

ICA Website & Knowledge Base Survey Results



MO Overview



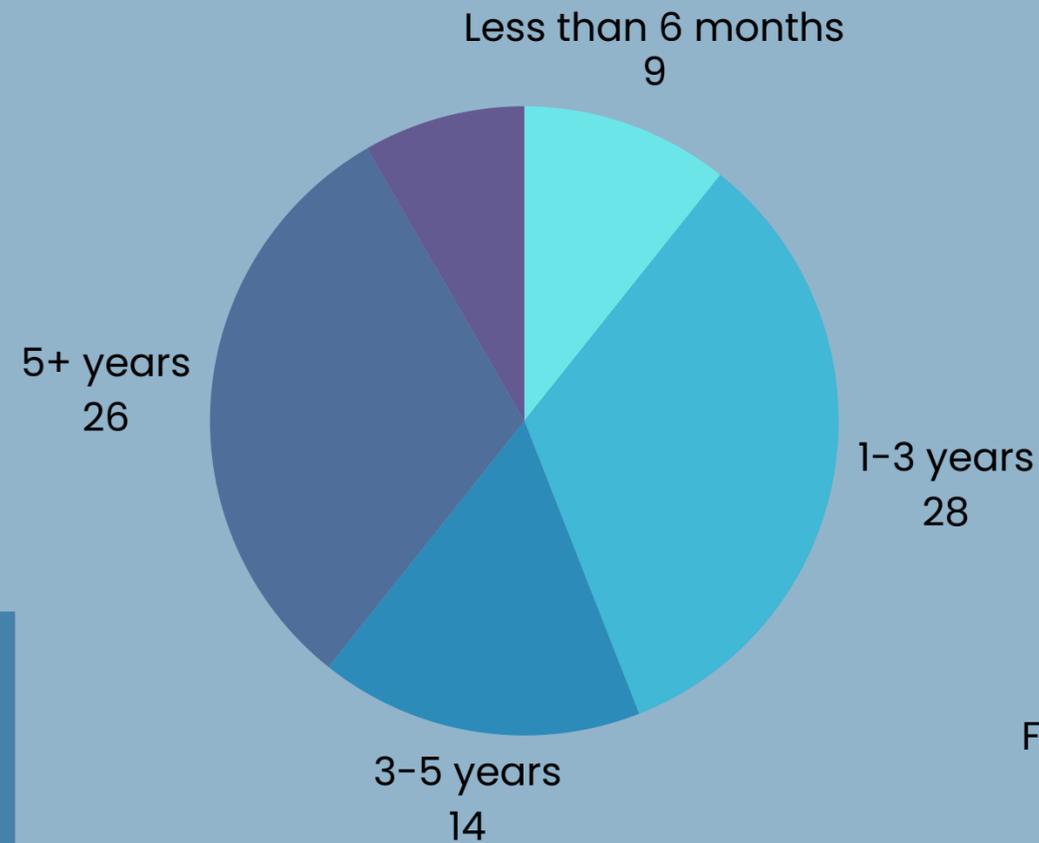
Missouri User Information

90 users completed this survey

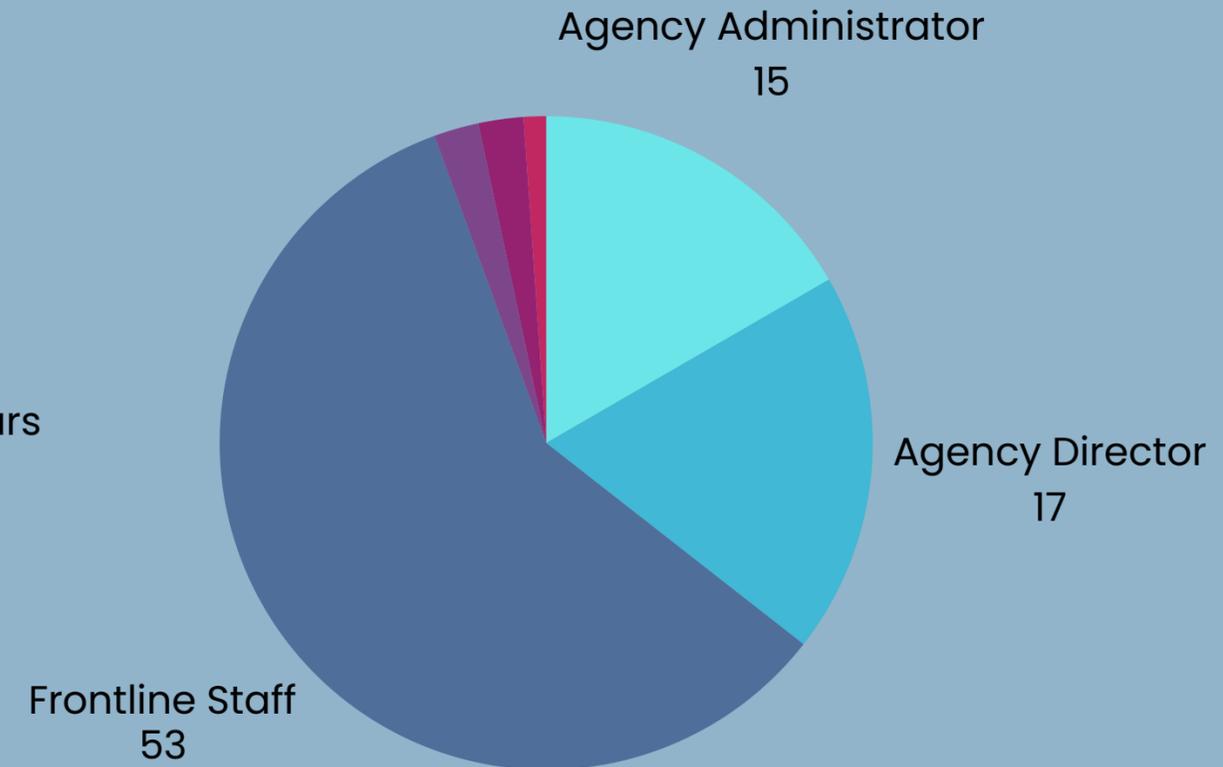
87 agencies use HMIS, one does not and two are unsure. 84 users personally use HMIS, and 3 users do not

HMIS roles by user:
Data Entry: 75 users
Reporting: 50 users
Administrative Oversight: 32 users

