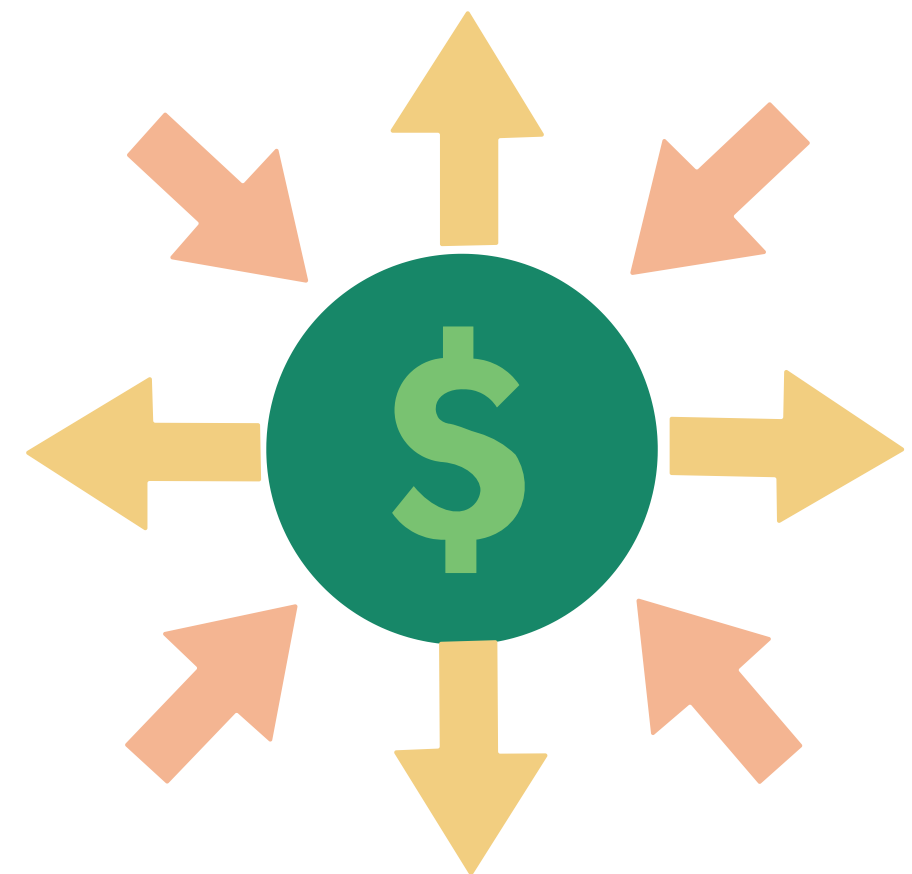# VT HMIS - HOP

Institute for Community Alliances

HOP Funding

ICA was awarded $211,165 for July 1 2022 - June 30 2023.

This funding comes through OEO from federal ESG funds.

