

HMIS SUPPORTS A VISION FOR DATA AND PERFORMANCE SUCCESS

THE HMIS LEAD AGENCY DEVELOPS EXPERTS AND SUPPORTS DATA-DRIVEN LEADERS TO IMPROVE CAPACITY

Minnesota’s Homeless Management Information System (HMIS) is a web-based database used by homeless service organizations across the state to collect client-level data on households experiencing or at risk of homelessness. The administration of an HMIS is a mandate from the federal Department of Housing and Urban Development (HUD).

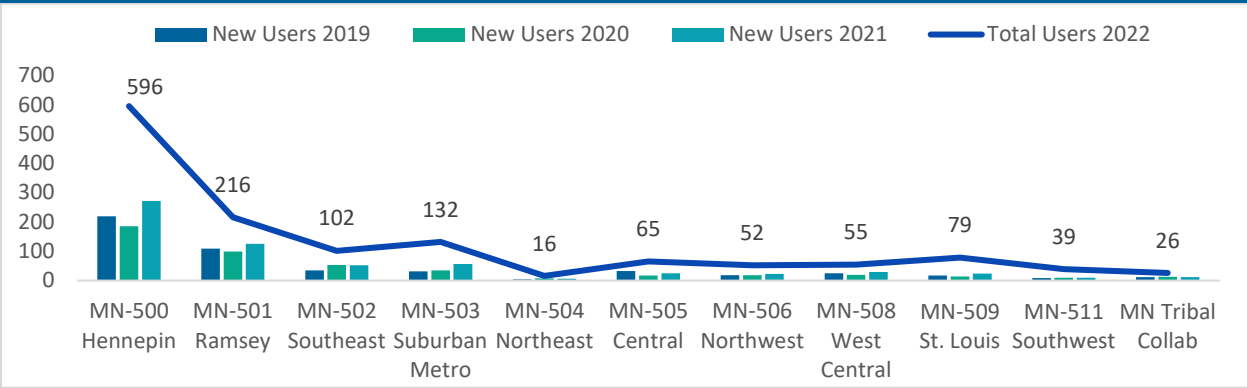
HUD’s Office of Special Needs Assistance Programs outlined a set of goals for the field of homelessness assistance, and three strategy areas where communities should examine their current state and track progress toward an advanced state. HMIS plays an important role in communities’ achievement of these goals.

This document covers **Strategy 1: Improve the capacity of people setting up, operating, and benefitting from data systems.**

DEVELOPING EXPERT END USERS AND COMMUNITIES

How does Minnesota’s HMIS develop experts?

From initial system orientation to opportunities to diversify and refresh skills, ICA is responsible for ensuring each user can confidently and appropriately navigate the system.



User Training

The HMIS MN user base continues to grow. In 2021 ICA launched a new learning management system to train users. Users complete a mandatory training curriculum to gain access to the system, and can complete courses on demand to build or refresh their skills.

Knowledge Base

The HMIS MN Knowledge Base is a self-service repository of articles designed to answer users’ frequently asked questions about data entry, reporting, and the HMIS. The Knowledge Base receives, on average, more than 2,000 views per month.



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Customer Support

ICA staffs a Helpdesk 40 hours per week. The ICA MN Helpdesk fields, on average, 750 cases per month, and users consistently rate the Helpdesk highly on knowledge, friendliness, timeliness of response, and ability to resolve their issue.

Data Literacy

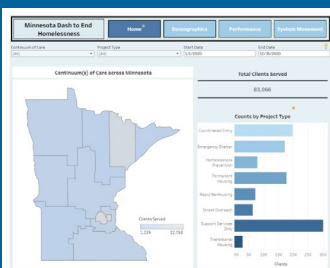
In one-on-one sessions with ICA Reporting and Evaluation staff, users can sharpen their skills in data interpretation and analysis. Since the launch of this initiative in 2021, ICA has held more than 50 sessions.

SUPPORTING DATA-DRIVEN LEADERS IN COMMUNITIES

How does Minnesota's HMIS support data-driven leaders?

Performance Monitoring Tools

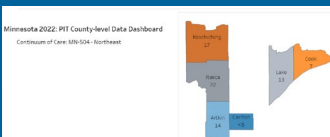
ICA maintains several HMIS-based tools for community leadership and other partners to use data from the system. These tools are designed with community input and frequently updated to include users' requested enhancements.



The [MN Dash to End Homelessness](#) is the most comprehensive tool available for partners in Minnesota to see their HMIS data summarized and visualized. It tracks key metrics that measure the state's progress toward making homelessness rare, brief, and non-recurring. Users can disaggregate most elements by categories, including by race and ethnicity. This dashboard also contains county-level information.



The [Coordinated Entry Dashboard](#) offers a series of interactive visualizations for communities to monitor their Coordinated Entry systems. Users can disaggregate most elements by categories, including by race and ethnicity. This dashboard also contains county-level information.



The [Point-in-Time Count Homepage](#) on the HMIS MN website has several tools that visualize data from the annual Point-in-Time Count of persons experiencing homelessness, including a [tool to view results by county](#). Data on the homepage is available from the 2018 – 2022 Counts.