

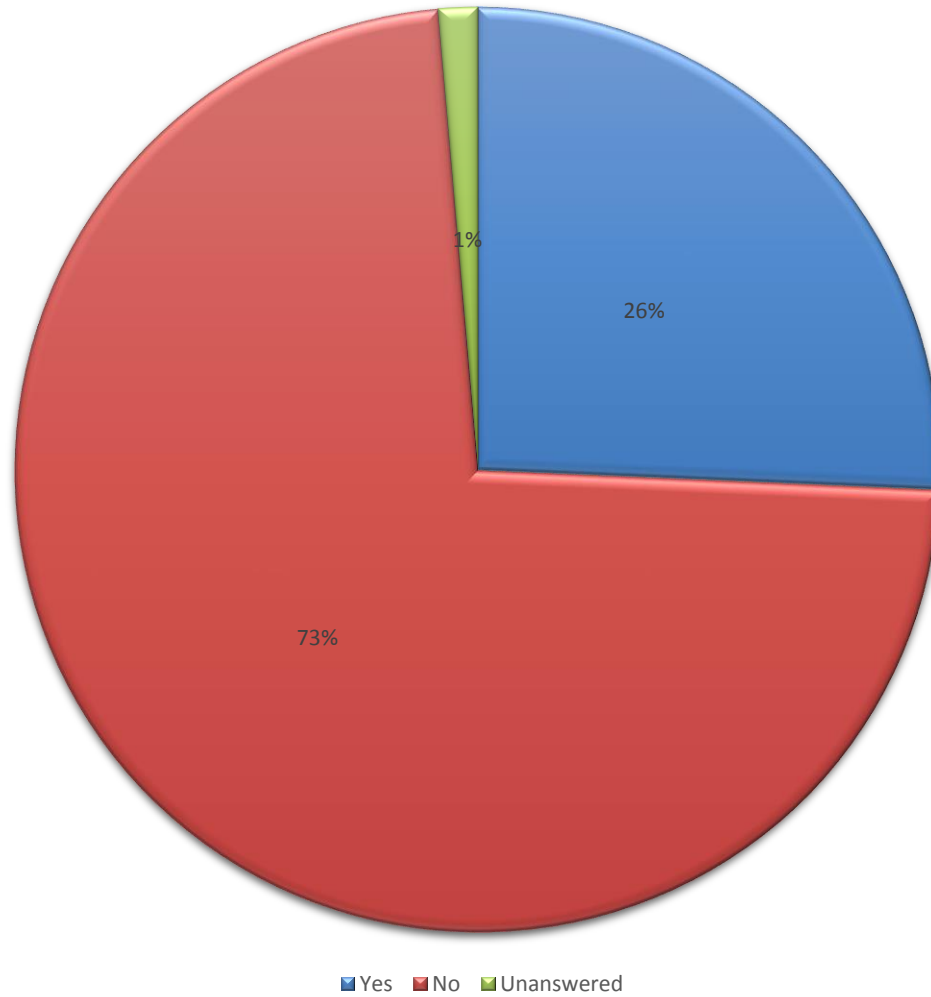
State of New Hampshire

NH HMIS Evaluation Results for November 2015 Training

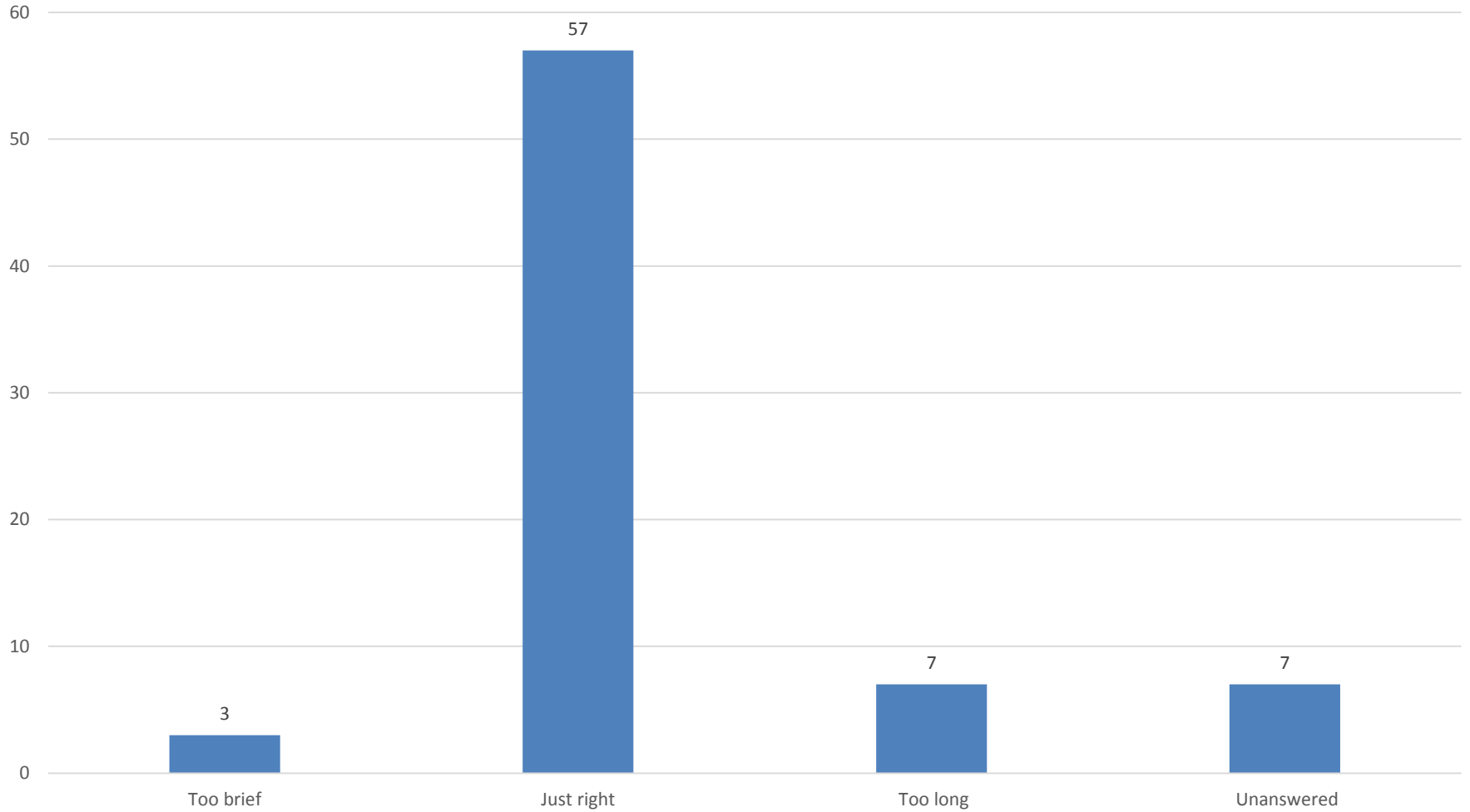
Overview of 2015 NH-HMIS Training

- Dates: Week of November 2-6, 2015 — morning & afternoon sessions; total of 9 classes.
- Purpose: Mandatory ServicePoint 5.12 training for all End Users and Agency Administrators.
- Major topics: New data elements that were added with the changes to the 2014 v3 HMIS Data Standards, using the Interim review, HUD verification for subassessments, confidentiality, security, and ART reports. Documentation and workflow updates were provided.
- Where: Training was held at three locations (Nashua, Manchester and Concord).
- Each class lasted at least 2 hours — first hour for Agency Admins, Agency Directors, and Executive Directors to review ART Reports and Administrative tasks, second hour for End Users, Case Managers, and Intake Coordinators.
- Number of Attendees: 89 total End Users/Admins registered for training from all of the CoCs; 74 returned evaluation forms.
- After the class, attendees were asked to fill out an evaluation form. Some did not fill out a form and some did not complete every question.
- All Users were given a certification test to verify their knowledge, passing the test (by 80%) was a requirement for access into ServicePoint. An FAQ (included an overview of the answers) was supplied as a handout.
- After passing the online (via Survey Monkey) test, users were given access to the ServicePoint 5.12 software.

