10.20% 5	12.24% 6	30.61% 15	44.90% 22	49	4.06
Does you agency have access to the necessary technology to use ServicePoint adequately?	2.04% 1	4.08% 2	16.33% 8	36.73% 18	40.82% 20	49	4.10

#	Please describe any challenges	Date
1	I use my ipad when in the field (which is the majority of the day) but am unable to save the service transactions..	4/10/2014 10:21 PM
2	Home visits in remote locations make access unusable.	4/10/2014 1:14 PM
3	I don't currently have my own license.	4/8/2014 4:41 PM
4	We have not had to have access to use the data so unsure how available it is	4/3/2014 4:14 PM
5	Runs on web on any computer- GREAT access when needed!	4/3/2014 4:11 PM
6	I am sharing a license with my coworker- we kick eachother off multiple times a day. We have asked for another license for her 10+ times with no outcome. My supervisors do NOT have a license either, so we are unable to run our own reports- and they have asked for a license many MANY times too since September of 2013... it is TOTALLY UNACCEPTABLE.	4/3/2014 11:38 AM
7	We do not have the capacity to run reports.	4/2/2014 2:21 PM

### Q75 Data Quality

Answered: 48 Skipped: 14



	Not at all	(no label)	(no label)	(no label)	Extremely	Total	Average Rating
How important to you is it to have the ability to identify and fix data quality issues?	2.08% 1	4.17% 2	10.42% 5	27.08% 13	56.25% 27	48	4.31
How well does the ServicePoint or staff support you in identifying and fixing data quality issues?	0.00% 0	14.89% 7	21.28% 10	36.17% 17	27.66% 13	47	3.77

**Q76 What do you like about the current data quality support provided?**

Answered: 9 Skipped: 53

#	Responses	Date
1	I like some of the data that we for some of our clients.	4/10/2014 4:38 PM
2	I do not utilize this aspect of HMIS.	4/10/2014 1:14 PM
3	Just like in other areas	4/10/2014 9:54 AM
4	They will send data quality reports which is helpful	4/9/2014 11:51 AM
5	We get immediate attention from our HMIS administrator whenever we identify a potential issue.	4/8/2014 2:06 PM
6	Allows us to stay on top of our data and avoid having a mountain of errors to correct at once.	4/4/2014 3:34 PM
7	I think provider is quite helpful when we need to make a correction.	4/4/2014 12:44 PM
8	Friendly and accessible	4/3/2014 4:14 PM
9	Can see where the data is wrong	4/3/2014 4:11 PM

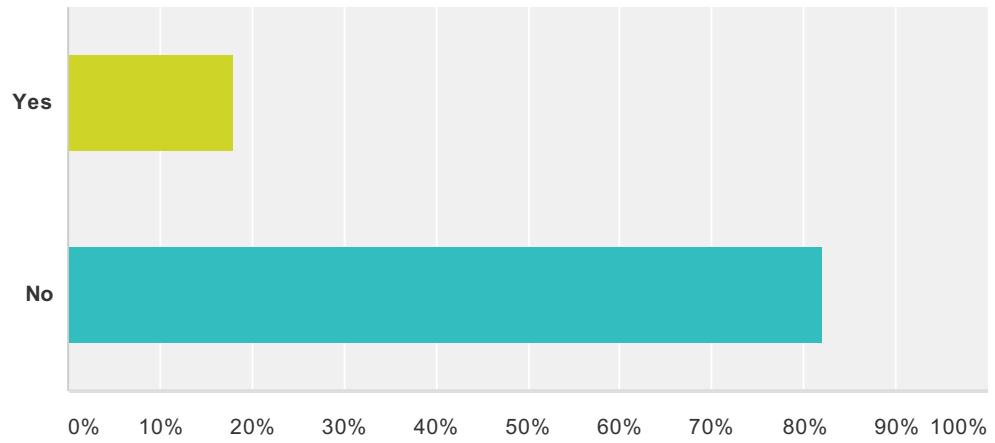
**Q77 Do you have any suggestions or concerns about the data quality support provided?**

Answered: 8 Skipped: 54

#	Responses	Date
1	the data for reports needs to be better.	4/10/2014 4:38 PM
2	None.	4/10/2014 9:54 AM
3	We want to be able to preview/generate our own data quality reports. I have recently been granted report generating capabilities, but have not had a chance to utilize them. Believe this will be very helpful.	4/9/2014 11:51 AM
4	It is a challenge to have to make a phone call whenever something needs to be edited or deleted.	4/8/2014 4:41 PM
5	No.	4/4/2014 3:34 PM
6	Would be nice to see more safeguards built into the data entry process so that we don't need to go back afterward and correct errors.	4/4/2014 12:44 PM
7	not at this time	4/3/2014 4:14 PM
8	It would be helpful to have a detailed client spreadsheet sent over every month or quarter to adjust any missing data.	4/2/2014 2:21 PM

