Improving Your Training Curriculum and Delivery

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Agenda

- Introductions
- Understanding importance/role of HMIS training
- Adult Learning Theory
- Developing HMIS training curriculum
- Implementing HMIS training in your CoC
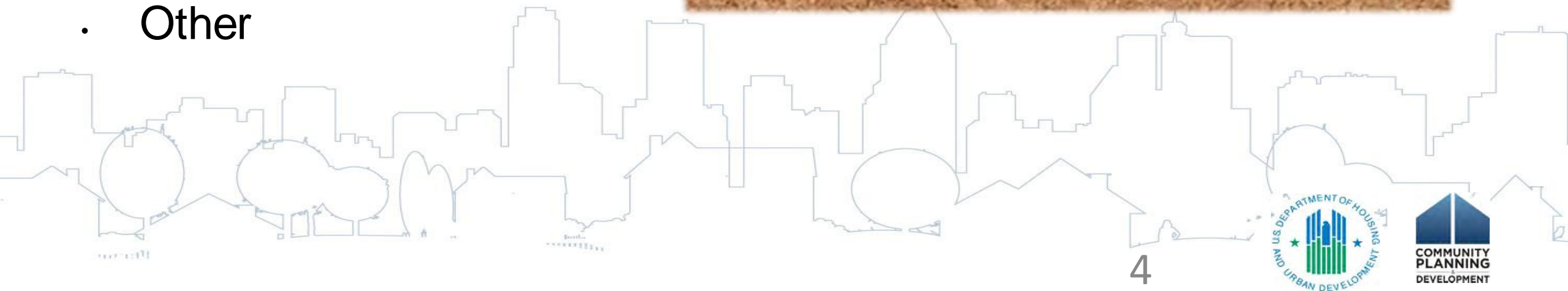- Discussion and Q & A

Meet the Presenters

- **Meradith Alspaugh, The Partnership Center, Ltd.**

- **Louise Rothschild, Abt Associates**

- **Mark Silverbush, Abt Associates**

HELLO
my name is
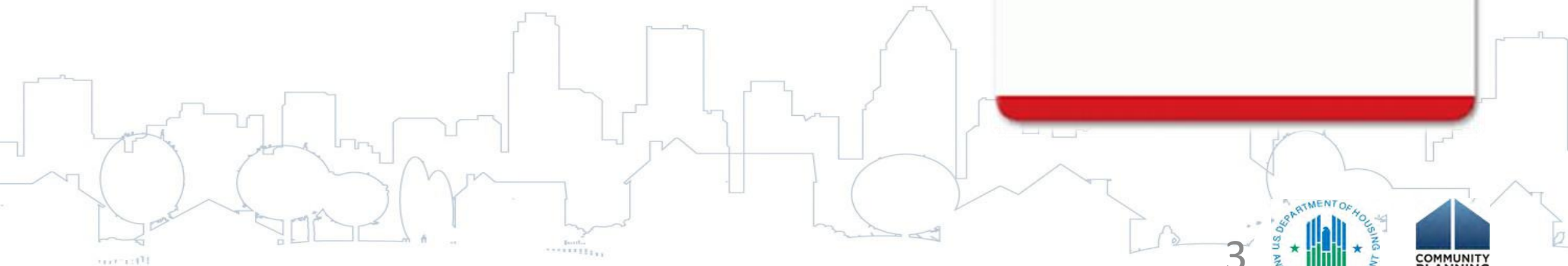
Who's in the Room?

- HMIS Leadership

- CoC Leadership

- HMIS users

- Other

How effective do you think the HMIS training is?

- Ineffective
- Efficient
- Effective
- Amazing!

How are the majority of your HMIS trainings being conducted in your CoC?

- In-person only
- Remote: Live Webinar only (WebEx, Adobe)
- Remote: Pre-recorded
- Hybrid of in-person and remote
- Other

What are we training our users to do?

- View and/or access HMIS
- Enter data
- Generate reports
- Analyze data

What does a strong training and delivery plan do for us?

- Improve data quality
- Increase data usage
- Build data management capacity
- Set consistent expectations for all users

Why does how we conduct HMIS training matter?

- Adults learn differently than children

Why is a consistent and thorough HMIS training plan so critical?