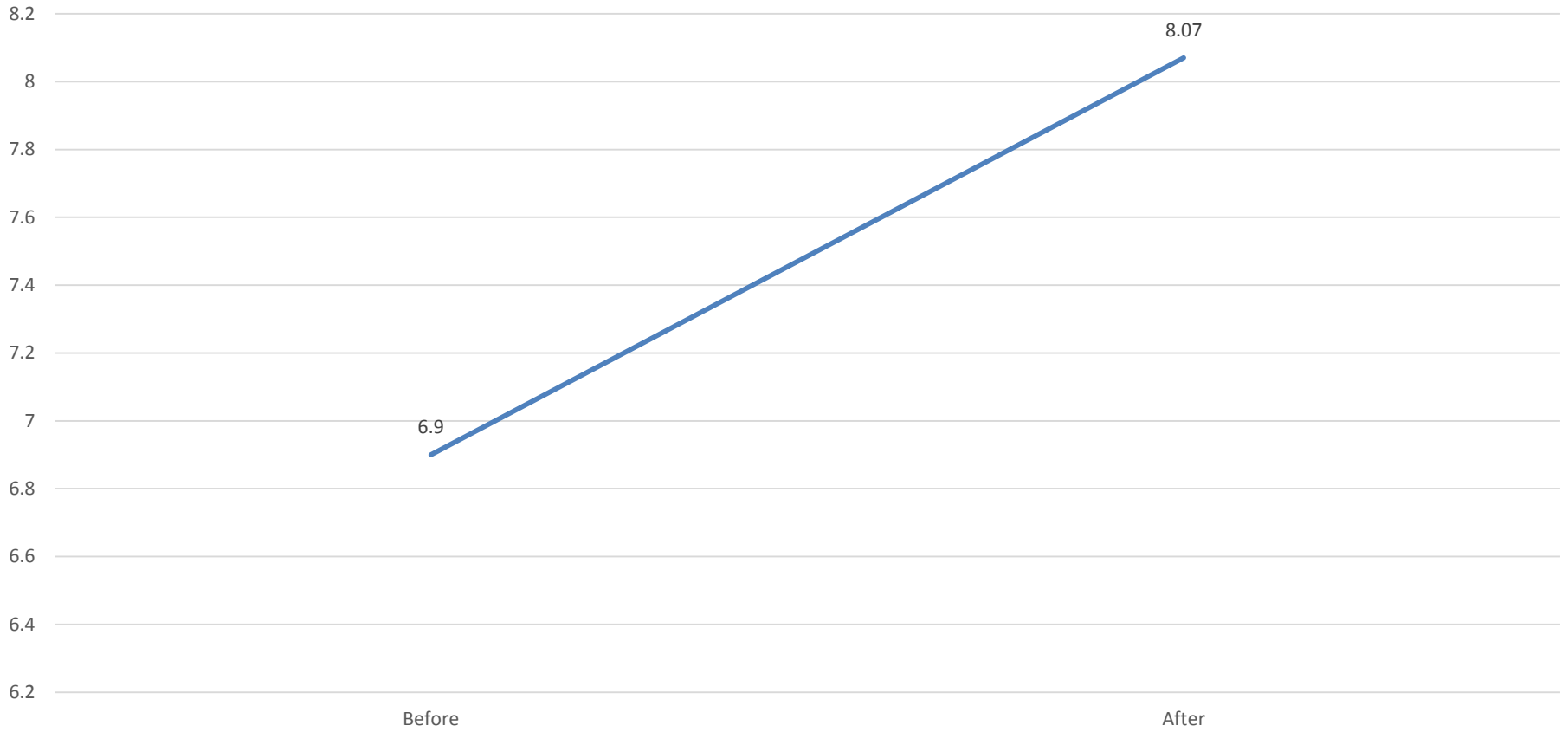
Is this your first time attending HMIS Training ?



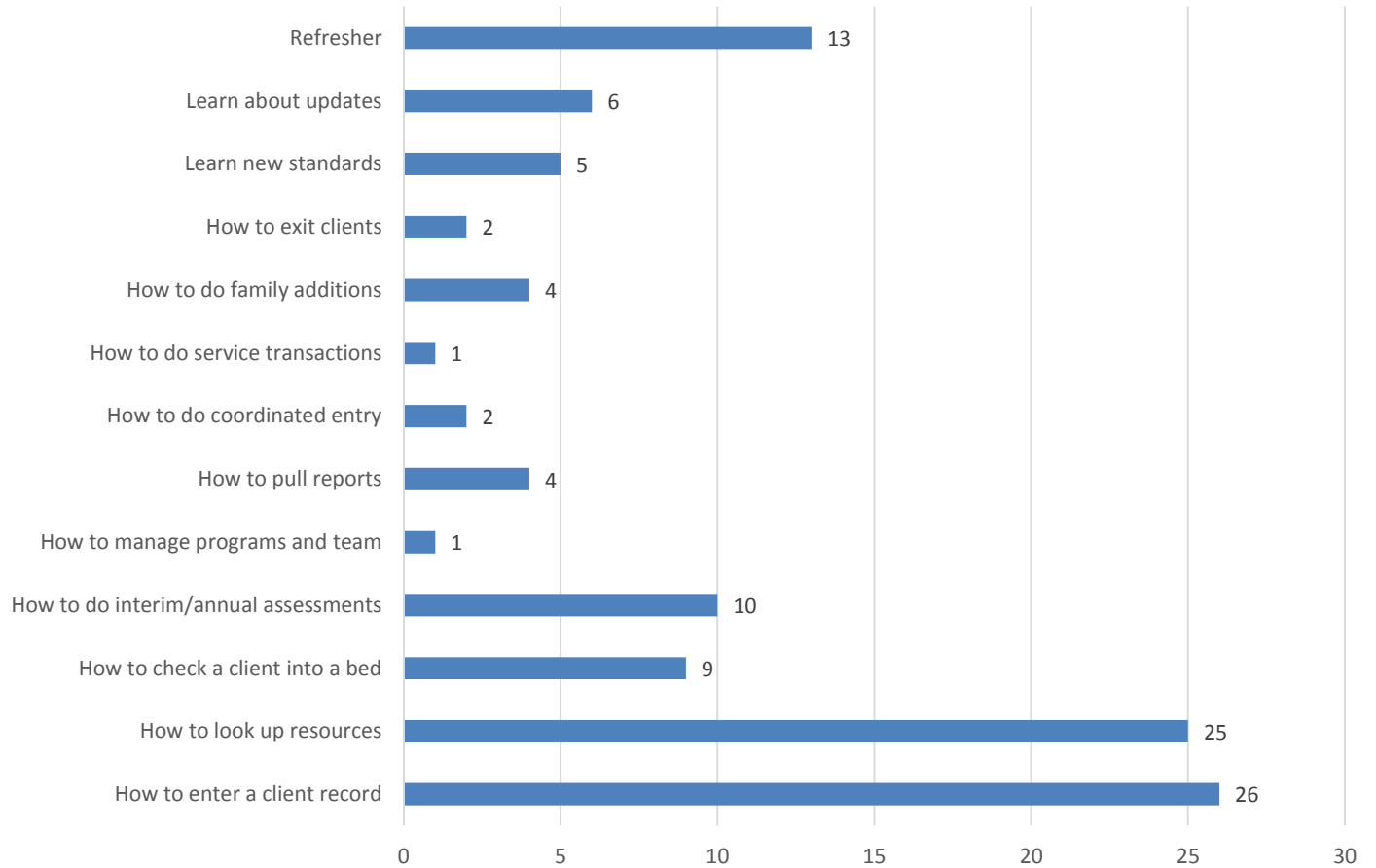
Would you say the length of the training was



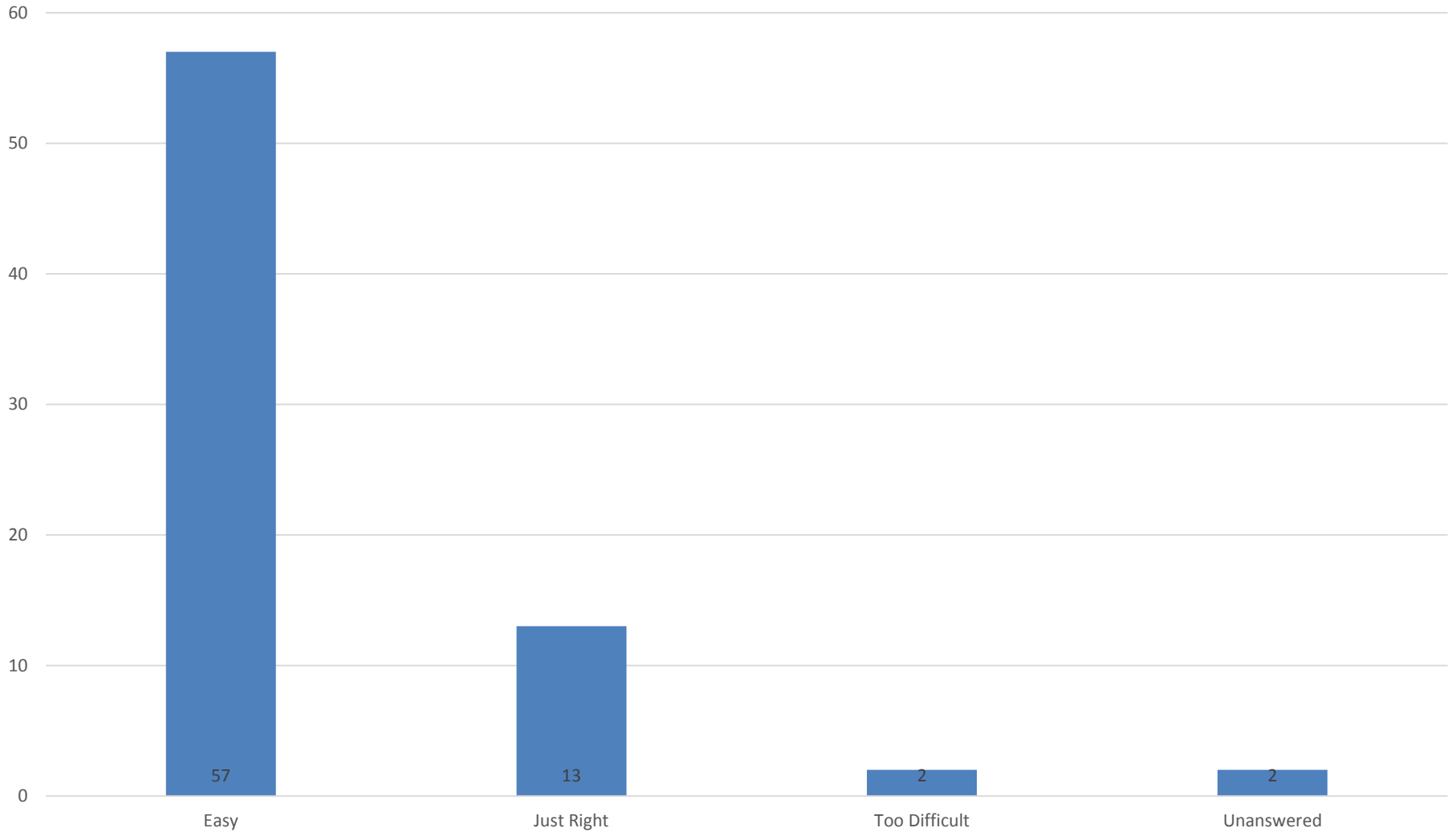
Please rate your overall knowlege/skill level on HMIS software