Time as an HMIS user

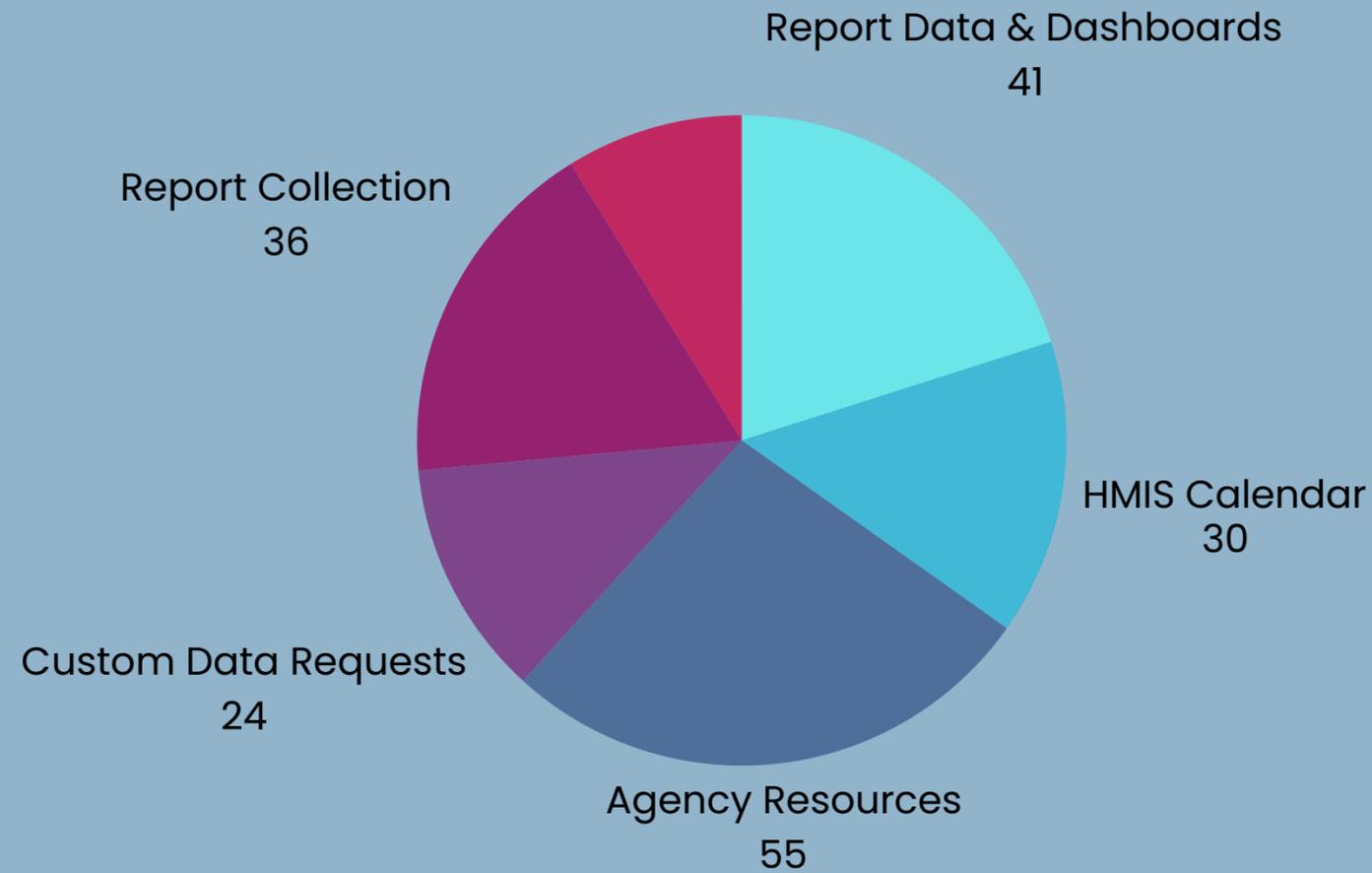


Primary Role

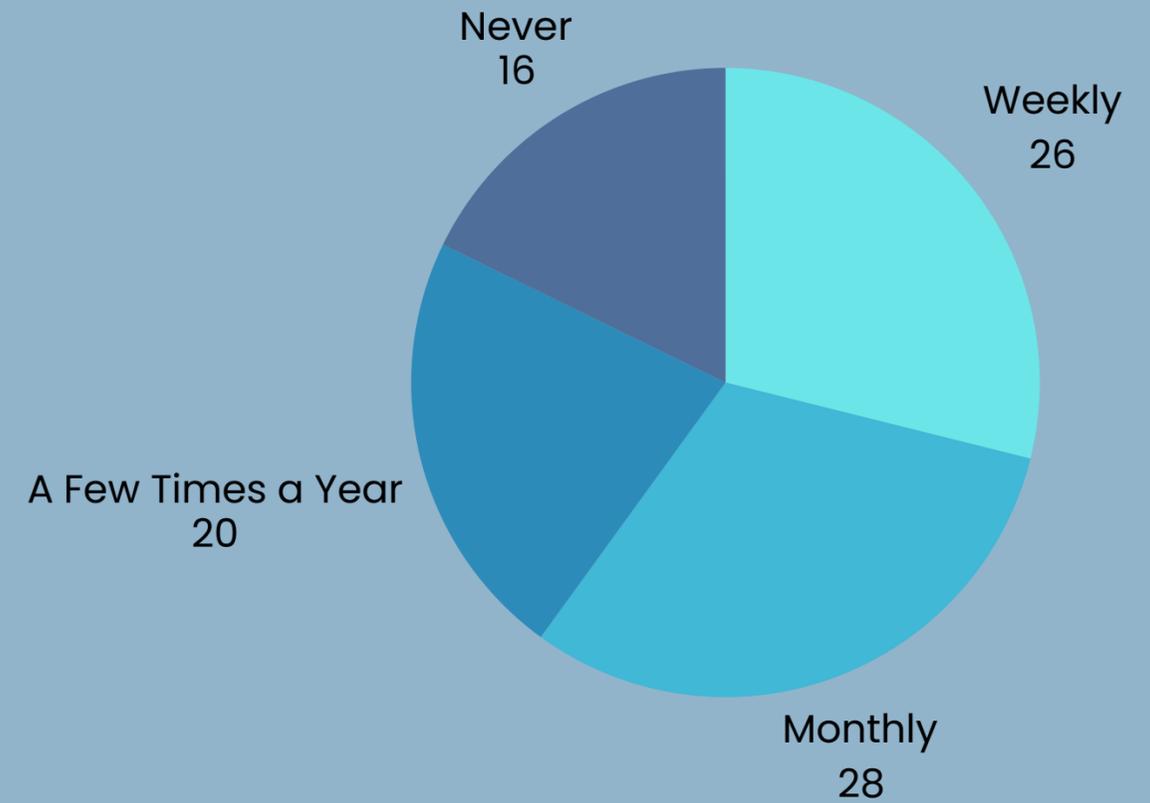


Missouri ICA Website Information

What do you visit the ICA website for?