HOP funding awarded to ICA goes towards:
- System Administrator Staff
- Reporting/Data Analyst Staff
- User Licenses for HOP Grantees
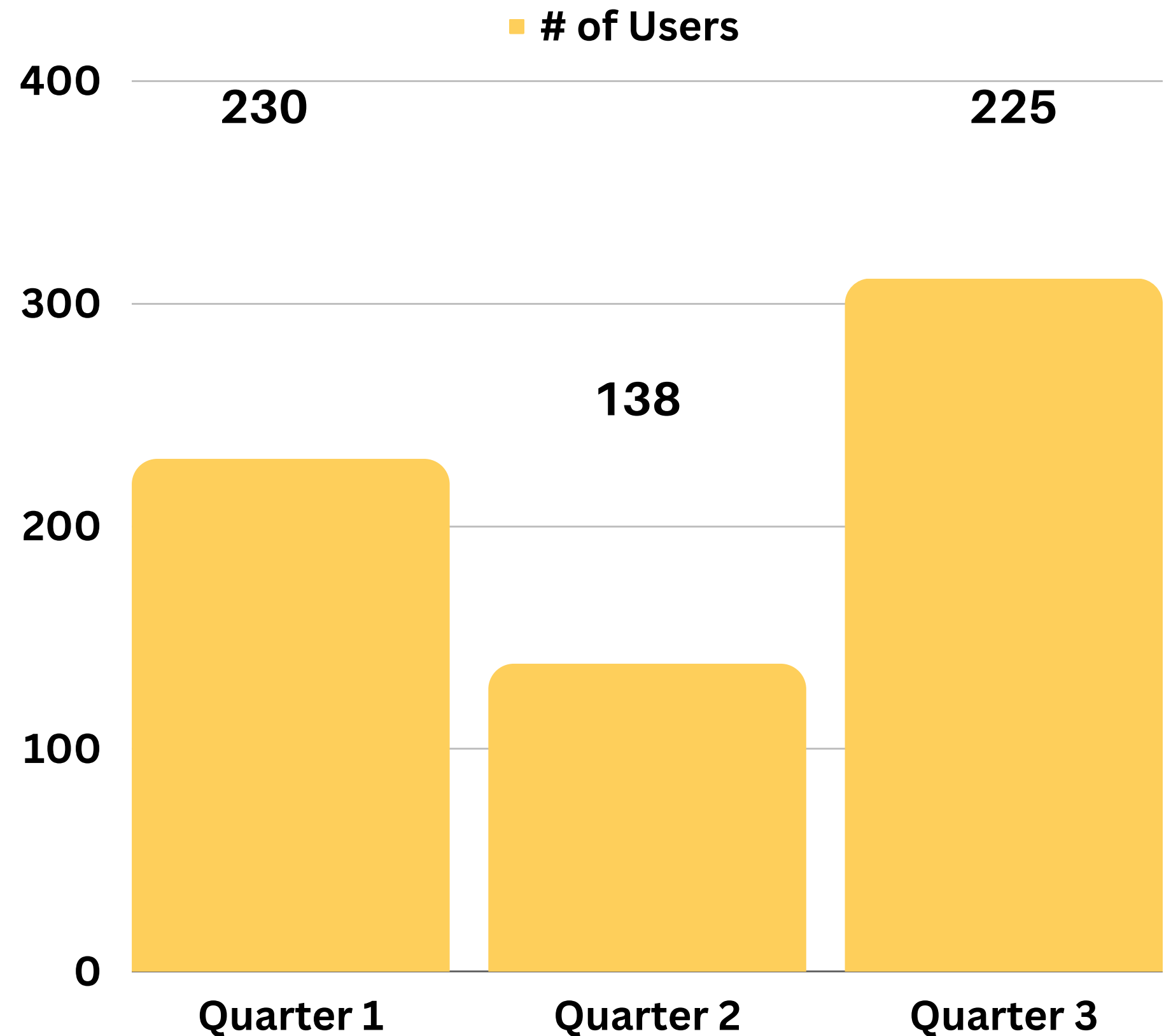- Looker Licenses for HOP Grantees