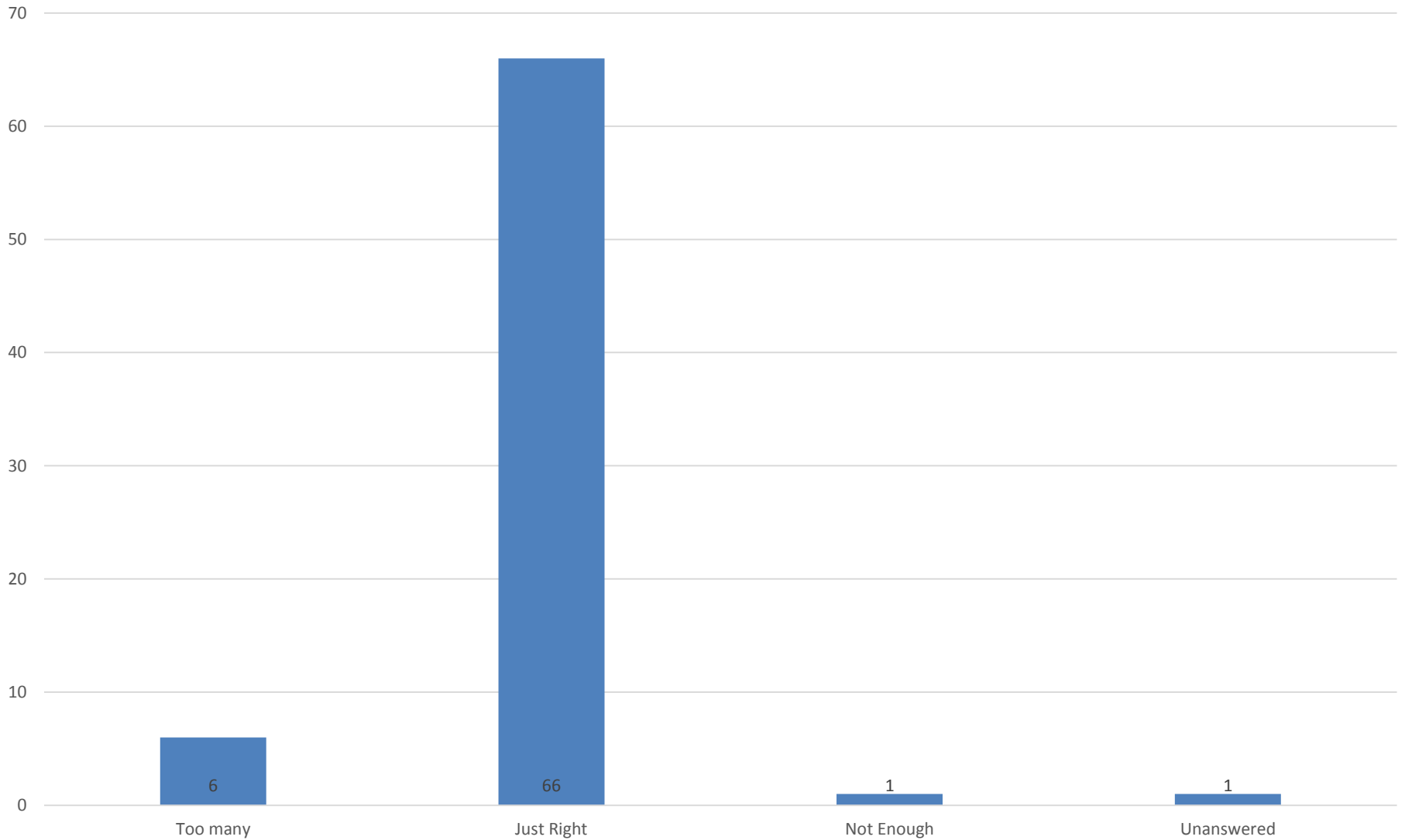
What did you hope to gain from the session ?



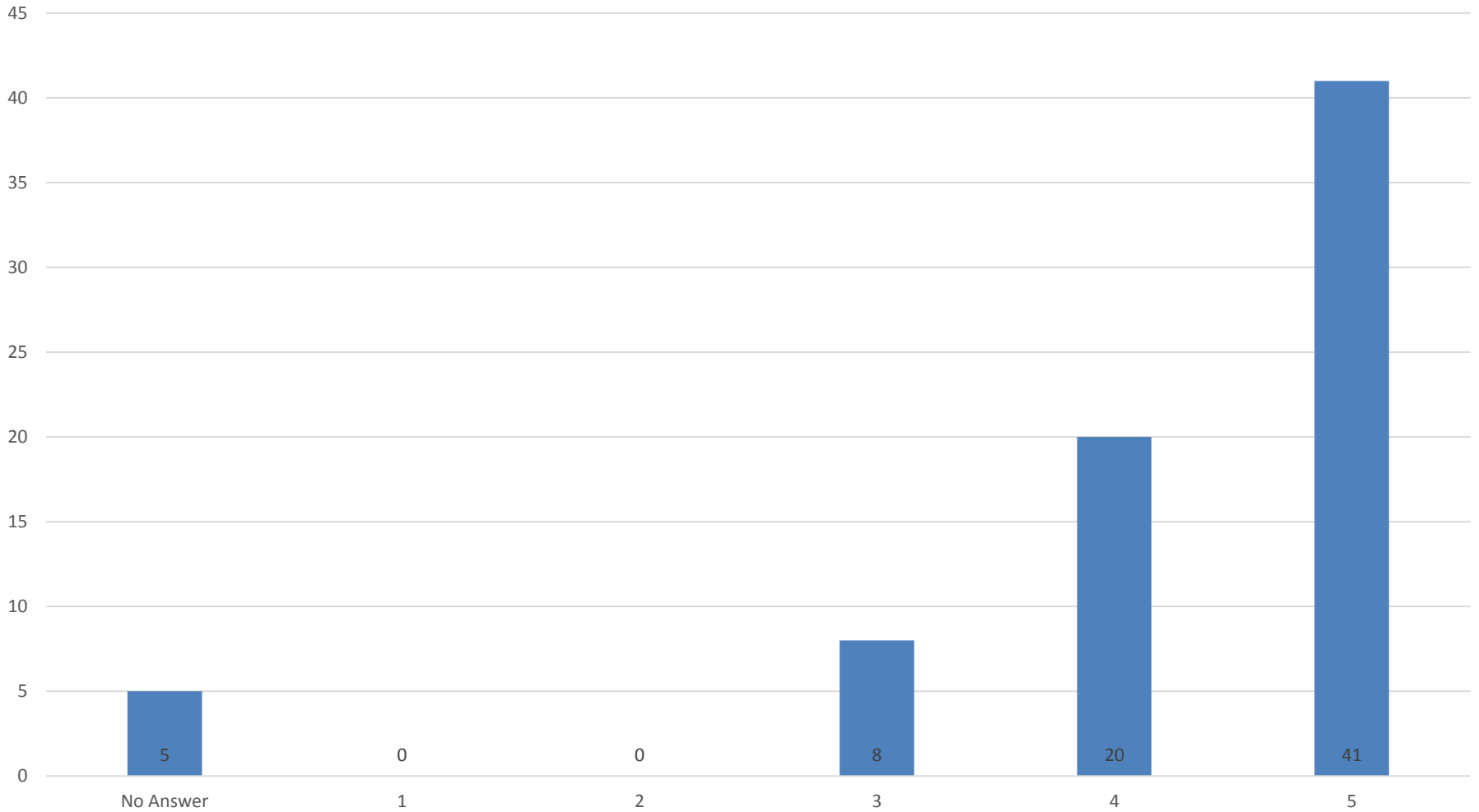
The registration process from the eventbrite website was :