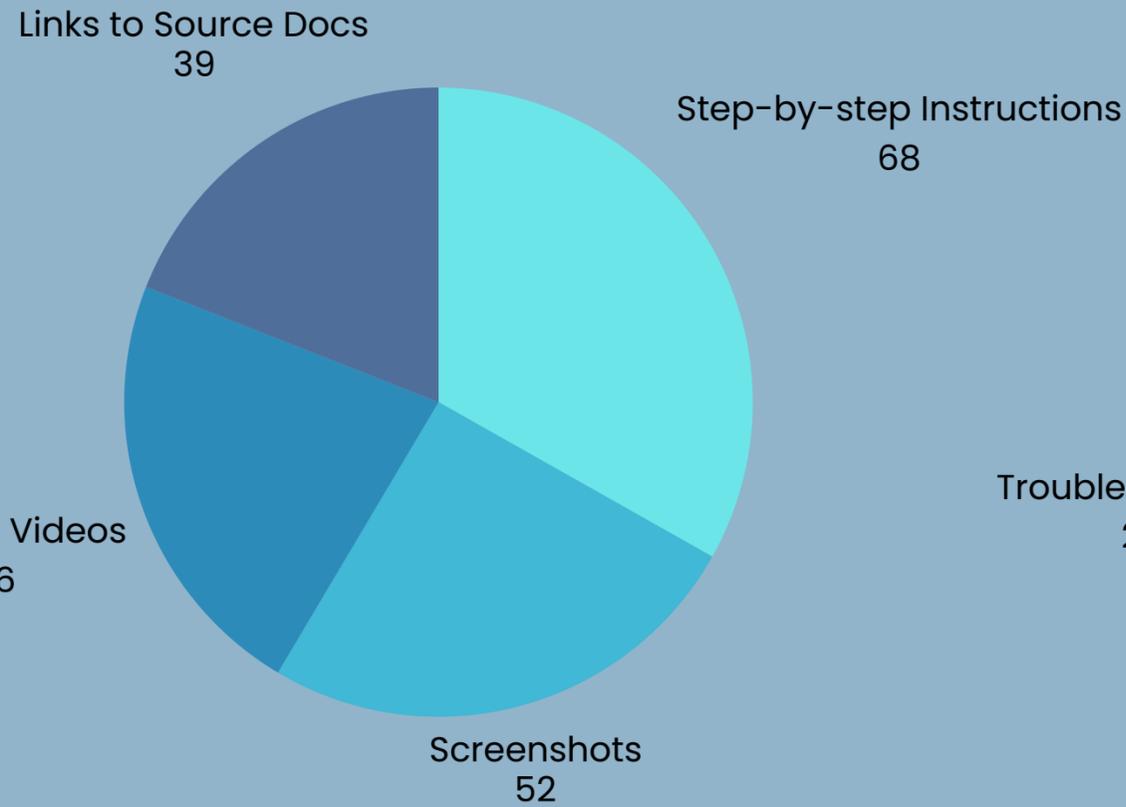
ICA MO Website Use



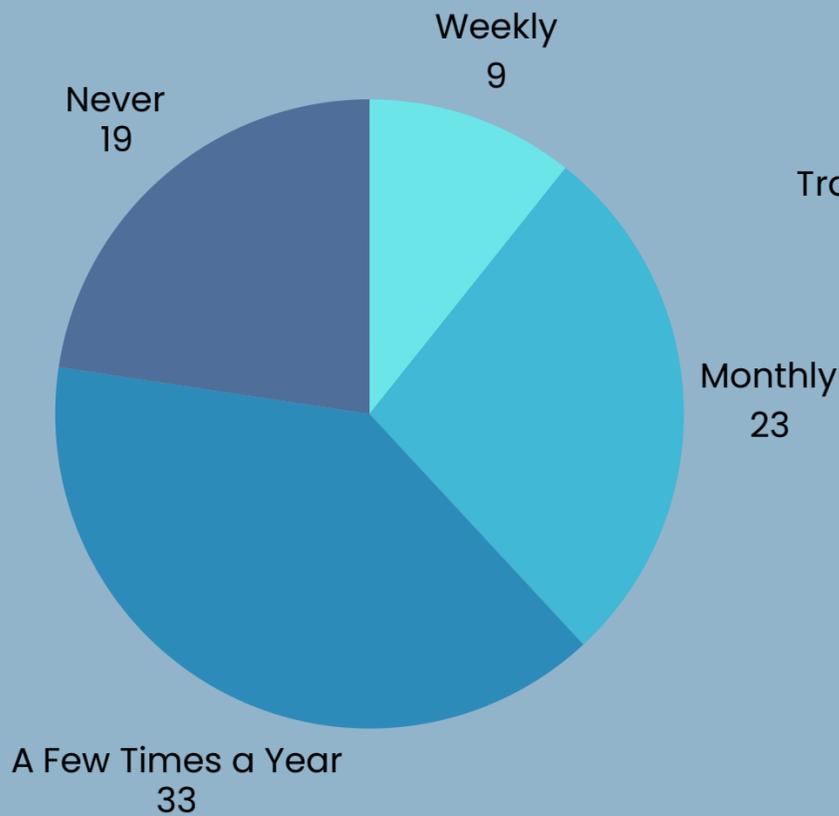
Reports Dashboard Rating
Average: 3.95 (63 ratings)