### Q78 Do you know how decision are made about the HMIS System?

Answered: 50 Skipped: 12

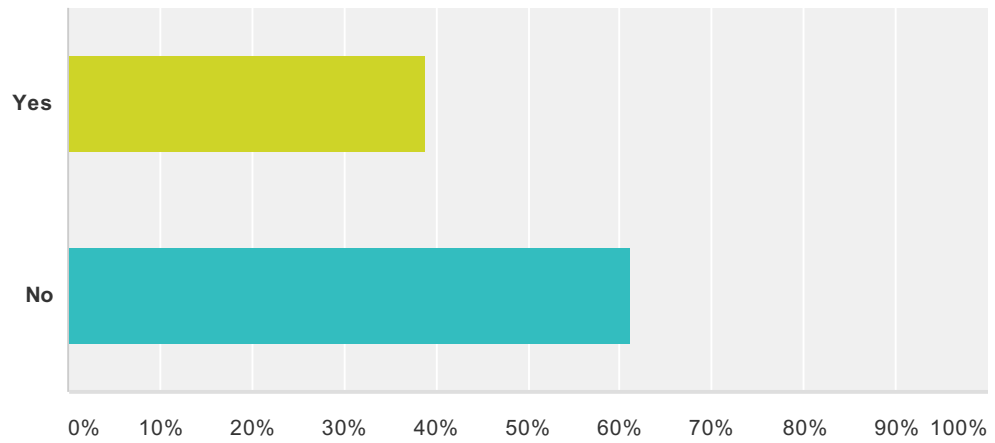


Answer Choices	Responses
Yes	18.00% 9
No	82.00% 41
<b>Total</b>	<b>50</b>



### Q79 Are you familiar with the Continuum of Care's Policies and Procedures established for HMIS?

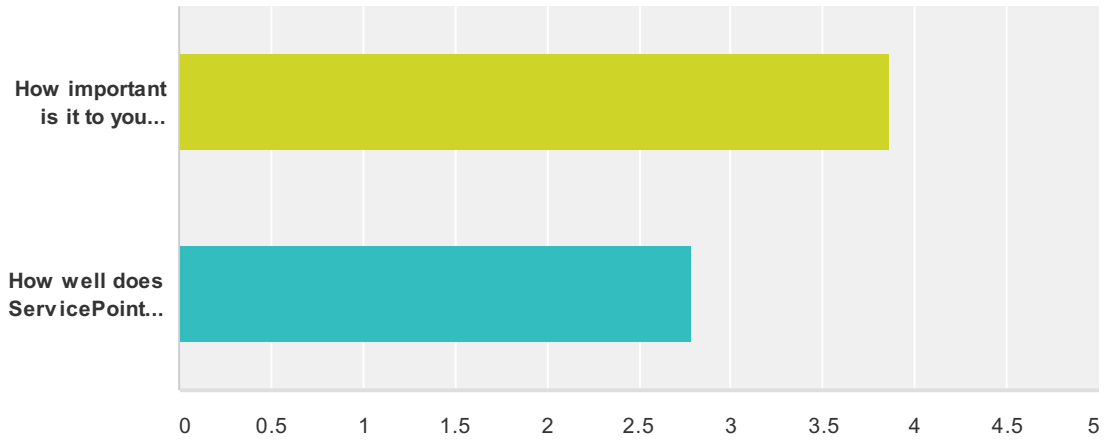
Answered: 49 Skipped: 13



Answer Choices	Responses	
Yes	38.78%	19
No	61.22%	30
<b>Total</b>		<b>49</b>

### Q80 Summary

Answered: 49 Skipped: 13



	Not at all	(no label)	(no label)	(no label)	Extremely	Total	Average Rating
How important is it to you for the CoC HMIS to enhance the ability to serve clients?	6.12% 3	6.12% 3	22.45% 11	26.53% 13	38.78% 19	49	3.86
How well does ServicePoint currently enhance your ability to serve clients?	20.83% 10	12.50% 6	39.58% 19	20.83% 10	6.25% 3	48	2.79

**Q81 HOW does ServicePoint enhance your ability to serve clients?**

Answered: 7 Skipped: 55

#	Responses	Date
1	well it dose not serve all our clients.	4/10/2014 4:43 PM
2	I do not run reports, have no knowledge of this.	4/10/2014 1:15 PM
3	It holds everything I need to serve my clients.	4/10/2014 9:56 AM
4	Several ways: I can track progress, assess the client's program history through past records, see trends, see reminders for follow-ups, etc.	4/4/2014 3:36 PM
5	At this point, we only use the system as a reporting tool.	4/4/2014 12:51 PM
6	I just know that because of these reports we are able to receive the grant funding which then allows us to serve our clients	4/3/2014 4:17 PM
7	It is helpful to see which areas in the SSOM require supportive services.	4/2/2014 2:25 PM