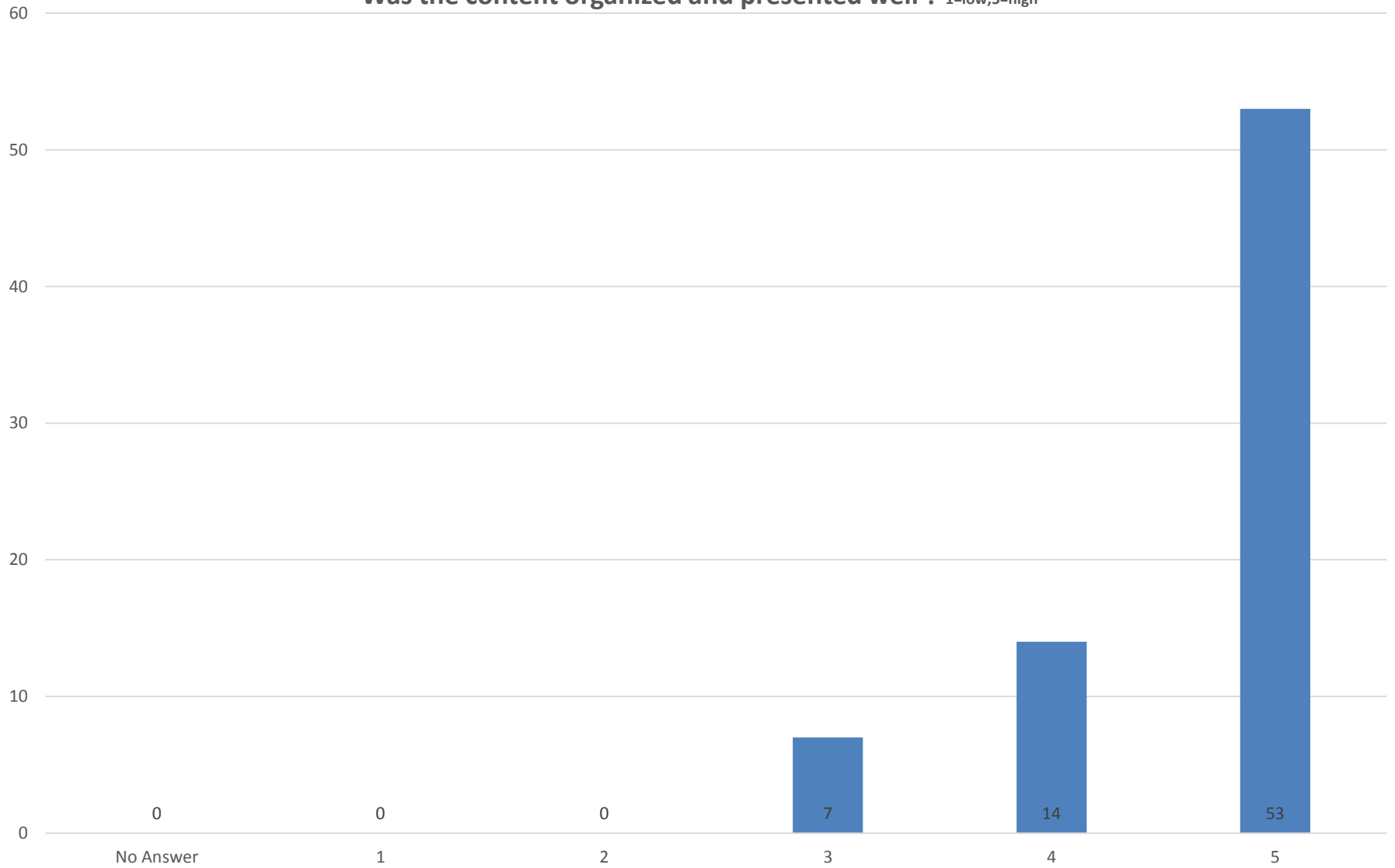
Would you say that the frequency of reminder emails was :



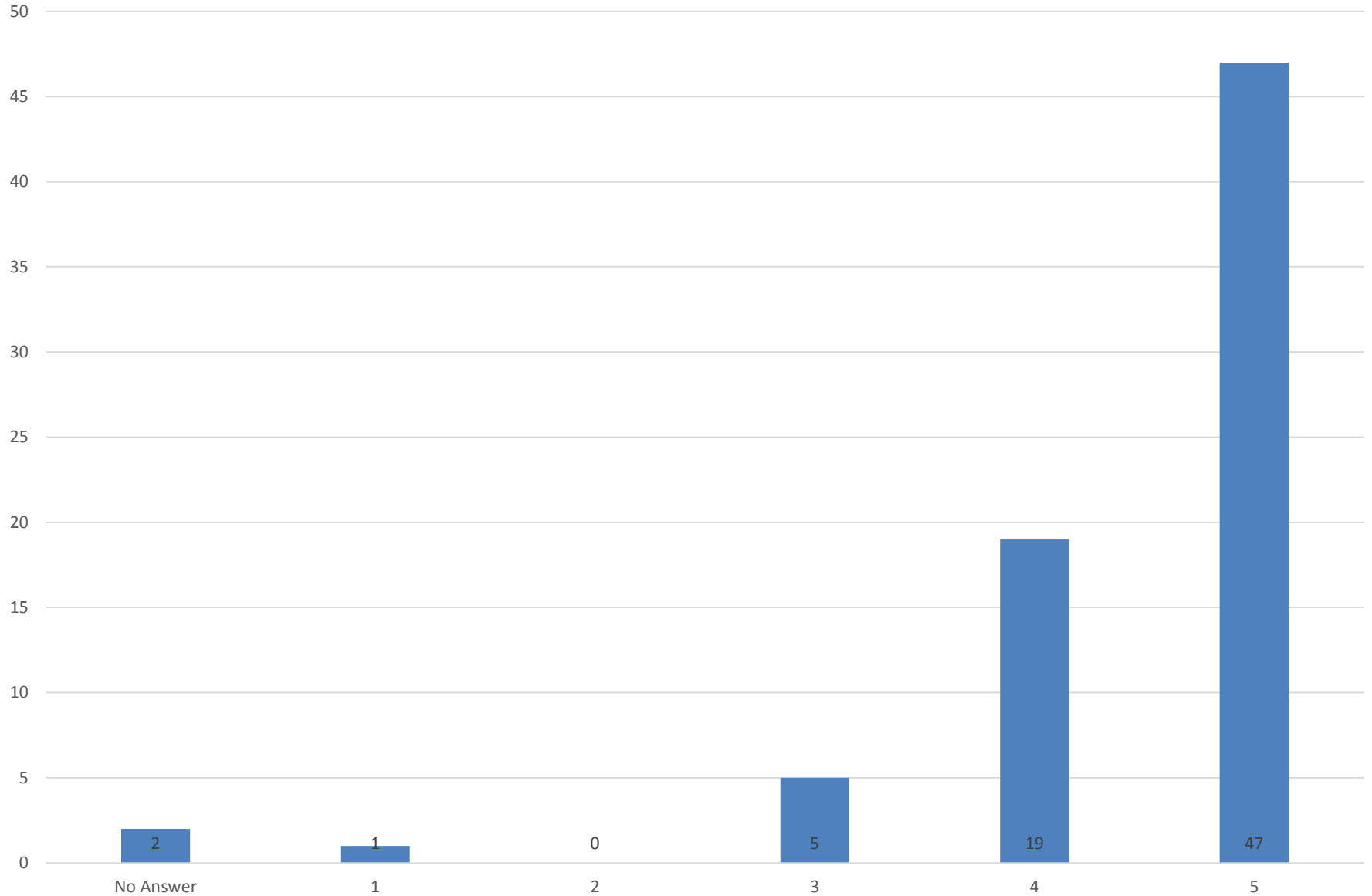
How well did this session meet its stated objectives ? 1=low, 5=high



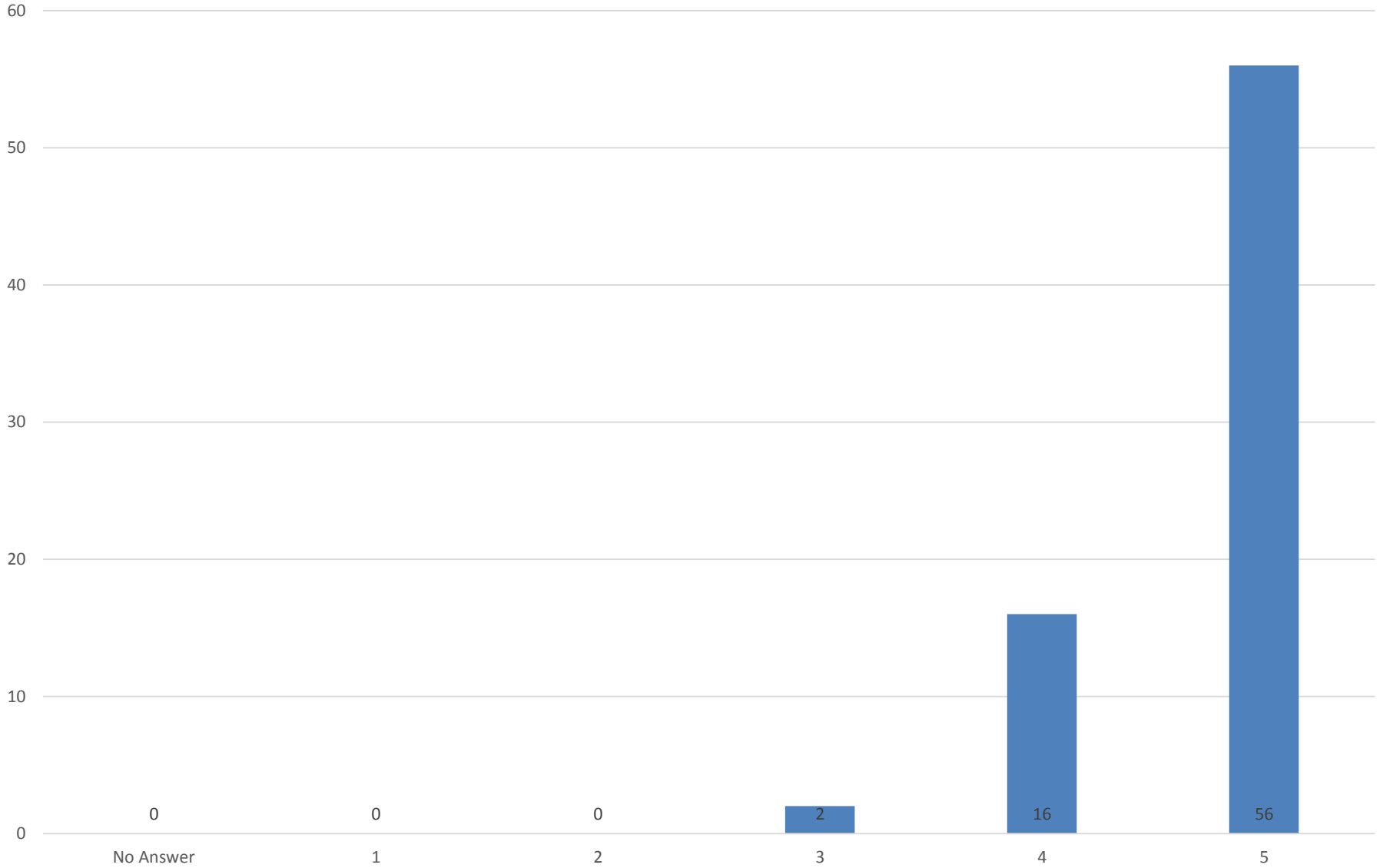
Was the content organized and presented well ? 1=low,5=high