- Training is the foundation of data quality, if we have a rotten "foundation" the data quality "house" will not stand
- Training is not just limited to how to use HMIS, but also how the CoC uses and protects data through HMIS Policies and Procedures

Adult Learning Theory

Principles of Adult Learning

- Adults should have a say in the content and process of their learning

- Focus learning on adding to what they already know and have experienced

- Content should be focused on issues related to their professional responsibilities

- Learning should be centered on problem-solving rather than memorizing content

Adult Learning Theory

Assumptions about adult learners:

- Self-Directed
- Have Experience
- Ready to Learn
- Problem-solving Orientation
- Internally Motivated

Adults learn differently and training should take these differences into account

Adult Learning Theory

One popular theory, the VARK model, identifies **four** primary **types of learners**:

- visual
- auditory
- reading / writing
- kinesthetic / experiential

Each **learning type** responds best to a different method of teaching

Which learning type best describes you as an adult learner?

What type of adult learner are you?

- visual
- auditory
- reading / writing
- kinesthetic / experiential

Developing Curriculum

Developing Curriculum

- Who establishes training requirements?

- How often are policies and requirements reviewed and updated?

- How are training resources accessed?

- How have your training needs and curriculum changed during the pandemic?

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Basic HMIS Training

New User Training

- What does vendor provide vs HMIS Lead?
- How are new users identified and what is the process to request training?

Must haves:

- New user agreement (policies and responsibilities) *before* gaining access to HMIS
- Project type, target population project serves, basic understanding of issues related to homelessness
- How to enroll/exit client
- Data collection stages
- Adding vs editing data
- How to get help!

Other considerations:

Training location

- Onsite, remote or hybrid approach
- Learning Management System (LMS)

Training modality

- Self-directed
- One-on-one
- Small group

Resources for users

- Are these developed by the vendor or the CoC?

Intermediate HMIS Training

Existing User Training

- What does vendor offer vs HMIS Lead?
- What areas of training need to be updated annually?

Types of intermediate trainings

- How to generate project level funder reports (APR, CAPER, PATH Report)
- How to generate project level reports via CSV
- How to generate other universal and canned reports (Data quality)
- Understanding relationship of project level data to system level data
- Use of HMIS for CES

Other considerations:

Training location
- Onsite, remote or hybrid
- Learning Management System (LMS)

Training modality
- Self-directed
- One-on-one
- Small group

Resources for users
- Are these developed by the vendor or the CoC?

Existing User Training:

What does vendor offer vs HMIS Lead?

How is it determined who receives this training?

- Minimum length of time as an HMIS user
- Pre-test or other prerequisites

Types of advanced training:

- Creating custom reports
- Data analysis

Other considerations:

Training location
- Onsite, remote or hybrid approach
- Learning Management System (LMS)

Training modality
- Self-directed
- One-on-one
- Small group

Resources for users
- Are these developed by the vendor or the CoC?

Existing User Training

What does vendor offer vs HMIS Lead?

How is it determined who receives this training?
- Are all users required to take ongoing trainings?
- Prerequisites?

Types of skill building training:
- New features (vendor version updates)
- Annual update and/or refresher training
- Bi-annual HMIS Data Standards updates
- Module-based training

Staff Building HMIS Training

Other considerations:

Training location
- Onsite, remote or hybrid
- Learning Management System (LMS)

Training modality
- Self-directed
- One-on-one
- Small group

Resources for users
- Are these developed by the vendor or the CoC?

Training Curriculum Implementation

Coalition for the Homeless

Houston, TX

Trainings

- New User
  - Users learn the basic skills and concepts needed in order to complete case management tasks in the system.

- Emergency Shelter
  - Users learn how to enroll, exit, check in/check out clients from a bed on the housing workspace.

- Street Outreach/PATH
  - Users learn how to navigate basic Outreach and PATH functions including entering client information.

- HOPWA
  - Covers programs funded by the Housing Opportunities for Persons With AIDS.

- Supervisor Support
  - Offers a variety of topics including reporting, data quality, teams, and more.

- Refresher
  - Users refresh their skills, as well as review any issues they may have with navigating the system and/or collecting data from clients.

Trainings

- Reports
  - Provides an overview of the various reporting options available in HMIS.

- Coordinated Entry Training
  - Users learn housing assessor's role and responsibilities.

- Annual Security Training
  - Users learn HMIS security polices and procedures, and Data Standards.

- Help Desk Assistance
  - Ticket submission
  - Phone calls

- HMIS Quarterly Forums
  - Inform the HMIS community about recent data trends, ongoing system-wide activities, and important developments regarding the HMIS.

Trainings

- Requirements
  - The HMIS trainings are available only for participating agencies.
  - Online Registration
  - User Licenses Agreement
    - I understand that if I do not log into HMIS for more than 45 days, my user account will be locked out and my agency will be charged a user reactivation fee.

