

ONE System Agency Lead Meeting

27Aug18



Agenda

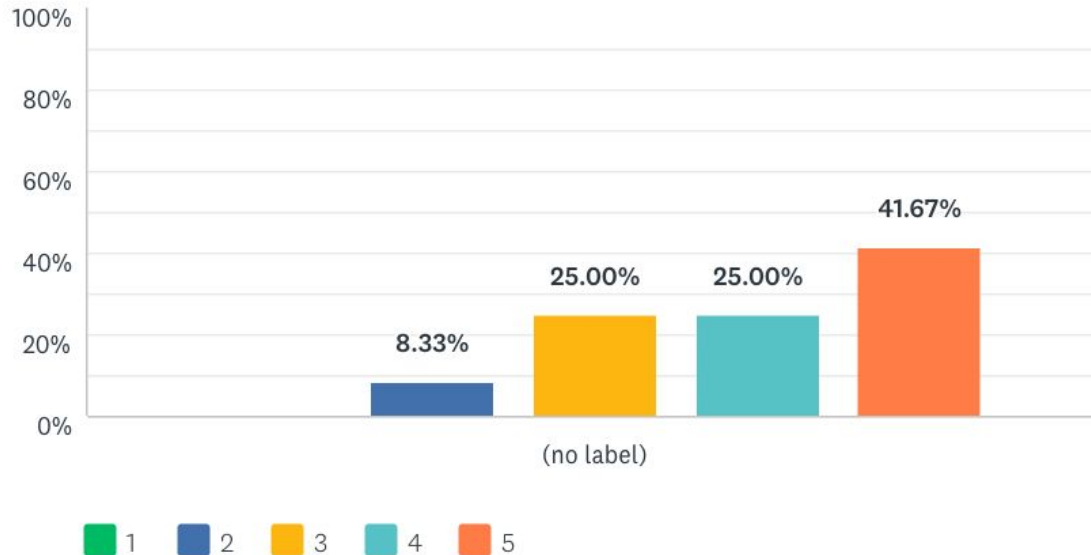
1. Agency Lead Survey Results
2. User Satisfaction Survey Summary
3. Announcements