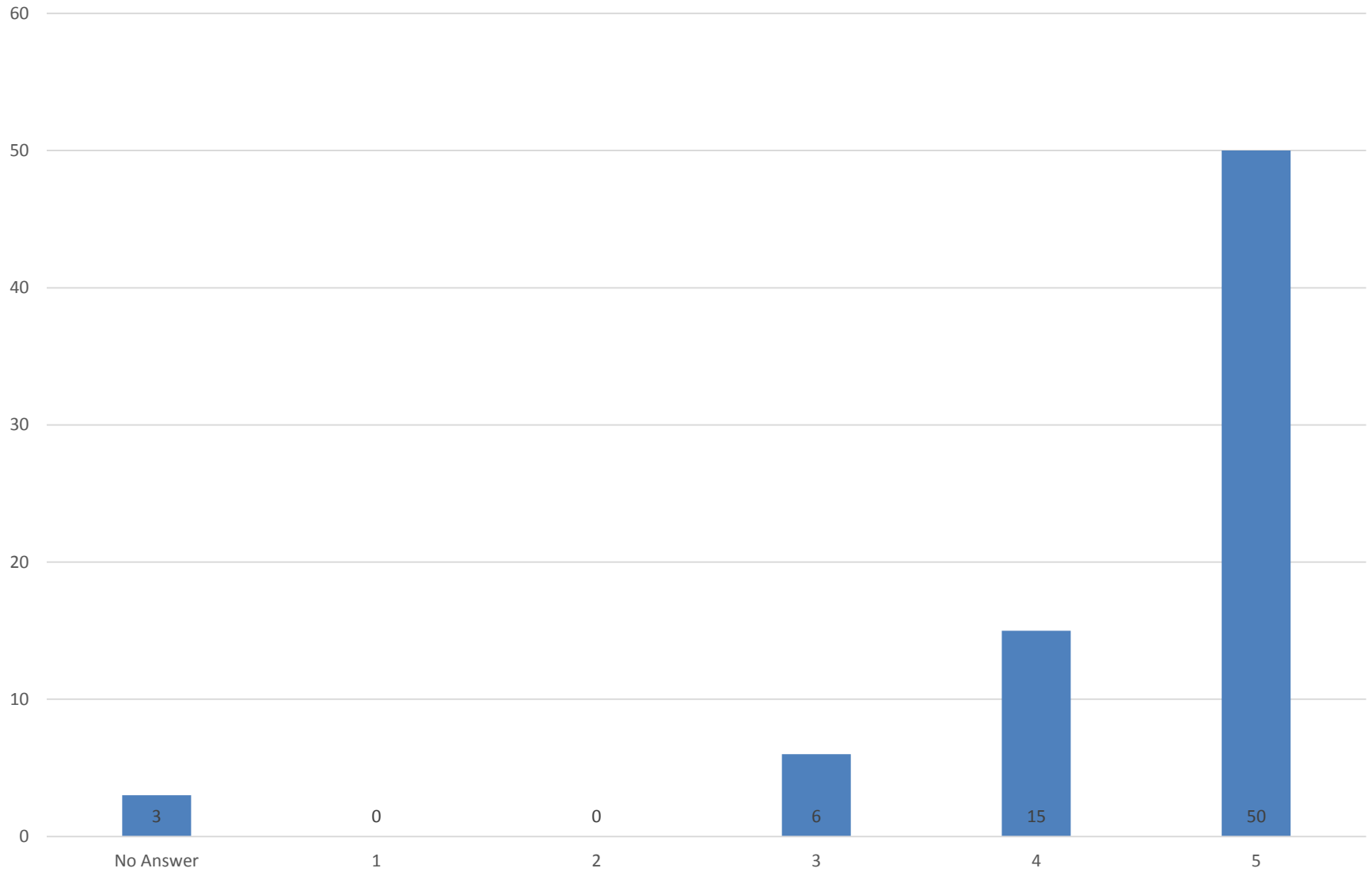
How would you rate the delivery of the content ? 1=low, 5=high



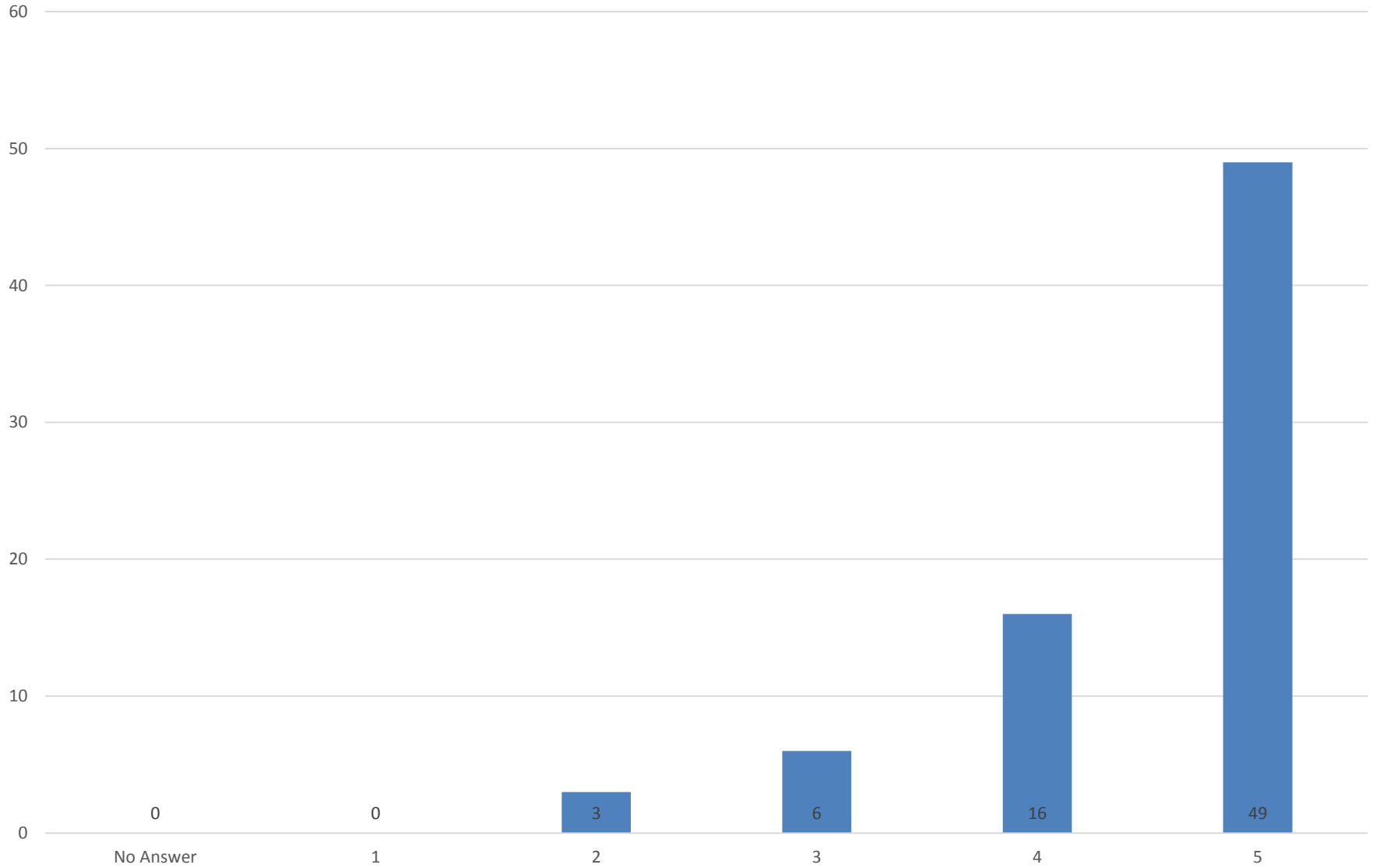
How would you rate the trainer ? 1=low,5=high