- Tracking

  - Record attendance

  - Monthly tracking reports
    - Number of trainings offered
    - Number of users trained

- Funding

  - Our HMIS staff is mainly covered by the HMIS CoC grant and other HUD grants (ESG, CE, HOPWA).

Training Settings

- Classroom

- Virtual

    - GoToWebinar

    - GoToTraining

    - Zoom

    - Teams

Delivery

- Instructional

- Hands-On

- Small Groups

- One-on-One

HMIS Training Calendar

| | | March 2021 | | | | |
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 **9am** HMIS Refresher Training **1pm** HMIS HOPWA Training	2 **9am** HMIS Emergency Shelter Training **1pm** HMIS Outreach/PATH Training	3	4 **9am** HMIS New User Training	5 **9am** HMIS Security Training **1pm** HMIS Security Training	6	7
8 **9am** HMIS New User Training **1pm** HMIS Refresher Training	9	10	11 **9am** HMIS Supervisor Support Training	12	13	14
15 **9am** HMIS Outreach/PATH Training **1pm** HMIS Emergency Shelter Training	16	17	18 **2pm** 1st Quarter HMIS Forum	19	20	21
22	23	24	25	26	27	28

https://www.homelesshouston.org/hmis-v2#HMISUserTrainings

Putting It All Together!

- Best Practices
    - Determining users' level of knowledge and designing training to meet their needs.
    - Having the ability to measure user success
        - Provide review questions during and after trainings
    - Identifying common data entry problems, and incorporating them into trainings

- Challenges
    - Moving from in-person to virtual environment
        - Are users learning the material?
        - Technical difficulties (audio issues, users not being able to join in)

- How We Overcame Them
    - Making sure trainings are interactive
    - Providing review questions to test users' knowledge
    - Asking data entry related questions during forums for prizes

- Lessons Learned
    - Online trainings are more convenient for the users
    - More users participate in trainings

Training Curriculum Implementation

Developing the curriculum is only the first step; next we need to actually provide training.

Implementation of consistent and thorough training leads to HMIS Success!
Training can be provided by:
- HMIS Lead
- train-the-trainer model at the agency level
- the vendor
- third party trainer

Training Modalities

In-person

- Preferred by certain adult learners and trainers, but logistics can be difficult and cause a lag in training

Remote

- Preferred by certain adult learners and trainers, can be easier to manage the logistics and provide training in a more immediate timeline

Pre-recorded

- Preferred by certain adult learners and trainers, can be difficult to record and post, but easy to manage once content is created
- This modality is best used with a training test or certificate to assure adult learning has occurred

Training Modalities

Learning Management System

- Preferred by certain adult learners and trainers, can be difficult to develop, but easy to manage once content is created

- This modality is best used with a training test or certificate to assure adult learning has occurred

- The content can be updated as vendor software changes and HUD data standards change

Training Modalities

Written guidance

- Guidebooks, one-pagers, or tip sheets may be helpful to many adult learners with a preference for visual learning.

- Written guidance can provide assistance to commonly asked questions or can be used as a self-service resource.

- Organize training and guidance materials well to increase their usage.
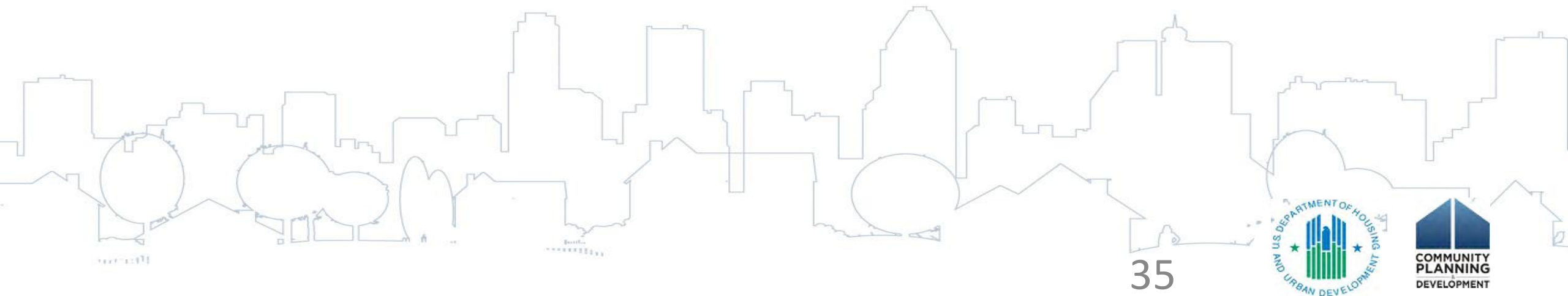
Questions & Answers

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