Agency Lead Survey Results

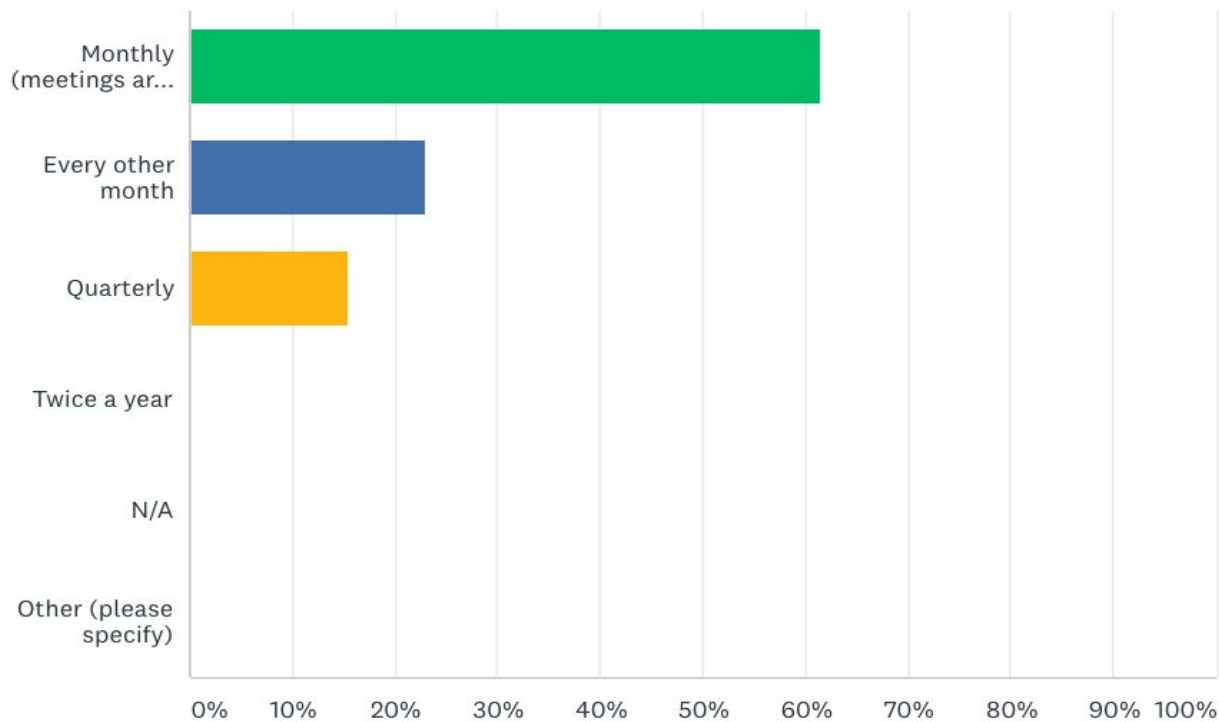
Summary of Results

- 67% of respondents felt that the monthly Agency Leads meetings were either moderately or very useful.
- 62% of respondents prefer to continue having monthly meetings. No respondents wished to have meetings held less than quarterly.
- 92% of respondents are also responsible for monitoring data quality.
- 63% of respondents would be interested alternating meetings with data quality-focused meetings.

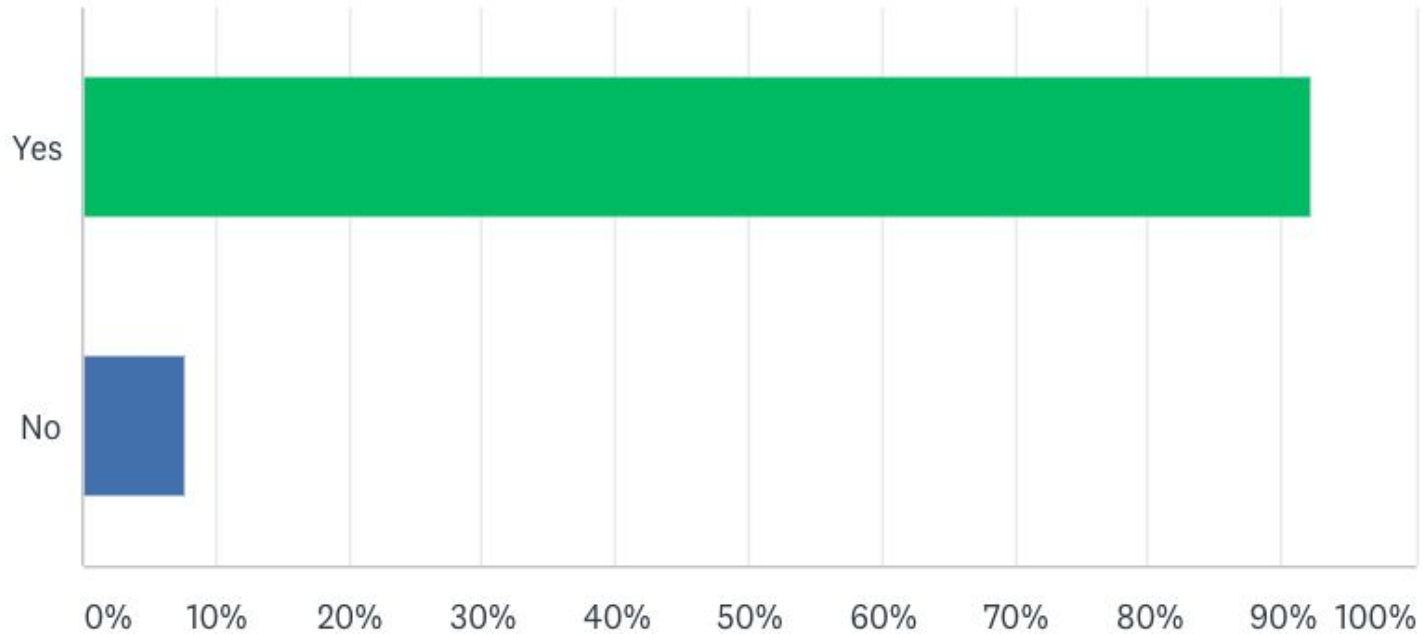
Q1: How useful do you find the monthly Agency Leads meetings?
(1 = not useful, 5 = very useful)