Missouri Knowledge Base & Tip Sheet Information

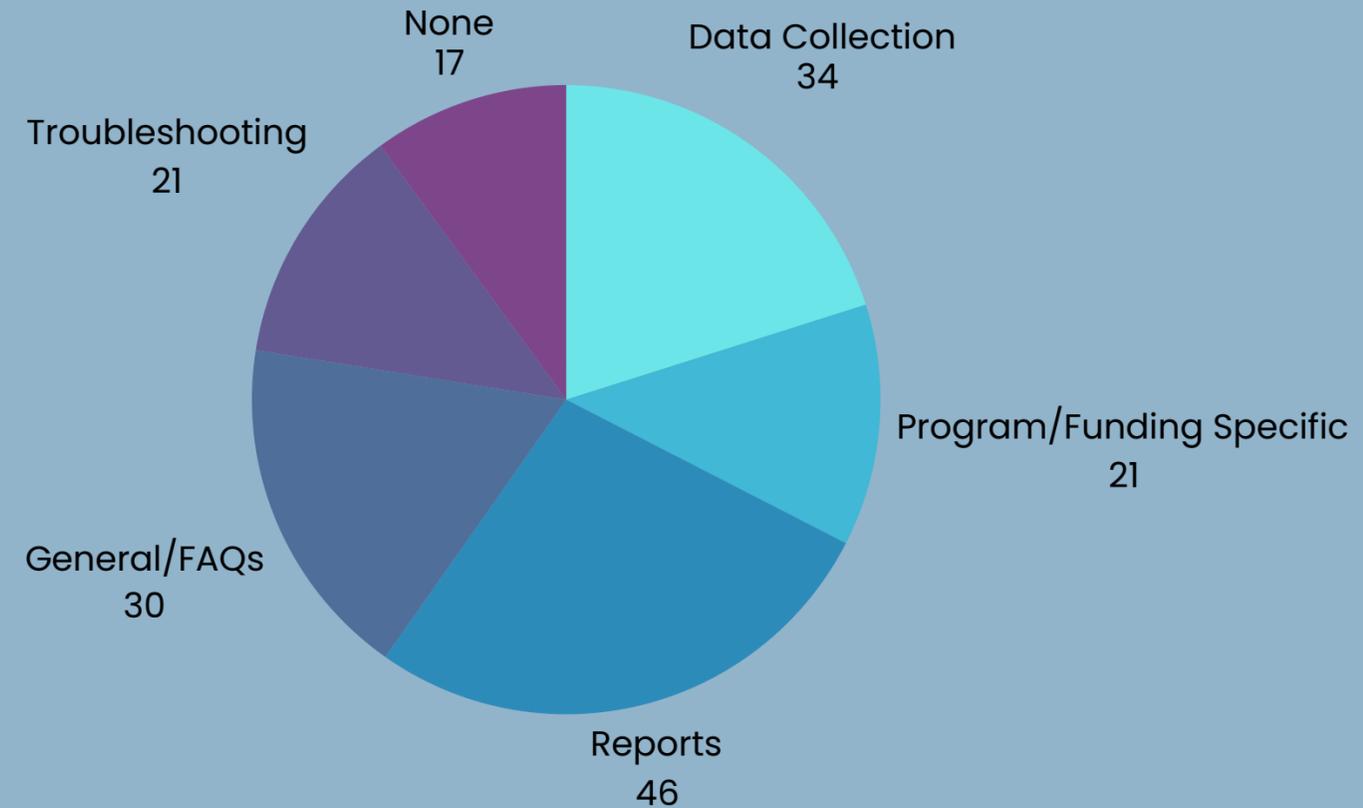
Most Useful Info on Tipsheets



Knowledge Base Use



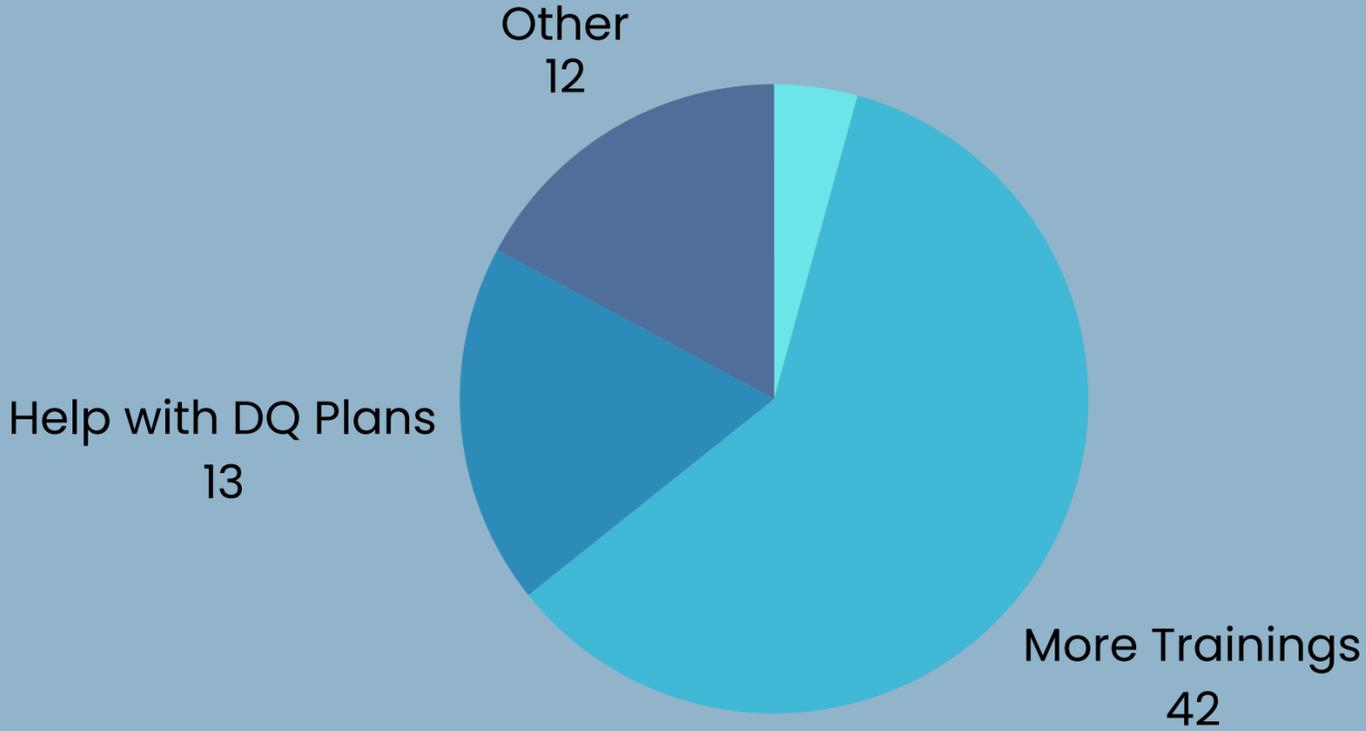
Tipsheets Accessed Most Frequently



Finding Tipsheets Rating
Average: 3.95 (61 ratings)

