



Improving your Training Curriculum and Delivery

May 4th, 2020

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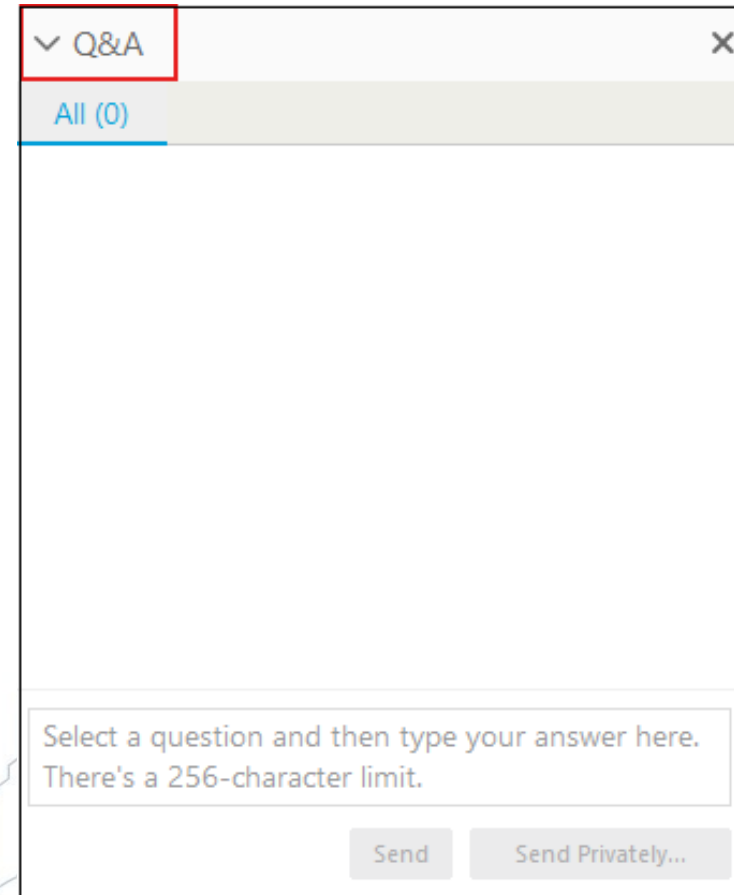


Webinar Instructions

- Webinar will last about 60 minutes
- Access to recorded version
- Participants in 'listen only' mode
- Submit content related questions in Q&A box on right side of screen
- For technical issues, request assistance through the Chat box

Webinar Instructions

- Questions?
- Please submit your content related questions via the Q&A box
- Send to Host, Presenter and Panelists

A screenshot of a Q&A box interface. At the top, there is a tab labeled 'Q&A' with a downward arrow and a close button 'X'. Below the tab, it says 'All (0)'. The main area is a large empty text box for typing. At the bottom, there is a text prompt: 'Select a question and then type your answer here. There's a 256-character limit.' Below this prompt are two buttons: 'Send' and 'Send Privately...'.

Q&A

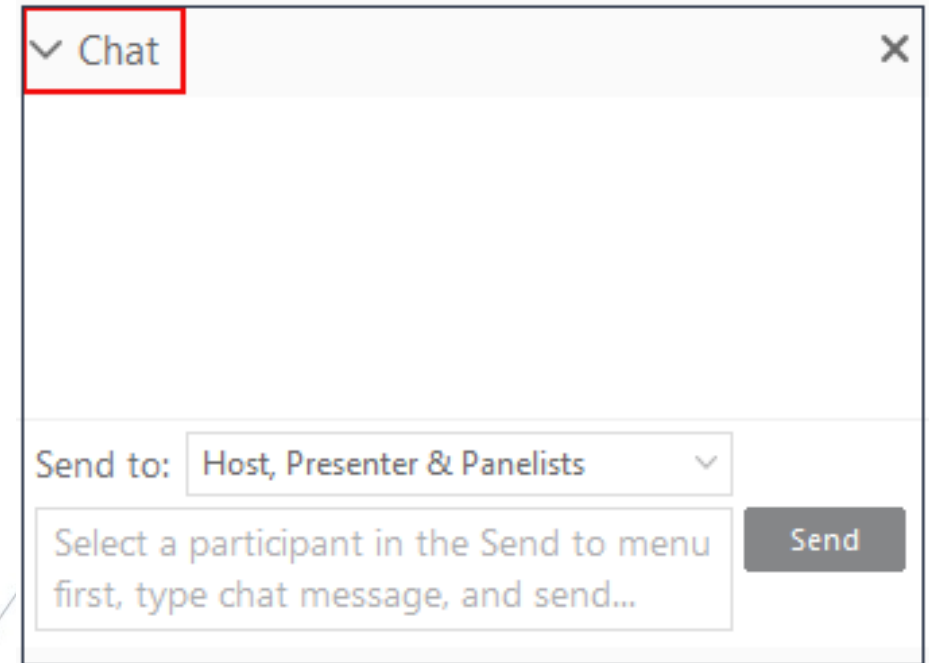
All (0)

Select a question and then type your answer here.
There's a 256-character limit.