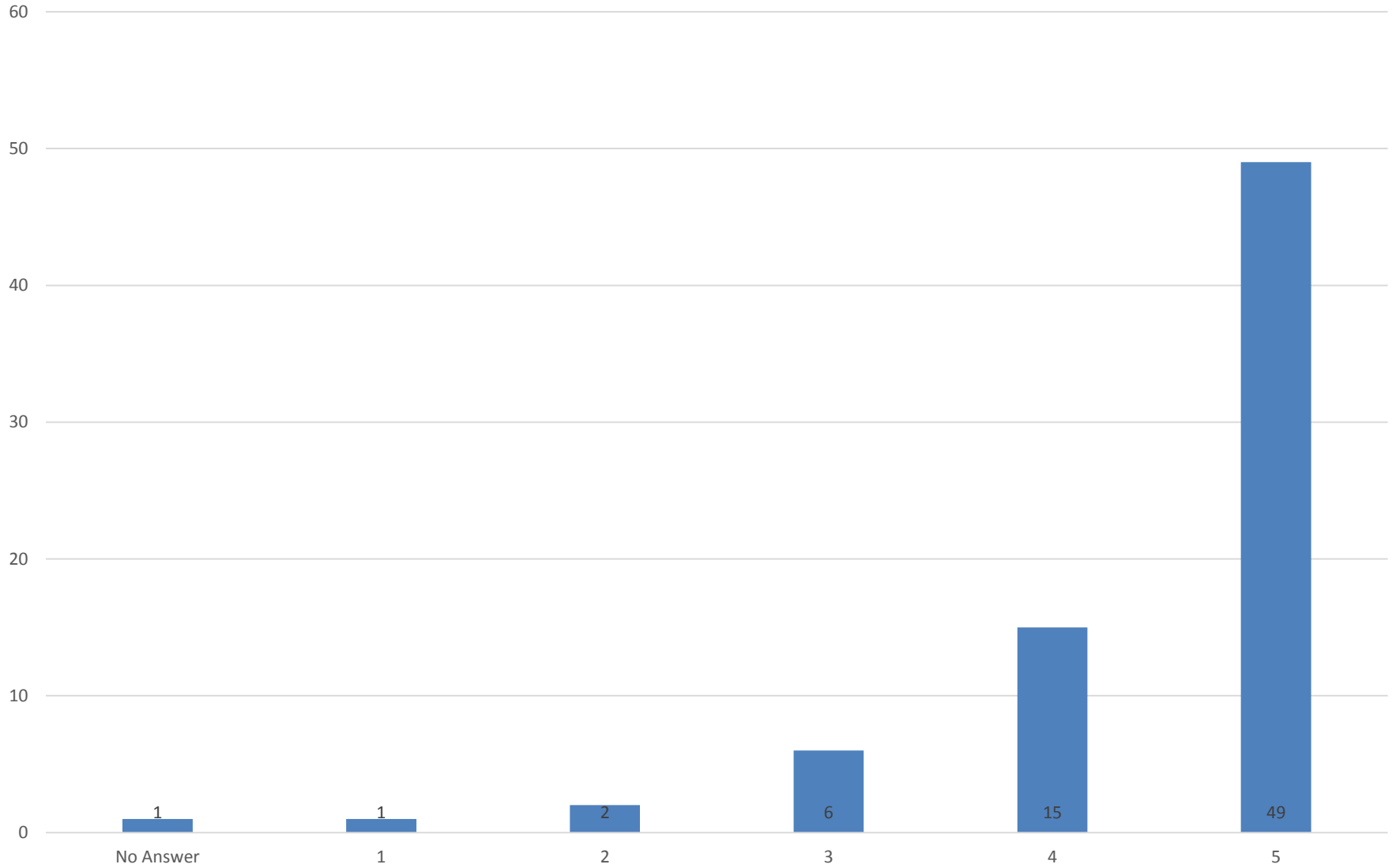
How would you rate the handouts ? 1=low, 5=high



How would you rate the location ? 1=low,5=high

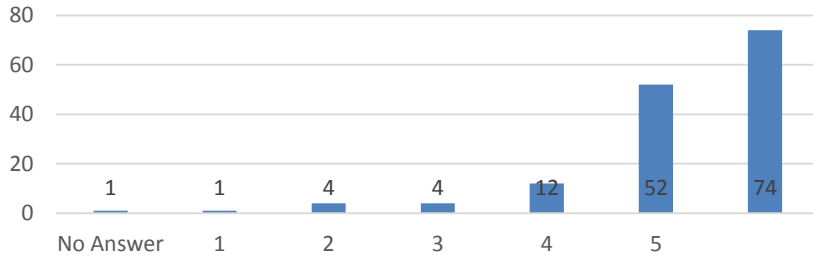


How would you rate the room ? 1=low, 5=high

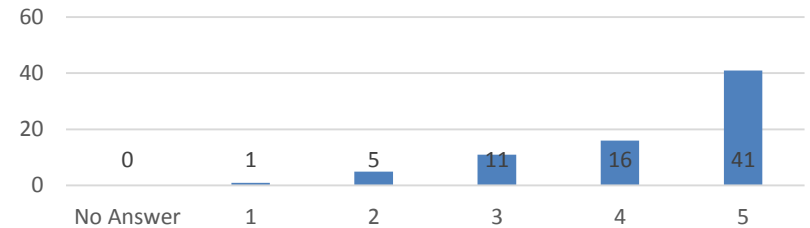


Rate your comfort level (after the training) with the following:

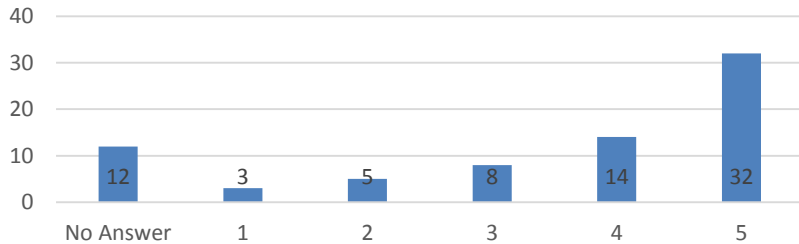
Entering a single client 1=low, 5=high



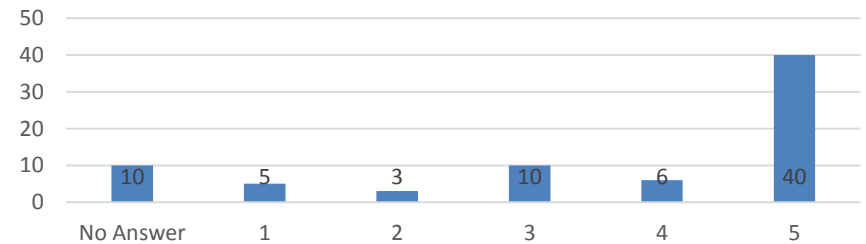
Assessing a client 1=low, 5=high



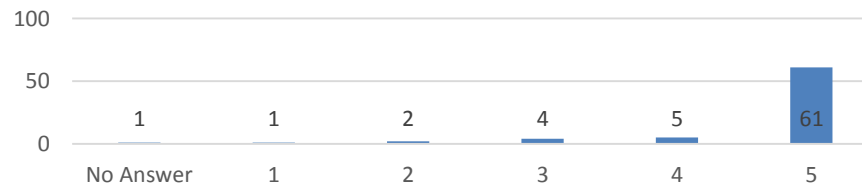
Entering a family record 1=low, 5=high



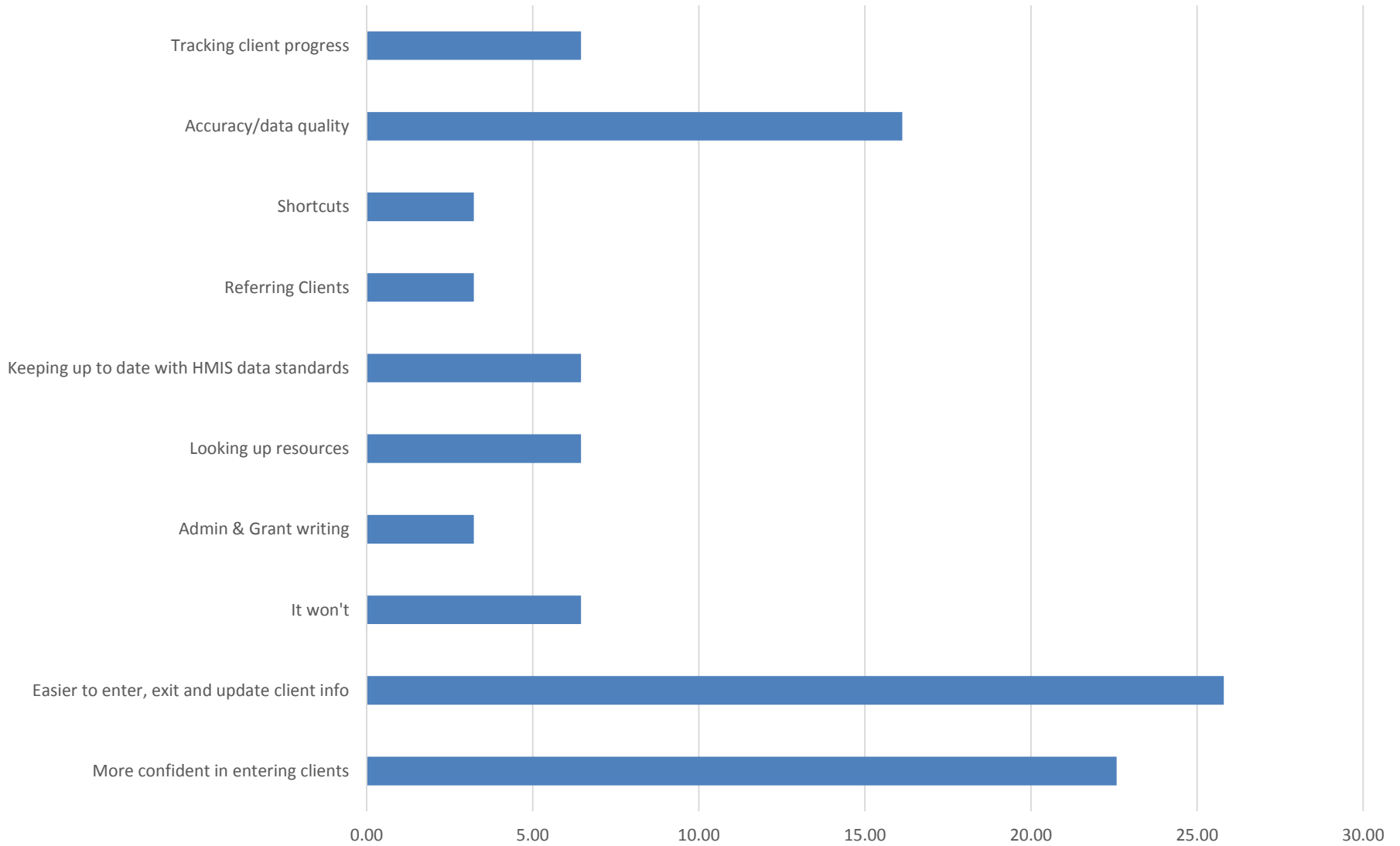
Checking a client into a bed 1=low, 5=high