Missouri Additional Feedback

Additional Helpful Resources



Balance of State



Balance of State - User Information

23 users completed this survey

All agencies use HMIS and all users personally use HMIS

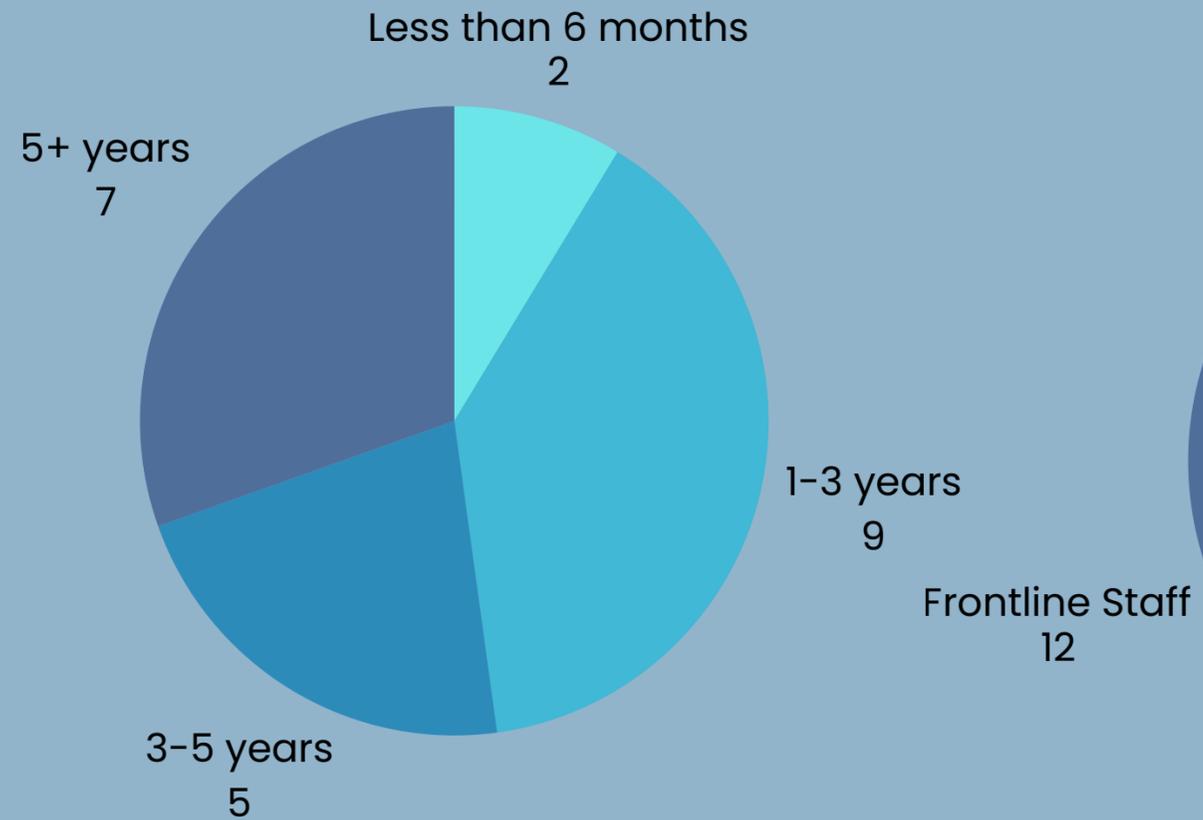
HMIS roles by user:

Data Entry: 20 users

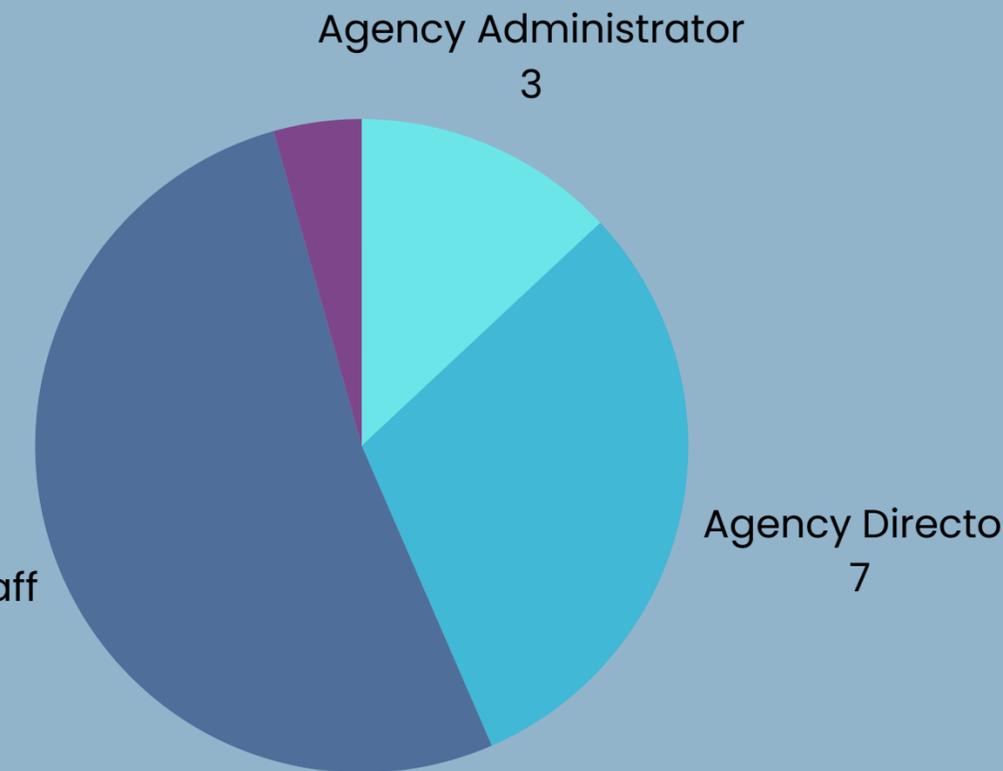
Reporting: 12 users

Administrative Oversight: 9 users

Time as an HMIS user

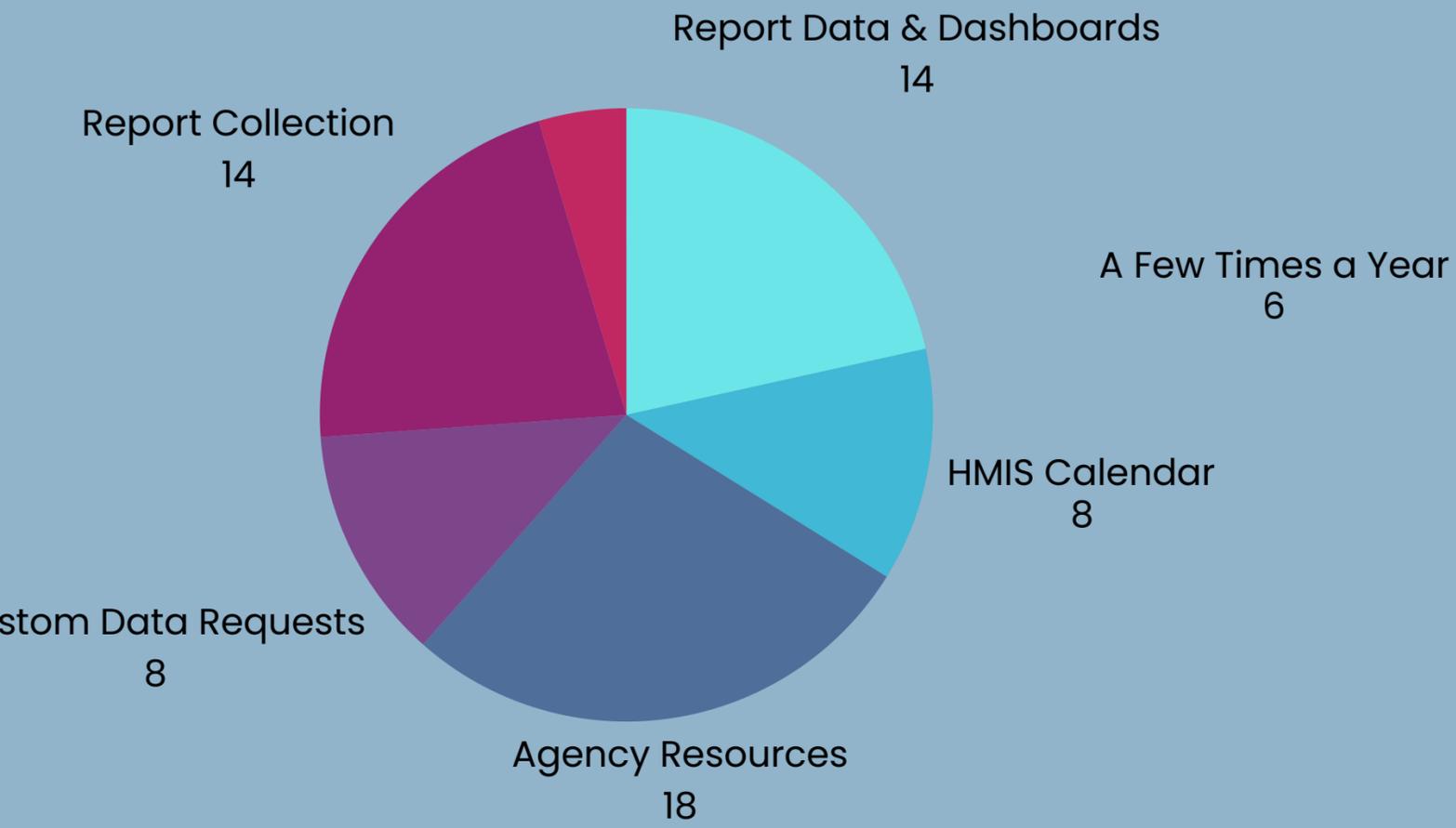


Primary Role

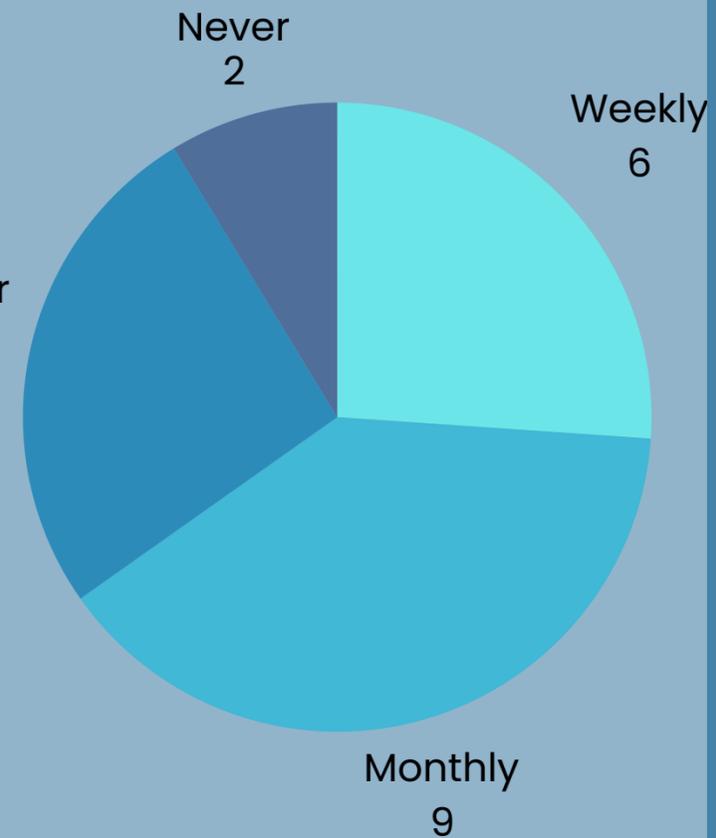


Balance of State - ICA Website Information

What do you visit the ICA website for?



ICA MO Website Use



HMIS Calendar Feedback

any trainings coming up with a link to them or open hours for Q&As when people have HMIS related questions

I think it looks good. With recently onboarding a new staff member it was helpful in making sure her calendar had the office hours on there and she was able to reference it to check dates.

There are only a few dates on the calendar that pertain to me.

It currently has maybe 2 items per month - so seems like a waste of space and could easily be replaced with a static link stating the dates for the First Friday and Fourth Wednesday events. A calendar that large would typically be something with a lot more information on a regular basis.

Zoom links to meetings

It could be nice if this Calendar was easily accessible in HMIS, or that the notifications on it were also posted on the System/Agency News boards in the Home menu.

Balance of State – Reporting Dashboard Information

Reports Dashboard Rating
Average: 3.8 (15 ratings)

Federal Reports Dashboard Feedback

Some of the print is so small I cannot read it. It is also a lot of information thrown at you.

I have never been on this page. I am unsure of how to navigate it.

A simple refresher list/training to remind those who don't regularly access it what each report is useful for. I don't regularly access them, so generally have to call another user to remind me which report to use, as the names can be a little too similar.