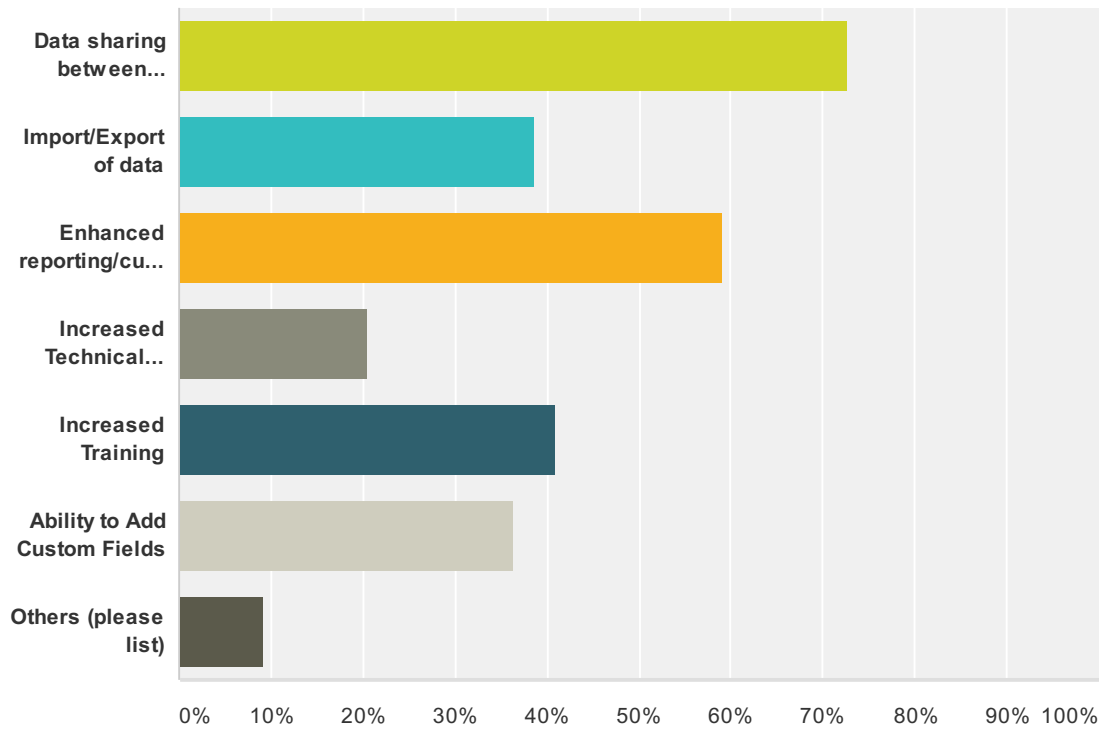
**Q82 How could the CoC HMIS better enhance your ability to serve clients?**

Answered: 7 Skipped: 55

#	Responses	Date
1	There is a lot of data entry every day which potentially takes away time that I would be directly helping the clients.	4/10/2014 10:27 PM
2	all of the data could be better if we all had a better system.	4/10/2014 4:43 PM
3	None.	4/10/2014 9:56 AM
4	EMR system which could be our only system (vs. currently where we use ServicePoint for grant requirements and Foothold as our in-house database)	4/9/2014 11:52 AM
5	Would like to see it used more effectively for planning purposes. There are hurdles to getting there- especially cost of additional licenses for more efficient entry, quick agency-level reporting, and ability to share data with multiple other systems.	4/4/2014 12:51 PM
6	nothing at this time	4/3/2014 4:17 PM
7	Able to run reports about outcomes to analyze	4/3/2014 4:11 PM

### Q83 Please select or list the 3 features/changes you would most like to see made to improve the CoC HMIS

Answered: 44 Skipped: 18



Answer Choices	Responses
Data sharing between agencies	72.73% 32
Import/Export of data	38.64% 17
Enhanced reporting/custom reports	59.09% 26
Increased Technical Assistance	20.45% 9
Increased Training	40.91% 18
Ability to Add Custom Fields	36.36% 16
Others (please list)	9.09% 4
<b>Total Respondents: 44</b>	

#	Others (please list)	Date
1	have all previously entered data autofill into other tabs/reports	4/10/2014 10:27 PM
2	I am unable to see case notes from any or all entries.	4/10/2014 1:15 PM
3	Better technical assistance.	4/4/2014 11:37 AM
4	having all staff be allowed to view information	4/3/2014 4:51 PM

**Q84 Do you have any other comments?**

Answered: 5 Skipped: 57

#	Responses	Date
1	It would be great if VSHA could be connected to Service Point	4/11/2014 12:56 PM
2	I would like to have a better system for agencies state wide.	4/10/2014 4:43 PM
3	Service Point is an easy system to use if you invest the time to learn how to properly use it.	4/4/2014 3:36 PM
4	The HMIS administrator experiences consistent disorganization due to capacity and/or competency challenges when differentiating between some agencies and programs, including when providing reports to one provider agency that is meant for a different one.	4/4/2014 11:37 AM
5	I only put the 3 items above not because they are not available or adequate at this time but because I could probably use the training and data to my benefit if I had the expertise, knowledge and time to do so.	4/3/2014 4:17 PM