Trainings

ICA offers multiple User trainings:
- New User Training
- Report Training
- Coordinated Entry Training
- Security and Privacy Training
- Program Specific Training
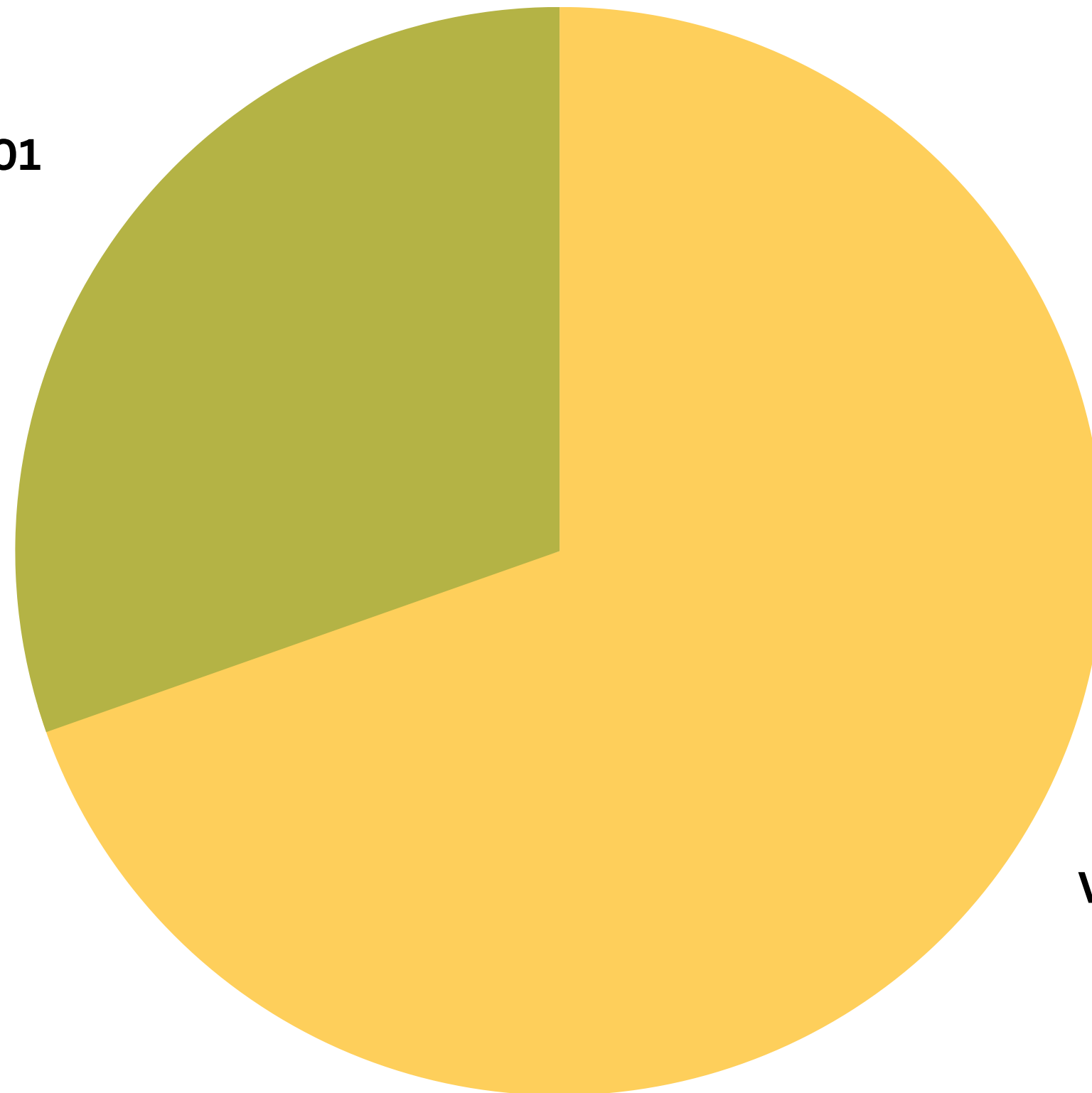- Funder Specific Training

These trainings are done through:
- Virtual One on One
- Virtual Group
- In person Group
- Recordings
- Live Webinars

Number of Users

227 Users

158

VT - 501
69

VT - 500
158

HOP funding awarded to ICA goes towards:
- 119 HOP Grantee User Licenses
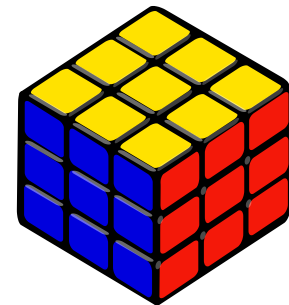- 36 HOP Grantee Looker Licenses

HelpDesk Tickets

- Received **3,736** messages from July 1, 2022 to March 3, 2023

- Average response time for first response: **2 hrs 57mins**

- **77%** of tickets were resolved in 24 hours or less

THANK YOU FOR YOUR