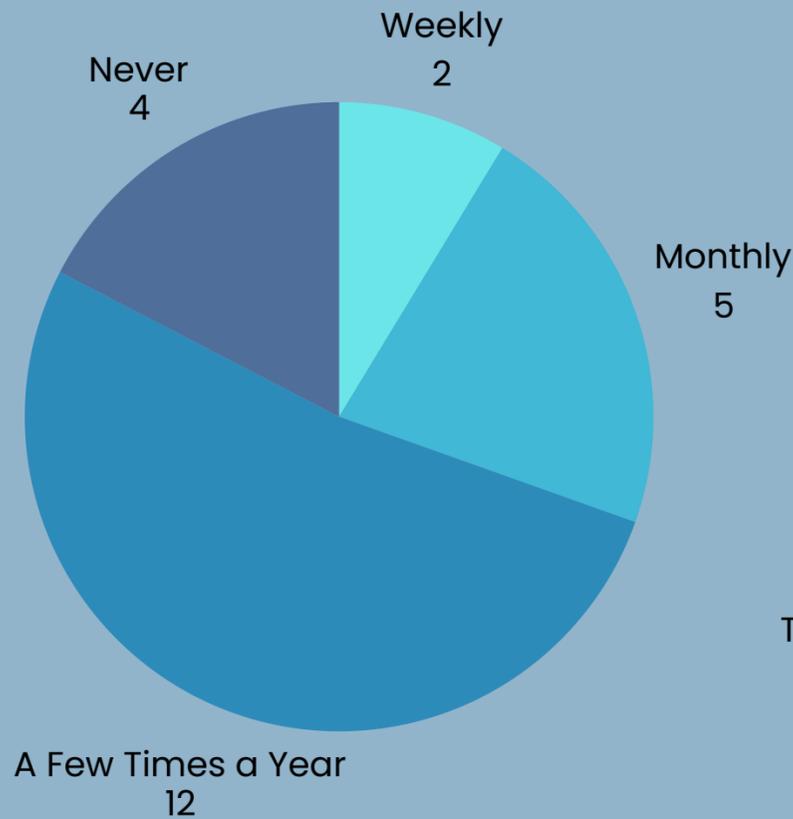
I think it's great as is.

It can be found on the ICA website through different means, but the information pages aren't all linked together. This means you have to navigate to individual pages using different paths. It could be nice if the Federal Reports Dashboard page(s) was/were accessible from the ICA Home Menu or easily navigated to from there.

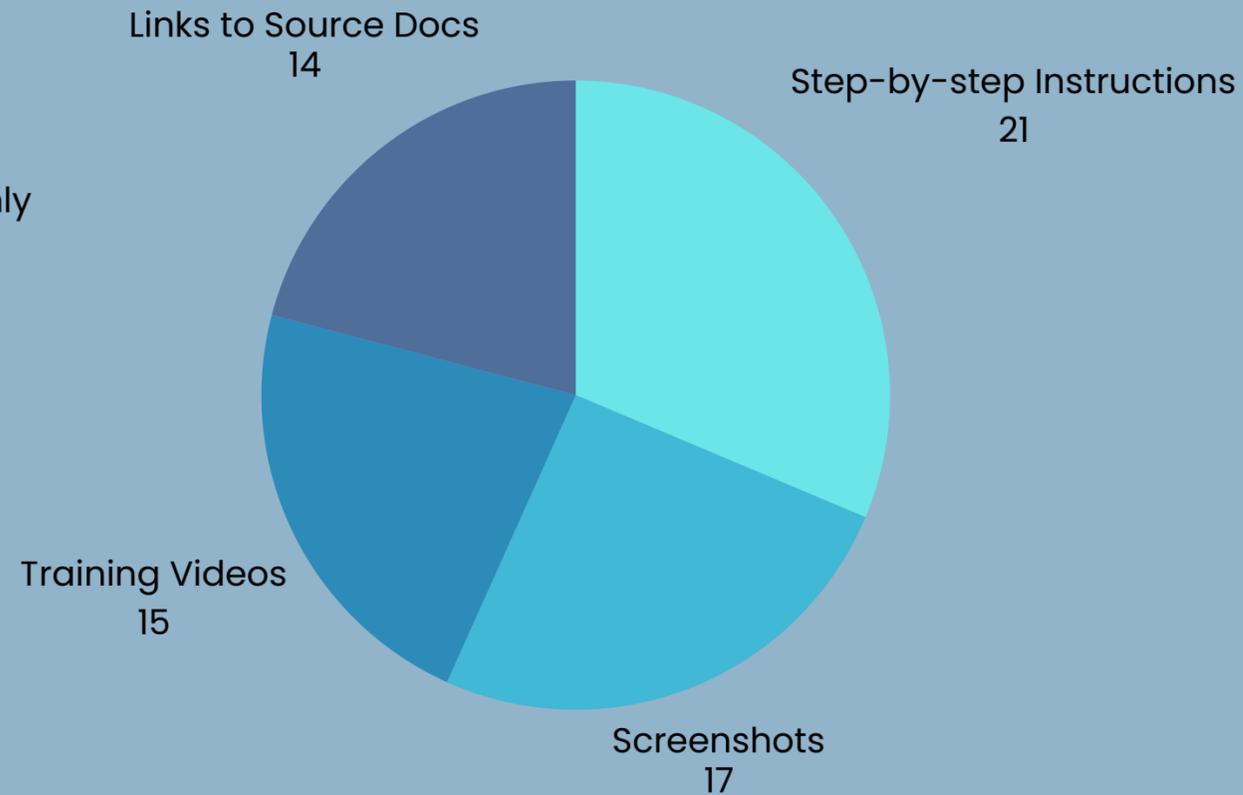
Continued education and training for new staff and seasoned staff