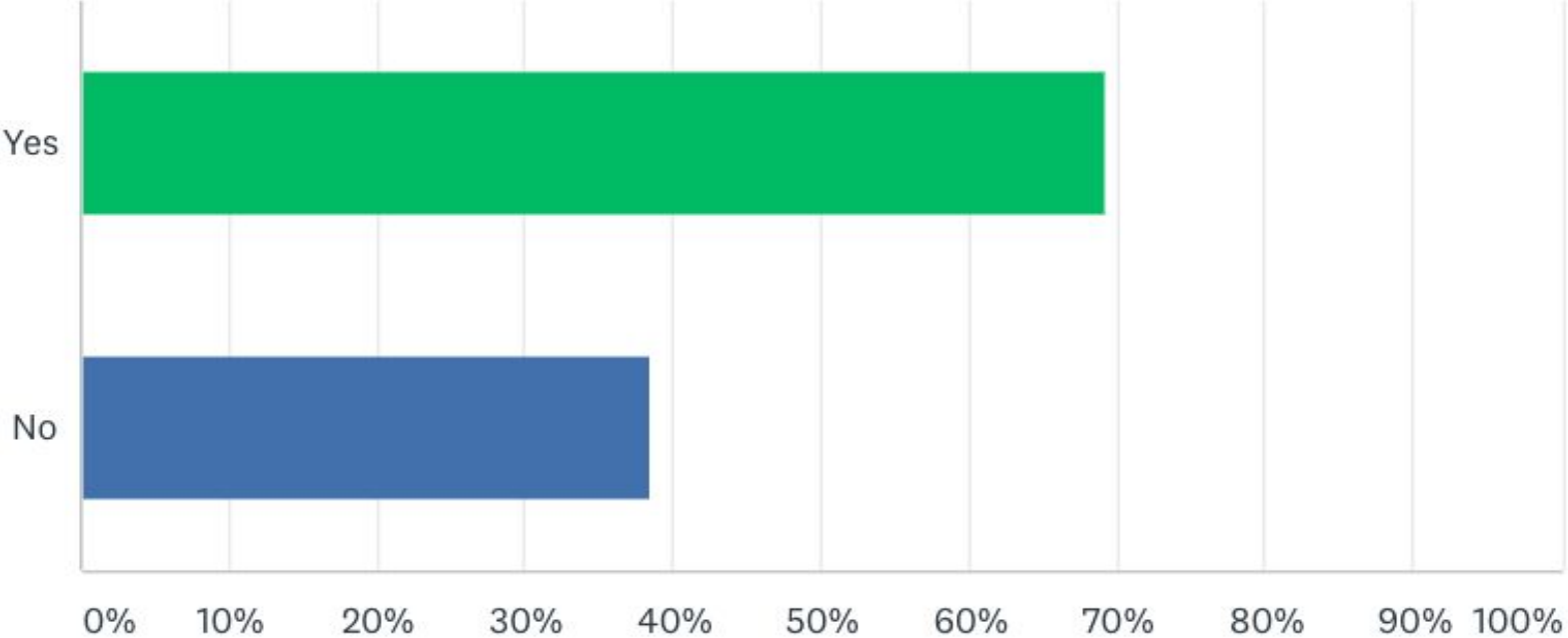
Q2: How often would you prefer to have agency leads meetings?



Q3: Are you also responsible for monitoring data quality at your agency?



Q4: Would you be interested in alternating Agency Leads meetings with meetings to help Leads identify and address data quality issues?



Q5: Are there additional topics you wish were covered at Agency Leads meetings and/or additional feedback you'd like to provide about Agency Leads meetings? If yes, please describe:

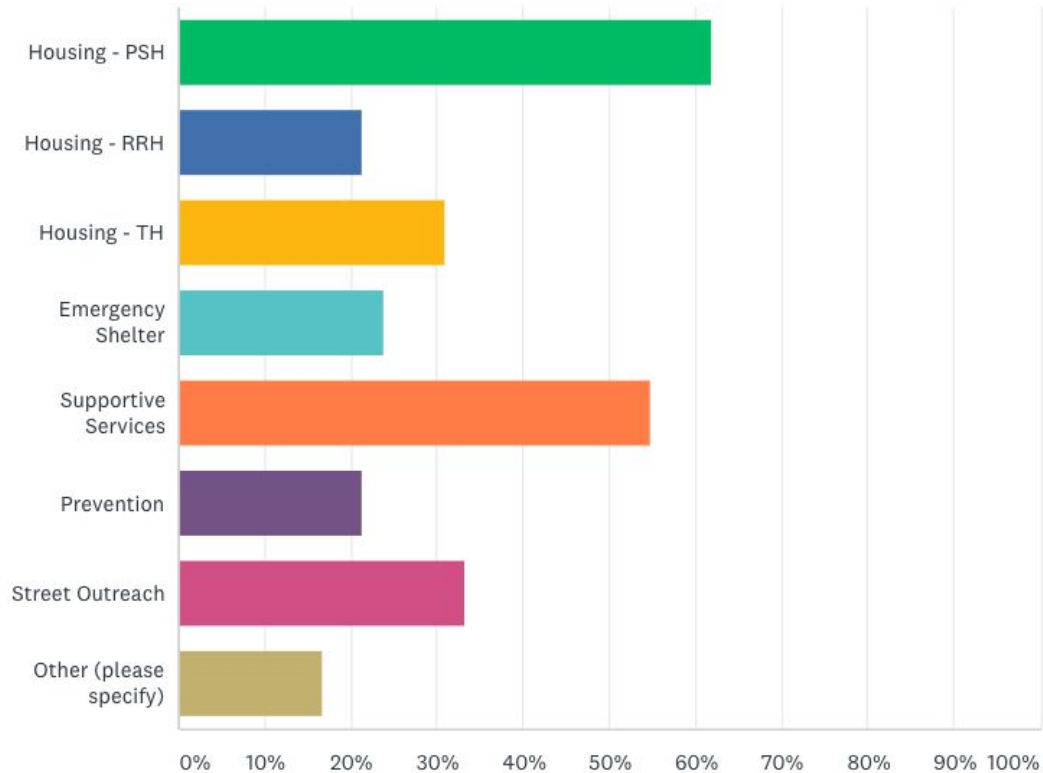
- Alternating data quality meetings should only happen if data quality warrants them and there aren't higher priorities (like CE rolling out).
- HSH updates on data entry expectations of providers.
- More details regarding the agenda ahead of time, and post meeting notes for those who miss a meeting.

User Satisfaction Survey Results

Summary of Results

- Respondents were likely to work directly with clients and were likely to enter client data directly into ONE.
- Respondents highly value in-person training covering both general topics (technical assistance) and topic-specific sessions.
- Respondents want more training on reports/data analysis, and on workflows for using the system.
- Respondents generally felt more positive than negative about the ONE System.

Q2: What type of services does your agency provide? Choose all that apply.



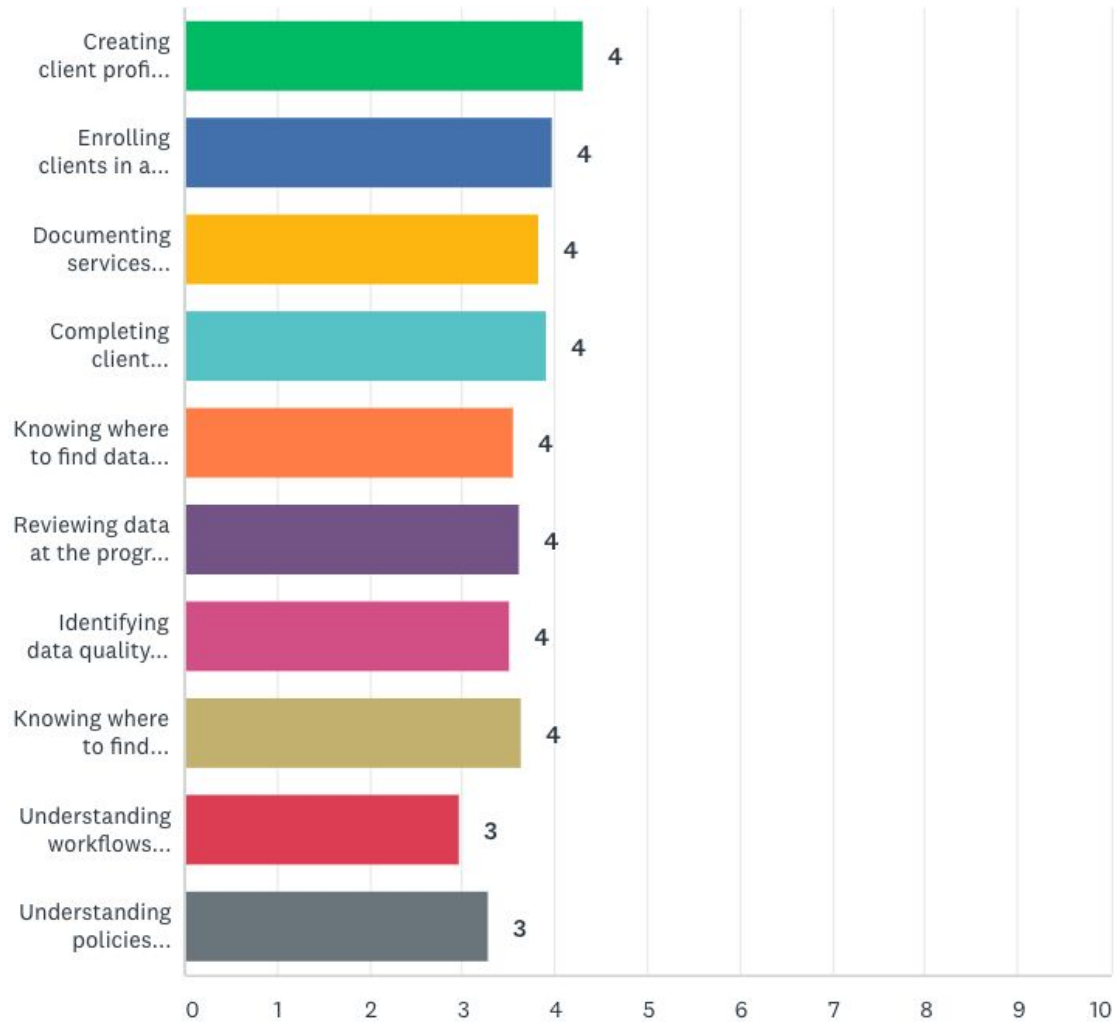
Q6: Please list training topics or types of technical assistance that would be most helpful to you:

31% of comments mentioned Reporting as a training topic of interest.

Q7: How confident do you feel with the following tasks or issues (1=Not confident, 5 = Very Confident, choose N/A if you do not perform these tasks or deal with these issues):

- Creating client profiles in the ONE System
- Enrolling clients in a program in the ONE System
- Documenting services provided to a client in the ONE System
- Completing client assessments for Coordinated Entry in the ONE System
- Knowing where to find data in the ONE System
- Reviewing data at the program level in the ONE System
- Identifying data quality issues in the ONE System
- Knowing where to find additional support when you need help using the ONE System
- Understanding workflows related to your ONE System usage
- Understanding policies related to your ONE System usage

Q7: How confident do you feel with the following tasks or issues (1=Not confident, 5 = Very Confident, choose N/A if you do not perform these tasks or deal with these issues):



Q7: How confident do you feel with the following tasks or issues (1=Not confident, 5 = Very Confident, choose N/A if you do not perform these tasks or deal with these issues):

	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
Creating client profiles in the ONE System	4.76% 2	2.38% 1	4.76% 2	26.19% 11	52.38% 22	9.52% 4	42	4.32
Enrolling clients in a program in the ONE System	7.14% 3	4.76% 2	14.29% 6	19.05% 8	42.86% 18	11.90% 5	42	3.97
Documenting services provided to a client in the ONE System	7.14% 3	7.14% 3	9.52% 4	26.19% 11	30.95% 13	19.05% 8	42	3.82
Completing client assessments for Coordinated Entry in the ONE System	4.76% 2	9.52% 4	9.52% 4	16.67% 7	35.71% 15	23.81% 10	42	3.91
Knowing where to find data in the ONE System	4.76% 2	21.43% 9	14.29% 6	28.57% 12	28.57% 12	2.38% 1	42	3.56
Reviewing data at the program level in the ONE System	4.76% 2	16.67% 7	19.05% 8	28.57% 12	28.57% 12	2.38% 1	42	3.61
Identifying data quality issues in the ONE System	7.14% 3	14.29% 6	23.81% 10	21.43% 9	28.57% 12	4.76% 2	42	3.52
Knowing where to find additional support when you need help using the ONE System	9.52% 4	14.29% 6	14.29% 6	19.05% 8	38.10% 16	4.76% 2	42	3.65
Understanding workflows related to your ONE System usage	19.05% 8	21.43% 9	19.05% 8	19.05% 8	19.05% 8	2.38% 1	42	2.98
Understanding policies related to your ONE System usage	21.43% 9	11.90% 5	9.52% 4	26.19% 11	28.57% 12	2.38% 1	42	3.29

Announcements

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- Data Quality Office hours coming soon in October
- Income Source, Non-cash Benefits & Health Insurance handout tbd...
- [Presentation Slides of ONE System Agency Lead Meetings](#)

Thank you!