Looking up a client 1=low, 5=high

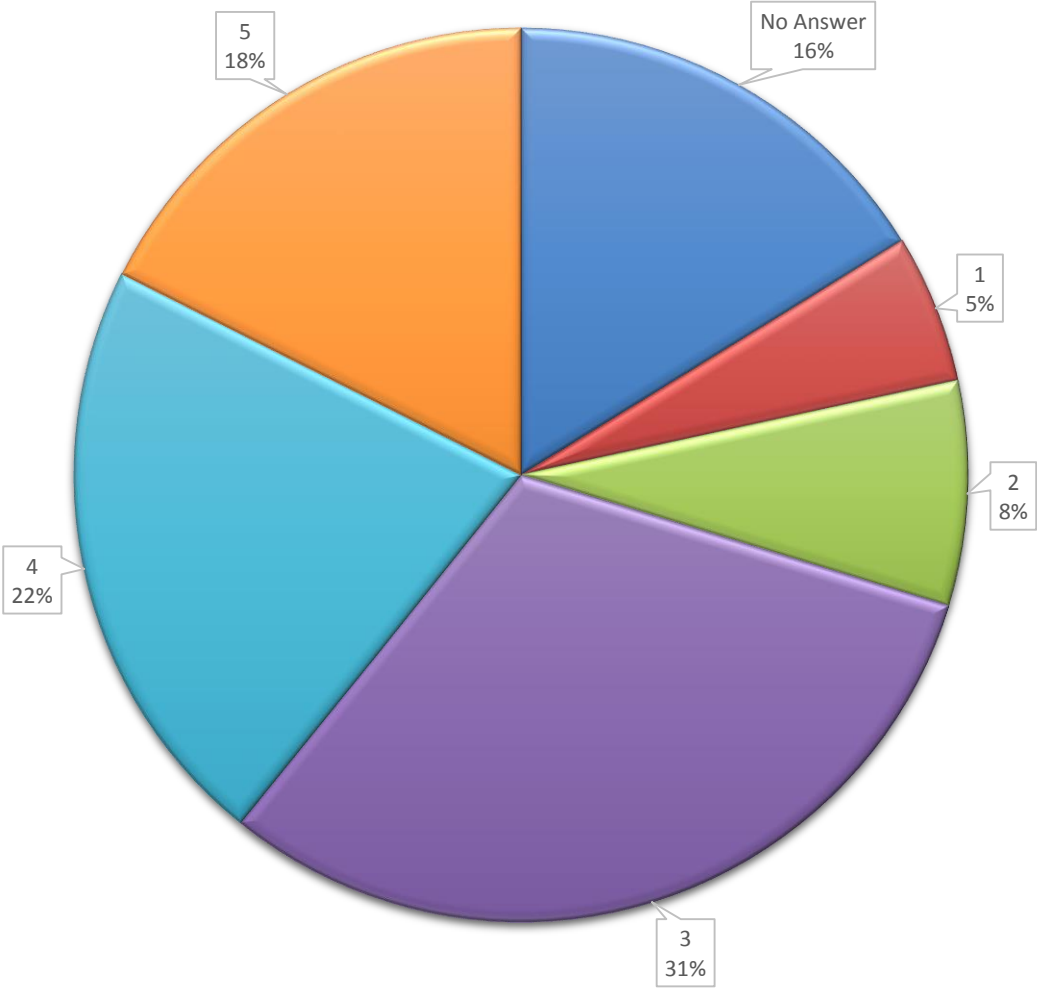


How will this training help you in your day to day work ?

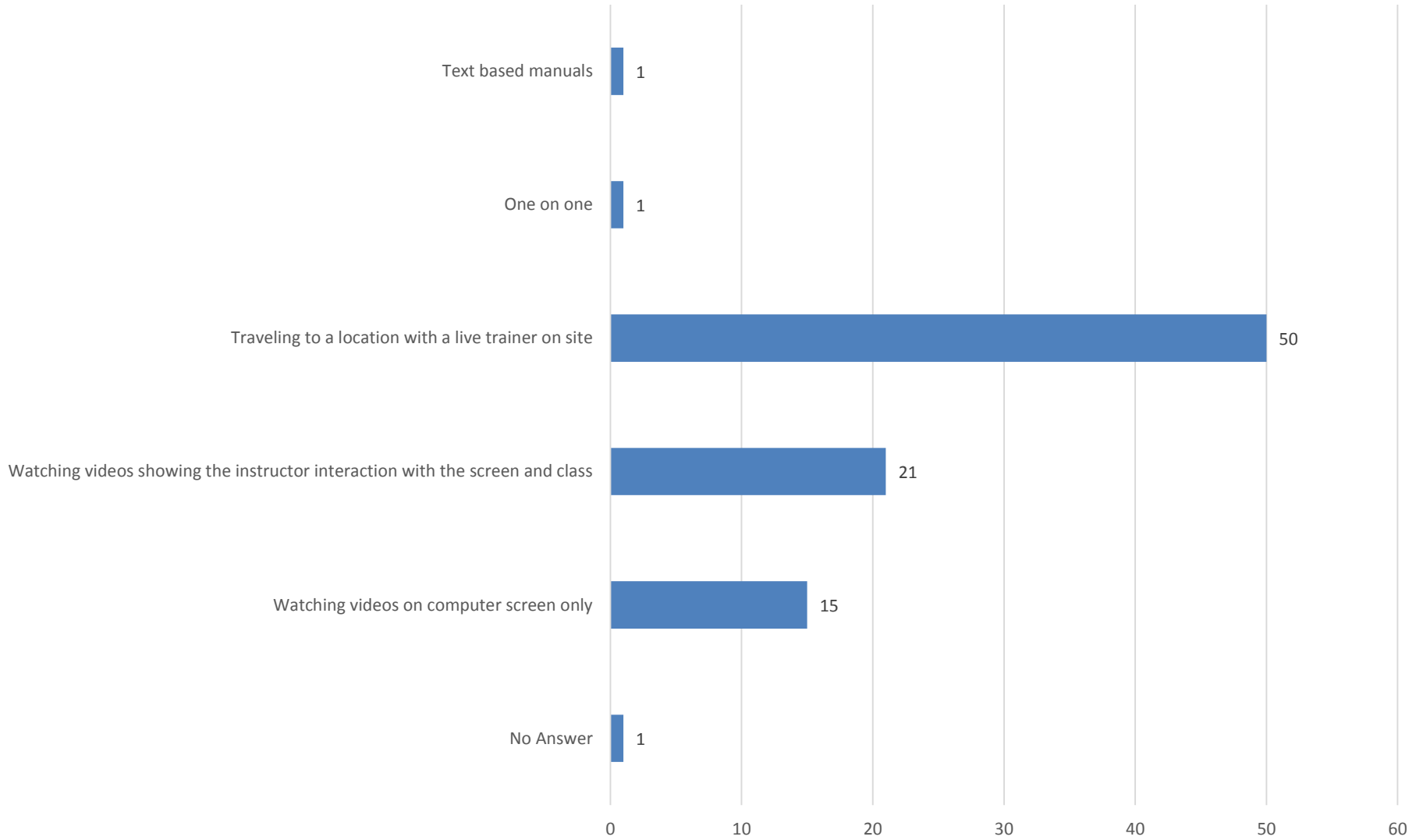


If online training videos were available 24/7, how likely would you be to watch the videos ?