Send Send Privately...

Webinar Instructions

- Please submit any technical issue related questions via the Chat box
- Send the message directly to the Host
- Host will work directly with you to resolve those issues



✓ Chat

Send to: Host, Presenter & Panelists

Select a participant in the Send to menu first, type chat message, and send...

Send

About NHSDC

The National Human Services Data Consortium (NHSDC) is an organization focused on developing effective leadership for the best use of information technology to manage human services. NHSDC provides information, assistance, peer to peer education and lifelong learning to its conference participants, website members and other interested parties in the articulation, planning, implementation and continuous operation of technology initiatives to collect, aggregate, analyze and present information regarding the provision of human services.

NHSDC holds two conferences every year that convene human services administrators primarily working in the homeless services data space together to learn best practices and share knowledge. The past 3 events have been put on with HUD as a co-sponsor. Learn more on our web site www.nhsdc.org.

After this virtual conference is over, NHSDC will be sending out a survey to learn about your experience. Please help us by signing up for emails and participating in the survey!

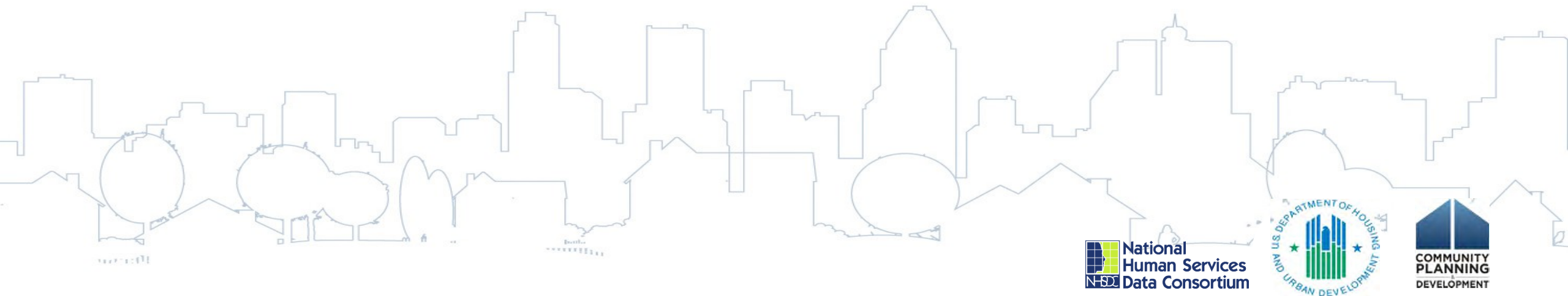


Learning Objectives

- Understand how HMIS training impacts overall HMIS implementation
- Understand basic concepts of Adult Learning Theory
- Identify different approaches to developing training materials
- Identify different approaches to delivering training via different modalities including:
 - Individualized in-person or remote training,
 - In-person or remote group learning, and
 - Self-directed resources

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.**
- **Chris Pitcher, ICF**



Who's in the Room?

- HMIS Leadership
- CoC Leadership
- HMIS users
- Other



Tell Us About Training in Your CoC

How effective do you think the HMIS training is?

- Ineffective
- Efficient
- Effective
- Amazing!



Tell Us About Training in Your CoC

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



Importance of HMIS Training

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

Importance of HMIS Training

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



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

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

Which learning type best describes you as an adult learner?

Tell Us About Your Learning Style

What type of adult learner are you?

- visual
- auditory
- reading/writing
- kinesthetic



Developing Curriculum



Developing Curriculum

- Who establishes training requirements?
- How often are policies and requirements reviewed and updated?
- How are training resources accessed?



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!

Basic HMIS Training

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

Intermediate 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?

Advanced HMIS Training

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

Advanced HMIS Training

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?

Staff Building HMIS Training

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



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

Written guidance

- Guidebooks, one-pagers, or quick-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 as a resource that is available to HMIS users without having to seek out a person's assistance.

Questions & Answers

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