Balance of State – Knowledge Base & Tip Sheet Information

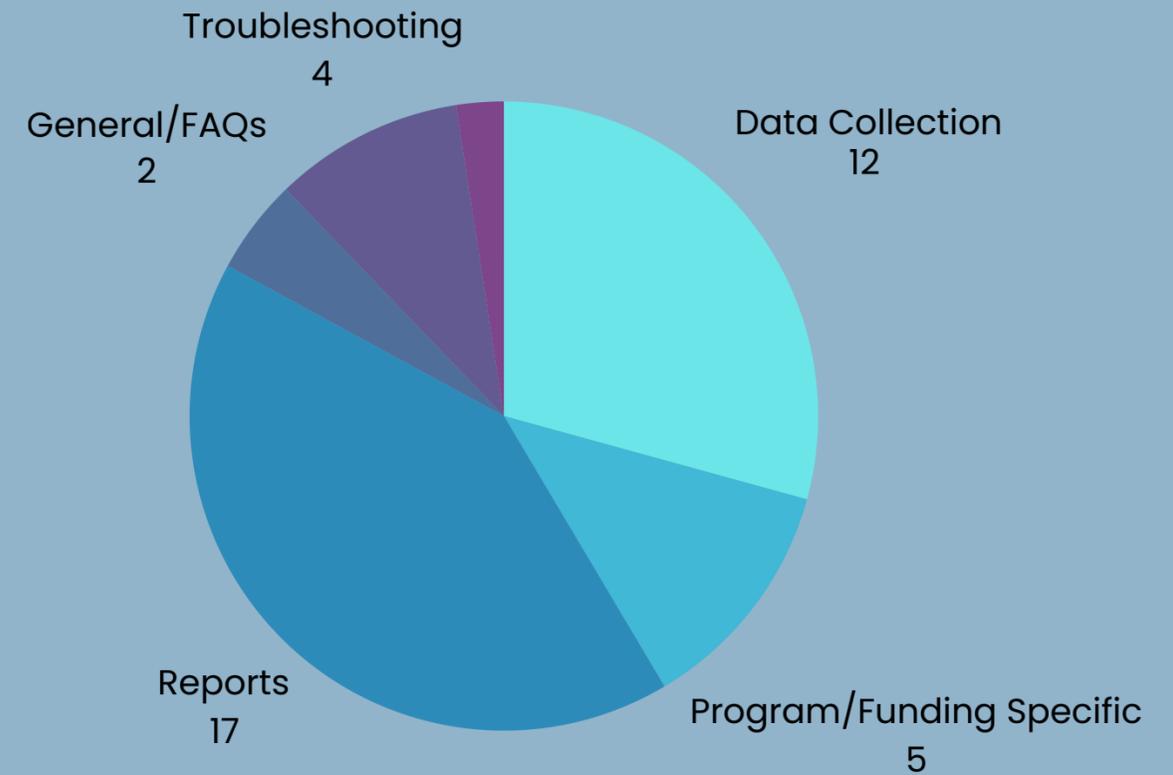
Knowledge Base Use



Most Useful Info on Tipsheets



Tipsheets Accessed Most Frequently



Balance of State – Knowledge Base & Tip Sheet Information

Tipsheet/Articles Feedback

making the forms easier to find

once I find the tipsheet for what I am looking for, it is helpful

I just wanted to use this block to emphasize that Step-By-Step Instructions and Links to Source Documents are AMAZINGLY helpful and appreciated. Genuinely solves many of my problems and holdups.

These are great and helps us do the job more efficiently

Definitely dedicate a section to examples of outliers for various things.

Things like "What you can do if you can't [X]," "What to put if you cannot get [X] information," etc.

Finding Tipsheets Rating
Average: 3.7 (18 ratings)

Balance of State - Additional Feedback

General ICA MO Website Feedback

seems to all work well with the exception of locating the HUD Data Collection Forms. There should be a link on the homepage as these are used extremely often and shouldn't be difficult to find

I appreciate the extra time that Jennifer, Storm and Belle put into ensuring we know what we are looking at and how to log things correctly. I am certain there are others they just happen to be who I work with directly.

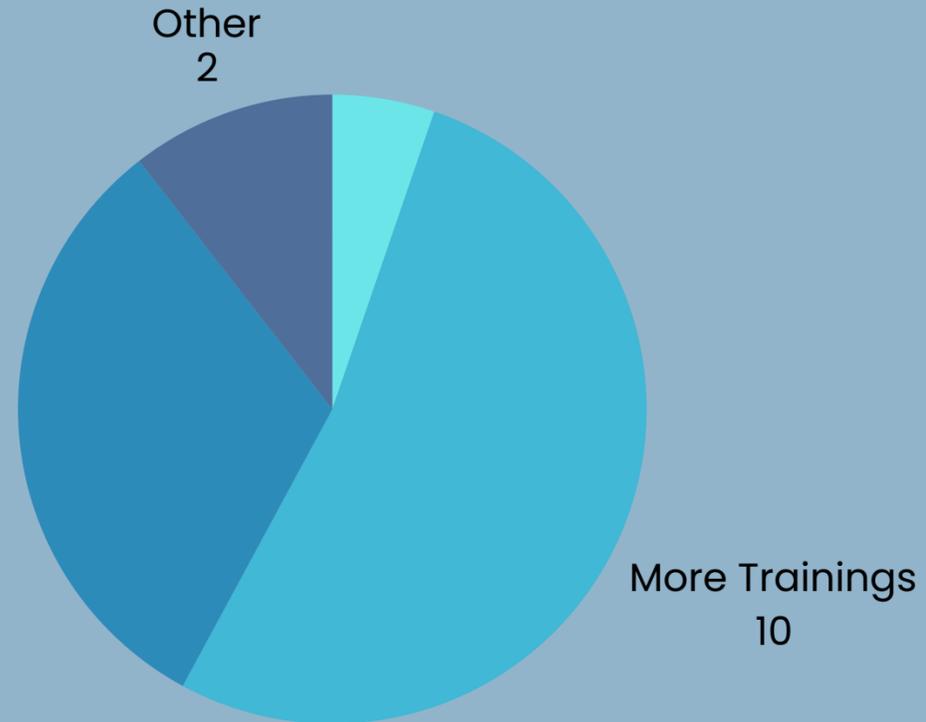
Overall, the website is great - these comments are somewhat nit-picky - but I find it generally to be simple to access and understand.

I think ICA Missouri is an invaluable partner in helping us with the homeless population. The staff have always been professional, friendly and super efficient. Very easy to work with and always ready to help. I have nothing but praise for the whole team.

I think the ICA website is great. I would only suggest that pages that are relevant to each other should always be navigable from each other or consolidated, to ease searching for specific pages.

Balance of State – Additional Feedback

Additional Helpful Resources



Additional Resources & Other Feedback

If there is ever an adjustment in forms or method of inputting data, giving HMIS users a timeline and training necessary is appreciated. In the past, this has been done.

more training for the data entry staff

The admin is the only way i get things accomplished. They are very good about responding to emails. Georgie is AMAZING!

Other, I am referring to information of outliers, what to do when common problems occur, explanation of why something works the way it does so people can reason through things they haven't seen before/don't follow the typical step-by-step guides.

meet with system admins on TAAs

The resources we have are incredibly useful. Mostly, I suggest ideas that could help minimize human error and help agencies attempt to solve their own problems before an ICA/HMIS admin must be called in.

They have been invaluable to me with HMIS and other things!!!