



OneHome Training Plan

To: OneHome Community Partners
From: OneHome Team
Date: 5.14.19
Regarding: OneHome HMIS Training Plan

SUMMARY: This document outlines the current plan to train community providers how to complete OneHome tasks within HMIS. Specifically: where the process currently stands, what to expect of the process through August, and a detailed description of each of the four trainings and who is required to attend each training.

WHAT HAS HAPPENED SO FAR: One of the most exciting things about integrating OneHome processes into HMIS, is the ability to significantly increase the number of individuals who can directly enter data to the OneHome database. Recently, the OneHome team asked each agency liaison to relay which staff members will need access to HMIS. We received 200 end user requests—twice the number of users we had for Salesforce—and more than 100 users have been trained! You can read more about this in the FAQ section of this document. If you want details on why switching to HMIS helps OneHome meet many of its goals, you can find them [here](#).

WHAT IS COMING NEXT FOR TRAININGS:

- Two OneHome HMIS 301 training will be held each month through August. You can read the description of this training in the section below.
- The OneHome team will reach out directly to the staff pre-identified by each agency liaison to invite community partners to these trainings.
- OneHome 301 HMIS trainings **in May** are targeted towards assessors that are current HMIS users and have been completing VI-SPDAT's on paper.
- The trainings in **June through August** are targeted towards staff who are in the process of getting trained to become HMIS users alongside a few new OneHome Community Partners.
- In order to use HMIS for OneHome, each end user needs to complete at least three trainings: HMIS 101, HMIS 201, and OneHome HMIS 301.

IMPORTANT: If you don't know which training you should go to read the FAQ section below.



TRAINING CURRICULUM & DESCRIPTIONS:

1. **HMIS 101:** A series of webinars that serve as an introduction to what HMIS is and the policies. After you complete the webinars, you must finish the HMIS 101 quiz which you get from your DPAL. See the FAQ's section if you are not sure who your DPAL is. This is a required training of all OneHome HMIS users.
2. **OneHome & VI-SPDAT 101:** This training is NOT HMIS focused, but rather is an overview of what Coordinated Entry is, how OneHome functions today, and trains people on how to complete the OneHome assessment. This training is *only required* for new staff or community partners.
3. **HMIS 201:** This detailed HMIS training reviews major functions of HMIS like creating profiles, managing households, program data quality, and other HMIS functions. This is a required training of all OneHome HMIS users.
4. **OneHome HMIS 301:**
 - a. *OneHome Assessor HMIS 301:* This training is specific to how a OneHome Assessor uses HMIS for OneHome activities. Including, completing the initial screener, the OneHome assessment, sending referrals to the community queue, and other OneHome activities.
 - b. *OneHome Housing Provider HMIS 301:* This training is specifically for Housing Providers on how to input vacancies into HMIS, accept referrals, and track outreach attempts in HMIS for OneHome.

HOUSING PROVIDERS: Housing Providers will continue to use the [interim housing process](#) until the OneHome team communicates the timeline to start using HMIS for the housing vacancy and matching process. The OneHome Housing Provider HMIS 301 trainings will be scheduled in the next week or so when we have a final migration timeline finished. The OneHome team will reach out to you all directly when those trainings are scheduled.

OneHome will also be reaching out to all Housing Providers to get accurate current referral data in preparation for using HMIS for the matching process; you should see emails with detailed instructions from either Renee Crews or Karissa Johnson from Denver's Road Home.

SUMMARY: The OneHome and MDHI team is excited to have this opportunity to provide more community partners access to HMIS for OneHome activities. OneHome is hosting two OneHome specific HMIS trainings each month, through August, and those trainings are available to people who have been identified by their agency liaisons. This fall, OneHome and MDHI will evaluate if there are opportunities to increase the number of HMIS users for OneHome. The OneHome HMIS training invite will be sent out over email.



FREQUENTLY ASKED QUESTIONS:

1) HOW WERE PEOPLE IDENTIFIED TO BE TRAINED: In preparation of using HMIS, the OneHome team reached out to each agency liaison to ask them to identify their list of staff they would like to have direct access to HMIS. We had over 200 end user requests! OneHome reviewed the list and we were not able to give everyone in that initial list access to HMIS this spring, so we reached back out to partners to submit a final list. The OneHome team is using this final list and reaching out to these pre-identified staff to let them know about OneHome HMIS trainings.

2) WHAT IF I NEED ACCESS TO HMIS FOR ONEHOME: OneHome is going to work with all of our community partners again this fall to reevaluate if the right folks are getting access to HMIS for OneHome. The goal is that all people who need access to OneHome in HMIS will have access to OneHome this year. If you have any questions, feel free to reach out to your agency liaison or to OneHome at contact@onehomeco.org.

3) WHY DON'T I HAVE MY HMIS LOG-IN YET? There may be a few reasons why you have not received your HMIS log-in or don't have access to OneHome yet in HMIS. Some common reasons include: no completed HMIS 101 quiz, no HMIS Partner Agreement (APA) signed, or have not attended the OneHome HMIS 301 training yet.

4) WHO IS MY DPAL? (ALSO WHAT IS A DPAL?) You will need to ask your supervisor who your agency Data Partner Agency Lead (DPAL) is. If they don't know, you can submit a helpdesk ticket [here](#). A precise description of a DPAL can be found on the [DPAL agreement](#), but one of the important aspects of this role for you is that they are your go-to person at your agency for all things HMIS.

5) WAIT, SO WHAT TRAINING'S DO I NEED?

- If you are currently using HMIS then you only need to attend the OneHome HMIS 301 training.
- If you are not an HMIS user, but you have been completing VI-SPDAT's on paper and handing those to your Salesforce data entry person, then you need to complete the following three trainings: HMIS 101, HMIS 201, and OneHome HMIS 301 trainings.
- If you are a new staff person at your agency or a new community partner who has never used OneHome before you need to complete the following four trainings: HMIS 101, OneHome & VI-SPAT 101, HMIS 201, and OneHome HMIS 301. In addition to having these trainings, all *new agencies that have never used HMIS* to have the following two documents signed. The [HMIS APA](#) and [DPAL agreement](#).



6) HOW DO I SIGN UP FOR HMIS AND ONEHOME TRAININGS? You can find the HMIS 101 and 201 trainings on the [HMIS website](#). The OneHome HMIS 301 trainings will be sent to everyone over email and not published publicly to make sure that folks pre-identified get access to those trainings. The OneHome & VI-SPDAT 101 trainings will be posted on the OneHome website for anyone to sign on and attend.

7) WHEN CAN I ENTER CLIENTS INTO HMIS? As soon as you get access to HMIS you can go ahead and use the system. If you don't have your HMIS log-in or can't find OneHome when you are in HMIS, you might be waiting on some items outline in question three above.

8) WHAT IS AN AGENCY LIAISON, ASSESSOR, AND HOUSING PROVIDER?

- **Agency Liaison:** is a staff member at a OneHome partner agency who acts as the point person between agency staff and OneHome staff if issues of referral, process or general participant inquiries arise, and share OneHome updates with their agency's staff.
- **Assessor:** is a staff member at a OneHome partner agency who works directly with households experiencing a housing crisis and completes the OneHome assessment. This person is responsible for OneHome data entry and maintenance as well as continued engagement with households they enroll into the OneHome program.
- **Housing Provider:** is a staff member at a OneHome partner agency that operates a housing program, inputs an open housing resource or vacancy in HMIS, and works directly with OneHome staff, Agency Liaisons, and assessors to outreach and engage households matched to an opening at their housing program.