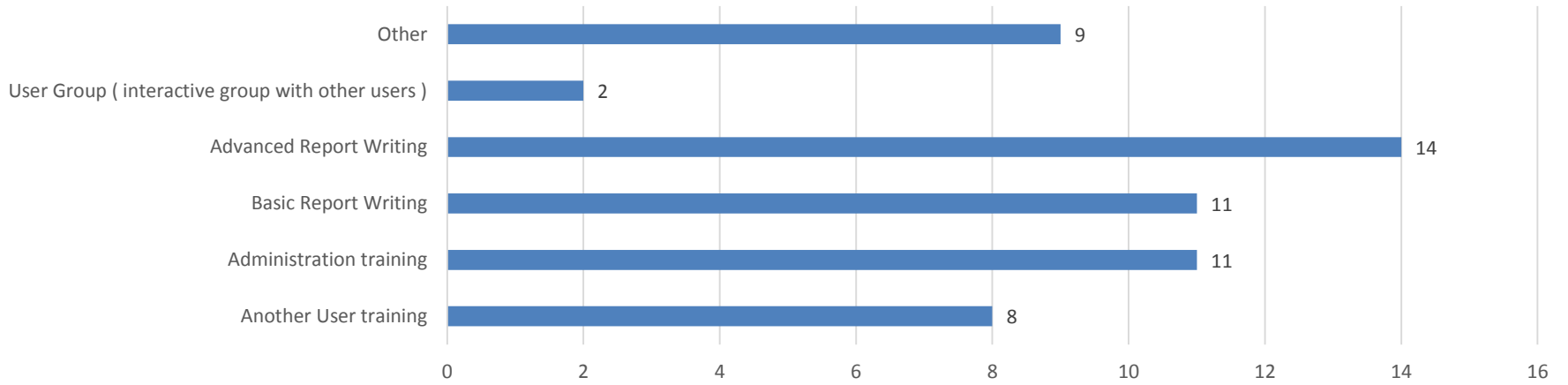
1=unlikely, 5=very likely



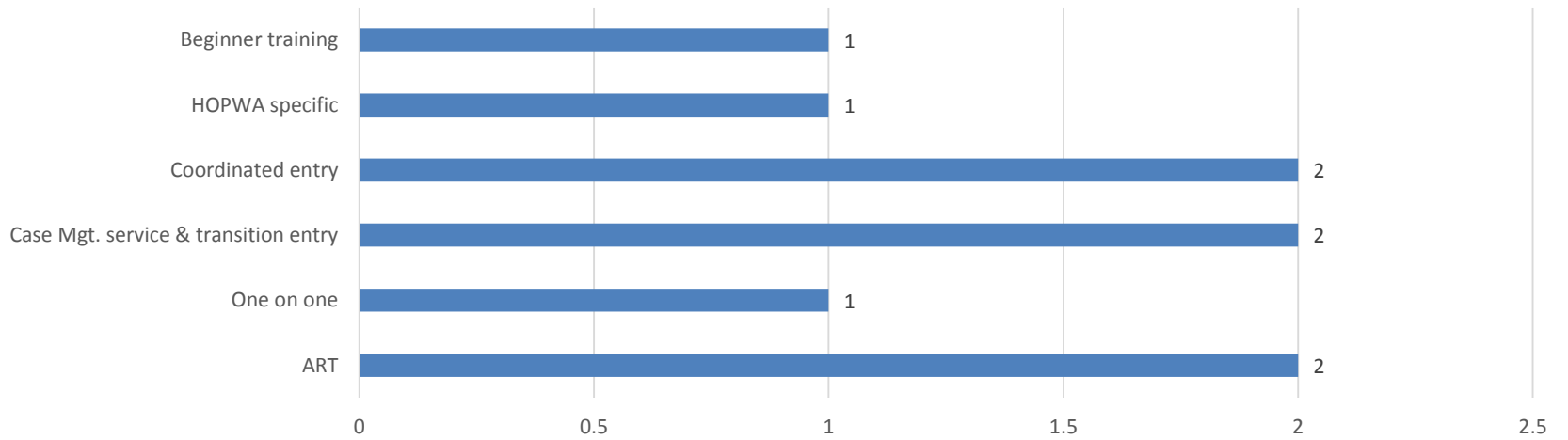
Which type of training method do you prefer ?



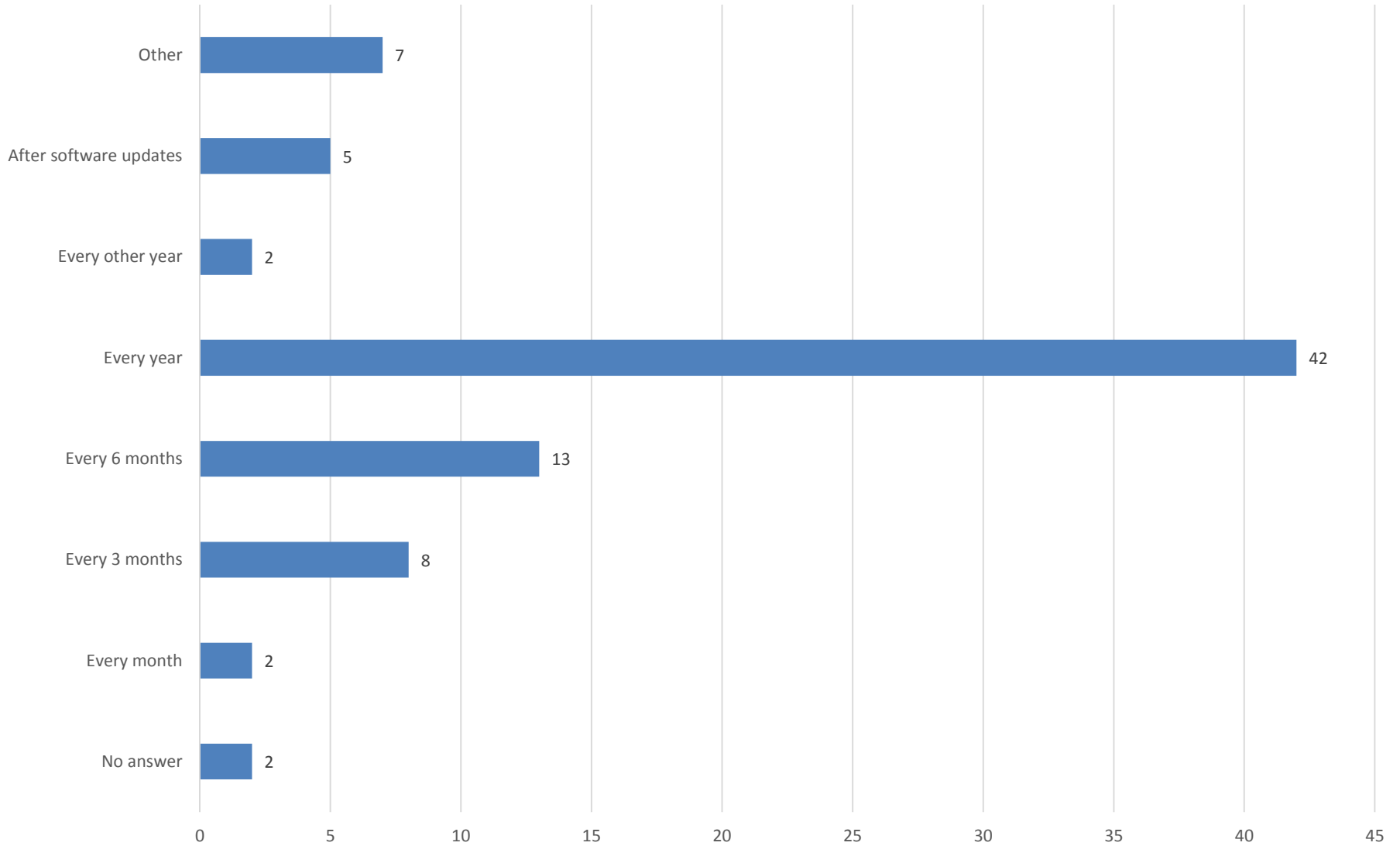
I would like to attend additional training on :



Other expanded



How often would you like to have refresher training ?



2015 Summary

- Donna Curley and Tony Nappo trained 74 users in 5 days, 3 locations and 2 sessions (mornings & afternoons, with only a morning session on Friday)
- For 73% of users, this was not their first training; 77% thought length of training was just right
- Most improved their knowledge or skill level
- Using Eventbrite to register was easy for over 77% of users
- 89% said that the several emails sent by HMIS as reminders about the training were just the right amount
- 82% determined the class met their objectives by rating them between 4 and 5 (the highest ratings)

2015 Summary (continued)

- Content, organization and delivery, handouts, and the location/room all scored favorably high ratings
- 97% gave the trainers the highest two ratings!
- Various answers to how the training will help in daily work
- 18% of users are very interested in watching training videos
- Over 68% of users want to be trained by a live trainer
- Additional training topics — 23% another user training, 31% admin tasks, 40% basic/advanced report training
- Over 58% of users want training every year; 18% every 6 months

How do 2015 results compare with previous training results?

Topic	2015	2014	2013	2012
# of end users/admins registered for training	50/39	49/39	53/39	46/39
1 st time training	26%	22%	22%	68%
Met objectives	93%	90%	88%	92%
Preferred training method	Trainer on-site 50% Trainer on video 21%	Trainer on-site 63% Trainer on video 18%	Trainer on-site 65.5% Trainer on video 16%	Trainer on-site 75%
Refresher training frequency	Once a year 58% Every 6 months 18%	Once a year 70% Every 6 months 21%	Once a year 61% Every 6 months 22%	Once a year 56% Every 6 months 25%
Additional training topics requested	User 23% Admin 31% Basic/adv reports 24%	User 15% Admin 9% Basic/adv reports 18%	User 15% Admin 10% Basic/adv reports 20%	User 19% Admin 22% Basic/adv reports 43%